

Outstanding cash balances
on Oyster cards

TfL number: 13059

SPA FT number: 1553

v2.0





Approach

→ Background and objectives

- TfL would like to understand why some customers have not received refunds for their outstanding Oyster card balances or deposits

→ Methodology

- A link to an online survey was sent to 20,000 registered Oyster cardholders who currently have an outstanding cash balance who haven't used their cards in the last 6 to 24 months
- 1,766 completed surveys were achieved between 8 and 15 July 2013



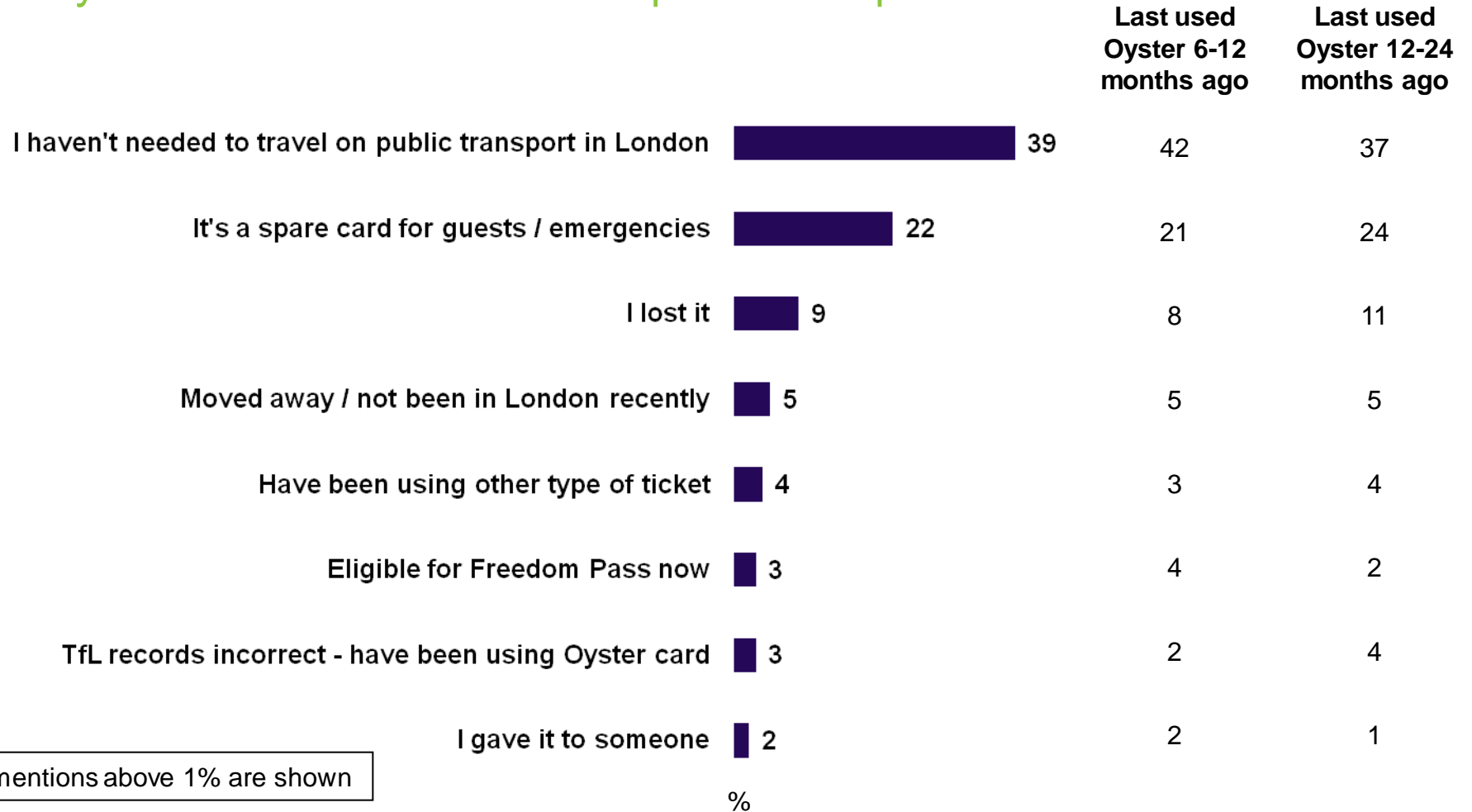
Key findings

- Three quarters said they plan to keep the Oyster card for when they need it, while only a minority plan to claim back their Oyster PAYG balance (7%) or deposit (6%)
- Two in five haven't used their Oyster card recently because they haven't needed to travel on public transport in London, and a further one in five said it is a spare card for guests or emergencies
- Of those who know they can claim a refund, 54% have not claimed it as they intend to use their balance and 25% are happy to keep their balance
- A third are aware that it is possible to get a refund on Oyster card deposits (33%) or Oyster PAYG balances (32%)



Reasons for not using Oyster card recently

Two in five respondents haven't used their Oyster card recently because they haven't needed to travel on public transport in London

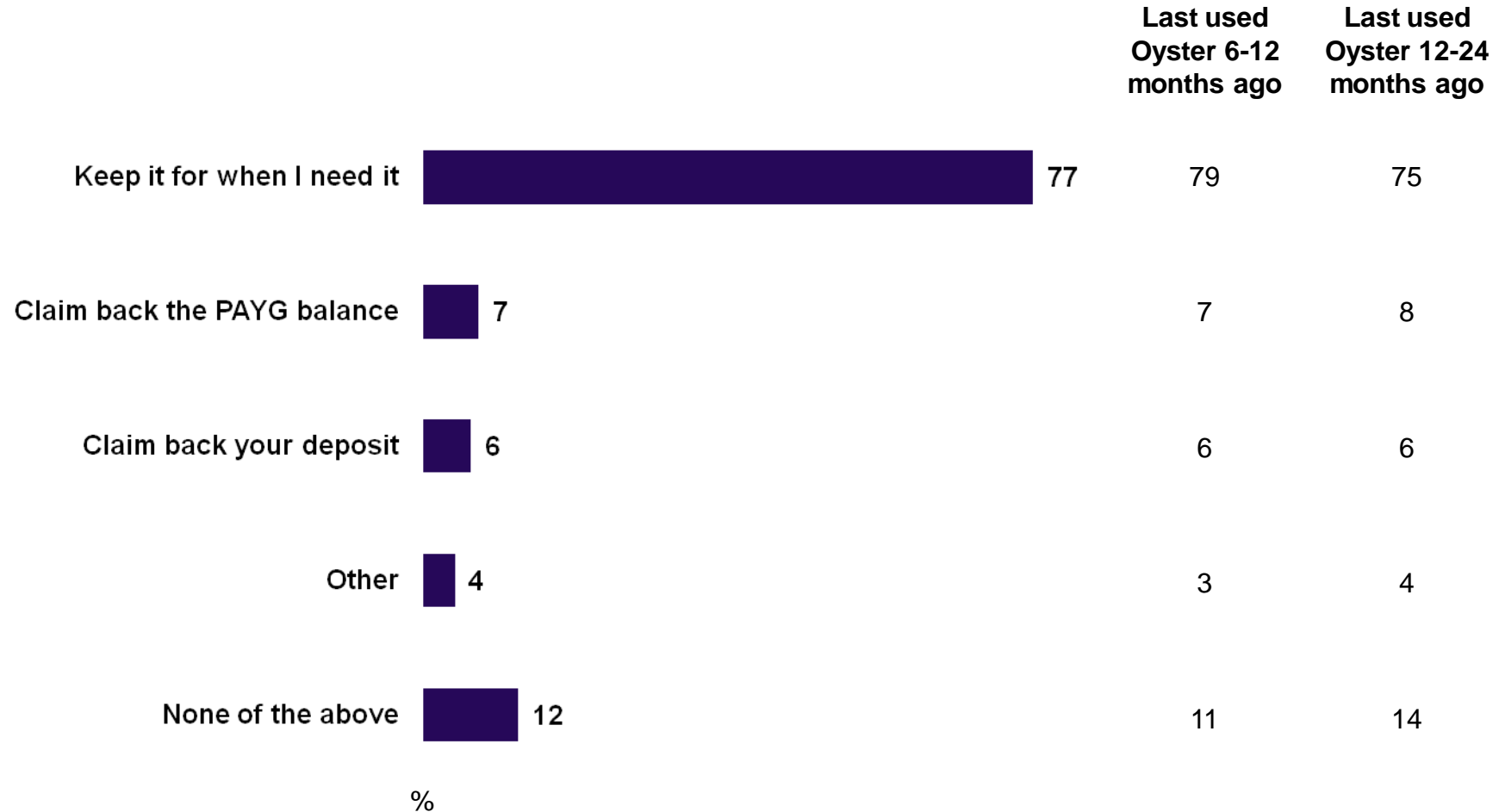


Q6 Our records show that you have an Oyster card that you haven't used for some months, which of the following best describes why?
Base: All (1,766); 6-12 months (952); 12-24 months (814)



Plans for Oyster card that hasn't been used recently

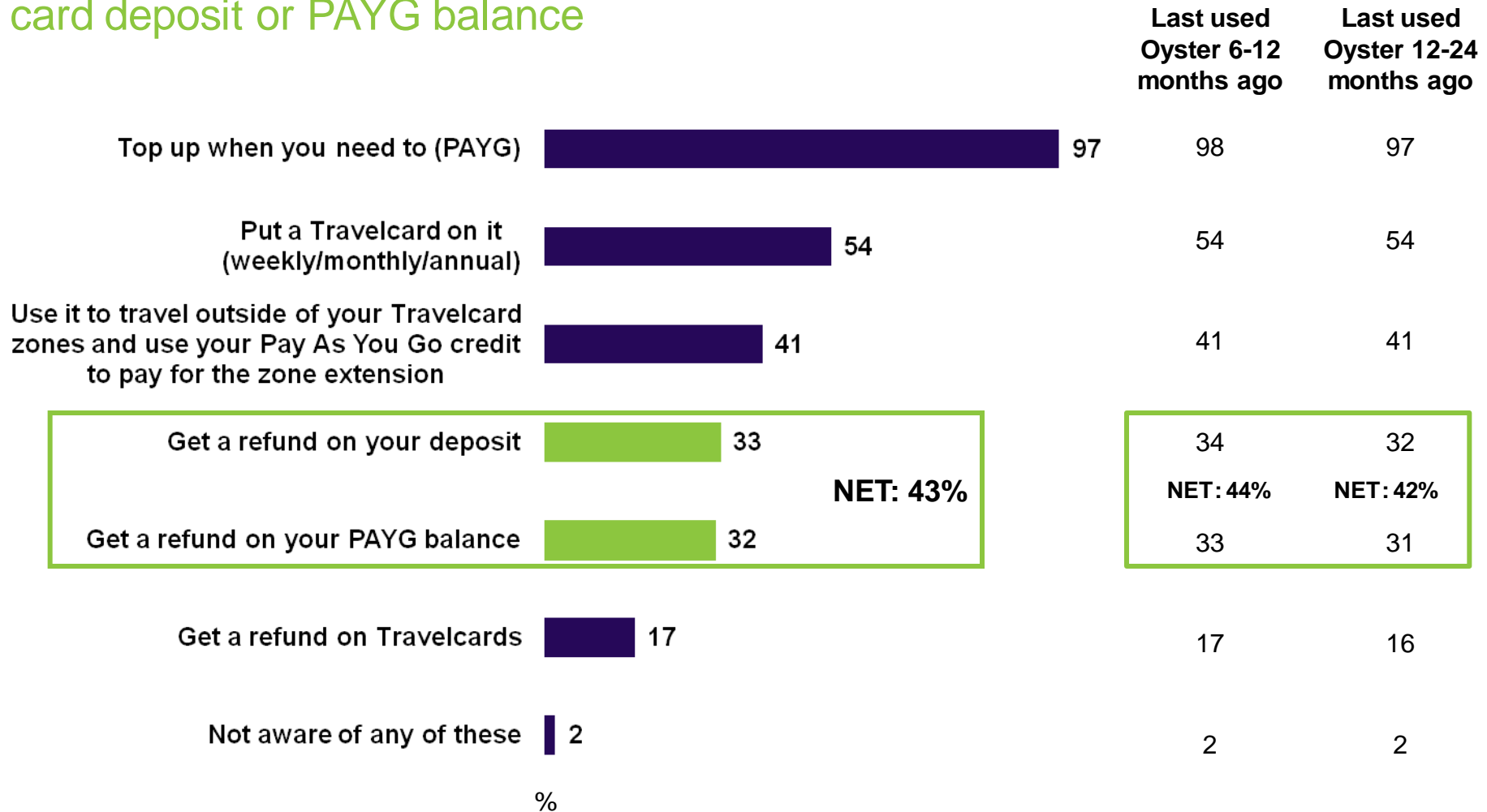
Three quarters said they plan to keep the Oyster card for when they need it. Only a minority plan to claim back their PAYG balance or deposit



Q9 Are you planning to do any of the following with the Oyster card you haven't used in some months?
Base: All (1,766); 6-12 months (952); 12-24 months (814)

→ Functions of Oyster cards

A third of respondents are aware it is possible to get a refund on Oyster card deposit or PAYG balance



Q7 Which of the following are you aware that you can do with your Oyster card?
 Base: All (1,766); 6-12 months (952); 12-24 months (814)



Reasons for not claiming back Oyster PAYG balance

Over half said they will use outstanding Oyster PAYG balance in the future

		Last used Oyster 6-12 months ago	Last used Oyster 12-24 months ago
I am sure I will use it	54	53	55
I don't see a need to / happy with it as it is	25	26	24
I can't be bothered	6	7	5
I tried and it was too difficult so I gave up	5	6	4
Unaware of outstanding balance	3	3	3
I looked into it but didn't follow up	3	3	3
Already claimed back outstanding PAYG balance	2	2	3
Oyster card lost / stolen / broken	2	1	3
Other	6	6	7
Don't know / no reason	10	9	11

Only mentions above 1% are shown

%

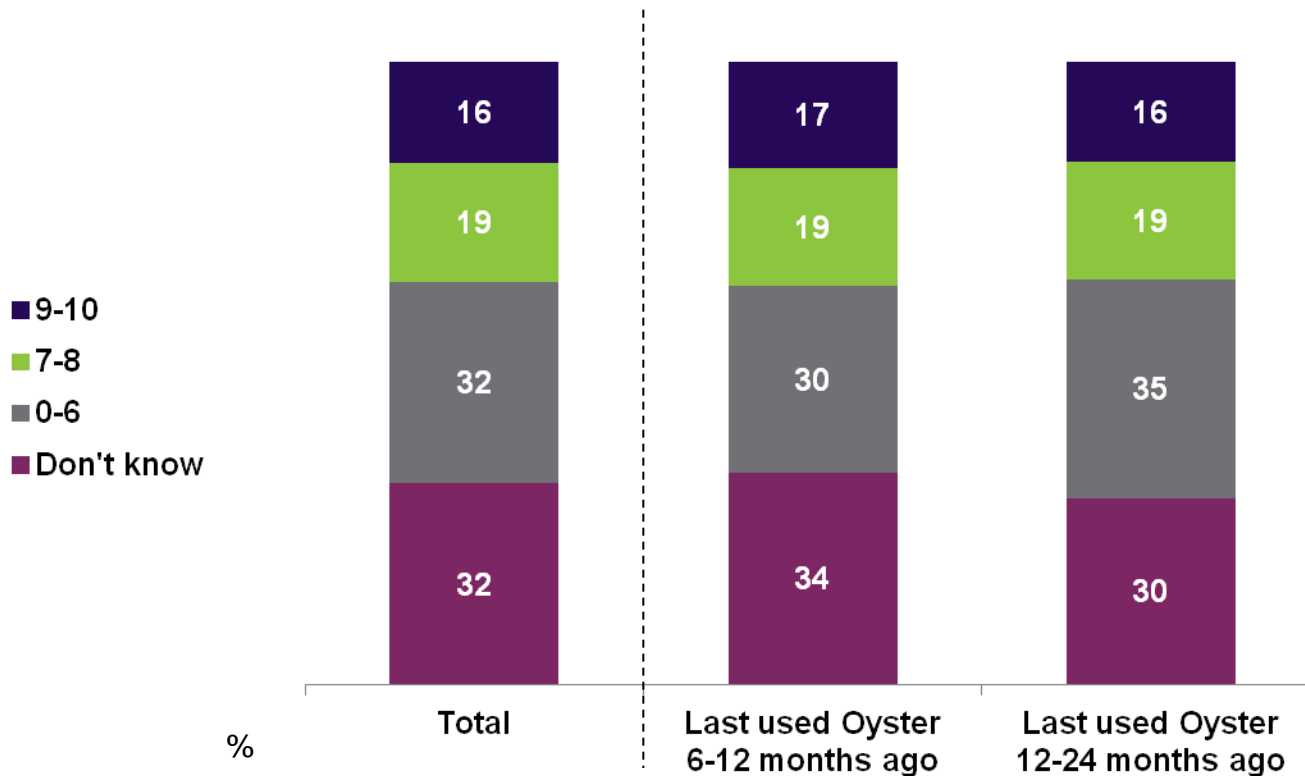
Q11 Why have you not claimed back the Pay As You Go balance on your Oyster card?

Base: All aware they can (570); 6-12 months (318); 12-24 months (252)



Perceived ease of claiming back PAYG balance / deposit

Among those who know it is possible to claim back their Oyster PAYG balance / deposit, a third are unsure how easy it would be



Q10 On a scale of 0-10, where 0 is extremely difficult and 10 is extremely easy, how easy do you think it is to claim back your deposit and Pay As You Go balance on an Oyster card?

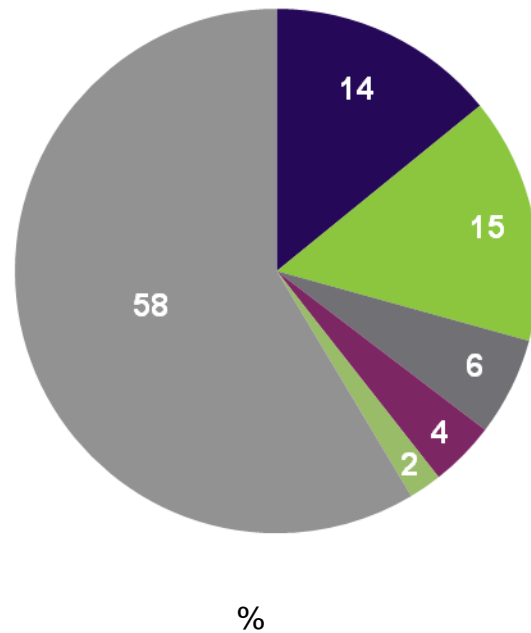
Base: All aware they can (570); 6-12 months (318); 12-24 months (252)



Outstanding balances

Three in five don't know the outstanding balance on the Oyster card in question

- £0.01 to £5.00
- £5.01 to £10.00
- £10.01 to £15.00
- £15.01 to £20.00
- £20+
- Don't know



(%)	Last used Oyster 6-12 months ago	Last used Oyster 12-24 months ago
£0.01 to £5.00	14	15
£5.01 to £10.00	15	15
£10.01 to £15.00	7	6
£15.01 to £20.00	5	4
£20+	2	2
Don't know	58	58

Q8 What is the current balance on the Oyster card you haven't used in some months?
Base: All (1,766); 6-12 months (952); 12-24 months (814)

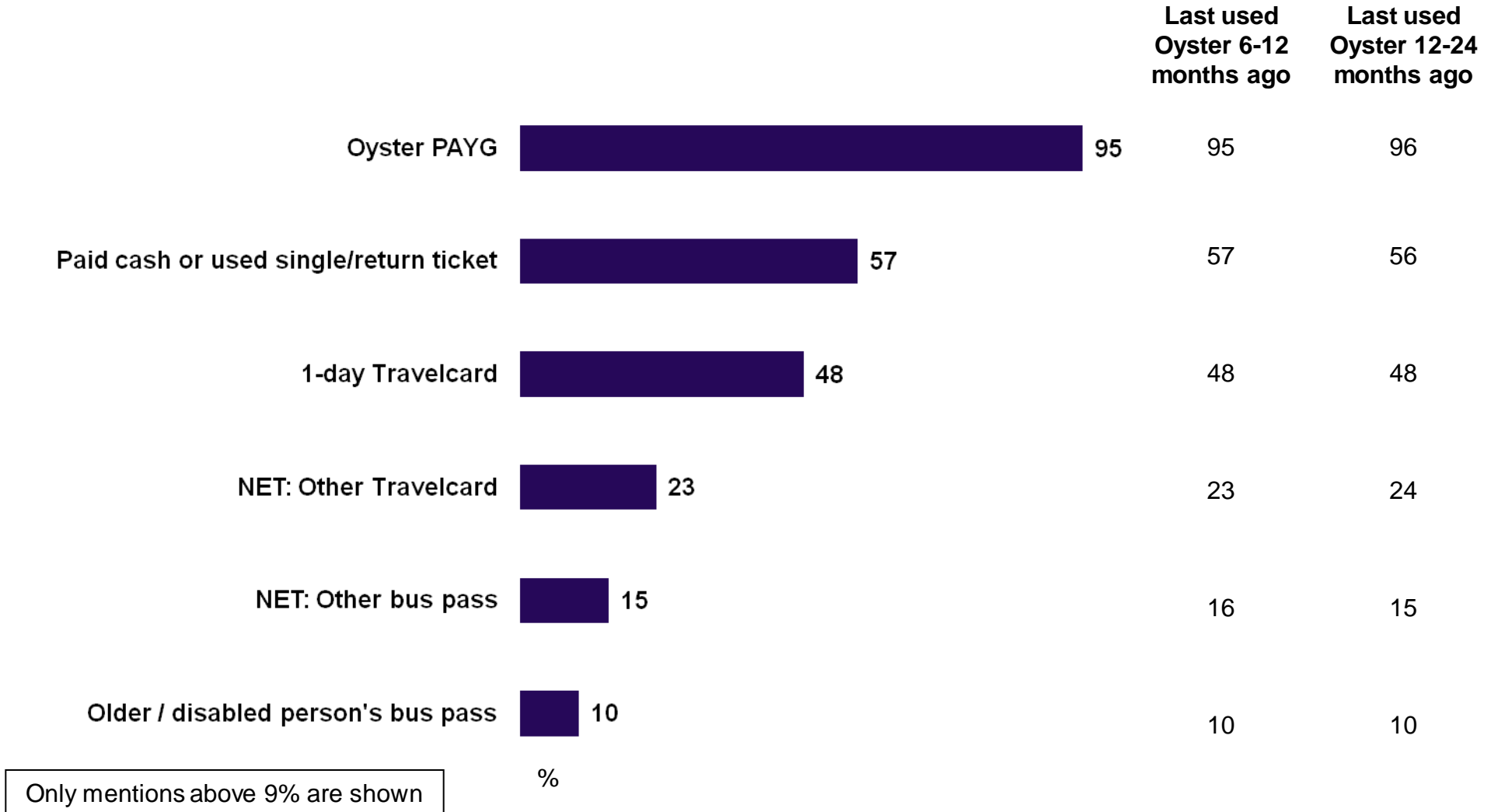


Demographics



Tickets used for travelling around London

The vast majority have used Oyster PAYG to travel around London

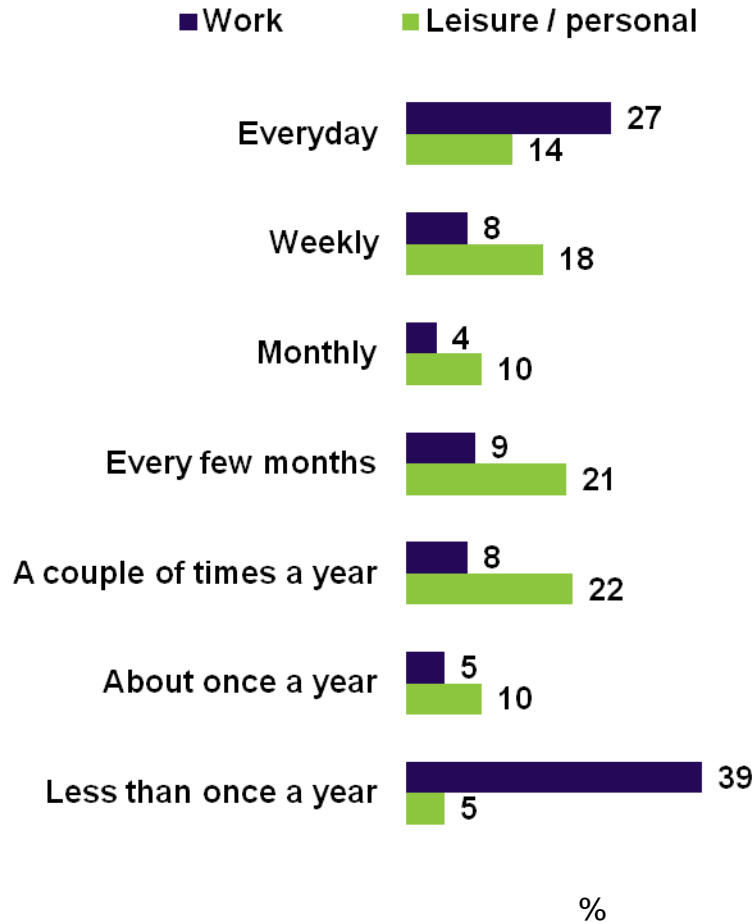


Q5 Which of the following tickets have you ever used to travel around London?
Base: All (1,766); 6-12 months (952); 12-24 months (814)



Frequency of travelling around London

Frequency of travel for work and leisure / personal purposes



(%)	Last used Oyster 6-12 months ago	Last used Oyster 12-24 months ago
Work		
Everyday	26	27
Weekly	9	7
Monthly	5	4
Every few months	8	10
A couple of times a year	7	8
About once a year	4	6
Less than once a year	40	39
Leisure / personal		
Everyday	14	13
Weekly	18	19
Monthly	11	8
Every few months	24	18
A couple of times a year	21	23
About once a year	7	13
Less than once a year	5	6

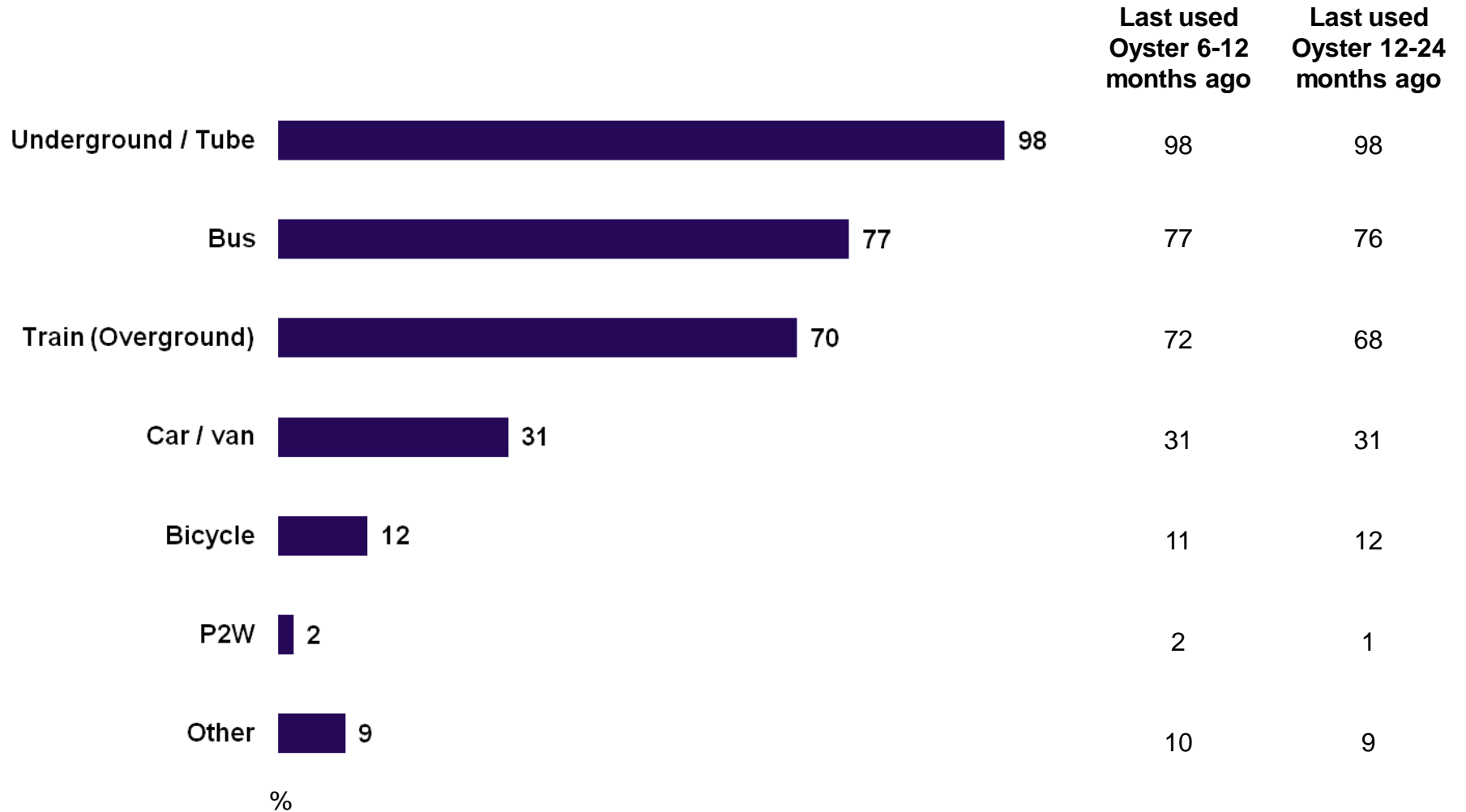
Q3 How often do you travel to or around London for work or leisure/personal purposes?

Base: All (1,766); 6-12 months (952); 12-24 months (814)



Modes used for travelling around London

Nearly all respondents have used the Tube to get around London



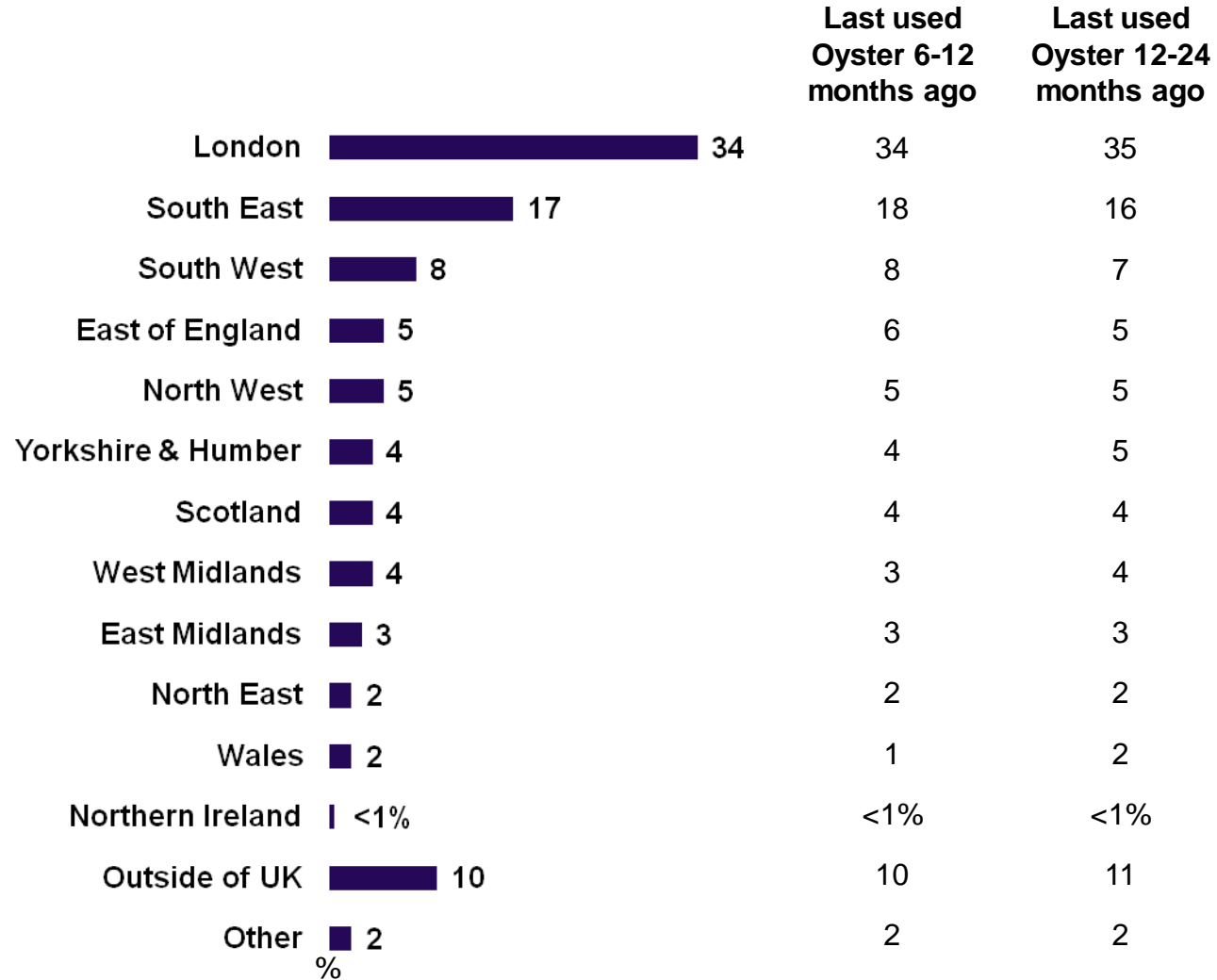
Q4 Which of these modes of transport do you ever use to get around London?

Base: All (1,766); 6-12 months (952); 12-24 months (814)



Respondents' location

Half of respondents live in London and the South East



Q2 Where do you currently live?

Base: All (1,766); 6-12 months (952); 12-24 months (814)



Demographic profile

Variable	Total	Last used Oyster 6-12 months ago	Last used Oyster 12-24 months ago
Gender (%)			
Male	49	49	50
Female	50	51	49
Age (%)			
16-24	9	10	8
25-34	22	22	22
35-44	20	19	21
45-54	17	17	18
55-64	19	20	18
65+	12	11	12

Base: All (1,766); 6-12 months (952); 12-24 months (814)