



Underground Passenger Survey

04/02/2014

Prepared on behalf of the RMT



Underground Passenger Survey

On behalf of the RMT

04/02/14 - 1,008 respondents

Methodology

Fieldwork Dates

03rd January - 04th February 2013

Data Collection Method

The survey was conducted via face-to-face interviews with passengers at 19 of the busiest London Underground stations by passenger numbers; Bank & Monument, Bond Street, Canary Wharf, Euston, Green Park, Holborn, King's Cross St Pancras, Leicester Square, London Bridge, Old Street, Oxford Circus, Paddington, Piccadilly Circus, South Kensington, Stratford, Tottenham Court Road, Victoria, Waterloo and Westminster.

Interviews were conducted using a random in-street face-to-face methodology. Interviewers positioned themselves at the exits/entrances of Underground stations and they approached the 'next' available person after the completion of each interview.

No quotas were imposed, and the survey sample can be presumed to be a reliable approximation of the profile of all passengers who were passing through each of the stations during the fieldwork times.

Interviews were spread across the period between 9am and 9pm, Monday to Tuesday, thus capturing a broad cross-section of London Underground use during an average working week, including commuters, tourists and evening restaurant and theatre goers. The stations surveyed have a combined 836 million passenger exits & entrances and are therefore estimated to represent either the start or end point of approximately 60-70% of the 1,229 million annual passenger journeys on the London Underground.

Population Sampled

Passenger-journeys on the London Underground, passing through the 19 listed stations during fieldwork hours. (*see *Note 1* below)

Sample Size

1,008

Margin of Error / Sampling Notes

Because only a sample of the full population was interviewed, all results are subject to sampling tolerances, meaning that not all differences are statistically significant. For example, in a question where

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50% (the worst case scenario as far as margin of error is concerned) gave a particular answer, with an effective sample of 1,008 it is 95% certain that the 'true' value (if all passengers in the fieldwork time and locations had been interviewed) will fall within the range of 3.1% from the sample result. Sub-samples from the cross-breaks will be subject to higher margin of error, conclusions drawn from cross-breaks with very small sub-samples should be treated with caution.

Note 1: Data is unweighted, as there is not a specific profile of London Underground passengers per se. The population sampled is strictly the passenger-journeys* within the 19 stations examined, during the fieldwork times listed above – this population is used as an approximation for the wider population of London Underground passengers generally.

*as passenger-journeys rather than passengers were the sampling unit, it is possible (though extremely unlikely) that an individual passenger was interviewed more than once during different journeys. Similarly passengers who undertake more journeys during the average year were more likely to be sampled than passengers who undertake fewer journeys.

Question presentation

All data tables shown in full below, in order and wording put to respondents. In addition to displayed tables, following each interview, the sex of the interviewee as well as the time and location of interview were recorded by the interviewer.

Data were analysed and presented by Patrick Bri ne of Suration.

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London Underground Passenger Survey

Q1. What is the purpose of your journey today? [tick all that apply]

	Purpose of Journey					Frequency of Underground Use				Live in London?		Age				Gender	
	Total	Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Commuting to / from work	461	461	0	13	1	359	67	33	2	391	70	111	243	95	12	277	184
	45.7%	100.0%	0.0%	6.2%	1.1%	66.4%	34.5%	17.5%	2.4%	54.8%	23.8%	42.9%	55.1%	39.6%	17.9%	49.4%	41.2%
Other business travel	128	2	1	7	1	49	44	32	3	83	45	12	58	52	6	76	52
	12.7%	0.4%	1.2%	3.3%	1.1%	9.1%	22.7%	16.9%	3.6%	11.6%	15.3%	4.6%	13.2%	21.7%	9.0%	13.5%	11.6%
Tourism	82	0	82	6	0	12	5	20	45	19	63	29	20	24	9	36	46
	8.1%	0.0%	100.0%	2.9%	0.0%	2.2%	2.6%	10.6%	53.6%	2.7%	21.4%	11.2%	4.5%	10.0%	13.4%	6.4%	10.3%
Shopping	85	4	6	91	2	35	19	23	8	62	23	21	29	28	7	41	44
	8.4%	0.9%	7.3%	43.5%	2.1%	6.5%	9.8%	12.2%	9.5%	8.7%	7.8%	8.1%	6.6%	11.7%	10.4%	7.3%	9.8%
Entertainment / leisure / dining out	124	9	0	130	5	38	33	39	14	75	49	35	45	26	18	59	65
	12.3%	2.0%	0.0%	62.2%	5.3%	7.0%	17.0%	20.6%	16.7%	10.5%	16.7%	13.5%	10.2%	10.8%	26.9%	10.5%	14.5%
Visiting friends / family	95	1	0	7	95	34	24	33	4	70	25	39	34	14	8	48	47
	9.4%	0.2%	0.0%	3.3%	100.0%	6.3%	12.4%	17.5%	4.8%	9.8%	8.5%	15.1%	7.7%	5.8%	11.9%	8.6%	10.5%
Onward travel outside of London	16	1	0	1	0	4	2	6	4	4	12	4	7	4	1	9	7
	1.6%	0.2%	0.0%	0.5%	0.0%	0.7%	1.0%	3.2%	4.8%	0.6%	4.1%	1.5%	1.6%	1.7%	1.5%	1.6%	1.6%
Other personal travel	62	2	1	1	1	27	14	14	7	42	20	26	17	11	7	39	23
	6.2%	0.4%	1.2%	0.5%	1.1%	5.0%	7.2%	7.4%	8.3%	5.9%	6.8%	10.0%	3.9%	4.6%	10.4%	7.0%	5.1%

London Underground Passenger Survey

Q2. How often do you use the Underground?

	Total	Purpose of Journey				Frequency of Underground Use				Live in London?		Age				Gender	
		Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Every day	541	359	12	73	34	541	0	0	0	490	51	158	279	93	11	316	225
	53.7%	77.9%	14.6%	34.9%	35.8%	100.0%	0.0%	0.0%	0.0%	68.6%	17.3%	61.0%	63.3%	38.8%	16.4%	56.3%	50.3%
Every week	194	67	5	52	24	0	194	0	0	139	55	35	73	63	23	115	79
	19.2%	14.5%	6.1%	24.9%	25.3%	0.0%	100.0%	0.0%	0.0%	19.5%	18.7%	13.5%	16.6%	26.3%	34.3%	20.5%	17.7%
Every month	101	18	6	31	21	0	0	101	0	56	45	24	36	25	16	44	57
	10.0%	3.9%	7.3%	14.8%	22.1%	0.0%	0.0%	53.4%	0.0%	7.8%	15.3%	9.3%	8.2%	10.4%	23.9%	7.8%	12.8%
A few time a year	88	15	14	31	12	0	0	88	0	26	62	20	24	35	8	49	39
	8.7%	3.3%	17.1%	14.8%	12.6%	0.0%	0.0%	46.6%	0.0%	3.6%	21.1%	7.7%	5.4%	14.6%	11.9%	8.7%	8.7%
Only at this time [e.g. tourist / visitor]	84	2	45	22	4	0	0	0	84	3	81	22	29	24	9	37	47
	8.3%	0.4%	54.9%	10.5%	4.2%	0.0%	0.0%	0.0%	100.0%	0.4%	27.6%	8.5%	6.6%	10.0%	13.4%	6.6%	10.5%

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Transport for London (TfL) have announced that every ticket office on the underground will close by 2015, resulting in at least 750 job cuts. London Underground say that tube stations will continue to have at least one staff member present during operating hours, but tube workers have voted to take industrial action this week because they believe the proposed changes will result in a worse and less safe service for passengers.

Q3. To what extent would you or would you not be concerned if the tube stations on your journey no longer had manned ticket offices?

	Purpose of Journey					Frequency of Underground Use				Live in London?		Age				Gender	
	Total	Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Not at all concerned	208	101	17	34	10	112	44	36	16	140	68	37	91	60	20	143	65
	20.6%	21.9%	20.7%	16.3%	10.5%	20.7%	22.7%	19.0%	19.0%	19.6%	23.1%	14.3%	20.6%	25.0%	29.9%	25.5%	14.5%
Not very concerned	128	70	4	24	11	74	28	22	4	99	29	35	61	22	9	68	60
	12.7%	15.2%	4.9%	11.5%	11.6%	13.7%	14.4%	11.6%	4.8%	13.9%	9.9%	13.5%	13.8%	9.2%	13.4%	12.1%	13.4%
Quite concerned	291	130	26	68	36	163	50	58	20	220	71	109	128	43	11	136	155
	28.9%	28.2%	31.7%	32.5%	37.9%	30.1%	25.8%	30.7%	23.8%	30.8%	24.1%	42.1%	29.0%	17.9%	16.4%	24.2%	34.7%
Very concerned	377	160	35	82	37	192	71	70	44	254	123	77	161	113	26	211	166
	37.4%	34.7%	42.7%	39.2%	38.9%	35.5%	36.6%	37.0%	52.4%	35.6%	41.8%	29.7%	36.5%	47.1%	38.8%	37.6%	37.1%
Don't know	3	0	0	0	1	0	0	3	0	1	2	1	0	1	1	2	1
	0.3%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	1.6%	0.0%	0.1%	0.7%	0.4%	0.0%	0.4%	1.5%	0.4%	0.2%
Refused	1	0	0	1	0	0	1	0	0	0	1	0	0	1	0	1	0
	0.1%	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.4%	0.0%	0.2%	0.0%

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Q4. Do you think that the Mayor of London should speak directly with trade unions without preconditions if that meant strike action on the tube could be prevented?

	Purpose of Journey					Frequency of Underground Use				Live in London?		Age				Gender	
	Total	Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Yes	873	396	76	184	88	472	163	164	74	619	254	241	384	194	54	472	401
	86.6%	85.9%	92.7%	88.0%	92.6%	87.2%	84.0%	86.8%	88.1%	86.7%	86.4%	93.1%	87.1%	80.8%	80.6%	84.1%	89.7%
No	98	50	4	16	5	51	23	17	7	68	30	12	41	35	10	65	33
	9.7%	10.8%	4.9%	7.7%	5.3%	9.4%	11.9%	9.0%	8.3%	9.5%	10.2%	4.6%	9.3%	14.6%	14.9%	11.6%	7.4%
Don't Know	36	15	2	8	2	18	7	8	3	27	9	6	16	10	3	23	13
	3.6%	3.3%	2.4%	3.8%	2.1%	3.3%	3.6%	4.2%	3.6%	3.8%	3.1%	2.3%	3.6%	4.2%	4.5%	4.1%	2.9%
Refused	1	0	0	1	0	0	1	0	0	0	1	0	0	1	0	1	0
	0.1%	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.4%	0.0%	0.2%	0.0%

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Q5. Do you think that lawful industrial action as a last resort is justified in these circumstances?

	Purpose of Journey					Frequency of Underground Use				Live in London?		Age				Gender	
	Total	Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Yes	659 65.4%	303 65.7%	55 67.1%	142 67.9%	66 69.5%	360 66.5%	113 58.2%	126 66.7%	60 71.4%	465 65.1%	194 66.0%	194 74.9%	285 64.6%	147 61.3%	32 47.8%	356 63.5%	303 67.8%
No	297 29.5%	140 30.4%	20 24.4%	55 26.3%	23 24.2%	158 29.2%	69 35.6%	53 28.0%	17 20.2%	216 30.3%	81 27.6%	46 17.8%	136 30.8%	84 35.0%	31 46.3%	175 31.2%	122 27.3%
Don't Know	52 5.2%	18 3.9%	7 8.5%	12 5.7%	6 6.3%	23 4.3%	12 6.2%	10 5.3%	7 8.3%	33 4.6%	19 6.5%	19 7.3%	20 4.5%	9 3.8%	4 6.0%	30 5.3%	22 4.9%

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Q6. Do you live in Greater London?

	Total	Purpose of Journey				Frequency of Underground Use				Live in London?		Age				Gender	
		Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Yes	714	391	19	137	70	490	139	82	3	714	0	193	350	132	38	405	309
	70.8%	84.8%	23.2%	65.6%	73.7%	90.6%	71.6%	43.4%	3.6%	100.0%	0.0%	74.5%	79.4%	55.0%	56.7%	72.2%	69.1%
No	294	70	63	72	25	51	55	107	81	0	294	66	91	108	29	156	138
	29.2%	15.2%	76.8%	34.4%	26.3%	9.4%	28.4%	56.6%	96.4%	0.0%	100.0%	25.5%	20.6%	45.0%	43.3%	27.8%	30.9%

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Q7. Do you mind if I ask which of the following age brackets you fall into?

	Purpose of Journey					Frequency of Underground Use				Live in London?		Age				Gender	
	Total	Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Under 25	259	111	29	56	39	158	35	44	22	193	66	259	0	0	0	123	136
	25.7%	24.1%	35.4%	26.8%	41.1%	29.2%	18.0%	23.3%	26.2%	27.0%	22.4%	100.0%	0.0%	0.0%	0.0%	21.9%	30.4%
25-44	441	243	20	74	34	279	73	60	29	350	91	0	441	0	0	259	182
	43.8%	52.7%	24.4%	35.4%	35.8%	51.6%	37.6%	31.7%	34.5%	49.0%	31.0%	0.0%	100.0%	0.0%	0.0%	46.2%	40.7%
45-64	240	95	24	54	14	93	63	60	24	132	108	0	0	240	0	141	99
	23.8%	20.6%	29.3%	25.8%	14.7%	17.2%	32.5%	31.7%	28.6%	18.5%	36.7%	0.0%	0.0%	100.0%	0.0%	25.1%	22.1%
65+	67	12	9	25	8	11	23	24	9	38	29	0	0	0	67	37	30
	6.6%	2.6%	11.0%	12.0%	8.4%	2.0%	11.9%	12.7%	10.7%	5.3%	9.9%	0.0%	0.0%	0.0%	100.0%	6.6%	6.7%
Refused	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%

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[Sex recorded after interview]

	Total	Purpose of Journey				Frequency of Underground Use				Live in London?		Age				Gender	
		Commuting	Tourism	Shopping / Entertainment	Visiting people	Daily	Weekly	Monthly / yearly	Only now	Yes	No	Under 25	25-44	45-64	65+	Male	Female
	1008	461	82	209	95	541	194	189	84	714	294	259	441	240	67	561	447
Male	561	277	36	100	48	316	115	93	37	405	156	123	259	141	37	561	0
	55.7%	60.1%	43.9%	47.8%	50.5%	58.4%	59.3%	49.2%	44.0%	56.7%	53.1%	47.5%	58.7%	58.8%	55.2%	100.0%	0.0%
Female	447	184	46	109	47	225	79	96	47	309	138	136	182	99	30	0	447
	44.3%	39.9%	56.1%	52.2%	49.5%	41.6%	40.7%	50.8%	56.0%	43.3%	46.9%	52.5%	41.3%	41.3%	44.8%	0.0%	100.0%