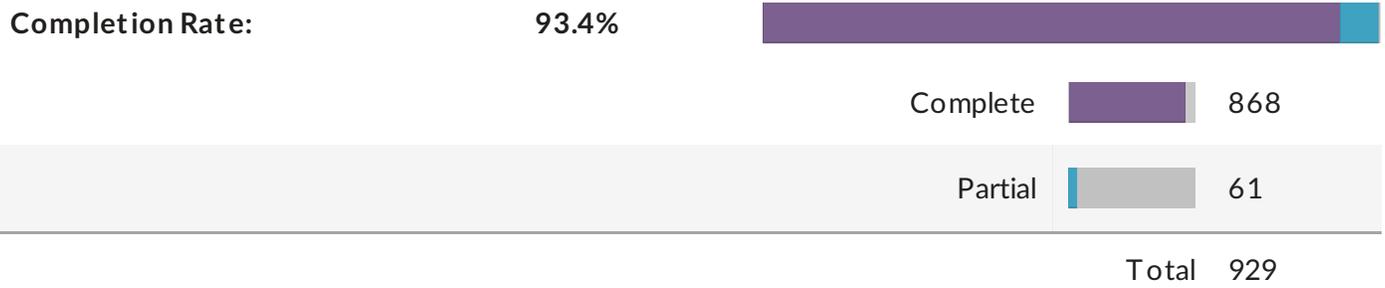
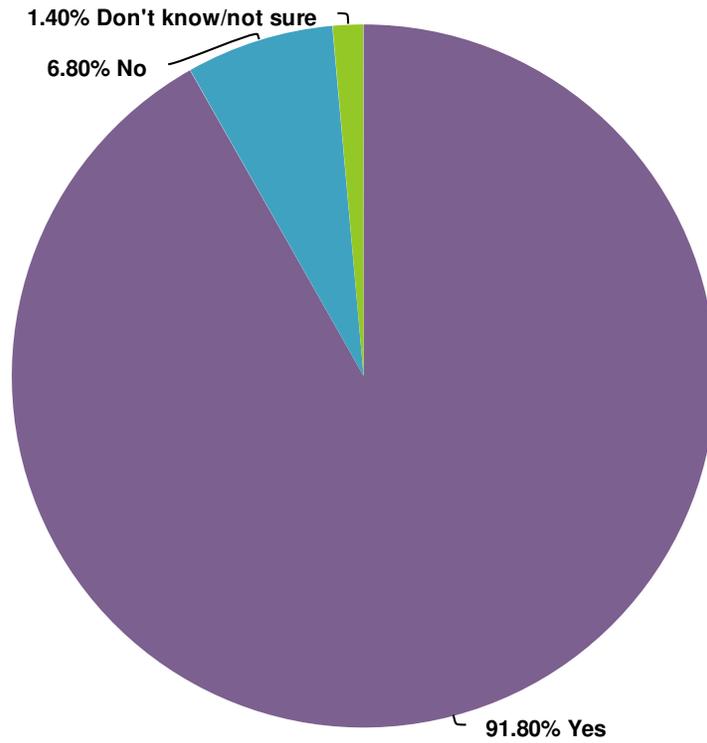


Report for Ticket office closures

1. Response Counts

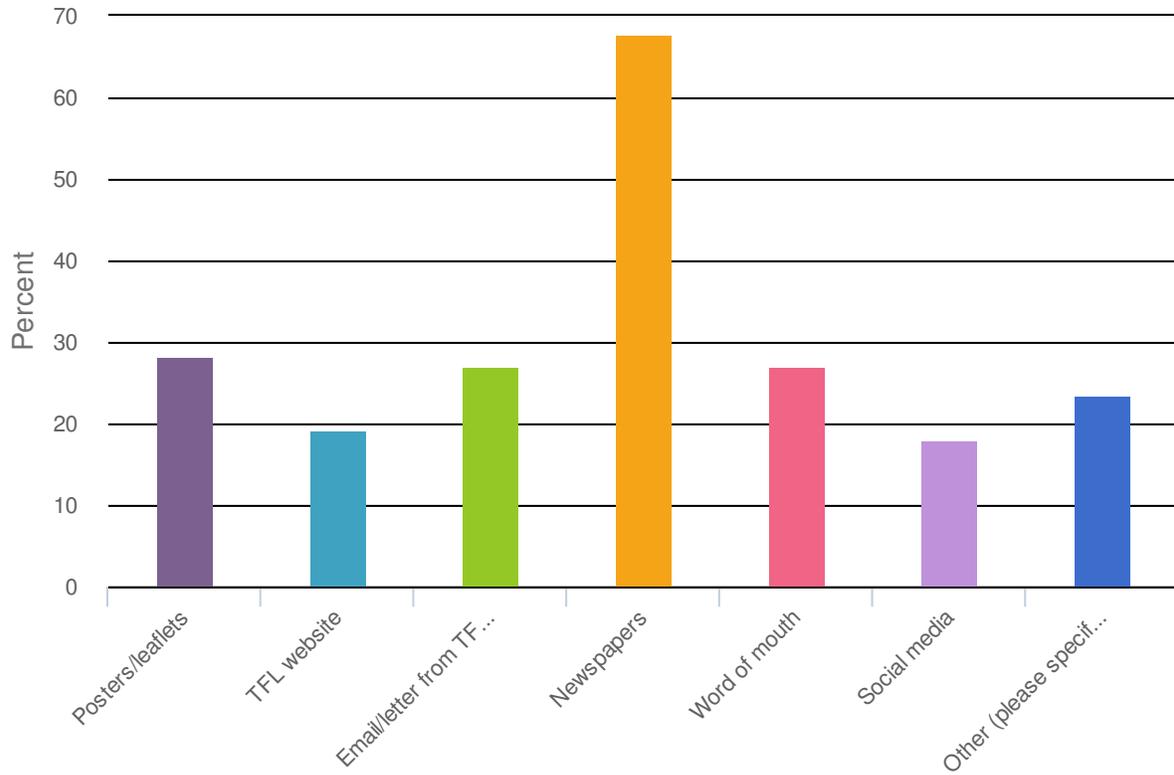


2. Prior to completing this survey, were you aware that London Underground were closing ticket offices from 2015?



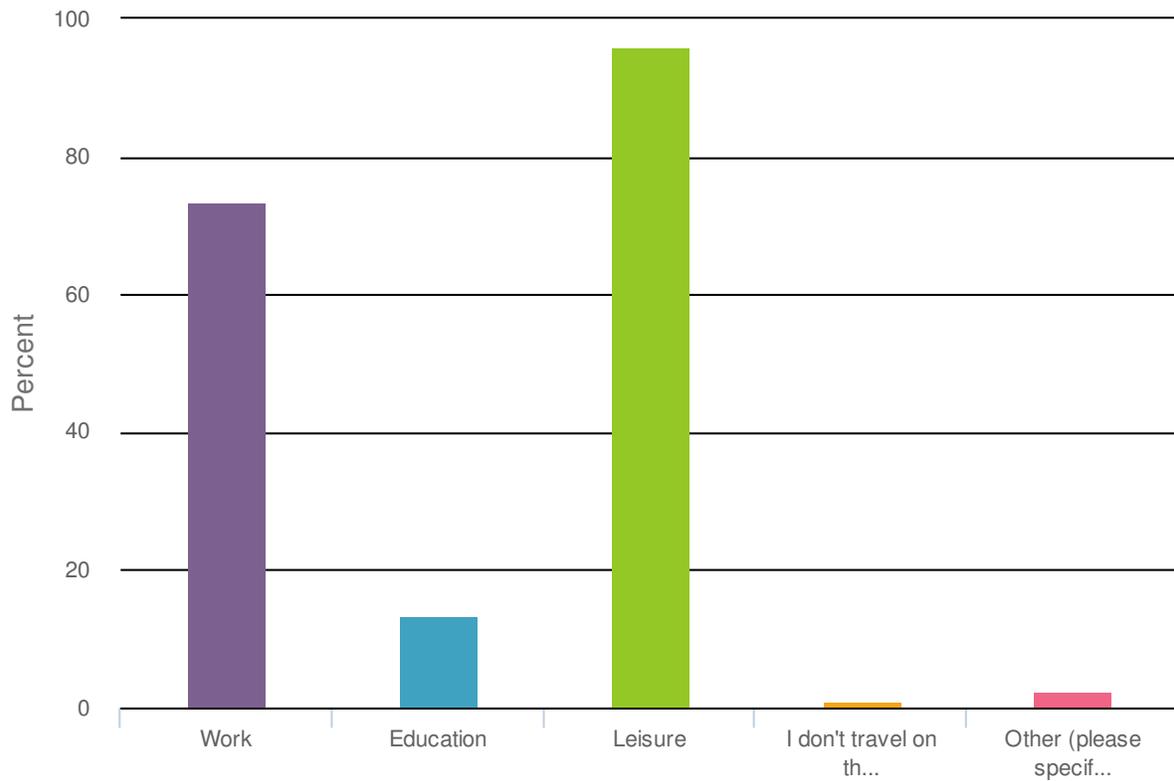
Value	Percent	Count
Yes	91.8%	836
No	6.8%	62
Don't know/not sure	1.4%	13
Total		911

3. If so, how did you hear about the changes (please tick all that apply)



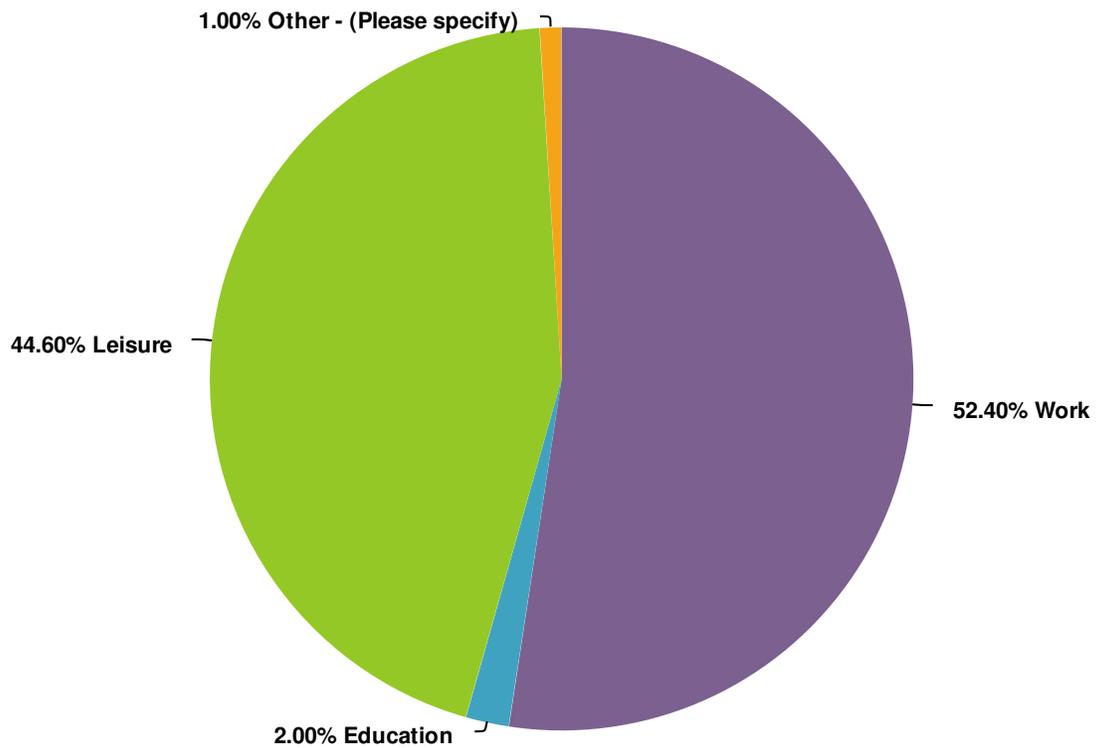
Value	Percent	Count
Posters/leaflets	28.2%	235
T FL website	19.3%	161
Email/letter from T FL	27.1%	226
Newspapers	67.8%	565
Word of mouth	27.1%	226
Social media	18.0%	150
Other (please specify)	23.6%	197

4. What types of journey do you make on the London Underground? (please tick all that apply)



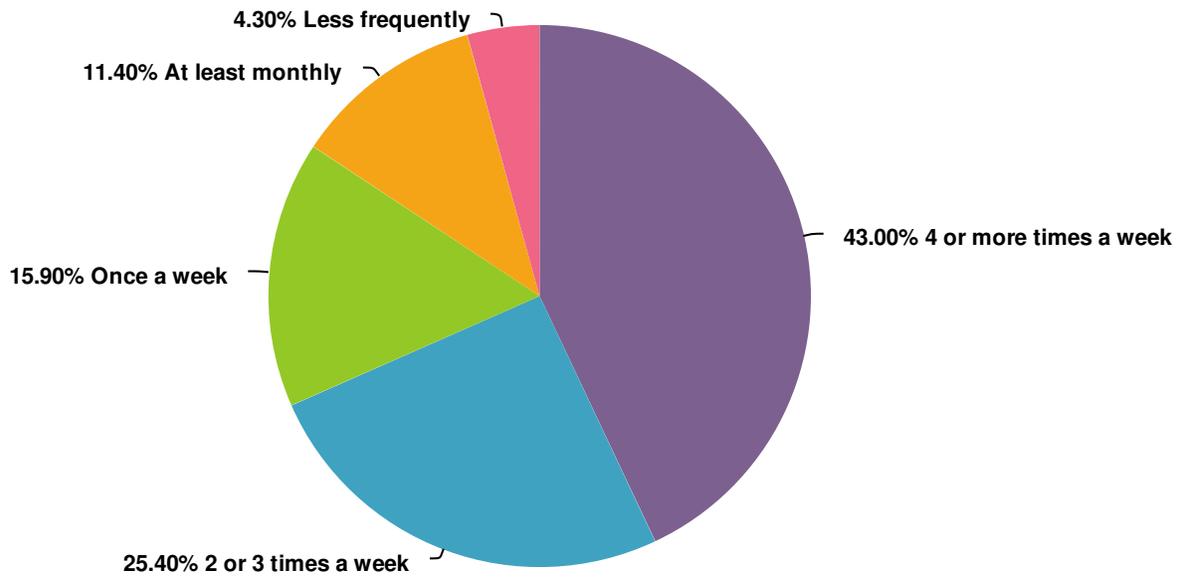
Value	Percent	Count
Work	73.5%	666
Education	13.4%	121
Leisure	96.0%	870
I don't travel on the London Underground	0.8%	7
Other (please specify)	2.3%	21

5. What is the main journey type that you have made on London Underground in the last year?



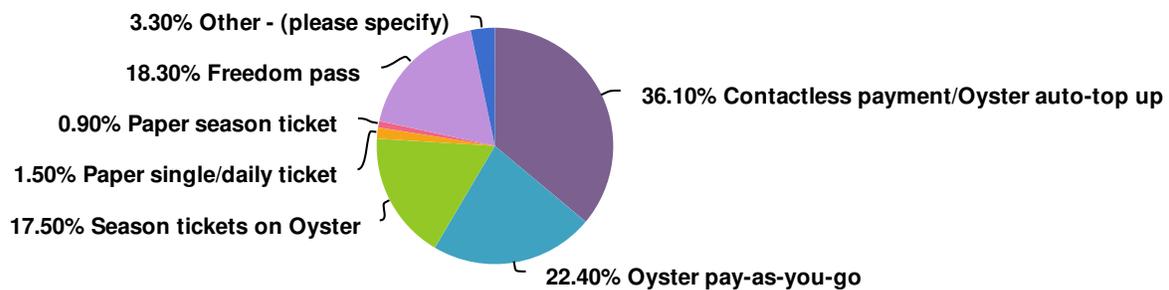
Value	Percent	Count
Work	52.4%	464
Education	2.0%	18
Leisure	44.6%	395
Other - (Please specify)	1.0%	9
Total		886

6. On average, how often do you travel on London Underground?



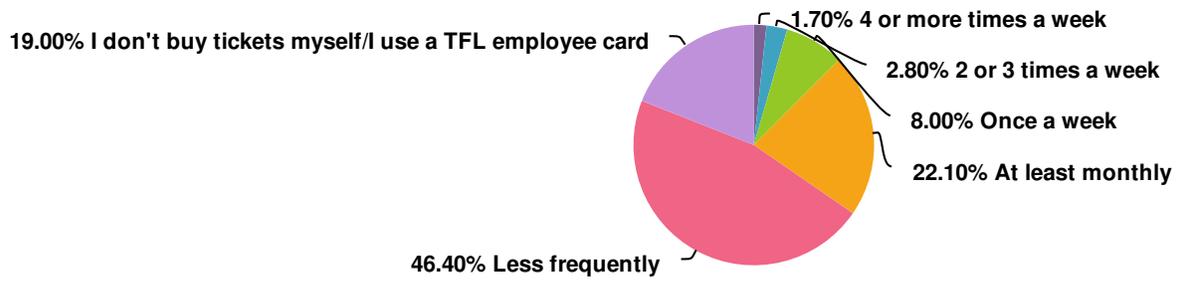
Value	Percent		Count
4 or more times a week	43.0%		384
2 or 3 times a week	25.4%		227
Once a week	15.9%		142
At least monthly	11.4%		102
Less frequently	4.3%		38
Total			893

7. When travelling on London Underground, what method of payment or ticket type do you usually use?



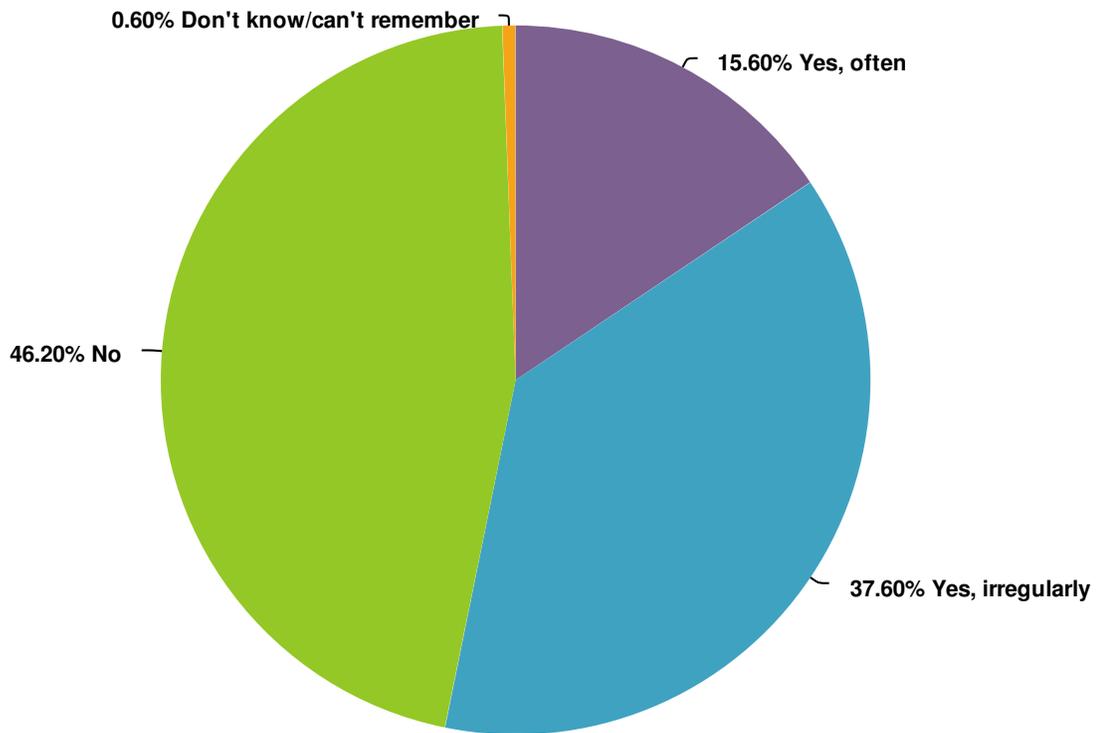
Value	Percent	Count
Contactless payment/Oyster auto-top up	36.1%	321
Oyster pay-as-you-go	22.4%	199
Season tickets on Oyster	17.5%	156
Paper single/daily ticket	1.5%	13
Paper season ticket	0.9%	8
Freedom pass	18.3%	163
Other - (please specify)	3.3%	29
Total		889

8. How often do you buy tickets/top up your Oyster in London Underground stations?



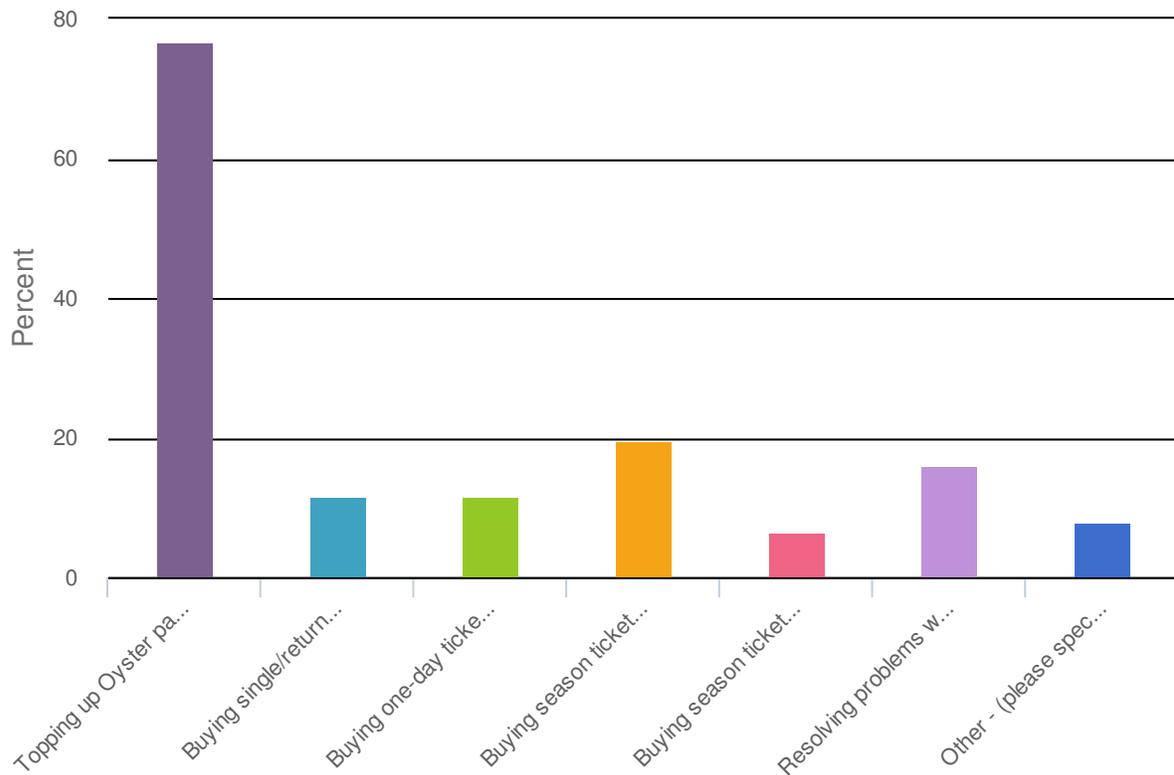
Value	Percent	Count
4 or more times a week	1.7%	15
2 or 3 times a week	2.8%	24
Once a week	8.0%	69
At least monthly	22.1%	192
Less frequently	46.4%	402
I don't buy tickets myself/I use a TFL employee card	19.0%	165
	Total	867

9. Do you ever use ticket machines on the London Underground?



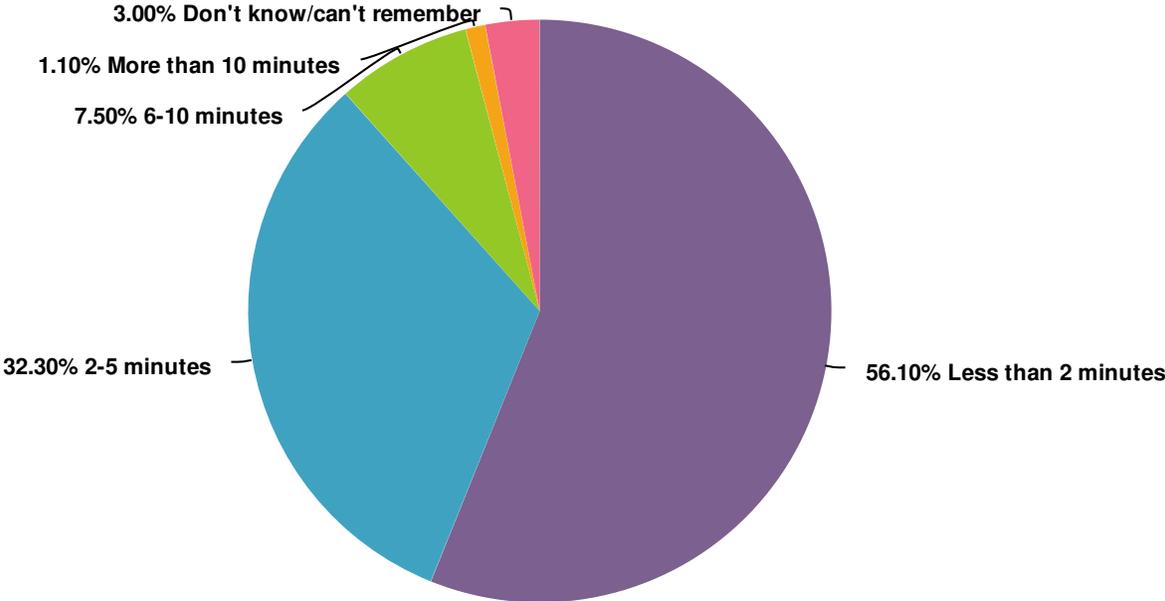
Value	Percent	Count
Yes, often	15.6%	139
Yes, irregularly	37.6%	334
No	46.2%	411
Don't know/can't remember	0.6%	5
Total		889

10. If you use ticket machines on the Underground, what do you use them for? (please tick all that apply)



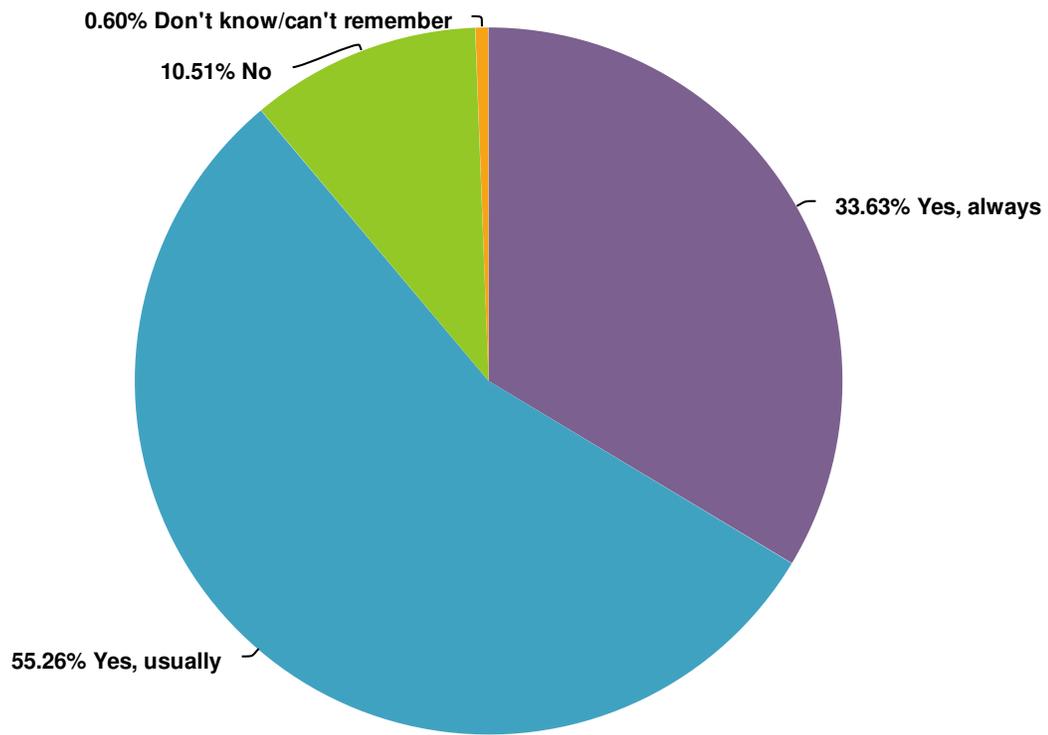
Value	Percent	Count
Topping up Oyster pay-as-you-go credit	76.8%	357
Buying single/return tickets on the underground	11.8%	55
Buying one-day tickets for travel on the Underground	11.8%	55
Buying season tickets	19.6%	91
Buying season tickets for travel to destinations on the National Rail network	6.5%	30
Resolving problems with your Oyster card or ticket	16.1%	75
Other - (please specify)	8.0%	37

11. How long do you usually have to wait to use a ticket machine?



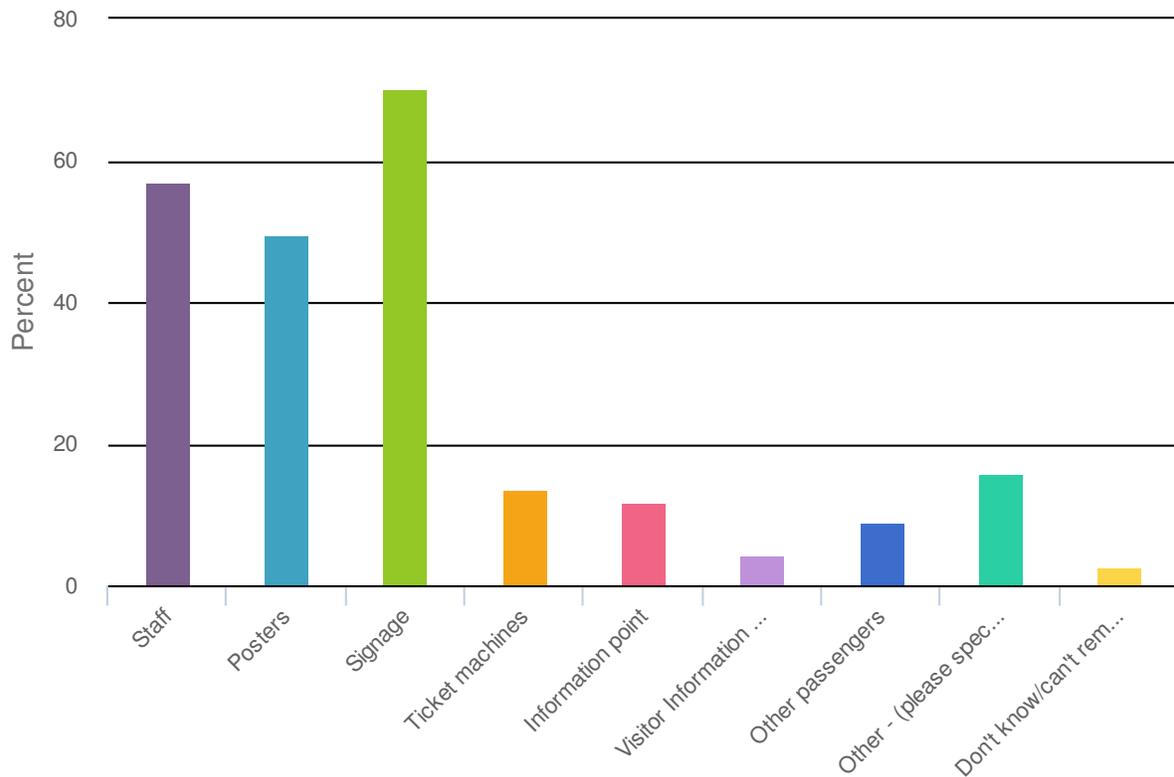
Value	Percent		Count
Less than 2 minutes	56.1%		262
2-5 minutes	32.3%		151
6-10 minutes	7.5%		35
More than 10 minutes	1.1%		5
Don't know/can't remember	3.0%		14
Total			467

12. Do you find the ticket machines on London Underground easy to use?



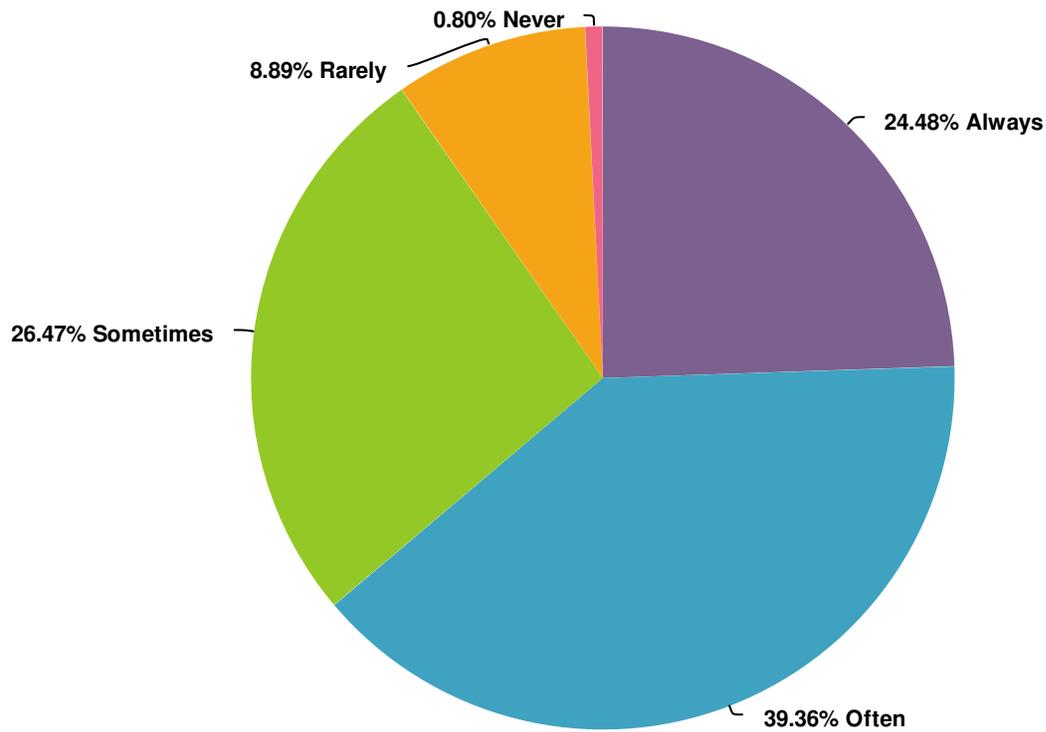
Value	Percent	Count
Yes, always	33.6%	157
Yes, usually	55.2%	258
No	10.5%	49
Don't know/can't remember	0.6%	3
Total		467

13. Where do you get information you need at London Underground stations? (please tick all that apply)



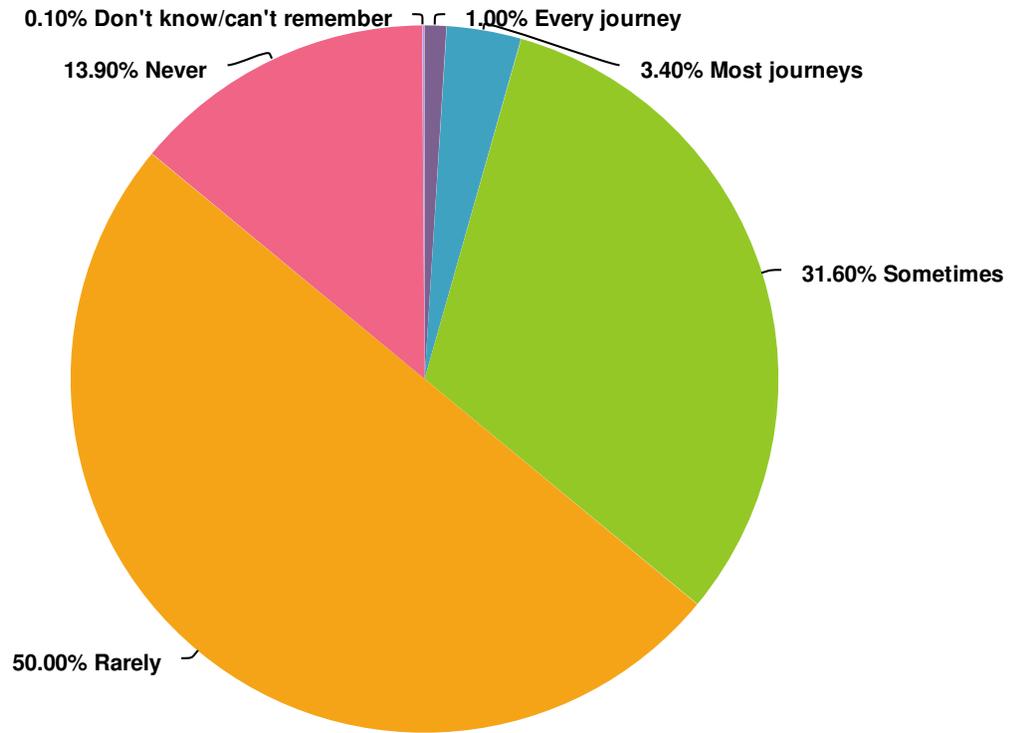
Value	Percent	Count
Staff	56.9%	500
Posters	49.6%	436
Signage	70.3%	618
Ticket machines	13.5%	119
Information point	11.7%	103
Visitor Information Centre	4.4%	39
Other passengers	8.8%	77
Other - (please specify)	15.8%	139
Don't know/can't remember	2.6%	23

14. How often do you notice staff in London Underground ticket halls? (e.g. by ticket machines, at ticket gates)



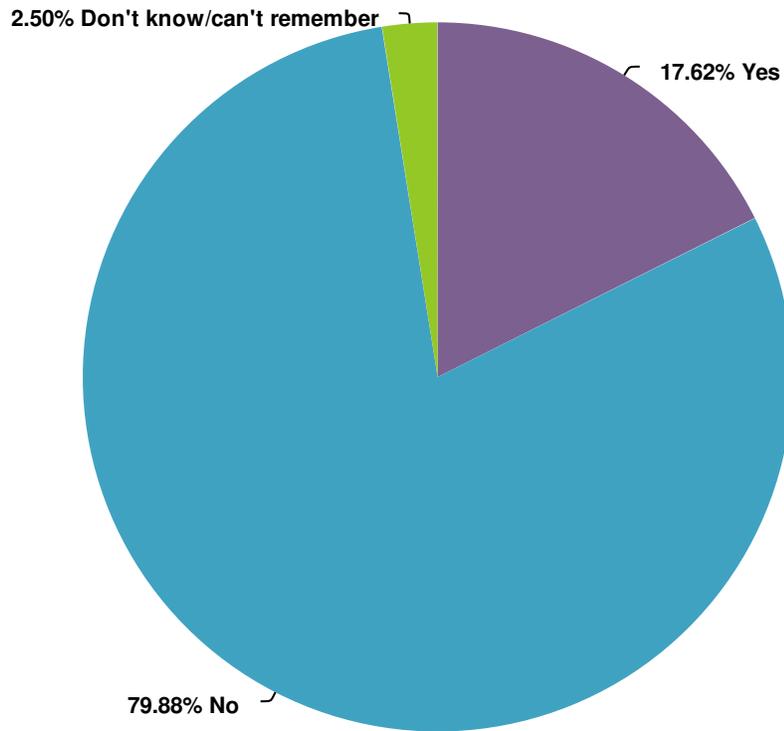
Value	Percent		Count
Always	24.5%		215
Often	39.4%		346
Sometimes	26.5%		233
Rarely	8.9%		78
Never	0.8%		7
Total			879

15. How often do you interact with or need assistance from staff in London Underground ticket halls? (e.g. by ticket machines, at ticket gates)



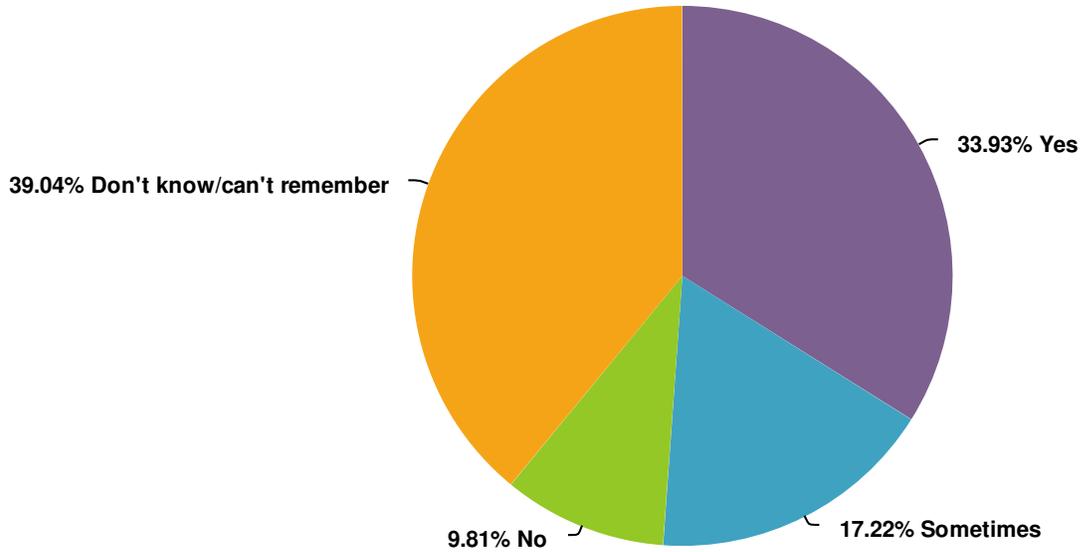
Value	Percent	Count
Every journey	1.0%	9
Most journeys	3.4%	30
Sometimes	31.6%	278
Rarely	50.0%	440
Never	13.9%	122
Don't know/can't remember	0.1%	1
Total		880

16. In the last 12 months, have you ever needed extra assistance when travelling on the London Underground? (e.g. due to a disability/when travelling in a large group/with heavy luggage)



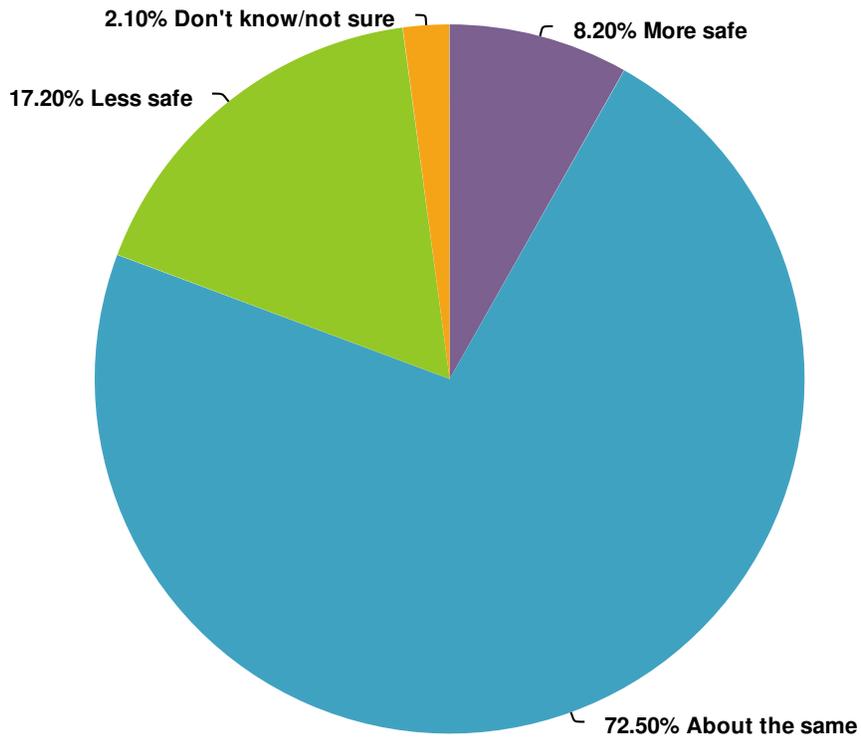
Value	Percent	Count
Yes	17.6%	154
No	79.8%	697
Don't know/can't remember	2.5%	22
Total		873

17. Has assistance been available from London Underground staff when you've needed it?



Value	Percent	Count
Yes	33.9%	283
Sometimes	17.2%	144
No	9.8%	82
Don't know/can't remember	39.0%	326
Total		835

18. Since this time last year, do you feel more safe or less safe in London Underground ticket halls?



Value	Percent	Count
More safe	8.2%	72
About the same	72.5%	634
Less safe	17.2%	150
Don't know/not sure	2.1%	18
Total		874