London TravelWatch Consultation Summary Report

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Ipsos MORI

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Overview

1 Overview

1.1 Background and objectives

In response to London Underground's Vision for the Tube, including the future of ticket offices, London TravelWatch wanted to consult passengers in order to understand how they purchase tickets for London Underground services, in particular, their use of ticket machines and ticket offices.

The consultation questionnaire was designed by London TravelWatch and hosted as an online survey via an open link on their website (http://www.londontravelwatch.org.uk/). Ipsos MORI was commissioned to analyse the responses, and to write a summary report of the findings.

London Underground has grouped their stations into four categories based on their location and type of users. These categories are:

- **Gateway:** main visitor entry points to London, these are busy stations with a high proportion of people unfamiliar with the network

- **Destination:** Busy Central London stations including rail termini and tourist destinations

- **Metro:** Largely located in inner London communities with a high number of regular users

- **Local:** smaller stations further from Central London with lower customer volumes, mostly used by people familiar with the network. This category is broken into two sub-categories; A (larger stations) and B (smaller stations)

The map below shows the categorisation of each station.

Figure 1.1 London Underground station categories

1.2 Analysis of responses

Analysis of the responses to the open or free-text questions required coding of the data. Coding is the process by which responses are matched against standard codes Ipsos MORI has compiled, so that their content can be classified and tabulated. Each of these codes represents a discrete issue or viewpoint raised by a number of respondents in their verbatim responses. More information about the coding process can be found in the appended *Technical note on coding.*

1.3 Interpreting the findings

While a consultation exercise is a very valuable way to gather opinions about a wide-ranging topic, there are a number of issues to always bear in mind when interpreting the responses received. While the consultation was open to everyone, the respondents were self-selecting, and certain types of people may have been more likely to contribute than others. This means that the responses can never be representative of the population as a whole, as would be the case with a sample survey.

Typically with consultations, there can be a tendency for responses to come from those more likely to consider themselves affected and more motivated to express their views. In other consultations, Ipsos MORI have found that responses also tend to be more biased towards those people who believe they will be negatively impacted upon by the implementation of the proposals.

It must be understood, therefore, that the consultation as reflected through the report can only ever hope to catalogue the various opinions of the members of the public and organisations who have chosen to respond. It cannot measure in fine detail the exact strength of particular views or concerns, and as such, it cannot therefore be taken as a comprehensive, representative statement of public and business opinion.

Throughout the report numbers and proportions are used to demonstrate how many respondents articulated particular arguments. Some of these numbers are relatively low or proportions are derived from small base sizes so caution is advised when interpreting report findings.

1.4 Who took part

A total of 2,052 individuals responded to the consultation. The questionnaire asked respondents to provide some information about themselves, including gender, age, ethnicity and disability. The chart below shows the number of respondents who provided these details.

Figure 1.2 number of respondents who answer each demographic/classification question

Age
- 16-24: 103
- 25-40: 577
- 41-60: 820
- 60+: 191

Gender
- Male: 1,076
- Female: 607

Ethnicity
- White: 1,291
- BME: 370

Disability
- Disabled: 169
- Not disabled: 1,497
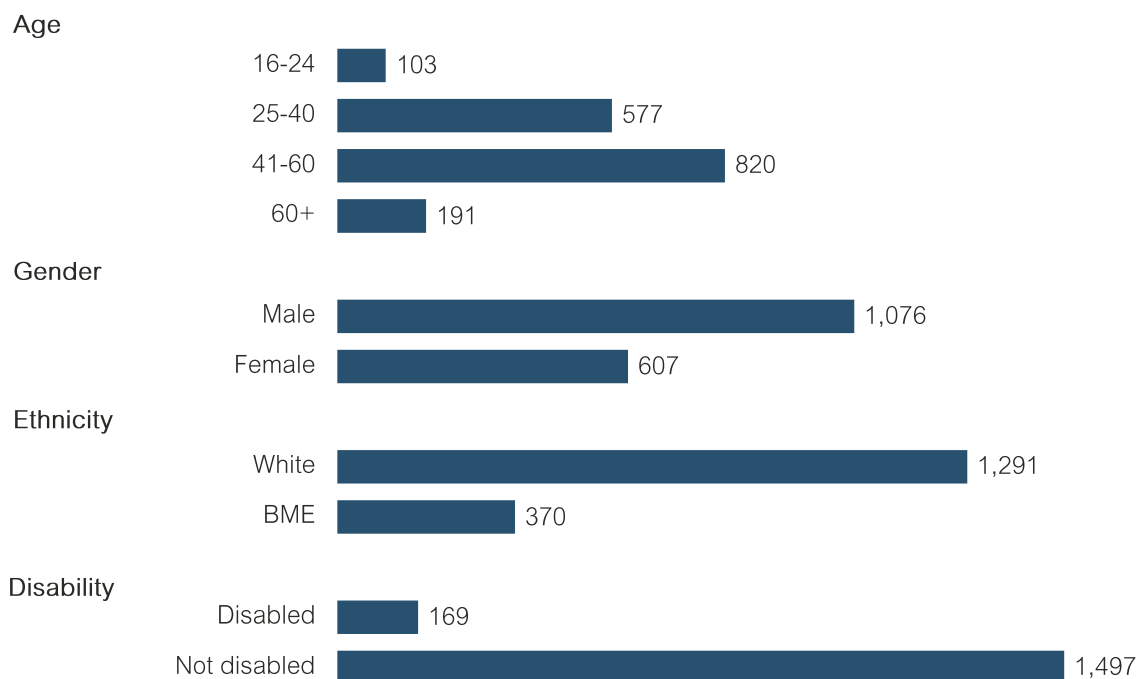
Main findings

2 Main findings

2.1 Using the underground

2.1.1 Which station do you use?

Respondents were asked to think about the underground station they travel from most often when completing their questionnaire. Responses relating to most of the underground stations on the network were received, with 251 individual stations being referred to by at least one of the 2,052 respondents.

Stations that received the most responses are in central London:

- Kings Cross St. Pancras (101 respondents)
- Victoria (77)
- Liverpool Street (56)
- Euston (48)
- London Bridge (46)

2.1.2 How often do you use this station?

This question was answered by 2,030 respondents. A majority of those who responded (1,252) travel from the station they use most often four or more times per week. One in seven respondents (312) travel two or three times per week, and around a quarter of all those who took part (466) travel less frequently.

Figure 2.1 Frequency of station use

Category	Value
4 or more times a week	1252
2 or 3 times a week	312
Once a week	125
At least monthly	209
Less frequently	132
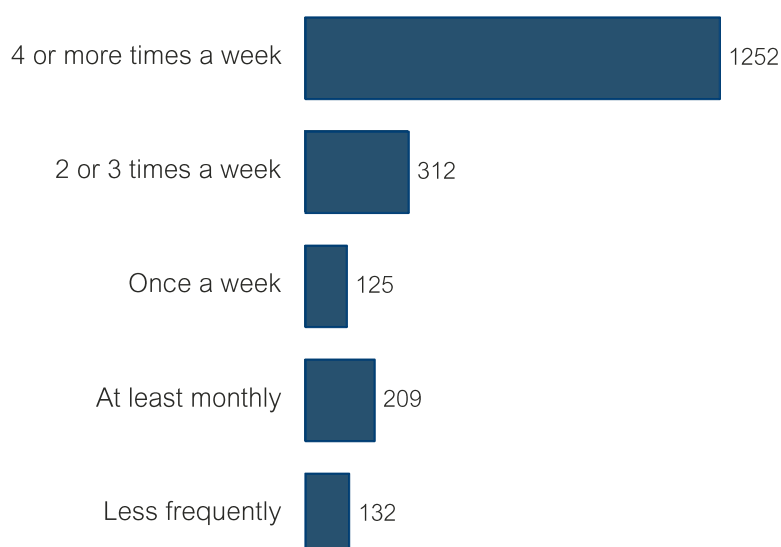
Base: All answering (2,030 respondents)

Source: Ipsos MORI

2.1.3 Why do you use this station?

This question was answered by 2,025 respondents. More than seven in ten (1,449) of those who responded said that work was the main purpose of the journey they make most frequently. Leisure was the main purpose for a quarter (497) of those who responded, and for 50 respondents, education was the main purpose of the journey they make most often.

There were 52 respondents who provided other reasons why they use their station. These included: to visit or care for friends and family (16), for personal business (7), and to access healthcare (5). Additionally, 12 respondents stated that they use their station for a mixture of work, leisure and education.

Figure 2.2 Reason for station use

Work	1449
Leisure	497
Education	50
Other	52
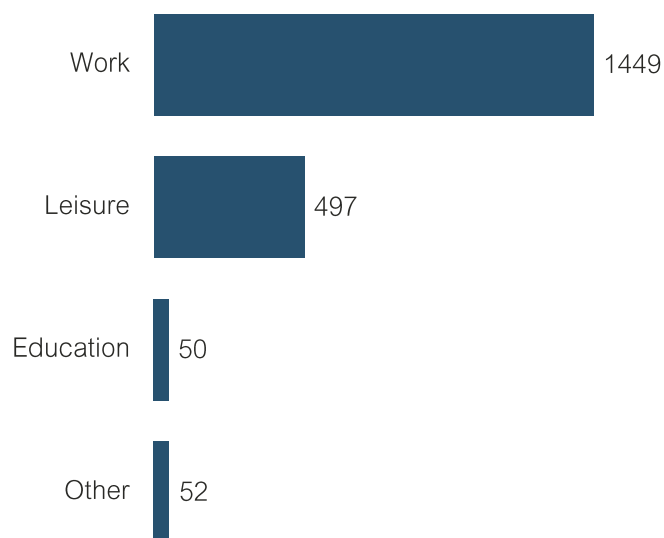
Base: All answering (2,025 respondents)

Source: Ipsos MORI

2.2 Ticket offices

2.2.1 How often do you use the ticket office?

This question was answered by 1,799 respondents. Around half (897) use the ticket office at their underground station at least weekly, including a fifth (337) who use it four or more times a week. Ticket offices are used at least once a month by a further 248 respondents. Over a third (654) use a ticket office less than once a month.

Frequency of ticket office usage was broadly similar across the four different station categories

Figure 2.3 Frequency of ticket office use

Frequency	Count
4 or more times a week	337
2 or 3 times a week	316
Once a week	244
At least monthly	248
Less frequently	654

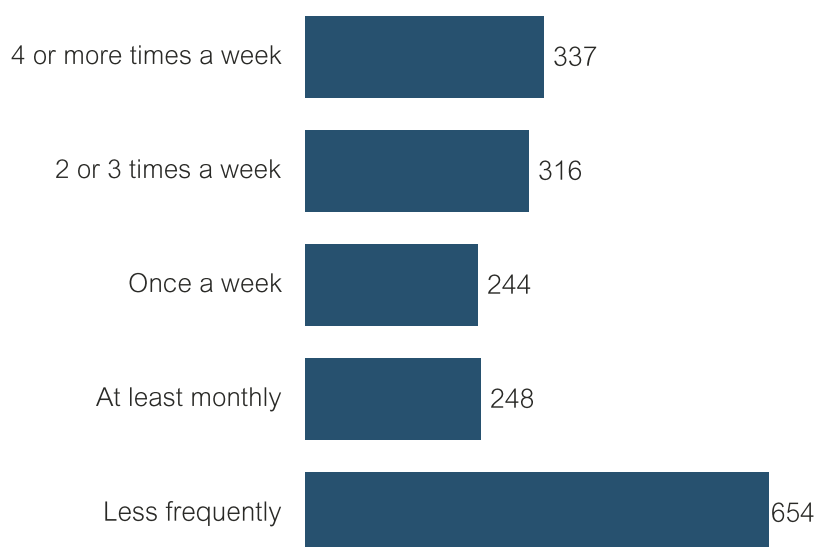Base: All answering (1,799 respondents)   Source: Ipsos MORI

2.2.2 Why do you use the ticket office?

This question was answered by 1,431 respondents. Over half said that they use ticket offices to resolve problems with Oyster cards or other tickets (893), to get information and advice (830), and to top up Oyster pay-as-you-go credit (790). A third also use them to buy tickets for the Underground on that day, including Travelcards (482) while over a quarter use them to buy tickets for the National Rail network (380). Around a quarter of respondents visit ticket offices to buy season tickets (345).

Some respondents provided other reasons for using ticket offices, including obtaining printed journey histories (14), adding Railcard discounts to Oyster cards (11), buying tickets with discount vouchers (10), and getting travel assistance (10).

Across the different station categories, the reasons for using ticket offices are fairly consistent. For all categories except Local B, resolving problem with Oyster cards or tickets was the most common reason for using a ticket machine. Buying tickets for London Underground that day, including Travelcards was more common at Gateway stations.

2.2.3 Figure 2.4 Reason for ticket office use

Reason	Value
Resolving problems with your Oyster card or ticket	893
Information and advice	830
Topping up Oyster pay-as-you-go credit	790
Buying tickets for travel on the Underground that day, including Travelcards	482
Buying tickets for travel to destinations on the National Rail network	380
Buying season tickets	345
Other	103
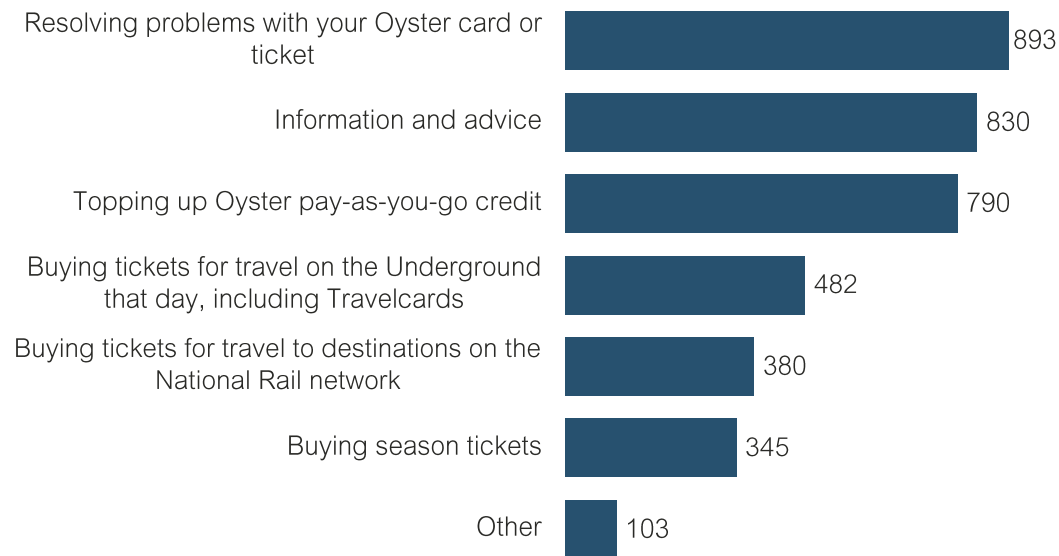
Base: All answering (1,431 respondents)   Source: Ipsos MORI

2.2.4 How long do you usually queue for the ticket office?

This question was answered by 1,424 respondents. Just over a half of respondents indicated that they usually need to wait for between two and five minutes to be served (754). A further quarter said that that they usually waited less than two minutes (391). Others said they normally waited between six and ten minutes (178), or more than ten minutes (101).

There is some variation in experience across the different categories of station. A greater proportion of users of Metro, Local A and Local B were served in less than 2 minutes, with the majority of users of each station category served within 5 minutes. By comparison, users at Gateway and Destination stations most commonly said that they needed to wait between 2 and 5 minutes to be served. Over a fifth of users of Gateway stations said that they usually waited more than 10 minutes.

Figure 2.5 Ticket office queuing time
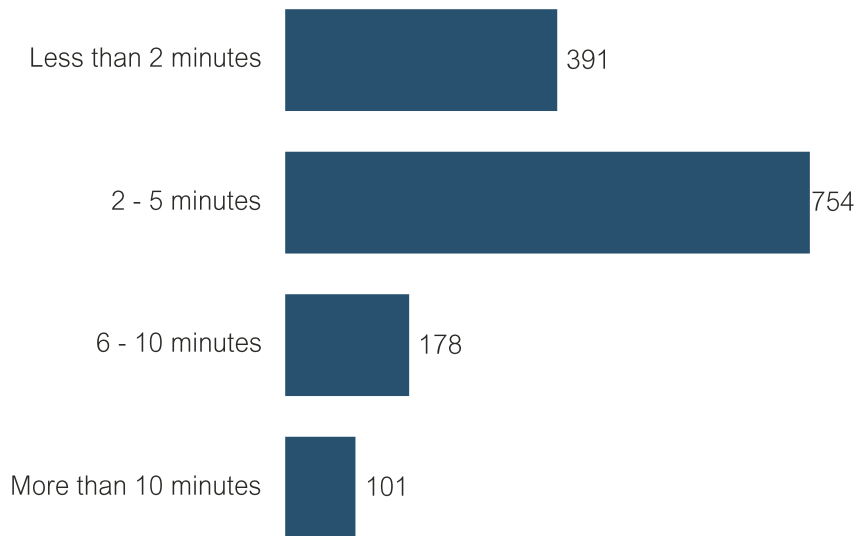
Base: All answering (1424 respondents)   Source: Ipsos MORI

2.3 Ticket machines

2.3.1 How often do you use a ticket machine?

This question was answered by 1,680 respondents. Around two in five respondents (702) use a ticket machine at least once a month.

Across the different station categories, answers were broadly similar with the exception of Gateway stations where respondents indicated that they were more likely than passengers using other station types to use ticket machines less than monthly. However, the majority of users of all station types indicated that they also used ticket machines less than monthly.

Figure 2.6 Frequency of ticket machine use

4 or more times a week	58
2 or 3 times a week	125
Once a week	233
At least monthly	286
Less frequently	978
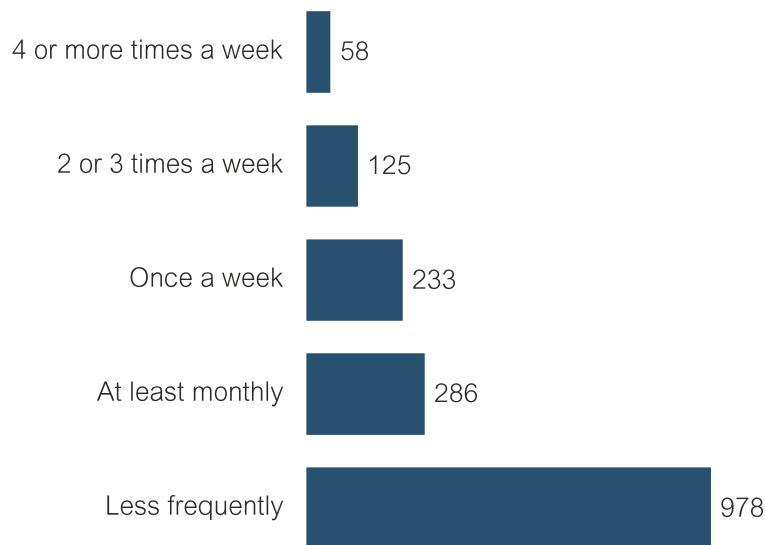
Base: All answering (1,680 respondents)

Source: Ipsos MORI

2.3.2 Reasons for using ticket machines

This question was answered by 1,098 respondents. The vast majority of respondents use ticket machines to top up Oyster pay-as-you-go credit (842). Additionally, machines are used to buy tickets for same-day Underground travel, including Travelcards (190), to buy season tickets (132), to resolve problems with an Oyster card or ticket (105) or buying tickets for travel on the National Rail network (100).

Some respondents provided other reasons why they use ticket machines. Particularly notable where checking Oyster card balances or charges (60) and viewing Oyster card journey history (32). A few respondents said that they only use a machine if the ticket office is closed (19).

Across each station category around three quarters of respondents indicated that they used ticket machines to top up pay-as-you-go credit on Oyster cards. For other options given in the question responses of users were similarly consistent across station categories. Fewer Gateway station respondents use machines to buy season tickets. Destination stations users had the highest proportion of respondents who use ticket machines to buy tickets for National Rail network destinations.

2.7 Reason for ticket machine use

Reason	Value
Topping up Oyster pay-as-you-go credit	842
Buying tickets for travel on the Underground that day, including Travelcards	190
Buying season tickets	132
Resolving problems with your Oyster card or ticket	105
Buying tickets for travel to destinations on the National Rail network	100
Other	122
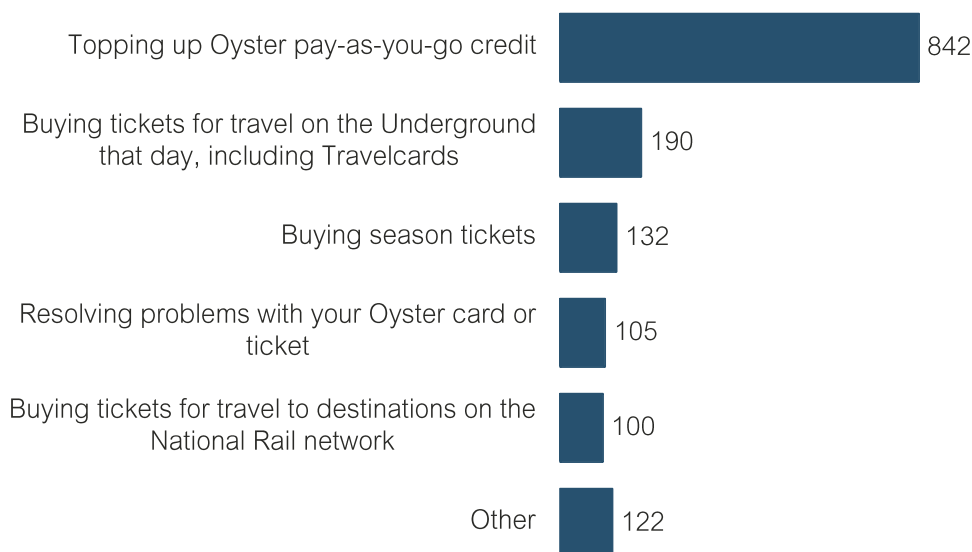
Base: All answering (1,098 respondents)

Source: Ipsos MORI

2.3.3 How long do you usually queue for the ticket machine?

This question was answered by 1,114 respondents. Nearly eight in ten respondents stated that they have to wait no more than five minutes to use a ticket machine, with a third of all respondents waiting for less than two minutes (377). Some usually wait between six and ten minutes (175), and others usually wait more than ten minutes (76).

For all station categories the majority of respondents indicated that they had to wait under 5 minutes to use a ticket machine. For users of Gateway, Destination, Metro and Local A stations the most common answer was a wait of 2 – 5 minutes. Respondents using Local B stations said that a wait of less than 2 minutes was most common.

Figure 2.8 Ticket machine queuing time

Less than 2 minutes	377
2 - 5 minutes	486
6 - 10 minutes	175
More than 10 minutes	76
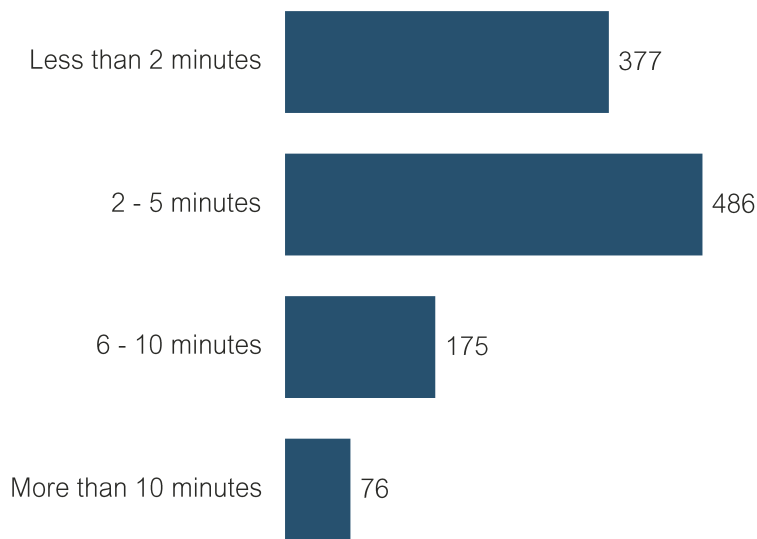
Base: All answering (1,114 respondents)

Source: Ipsos MORI

2.3.4 Do you find the ticket machines easy to use?

This question was answered by 1,153 respondents. When asked whether station users found ticket machines easy to use, responses were fairly evenly split between Yes, Usually and No. Two-thirds stated that they either do find machines easy to use (332), or that they usually do (444).

Figure 2.9 Ease of using ticket machines

No 377

Yes 332

Usually 444
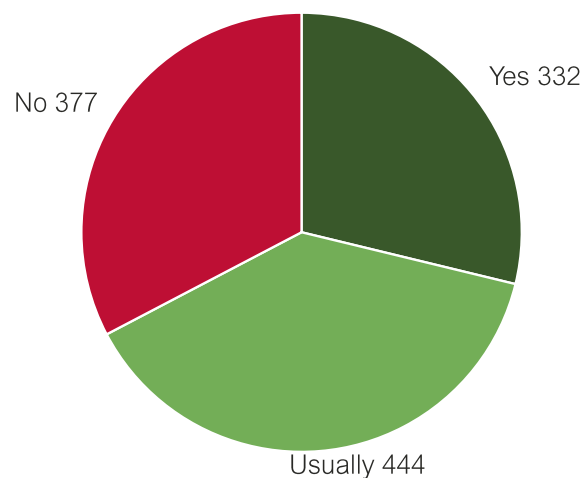
Base: All answering (1,153 respondents)

2.3.5 Why ticket machines are difficult to use

Many of the 593 respondents that completed this question referred to issues about machine functionality that they find difficult (242). Specific examples included lack of understanding or confusion over how to use machines (70), problems when machines do not give change (38), when machines do not accept or reject inserted cash (35), and when machines do not take bank notes, or particular sizes of bank notes (34).

Other respondents referred to machine malfunctions (172), in particular when machines freeze or are faulty (128) as well as when money is lost, or when there is a fear of it being lost (23); or when money gets stuck in machines (18).

> *"When they're out of order or are only taking cards because they're too full of cash. And when the touchscreen is slow or unresponsive unless you thump it..."*

The screen menus were mentioned by 153 respondents. Issues included menus being confusing or difficult to navigate (45), that they can be convoluted and therefore only suitable for straightforward transactions (30) and similarly, that they do not cover the full range of ticketing needs, including more complex needs such as for National Rail journeys (28).

Issues with transactions were raised by 74 respondents. Particular issues related to machines not being user-friendly to occasional users, including tourists (21), inability to get receipts or printed copies of journey history from them (15), that they cannot resolve problems with Oyster cards (13) or that machines have a minimum card spend and Oyster-top up level (11).

A number of respondents raised issues relating to staff (73); including a personal preference for buying a ticket from a person (41), or that staff are still required in order to intervene when there are problems with machines (23).

> *"I want to be dealt with by a human being and not a machine! I get a better service and more information from staff than the machines."*

Some respondents said that they find using machines inconvenient (62); in particular that they had experienced long waiting times to use them (48). Some said that ticket offices can be a quicker and easier way to purchase tickets (8). Others said that they feel rushed or pressured using a machine as they are aware of people waiting behind them (6).

Difficulty in getting the right ticket was raised by 44 respondents, including the suggestion that machines don't always offer the most suitable or cheapest available option (15), or do not enable the purchase of the desired ticket (11).

Others said that they found information provided by machines to be unhelpful or insufficient (20), that they are unable to use machines due to personal circumstances such as disability or poor reading skills (28) or that they didn't like machines because they are not comfortable with technology (14).

"It's not straightforward and you have to keep clicking to get the right thing. My mother cannot use ticket machines because she is not computer literate and finds them difficult to navigate through."

2.3.6 Are there tickets you don't think you'd be able to buy from a machine?

This question was answered by 475 respondents.

Around a third of these respondents (165) provided further details of scenarios when they prefer to use a ticket office. These included when they have queries or need advice (41), a personal preference for dealing with a person (24), when machines are not working correctly (20), and when a refund is needed (17).

In terms of the types of tickets respondents said they did not think they would be able to buy from a machine, this included National Rail tickets (54), Travelcards (46), Railcards (40), annual season tickets (39), other season tickets (31), Oyster card related services (24), discounted tickets (20), and other ticket types (125), such as Privilege tickets, child tickets, group and family tickets, and student tickets.

"I don't believe that a ticket machine could apply National Rail Goldcard privileges to my cash Oystercard."

Table 2.1 below provides a more detailed breakdown of the range of ticket types that respondents thought they would not be able to purchase from ticket machines.

Table 2.1 - Are there any types of ticket that you purchase from a ticket office that you think you will not be able to purchase from a ticket machine?*

	Number of responses
National Rail	54
National Rail tickets	37
National Rail for outer zones/from zones 3/6 onwards	9
National Rail tickets for onward journeys	5
National Rail tickets which include a Travelcard	5
Travelcards	46
Advance day/next day travel	15
Travelcards for outer zones/extended journeys	12
Monthly Travelcard	8
Travelcard	8
Day Travelcard	4
Railcards	40
Tickets purchased using (National Rail) Railcard discounts	34

	16 - 25 Railcards	4
	Family Railcard	4
Annual tickets		39
	Annual tickets	16
	Annual season tickets	12
	Annual Travelcard	11
Season tickets		31
	Season tickets	25
	Season tickets for odd periods	6
Oyster card		24
	Oyster card	12
	Oyster add-ons/top-ups/weekly/season fares/passes	12
Discounted tickets		20
	Discounted tickets	17
	Savers	3
Other tickets		125
	Privilege tickets	44
	Child tickets	15
	Extension/add-ons to tickets	14
	Advance purchase tickets	14
	Group tickets	9
	Family tickets	6
	Point-to-point travel	4
	Student tickets	4
	Other types of ticket	19
	All of them	6
	Other	36
	No/none/no types of ticket needed to be purchased from ticket office	26
	Don't know	19

Source: Ipsos MORI.
Base: All answering (475 respondents)

Please note that responses may add to more than the base as respondents could provide more than one answer (e.g. 40 respondents provided 42 comments about railcards)

2.4 Views of the proposed changes

2.4.1 Ticket offices and ticket office staff

Issues relating to ticket offices, and ticket office staff were mentioned by 714 respondents. Of these, many mentioned the general importance of ticket offices and staff (481). Key points made included; broad opposition to the idea of closing ticket offices (222), that ticket offices and staff are needed in order to provide services beyond the selling of tickets, such as advice (118), and that ticket offices fulfil a role as a point of contact (60).

Others mentioned the role they play in helping people make journeys (306), with key points including; their importance in helping travellers get the correct ticket (77), praise for the existing quality of service they provide (43), their role in helping people purchase special tickets (40) and providing advice and support (40).

The role of ticket offices and their staff in helping tourists were mentioned by 155 respondents. Specific comments included; that they are required to provide support and advice to tourists (125) or those from outside Greater London (18), that they are able to help those who have little or no use of English (17), and that removing ticket offices and staff would delay and frustrate tourists using the London Underground network (16).

> *"I live here, so am likely to know the ropes, but there are lots of visitors, both British and foreign, in all parts of London. I nearly always need advice from ticket offices when I am abroad or in other parts of Britain."*

Support provided to vulnerable passengers was mentioned by 48 respondents, including; support for the elderly (27), support for the sick or disabled (24) or those with learning difficulties (7).

2.4.2 Quality of service

The potential effect of the proposals on the level of service was mentioned by 492 respondents.

General concerns about the impact on services were mentioned by 316 respondents; including personal preferences for dealing with a person rather than a machine (167), that it may reduce the quality of service (58), and concern that it could discourage passengers from using the tube and instead switch to other transport modes (18).

Others raised concerns about the impact on queues (131); including concerns that office closures would lead to long queues at machines (64), that queues at stations where ticket offices remain would worsen (38), or that queues and crowding at stations in general would worsen (37). Some respondents thought that passengers would be held up longer than necessary by people who were not familiar with using machines (20).

> *"[A]t Wood Green, but there is a very small area between the ticket gates and the ticket machines, so the impact of those who do use the machines*

affects everyone. There is ALWAYS a queue for both the ticket machines and the ticket office. I simply do not accept that closing the ticket office will have a positive impact on the customer experience at the station. The queues will get longer and this will also impact on those customers who do not need the ticket office but get blocked because there are more people queueing to use the machines."

A number of respondents referred to the convenience of ticket offices (52), including that using a ticket office is quicker or more efficient than a machine (34) and ticket office staff are easier to deal with than machines (13).

The impact on the quality of service experienced by tourists and visitors is mentioned by 43 respondents. Specific issues include that the proposed changes would disadvantage tourists (34).

Concerns about the impact on customer choice are raised by 39 respondents. Issues included that it could limit customer choice and access to different tickets (19), and that customers should be given the choice of using a ticket office or using a machine (16).

There were 35 respondents who raised issues relating to the quality of service for vulnerable passengers. These included that it would put disabled or sick passengers (20), or elderly passengers (17) at a disadvantage.

2.4.3 Ticket machines

Some respondents explained why they do not like ticket machines (413), including that machines sometimes break (96), that machines cannot fulfil all the roles performed by a human being such as offering advice (92), or that machines can be confusing or difficult to understand (82).

2.4.4 Staff

The value and role of London Underground staff more generally, as opposed to specifically the ticket office staff, was referred to by 318 respondents. Comments made about staff in general included; that they are vital sources of information and advice who keep London moving (76), that staff should be more visible around stations and concourses (35) and that reducing the number of staff is a bad idea (33).

"I have always found ticket office staff very friendly and more helpful than others with directions especially when buying tickets."

Comments about the value of London Underground staff to passengers (62) included that they are needed to give advice on tickets and to ensure that people buy the correct tickets (26), that they are needed to deal with broken machines or questions about how to use them (15), and they are needed to advise on travel planning, including when there are network problems (14).

Comments about the value of London Underground staff to tourists/visitors (46) included their necessity to advise and help tourists (40). Staff were seen to be providing a valuable service for vulnerable passengers (43), including those with disabilities or who are sick (27) and those who are elderly (16).

2.4.5 London Underground's proposals

Some respondents specifically discussed the changes to ticket offices and staffing proposed by London Underground (247). Of these, 180 respondents were negative about the proposals. Specific comments included; general statements of opposition, or that there would be no need for change (109), uncertainty as to whether they would be sufficient to provide assistance to passengers (31), uncertainty over whether the proposals would work, in particular that increased visibility of staff has not been seen at stations where ticket offices have already been closed (22), and opposition to automation of services (15).

> *"Ticket offices in the major stations are essential. I can understand getting rid of them in the suburbs but they are invaluable in busy areas."*

There were 71 respondents who expressed their support for the proposals. Specific comments included general statements of support for the proposals, or suggestions that the changes are necessary (48), that greater automation of services is the future (13), and that passengers will be better supported if staff are located on platforms and concourses (11).

2.4.6 Safety and security

The role of London Underground staff in ensuring safety and security was mentioned by 190 respondents. Comments included the importance of staff to ensure health and safety assistance to passengers (117), that closing ticket offices or reducing staff presence would make stations less safe and encourage an increase in criminal activity (61), that staff play an important role in making female passengers feel safe (14), and that staff are needed in the event of a security breach or terrorist event (10).

> *"I think ticket offices are essential to the safety and convenience of passengers on the underground. The fewer staff available at stations, the more unsafe they feel."*

Appendices

The consultation questions

Your journey
Please refer to the station from which you travel most often

1. Which London Underground station are you responding about?

2. How often do you generally travel from this London Underground station?
- 4 or more times a week
- 2 or 3 times a week
- Once a week
- At least monthly
- Less frequently

3. What is the main purpose of the journey you make most frequently from this London Underground station?
- Work
- Education
- Leisure
- Other (please specify)

Ticket office
Please tell us about how you use the ticket office at this London Underground station

4. How often do you use the ticket office at this London Underground station?
- 4 or more times a week
- 2 or 3 times a week
- Once a week
- At least monthly
- Less frequently

If you don't use the ticket office, please go to straight to question 7
----

5. If you use the ticket office, what do you use it for? Tick all that apply
- Topping up Oyster pay as you go credit
- Buying season tickets
- Buying tickets for travel on the Underground that day, including Travelcards
- Buying tickets for travel to destinations on the National Rail network
- Resolving problems with your Oystercard or ticket
- Information and advice
- Other (please specify)

6. If you use the ticket office, approximately how long do you usually have to wait to be served?
- Less than 2 minutes
- 2-5 minutes
- 6-10 minutes
- More than 10 minutes

Ticket machines
Please tell us about how you use the ticket machines at this London Underground station

7. How often do you use a ticket machine at this London Underground station?
- 4 or more times a week
- 2 or 3 times a week
- Once a week
- At least monthly
- Less frequently

If you don't use the ticket machines, please go to straight to question 13

8. If you use the ticket machine, what do you use it for? Tick all that apply
- Topping up Oyster pay as you go credit
- Buying season tickets
- Buying tickets for travel on the Underground that day, including Travelcards
- Buying tickets for travel to destinations on the National Rail network
- Resolving problems with your Oystercard or ticket
- Other (please specify)

9. If you use the ticket machine, approximately how long do you usually have to wait to use it?
- Less than 2 minutes
- 2-5 minutes
- 6-10 minutes
- More than 10 minutes

10. Do you find the ticket machines at this London Underground station easy to use?
- Yes
- Usually
- No

11. If you ever find ticket machines difficult to use, please tell us why:

12. Are there any types of ticket that you purchase from a ticket office that you think you will not be able to purchase from a ticket machine? If so, please tell us about them below.

General comments
What do you think of the proposals

13. Please tell us below if there is anything else you would like to say about the changes London Underground are proposing to how you buy your tickets

About you
Please tell us a bit more about yourself so we can monitor how representative the responses are

14. Are you:
- Male
- Female

14-065032-01 | Final version | Internal / Client Use Only | This work was carried out in accordance with the requirements of the international quality standard for Market Research, ISO 20252:2012, and with the Ipsos MORI Terms and Conditions which can be found at http://www.ipsos-mori.com/terms. © Ipsos MORI 2014

15. How old are you?
- Under 16
- 16-24
- 25-40
- 41-60
- Over 60

16. Do you consider yourself to be:
- White
- Black/African/Caribbean/Black British
- Asian/Asian British
- Mixed/multiple ethnic groups
- Other ethnic group (please specify)

17. Do you have a disability?
- No
- Yes (please specify)

18. If you wish to be added to our mailing list to get regular updates, then please enter your email address below. We will not share this information with any other organisation

Technical note on coding

Coding is the process by which free-text comments, answers and responses are matched against standard codes from a coding frame Ipsos MORI compiled to allow tabular analysis. The codes within the coding frame represent an amalgam of responses raised by those registering their view and are comprehensive in representing the range of opinions and themes given.

The Ipsos MORI coding team drew up an initial code frame for each open-ended free-text question using the first thirty to forty responses. An initial set of codes was created by drawing out the common themes and points raised. Each code thus represents a discrete view raised. The draft coding frame was then presented to the Ipsos MORI project team and London TravelWatch project team and approved before the coding process continued.

Topline findings

			Total
		Base size:	**2052**
Q1	**Which London Underground station are you responding about?**		n
	Acton Town		35
	Aldgate		8
	Aldgate East		6
	Alperton		3
	Amersham		17
	Angel		11
	Archway		7
	Arnos Grove		10
	Arsenal		4
	Baker Street		15
	Balham		10
	Bank		11
	Barbican		2
	Barking		9
	Barkingside		1
	Barons Court		1
	Bayswater		4
	Becontree		7
	Belsize Park		9
	Bermondsey		6
	Bethnal Green		13
	Blackfriars		7
	Blackhorse Road		11
	Bond Street		3
	Borough		2
	Boston Manor		4
	Bounds Green		14
	Bow Road		3
	Brent Cross		2
	Brixton		28
	Bromley-by-Bow		2
	Buckhurst Hill		7
	Burnt Oak		2
	Caledonian Road		10
	Camden Town		5
	Canada Water		22
	Canary Wharf		25
	Canning Town		8
	Cannon Street		1
	Canons Park		6
	Chalfont & Latimer		3
	Chalk Farm		4
	Chancery Lane		7
	Charing Cross		17
	Chesham		6
	Chigwell		1
	Chiswick Park		7
	Chorleywood		1
	Clapham Common		10
	Clapham North		3
	Clapham South		2
	Cockfosters		5
	Colindale		4
	Colliers Wood		5

Covent Garden	1
Croxley	2
Dagenham East	4
Dagenham Heathway	10
Debden	-
Dollis Hill	5
Ealing Broadway	13
Ealing Common	4
Earl's Court	14
East Acton	1
Eastcote	1
East Finchley	6
East Ham	10
East Putney	14
Edgware	11
Edgware Road (Bakerloo)	1
Edgware Road (Hammersmith & City, District & Circle)	2
Elephant & Castle	16
Elm Park	8
Embankment	8
Epping	10
Euston	48
Euston Square	5
Fairlop	3
Farringdon	8
Finchley Central	11
Finchley Road	4
Finsbury Park	21
Fulham Broadway	8
Gants Hill	4
Gloucester Road	7
Golders Green	45
Goldhawk Road	2
Goodge Street	-
Grange Hill	-
Great Portland Street	4
Greenford	6
Green Park	7
Gunnersbury	5
Hainault	7
Hammersmith (District, Piccadilly)	19
Hammersmith (Hammersmith & City)	4
Hampstead	-
Hanger Lane	2
Harlesden	2
Harrow-on-the-Hill	12
Harrow & Wealdstone	7
Hatton Cross	11
Heathrow Terminal 4	1
Heathrow Terminal 5	1
Heathrow Terminals 1, 2, 3	12
Hendon Central	5
High Barnet	4
Highbury & Islington	13
Highgate	2
High Street Kensington	1
Hillingdon	1
Holborn	10
Holland Park	2
Holloway Road	6
Hornchurch	11
Hounslow Central	7
Hounslow East	12

Hounslow West	6
Hyde Park Corner	2
Ickenham	5
Kennington	7
Kensal Green	-
Kensington (Olympia)	1
Kentish Town	4
Kenton	1
Kew Gardens	-
Kilburn	9
Kilburn Park	2
Kingsbury	3
King's Cross St Pancras	101
Knightsbridge	2
Ladbroke Grove	1
Lambeth North	4
Lancaster Gate	5
Latimer Road	4
Leicester Square	5
Leyton	14
Leytonstone	12
Liverpool Street	56
London Bridge	46
Loughton	8
Maida Vale	2
Manor House	10
Mansion House	2
Marble Arch	5
Marylebone	5
Mile End	7
Mill Hill East	-
Monument	2
Moorgate	5
Moor Park	2
Morden	18
Mornington Crescent	-
Neasden	1
Newbury Park	6
North Acton	2
North Ealing	-
Northfields	5
North Greenwich	23
North Harrow	2
Northolt	7
North Wembley	-
Northwick Park	-
Northwood	2
Northwood Hills	1
Notting Hill Gate	8
Oakwood	10
Old Street	15
Osterley	7
Oval	6
Oxford Circus	7
Paddington	32
Park Royal	-
Parsons Green	3
Perivale	4
Piccadilly Circus	10
Pimlico	3
Pinner	2
Plaistow	3
Preston Road	5

Putney Bridge	12
Queensbury	4
Queen's Park	4
Queensway	4
Ravenscourt Park	2
Rayners Lane	4
Redbridge	3
Regent's Park	1
Richmond	8
Rickmansworth	5
Roding Valley	1
Royal Oak	-
Ruislip	3
Ruislip Gardens	2
Ruislip Manor	1
Russell Square	4
Seven Sisters	22
Shepherd's Bush	12
Shepherd's Bush Market	2
Sloane Square	4
Snaresbrook	5
South Ealing	5
Southfields	5
Southgate	11
South Harrow	7
South Kensington	9
South Kenton	1
South Ruislip	5
Southwark	12
South Wimbledon	5
South Woodford	4
Stamford Brook	9
Stanmore	9
Stepney Green	2
St James's Park	4
St John's Wood	4
Stockwell	4
Stonebridge Park	2
St Paul's	1
Stratford	37
Sudbury Hill	-
Sudbury Town	3
Swiss Cottage	3
Temple	1
Theydon Bois	-
Tooting Bec	2
Tooting Broadway	9
Tottenham Court Road	3
Tottenham Hale	12
Totteridge & Whetstone	1
Tower Hill	16
Tufnell Park	5
Turnham Green	26
Turnpike Lane	5
Upminster	4
Upminster Bridge	2
Upney	3
Upton Park	5
Uxbridge	8
Vauxhall	10
Victoria	77
Walthamstow Central	9
Wanstead	4

	Warren Street		4
	Warwick Avenue		3
	Waterloo		41
	Watford		8
	Wembley Central		1
	Wembley Park		8
	West Acton		1
	Westbourne Park		5
	West Brompton		2
	West Finchley		2
	West Ham		6
	West Hampstead		13
	West Harrow		-
	West Kensington		1
	Westminster		15
	West Ruislip		10
	Whitechapel		9
	White City		-
	Willesden Green		5
	Willesden Junction		-
	Wimbledon		6
	Wimbledon Park		8
	Woodford		14
	Wood Green		12
	Wood Lane		2
	Woodside Park		2
		Base size:	**2030**
Q2	**How often do you generally travel from this London Underground station?**		n
	4 or more times a week		1252
	2 or 3 times a week		312
	Once a week		125
	At least monthly		209
	Less frequently		132
		Base size:	**2025**
Q3	**What is the main purpose of the journey you make most frequently from this London**		n
	Work		1449
	Leisure		497
	Education		50
	Family/visiting family/friends/caring for family members		16
	For items of personal business		7
	Health-related/hospital visits/medical appointments		5
	Attending meetings		3
	Attending religious services/church		2
	To see a show/attend a concert		2
	Other		5
	Various reasons		3
	All/any/mixture of the above		12
		Base size:	**1799**
Q4	**How often do you use the ticket office at this London Underground station?**		n
	4 or more times a week		337
	2 or 3 times a week		316
	Once a week		244
	At least monthly		248
	Less frequently		654
		Base size:	**1431**
Q5	**If you use the ticket office, what do you use it for?**		n
	Resolving problems with your Oyster card or ticket		893
	Information and advice		830
	Topping up Oyster pay-as-you-go credit		790

	Buying tickets for travel on the Underground that day, including Travelcards		482
	Buying tickets for travel to destinations on the National Rail network		380
	Buying season tickets		345
	To obtain a printout of journeys/printed history of journeys using Oyster card		14
	Adding discounts/Railcard discounts/to Oyster cards		11
	Buying tickets/Travelcards with Railcards/discount vouchers		10
	To get travel assistance		10
	To speak to the staff/interact/safety aspect		8
	Buying privilege tickets which can only be purchased at the ticket office		8
	Buying tickets/Travelcards in advance/ for friends and family		8
	To obtain a refund		7
	When paying by different payment methods/when change is needed		6
	Registering/renewing Railcards on Oyster		5
	When machines/barriers are not working		4
	I am disabled/have difficulty coping with machines		4
	Other		12
	All/any mixture of the above		4
		Base size:	**1424**
Q6	**If you use the ticket office, approximately how long do you usually have to wait to be**		n
	Less than 2 minutes		391
	2 - 5 minutes		754
	6 - 10 minutes		178
	More than 10 minutes		101
		Base size:	**1680**
Q7	**How often do you use a ticket machine at this London Underground station?**		n
	4 or more times a week		58
	2 or 3 times a week		125
	Once a week		233
	At least monthly		286
	Less frequently		978
		Base size:	**1098**
Q8	**If you use the ticket machine, what do you use it for?**		n
	Topping up Oyster pay-as-you-go credit		842
	Buying tickets for travel on the Underground that day, including Travelcards		190
	Buying season tickets		132
	Resolving problems with your Oyster card or ticket		105
	Buying tickets for travel to destinations on the National Rail network		100
	To check the balance/charges/credit on Oyster card		60
	To check journeys/Oyster card travel history		32
	Use the machine only when the ticket office is closed		19
	Dislike using the machines/do not want to be forced to use them		9
	To buy tickets for family/friends/ visitors without Oyster cards		4
	Use the machine when there are long queues at the ticket office		3
	Other		9
	Do not use the machines/prefer to deal with people		5
		Base size:	**1114**
Q9	**If you use the ticket machine, approximately how long do you usually have to wait to**		n
	Less than 2 minutes		377
	2 - 5 minutes		486
	6 - 10 minutes		175
	More than 10 minutes		76
		Base size:	**1153**
Q10	**Do you find the ticket machines at this London Underground station easy to use?**		n
	Yes		332
	Usually		444
	No		377
	No response entered		-

		Base size:	593
Q11	**If you ever find ticket machines difficult to use, please tell us why.**		n
	Difficulties in using machines		522
	Machines		242
	Complicated/confusing/do not understand how it works/to purchase		70
	When machines do not give change		38
	When machines do not accept/reject cash		35
	When machines do not take notes/ certain notes		34
	When machines have selective/limited use/only cards/coins/cash are accepted		31
	When machines do not take cards/ certain cards		31
	Machines are not interactive/do not answer questions/do not resolve problems		29
	When machines do not accept coins		29
	When machines are old/outdated/out of use		21
	Machines only accept the right/exact change		7
	Machine malfunction		172
	Machines are unreliable/faulty/ freeze/do not work/go wrong		128
	Have lost/risks of losing money on the machines		23
	When money gets stuck in the machines		18
	Not received the tickets I required/ not topped up my Oyster		13
	Card reader does not work/difficulty in reading credit/debit cards		11
	Screen menu/options		153
	Screen menu/options are confusing/ difficult to navigate		45
	Long-winded/not to the point/ suitable only for straightforward transactions		30
	Options do not cover complex travel options/National Rail/all possibilities		28
	Slow/unresponsive		22
	Too many options/ticket choices		19
	No facility/options to use discounts		12
	Screens are difficult to see/read/ scratchy/visibility is poor		11
	Other screen menu/options		8
	Transactions		74
	Machines are not user-friendly to tourists/irregular users		21
	Can't get receipts/printouts on journey history		15
	Do not resolve problems associated with the use of Oyster card		13
	Machines have a minimum spend/of £5 on card/cannot top up for less		11
	Cannot claim refunds/process for claims are long-winded		9
	Does not resolve problems/card problems		6
	Machines are not user-friendly/for older/computer-illiterate/people		6
	Inconvenience		62
	Long queues/waiting times		48
	Quicker/easier to use ticket office		8
	Feel rushed/under pressure because holding up others/building up the queues		6
	Tickets		44
	Doesn't always give you the best/ cheapest option		15
	Not able to purchase the correct ticket/mistakes are possible		11
	Child travel tickets are difficult to buy		6
	Doesn't give you the best travel option		6
	Difficulty knowing if the ticket purchased is the correct one		5
	Difficulty in buying/renewing season/monthly tickets		4
	Pricing confusing/not transparent		2
	Information		23
	Unhelpful/help/information not always available/clear		20
	Information on ticket types is confusing		4
	Staff		73
	Prefer to use ticket office/be able to speak to someone		41
	Help/assistance is needed/when machines are faulty/do not work		23
	Short-staffed/no staff to help you/ when there are problems with the machine		11
	Personal reasons		39
	Unable to use machines because of personal circumstances/disability/ unable to read		28
	Do not use ticket machines/don't like them/technology		14
	Other		39
	Easy to use		5
	No/never/had no difficulty		4

			Base size:	475
Q12	**Are there any types of ticket that you purchase from a ticket office that you think you will not be able to purchase from a ticket machine? If so, please tell us about them**			n
	Reasons for a ticket office/when ticket machines will not be helpful			165
	When advice on best options to travel/ other queries are required			41
	Prefer a direct/personal service/to speak to someone			24
	When machines are faulty/do not work/ difficult to navigate			20
	When refunds are necessary			17
	When there are problems associated with the use of Oyster			15
	When a printout of receipts/history are needed			12
	When using employer's/company's cheque/credit card			12
	When adding the purchase of an annual/ Railcard to my Oyster			11
	When using discount vouchers/refund vouchers/permits to purchase tickets			11
	Tickets purchased when using a Gold Card discount			10
	When machines won't accept cash/notes/ only accept cards			8
	When amendments to existing tickets are needed			6
	Takes too long for online orders/ transactions to be processed			4
	When renewing tickets as a senior citizen			3
	Concerns that machines will not be able to process high value transactions			3
	When card reader is faulty			2
	National Rail			54
	National Rail tickets			37
	National Rail for outer zones/from zones 3/6 onwards			9
	National Rail tickets for onward journeys			5
	National Rail tickets which include a Travelcard			5
	Travelcards			46
	Advance day/next day travel			15
	Travelcards for outer zones/extended journeys			12
	Monthly Travelcard			8
	Travelcard			8
	Day Travelcard			4
	Railcards			40
	Tickets purchased using (National Rail) Railcard discounts			34
	16 - 25 Railcards			4
	Family Railcard			4
	Annual tickets			39
	Annual tickets			16
	Annual season tickets			12
	Annual Travelcard			11
	Season tickets			31
	Season tickets			25
	Season tickets for odd periods			6
	Oyster card			24
	Oyster card			12
	Oyster add-ons/top-ups/weekly/season fares/passes			12
	Discounted tickets			20
	Discounted tickets			17
	Savers			3
	Other tickets			125
	Privilege tickets			44
	Child tickets			15
	Extension/add-ons to tickets			14
	Advance purchase tickets			14
	Group tickets			9
	Family tickets			6
	Point-to-point travel			4
	Student tickets			4
	Other types of ticket			19
	All of them			6
	Other			36
	No/none/no types of ticket needed to be purchased from ticket office			26
	Don't know			19

		Base size:	1281
Q13	**Please tell us below if there is anything else you would like to say about the changes London Underground are proposing to how you buy your tickets.**	n	
	Ticket office/ticket office staff importance	714	
	General importance	481	
	Getting rid of ticket offices is a bad idea/keep ticket offices	222	
	sell tickets	118	
	Ticket offices are needed/are used by many/are a point of contact	60	
	I don't use/rarely use ticket offices	34	
	Lack of ticket office(s)/staff service/ticket office(s) are not open enough as it is	31	
	I like/use ticket offices	29	
	Getting rid of ticket offices is a good idea/do not keep ticket offices	25	
	Need more staff to man ticket office(s)/not fewer/should be fully staffed	19	
	larger/busier stations	14	
	Need more ticket office(s)/windows/ not fewer	13	
	ticket machines/on concourse	7	
	Keep ticket office(s) open during peak/selective times	5	
	Not everything can be dealt with outside of the ticket office	4	
	Other ticket office/ticket office staff importance comments	23	
	Commuters/passengers	306	
	tickets	77	
	Ticket office(s)/staff already provide a friendly/helpful/good service	43	
	ticket options/best value	40	
	commuters	40	
	Ticket office(s)/staff are needed to provide advice on best travel options/network problems	38	
	service	31	
	Ticket office(s)/staff are needed to deal with machine queries/ malfunctions	29	
	shops/machines/ online	24	
	provision/assistance to passengers	21	
	frustration	18	
	Ticket office(s)/staff are needed to provide customer refunds	13	
	commuters	7	
	printing of receipts/journey history	5	
	Better queuing system at the ticket office	5	
	Londoners/local people	3	
	Other ticket office/staff importance comments on commuters/passengers	6	
	Tourists/visitors	155	
	Ticket office(s)/staff are needed to provide important service/support/ assistance for tourists	125	
	living outside the area	18	
	poor/non-English speakers	17	
	for tourists/visitors	16	
	Vulnerable passengers	48	
	Ticket office(s)/staff are needed to provide important service/support/ assistance for elderly	27	
	sick/disabled/those with disabilities	24	
	with learning disabilities	7	
	Other ticket office/staff importance comments on vulnerable passengers	3	
	Service importance	492	
	General service importance	316	
	Prefer to speak to a person/have human interaction/for reassurance	167	
	Benefit/service to passengers may/ will be reduced/poor service	58	
	used	18	
	More/all services will need to be provided elsewhere, e. g. via ticket machines/online	13	
	Lack of awareness/communication to customers about changes	12	
	Will affect London Underground's 'world class tube' quality/a good transport system	11	
	Assistance/help/support are/may not be readily available	10	
	Mechanism is needed to ensure queries/refunds/balance transfers are dealt with speedily	8	
	Need more information on how season/ discounted/privilege tickets will be dealt with	4	
	Service should be good/reliable/more focus on customers	3	
	Other service importance - negative	22	
	Other service importance improvements	20	
	Other service importance - positive	4	
	Queues	131	
	Long queues for ticket machines/will only get worse	64	

Long queues for ticket offices/will only get worse	38
Long queues/crowding at stations/ will only get worse	37
Passengers who are not familiar with ticket machines/not tech-savvy/will hold up others	20
Other service importance mentions on queues	3
Convenience	52
Dealing with a member of staff/the ticket office is quicker/more efficient/machines are slower	34
Dealing with a member of staff/the ticket office is easier	13
Should make journeys easy/more pleasant	5
Other service importance mentions on convenience	4
Tourists/visitors	43
Disregard/are a disadvantage to tourists	34
Disregard/are a disadvantage to people living outside the area/ visitors/irregular users	15
Choice	39
only	19
Prefer/should have a choice/ combination of ticket offices/staff and machines	16
better/provide better service	5
Other service importance comments on choice	3
Vulnerable passengers	35
Disregard/are a disadvantage to sick/disabled/those with disabilities	20
Disregard/are a disadvantage to the elderly	17
Disregard/are a disadvantage to people with learning difficulties	8
Other service importance mentions on vulnerable passengers	8
Commuters/passengers	23
Disregard/are a disadvantage to regular commuters/working people	6
Will not affect regular commuters/ Londoners much	6
Disregard/are a disadvantage to Londoners/local people	5
Disregard/are a disadvantage to people with poor/non-English speaker	4
Other service importance mentions on commuters/passengers	2
Ticket machines	413
Ticket machines/equipment are liable to breaking down/don't always work	96
Machines cannot do everything/cannot give help/advice/replace people	92
Machines can be confusing/difficult to use/understand	82
I/passengers don't like/trust using/ cannot use ticket machines	51
Ticket machines do not always accept coins/banknotes/cards/cheques	39
Machines do not provide best/all options/for ticket purchases/should provide more	34
Other comments on ticket machine	27
Ticket machines swallow your money/ take money in exchange for no ticket	24
Buying tickets from a machine is fine/ not an issue	21
Machines are not safe/secure/has no privacy/when using card/cash payments	15
service	13
Ticket machines do not always give change	12
impairments/learning disabilities	12
More/staff needed to assist on ticket machines	12
Ticket machines cannot/should be able to deal with problems associated with Oyster card	11
Should have more ticket machines	9
There is a lack of ticket machines as it is	7
Ticket machines cannot give refunds/ return owed money	7
Ticket machines should be improved/ more user-friendly	7
Ticket machines do not provide the most appropriate/cheapest ticket options	6
Ticket machines don't/should print receipts/journey history	5
Ticket machines are good/useful for routine/straightforward/simplified transactions	5
payments choices	5
People using ticket machines do not form orderly queues/are a free-for-all	4
Should ensure all ticket machines work/remain open	4
Ticket machines should cater for all languages	4
Tickets from machines are more expensive/overcharged/than from the ticket office	3
Unsure if ticket machines will/should be able to/deal with issuing of replacement card	3
Unsure if ticket machines can do every transaction a ticket office does	3
Ticket machines do not accept large transactions/unsure if it will	3
General staff importance	318
General importance	244
City moving	76
Staff should be more visible within stations/on concourse	35

Getting rid of/reducing staff is a bad idea/keep staff	33
There is a lack of staff as it is	31
Staff already provide a friendly/ helpful/good service	31
Need more staff/not fewer	30
More than one member of staff will be needed to man the station/lack of proposed staff	15
Staff are unhelpful/do not provide assistance/support needed by passengers/commuters	12
Reduced staff has already impacted on/will affect provision/support for passenger service	11
Staff should remain visible within stations/on concourse	10
Staff are experts/experienced/ knowledgeable/needed to provide good service	9
Staff are already under stress/will only get worse with added demands	5
Positive experience of staff	5
Other general staff importance comments	18
Commuters/passengers	62
Staff are needed to help passengers purchase tickets/advise on correct tickets	26
Staff are needed to deal with machine queries/malfunctions	15
Staff are needed to provide advice on best travel options/network problems	14
Staff should remain visible/on platforms/will benefit commuters	6
Staff are needed to provide important service/support/assistance for commuters	4
Staff are needed for purchase of special/extended/combined tickets/ various ticket options	3
Other general staff importance comments on commuters/passengers	3
Tourists/visitors	46
Staff are needed to provide important service/support/assistance for tourists	40
speakers	5
Other general staff importance comments on tourists/visitors	3
Vulnerable passengers	43
disabilities	27
Staff are needed to provide important service/support/assistance for elderly	16
women	8
Staff are needed to provide important service/support/assistance for children	5
Proposals	247
Proposals - negative	180
Disagree with proposals/do not make changes/why change what is not broken	109
passengers	31
happened in stations where ticket offices are closed	22
Services should not be automated/ digitised/mechanised	15
Other negative mentions on proposals	15
Proposals - positive	71
Agree with proposals/changes/changes need to be made/replaced with more machines	48
Automation/digitisation/ mechanisation is the way forward	13
idea	11
Other positive mentions on proposals	4
Safety/security importance	190
assistance	117
criminal activities/ safety will worsen	61
Ticket office staff/general staff presence are needed to provide safety assurance for women	14
of security	10
number of passengers	5
Staff are needed to meet increase in passenger numbers	5
Staff should be around to curb/prevent anti-social behaviours	3
Other mentions on safety/security	8
Stations	153
Victoria	26
Victoria station/ticket office is always busy/has high demands for service/long queues	18
Ticket office(s)/staff are needed/ should be retained at Victoria	17
King's Cross St Pancras	19
Ticket office(s)/staff are needed/ should be retained at King's Cross	12
King's Cross station/ticket office is always busy/has high demands for service/long queues	10
London Bridge	8
London Bridge station/ticket office is always busy/has high demands for service/long queues	5
Ticket office(s)/staff are needed/ should be retained at London Bridge	3
Euston	8
Euston station/ticket office is always busy/has high demands for service/long queues	7
Ticket office(s)/staff are needed/ should be retained at Euston	3

Other stations		8
Ticket office(s)/staff are needed/ should be retained at Heathrow		8
Miscellaneous mentions on stations		126
Keep ticket offices open in busier/ larger/terminal stations		55
Station(s) is/are always busy/has high demands for service		22
Close/reduce ticket offices in quiet/small stations only		15
Stations may/will be completely unmanned/become 'ghost stations'		10
Stations should be manned/24 hours		9
Stations should not be used to provide additional/retail services/ will affect passengers		9
con./ parcel pick-up		7
Other mentions on stations		35
Financial issues		115
Changes are only being made to increase profits/save money		48
Jobs have/will be cut		27
cities/need to retain good impression		23
Ticket offices should be closed to keep costs down/waste of money		10
Other mentions on financial issues		17
Use of Oyster card		109
Ticket office/staff presence are needed to deal with Oyster Card issues/queries		75
Issues concerning Oyster/Oyster card refunds for tourists/visitors		13
Oyster card is convenient/easy to use/ buy/may not need ticket office(s)		5
Other mentions on use of Oyster card		23
Value for money		52
Does not provide value for money		10
for		10
Will lead to increased fares/not cheaper/lower fares		6
Fares/ticket systems are complex/ confusing		5
Cost savings made should be reflected in reduction in fares		4
safety		3
Other mentions on value for money		16
Use of contactless/cashless card		40
Mentions of cashless buses		11
has them/is a disadvantage to the poor		6
Use of contactless/cashless cards are a good idea		4
Contactless cards are convenient/easy to use		4
Don't like/will not use contactless card		4
Other mentions on use of contactless/ cashless card		15
Miscellaneous comments		98
Negative mentions of management/TfL		33
Mentions of Boris Johnson/Mayor		25
Comments on wider (non-London Underground) transport services		11
Negative mentions on TfL figures/ justification for proposals		10
Does not affect me		9
Negative mentions of other countries'/ cities' transport systems		9
Mentions of National Rail ticket offices on customer service levels		8
Negative mentions of government		4
Positive mentions of other countries'/ cities' transport systems		4
Other		62
Don't know		1
	Base size:	**1683**

Q14	**Are you...?**		n
	Male		1076
	Female		607
		Base size:	**1691**
Q15	**How old are you?**		n
	16 - 24		103
	25 - 40		577
	41 - 60		820
	Over 60		191
		Base size:	**1661**

Q16	Do you consider yourself to be...?	n
	White	1291
	Black/African/Caribbean/Black British	94
	Asian/Asian British	119
	Mixed/multiple ethnic groups	85
	Other ethnic group	72
	Base size:	**1666**
Q17	Do you have a disability?	n
	No	1497
	Yes	169
	Blindness/poor eyesight	34
	Mobility/walking/problems	32
	Deafness/hearing impaired	21
	Dyslexia	18
	Arthritis (Rheumatoid and Osteo-)	15
	Spinal/back injury	10
	Leg/knee/hip problems	8
	Diabetes	8
	Learning difficulties	8
	Autism/Autistic Spectrum Disorder	5
	Mental health issues	4
	Digestive system diseases/Crohn's/IBS/ coeliac disease	4
	Epilepsy	4
	Asperger's Syndrome	3
	Depression	3
	Heart/lung problems	3
	Weak bladder	3
	Other	26

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Ipsos Public Affairs works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service, policy and reputation issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. This, combined with our methodological and communications expertise, helps ensure that our research makes a difference for decision makers and communities.