

YouGov Survey Results

Sample Size: 1044

Fieldwork: 21st - 24th October 2011

| Total | Gender | | Age | | | | | Social Grade | | Working Status | | | | | | |
|-------|--------|------|--------|----------|----------|----------|----------|--------------|------|----------------|-------------------|-------------------|-------------------|-------------------|---------|------------|
| | Base | Male | Female | 18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55+ | ABC1 | C2DE | Working full time | Working part time | ALL WORKERS (NET) | Full time student | Retired | Unemployed |

Do you own an Oyster card?

| | | | | | | | | | | | | | | | | | |
|--------------------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-----------|-----------|
| Unweighted Base | 1044 | 556 | 488 | 106 | 123 | 123 | 148 | 544 | 667 | 377 | 447 | 132 | 579 | 47 | 288 | 47 | 83 |
| All London Adults | 1044 | 488 | 556 | 124 | 256 | 191 | 180 | 292 | 626 | 418 | 535 | 133 | 669 | 55 | 164 | 62 | 94 |
| Yes, I do | 76% | 75% | 78% | 93% | 92% | 85% | 83% | 47% | 75% | 78% | 85% | 82% | 85% | 87% | 36% | 95% | 70% |
| No, I don't | 24% | 25% | 22% | 7% | 8% | 15% | 17% | 53% | 25% | 22% | 15% | 18% | 15% | 13% | 64% | 5% | 30% |

Approximately how often, if at all, do you use your Oyster card?

| | | | | | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|
| Unweighted Base | 686 | 346 | 340 | 98 | 113 | 108 | 120 | 247 | 430 | 256 | 359 | 92 | 451 | 41 | 101 | 42 | 51 |
| All London Adults who own an Oyster card | 798 | 365 | 433 | 115 | 235 | 163 | 149 | 136 | 472 | 326 | 457 | 110 | 567 | 48 | 58 | 59 | 66 |
| Every day | 23% | 27% | 19% | 36% | 23% | 26% | 21% | 10% | 21% | 26% | 29% | 14% | 26% | 41% | 8% | 7% | 12% |
| Between 4 and 6 times a week | 20% | 19% | 21% | 17% | 21% | 20% | 25% | 15% | 22% | 17% | 22% | 18% | 21% | 14% | 15% | 26% | 15% |
| Between 2 and 3 times a week | 17% | 17% | 16% | 19% | 19% | 13% | 16% | 14% | 15% | 19% | 13% | 30% | 17% | 10% | 14% | 29% | 13% |
| Once a week | 11% | 10% | 11% | 10% | 9% | 14% | 9% | 13% | 12% | 9% | 10% | 16% | 11% | 10% | 16% | 8% | 5% |
| Once a fortnight | 7% | 5% | 8% | 4% | 7% | 5% | 8% | 8% | 6% | 7% | 6% | 5% | 6% | 8% | 4% | 9% | 12% |
| Once a month | 7% | 6% | 8% | 4% | 8% | 6% | 4% | 10% | 8% | 5% | 6% | 5% | 6% | 2% | 6% | 14% | 13% |
| Once every 2 to 3 months | 5% | 4% | 6% | 5% | 2% | 6% | 6% | 10% | 5% | 5% | 4% | 6% | 5% | 7% | 9% | 1% | 10% |
| Less often than once every 2 to 3 months | 6% | 5% | 7% | - | 5% | 7% | 8% | 12% | 7% | 6% | 6% | 5% | 6% | - | 10% | 2% | 15% |
| Never | 2% | 2% | 2% | 1% | 1% | 1% | 2% | 7% | 3% | 2% | 1% | - | 1% | 1% | 17% | - | 3% |
| Don't know | 2% | 4% | 1% | 4% | 4% | 1% | 1% | 2% | 1% | 5% | 2% | 2% | 2% | 8% | 2% | 4% | 1% |

Have you ever used the Barclays Cycle Scheme (i.e. Boris Bikes)?

| | | | | | | | | | | | | | | | | | |
|--------------------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-----------|-----------|
| Unweighted Base | 1044 | 556 | 488 | 106 | 123 | 123 | 148 | 544 | 667 | 377 | 447 | 132 | 579 | 47 | 288 | 47 | 83 |
| All London Adults | 1044 | 488 | 556 | 124 | 256 | 191 | 180 | 292 | 626 | 418 | 535 | 133 | 669 | 55 | 164 | 62 | 94 |
| Yes, I have | 8% | 12% | 4% | 21% | 11% | 5% | 5% | 3% | 8% | 8% | 8% | 14% | 9% | 16% | 2% | 5% | 5% |
| No, I haven't | 92% | 88% | 96% | 79% | 89% | 95% | 95% | 97% | 92% | 92% | 92% | 86% | 91% | 84% | 98% | 95% | 95% |

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Sample Size: 1044
Fieldwork: 21st - 24th October 2011

| Total | Marital Status | | | | | Children in Household | | | | | |
|-------|----------------------------|-------------------|---------------------|---------|---------------|-----------------------|---|---|----|--------------------------------------|---------|
| | Married/ Civil Partnership | Living as married | Separated/ Divorced | Widowed | Never Married | 0 | 1 | 2 | 3+ | ALL WITH CHILDREN IN HOUSEHOLD (NET) | Refused |

Do you own an Oyster card?

| | | | | | | | | | | | | |
|--------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1044 | 476 | 97 | 113 | 39 | 319 | 813 | 122 | 67 | 23 | 212 | 19 |
| All London Adults | 1044 | 421 | 131 | 81 | 25 | 386 | 739 | 153 | 92 | 40 | 284 | 21 |
| Yes, I do | 76% | 70% | 87% | 65% | 37% | 85% | 72% | 90% | 87% | 83% | 88% | 82% |
| No, I don't | 24% | 30% | 13% | 35% | 63% | 15% | 28% | 10% | 13% | 17% | 12% | 18% |

Approximately how often, if at all, do you use your Oyster card?

| | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 686 | 285 | 77 | 61 | 11 | 252 | 491 | 106 | 56 | 19 | 181 | 14 |
| All London Adults who own an Oyster card | 798 | 295 | 114 | 53 | 9 | 326 | 530 | 137 | 80 | 33 | 251 | 17 |
| Every day | 23% | 22% | 22% | 10% | - | 27% | 23% | 16% | 25% | 39% | 22% | 39% |
| Between 4 and 6 times a week | 20% | 17% | 22% | 21% | 18% | 22% | 22% | 20% | 13% | 9% | 17% | 11% |
| Between 2 and 3 times a week | 17% | 13% | 27% | 27% | - | 15% | 15% | 17% | 19% | 27% | 19% | 29% |
| Once a week | 11% | 12% | 13% | 10% | 13% | 9% | 10% | 15% | 11% | 7% | 13% | 2% |
| Once a fortnight | 7% | 9% | 5% | 5% | 5% | 5% | 6% | 11% | 9% | 1% | 9% | - |
| Once a month | 7% | 8% | 2% | 7% | - | 8% | 7% | 6% | 7% | 9% | 7% | - |
| Once every 2 to 3 months | 5% | 6% | 2% | 6% | 45% | 4% | 6% | 5% | 3% | 4% | 4% | - |
| Less often than once every 2 to 3 months | 6% | 9% | 6% | 9% | 14% | 4% | 6% | 8% | 7% | 5% | 7% | 3% |
| Never | 2% | 4% | 1% | 2% | 5% | 1% | 3% | 1% | 4% | - | 2% | - |
| Don't know | 2% | 1% | - | 4% | - | 4% | 2% | 2% | 2% | - | 2% | 16% |

Have you ever used the Barclays Cycle Scheme (i.e. Boris Bikes)?

| | | | | | | | | | | | | |
|--------------------------|------|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1044 | 476 | 97 | 113 | 39 | 319 | 813 | 122 | 67 | 23 | 212 | 19 |
| All London Adults | 1044 | 421 | 131 | 81 | 25 | 386 | 739 | 153 | 92 | 40 | 284 | 21 |
| Yes, I have | 8% | 6% | 18% | 4% | - | 9% | 6% | 10% | 10% | 28% | 13% | 2% |
| No, I haven't | 92% | 94% | 82% | 96% | 100% | 91% | 94% | 90% | 90% | 72% | 87% | 98% |

| Total | Gender | | Age | | | | | Social Grade | | Working Status | | | | | | |
|-------|--------|------|--------|----------|----------|----------|----------|--------------|------|----------------|-------------------|-------------------|-------------------|-------------------|---------|------------|
| | Base | Male | Female | 18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55+ | ABC1 | C2DE | Working full time | Working part time | ALL WORKERS (NET) | Full time student | Retired | Unemployed |

Which, if any, of the following annoy you whilst on the tube? (Please tick all that apply)

| | | | | | | | | | | | | | | | | | |
|---|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1044 | 556 | 488 | 106 | 123 | 123 | 148 | 544 | 667 | 377 | 447 | 132 | 579 | 47 | 288 | 47 | 83 |
| All London Adults | 1044 | 488 | 556 | 124 | 256 | 191 | 180 | 292 | 626 | 418 | 535 | 133 | 669 | 55 | 164 | 62 | 94 |
| Someone reading my newspaper over my shoulder | 18% | 21% | 16% | 20% | 18% | 20% | 20% | 16% | 19% | 18% | 18% | 21% | 19% | 10% | 14% | 27% | 21% |
| People not letting other passengers off the train first | 70% | 68% | 72% | 65% | 78% | 75% | 68% | 64% | 74% | 65% | 75% | 61% | 72% | 74% | 62% | 71% | 70% |
| People not giving up a seat for an elderly person | 64% | 59% | 68% | 53% | 58% | 75% | 60% | 69% | 64% | 64% | 63% | 63% | 63% | 62% | 69% | 51% | 70% |
| People not giving up a seat for someone who is pregnant | 61% | 56% | 66% | 49% | 62% | 67% | 61% | 63% | 63% | 59% | 62% | 63% | 62% | 54% | 58% | 59% | 69% |
| People who carry a large rucksack/ suitcase | 25% | 27% | 23% | 29% | 18% | 28% | 24% | 28% | 25% | 25% | 26% | 28% | 26% | 13% | 26% | 27% | 20% |
| People who hold open the doors to stop them from closing | 26% | 33% | 20% | 28% | 29% | 31% | 24% | 20% | 29% | 21% | 31% | 19% | 28% | 31% | 19% | 25% | 20% |
| When someone puts a bag on a seat so others can't sit there | 68% | 67% | 69% | 61% | 66% | 73% | 68% | 71% | 68% | 68% | 71% | 65% | 69% | 63% | 69% | 64% | 67% |
| When passengers leave litter behind | 65% | 69% | 62% | 47% | 62% | 71% | 62% | 73% | 66% | 62% | 66% | 54% | 63% | 52% | 72% | 69% | 67% |
| When people talk too loudly | 37% | 38% | 37% | 34% | 35% | 38% | 36% | 41% | 37% | 37% | 35% | 43% | 37% | 35% | 36% | 47% | 35% |
| When couples engage in public displays of affection | 29% | 26% | 32% | 41% | 29% | 24% | 24% | 32% | 30% | 29% | 28% | 30% | 28% | 32% | 29% | 42% | 27% |
| When someone listens to music so loudly that other passengers can hear it | 65% | 62% | 67% | 51% | 53% | 66% | 69% | 78% | 67% | 61% | 68% | 51% | 64% | 44% | 79% | 62% | 58% |
| None of these | 4% | 4% | 4% | 5% | 5% | 2% | 5% | 5% | 3% | 6% | 4% | 3% | 4% | 5% | 4% | 3% | 7% |

Which ONE, if any, of the following BEST describes how you react when someone you don't know talks to you on the tube?

| | | | | | | | | | | | | | | | | | |
|---|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1044 | 556 | 488 | 106 | 123 | 123 | 148 | 544 | 667 | 377 | 447 | 132 | 579 | 47 | 288 | 47 | 83 |
| All London Adults | 1044 | 488 | 556 | 124 | 256 | 191 | 180 | 292 | 626 | 418 | 535 | 133 | 669 | 55 | 164 | 62 | 94 |
| I respond politely but avoid a lengthy conversation | 74% | 71% | 76% | 66% | 75% | 75% | 71% | 76% | 76% | 70% | 76% | 60% | 73% | 78% | 76% | 71% | 72% |
| I respond emphatically and try to converse | 16% | 19% | 14% | 27% | 12% | 16% | 18% | 15% | 14% | 20% | 15% | 24% | 17% | 16% | 14% | 22% | 16% |
| I ignore them completely | 5% | 5% | 5% | 3% | 8% | 5% | 5% | 4% | 6% | 4% | 6% | 8% | 6% | 1% | 5% | 1% | 2% |
| None of these | 5% | 4% | 5% | 3% | 6% | 4% | 6% | 5% | 4% | 7% | 3% | 7% | 4% | 5% | 4% | 6% | 10% |

| Total | Marital Status | | | | | Children in Household | | | | | |
|-------|----------------------------|-------------------|---------------------|---------|---------------|-----------------------|---|---|----|--------------------------------------|---------|
| Base | Married/ Civil Partnership | Living as married | Separated/ Divorced | Widowed | Never Married | 0 | 1 | 2 | 3+ | ALL WITH CHILDREN IN HOUSEHOLD (NET) | Refused |

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| All London Adults | 1044 | 421 | 131 | 81 | 25 | 386 | 739 | 153 | 92 | 40 | 284 | 21 |
| Someone reading my newspaper over my shoulder | 18% | 16% | 23% | 26% | 15% | 17% | 18% | 16% | 16% | 45% | 20% | 10% |
| People not letting other passengers off the train first | 70% | 66% | 75% | 66% | 59% | 74% | 75% | 62% | 65% | 45% | 61% | 44% |
| People not giving up a seat for an elderly person | 64% | 65% | 57% | 74% | 67% | 63% | 66% | 58% | 68% | 63% | 62% | 41% |
| People not giving up a seat for someone who is pregnant | 61% | 63% | 54% | 69% | 57% | 61% | 62% | 63% | 60% | 50% | 61% | 37% |
| People who carry a large rucksack/ suitcase | 25% | 24% | 26% | 26% | 21% | 26% | 25% | 20% | 22% | 49% | 25% | 27% |
| People who hold open the doors to stop them from closing | 26% | 23% | 32% | 26% | 13% | 28% | 29% | 18% | 19% | 22% | 19% | 13% |
| When someone puts a bag on a seat so others can't sit there | 68% | 70% | 67% | 66% | 67% | 68% | 71% | 65% | 62% | 64% | 64% | 36% |
| When passengers leave litter behind | 65% | 65% | 56% | 72% | 77% | 65% | 68% | 53% | 63% | 65% | 58% | 37% |
| When people talk too loudly | 37% | 38% | 30% | 43% | 35% | 37% | 39% | 35% | 32% | 33% | 34% | 32% |
| When couples engage in public displays of affection | 29% | 28% | 36% | 34% | 33% | 27% | 30% | 22% | 33% | 40% | 28% | 21% |
| When someone listens to music so loudly that other passengers can hear it | 65% | 71% | 60% | 72% | 77% | 58% | 68% | 60% | 64% | 49% | 60% | 33% |
| None of these | 4% | 4% | 3% | 4% | 9% | 5% | 4% | 5% | 2% | - | 3% | 31% |

Which ONE, if any, of the following BEST describes how you react when someone you don't know talks to you on the tube?

| | | | | | | | | | | | | |
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| All London Adults | 1044 | 421 | 131 | 81 | 25 | 386 | 739 | 153 | 92 | 40 | 284 | 21 |
| I respond politely but avoid a lengthy conversation | 74% | 76% | 66% | 61% | 76% | 76% | 76% | 74% | 71% | 40% | 68% | 56% |
| I respond emphatically and try to converse | 16% | 14% | 24% | 22% | 17% | 16% | 15% | 14% | 18% | 49% | 20% | 6% |
| I ignore them completely | 5% | 6% | 2% | 9% | 1% | 5% | 5% | 5% | 3% | 10% | 5% | 13% |
| None of these | 5% | 5% | 8% | 8% | 6% | 3% | 4% | 7% | 8% | 1% | 7% | 25% |