

YouGov Survey Results



Sample Size: 1651 London Adults
Fieldwork: 23rd June - 19th July 2017

	Gender		Age				Social Grade		
	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE
Weighted Sample	1651	806	845	190	898	335	228	974	677
Unweighted Sample	1651	736	915	186	836	380	249	1082	569
	%	%	%	%	%	%	%	%	%

Generally speaking, how often, if at all, do you use the London Underground/ Overground or DLR?

Everyday	12	12	11	13	16	4	3	16	5
Four/ five times a week	13	13	13	17	17	7	5	18	7
Two/ three times a week	11	12	11	17	10	13	8	13	9
Once a week	8	9	8	9	8	8	9	9	7
Less than once a week	7	7	7	6	7	8	8	7	7
Less than once every two weeks	6	6	6	6	4	7	9	6	5
Once a month	8	7	9	5	8	10	10	7	10
Less than once a month	22	20	24	15	19	31	27	16	31
Not sure	3	4	3	4	4	0	4	2	4
Not applicable - I never use the London Underground/ Overground or DLR	10	9	10	8	7	12	16	6	14

[The following questions were NOT seen by those who never use the London Underground/Overground or DLR; n=1513]

Which, if any, of these lines would you say you use frequently (i.e. at least once a week) (Please select all that apply)

Northern Line	17	17	17	31	18	11	10	20	12
Central Line	16	15	16	18	16	11	16	17	12
Jubilee Line	16	16	15	20	16	11	16	18	12
Victoria Line	16	17	16	19	18	13	13	19	13
London Overground	15	15	16	15	17	11	13	18	11
District Line	14	18	11	13	14	14	16	15	12
Piccadilly Line	13	14	13	18	13	12	12	15	10
DLR	8	8	8	10	8	7	6	9	6
Circle Line	6	7	5	9	6	4	6	8	4
Bakerloo Line	5	6	4	7	6	3	6	6	4
Hammersmith & City Line	5	5	5	9	4	4	5	6	4
Metropolitan Line	5	5	5	6	5	4	8	6	4
Waterloo & City Line	2	2	2	3	2	1	1	2	1
None of these	32	29	35	18	27	46	46	26	42
Not sure	3	4	2	5	3	2	1	2	5

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How annoying, if at all, do you find the following things people do on the London Underground?

Taking a while at the ticket barrier

Very annoying	21	21	21	24	25	14	10	22	19
Fairly annoying	35	35	36	32	35	39	34	40	29
TOTAL ANNOYING	56	56	57	56	60	53	44	62	48
Not very annoying	28	28	29	25	26	32	36	26	32
Not at all annoying	9	9	8	9	8	10	9	8	10
TOTAL NOT ANNOYING	37	37	37	34	34	42	45	34	42
Not applicable - I have never experienced this	3	4	3	5	2	3	7	2	5
Don't know	3	3	3	5	3	2	4	2	5

Standing on the left on the escalator

Very annoying	29	28	29	34	31	21	24	31	24
Fairly annoying	36	37	35	35	36	38	32	39	31
TOTAL ANNOYING	65	65	64	69	67	59	56	70	55
Not very annoying	20	19	21	11	18	26	28	19	22
Not at all annoying	7	7	7	6	7	6	9	6	8
TOTAL NOT ANNOYING	27	26	28	17	25	32	37	25	30
Not applicable - I have never experienced this	5	5	5	9	3	6	5	3	8
Don't know	3	4	3	4	4	2	2	2	6

Not moving down a crowded carriage to make space

Very annoying	39	34	43	36	41	36	35	41	35
Fairly annoying	44	45	43	36	43	51	47	44	45
TOTAL ANNOYING	83	79	86	72	84	87	82	85	80
Not very annoying	10	12	8	13	10	10	10	10	10
Not at all annoying	2	2	1	3	2	1	1	2	2
TOTAL NOT ANNOYING	12	14	9	16	12	11	11	12	12
Not applicable - I have never experienced this	2	3	2	6	1	1	5	1	4
Don't know	3	3	3	6	3	2	2	2	4

Eating smelly food

Very annoying	38	38	38	26	34	42	57	36	41
Fairly annoying	33	33	33	31	34	36	23	35	29
TOTAL ANNOYING	71	71	71	57	68	78	80	71	70
Not very annoying	18	17	18	19	21	12	12	20	15
Not at all annoying	4	4	4	4	5	5	2	4	5
TOTAL NOT ANNOYING	22	21	22	23	26	17	14	24	20
Not applicable - I have never experienced this	5	5	4	12	4	3	4	4	7
Don't know	2	3	2	6	2	1	2	1	4

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Being drunk									
Very annoying	45	41	49	37	40	52	68	44	48
Fairly annoying	28	27	29	25	30	30	18	28	27
TOTAL ANNOYING	73	68	78	62	70	82	86	72	75
Not very annoying	16	19	13	23	19	10	5	18	12
Not at all annoying	5	6	3	7	6	1	1	6	2
TOTAL NOT ANNOYING	21	25	16	30	25	11	6	24	14
Not applicable - I have never experienced this	4	4	4	3	3	5	6	3	5
Don't know	3	3	3	5	3	2	2	2	5
Listening to music so loudly you can hear it even though they are wearing headphones									
Very annoying	36	36	36	18	31	48	54	35	37
Fairly annoying	34	32	36	30	34	37	32	36	30
TOTAL ANNOYING	70	68	72	48	65	85	86	71	67
Not very annoying	17	17	17	24	21	10	8	18	16
Not at all annoying	6	7	6	12	8	2	1	7	6
TOTAL NOT ANNOYING	23	24	23	36	29	12	9	25	22
Not applicable - I have never experienced this	3	4	2	11	2	1	3	2	4
Don't know	4	4	3	6	4	2	2	2	7
Playing music on their device out loud (without wearing headphones)									
Very annoying	59	57	60	50	58	64	62	62	53
Fairly annoying	23	23	24	22	24	23	24	23	23
TOTAL ANNOYING	82	80	84	72	82	87	86	85	76
Not very annoying	8	9	7	9	8	7	6	7	9
Not at all annoying	3	3	3	3	3	2	2	3	3
TOTAL NOT ANNOYING	11	12	10	12	11	9	8	10	12
Not applicable - I have never experienced this	4	5	4	10	4	2	6	3	7
Don't know	3	4	2	5	3	2	1	2	5
Manspreading (spreading their legs out wide and taking up more room)									
Very annoying	37	28	45	30	38	35	40	37	36
Fairly annoying	34	33	34	31	32	40	34	34	32
TOTAL ANNOYING	71	61	79	61	70	75	74	71	68
Not very annoying	15	20	10	11	16	14	12	15	13
Not at all annoying	5	9	2	10	6	3	3	6	4
TOTAL NOT ANNOYING	20	29	12	21	22	17	15	21	17
Not applicable - I have never experienced this	7	8	6	12	6	5	9	5	10
Don't know	3	3	2	6	3	2	2	2	4

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Leaving litter on the carriage

Very annoying	49	44	53	38	46	56	61	48	50
Fairly annoying	35	36	34	32	36	36	31	36	33
TOTAL ANNOYING	84	80	87	70	82	92	92	84	83
Not very annoying	10	11	8	15	11	6	4	11	8
Not at all annoying	2	3	1	2	3	0	2	2	2
TOTAL NOT ANNOYING	12	14	9	17	14	6	6	13	10
Not applicable - I have never experienced this	2	3	2	8	2	0	2	2	3
Don't know	2	3	2	4	3	2	0	1	4

Putting their bag on a seat

Very annoying	39	36	41	29	36	45	50	38	41
Fairly annoying	35	34	36	34	36	33	33	38	31
TOTAL ANNOYING	74	70	77	63	72	78	83	76	72
Not very annoying	16	18	15	17	17	16	13	17	16
Not at all annoying	4	4	4	5	5	2	2	4	5
TOTAL NOT ANNOYING	20	22	19	22	22	18	15	21	21
Not applicable - I have never experienced this	3	5	1	9	3	2	1	2	5
Don't know	3	3	2	5	3	1	1	2	4

Leaning on the poles in the centre of the carriage, preventing others from being able to hold on to them

Very annoying	25	19	31	32	27	20	21	26	24
Fairly annoying	36	34	39	29	35	43	40	36	37
TOTAL ANNOYING	61	53	70	61	62	63	61	62	61
Not very annoying	22	26	18	19	23	23	23	24	19
Not at all annoying	7	9	5	8	7	6	7	7	7
TOTAL NOT ANNOYING	29	35	23	27	30	29	30	31	26
Not applicable - I have never experienced this	6	7	4	6	5	6	7	5	8
Don't know	3	4	3	5	3	2	2	2	5

Not taking off their backpack on a crowded tube

Very annoying	31	28	34	22	31	30	42	32	29
Fairly annoying	35	37	33	27	36	39	33	36	33
TOTAL ANNOYING	66	65	67	49	67	69	75	68	62
Not very annoying	20	19	21	26	20	20	13	21	18
Not at all annoying	7	7	6	8	7	5	5	6	8
TOTAL NOT ANNOYING	27	26	27	34	27	25	18	27	26
Not applicable - I have never experienced this	5	5	4	9	4	5	4	3	8
Don't know	3	3	3	7	3	2	3	2	5

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Talking loudly

Very annoying	29	27	30	24	27	28	41	28	29
Fairly annoying	37	35	40	33	37	41	38	39	35
TOTAL ANNOYING	66	62	70	57	64	69	79	67	64
Not very annoying	23	25	22	26	24	25	17	24	22
Not at all annoying	7	8	5	7	8	4	3	7	7
TOTAL NOT ANNOYING	30	33	27	33	32	29	20	31	29
Not applicable - I have never experienced this	1	1	1	4	1	1	1	1	2
Don't know	3	4	2	5	4	2	1	2	5

Stopping the doors from closing so someone else can get on

Very annoying	24	28	20	20	25	22	23	24	23
Fairly annoying	27	25	30	19	30	28	23	29	25
TOTAL ANNOYING	51	53	50	39	55	50	46	53	48
Not very annoying	26	25	27	23	25	29	32	28	24
Not at all annoying	15	13	16	20	13	15	16	14	16
TOTAL NOT ANNOYING	41	38	43	43	38	44	48	42	40
Not applicable - I have never experienced this	5	6	3	13	4	3	3	3	7
Don't know	3	4	3	6	3	2	3	2	5

Not getting out of the way of others trying to get off a train

Very annoying	52	48	56	51	55	46	47	53	49
Fairly annoying	38	39	37	36	33	47	44	38	38
TOTAL ANNOYING	90	87	93	87	88	93	91	91	87
Not very annoying	5	6	3	4	5	4	3	4	5
Not at all annoying	2	2	1	0	2	1	2	1	2
TOTAL NOT ANNOYING	7	8	4	4	7	5	5	5	7
Not applicable - I have never experienced this	2	2	2	3	2	0	3	1	2
Don't know	3	4	2	6	3	1	2	2	4

Trying to push ahead of you while getting on the train

Very annoying	55	48	62	54	55	56	55	57	53
Fairly annoying	33	36	30	28	32	35	36	33	33
TOTAL ANNOYING	88	84	92	82	87	91	91	90	86
Not very annoying	5	6	4	5	6	5	2	5	5
Not at all annoying	2	3	1	0	2	1	2	2	1
TOTAL NOT ANNOYING	7	9	5	5	8	6	4	7	6
Not applicable - I have never experienced this	3	4	2	7	2	1	3	2	4
Don't know	2	3	2	5	2	2	2	1	4

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Demanding that people move down the carriage when there's no space

Very annoying	23	22	24	35	22	20	19	21	26
Fairly annoying	30	27	32	18	31	31	33	30	29
TOTAL ANNOYING	53	49	56	53	53	51	52	51	55
Not very annoying	22	24	20	17	23	22	24	24	19
Not at all annoying	16	17	15	15	16	20	11	18	13
TOTAL NOT ANNOYING	38	41	35	32	39	42	35	42	32
Not applicable - I have never experienced this	6	6	6	10	4	6	8	4	9
Don't know	3	4	3	5	3	1	5	3	4

Staring at you

Very annoying	32	24	40	37	34	28	26	31	35
Fairly annoying	27	24	30	23	27	32	26	29	25
TOTAL ANNOYING	59	48	70	60	61	60	52	60	60
Not very annoying	21	26	16	17	21	21	23	22	19
Not at all annoying	8	12	4	11	7	8	10	8	8
TOTAL NOT ANNOYING	29	38	20	28	28	29	33	30	27
Not applicable - I have never experienced this	8	10	7	7	7	8	12	8	8
Don't know	4	4	3	4	4	3	3	3	5

Refusing to give up seats for pregnant women or people with young children, elderly people or disabled people

Very annoying	55	47	63	46	54	58	63	55	56
Fairly annoying	26	29	23	22	27	27	26	28	23
TOTAL ANNOYING	81	76	86	68	81	85	89	83	79
Not very annoying	6	7	5	7	6	6	3	7	5
Not at all annoying	4	6	2	3	5	2	2	5	3
TOTAL NOT ANNOYING	10	13	7	10	11	8	5	12	8
Not applicable - I have never experienced this	6	8	5	17	5	6	4	4	9
Don't know	3	3	2	6	3	1	2	2	5

Getting on the train without giving passengers on the train a chance to get off first

Very annoying	61	58	63	58	64	57	55	64	55
Fairly annoying	29	30	29	25	26	37	37	28	31
TOTAL ANNOYING	90	88	92	83	90	94	92	92	86
Not very annoying	4	4	4	4	5	3	2	4	4
Not at all annoying	1	2	1	0	2	1	1	1	2
TOTAL NOT ANNOYING	5	6	5	4	7	4	3	5	6
Not applicable - I have never experienced this	2	3	2	7	2	0	4	1	4
Don't know	2	3	2	5	2	2	1	2	4

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And which ONE of these would you say annoys you the most?

Refusing to give up seats for pregnant women or people with young children, elderly people or disabled people	16	14	19	12	17	14	21	15	18
Getting on the train without giving passengers on the train a chance to get off first	11	11	10	11	12	10	7	13	7
Being drunk	9	8	10	8	6	14	13	8	10
Playing music on their device out loud (without wearing headphones)	8	10	6	3	9	9	6	10	6
Trying to push ahead of you while getting on the train	7	6	7	8	7	8	3	7	6
Eating smelly food	6	7	5	3	6	7	12	5	8
Not getting out of the way of others trying to get off a train	5	4	5	5	5	4	4	4	5
Not moving down a crowded carriage to make space	4	3	5	5	5	3	1	5	3
Listening to music so loudly you can hear it even though they are wearing headphones	4	3	4	2	2	6	9	4	4
Manspreading (spreading their legs out wide and taking up more room)	3	2	4	6	3	2	2	3	3
Leaving litter on the carriage	3	3	2	3	3	3	1	3	3
Putting their bag on a seat	3	2	3	0	3	3	4	2	3
Not taking off their backpack on a crowded tube	3	4	3	1	3	4	5	3	3
Talking loudly	3	3	3	1	3	2	5	3	3
Staring at you	3	2	4	7	3	2	0	3	2
Standing on the left on the escalator	2	3	1	5	2	1	1	2	2
Demanding that people move down the carriage when there's no space	2	2	1	6	2	0	0	1	2
Taking a while at the ticket barrier	1	1	1	2	1	1	0	1	1
Leaning on the poles in the centre of the carriage, preventing others from being able to hold on to them	1	1	2	1	1	1	2	2	1
Stopping the doors from closing so someone else can get on	1	2	0	2	1	1	0	1	1
Don't know	6	8	5	9	7	5	4	5	9

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If you had the choice, would you prefer other people on the London Underground...

Try and talk to you	23	26	20	25	23	21	26	21	26
Do not try and talk to you	55	50	59	60	56	50	50	59	47
Don't know	22	25	20	15	21	30	24	20	27

When you take the escalator at a London Underground station, generally speaking are you more likely to stand or walk up/ down the escalator?

More likely to stand	40	36	43	27	34	48	64	36	46
More likely to walk up/ down	32	37	26	36	38	24	12	36	24
About equally likely to do either	26	24	29	31	26	26	22	26	26
Not applicable - I never use the escalator	1	1	1	1	1	1	1	0	1
Don't know	2	3	1	5	2	0	1	2	3

When you get to the platform at a London Underground station, where along the platform do you tend to stand?

I calculate which part of the train will be nearest the exit at my destination and stand at the corresponding point on the platform	53	53	53	50	51	55	62	56	49
I deliberately move to one end of the platform or the other	24	24	23	27	25	21	19	25	22
I deliberately move to a point near the centre of the platform	7	8	7	5	7	9	8	7	8
I tend to stand near the point I entered the platform	6	7	6	5	7	5	5	6	6
Something else	3	3	4	3	4	4	3	3	4
Don't know	6	6	7	10	7	5	4	3	11

When you get to a London Underground platform, what amount of time would you consider to be a long time to wait for the next train?

1 min or more	1	1	1	1	1	1	0	0	1
2 mins or more	4	4	4	2	4	4	4	5	3
3 mins or more	13	14	12	10	15	11	7	14	10
4 mins or more	17	16	18	17	19	16	11	19	13
5 mins or more	31	32	29	25	30	34	32	32	29
6 mins or more	9	8	9	13	8	8	11	8	10
7 mins or more	6	5	7	9	6	6	5	6	6
8 mins or more	5	4	5	7	4	5	6	3	7
9 mins or more	1	1	1	1	1	1	1	1	1
10 mins or more	13	12	13	12	11	14	20	10	17
Don't know	2	2	2	5	2	1	3	1	4

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Generally speaking do you like or dislike each of the following lines?

Bakerloo Line

I generally like this line	21	22	20	20	23	18	19	23	17
I generally dislike this line	15	16	14	26	17	9	8	19	10
I neither like nor dislike this line	43	40	45	26	42	48	55	43	43
Not applicable - I have never used this line	8	8	9	13	7	9	7	6	12
Don't know	13	14	12	15	12	15	11	9	18

Central Line

I generally like this line	29	32	26	29	28	27	34	29	29
I generally dislike this line	23	21	24	28	28	15	7	27	15
I neither like nor dislike this line	34	34	35	24	31	44	44	34	35
Not applicable - I have never used this line	4	3	5	7	3	3	6	3	6
Don't know	10	10	10	11	10	10	9	7	15

Circle Line

I generally like this line	24	27	22	39	23	19	24	26	21
I generally dislike this line	15	16	14	11	18	12	11	17	12
I neither like nor dislike this line	43	40	47	28	42	52	49	44	43
Not applicable - I have never used this line	6	6	6	9	6	4	6	5	8
Don't know	11	12	11	12	11	12	10	8	17

District Line

I generally like this line	31	33	30	35	31	27	35	33	29
I generally dislike this line	16	16	16	16	19	13	7	19	11
I neither like nor dislike this line	36	34	38	23	34	44	44	35	37
Not applicable - I have never used this line	6	6	6	12	5	4	5	5	7
Don't know	11	11	11	14	11	12	8	8	16

Hammersmith & City Line

I generally like this line	23	26	21	38	23	17	25	25	21
I generally dislike this line	8	8	8	6	9	8	5	10	5
I neither like nor dislike this line	43	40	45	25	44	49	43	43	41
Not applicable - I have never used this line	11	11	12	19	9	11	14	11	12
Don't know	14	14	15	13	15	15	13	10	21

Jubilee Line

I generally like this line	48	48	49	46	51	43	50	53	41
I generally dislike this line	6	8	5	10	7	2	4	6	6
I neither like nor dislike this line	30	29	31	21	29	39	30	29	32
Not applicable - I have never used this line	5	3	6	9	3	6	6	3	6
Don't know	11	12	10	15	10	11	10	8	15

Metropolitan Line

I generally like this line	24	27	21	24	24	23	26	26	21
I generally dislike this line	8	9	7	7	10	4	7	9	6
I neither like nor dislike this line	41	37	45	30	41	45	46	43	38
Not applicable - I have never used this line	12	12	12	19	11	13	10	11	15
Don't know	14	15	14	19	14	15	11	11	20

Northern Line

I generally like this line	28	29	27	37	30	21	21	29	26
I generally dislike this line	22	23	21	16	24	19	22	26	15
I neither like nor dislike this line	36	33	38	30	32	46	40	35	37
Not applicable - I have never used this line	5	4	5	5	4	4	7	4	6
Don't know	10	11	9	12	9	11	10	7	15

Piccadilly Line

I generally like this line	31	32	30	35	32	26	33	33	29
I generally dislike this line	14	15	13	19	16	7	8	16	11
I neither like nor dislike this line	39	36	42	26	37	50	44	39	39
Not applicable - I have never used this line	5	5	4	8	4	5	6	4	6
Don't know	11	12	11	12	11	12	9	8	16

Victoria Line

I generally like this line	44	44	44	48	46	37	42	48	37
I generally dislike this line	7	7	6	6	8	3	5	8	5
I neither like nor dislike this line	34	33	36	24	32	45	36	33	37
Not applicable - I have never used this line	5	4	5	9	3	4	7	4	5
Don't know	11	11	10	13	10	11	11	7	16

YouGov Survey Results



Sample Size: 1651 London Adults
Fieldwork: 23rd June - 19th July 2017

	Gender		Age				Social Grade		
	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE
Weighted Sample	1651	806	845	190	898	335	228	974	677
Unweighted Sample	1651	736	915	186	836	380	249	1082	569
Waterloo & City Line									
I generally like this line	16	17	14	15	18	12	12	18	11
I generally dislike this line	6	8	5	6	7	5	4	7	5
I neither like nor dislike this line	36	34	39	25	36	40	42	38	35
Not applicable - I have never used this line	24	24	25	38	21	25	25	24	25
Don't know	17	17	17	17	17	18	17	13	25
DLR									
I generally like this line	44	45	42	45	47	36	43	48	38
I generally dislike this line	5	6	5	5	6	5	3	6	5
I neither like nor dislike this line	27	25	29	18	27	33	25	28	25
Not applicable - I have never used this line	12	11	12	17	9	13	17	10	15
Don't know	12	12	11	16	10	12	13	9	16
London Overground									
I generally like this line	45	45	45	46	47	38	45	49	39
I generally dislike this line	7	7	8	11	8	6	3	7	8
I neither like nor dislike this line	31	30	32	23	30	38	31	30	33
Not applicable - I have never used this line	7	8	7	9	6	9	11	7	8
Don't know	10	10	9	11	9	9	11	7	13