

YouGov/ TfL Survey Results

Sample Size: 1162 adults in London
Fieldwork: 15th - 19th October 2021

	Vote In 2019 GE			2016 EU Ref		Gender		Age				Social grade		Region		
	Con	Lab	Lib Dem	Remain	Leave	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Inner London	Outer London	
Weighted Sample	1162	281	423	131	523	343	572	590	125	617	241	179	686	476	383	779
Unweighted Sample	1162	312	380	129	572	318	464	698	128	534	283	217	779	383	386	776
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

TfL is developing rapid charging electric vehicle hubs across London which will allow drivers of electric vehicles access to rapid charging spots and a range of additional facilities. Typically, a driver would expect their car to take around 30 minutes to charge fully, although charging times will vary for everyone depending on several factors including outside temperature, size of battery, type of car and condition of battery. In these circumstances, do you think each of the following would be essential amenities to have at a rapid charging point, would they be useful but not essential, or would they not be necessary at all?

Toilets/changing facilities

Essential	40	32	43	38	42	33	37	43	45	43	36	32	42	37	43	38
Useful but not essential	36	36	37	39	36	36	36	36	39	35	38	33	38	33	36	36
Not necessary at all	11	15	11	12	12	14	13	10	4	10	14	17	11	11	9	13
Don't know	13	17	9	11	10	17	13	12	13	12	12	18	9	19	12	13

A covered waiting area

Essential	36	34	35	34	38	31	30	42	32	37	39	31	38	33	36	36
Useful but not essential	40	40	44	43	43	42	41	39	37	40	38	43	42	37	39	40
Not necessary at all	10	9	9	12	8	10	13	6	15	8	9	11	9	10	11	9
Don't know	14	16	11	12	12	17	16	13	17	14	13	15	11	19	14	15

Car washing/Valet service

Essential	10	12	10	5	10	8	8	13	13	10	13	4	11	10	12	9
Useful but not essential	47	37	55	49	50	43	45	49	42	48	46	48	50	42	51	45
Not necessary at all	30	34	26	36	30	33	33	28	32	29	29	34	31	29	24	33
Don't know	13	16	9	11	10	16	15	11	14	13	13	13	9	19	13	13

Food outlets such as coffee shops or sandwich shops

Essential	22	19	20	19	18	21	19	24	27	24	20	12	24	18	22	21
Useful but not essential	55	52	61	61	62	53	54	56	50	54	57	59	55	55	55	55
Not necessary at all	11	13	9	10	11	12	12	9	9	10	11	16	12	9	10	11
Don't know	13	17	9	10	10	15	15	11	14	13	13	13	9	19	13	13

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

Retail outlets such as newsagents or hairdressers

Essential	10	10	12	8	9	11	9	10	11	10	10	8	11	8	9	10
Useful but not essential	55	55	56	56	58	56	56	53	50	56	57	51	56	52	54	55
Not necessary at all	22	19	22	23	22	18	19	24	24	21	20	25	23	19	22	21
Don't know	14	17	11	12	11	16	15	13	15	13	13	16	10	20	15	14

Leisure facilities such as gyms or climbing walls

Essential	12	13	12	13	11	13	12	12	9	13	13	9	15	8	11	13
Useful but not essential	36	33	37	30	37	35	40	33	40	40	34	24	36	37	37	36
Not necessary at all	39	38	42	45	43	36	36	42	39	35	40	49	40	37	40	38
Don't know	13	16	9	12	9	16	13	12	13	11	12	17	9	18	12	13

Imagine you were using a London rapid charging hub to charge your car. For how long would you expect to stay at a London rapid charging hub?

Until my battery is fully charged (30mins or longer)	34	34	36	29	35	32	25	42	30	36	36	25	36	30	34	34
Until my battery is 75% full (less than 30mins)	18	20	16	24	20	14	21	15	24	20	14	11	20	15	15	19
Until my battery is 50% full (15 to 30mins)	8	7	7	9	7	7	11	5	8	10	5	4	9	6	11	6
Until I have enough charge to get home or to my destination (5 to 15mins)	7	3	9	12	9	4	7	6	8	7	7	3	7	5	6	7
Other [see Tab 1]	1	1	1	2	1	1	1	1	0	1	1	3	1	1	1	1
Not applicable – I would not use a London rapid charging hub	16	18	16	10	13	23	17	15	15	9	22	34	11	23	16	17
Don't know	17	18	16	13	17	18	18	16	15	17	16	21	15	19	18	17

Thinking about if you were to visit a London rapid charging hub, how important, if at all, would each of the following be to you?

Not having to wait to find an available charging point

Very important	54	54	57	65	58	54	51	57	45	57	56	47	57	50	52	55
Fairly important	27	24	29	20	29	22	26	28	36	28	23	27	28	26	29	27
TOTAL IMPORTANT	81	78	86	85	87	76	77	85	81	85	79	74	85	76	81	82
Not very important	3	3	2	3	2	3	3	2	4	2	3	3	3	3	2	3
Not at all important	2	2	2	2	1	3	3	1	4	1	3	4	3	1	3	2
TOTAL NOT IMPORTANT	5	5	4	5	3	6	6	3	8	3	6	7	6	4	5	5
Don't know	14	16	10	11	10	17	16	12	11	12	15	19	10	20	13	14

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

Having a range of facilities to use while I wait

Very important	15	17	16	15	14	20	15	15	9	16	17	13	15	15	15	15
Fairly important	36	32	40	32	41	33	33	40	35	41	32	29	37	36	38	35
TOTAL IMPORTANT	51	49	56	47	55	53	48	55	44	57	49	42	52	51	53	50
Not very important	28	28	27	33	28	25	29	27	33	25	30	29	30	24	26	29
Not at all important	7	7	8	10	8	6	8	7	12	6	7	11	8	6	9	7
TOTAL NOT IMPORTANT	35	35	35	43	36	31	37	34	45	31	37	40	38	30	35	36
Don't know	13	17	9	10	9	17	15	12	11	12	15	18	10	19	12	14

Having fast charging points

Very important	62	59	67	71	68	57	60	64	54	66	61	54	66	56	63	62
Fairly important	20	21	19	12	20	19	19	22	27	19	18	23	21	19	19	21
TOTAL IMPORTANT	82	80	86	83	88	76	79	86	81	85	79	77	87	75	82	83
Not very important	3	2	2	3	2	4	4	1	6	3	3	1	2	3	3	2
Not at all important	2	2	2	2	2	3	3	2	3	1	3	5	2	3	2	2
TOTAL NOT IMPORTANT	5	4	4	5	4	7	7	3	9	4	6	6	4	6	5	4
Don't know	13	16	9	12	9	17	15	11	11	11	15	18	9	19	13	13

Clean and tidy facilities

Very important	41	39	41	39	40	44	38	45	40	45	41	31	42	40	43	40
Fairly important	36	33	42	38	42	30	35	36	37	35	32	39	38	32	35	36
TOTAL IMPORTANT	77	72	83	77	82	74	73	81	77	80	73	70	80	72	78	76
Not very important	8	9	5	9	6	8	9	6	13	7	7	8	8	7	8	8
Not at all important	3	3	3	3	2	4	4	2	0	2	4	5	3	3	3	3
TOTAL NOT IMPORTANT	11	12	8	12	8	12	13	8	13	9	11	13	11	10	11	11
Don't know	13	16	8	11	9	15	15	11	10	11	15	17	9	18	12	13

Proximity to the main road network

Very important	33	32	36	35	34	34	32	33	22	36	34	28	33	31	32	33
Fairly important	41	39	42	42	45	35	39	44	49	42	39	37	44	37	45	39
TOTAL IMPORTANT	74	71	78	77	79	69	71	77	71	78	73	65	77	68	77	72
Not very important	8	8	9	7	8	9	10	7	11	8	7	8	8	8	6	10
Not at all important	3	3	3	5	3	4	5	2	5	2	4	6	4	3	4	3
TOTAL NOT IMPORTANT	11	11	12	12	11	13	15	9	16	10	11	14	12	11	10	13
Don't know	15	18	10	12	10	18	15	14	13	12	16	21	10	21	13	15

Proximity to my home

Very important	35	27	41	32	37	30	31	39	29	37	41	25	36	33	41	32
Fairly important	35	38	32	37	38	36	34	36	39	37	28	35	38	30	33	36
TOTAL IMPORTANT	70	65	73	69	75	66	65	75	68	74	69	60	74	63	74	68
Not very important	12	12	11	16	11	12	14	10	17	11	12	12	11	13	9	13
Not at all important	3	5	3	4	2	6	5	1	0	2	4	8	3	3	3	4
TOTAL NOT IMPORTANT	15	17	14	20	13	18	19	11	17	13	16	20	14	16	12	17
Don't know	15	18	12	12	12	17	15	15	15	13	16	20	11	21	14	15

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

Protection from the weather/elements

Very important	41	37	44	35	42	38	35	46	38	42	40	36	42	39	38	42
Fairly important	30	27	29	37	33	28	31	29	31	30	31	28	34	24	33	28
TOTAL IMPORTANT	71	64	73	72	75	66	66	75	69	72	71	64	76	63	71	70
Not very important	13	14	14	13	13	12	16	9	18	14	10	9	12	14	11	13
Not at all important	4	5	4	4	3	6	5	3	2	3	5	9	4	4	5	3
TOTAL NOT IMPORTANT	17	19	18	17	16	18	21	12	20	17	15	18	16	18	16	16
Don't know	13	16	9	11	9	16	14	12	11	12	14	17	9	19	12	13

The cost of charging my vehicle

Very important	60	60	64	63	65	60	55	66	50	64	62	54	64	56	55	63
Fairly important	21	20	22	21	21	19	23	20	26	21	18	22	22	20	26	19
TOTAL IMPORTANT	81	80	86	84	86	79	78	86	76	85	80	76	86	76	81	82
Not very important	3	2	3	3	4	1	4	2	10	2	2	2	3	3	4	3
Not at all important	1	2	1	2	1	3	2	1	1	1	2	4	1	2	2	1
TOTAL NOT IMPORTANT	4	4	4	5	5	4	6	3	11	3	4	6	4	5	6	4
Don't know	14	16	10	10	10	16	16	11	12	12	16	18	10	19	14	14

Ability to pay as you go (through contactless payments)

Very important	46	43	51	50	50	44	44	49	43	49	47	41	50	41	46	46
Fairly important	31	28	33	30	34	25	29	33	39	31	27	29	31	31	33	30
TOTAL IMPORTANT	77	71	84	80	84	69	73	82	82	80	74	70	81	72	79	76
Not very important	5	5	4	6	4	6	6	4	7	5	7	4	6	4	6	5
Not at all important	3	3	3	2	2	5	5	2	0	2	4	7	3	3	3	3
TOTAL NOT IMPORTANT	8	8	7	8	6	11	11	6	7	7	11	11	9	7	9	8
Don't know	14	20	9	11	9	20	16	13	11	13	15	19	10	21	13	15

Access to a subscription service to pay monthly, rather than pay as you go

Very important	11	8	13	10	12	12	11	11	10	13	10	8	11	11	14	10
Fairly important	30	26	34	28	30	28	30	30	35	29	29	30	32	26	31	29
TOTAL IMPORTANT	41	34	47	38	42	40	41	41	45	42	39	38	43	37	45	39
Not very important	23	23	21	28	25	21	24	21	23	24	21	20	24	21	24	22
Not at all important	10	11	7	14	10	10	12	9	13	9	10	14	11	10	11	10
TOTAL NOT IMPORTANT	33	34	28	42	35	31	36	30	36	33	31	34	35	31	35	32
Don't know	26	32	25	20	23	28	23	29	18	25	31	29	22	32	21	29