

YouGov Survey Results

Sample Size: 1115 London adults
Fieldwork: 17th - 19th June 2014

	Westminster VI					2010 Vote			Gender		Age				Social grade	
Total	Con	Lab	Lib Dem	UKIP	Con	Lab	Lib Dem	Male	Female	18-24	25-39	40-59	60+	ABC1	C2DE	
Weighted Sample	1115	x	x	x	x	328	340	188	550	565	134	399	358	224	640	475
Unweighted Sample	1115	292	362	80	114	329	291	237	586	529	87	331	406	291	734	381
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How often, if at all, do you use each of the following types of public transport in London? (Please tick one option per row)

London Underground

Every day	17	14	20	19	11	18	18	20	21	14	25	25	15	2	19	15
A couple of times a week	16	18	17	17	8	14	18	18	18	14	20	22	7	17	16	16
Once a week or more often	11	14	10	20	4	7	8	13	13	8	22	12	6	7	10	12
Once a fortnight	9	8	10	21	6	8	9	9	9	9	9	8	8	11	10	7
Once a month	12	11	13	7	16	13	14	12	9	15	5	10	13	17	13	10
Less often than once a month	24	23	24	17	29	28	23	18	20	28	9	17	35	28	22	27
Never	9	10	6	0	27	11	10	7	8	11	4	3	14	18	9	10
Don't know	2	1	0	0	0	2	1	2	2	2	6	2	0	1	1	2

London Overground

Every day	9	13	7	5	2	12	8	6	10	8	14	12	8	1	8	10
A couple of times a week	7	4	14	7	4	4	11	4	9	6	10	10	5	4	8	6
Once a week or more often	7	6	8	23	3	6	9	12	9	6	7	9	6	7	9	6
Once a fortnight	7	5	8	14	1	6	6	10	7	6	5	7	7	7	7	6
Once a month	12	14	13	8	13	12	12	17	11	13	11	14	8	16	13	11
Less often than once a month	37	41	34	35	34	40	32	35	34	41	36	37	40	34	36	39
Never	18	15	15	7	41	19	20	14	17	18	9	9	23	29	17	19
Don't know	2	1	1	0	2	1	2	2	2	3	7	3	1	2	2	3

Buses

Every day	21	20	26	23	14	19	25	23	20	23	19	24	21	18	20	23
A couple of times a week	20	18	23	20	17	16	21	27	19	21	19	20	19	24	19	22
Once a week or more often	13	13	12	20	13	12	12	12	15	10	20	11	11	13	12	13
Once a fortnight	8	10	8	11	4	9	8	10	8	8	5	9	7	9	8	7
Once a month	8	10	7	9	5	7	8	8	9	8	11	7	10	8	10	6
Less often than once a month	19	19	18	14	27	23	16	11	19	19	12	20	21	16	20	17
Never	9	10	6	2	21	11	8	6	8	9	7	6	11	10	9	8
Don't know	2	1	0	0	0	2	1	2	2	2	7	2	0	1	1	3

DLR

Every day	2	2	2	4	4	1	3	3	4	1	7	4	1	0	3	2
A couple of times a week	3	2	4	4	0	2	4	1	4	3	4	6	2	0	4	3
Once a week or more often	4	7	3	9	0	4	3	2	7	2	13	6	1	1	6	3
Once a fortnight	3	2	5	5	0	3	3	3	3	3	2	3	5	1	3	3
Once a month	6	3	7	17	3	5	6	6	4	7	8	6	5	7	5	7
Less often than once a month	39	42	41	33	24	38	41	49	40	39	29	44	39	38	42	36
Never	38	39	36	28	67	45	37	33	36	41	30	28	46	49	35	42
Don't know	3	2	1	0	2	2	3	4	3	4	6	4	1	3	3	3

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Unweighted Sample	1115	292	362	80	114	329	291	237	586	529	87	331	406	291	734	381
		%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Barclays bike																
Every day	2	3	2	0	1	0	1	0	3	0	8	2	0	0	1	3
A couple of times a week	1	1	1	4	0	1	0	3	2	0	0	2	1	0	1	0
Once a week or more often	2	1	3	6	0	2	2	0	2	2	2	4	1	0	3	1
Once a fortnight	2	2	2	0	0	1	2	0	3	1	6	3	0	0	2	1
Once a month	1	2	1	0	0	1	1	1	1	1	3	1	0	0	1	1
Less often than once a month	6	7	9	10	0	6	6	5	9	4	10	11	3	2	8	4
Never	84	85	79	80	98	88	86	89	78	90	66	74	94	97	82	86
Don't know	3	0	2	1	1	1	2	3	2	3	6	4	1	0	2	3
Boat (e.g. water taxi, clipper etc.)																
Every day	1	0	2	0	0	0	0	0	1	1	1	2	0	0	1	1
A couple of times a week	2	3	1	0	1	0	1	0	3	0	8	1	0	0	1	3
Once a week or more often	2	0	3	6	0	1	2	0	3	0	5	2	1	0	2	0
Once a fortnight	1	0	1	0	0	1	1	0	1	1	1	2	0	0	1	0
Once a month	1	1	2	1	1	1	1	1	1	1	0	2	1	1	1	1
Less often than once a month	17	17	18	25	9	19	17	27	20	15	16	20	17	14	22	12
Never	74	77	71	67	90	76	76	68	69	78	65	68	79	83	71	79
Don't know	3	1	2	1	0	1	1	4	2	3	5	4	2	1	2	4
Taxi																
Every day	1	0	2	0	2	0	0	0	2	0	1	1	1	1	1	2
A couple of times a week	4	3	5	0	2	4	4	0	4	3	5	6	2	2	4	3
Once a week or more often	3	5	3	7	0	2	4	2	5	2	10	4	2	0	4	3
Once a fortnight	4	5	4	2	2	6	2	2	4	4	6	6	2	2	4	3
Once a month	7	9	6	9	3	6	5	11	8	6	9	8	6	6	7	7
Less often than once a month	36	42	35	42	37	42	36	44	32	40	25	40	36	38	40	32
Never	42	34	45	39	54	38	47	37	42	42	41	32	50	49	38	48
Don't know	2	1	1	1	0	2	2	3	3	2	5	3	2	2	2	3

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied, if at all, are you with each of the following types of public transport in London? (Please tick one option per row)

[The following options were shown to respondents who travel once a month or more via each method]

London Underground

[N=1015]

Very satisfied	22	25	26	26	16	22	26	19	27	17	30	16	20	32	16	30
Fairly satisfied	61	61	57	62	64	62	60	68	57	64	53	60	65	59	66	54
TOTAL SATISFIED	83	86	83	88	80	84	86	87	84	81	83	76	85	91	82	84
Not very satisfied	13	9	13	10	13	12	11	9	11	15	13	16	11	6	13	12
Not at all satisfied	3	4	2	2	5	2	3	3	3	3	0	5	2	1	4	1
TOTAL NOT SATISFIED	16	13	15	12	18	14	14	12	14	18	13	21	13	7	17	13
Don't know	2	2	2	0	2	1	0	1	2	2	4	2	2	1	1	3

London Overground

[N=922]

Very satisfied	22	25	24	25	21	22	25	24	22	22	23	19	22	29	20	25
Fairly satisfied	57	58	56	64	59	59	57	58	59	55	58	58	58	54	60	54
TOTAL SATISFIED	79	83	80	89	80	81	82	82	81	77	81	77	80	83	80	79
Not very satisfied	12	9	12	8	9	12	10	11	10	14	12	16	11	6	12	12
Not at all satisfied	2	3	2	2	3	2	3	1	3	1	0	3	2	1	3	1
TOTAL NOT SATISFIED	14	12	14	10	12	14	13	12	13	15	12	19	13	7	15	13
Don't know	6	5	6	2	8	5	5	6	6	7	6	4	8	9	5	7

Buses

[N=1008]

Very satisfied	23	24	27	31	24	26	27	25	24	22	18	19	20	38	22	24
Fairly satisfied	59	63	55	65	48	57	59	61	59	59	58	55	67	54	59	59
TOTAL SATISFIED	82	87	82	96	72	83	86	86	83	81	76	74	87	92	81	83
Not very satisfied	12	9	13	4	17	10	8	12	12	13	23	15	10	6	13	11
Not at all satisfied	4	3	3	0	7	6	5	1	4	4	1	7	2	1	4	3
TOTAL NOT SATISFIED	16	12	16	4	24	16	13	13	16	17	24	22	12	7	17	14
Don't know	2	1	2	0	3	1	1	2	1	3	0	3	1	2	2	2

DLR

[N=694]

Very satisfied	34	40	32	37	32	33	37	33	34	34	45	33	25	44	28	44
Fairly satisfied	51	43	57	55	51	50	50	51	52	49	50	50	56	43	55	44
TOTAL SATISFIED	85	83	89	92	83	83	87	84	86	83	95	83	81	87	83	88
Not very satisfied	4	2	5	0	5	3	4	4	3	5	4	6	4	1	6	1
Not at all satisfied	1	2	1	0	0	1	1	2	1	1	1	2	0	1	2	0
TOTAL NOT SATISFIED	5	4	6	0	5	4	5	6	4	6	5	8	4	2	8	1
Don't know	10	14	6	8	12	12	8	11	9	11	0	10	14	12	10	10

Barclays bike

[N=132]

Very satisfied	19	16	20	21	0	31	13	13	19	21	6	27	15	7	17	24
Fairly satisfied	63	75	58	74	16	60	66	76	68	51	85	57	60	18	66	57
TOTAL SATISFIED	82	91	78	95	16	91	79	89	87	72	91	84	75	25	83	81
Not very satisfied	10	1	14	0	84	2	10	6	8	13	8	9	15	22	11	7
Not at all satisfied	5	6	5	4	0	5	5	4	2	12	1	6	8	3	4	8
TOTAL NOT SATISFIED	15	7	19	4	84	7	15	10	10	25	9	15	23	25	15	15
Don't know	3	2	3	0	0	2	6	1	3	2	0	1	3	50	2	4

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Boat (e.g. water taxi, clipper etc.)
[N=316]

Very satisfied	27	27	25	34	45	33	34	19	30	22	13	32	25	29	29	23
Fairly satisfied	46	47	51	53	19	35	34	51	43	50	64	41	47	36	45	47
TOTAL SATISFIED	73	74	76	87	64	68	68	70	73	72	77	73	72	65	74	70
Not very satisfied	5	2	3	7	25	7	4	7	5	5	3	7	5	0	5	6
Not at all satisfied	2	3	3	0	0	4	1	0	2	2	1	3	2	0	1	4
TOTAL NOT SATISFIED	7	5	6	7	25	11	5	7	7	7	4	10	7	0	6	10
Don't know	20	21	18	6	12	21	26	23	20	21	18	17	20	34	20	20

Taxi
[N=643]

Very satisfied	15	21	13	8	25	14	18	15	14	17	18	14	9	27	12	20
Fairly satisfied	56	58	56	78	42	60	43	64	55	57	54	60	56	46	59	50
TOTAL SATISFIED	71	79	69	86	67	74	61	79	69	74	72	74	65	73	71	70
Not very satisfied	13	10	13	8	15	11	20	8	16	10	13	16	10	8	14	11
Not at all satisfied	5	5	6	3	7	7	6	4	7	4	5	4	8	7	6	4
TOTAL NOT SATISFIED	18	15	19	11	22	18	26	12	23	14	18	20	18	15	20	15
Don't know	11	6	12	4	12	7	13	10	8	13	10	6	17	12	8	15

You previously said that you sometimes use public buses in London. Paying for bus fares with cash will not be allowed on London buses from 6 July. A "one more journey" feature will also allow passengers to make one more bus trip if there are insufficient funds on their Oyster cards. Do you think you think this is generally a good thing or a bad thing?

[To those who travel once a month on a London bus. N=1008]

Very good	29	39	26	36	34	32	28	34	29	29	21	29	30	32	32	26
Fairly good	40	33	44	42	36	36	44	40	42	39	44	36	43	43	38	43
TOTAL GOOD	69	72	70	78	70	68	72	74	71	68	65	65	73	75	70	69
Fairly bad	14	13	14	15	14	16	13	8	11	17	17	18	12	8	14	14
Very bad	9	9	10	1	10	8	7	12	10	9	16	10	9	5	8	11
TOTAL BAD	23	22	24	16	24	24	20	20	21	26	33	28	21	13	22	25
Don't know	7	6	6	7	5	8	7	6	8	6	3	7	6	11	8	6

And thinking about London buses going cashless, do you think this would make you use London buses more or less often following this change or will it not make much difference?

[To those who travel once a month on a London bus. N=1008]

Much more often	2	2	4	0	2	3	1	1	4	1	1	3	3	0	2	3
Slightly more often	4	3	6	7	6	3	6	2	4	4	5	6	4	0	4	4
TOTAL MORE OFTEN	6	5	10	7	8	6	7	3	8	5	6	9	7	0	6	7
Slightly less often	9	7	10	9	8	7	10	4	12	6	20	7	9	5	8	10
Much less often	4	3	3	7	5	5	3	1	3	5	2	7	2	2	4	4
TOTAL LESS OFTEN	13	10	13	16	13	12	13	5	15	11	22	14	11	7	12	14
No difference	78	80	75	75	79	80	79	90	75	82	62	75	80	90	81	74
Don't know	2	4	2	2	0	1	1	1	3	2	10	2	1	2	2	3

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

You previously said that you don't use public buses in London.
Paying for bus fares with cash will not be allowed on London buses from 6 July. A "one more journey" feature will also allow passengers to make one more bus trip if there are insufficient funds on their Oyster cards. Do you think this will make you more or less likely to use London buses or will it not make much difference?

[To those who are unsure or never use London buses. N=107]

Much more likely	2	0	8	0	0	0	6	0	3	0	0	0	0	7	0	4
Slightly more likely	6	7	12	0	9	10	7	4	5	8	9	9	3	7	7	6
TOTAL MORE LIKELY	8	7	20	0	9	10	13	4	8	8	9	9	3	14	7	10
Slightly less likely	6	7	11	46	0	8	8	5	7	4	0	13	5	0	9	1
Much less likely	6	5	0	0	3	8	0	0	8	5	9	8	4	5	4	10
TOTAL LESS LIKELY	12	12	11	46	3	16	8	5	15	9	9	21	9	5	13	11
No difference – I currently don't use London buses and still wouldn't	62	78	58	54	88	72	59	63	52	72	31	40	87	76	66	58
Don't know	18	2	11	0	0	2	21	28	25	11	50	30	1	5	15	22

Which one the following types of taxi services do you most prefer using?

[Excluding those who never use a taxi. N=668]

Local minicab service	45	40	50	37	64	45	45	43	39	50	30	42	53	46	47	41
Black cab (including contact via smartphone or app e.g. Halo)	25	34	22	25	22	33	25	26	29	21	23	23	22	37	27	22
Branded minicab service (contacted via phone or smartphone app e.g. Addison Lee)	12	10	12	11	4	12	18	4	12	12	13	17	8	4	12	12
Direct-to-driver smartphone application (e.g. Uber)	4	4	5	3	2	3	2	4	4	4	6	5	2	1	2	6
Don't know	15	12	12	24	8	7	10	23	17	13	28	12	15	11	12	18

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Black cab drivers in London have to pass a training course called 'the Knowledge' before they can get their licence. The Knowledge involves learning 320 routes covering 25,000 streets, as well as important buildings and points of interest. Which one of the following comes closest to your view?

It is important for black cab drivers to learn the Knowledge – they should be able to decide routes immediately and of	66	69	65	65	68	69	65	70	58	73	59	68	64	69	67	64
It is not important for black cab drivers to learn the Knowledge – in a time when satellite technology can plan routes	24	23	26	23	27	23	29	20	30	18	16	23	28	26	25	23
Don't know	10	7	9	12	5	7	6	10	12	8	25	9	8	5	8	13

There is an application for smartphones which connects passengers to unlicensed private vehicles, calculating fares based on distance, time and demand. Black cab drivers are contesting the service because other taxi drivers are not subject to the same regulations and are undercutting prices. Do you think drivers using the application should or should not be subject to the same regulations as black cab drivers?

Should	62	64	61	66	72	62	60	71	58	66	52	61	62	70	63	60
Should not	19	20	21	23	11	21	23	14	22	15	10	24	20	12	21	16
Don't know	19	16	18	12	18	17	17	16	20	19	38	15	18	18	16	24

Recently black cab drivers staged a protest against the application, disrupting London's roads. To what extent do you support or oppose the protest?

Strongly support	20	20	22	15	25	20	22	23	16	23	12	17	21	28	16	24
Tend to support	30	24	35	24	36	30	32	30	31	29	28	26	30	36	29	30
TOTAL SUPPORT	50	44	57	39	61	50	54	53	47	52	40	43	51	64	45	54
Tend to oppose	19	20	19	23	17	18	17	22	19	18	19	24	16	15	23	13
Strongly oppose	11	15	9	16	10	16	10	10	17	6	3	14	11	10	12	10
TOTAL OPPOSE	30	35	28	39	27	34	27	32	36	24	22	38	27	25	35	23
Don't know	21	21	15	21	12	17	19	16	17	25	38	19	22	11	20	22

Generally speaking, do you support or oppose the congestion charge, which requires motorists to pay £10.50-11.50 a day to drive in central London between 7am and 6pm on weekdays?

Support	43	38	52	58	29	39	48	56	48	37	35	46	42	43	47	37
Oppose	39	46	33	18	60	47	35	28	35	43	25	38	42	45	39	40
Don't know	18	16	15	24	11	14	17	16	16	20	40	16	16	12	14	23

The charging area covers central London. Do you think the scheme should cover a wider area of inner London, or remain as it is?

Congestion charge area should be extended	19	14	24	30	15	16	24	23	22	16	16	20	21	16	20	17
Congestion charge area should remain as it is	64	69	61	47	73	71	61	55	63	66	55	61	66	72	68	60
Don't know	17	16	15	23	12	13	15	22	15	19	29	19	13	12	12	23