



	Total	Ger	nder			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	Not working/ Other

Thinking about your experiences of the London underground tube network...

Approximately how often, if at all, do you use an underground tube line?

Unweighted Base	1022	525	497	53	158	166	155	490	686	336	507	143	650	30	226	35	81
Base: All London Adults	1022	489	533	127	248	197	152	298	612	410	553	132	686	69	142	44	82
Everyday	10%	12%	9%	14%	18%	12%	9%	1%	12%	8%	16%	6%	14%	10%	1%	2%	2%
4 to 6 times a week	11%	12%	11%	13%	16%	12%	16%	4%	14%	8%	17%	6%	14%	7%	3%	10%	4%
2 or 3 times a week	10%	11%	10%	23%	8%	10%	10%	8%	8%	14%	7%	14%	8%	40%	8%	5%	14%
Once a week	8%	10%	7%	9%	9%	8%	6%	9%	8%	8%	8%	11%	8%	4%	10%	15%	6%
Once a fortnight	11%	14%	8%	17%	12%	10%	12%	8%	11%	12%	11%	8%	10%	21%	6%	28%	10%
Once a month	9%	7%	11%	2%	7%	8%	9%	15%	11%	6%	9%	12%	9%	2%	14%	16%	5%
Less than once a month	30%	24%	35%	14%	23%	33%	28%	39%	26%	35%	28%	34%	29%	13%	40%	10%	42%
Never	10%	10%	9%	8%	6%	8%	10%	15%	10%	9%	7%	10%	7%	4%	18%	14%	18%

not work, ploade tiek itet applicable j																	
Unweighted Base	920	470	450	49	147	155	140	429	620	300	469	131	600	29	194	31	66
Base: All London Adults who use the tube	923	438	485	117	232	182	137	255	548	375	517	120	636	66	117	38	67
Everyday	10%	10%	11%	17%	19%	11%	7%	1%	12%	8%	16%	6%	14%	9%	0%	3%	0%
4 to 6 times a week	11%	15%	8%	14%	14%	16%	15%	3%	13%	9%	17%	8%	15%	9%	1%	4%	1%
2 or 3 times a week	4%	3%	6%	7%	3%	3%	7%	4%	5%	4%	4%	7%	5%	11%	0%	1%	3%
Once a week	3%	3%	3%	1%	5%	6%	1%	2%	3%	3%	3%	8%	4%	1%	1%	2%	-
Once a fortnight	2%	3%	2%	1%	3%	2%	4%	1%	3%	2%	3%	3%	3%	5%	0%	3%	2%
Once a month	2%	2%	1%	-	2%	1%	4%	1%	2%	1%	2%	3%	2%	-	-	-	-
Less than once a month	11%	12%	10%	6%	11%	20%	8%	8%	11%	11%	14%	14%	14%	2%	0%	6%	12%
Never	32%	31%	33%	32%	31%	29%	42%	29%	29%	36%	41%	36%	40%	26%	6%	18%	14%
Not applicable - I do not work	24%	21%	27%	23%	12%	12%	12%	52%	24%	25%	1%	16%	4%	36%	91%	64%	68%



YouGov Survey Results

Sample Size: 1022 Fieldwork: 24th - 26th November 2010

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

Thinking about your experiences of the London underground tube network...

Approximately how often, if at all, do you use an underground tube line?

_													
Unweighted Base	1022	459	115	111	43	288	6	767	116	74	31	221	34
Base: All London Adults	1022	382	123	86	32	394	6	717	141	92	41	274	31
Everyday	10%	7%	7%	10%	7%	15%	-	11%	13%	4%	11%	9%	6%
4 to 6 times a week	11%	9%	25%	6%	3%	11%	-	11%	13%	12%	12%	13%	9%
2 or 3 times a week	10%	5%	9%	9%	13%	17%	-	11%	11%	15%	3%	11%	4%
Once a week	8%	7%	10%	8%	3%	9%	36%	10%	6%	4%	4%	5%	8%
Once a fortnight	11%	10%	14%	10%	13%	11%	18%	13%	9%	4%	15%	8%	3%
Once a month	9%	12%	6%	12%	10%	7%	28%	9%	7%	7%	9%	7%	20%
Less than once a month	30%	39%	20%	34%	39%	22%	18%	27%	28%	46%	39%	36%	29%
Never	10%	11%	9%	10%	12%	8%	-	9%	13%	8%	8%	11%	19%

_													
Unweighted Base	920	408	103	101	37	265	6	692	102	69	28	199	29
Base: All London Adults who use the tube	923	338	113	77	28	361	6	653	123	84	38	245	25
Everyday	10%	6%	12%	10%	5%	15%	-	11%	13%	2%	12%	9%	4%
4 to 6 times a week	11%	9%	18%	6%	-	14%	-	10%	17%	14%	13%	15%	15%
2 or 3 times a week	4%	3%	5%	5%	3%	6%	-	4%	7%	4%	-	5%	=
Once a week	3%	3%	7%	1%	-	3%	-	4%	3%	-	-	1%	=
Once a fortnight	2%	2%	6%	3%	-	2%	-	2%	2%	4%	3%	3%	=
Once a month	2%	2%	2%	1%	-	1%	-	1%	3%	4%	-	3%	2%
Less than once a month	11%	14%	12%	8%	9%	9%	-	11%	8%	12%	15%	11%	4%
Never	32%	38%	27%	32%	22%	29%	18%	31%	37%	31%	27%	33%	34%
Not applicable - I do not work	24%	24%	11%	35%	62%	23%	82%	25%	11%	29%	31%	20%	41%





Total		Thinking about yo	our experiences of the L	ondon underground to	ube networkApproxim	ately how often, if at a	ll, do you use an unde	ground tube line?	
Base	Everyday	4 to 6 times a week	2 or 3 times a week	Once a week	ALL WHO USE THE TUBE AT LEAST ONCE A WEEK (NET)	Once a fortnight	Once a month	Less than once a month	Never

Thinking about your experiences of the London underground tube network...

Approximately how often, if at all, do you use an underground tube line?

-										
Unweighted Base	1022	88	102	106	100	396	101	112	311	102
Base: All London Adults	1022	105	116	107	86	413	113	95	302	99
Everyday	10%	100%	-	-	=	25%	-	=	=	-
4 to 6 times a week	11%	=	100%	-	=	28%	-	-	=	-
2 or 3 times a week	10%	=	-	100%	=	26%	-	-	-	=
Once a week	8%	=	-	-	100%	21%	-	-	=	-
Once a fortnight	11%	=	-	-	=	-	100%	-	=	-
Once a month	9%	-	-	-	-	-	-	100%	-	-
Less than once a month	30%	=	-	-	=	-	-	=	100%	-
Never	10%	-	-	-	-	-	-	-	-	100%

Unweighted Base	920	88	102	106	100	396	101	112	311	-
Base: All London Adults who use the tube	923	105	116	107	86	413	113	95	302	-
Everyday	10%	73%	16%	0%	-	23%	-	-	=	=
4 to 6 times a week	11%	23%	64%	-	-	24%	1%	5%	-	-
2 or 3 times a week	4%	1%	7%	28%	1%	10%	-	-	-	=
Once a week	3%	0%	1%	12%	16%	7%	-	-	-	-
Once a fortnight	2%	-	1%	2%	3%	2%	12%	1%	0%	=
Once a month	2%	-	-	0%	3%	1%	5%	5%	0%	-
Less than once a month	11%	-	-	9%	8%	4%	20%	14%	16%	=
Never	32%	-	2%	14%	36%	12%	41%	42%	53%	=
Not applicable - I do not work	24%	3%	8%	34%	33%	19%	21%	33%	31%	-





Total		Ar	nd approximately how o	ften, if at all, do you use	e an underground tube li	ne to commute to work	? (If you do not work, pl	ease tick 'Not applicable	e')	
Base	Everyday	4 to 6 times a week	2 or 3 times a week	Once a week	ALL WHO USE THE TUBE TO COMMUTE TO WORK AT LEAST ONCE A WEEK (NET)	Once a fortnight	Once a month	Less than once a month	Never	Not applicable - I do not work

Thinking about your experiences of the London underground tube network...

Approximately how often, if at all, do you use an underground tube line?

_											
Unweighted Base	1022	70	93	44	30	237	24	18	85	266	290
Base: All London Adults	1022	96	104	40	28	268	22	14	100	294	224
Everyday	10%	80%	23%	3%	1%	38%	=	-	=	=	1%
4 to 6 times a week	11%	20%	72%	20%	5%	38%	7%	-	-	1%	4%
2 or 3 times a week	10%	0%	-	75%	47%	16%	11%	3%	9%	5%	16%
Once a week	8%	-	-	2%	47%	5%	11%	20%	7%	11%	12%
Once a fortnight	11%	-	1%	=	=	0%	62%	41%	22%	16%	10%
Once a month	9%	-	4%	=	=	2%	5%	33%	14%	13%	14%
Less than once a month	30%	-	-	=	=	=	3%	2%	48%	54%	42%
Never	10%						-		-	-	-

Unweighted Base	920	70	93	44	30	237	24	18	85	266	290
Base: All London Adults who use the tube	923	96	104	40	28	268	22	14	100	294	224
Everyday	10%	100%	-	-	-	36%	=	=	=	-	-
4 to 6 times a week	11%	-	100%	-	-	39%	-	=	=	-	-
2 or 3 times a week	4%	-	-	100%	-	15%	-	=	-	-	-
Once a week	3%	-	-	-	100%	11%	-	-	-	-	-
Once a fortnight	2%	-	-	-	-	-	100%	=	=	-	-
Once a month	2%	-	-	-	-	-	-	100%	-	-	-
Less than once a month	11%	-	-	-	-	-	-	=	100%	-	-
Never	32%	-	-	-	-	-	-	-	-	100%	-
Not applicable - I do not work	24%	-	-	-	-	-	-	-	-	-	100%





Ī	Total		v	Which, if any, of th	ne following unde	erground tube line	es do you use on	a regular basis (i	.e. at least once a	a week)? (Please	tick all that apply)	
	Base	Bakerloo	Central	Circle	District	Hammersmith and City	Jubilee	Metropolitan	Northern	Piccadilly	Victoria	Waterloo and City	None of these

Thinking about your experiences of the London underground tube network...

Approximately how often, if at all, do you use an underground tube line?

Unweighted Base	1022	40	108	46	88	36	104	47	128	95	113	8	15
Base: All London Adults	1022	40	122	38	86	36	118	45	134	99	118	5	14
Everyday	10%	29%	32%	20%	29%	33%	32%	43%	24%	28%	19%	19%	14%
4 to 6 times a week	11%	41%	27%	42%	20%	37%	29%	28%	27%	25%	25%	6%	-
2 or 3 times a week	10%	21%	23%	20%	35%	13%	25%	8%	30%	28%	37%	54%	48%
Once a week	8%	9%	18%	17%	15%	17%	14%	21%	19%	19%	19%	21%	37%
Once a fortnight	11%	-	-	-	-	-	-	-	-	-	-	-	-
Once a month	9%	-	-	-	-	-	-	-	-	-	-	-	-
Less than once a month	30%	-	-	-	-	-	-	-	-	-	-	-	-
Never	10%	-	-	-	-	-	-	-	-	-	-	-	-

not work, please tick Not applicable)													
Unweighted Base	920	40	108	46	88	36	104	47	128	95	113	8	15
Base: All London Adults who use the tube	923	40	122	38	86	36	118	45	134	99	118	5	14
Everyday	10%	40%	22%	20%	20%	33%	33%	45%	16%	26%	13%	19%	14%
4 to 6 times a week	11%	18%	30%	26%	23%	23%	24%	17%	27%	19%	22%	-	-
2 or 3 times a week	4%	9%	13%	8%	16%	8%	12%	6%	9%	2%	16%	32%	-
Once a week	3%	5%	7%	7%	6%	6%	4%	5%	11%	5%	8%	13%	5%
Once a fortnight	2%	3%	2%	3%	2%	-	-	-	1%	4%	-	-	3%
Once a month	2%	2%	0%	1%	2%	-	0%	-	1%	2%	2%	8%	-
Less than once a month	11%	8%	4%	-	7%	-	4%	2%	1%	3%	4%	-	24%
Never	32%	5%	11%	11%	11%	11%	6%	8%	15%	14%	17%	23%	22%
Not applicable - I do not work	24%	10%	11%	24%	14%	18%	16%	17%	18%	25%	17%	6%	32%





Fieldwork: 24th - 26th November 2010



21

22%

18%

14%

13%

18%

11%

24%

18%

15%

29%

3%

22%

4%

39%

6%

34%

5%

31%

39%

47%

21%

27%

1%

0%

11%

14%

8%

15%

7%

26%

18%

29%

21%

33%

1%

4%

9%

43%

30%

7%

17%

12%

22%

50%

9%

5%

Total	Ger	nder			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	Not working/ Other

Which, if any, of the following underground tube lines do you use on a regular basis (i.e. at least once a week)? (Please tick all that apply)

Unweighted Bas Base: All London Adults who use the tube at least once a week to commute to wor 413 197 62 255 158 305 5% Rakerlo 10% 11% 8% 3% 15% 5% 14% 9% 11% 8% 12% 11% Centra 30% 35% 23% 29% 32% 33% 25% 26% 30% 28% 33% 29% 32% Circle 9% 10% 9% 5% 12% 10% 10% 8% 12% 6% 9% 4% 9% District 21% 23% 21% 19% 25% 19% 23% 17% 18% 26% 19% 25% 20% Hammersmith and City 9% 12% 5% 3% 12% 11% 8% 11% 4% 9% 9% 6% Jubilee 29% 24% 33% 40% 23% 25% 29% 30% 28% 29% 28% 34% 29% Metropolitar 11% 13% 9% 7% 11% 10% 10% 15% 13% 7% 11% 8% 11% Northern 33% 34% 31% 39% 34% 38% 22% 27% 33% 32% 33% 39% 34%

29%

22%

1%

12%

27%

3%

24%

25%

22%

29%

1%

26%

28%

2%

21%

30%

0%

0%

24%

28%

1%

10%

22%

3%

1%

30%

44%

1%

Waterloo and City
None of these
Generally which, if any, of the following

Piccadilly

Victoria

24%

28%

1%

0%

22%

28%

1%

26%

29%

1%

4%

0%

1%

underground tube lines do you think is MOST reliable? Unweighted Base Base: All London Adults who use the tube 923 438 485 117 232 182 137 255 548 375 517 120 636 66 117 38 67 4% 3% 5% 4% 3% Bakerlo 3% 3% 3% 4% 2% 6% 3% 3% 4% 4% 3% 8% 10% 6% 9% 9% 5% 8% 7% 7% 9% 7% 13% 8% 11% 6% 6% 3% 2% Circle 1% 1% 0% 1% 1% 1% 1% 0% 2% 1% 0% 1% 1% 0% Distric 3% 1% 3% 2% 3% 3% 2% 3% 7% 3% Hammersmith and City 0% 0% 0% 0% 0% 0% Jubile 9% 9% 9% 4% 8% 10% 15% 9% 12% 5% 11% 5% 10% 12% 1% 12% Metropolitar 3% 2% 3% 6% 3% 0% 1% 3% 3% 2% 2% 2% 2% 8% 2% 3% 1% Northern 8% 8% 8% 14% 12% 7% 3% 4% 7% 9% 10% 6% 9% 9% 3% 12% 4% Piccadilly 12% 12% 12% 16% 12% 14% 13% 9% 11% 13% 12% 12% 10% 23% 10% Victoria 9% 11% 8% 5% 7% 16% 8% 9% 9% 10% 9% 10% 9% 7% 11% 9% 13% Waterloo and City 0% 0% 1% 0% 1% 0% 0% 1% None - I don't think any London underground tube line: are reliable 19% 21% 17% 16% 21% 19% 22% 20% 24% 24% 19% 17% 21% 20% 22% 30% 16% 22% 21% 24% 21% 16% 18% 24% 31% 22% 24% 22% 21% 10% 30% 27% 33%



YouGov Survey Results

Sample Size: 1022 Fieldwork: 24th - 26th November 2010

	Total			Marital	Status					Children in	Household		
	Base	Married/ Civil Partnership	Living as married	Separated/ Divorced	Widowed	Never Married	Refused	0	1	2	3+	ALL WITH CHILDREN IN HOUSEHOLD (NET)	Refused
Which, if any, of the following underground tube lines do you use on a regular basis (i.e. at least once a week)? (Please tick all that apply)													
Unweighted Base	396	143	55	36	10	150	2	304	48	25	9	82	10
Base: All London Adults who use the tube at least once a week to commute to work	413	106	63	28	8	205	2	300	61	31	12	104	9
Bakerloo	10%	7%	18%	4%	-	10%	-	10%	6%	4%	15%	6%	35%
Central	30%	28%	29%	18%	15%	33%	_	29%	33%	27%	37%	31%	23%
Circle	9%	8%	7%	20%	-	10%	_	9%	7%	17%	15%	11%	11%
District	21%	18%	8%	21%	30%	26%	_	18%	41%	7%	38%	31%	-
Hammersmith and City	9%	7%	7%	12%	4%	10%	_	9%	7%	4%	28%	8%	11%
Jubilee	29%	30%	18%	28%	11%	32%	50%	24%	45%	29%	50%	41%	28%
Metropolitan	11%	12%	4%	13%	19%	11%	50%	11%	7%	11%	15%	9%	23%
Northern	33%	33%	34%	29%	44%	32%	-	32%	30%	43%	45%	36%	16%
Piccadilly	24%	24%	27%	9%	44%	24%	_	24%	22%	31%	24%	25%	14%
Victoria	28%	28%	31%	25%	31%	28%	50%	26%	40%	22%	48%	36%	24%
Waterloo and City	1%	1%	-	4%	-	2%	-	1%	4%	-	-	3%	-
None of these	3%	1%	3%	5%	_	4%	_	4%	3%	1%	-	2%	-
Generally which, if any, of the following underground tube lines do you think is MOST reliable?													
Unweighted Base	920	408	103	101	37	265	6	692	102	69	28	199	29
Base: All London Adults who use the tube	923	338	113	77	28	361	6	653	123	84	38	245	25
Bakerloo	3%	2%	8%	3%	-	3%	-	3%	2%	3%	3%	3%	11%
Central	8%	7%	10%	6%	6%	7%	18%	8%	7%	3%	3%	5%	8%
Circle	1%	1%	0%	1%	-	1%	-	1%	0%	2%	-	1%	-
District	3%	5%	3%	3%	-	3%	-	3%	3%	4%	12%	5%	-
Hammersmith and City	0%	0%	-	-	-	-	-	0%	-	-	-	-	-
Jubilee	9%	11%	6%	8%	18%	8%	18%	9%	12%	7%	7%	10%	12%
Metropolitan	3%	3%	2%	1%	-	3%	-	3%	1%	-	11%	2%	4%
Northern	8%	4%	7%	6%	-	12%	-	8%	5%	11%	-	7%	8%
Piccadilly	12%	11%	7%	11%	11%	14%	28%	10%	18%	18%	5%	16%	18%
Victoria	9%	8%	13%	7%	19%	8%	18%	10%	8%	5%	13%	8%	4%
Waterloo and City	0%	0%	1%	-	-	1%	-	1%	0%	-	-	0%	-
None - I don't think any London underground tube lines are reliable	21%	20%	27%	4.40/	170/	220/		22%	249/	100/	100/	100/	100/
Don't know	21% 22%	20%	27% 15%	14% 39%	17% 29%	22% 17%	18%	22%	21% 21%	19% 26%	10% 36%	19% 25%	10% 26%
Don't know	0%	21%	15%	39%	29%	0%	18%	21%	1%	2070	30%	25%	20%
14	U%	I -	-	-	-	U%	-	I -	1 70	-	-	U70	-







_														
	Total		Thinking about yo	our experiences of the L	ondon underground t	ube networkApproxim	nately how often, if at a	ll, do you use an under	ground tube line?					
	Base	Everyday 4 to 6 times a week 2 or 3 times a week Once a fortnight Once a fortnight Once a month Once a m												
tube east														
ted Base	396	88	102	106	100	396	-	-	-	-				
e at least e to work		105	116	107	86	413	-	-	-	- -				
Bakerloo	10%	11%	14%	8%	4%	10%	-	-	_					

Which, if any, of the following underground t lines do you use on a regular basis (i.e. at le once a week)? (Please tick all that apply) Base: All London Adults who use the tube once a week to commute Central 30% 37% 29% 26% 25% 30% Circle 9% 7% 14% 7% 8% 9% District 21% 24% 15% 29% 21% 15% Hammersmith and City 11% 12% 4% Jubilee 27% 29% 36% 19% 29% 30% Metropolitan 11% 18% 11% 3% 11% 11% Northern 33% 31% 31% 38% 30% 33% Piccadilly 24% 26% 22% 26% 21% 24% Victoria 28% 21% 25% 41% 26% 28% Waterloo and City 1% 1% 3% 0% 1% 1% 6% 3%

None o Generally which, if any, of the following underground tube lines do you think is MOST reliable?

Tonabio.										
Unweighted Base	920	88	102	106	100	396	101	112	311	-
Base: All London Adults who use the tube	923	105	116	107	86	413	113	95	302	-
Bakerloo	3%	2%	13%	3%	0%	5%	1%	6%	1%	-
Central	8%	19%	7%	6%	11%	10%	7%	9%	3%	-
Circle	1%	-	-	1%	0%	0%	2%	1%	1%	-
District	3%	2%	1%	6%	2%	3%	5%	5%	4%	-
Hammersmith and City	0%	-	-	-	-	-	0%	-	-	-
Jubilee	9%	10%	7%	10%	10%	9%	8%	17%	7%	-
Metropolitan	3%	2%	2%	2%	5%	3%	5%	3%	2%	-
Northern	8%	18%	15%	8%	7%	13%	5%	6%	3%	-
Piccadilly	12%	11%	8%	16%	11%	11%	14%	10%	13%	-
Victoria	9%	7%	6%	20%	12%	11%	6%	12%	7%	-
Waterloo and City	0%	-	1%	1%	1%	1%	-	-	0%	-
None - I don't think any London underground tube lines										
are reliable	21%	28%	21%	16%	24%	22%	23%	11%	21%	-
Don't know	22%	3%	18%	11%	17%	12%	22%	21%	37%	-
14	0%	-	-	-	-	-	-	-	0%	-



YouGov Survey Results

Sample Size: 1022 Fieldwork: 24th - 26th November 2010

	Total		Ai	nd approximately how o	ften, if at all, do you us	e an underground tube li	ne to commute to work	? (If you do not work, p	lease tick 'Not applicable')	
	Base	Everyday	4 to 6 times a week	2 or 3 times a week	Once a week	ALL WHO USE THE TUBE TO COMMUTE TO WORK AT LEAST ONCE A WEEK (NET)	Once a fortnight	Once a month	Less than once a month	Never	Not applicable - I do not work
Which, if any, of the following underground tube lines do you use on a regular basis (i.e. at least once a week)? (Please tick all that apply)											
Unweighted Base	396	70	90	44	30	234	9	6	16	40	91
Base: All London Adults who use the tube at least											
once a week to commute to work	413	96	99	40	28	263	7	3	16	48	77
Bakerloo	10%	17%	7%	9%	7%	11%	18%	24%	20%	4%	5%
Central	30%	28%	37%	40%	32%	34%	32%	12%	31%	28%	17%
Circle	9%	8%	10%	8%	10%	9%	16%	12%	-	8%	12%
District	21%	18%	20%	34%	18%	21%	31%	41%	35%	19%	15%
Hammersmith and City	9%	12%	8%	7%	7%	10%	-	-	-	8%	9%
Jubilee	29%	41%	29%	36%	17%	33%	-	17%	29%	16%	24%
Metropolitan	11%	21%	8%	7%	8%	12%	-	-	5%	8%	10%
Northern	33%	22%	37%	31%	52%	32%	23%	47%	12%	41%	32%
Piccadilly	24%	26%	19%	6%	19%	20%	55%	59%	18%	29%	32%
Victoria	28%	16%	27%	48%	34%	27%	-	54%	30%	43%	26%
Waterloo and City	1%	1%	-	4%	2%	1%	-	12%	-	3%	0%
None of these	3%	2%	-	=	2%	1%	6%	-	21%	6%	6%
Generally which, if any, of the following underground tube lines do you think is MOST reliable?											
Unweighted Base	920	70	93	44	30	237	24	18	85	266	290
Base: All London Adults who use the tube	923	96	104	40	28	268	22	14	100	294	224
Bakerloo	3%	9%	5%	5%	-	6%	7%	3%	1%	2%	3%
Central	8%	18%	10%	5%	14%	12%	-	12%	5%	6%	6%
Circle	1%	-	-	1%	-	0%	12%	-	0%	1%	0%
District	3%	2%	1%	2%	-	2%	9%	-	3%	3%	6%
Hammersmith and City	0%	-	-	-	-	-	-	-	-	-	0%
Jubilee	9%	7%	10%	7%	-	7%	8%	31%	13%	8%	10%
Metropolitan	3%	3%	1%	5%	-	2%	-	-	3%	3%	3%
Northern	8%	13%	21%	4%	15%	15%	3%	-	7%	4%	6%
Piccadilly	12%	9%	8%	5%	11%	8%	22%	12%	12%	16%	11%
Victoria	9%	9%	8%	16%	24%	11%	10%	3%	8%	7%	10%
Waterloo and City	0%	-	1%	1%	5%	1%	-	-	-	1%	-
None - I don't think any London underground tube lines											
are reliable	21%	22%	22%	43%	17%	25%	17%	18%	20%	21%	17%
Don't know	22%	9%	13%	7%	16%	11%	13%	21%	27%	30%	26%
14	0%	-	-	-	-	=	-	-	-	0%	-







Total		v	Which, if any, of th	ne following unde	erground tube line	es do you use on	a regular basis (i	.e. at least once a	a week)? (Please	tick all that apply)	
Base	Bakerloo	Central	Circle	District	Hammersmith and City	Jubilee	Metropolitan	Northern	Piccadilly	Victoria	Waterloo and City	None of these

Which, if any, of the following underground tube lines do you use on a regular basis (i.e. at least once a week)? (Please tick all that apply)

Unweighted Base	396	40	108	46	88	36	104	47	128	95	113	8	15
Base: All London Adults who use the tube at least													
once a week to commute to work	413	40	122	38	86	36	118	45	134	99	118	5	14
Bakerloo	10%	100%	10%	19%	18%	23%	13%	11%	11%	15%	11%	40%	7%
Central	30%	31%	100%	51%	40%	41%	36%	37%	19%	24%	30%	76%	22%
Circle	9%	19%	16%	100%	16%	55%	9%	35%	9%	12%	15%	76%	7%
District	21%	40%	28%	35%	100%	50%	22%	19%	7%	23%	16%	84%	22%
Hammersmith and City	9%	21%	12%	51%	21%	100%	8%	38%	7%	7%	9%	55%	14%
Jubilee	29%	38%	34%	27%	30%	27%	100%	44%	20%	9%	20%	55%	22%
Metropolitan	11%	13%	13%	41%	10%	48%	17%	100%	8%	16%	7%	71%	7%
Northern	33%	36%	21%	32%	11%	26%	23%	24%	100%	34%	49%	32%	7%
Piccadilly	24%	36%	20%	30%	27%	20%	8%	35%	25%	100%	29%	51%	7%
Victoria	28%	32%	29%	45%	21%	29%	20%	18%	43%	35%	100%	48%	7%
Waterloo and City	1%	5%	3%	11%	5%	8%	2%	8%	1%	3%	2%	100%	7%
None of these	3%	3%	2%	3%	3%	6%	3%	2%	1%	1%	1%	10%	100%

Generally which, if any, of the following underground tube lines do you think is MOST reliable?

Unweighted Base	920	40	108	46	88	36	104	47	128	95	113	8	15
Base: All London Adults who use the tube	923	40	122	38	86	36	118	45	134	99	118	5	14
Bakerloo	3%	32%	3%	11%	6%	14%	5%	4%	2%	3%	2%	-	-
Central	8%	3%	27%	18%	14%	29%	12%	22%	6%	6%	4%	57%	21%
Circle	1%	-	0%	1%	0%	-	1%	-	1%	0%	1%	-	-
District	3%	5%	2%	8%	10%	11%	4%	5%	2%	4%	3%	-	-
Hammersmith and City	0%	-	-	-	-	-	-	-	-	-	-	-	-
Jubilee	9%	8%	3%	5%	15%	7%	18%	7%	6%	7%	5%	-	12%
Metropolitan	3%	4%	2%	4%	2%	-	4%	7%	2%	1%	1%	-	-
Northern	8%	18%	6%	4%	8%	4%	14%	6%	29%	10%	9%	13%	-
Piccadilly	12%	6%	9%	14%	7%	11%	2%	10%	9%	32%	11%	-	3%
Victoria	9%	4%	7%	10%	8%	7%	5%	8%	18%	11%	26%	-	-
Waterloo and City	0%	1%	-	1%	-	-	1%	-	1%	-	0%	10%	-
None - I don't think any London underground tube lines													
are reliable	21%	12%	35%	16%	20%	16%	28%	31%	14%	18%	28%	19%	23%
Don't know	22%	6%	6%	7%	9%	2%	7%	-	11%	7%	10%	-	41%
14	0%	-	-	-	-	-	-	-	-	-	-	-	-





Total	Ger	nder			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	Not working/ Other

Which ONE, if any, of the following underground tube lines is your favourite to travel on?

tube lines is your favourite to travel on?																	
Unweighted Base	920	470	450	49	147	155	140	429	620	300	469	131	600	29	194	31	66
Base: All London Adults who use the tube	923	438	485	117	232	182	137	255	548	375	517	120	636	66	117	38	67
Bakerloo	3%	3%	3%	2%	6%	2%	4%	2%	4%	2%	3%	3%	3%	2%	4%	-	2%
Central	8%	9%	6%	16%	9%	5%	5%	5%	8%	8%	9%	6%	8%	13%	6%	3%	3%
Circle	1%	2%	1%	3%	1%	1%	1%	1%	1%	2%	1%	1%	1%	5%	1%	1%	2%
District	6%	6%	5%	5%	5%	4%	7%	7%	6%	5%	4%	7%	5%	6%	8%	7%	9%
Hammersmith and City	0%	0%	1%	-	-	0%	2%	0%	1%	-	1%	-	1%	-	1%	-	-
Jubilee	18%	20%	16%	19%	19%	16%	24%	15%	20%	15%	19%	21%	19%	20%	16%	17%	9%
Metropolitan	6%	5%	6%	6%	6%	4%	5%	7%	6%	5%	6%	4%	5%	4%	4%	13%	6%
Northern	7%	7%	6%	15%	8%	6%	3%	4%	5%	9%	6%	3%	6%	9%	3%	10%	15%
Piccadilly	7%	5%	9%	9%	9%	7%	5%	5%	6%	8%	8%	7%	8%	7%	6%	8%	0%
Victoria	10%	10%	10%	8%	12%	12%	10%	9%	10%	11%	11%	9%	10%	13%	10%	7%	13%
Waterloo and City	1%	1%	1%	-	3%	1%	-	1%	1%	1%	1%	3%	1%	3%	-	-	-
Don't know	4%	3%	5%	-	4%	6%	5%	4%	4%	5%	5%	6%	5%	-	2%	7%	4%
Not applicable - I don't have a favourite underground																	
tube line to travel on	29%	27%	31%	16%	19%	34%	29%	41%	30%	28%	27%	30%	28%	17%	40%	29%	35%
14	0%	_	0%	2%	_	_	_	_	_	1%	_	1%	0%	_	_	_	2%

Which ONE of the following underground tube lines do you think has the highest standard of trains (e.g. cleanliness, comfort, quality etc.)?

Unweighted Base	920	470	450	49	147	155	140	429	620	300	469	131	600	29	194	31	66
Base: All London Adults who use the tube	923	438	485	117	232	182	137	255	548	375	517	120	636	66	117	38	67
Bakerloo	1%	1%	0%	1%	2%	-	2%	0%	1%	1%	1%	2%	1%	2%	0%	-	-
Central	5%	6%	4%	15%	5%	2%	5%	1%	3%	8%	4%	4%	4%	11%	3%	13%	-
Circle	0%	1%	0%	-	0%	1%	1%	0%	0%	1%	0%	-	0%	-	0%	-	2%
District	3%	3%	3%	4%	3%	2%	3%	3%	3%	4%	3%	3%	3%	3%	2%	3%	3%
Hammersmith and City	0%	0%	0%	1%	-	-	1%	0%	0%	0%	1%	-	0%	-	-	-	-
Jubilee	29%	29%	29%	16%	30%	33%	35%	28%	35%	21%	33%	31%	33%	13%	28%	18%	21%
Metropolitan	4%	5%	4%	7%	9%	1%	2%	3%	4%	4%	4%	2%	4%	15%	1%	1%	5%
Northern	4%	6%	2%	9%	7%	3%	0%	1%	3%	5%	5%	3%	4%	4%	2%	-	5%
Piccadilly	3%	4%	3%	11%	4%	2%	1%	2%	3%	3%	3%	2%	3%	11%	2%	8%	-
Victoria	8%	8%	8%	4%	9%	12%	6%	8%	9%	7%	8%	8%	8%	10%	5%	12%	10%
Waterloo and City	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	3%	1%	-	1%	-	1%
None - I think all London underground tube lines have a																	
poor standard of trains	14%	13%	14%	7%	13%	17%	16%	13%	13%	14%	13%	16%	14%	11%	14%	10%	17%
Don't know	27%	23%	31%	25%	17%	26%	28%	38%	25%	31%	23%	27%	24%	21%	41%	34%	37%
14	0%	-	0%	1%	-	-	-	-	-	0%	-	1%	0%	-	-	-	-



YouGov Survey Results

Sample Size: 1022 Fieldwork: 24th - 26th November 2010

	Total			Marital	Status					Children in	Household		
	Base	Married/ Civil Partnership	Living as married	Separated/ Divorced	Widowed	Never Married	Refused	0	1	2	3+	ALL WITH CHILDREN IN HOUSEHOLD (NET)	Refused
Which ONE, if any, of the following underground tube lines is your favourite to travel on?													_
Unweighted Base	920	408	103	101	37	265	6	692	102	69	28	199	29
Base: All London Adults who use the tube	923	338	113	77	28	361	6	653	123	84	38	245	25
Bakerloo	3%	2%	3%	2%	-	5%	-	3%	5%	1%	-	3%	-
Central	8%	7%	11%	4%	2%	8%	18%	7%	15%	4%	15%	11%	4%
Circle	1%	1%	2%	1%	-	2%	-	1%	1%	-	3%	1%	=
District	6%	6%	8%	3%	1%	5%	-	5%	8%	6%	12%	8%	-
Hammersmith and City	0%	-	0%	1%	3%	1%	-	1%	-	0%	-	0%	-
Jubilee	18%	18%	17%	16%	21%	19%	18%	19%	15%	21%	4%	15%	11%
Metropolitan	6%	7%	3%	4%	7%	5%	-	6%	2%	7%	3%	4%	8%
Northern	7%	4%	10%	3%	2%	9%	-	5%	6%	17%	11%	11%	4%
Piccadilly	7%	5%	4%	6%	7%	10%	18%	7%	9%	4%	4%	6%	8%
Victoria Waterloo and City	10%	8%	18%	8%	20%	10%	-	11%	13%	6%	4%	9%	8%
vvaterioo and City Don't know	1% 4%	2% 6%	2% 2%	9%	2%	1% 3%	18%	1% 3%	0% 2%	8%	10% 15%	2% 6%	10%
Not applicable – I don't have a favourite underground	4%	6%	2%	9%	2%	3%	18%	3%	2%	8%	15%	6%	10%
tube line to travel on	29%	35%	19%	44%	36%	23%	28%	30%	24%	27%	18%	24%	48%
14	0%	-	-	-	-	1%	-	-	1%	-	3%	1%	-
Which ONE of the following underground tube lines do you think has the highest standard of trains (e.g. cleanliness, comfort, quality etc.)?													
Unweighted Base	920	408	103	101	37	265	6	692	102	69	28	199	29
Base: All London Adults who use the tube	923	338	113	77	28	361	6	653	123	84	38	245	25
Bakerloo	1%	0%	1%	-	-	2%	-	1%	0%	-	-	0%	-
Central	5%	4%	8%	1%	-	6%	-	4%	12%	1%	3%	7%	-
Circle	0%	0%	-	-	-	1%	-	0%	1%	-	-	0%	-
District	3%	3%	2%	1%	-	4%	-	3%	1%	4%	10%	3%	-
Hammersmith and City	0%	0%	-	1%	-	0%	-	0%	1%	-	-	0%	-
Jubilee	29%	30%	31%	33%	24%	28%	36%	29%	35%	29%	8%	29%	27%
Metropolitan	4%	3%	6%	2%	3%	5%	-	5%	2%	1%	5%	2%	4%
Northern	4%	3%	4%	2%	5%	5%	10%	3%	2%	12%	10%	6%	2%
Piccadilly	3%	2%	5%	-	-	5%	18%	3%	0%	5%	14%	4%	8%
Victoria	8%	7%	14%	6%	13%	7%	18%	10%	5%	2%	2%	3%	6%
Waterloo and City None - I think all London underground tube lines have a	1%	1%	0%	-	-	1%	-	1%	1%	-	-	0%	1%
poor standard of trains	14%	16%	13%	13%	8%	12%	-	13%	14%	15%	9%	14%	14%
Don't know	27%	31%	17%	41%	47%	23%	18%	26%	26%	30%	40%	30%	37%
14	0%	-	-	-	-	0%	-	-	1%	-	-	0%	-
						***			**			***	





	Total		Thinking about yo	our experiences of the L	ondon underground t	ube networkApproxim	ately how often, if at al	l, do you use an under	ground tube line?	
	Base	Everyday	4 to 6 times a week	2 or 3 times a week	Once a week	ALL WHO USE THE TUBE AT LEAST ONCE A WEEK (NET)	Once a fortnight	Once a month	Less than once a month	Never
Which ONE, if any, of the following underground tube lines is your favourite to travel on?										
Unweighted Base	920	88	102	106	100	396	101	112	311	-
Base: All London Adults who use the tube	923	105	116	107	86	413	113	95	302	-
Bakerloo	3%	1%	6%	3%	1%	3%	4%	10%	1%	-
Central	8%	20%	8%	8%	15%	12%	5%	5%	3%	-
Circle	1%	-	-	1%	2%	0%	0%	-	3%	-
District	6%	3%	3%	9%	3%	5%	10%	6%	5%	-
Hammersmith and City	0%	0%	-	-	1%	0%	1%	2%	-	-
Jubilee	18%	21%	20%	21%	19%	20%	26%	26%	10%	-
Metropolitan	6%	16%	5%	4%	12%	9%	4%	3%	3%	-
Northern	7%	2%	13%	5%	3%	6%	10%	7%	6%	=
Piccadilly	7%	8%	12%	6%	3%	7%	6%	4%	7%	-
Victoria	10%	9%	9%	24%	14%	14%	7%	9%	7%	=
Waterloo and City	1%	-	-	-	3%	1%	2%	1%	1%	-
Don't know	4%	1%	4%	1%	3%	2%	-	6%	8%	-
Not applicable – I don't have a favourite underground	0001	400/	000/	400/	000/	000/	0.407	2001	400/	
tube line to travel on	29%	18%	20%	19%	22%	20%	24%	22%	46%	-

0%

Which ONE of the following underground tube lines do you think has the highest standard of trains (e.g. cleanliness, comfort, quality etc.)?

Unweighted Base	920	88	102	106	100	396	101	112	311	-
Base: All London Adults who use the tube	923	105	116	107	86	413	113	95	302	-
Bakerloo	1%	-	2%	4%	1%	2%	-	-	-	-
Central	5%	9%	5%	9%	10%	8%	6%	2%	1%	-
Circle	0%	-	-	1%	0%	0%	-	1%	0%	-
District	3%	5%	4%	2%	1%	3%	2%	3%	3%	-
Hammersmith and City	0%	1%	-	-	1%	0%	-	1%	-	-
Jubilee	29%	25%	25%	31%	34%	29%	41%	40%	22%	-
Metropolitan	4%	10%	5%	2%	3%	5%	9%	5%	1%	-
Northern	4%	6%	6%	4%	-	4%	5%	1%	4%	-
Piccadilly	3%	4%	9%	4%	1%	5%	4%	3%	1%	-
Victoria	8%	14%	11%	15%	15%	14%	1%	8%	4%	-
Waterloo and City	1%	1%	=	2%	1%	1%	-	1%	1%	-
None - I think all London underground tube lines have a										
poor standard of trains	14%	14%	17%	4%	10%	12%	11%	9%	19%	-
Don't know	27%	10%	14%	23%	22%	17%	20%	27%	44%	-
14	0%	-	-	-	-	-	-	-	0%	<u> </u>





	Total		And approximately how often, if at all, do you use an underground tube line to commute to work? (If you do not work, please tick 'Not applicable')												
	Base	Everyday	4 to 6 times a week	2 or 3 times a week	Once a week	ALL WHO USE THE TUBE TO COMMUTE TO WORK AT LEAST ONCE A WEEK (NET)	Once a fortnight	Once a month	Less than once a month	Never	Not applicable - I do not work				
Which ONE, if any, of the following underground tube lines is your favourite to travel on?															
Unweighted Base	920	70	93	44	30	237	24	18	85	266	290				
Base: All London Adults who use the tube	923	96	104	40	28	268	22	14	100	294	224				
Bakerloo	3%	1%	3%	6%	2%	3%	9%	27%	4%	2%	3%				
Central	8%	20%	10%	19%	11%	15%	-	1%	6%	5%	4%				
Circle	1%	-	-	1%	-	0%	-	3%	-	3%	1%				
District	6%	3%	4%	-	8%	3%	6%	4%	11%	5%	7%				
Hammersmith and City	0%	0%	-	-	-	0%	4%	-	-	1%	0%				
Jubilee	18%	18%	27%	23%	13%	21%	24%	39%	12%	18%	15%				
Metropolitan	6%	15%	8%	3%	4%	9%	7%	-	3%	2%	6%				
Northern	7%	6%	8%	3%	1%	6%	1%	=	10%	5%	8%				
Piccadilly	7%	11%	6%	2%	6%	7%	15%	2%	2%	8%	6%				
Victoria	10%	8%	9%	12%	29%	11%	5%	5%	8%	12%	9%				
Waterloo and City	1%	-	-	-	2%	0%	10%	3%	1%	2%	-				
Don't know	4%	4%	2%	5%	2%	3%	-	3%	7%	6%	2%				
Not applicable – I don't have a favourite underground	000/	4.404	0.504	2.404	0.404	000/	100/	1001	000/	000/	0770/				
tube line to travel on	29%	14%	25%	24%	21%	20%	19%	13%	36%	30%	37%				

Which ONE of the following underground tube lines do you think has the highest standard of trains (e.g. cleanliness, comfort, quality etc.)?

Unweighted Base	920	70	93	44	30	237	24	18	85	266	290
Base: All London Adults who use the tube	923	96	104	40	28	268	22	14	100	294	224
Bakerloo	1%	-	=	6%	2%	1%	=	=	3%	0%	0%
Central	5%	15%	0%	17%	2%	8%	9%	=	4%	3%	4%
Circle	0%	-	-	-	-	-	-	3%	-	1%	0%
District	3%	6%	5%	-	-	4%	1%	7%	4%	2%	2%
Hammersmith and City	0%	1%	-	-	-	0%	4%	-	-	0%	-
Jubilee	29%	21%	34%	31%	32%	28%	36%	51%	28%	33%	24%
Metropolitan	4%	8%	7%	4%	5%	7%	10%	9%	2%	4%	2%
Northern	4%	4%	7%	-	4%	4%	9%	-	5%	4%	3%
Piccadilly	3%	4%	8%	3%	3%	5%	4%	2%	1%	1%	6%
Victoria	8%	12%	11%	12%	29%	13%	-	3%	3%	5%	9%
Waterloo and City	1%	1%	-	2%	-	1%	-	4%	1%	1%	1%
None - I think all London underground tube lines have a											
poor standard of trains	14%	14%	20%	10%	4%	15%	9%	21%	19%	11%	13%
Don't know	27%	16%	9%	14%	19%	13%	19%	1%	29%	35%	36%
14	0%	-	-	-	-	-	-	-	-	0%	-







	Total		v	Which, if any, of th	ne following unde	erground tube line	s do you use on	a regular basis (i	e. at least once a	a week)? (Please	tick all that apply)	
	Base	Bakerloo	Central	Circle	District	Hammersmith and City	Jubilee	Metropolitan	Northern	Piccadilly	Victoria	Waterloo and City	None of these
Which ONE, if any, of the following underground tube lines is your favourite to travel on?													
Unweighted Base	920	40	108	46	88	36	104	47	128	95	113	8	15
Base: All London Adults who use the tube	923	40	122	38	86	36	118	45	134	99	118	5	14
Bakerloo	3%	24%	4%	10%	12%	17%	5%	3%	2%	3%	2%	19%	7%
Central	8%	6%	36%	11%	18%	22%	19%	13%	6%	9%	16%	-	14%
Circle	1%	1%	0%	1%	0%	-	-	-	1%	-	1%	10%	-
District	6%	-	3%	1%	13%	13%	2%	6%	2%	3%	5%	-	12%
Hammersmith and City	0%	-	0%	-	0%	-	-	-	-	1%	-	-	-
Jubilee	18%	12%	11%	12%	16%	9%	43%	17%	19%	12%	11%	23%	14%
Metropolitan	6%	4%	7%	14%	2%	9%	5%	34%	5%	10%	4%	-	-
Northern	7%	12%	4%	1%	1%	-	2%	-	14%	3%	6%	-	-
Piccadilly	7%	15%	4%	10%	11%	2%	2%	3%	7%	24%	3%	-	-
Victoria	10%	8%	6%	15%	6%	11%	2%	7%	26%	19%	36%	-	-
Waterloo and City	1%	1%	1%	-	2%	4%	-	3%	1%	0%	-	8%	-
Don't know	4%	2%	3%	7%	2%	2%	3%	3%	1%	4%	2%	35%	-
Not applicable – I don't have a favourite underground tube line to travel on	29%	16%	21%	17%	18%	10%	17%	10%	16%	12%	15%	6%	53%

Which ONE of the following underground tube lines do you think has the highest standard of trains (e.g. cleanliness, comfort, quality etc.)?

Unweighted Base	920	40	108	46	88	36	104	47	128	95	113	8	15
Base: All London Adults who use the tube	923	40	122	38	86	36	118	45	134	99	118	5	14
Bakerloo	1%	16%	3%	-	6%	6%	4%	-	1%	0%	-	-	8%
Central	5%	12%	16%	-	11%	-	10%	-	1%	7%	12%	-	-
Circle	0%	1%	0%	1%	0%	-	-	-	1%	-	0%	-	-
District	3%	11%	2%	1%	10%	4%	2%	1%	3%	7%	3%	-	-
Hammersmith and City	0%	3%	1%	3%	1%	3%	1%	2%	1%	2%	1%	19%	7%
Jubilee	29%	23%	24%	29%	28%	28%	39%	31%	34%	16%	19%	29%	18%
Metropolitan	4%	5%	6%	19%	4%	13%	7%	23%	4%	5%	5%	10%	-
Northern	4%	2%	4%	2%	1%	6%	1%	5%	10%	2%	5%	-	-
Piccadilly	3%	-	6%	10%	3%	1%	5%	-	1%	9%	2%	-	-
Victoria	8%	7%	10%	19%	11%	13%	5%	8%	20%	17%	28%	21%	7%
Waterloo and City	1%	-	1%	-	3%	-	0%	-	1%	2%	1%	-	-
None - I think all London underground tube lines have a													
poor standard of trains	14%	12%	13%	11%	13%	19%	13%	11%	9%	14%	8%	8%	19%
Don't know	27%	10%	14%	5%	9%	9%	13%	19%	14%	20%	17%	13%	41%
14	0%	-	-	=	-	-	-	-	=	-	-	-	-