



# Tram Passenger Survey

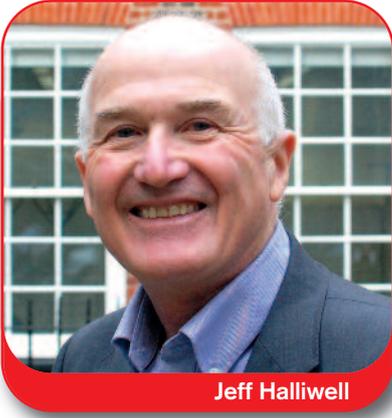
Autumn 2014



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Jeff Halliwell

# Foreword

We are delighted that Passenger Focus has been able to work successfully with operators and authorities to undertake our Tram Passenger Survey for a second year.

**T**he information in this survey can be used to make a real and positive difference to the service that passengers experience.

As part of our programme of tram passenger satisfaction research we surveyed passengers in six network areas including, for the first time, Edinburgh Trams. Overall we asked 4,962 passengers about the tram journey they had just made.

It is good to report overall passenger satisfaction running at 90 per cent again across the surveyed areas and with high levels of very satisfied passengers in Edinburgh, Blackpool and Nottingham. Passengers' rating of value for money of their journey was again very good across the networks at 61 per cent. There has also been a slight increase in satisfaction with punctuality and crowding which reflects investment in new trams by networks such as Metrolink and Midland Metro, but these remain key issues for tram passengers in all areas, as does the way that operators handle delays when they occur.

Passenger Focus has presented these findings to the operators and transport authorities covered by the survey to identify shortcomings and push the industry to develop action plans to address areas of passenger dissatisfaction. We are also beginning to make cross-modal comparisons with bus and rail passengers from our other satisfaction surveys.

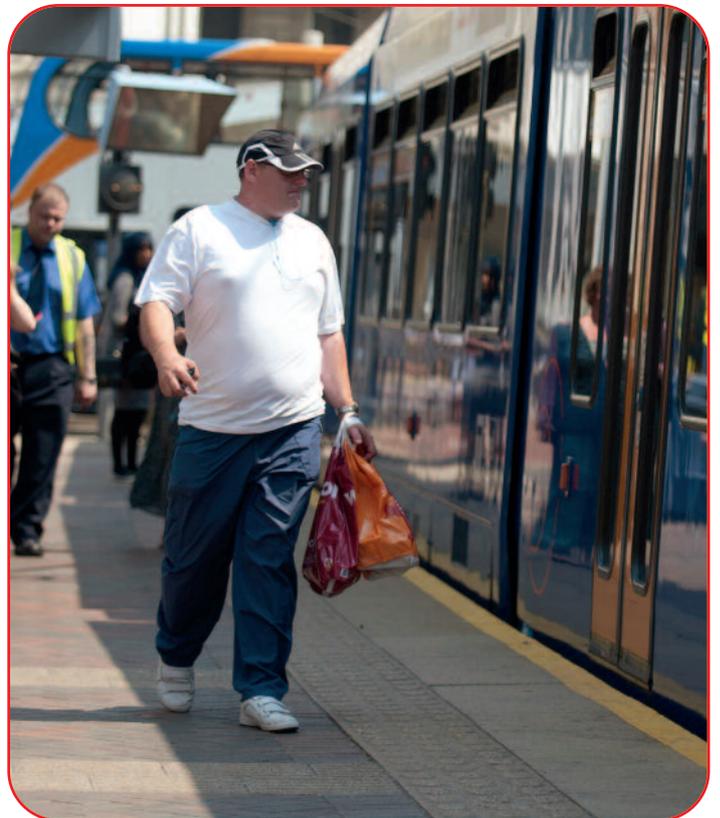
We are grateful for the co-operation of the six networks covered by the survey, especially Edinburgh Trams for funding their participation, and Transport for Greater Manchester (TfGM), Centro (West Midlands) and Blackpool Transport for contributing to the funding, thus enabling us to seek the views of more passengers on those networks.

A handwritten signature in black ink that reads "Jeff Halliwell".

**Jeff Halliwell**  
Chair  
Passenger Focus

# Key findings

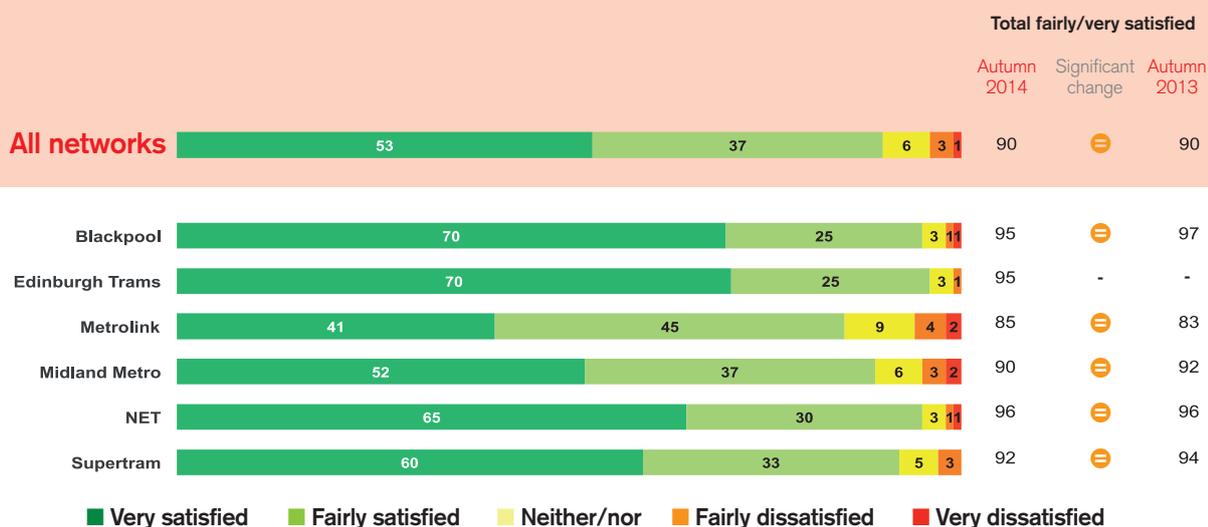
- Across all five networks, **overall satisfaction** with the tram journey remains at the high levels seen in 2013 (90 per cent)
  - This compares favourably to the same measure from Autumn 2014 on the National Rail Passenger Survey (81 per cent) and the Bus Passenger Survey (88 per cent)
  - The Manchester Metrolink is rated less well than other networks, but has seen significant improvements in overall satisfaction among commuters, since 2013
  - The newest network, in Edinburgh, has among the highest levels of satisfaction, at 95 per cent
- Amongst fare-paying passengers 61 per cent were satisfied with the **value for money** of their journey, compared to 46 per cent for rail passengers and 63 per cent for bus passengers in Autumn 2014
- When evaluating whether their journey represented value for money, the distance travelled by tram and/or the cost of making the same journey on other forms of transport were the main criteria used to make this evaluation. Amongst those who were not satisfied with value for money, the cost of using the tram compared to other modes was the main reason and has increased significantly since 2013
- 83 per cent of tram passengers were satisfied with the **punctuality** of the specific tram service on the day of interview, although 9 per cent did experience some delay to their journey. This was slightly higher than average for Metrolink (13 per cent) and lowest in Nottingham (2 per cent), Blackpool (3 per cent) and Edinburgh (3 per cent)
- Although the reasons for delays varied by network, planned engineering works had increased this year, particularly for Metrolink (where 22 per cent of delayed passengers reported planned works) and Midland Metro (21 per cent) (See individual network reports for details of the work that was taking place during the survey fieldwork)
- When evaluating trams generally, almost eight in ten passengers (79 per cent) were satisfied with the punctuality of the service, a significant increase compared to 2013 (driven by improved opinions of Metrolink, and the inclusion of Edinburgh Trams which is rated highly)
- Satisfaction with the **frequency** of trams has also increased, although not significantly
- Although overall **journey** satisfaction was high, 35 per cent of tram passengers did spontaneously suggest some improvements



that could be made to their journey. These mainly concerned crowding issues which were especially mentioned by passengers on the Metrolink network in Manchester

- Other improvements spontaneously mentioned across the different tram networks were: more reliable services/fewer delays, improvements to the interior of the tram (e.g. more seating) and cheaper tickets
- Only 5 per cent of passengers were troubled by **anti-social behaviour** of others, a significant decrease compared to 2013. Other passengers being rowdy was the most likely cause of concern
- The **profile** of tram passengers was quite young: a third were aged 16 to 25 years (this is very similar to 2013). This was true for all networks except Blackpool which had an older profile
- Half of passengers were **using the tram** to get to/from either work (40 per cent) or school/college (10 per cent)
- Given the age profile and journey purpose of travellers, only 14 per cent were travelling on an elderly person's (60+) **concessionary pass**. The respective figure for bus passengers was 24 per cent in Autumn 2014

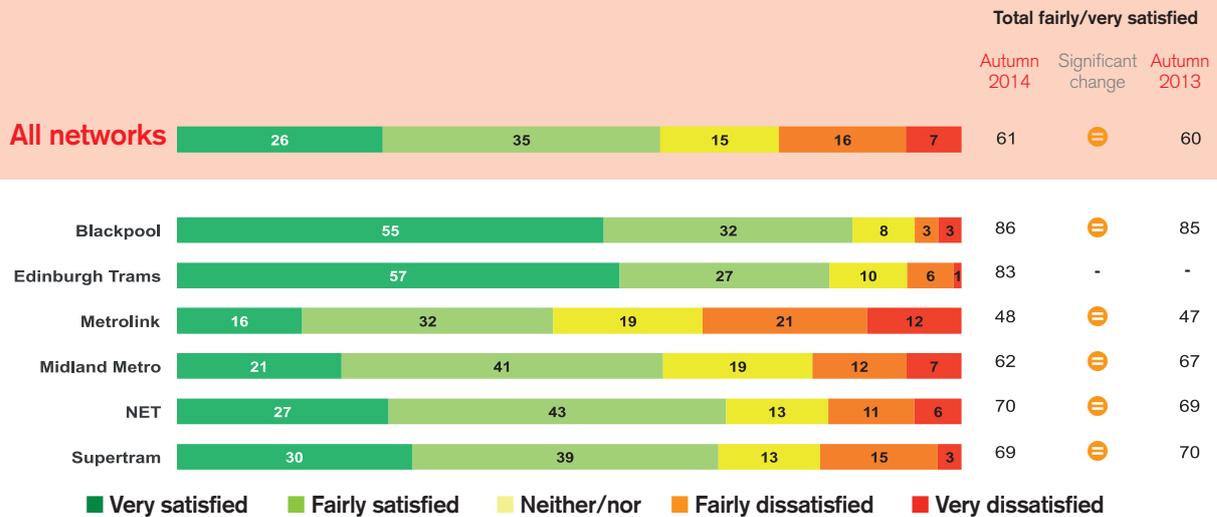
## Overall satisfaction with the tram journey (%)



**Q Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?**

Base (All passengers): 4962 (All networks), 496 (Blackpool), 591 (Edinburgh Trams), 2801 (Metrolink), 488 (Midland Metro), 270 (NET), 316 (Supertram)

## Value for money – fare-payers only (%)



## Q How satisfied were you with the value for money of your journey?

Base (All fare-paying passengers): 3830 (All networks), 445 (Blackpool), 532 (Edinburgh Trams), 2036 (Metrolink), 379 (Midland Metro), 224 (NET), 214 (Supertram)

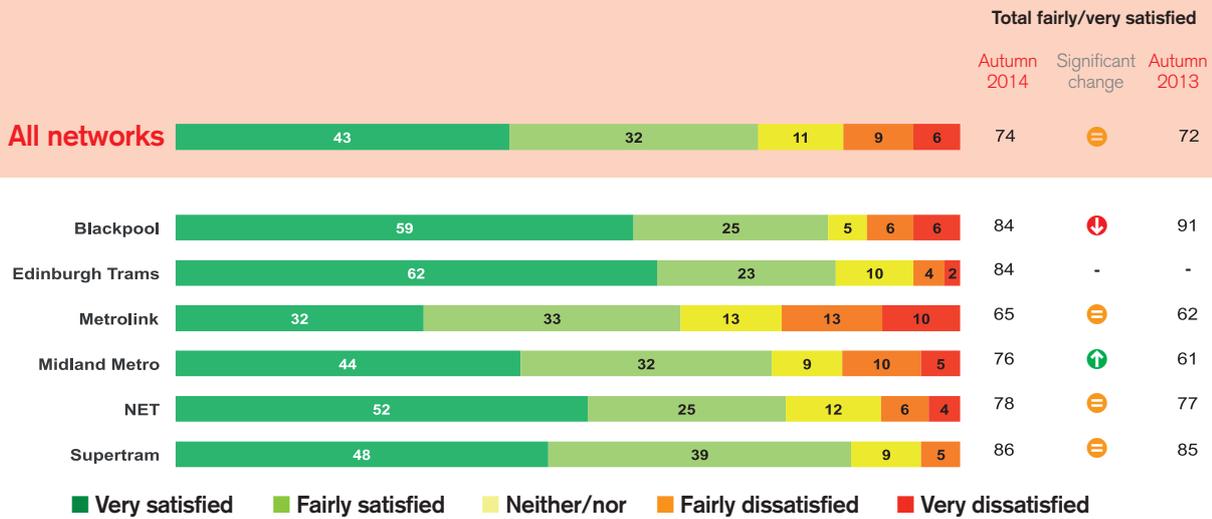
## Satisfaction – with the punctuality of the tram (%)



## Q How satisfied were you with the punctuality of the tram?

Base (All passengers): 4641 (All networks), 454 (Blackpool), 549 (Edinburgh Trams), 2622 (Metrolink), 469 (Midland Metro), 264 (NET), 283 (Supertram)

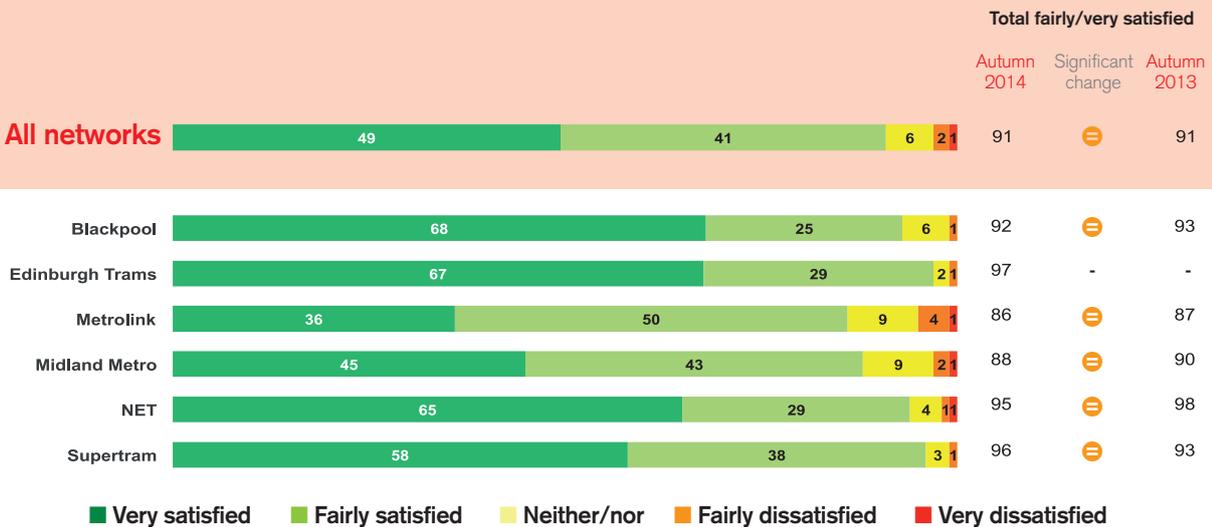
## Satisfaction – with availability of seating or space to stand (%)



**Q** Thinking about whilst you were on the tram, please indicate how satisfied you were with sufficient room for all passengers to sit/stand?

Base (All passengers): 4897 (All networks), 487 (Blackpool), 578 (Edinburgh Trams), 2774 (Metrolink), 485 (Midland Metro), 263 (NET), 310 (Supertram)

## Satisfaction – with the tram stop (%)



**Q** Overall, how satisfied were you with the tram stop?

Base (All passengers): 4927 (All networks), 495 (Blackpool), 576 (Edinburgh Trams), 2796 (Metrolink), 486 (Midland Metro), 265 (NET), 309 (Supertram)

# Research objective

To measure tram passenger journey satisfaction for six tram networks in Britain:

- Blackpool
- Edinburgh Trams
- Manchester Metrolink – not including the Airport line which opened in November 2014
- Midland Metro (Birmingham/Wolverhampton)
- Nottingham Express Transit (NET)
- Sheffield Supertram.

A detailed report for each individual tram network is also available.

This report shows statistically significant differences compared to the Tram Passenger Survey Autumn 2013 wave. Some of these significant differences can be explained by changes to the tram networks since the 2013 fieldwork. These include:

- The opening of the Edinburgh Trams network
- A switch from conductors to ticket vending machines on Nottingham Express Transit
- Introduction of new trams on the Manchester Metrolink and Midland Metro networks, providing greater capacity (including more double trams in Manchester) and an enhanced experience
- Withdrawal of the national concession in Blackpool
- Significant recent or ongoing engineering works in Manchester, Birmingham/Wolverhampton and Sheffield.

Blackpool Transport, Transport for Greater Manchester (Manchester Metrolink) and Centro (Midland Metro) contributed funding to the research to allow for a larger, more robust sample to be undertaken on their networks. Edinburgh Trams covered the full cost of the research on their network (this being outside the statutory remit of Passenger Focus).

#### Waiver

Passenger Focus has taken care to ensure that the information contained in TPS is correct. However, no warranty, express or implied, is given as to its accuracy and Passenger Focus does not accept any liability for error or omission.

Passenger Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Passenger Focus does not guarantee that the information contained in TPS is fit for any particular purpose.

# Methodology

## Fieldwork

**Fieldwork:** 10 September to 27 November 2014. In 2013 fieldwork took place between 28 October and 15 December

**Interviewer shifts:** covered all days of the week and ran from 6am to 10pm. Each interviewer worked a three-hour shift

**Method:** choice of either paper questionnaire or online self-completion questionnaire

## Sample size:

- **Blackpool:** 502 interviews (339 paper and 163 online)
- **Edinburgh Trams:** 596 interviews (531 paper and 65 online)
- **Manchester Metrolink:** 2,824 interviews (1,753 paper and 1,071 online)
- **Midland Metro:** 503 interviews (376 paper and 127 online)
- **Nottingham Express Transit (NET):** 272 interviews (154 paper and 118 online)
- **Sheffield Supertram:** 317 interviews (228 paper and 89 online).

**Research agency:** BDRC Continental



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## Data analysis

### Base definitions

All charts are based on those who gave an answer to an individual question. Those who either left the question blank or said 'don't know' have been excluded from the base. For this reason the base sizes for those charts based on 'All passengers' vary slightly between the different charts in this report.

Autumn 2013 comparison: this report shows results from Autumn 2013 at the 'All networks' level only. Full 2013 comparisons for each network can be found in the individual network reports. Edinburgh Trams was not included in TPS in 2013 and so an Autumn 2013 comparison is not included in this report. As the 'All networks' results for 2014 include the Edinburgh Trams network but the 2013 results did not, some significant changes at the 'All networks' level may be explained by this difference. Significant changes are shown at the 95% confidence level. 🟢🔻 symbols are used throughout this report to indicate positive or negative significant changes.

### Weighting

This was based on passenger count information collected by the interviewer during each interviewer shift. The weighting matrix used the following weighting cells:

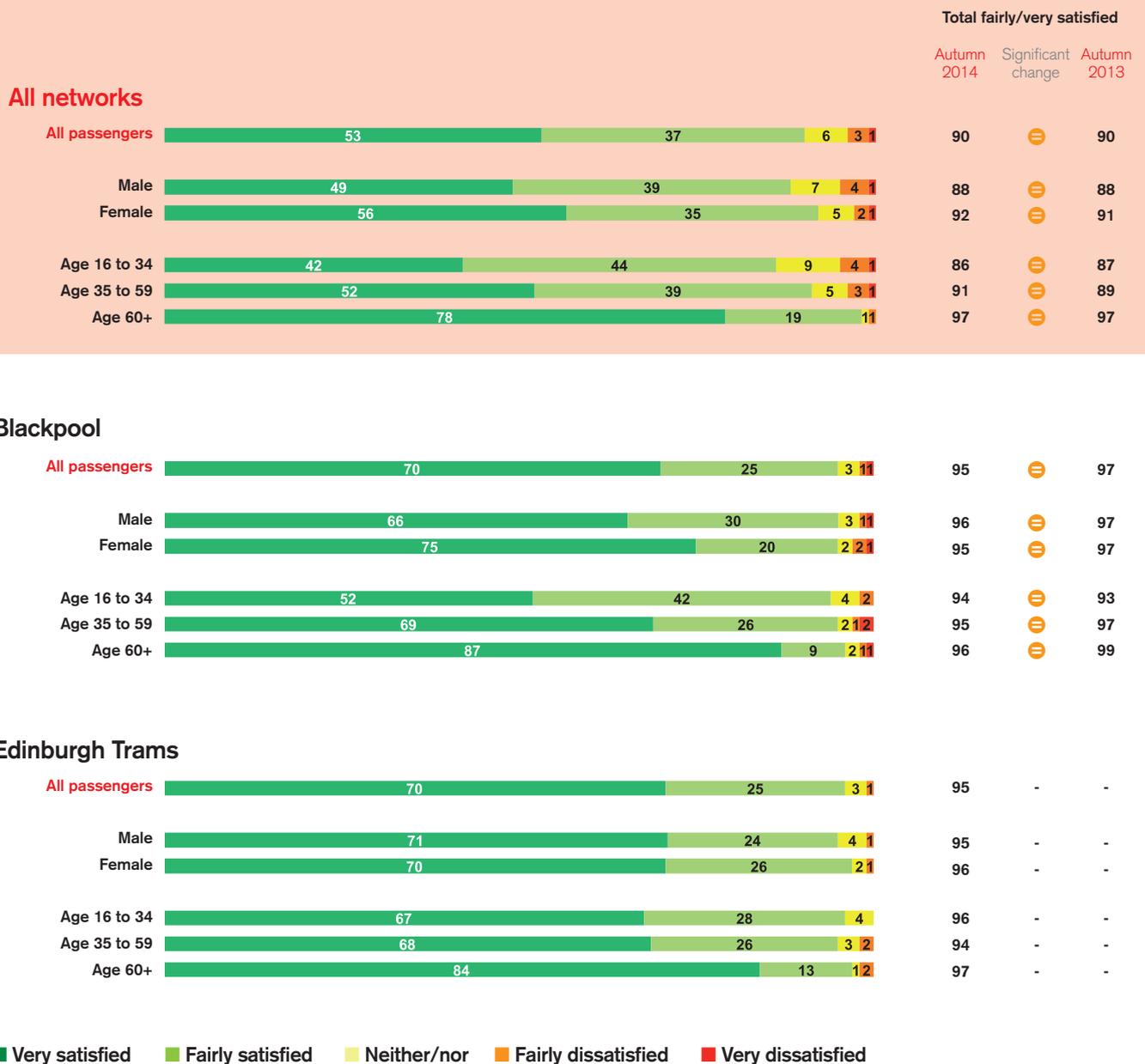
- Tram network: (for Manchester Metrolink and Sheffield Supertram this was by line)
- Age: 16-25, 26-59, 60+
- Gender: male, female
- Time/day travelled: weekday peak, weekday off peak and weekend.

A rim weight by volume of passengers using each network was also applied. This was sourced from Department for Transport (DfT) data for Blackpool, Midland Metro, NET and Sheffield Supertram. No DfT data exists for Edinburgh Trams so an estimate of passenger numbers for 2014 was used. Data for Metrolink was sourced from Transport for Greater Manchester (TfGM) statistics which provided passenger volume data for their six lines.

The full details of the weighting matrix can be found in the TPS Autumn 2014 technical report.

# Journey satisfaction

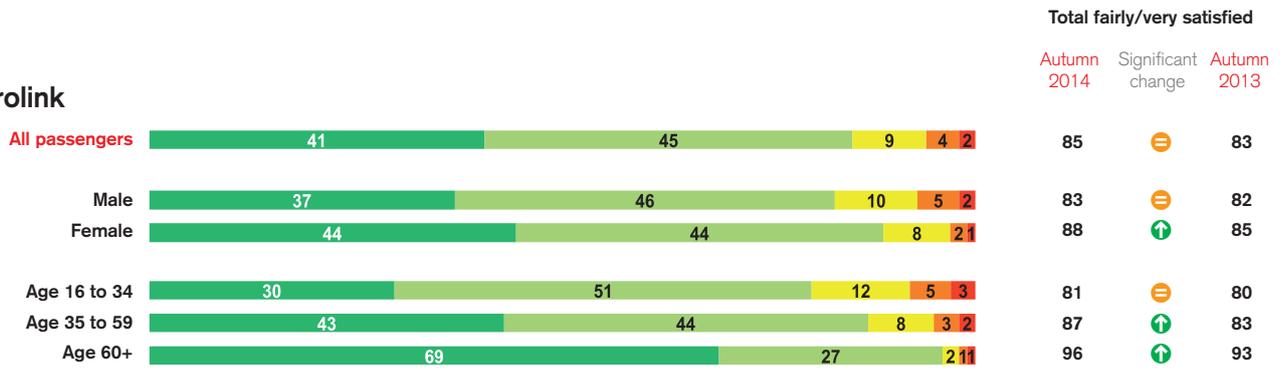
## Overall satisfaction – by gender and age (%)



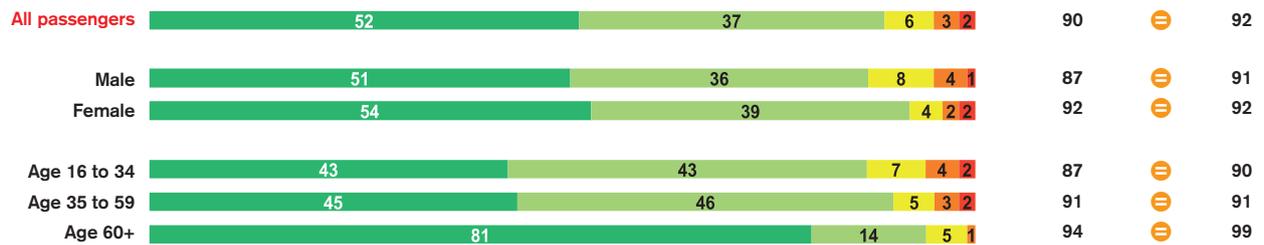
**Q Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?**

Base (All passengers): 4962 (All networks), 496 (Blackpool), 591 (Edinburgh Trams)

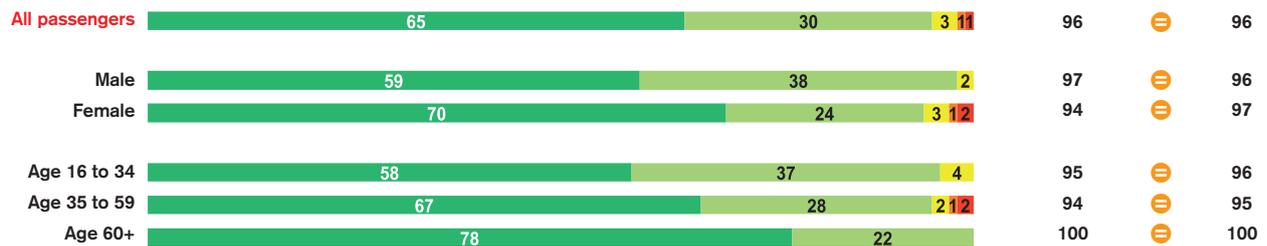
## Metrolink



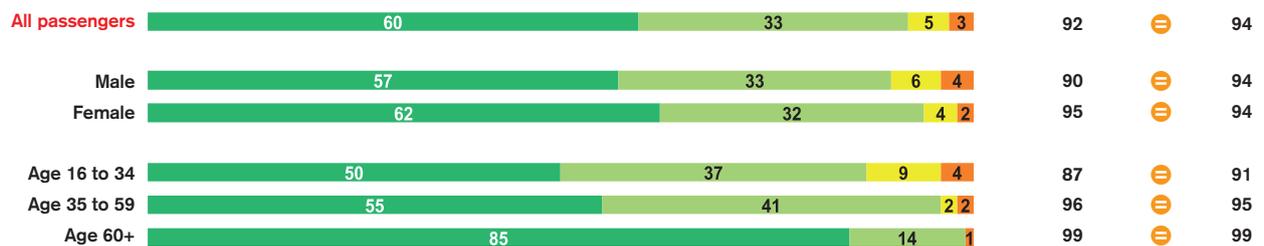
## Midland Metro



## NET



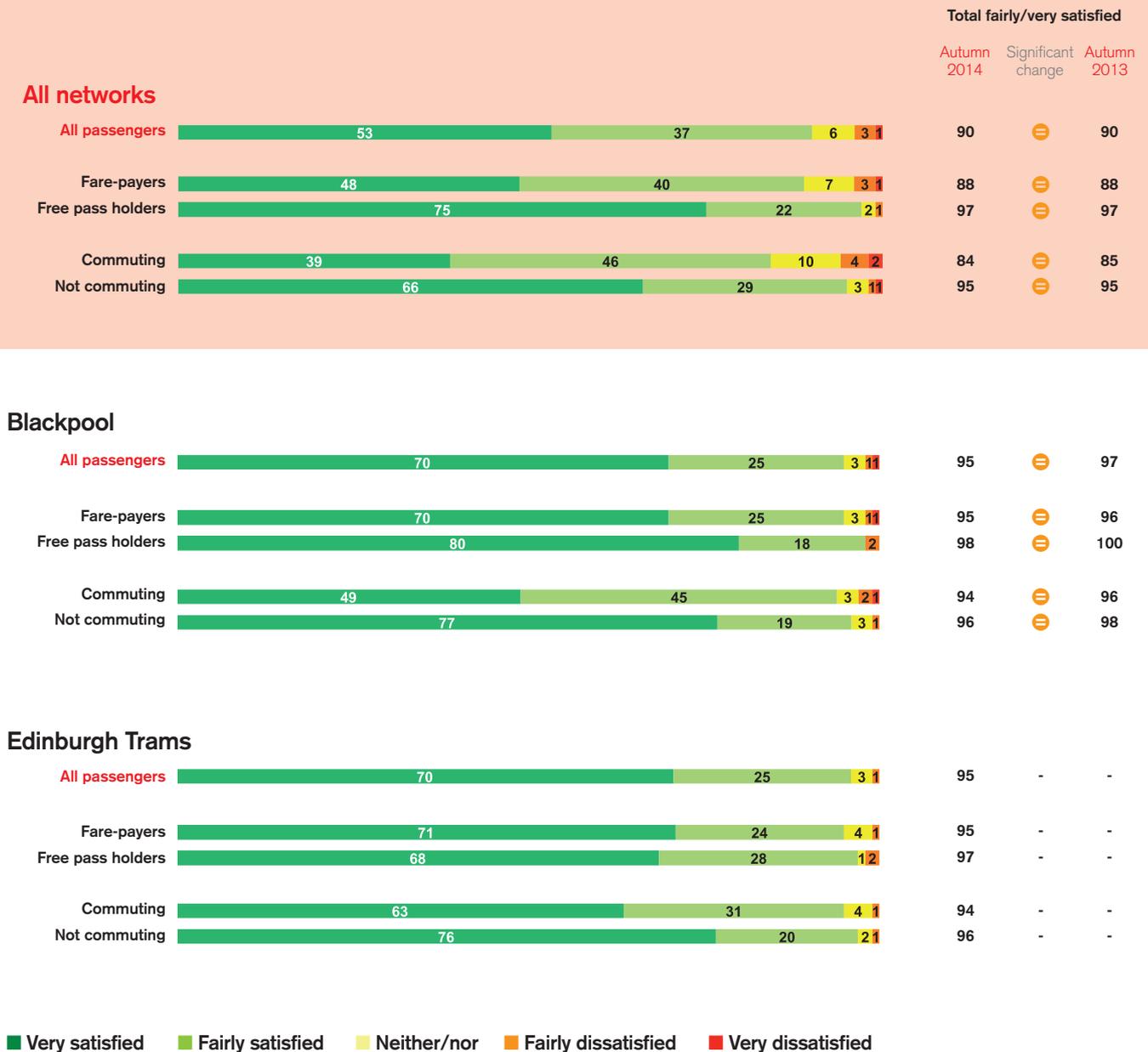
## Supertram



■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

Base: 2801 (Metrolink), 488 (Midland Metro), 270 (NET), 316 (Supertram)

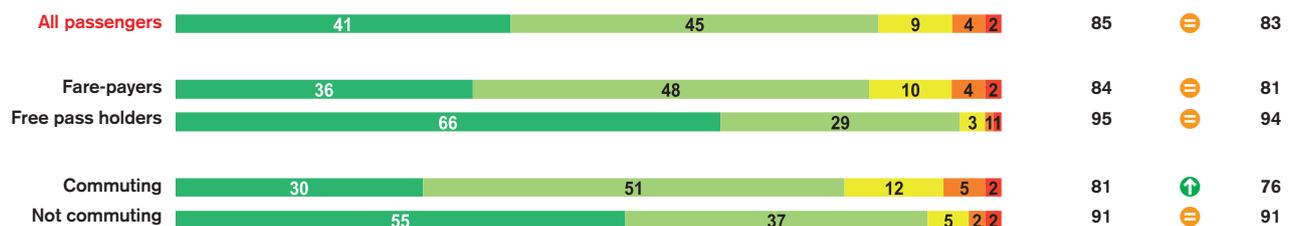
## Overall satisfaction – by passenger type (%)



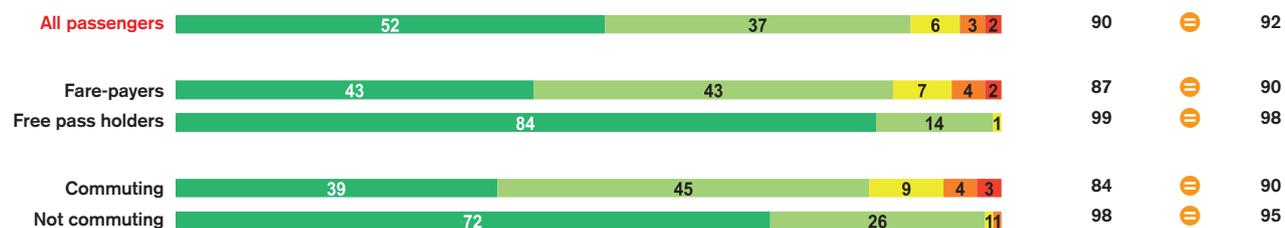
**Q Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?**

Base (All passengers): 4962 (All networks), 496 (Blackpool), 591 (Edinburgh Trams)

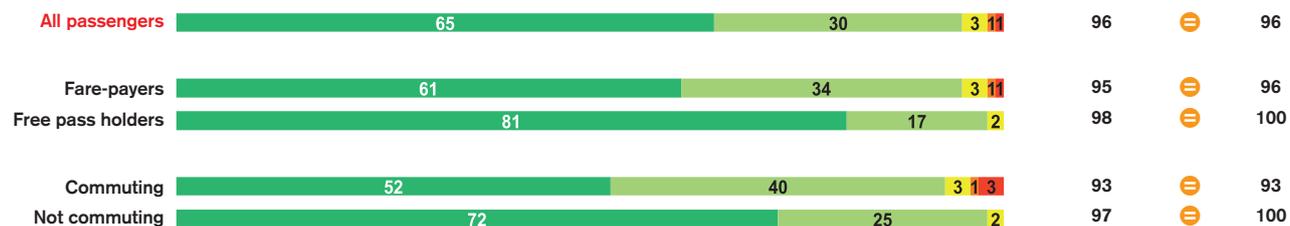
## Metrolink



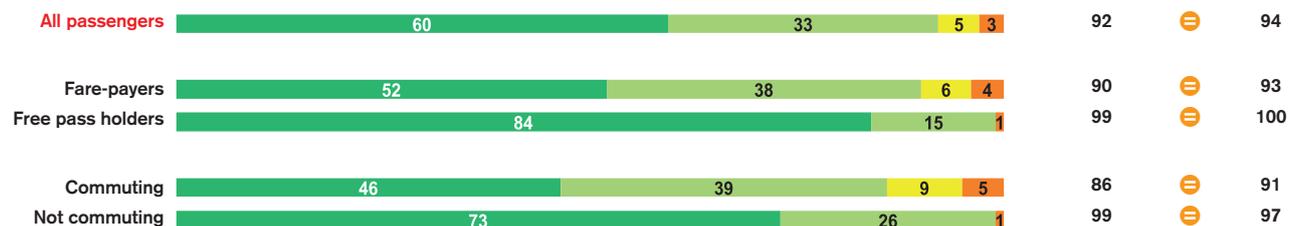
## Midland Metro



## NET



## Supertram



■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

Base: 2801 (Metrolink), 488 (Midland Metro), 270 (NET), 316 (Supertram)

## Value for money – fare-payers only (%)



### Q How satisfied were you with the value for money of your journey?

Base (All passengers): 3830 (All networks), 445 (Blackpool), 532 (Edinburgh Trams)

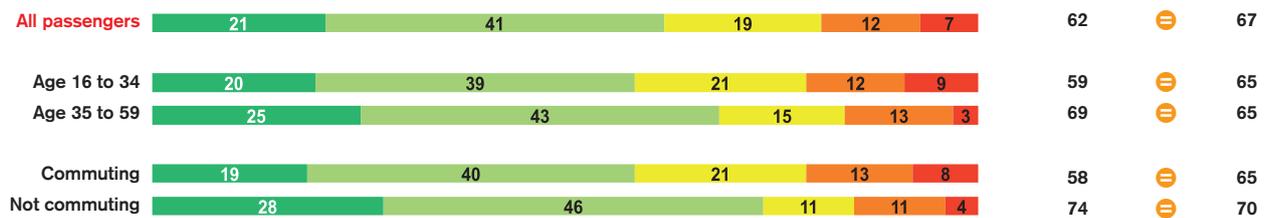
Total fairly/very satisfied

Autumn 2014    Significant change    Autumn 2013

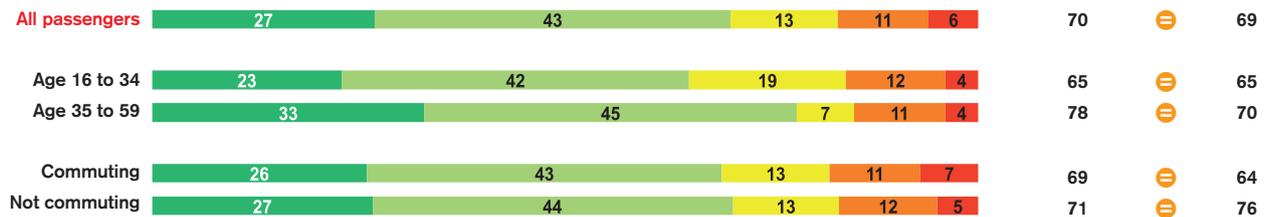
### Metrolink



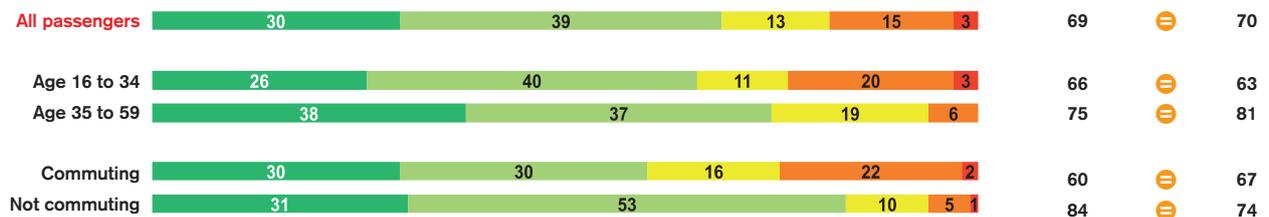
### Midland Metro



### NET



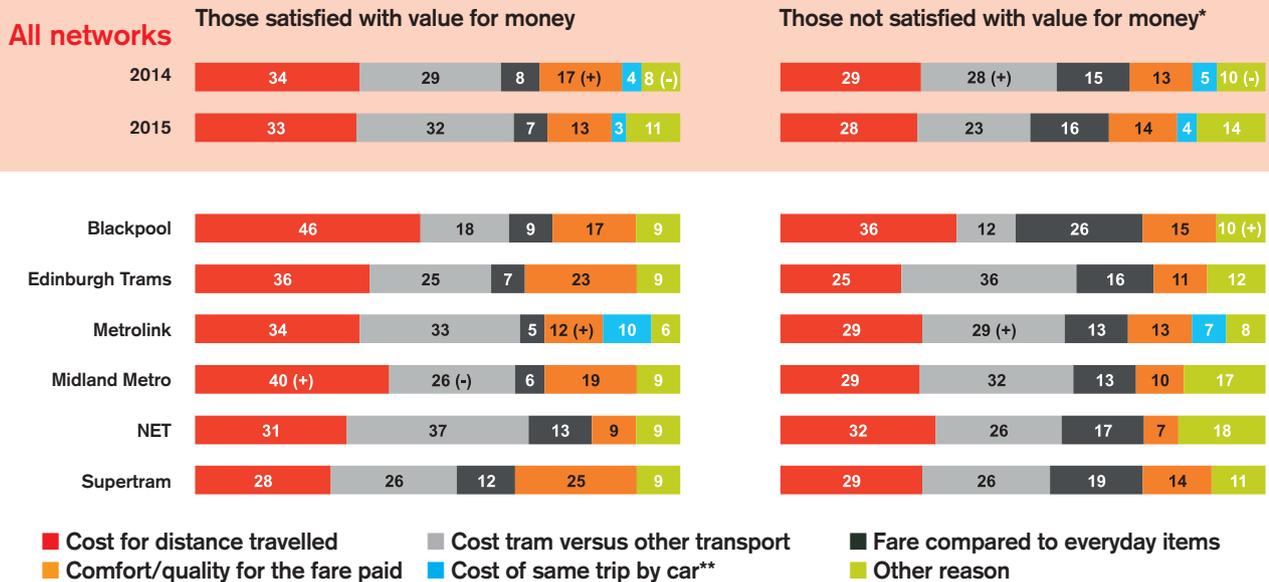
### Supertram



■ Very satisfied   
 ■ Fairly satisfied   
 ■ Neither/nor   
 ■ Fairly dissatisfied   
 ■ Very dissatisfied

Base: 2036 (Metrolink), 379 (Midland Metro), 224 (NET), 214 (Supertram)

## What influenced value for money rating (%)



### Q What had the biggest influence on the 'value for money' rating you gave in the previous question?

Base (All fare-paying passengers): 3698 (All networks), 425 (Blackpool), 507 (Edinburgh Trams), 1989 (Metrolink), 357 (Midland Metro), 214 (NET), 206 (Supertram)  
 \*Those not satisfied with value for money includes respondents answering 'Neither satisfied nor dissatisfied'. \*\*Only asked for Metrolink



## Satisfaction – with the tram stop (%)

						Total fairly/very satisfied		
						Autumn 2014	Significant change	Autumn 2013
<b>All networks</b>								
Overall satisfaction – tram stop		49	41	6	2	91	=	91
Distance from journey start		50	32	12	4	82	=	82
Convenience/accessibility		54	34	8	3	88	=	89
General condition/maintenance		50	36	9	3	86	=	85
Freedom from graffiti/vandalism		60	29	7	2	90	=	89
Freedom from litter		52	33	9	4	86	=	84
Behaviour of other passengers		56	30	10	2	86	↑	84
Information provided at the stop		43	35	13	5	78	=	77
Personal safety at the stop		50	36	10	3	86	=	84
<b>Blackpool</b>								
Overall satisfaction – tram stop		68	25	6	1	92	=	93
Distance from journey start		67	24	6	2	91	=	91
Convenience/accessibility		71	24	4	1	94	=	93
General condition/maintenance		68	23	6	2	91	=	93
Freedom from graffiti/vandalism		74	17	6	1	92	=	95
Freedom from litter		65	22	7	5	87	↓	92
Behaviour of other passengers		70	20	7	2	90	=	94
Information provided at the stop		57	28	7	4	86	=	86
Personal safety at the stop		66	24	7	1	90	=	93
<b>Edinburgh Tram</b>								
Overall satisfaction – tram stop		67	29	2	1	97	-	-
Distance from journey start		49	33	11	6	82	-	-
Convenience/accessibility		54	30	11	3	84	-	-
General condition/maintenance		78	17	4	1	95	-	-
Freedom from graffiti/vandalism		84	13	3	1	97	-	-
Freedom from litter		81	15	2	2	96	-	-
Behaviour of other passengers		76	18	6	1	93	-	-
Information provided at the stop		59	28	11	1	87	-	-
Personal safety at the stop		74	20	5	1	94	-	-

■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

**Q** Thinking about the tram stop itself, how satisfied were you with the following:  
**& Q** Overall, how satisfied were you with the tram stop?

Base (All passengers): 4927 (All networks), 495 (Blackpool), 576 (Edinburgh Trams)

Total fairly/very satisfied (%)

Autumn 2014    Significant change    Autumn 2013

## Metrolink

Category	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2014	Significant change	Autumn 2013
Overall satisfaction – tram stop	36	50	9	4	1	86	=	87
Distance from journey start	47	33	14	5	2	79	=	81
Convenience/accessibility	50	37	9	3	1	87	=	86
General condition/maintenance	40	40	12	6	3	80	=	78
Freedom from graffiti/vandalism	49	35	10	3	2	85	=	84
Freedom from litter	41	39	11	5	3	80	=	79
Behaviour of other passengers	46	36	13	3	2	81	=	80
Information provided at the stop	33	37	16	8	5	70	↑	67
Personal safety at the stop	42	41	12	4	2	83	=	80

## Midland Metro

Category	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2014	Significant change	Autumn 2013
Overall satisfaction – tram stop	45	43	9	2	1	88	=	90
Distance from journey start	41	37	14	4	4	78	=	83
Convenience/accessibility	41	40	11	5	4	81	↓	88
General condition/maintenance	42	42	10	4	2	84	=	83
Freedom from graffiti/vandalism	54	34	8	2	1	88	=	87
Freedom from litter	47	41	8	3	2	88	=	83
Behaviour of other passengers	55	32	10	2	1	87	=	84
Information provided at the stop	42	36	13	5	4	78	=	79
Personal safety at the stop	43	38	15	4	2	80	=	79

## NET

Category	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2014	Significant change	Autumn 2013
Overall satisfaction – tram stop	65	29	4	1	1	95	=	98
Distance from journey start	58	32	7	3	1	89	=	82
Convenience/accessibility	62	31	4	2	2	93	=	91
General condition/maintenance	59	34	5	1	1	93	=	95
Freedom from graffiti/vandalism	75	20	2	2	1	95	=	98
Freedom from litter	67	27	3	1	2	94	=	94
Behaviour of other passengers	63	27	7	1	2	90	=	89
Information provided at the stop	55	33	10	1	1	87	=	87
Personal safety at the stop	48	35	10	6	2	83	=	89

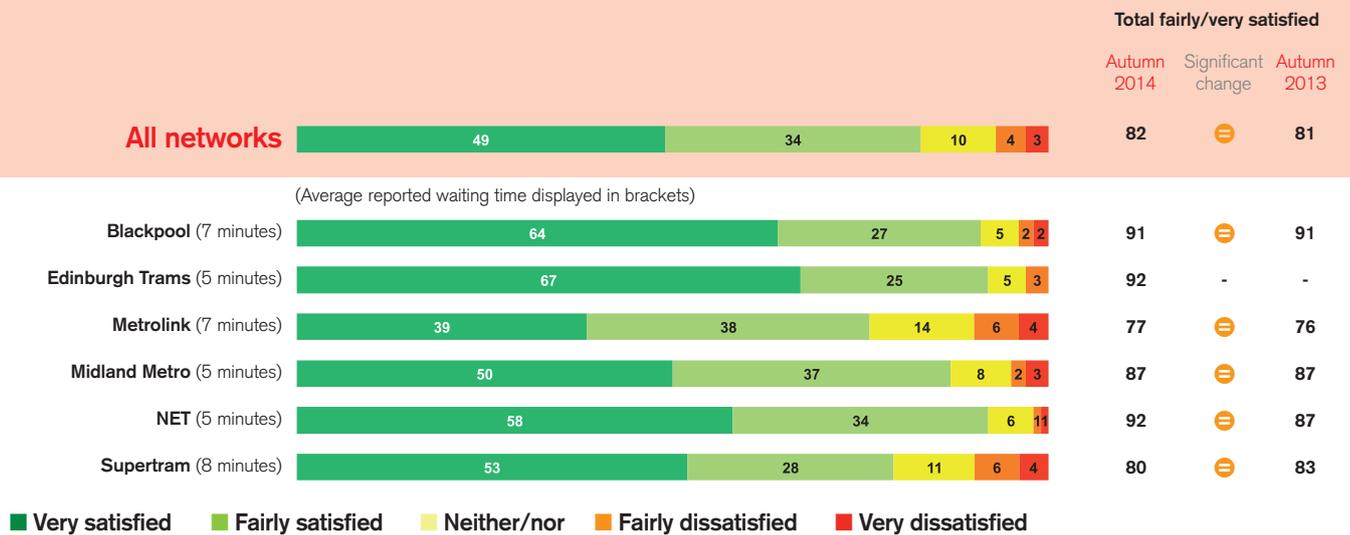
## Supertram

Category	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2014	Significant change	Autumn 2013
Overall satisfaction – tram stop	58	38	3	1	1	96	=	93
Distance from journey start	52	32	11	2	4	84	=	83
Convenience/accessibility	59	32	8	2	2	90	=	92
General condition/maintenance	54	38	7	1	1	92	=	87
Freedom from graffiti/vandalism	67	29	2	1	1	96	↑	91
Freedom from litter	56	33	9	3	3	89	=	87
Behaviour of other passengers	66	27	6	2	2	93	↑	85
Information provided at the stop	49	35	12	3	1	84	=	86
Personal safety at the stop	61	33	6	1	1	94	↑	88

Very satisfied    Fairly satisfied    Neither/nor    Fairly dissatisfied    Very dissatisfied

Base: 2796 (Metrolink), 486 (Midland Metro), 265 (NET), 309 (Supertram)

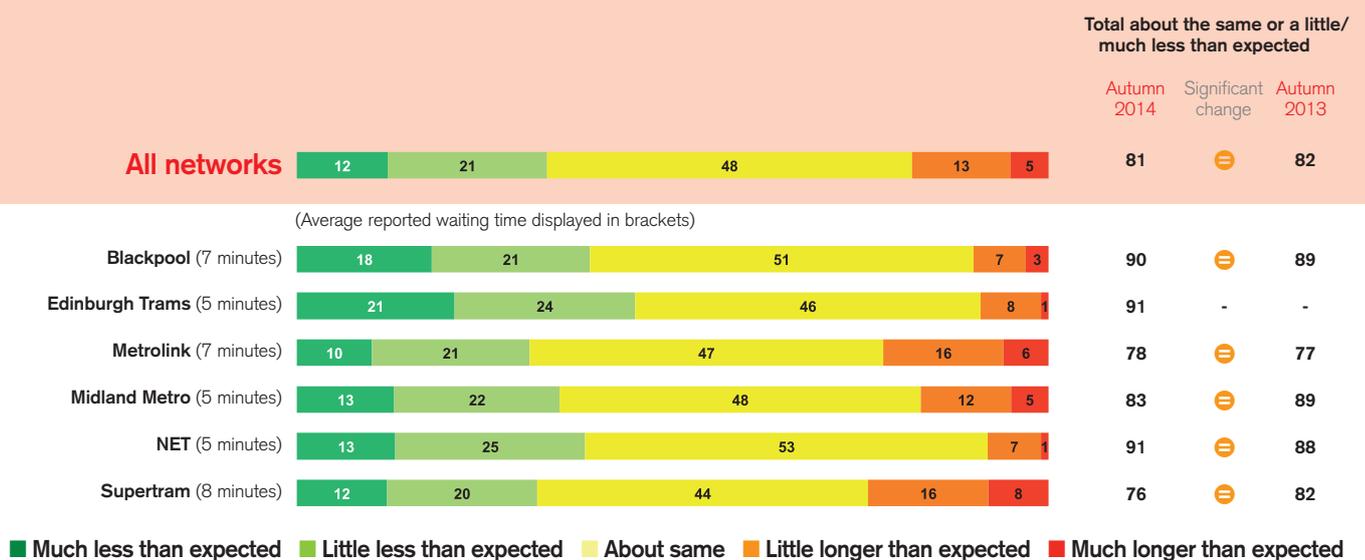
## Satisfaction – with waiting time (%)



### Q How satisfied were you with the length of time you had to wait for the tram?

Base (All passengers): 4921 (All networks), 487 (Blackpool), 584 (Edinburgh Trams), 2784 (Metrolink), 489 (Midland Metro), 266 (NET), 311 (Supertram)

## How actual waiting time compared to expected (%)



### Q Thinking about the time you waited for the tram today, was it "...” than expected?

Base (All passengers): 4904 (All networks), 490 (Blackpool), 568 (Edinburgh Trams), 2786 (Metrolink), 483 (Midland Metro), 264 (NET), 313 (Supertram)

## How passengers checked tram times (%)

### All networks

Before leaving	Autumn 2014	Significant change	Autumn 2013
Leaflet/paper timetable	4	↓	6
Online	11	↔	11
Live tram locator	4	↑	2
Disruption updates via social media	2	↔	2
Other	6	↓	8

At tram stop	Autumn 2014	Significant change	Autumn 2013
Electronic display	47	↑	41
Posters at stop	12	↔	12
Online	1	↔	2
Live tram locator	1	↔	1
Disruption updates via social media	1	↔	1
Other	3	↔	4
Did not check	29	↓	33

Main reasons for not checking times	Autumn 2014	Significant change	Autumn 2013
Knew they ran frequently	75	↔	78
Already knew times	10	↓	15
Didn't have time	6	↔	5
Could not find the information	5	↔	4

### Blackpool

Autumn 2014	Significant change
19	↔
14	↔
1	↔
0	↔
9	↔
2	↔
33	↔
3	↔
0	↔
1	↔
9	↔
29	↔
72	↔
11	↔
2	↔
3	↔

### Edinburgh Trams

Autumn 2014	Significant change
2	-
11	-
12	-
1	-
4	-
66	-
2	-
1	-
2	-
0	-
2	-
18	-
66	-
5	-
12	-
2	-

### Metrolink

Before leaving	Autumn 2014	Significant change
Leaflet/paper timetable	1	↔
Online	14	↑
Live tram locator	0	↔
Disruption updates via social media	3	↔
Other	6	↓

At tram stop	Autumn 2014	Significant change
Electronic display	61	↑
Posters at stop	4	↓
Online	2	↓
Live tram locator	0	↔
Disruption updates via social media	1	↔
Other	2	↓
Did not check	27	↓

Main reasons for not checking times	Autumn 2014	Significant change
Knew they ran frequently	74	↔
Already knew times	9	↔
Didn't have time	5	↔
Could not find the information	9	↔

### Midland Metro

Autumn 2014	Significant change
4	↔
8	↔
6	↔
3	↔
11	↔
68	↔
4	↔
1	↔
2	↔
1	↔
4	↑
16	↔
73	↔
8	↓
5	↔
7	↔

### NET

Autumn 2014	Significant change
5	↓
9	↔
4	↔
1	↔
8	↔
67	↔
2	↓
0	↔
1	↔
0	↔
1	↔
21	↔
73	↔
7	↔
13	↔
0	↔

### Supertram

Autumn 2014	Significant change
7	↔
11	↔
4	↔
0	↔
4	↔
3	↔
35	↑
1	↔
1	↔
0	↔
5	↔
47	↔
79	↔
13	↔
4	↔
2	↔

## Q How did you know when the tram was meant to arrive? (More than one response permissible)

Base (All passengers): 5014 (All networks), 502 (Blackpool), 596 (Edinburgh Trams), 2824 (Metrolink), 503 (Midland Metro) 272 (NET), 317 (Supertram)

## Satisfaction – with start of journey (%)

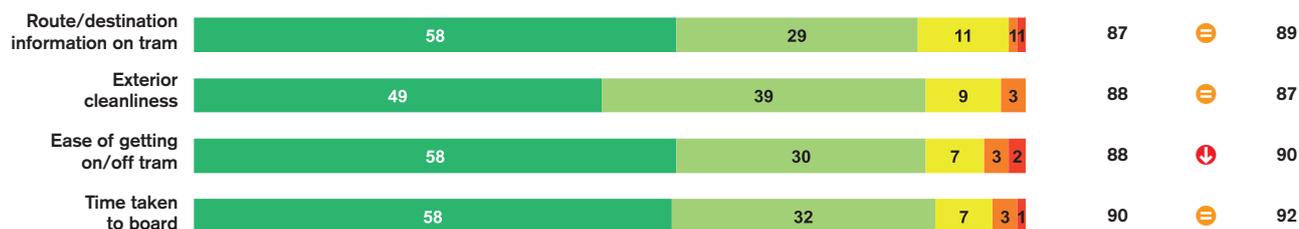


**Q** Thinking about when the tram arrived, please indicate how satisfied you were with the following:

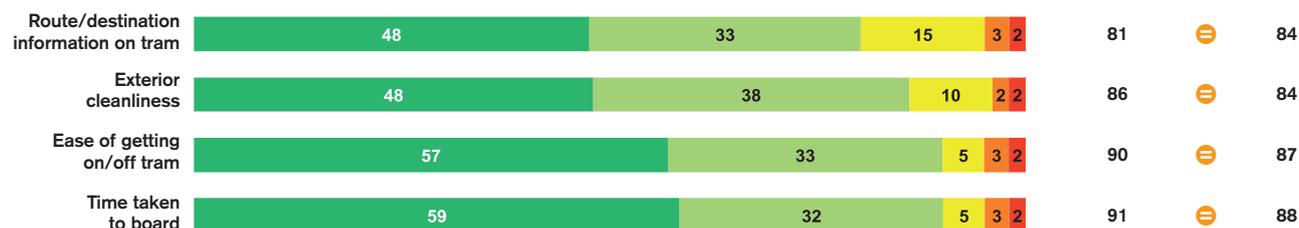
Base (All passengers): 4909 (All networks), 493 (Blackpool), 579 (Edinburgh Trams)

## Metrolink

Total fairly/very satisfied  
Autumn 2014    Significant change    Autumn 2013



## Midland Metro



## NET



## Supertram



■ Very satisfied    ■ Fairly satisfied    ■ Neither/nor    ■ Fairly dissatisfied    ■ Very dissatisfied

Base: 2778 (Metrolink), 484 (Midland Metro), 268 (NET), 309 (Supertram)

## Satisfaction – on the tram (%)

## All networks

		Total fairly/very satisfied		
		Autumn 2014	Significant change	Autumn 2013
Interior cleanliness/condition	53 35 7 3 1	88	⊖	89
Info provided inside the tram	49 34 14 3 1	82	⊖	82
Availability of seating or space to stand	43 32 11 9 6	74	⊖	72
Comfort of the seats	38 37 15 7 3	74	⊖	75
Amount of personal space	37 35 13 10 5	72	⬆	67
Provision of grab rails	43 36 12 6 3	80	⬆	75
Temperature inside the tram	42 39 12 5 2	81	⊖	81
Personal security	47 37 12 3 1	84	⊖	82

81 per cent (+) of passengers had a seat for their whole journey (2013: 77 per cent)

5 per cent (-) said they had to stand but would have liked to have a seat (2013: 7 per cent)

## Blackpool

Interior cleanliness/condition	73 22 2 1 1	95	⊖	97
Info provided inside the tram	69 20 8 1 1	89	⬇	93
Availability of seating or space to stand	59 25 5 6 6	84	⬇	91
Comfort of the seats	58 25 11 3 2	84	⬇	92
Amount of personal space	53 30 8 5 5	82	⬇	91
Provision of grab rails	64 25 5 3 2	89	⬇	94
Temperature inside the tram	59 28 8 2 3	87	⬇	96
Personal security	64 26 8 1 1	90	⬇	96

84 per cent (-) of passengers had a seat for their whole journey (2013: 90 per cent)

5 per cent (+) said they had to stand but would have liked to have a seat (2013: 1 per cent)

## Edinburgh Tram

Interior cleanliness/condition	83 14 2	97	-	-
Info provided inside the tram	65 23 11 1 1	87	-	-
Availability of seating or space to stand	62 23 10 4 2	84	-	-
Comfort of the seats	61 27 7 3 1	89	-	-
Amount of personal space	55 27 11 5 2	82	-	-
Provision of grab rails	63 26 9 2 1	88	-	-
Temperature inside the tram	52 30 14 3 2	82	-	-
Personal security	70 22 8	92	-	-

94 per cent of passengers had a seat for their whole journey

1 per cent said they had to stand but would have liked to have a seat

■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied

**Q** Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:

Base (All passengers): 4946 (All networks), 497 (Blackpool), 588 (Edinburgh Trams)

Total fairly/very satisfied

### Metrolink

						Autumn 2014	Significant change	Autumn 2013
Interior cleanliness/condition	42	43	9	5	1	85	=	85
Info provided inside the tram	41	39	17	3	1	80	=	80
Availability of seating or space to stand	32	33	13	13	10	65	=	62
Comfort of the seats	25	41	19	11	4	66	=	67
Amount of personal space	28	37	14	13	8	65	↑	61
Provision of grab rails	35	39	15	8	4	73	=	70
Temperature inside the tram	36	41	15	6	2	76	=	76
Personal security	36	42	16	4	2	78	=	76

73 per cent of passengers had a seat for their whole journey (2013: 70 per cent)  
8 per cent said they had to stand but would have liked to have a seat (2013: 10 per cent)

### Midland Metro

Interior cleanliness/condition	53	36	9	2	1	88	=	85
Info provided inside the tram	42	34	16	6	2	77	↓	83
Availability of seating or space to stand	44	32	9	10	5	76	↑	61
Comfort of the seats	28	36	14	12	10	64	=	69
Amount of personal space	33	37	13	13	4	69	↑	56
Provision of grab rails	36	38	14	9	2	74	↑	63
Temperature inside the tram	35	42	11	7	5	77	=	73
Personal security	43	40	13	3	1	83	=	81

83 per cent (+) of passengers had a seat for their whole journey (2013: 72 per cent)  
6 per cent (-) said they had to stand but would have liked to have a seat (2013: 10 per cent)

### NET

Interior cleanliness/condition	63	30	5	1	1	93	=	92
Info provided inside the tram	60	26	11	1	1	86	=	83
Availability of seating or space to stand	52	25	12	6	4	78	=	77
Comfort of the seats	44	38	14	3	2	82	=	76
Amount of personal space	46	28	15	8	4	74	=	66
Provision of grab rails	48	36	11	4	1	84	=	76
Temperature inside the tram	49	39	8	4		88	=	83
Personal security	43	41	10	3	2	84	=	85

85 per cent of passengers had a seat for their whole journey (2013: 82 per cent)  
3 per cent said they had to stand but would have liked to have a seat (2013: 6 per cent)

### Supertram

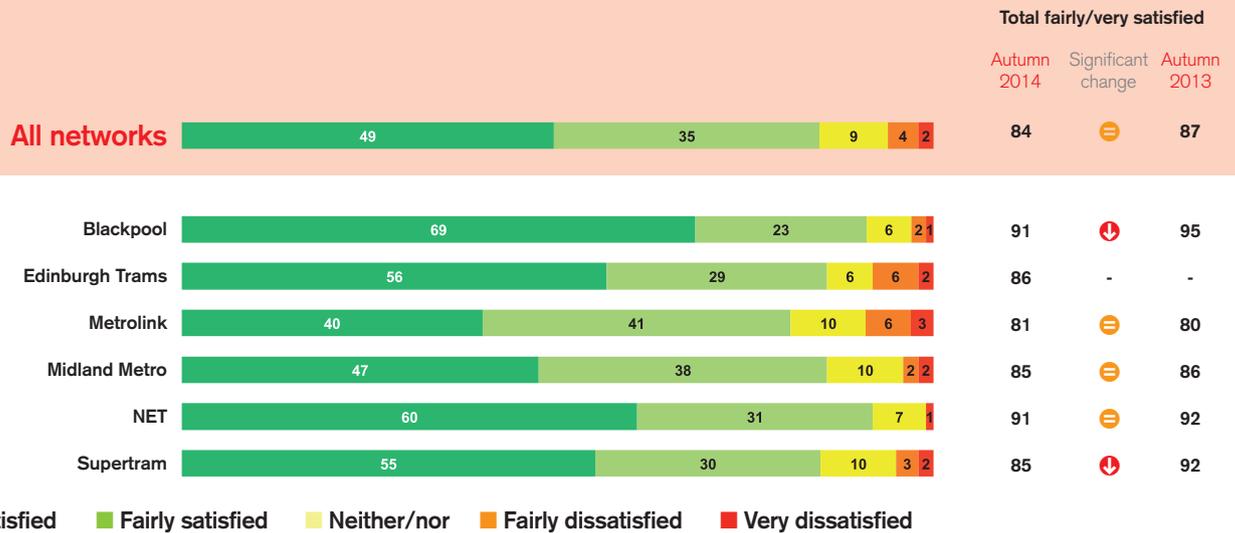
Interior cleanliness/condition	55	32	10	3	1	87	↓	93
Info provided inside the tram	48	34	14	3		83	=	82
Availability of seating or space to stand	48	39	9	5		86	=	85
Comfort of the seats	51	34	12	3	1	84	=	88
Amount of personal space	41	39	11	7	2	80	=	79
Provision of grab rails	48	38	9	2	2	86	=	84
Temperature inside the tram	46	42	8	4		88	=	88
Personal security	58	34	7			92	=	90

93 per cent of passengers had a seat for their whole journey (2013: 87 per cent)  
1 per cent said they had to stand but would have liked to have a seat (2013: 3 per cent)

Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied

Base: 2790 (Metrolink), 492 (Midland Metro), 267 (NET), 312 (Supertram)

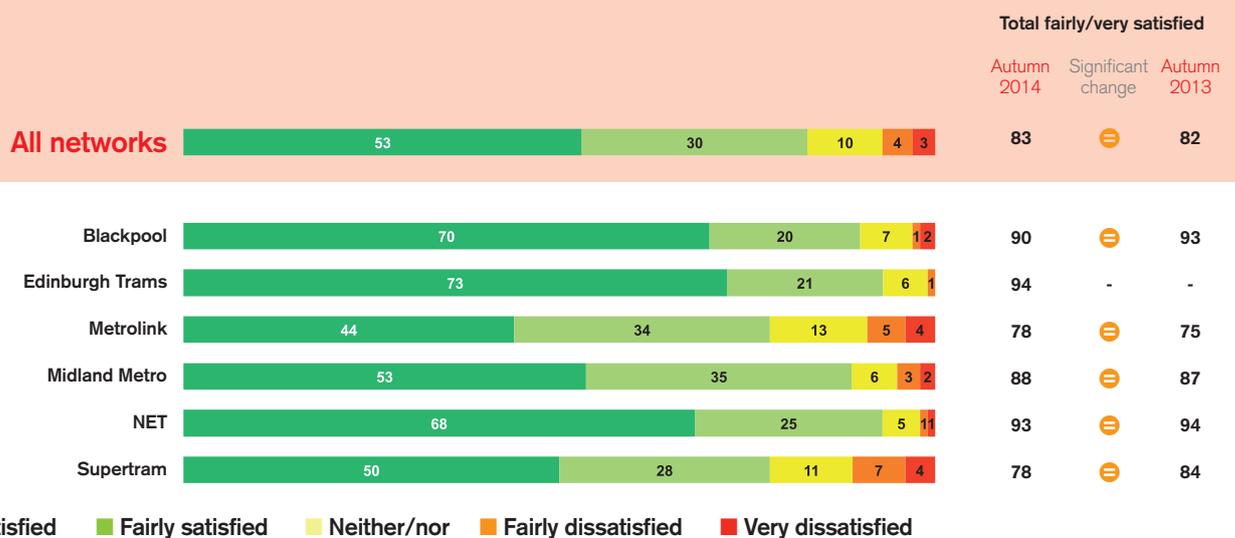
## Satisfaction – with on-tram journey time (%)



## Q How satisfied were you with the amount of time the journey took?

Base (All passengers): 4898 (All networks), 493 (Blackpool), 572 (Edinburgh Trams), 2769 (Metrolink), 486 (Midland Metro), 268 (NET), 310 (Supertram)

## Satisfaction – with punctuality of the tram (%)



## Q How satisfied were you with the punctuality of the tram?

Base (All passengers): 4641 (All networks), 454 (Blackpool), 549 (Edinburgh Trams), 2622 (Metrolink), 469 (Midland Metro), 264 (NET), 283 (Supertram)

## Availability of information inside the tram (%)

### All networks\*

	Autumn 2014	Significant change	Autumn 2013
Digital next-stop display	90	-	93
Audio announcements	88	-	92
Route map/journey times	72	-	84
Fares/ticket information	38	-	44
Timetable	24	-	33
How to make a complaint	16	-	31

### Blackpool

	Autumn 2014	Significant change
Digital next-stop display	94	-
Audio announcements	96	-
Route map/journey times	63	-
Fares/ticket information	60	-
Timetable	23	-
How to make a complaint	19	-

### Edinburgh Trams

	Autumn 2014	Significant change
Digital next-stop display	94	-
Audio announcements	90	-
Route map/journey times	69	-
Fares/ticket information	44	-
Timetable	16	-
How to make a complaint	21	-

### Metrolink

	Autumn 2014	Significant change
Digital next-stop display	*Question not asked for Metrolink	-
Audio announcements		-
Route map/journey times		-
Fares/ticket information		-
Timetable		-
How to make a complaint		-

### Midland Metro

	Autumn 2014	Significant change
Digital next-stop display	80	-
Audio announcements	90	-
Route map/journey times	57	-
Fares/ticket information	23	-
Timetable	14	-
How to make a complaint	22	-

### NET

	Autumn 2014	Significant change
Digital next-stop display	94	-
Audio announcements	94	-
Route map/journey times	83	-
Fares/ticket information	47	-
Timetable	46	-
How to make a complaint	22	-

### Supertram

	Autumn 2014	Significant change
Digital next-stop display	88	-
Audio announcements	79	-
Route map/journey times	75	-
Fares/ticket information	27	-
Timetable	15	-
How to make a complaint	7	-

## Q Were any of these items of information present on the tram?

Base (All passengers): 2044 (All networks), 478 (Blackpool), 573 (Edinburgh Trams), - (Metrolink), 436 (Midland Metro) 261 (NET), 296 (Supertram)  
 NOTE: Significant changes are not shown for this question. The question was changed between 2013 and 2014 (by the addition of a 'Don't know' option) and is not directly comparable. \*Question not asked for Metrolink

## Satisfaction – with tram staff/driver (%)

					Total fairly/very satisfied			
	Autumn 2014	Significant change	Autumn 2013					
<b>All networks*</b>								
Appearance	58	32	8	11	90	=	90	
Greeting/welcome	48	30	16	3	4	78	=	77
Helpfulness/attitude	54	30	12	2	2	83	=	84
Safety of the driving	66	27	5	11	93	=	93	
Smoothness/freedom from jolting	39	38	14	6	3	77	↑	74
<b>Blackpool</b>								
Appearance	67	27	4	11	94	=	96	
Greeting/welcome	59	25	11	3	3	84	↓	88
Helpfulness/attitude	64	25	7	2	2	88	↓	92
Safety of the driving	77	19	3	1	96	=	97	
Smoothness/freedom from jolting	65	25	5	2	3	90	↓	94
<b>Edinburgh Trams</b>								
Appearance	69	24	5	1	94	-	-	
Greeting/welcome	64	23	10	3	87	-	-	
Helpfulness/attitude	66	23	8	2	89	-	-	
Safety of the driving	76	19	5		94	-	-	
Smoothness/freedom from jolting	61	28	8	2	90	-	-	

■ Very satisfied  
■ Fairly satisfied  
■ Neither/nor  
■ Fairly dissatisfied  
■ Very dissatisfied

**Q** Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:

Base (All passengers): 4895 (All networks), 493 (Blackpool), 582 (Edinburgh Trams)  
 \*Question not asked for Metrolink

## Metrolink

		Total fairly/very satisfied		
		Autumn 2014	Significant change	Autumn 2013
Appearance	Question not asked for Metrolink	-	-	-
Greeting/welcome		-	-	-
Helpfulness/attitude		-	-	-
Safety of the driving		-	-	-
Smoothness/freedom from jolting		70	=	66

## Midland Metro

Appearance	51	39	8	11	90	=	89	
Greeting/welcome	42	31	22	3	2	73	=	71
Helpfulness/attitude	46	33	16	3	2	79	=	77
Safety of the driving	54	35	8	2		89	=	86
Smoothness/freedom from jolting	32	39	17	7	4	71	=	72

## NET

Appearance	55	28	15	12		82	=	89
Greeting/welcome	47	22	22	4	5	69	=	77
Helpfulness/attitude	53	23	17	3	3	76	↓	86
Safety of the driving	64	26	6	12		91	=	95
Smoothness/freedom from jolting	44	39	12	3	2	83	=	75

## Supertram

Appearance	54	37	6	2	1	91	=	90
Greeting/welcome	40	38	15	2	5	78	=	79
Helpfulness/attitude	48	36	12	2	2	84	=	84
Safety of the driving	63	30	4	11		94	=	94
Smoothness/freedom from jolting	46	37	10	4	2	84	=	85

■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither/nor  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

Base: 2778 (Metrolink), 481 (Midland Metro), 268 (NET), 311 (Supertram)



## Experience of delays (%)

### All networks

	Autumn 2014	Significant change	Autumn 2013
Signal/points failure	8	↓	19
Tram waiting too long at signals	7	↓	14
Had to use bus replacement	2	↓	14
Tram waiting too long at stops	13	↔	10
Congestion/traffic jam	9	↔	9
Tram failure	8	↔	6
Poor weather	0	↓	6
Time it took passengers to board	5	↔	4
Planned engineering works	17	↑	3
Other	28	↔	27
No reason given for delay*	18	-	-
Not sure	17	↔	22

- 9 per cent of tram passengers experienced delay (2013: 10 per cent). Typical length of the delay was 11 minutes
- 95 per cent were able to board the first tram they wanted to travel on (2013: 95 per cent)

\*No reason given for delay not asked in 2013. Its addition could have caused the significant drops in other factors

### Blackpool

	Autumn 2014	Significant change
Signal/points failure	9	↔
Tram waiting too long at signals	0	↔
Had to use bus replacement	0	↔
Tram waiting too long at stops	15	↔
Congestion/traffic jam	0	↔
Tram failure	0	↔
Poor weather	0	↔
Time it took passengers to board	22	↔
Planned engineering works	0	↔
Other	45	↔
No reason given for delay*	16	-
Not sure	20	↔

- 3 per cent of tram passengers experienced delay (2013: 2 per cent). Typical length of the delay was 15 minutes
- 97 per cent (-) were able to board the first tram they wanted to travel on (2013: 100 per cent)

### Edinburgh Trams

	Autumn 2014	Significant change
Signal/points failure	0	-
Tram waiting too long at signals	9	-
Had to use bus replacement	0	-
Tram waiting too long at stops	15	-
Congestion/traffic jam	48	-
Tram failure	0	-
Poor weather	0	-
Time it took passengers to board	4	-
Planned engineering works	0	-
Other	3	-
No reason given for delay*	3	-
Not sure	30	-

- 3 per cent of tram passengers experienced delay. Typical length of the delay was 7 minutes
- 96 per cent were able to board the first tram they wanted to travel on

### Metrolink

	Autumn 2014	Significant change
Signal/points failure	10	↓
Tram waiting too long at signals	11	↓
Had to use bus replacement	1	↓
Tram waiting too long at stops	12	↔
Congestion/traffic jam	8	↔
Tram failure	6	↔
Poor weather	0	↓
Time it took passengers to board	6	↔
Planned engineering works	22	↑
Other	30	↔
No reason given for delay	17	-
Not sure	13	↔

- 13 per cent of tram passengers experienced delay (2013: 15 per cent). Typical length of the delay was 10 minutes
- 94 per cent were able to board the first tram they wanted to travel on (2013: 93 per cent)

### Midland Metro

	Autumn 2014	Significant change
Signal/points failure	15	↔
Tram waiting too long at signals	0	↔
Had to use bus replacement	19	↔
Tram waiting too long at stops	5	↔
Congestion/traffic jam	0	↔
Tram failure	21	↔
Poor weather	0	↔
Time it took passengers to board	0	↔
Planned engineering works	21	↔
Other	37	↔
No reason given for delay	4	-
Not sure	8	↔

- 11 per cent (+) of tram passengers experienced delay (2013: 7 per cent). Typical length of the delay was 20 minutes
- 93 per cent were able to board the first tram they wanted to travel on (2013: 95 per cent)

### NET

	Autumn 2014	Significant change
Signal/points failure	Base too small to report	
Tram waiting too long at signals		
Had to use bus replacement		
Tram waiting too long at stops		
Congestion/traffic jam		
Tram failure		
Poor weather		
Time it took passengers to board		
Planned engineering works		
Other		
No reason given for delay		
Not sure		

- 2 per cent of tram passengers experienced delay (2013: 4 per cent). Typical length of the delay was 5 minutes
- 95 per cent were able to board the first tram they wanted to travel on (2013: 97 per cent)

### Supertram

	Autumn 2014	Significant change
Signal/points failure	0	↔
Tram waiting too long at signals	0	↔
Had to use bus replacement	0	↔
Tram waiting too long at stops	24	↔
Congestion/traffic jam	14	↔
Tram failure	11	↔
Poor weather	0	↔
Time it took passengers to board	0	↔
Planned engineering works	0	↔
Other	12	↔
No reason given for delay	30	-
Not sure	32	↔

- 7 per cent of tram passengers experienced delay (2013: 8 per cent). Typical length of the delay was 9 minutes
- 98 per cent were able to board the first tram they wanted to travel on (2013: 96 per cent)

## Q Was the length of your journey affected by any of the following? (More than one response permissible)

Base (All experiencing a delay): 442 (All networks), 12 (Blackpool), 17 (Edinburgh Trams), 337 (Metrolink), 49 (Midland Metro) 5 (NET), 22 (Supertram)  
Caution: small bases.

## Worry or concern at other passengers' behaviour (%)

## All networks

	Autumn 2014	Significant change	Autumn 2013
All passengers	5	↓	7
Male	6	=	7
Female	5	↓	7
Age 16 to 34	7	=	7
Age 35 to 59	5	↓	8
Age 60+	4	=	5

## Blackpool

	Autumn 2014	Significant change
All passengers	5	=
Male	5	=
Female	6	=
Age 16 to 34	6	=
Age 35 to 59	4	=
Age 60+	7	=

## Edinburgh Trams

	Autumn 2014	Significant change
All passengers	2	-
Male	2	-
Female	1	-
Age 16 to 34	2	-
Age 35 to 59	1	-
Age 60+	2	-

## Metrolink

	Autumn 2014	Significant change
All passengers	8	=
Male	9	=
Female	8	=
Age 16 to 34	10	=
Age 35 to 59	6	↓
Age 60+	6	=

## Midland Metro

	Autumn 2014	Significant change
All passengers	5	=
Male	7	=
Female	3	=
Age 16 to 34	5	=
Age 35 to 59	5	=
Age 60+	6	=

## NET

	Autumn 2014	Significant change
All passengers	4	=
Male	4	=
Female	3	=
Age 16 to 34	4	=
Age 35 to 59	4	=
Age 60+	1	=

## Supertram

	Autumn 2014	Significant change
All passengers	1	↓
Male	0	=
Female	2	=
Age 16 to 34	1	=
Age 35 to 59	2	=
Age 60+	0	↓

**Q Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?**

Base (All passengers): 4964 (All networks), 496 (Blackpool), 588 (Edinburgh Trams), 2803 (Metrolink), 498 (Midland Metro) 266 (NET), 313 (Supertram)

## Types of worrying/concerning behaviour (%)

### All networks

	Autumn 2014	Significant change	Autumn 2013
Rowdy behaviour	56	⊖	51
Passengers under influence of alcohol	25	⊖	29
Loud use of mobiles	34	⊖	27
Passengers playing loud music	27	⊖	24
Passengers not paying fares	21	⊖	20
Feet on seats	20	⊖	18
Abusive or threatening behaviour	14	⊖	12
Passengers under influence of drugs	10	⊖	8
Smoking	7	⊖	4
Graffiti/vandalism	8	⬆️	2
Passengers not moving out of priority seats*	11	-	-

### Blackpool

	Autumn 2014	Significant change
Rowdy behaviour	35	⊖
Passengers under influence of alcohol	8	⊖
Loud use of mobiles	22	⊖
Passengers playing loud music	16	⊖
Passengers not paying fares	4	⊖
Feet on seats	45	⊖
Abusive or threatening behaviour	6	⊖
Passengers under influence of drugs	8	⊖
Smoking	6	⊖
Graffiti/vandalism	0	⊖
Passengers not moving out of priority seats*	24	-

### Edinburgh Trams

	Autumn 2014	Significant change
Rowdy behaviour	-	-
Passengers under influence of alcohol	-	-
Loud use of mobiles	-	-
Passengers playing loud music	-	-
Passengers not paying fares	-	-
Feet on seats	-	-
Abusive or threatening behaviour	-	-
Passengers under influence of drugs	-	-
Smoking	-	-
Graffiti/vandalism	-	-
Passengers not moving out of priority seats*	-	-

Base too small to report

### Metrolink

	Autumn 2014	Significant change
Rowdy behaviour	62	⊖
Passengers under influence of alcohol	26	⊖
Loud use of mobiles	33	⊖
Passengers playing loud music	26	⊖
Passengers not paying fares	21	⊖
Feet on seats	17	⊖
Abusive or threatening behaviour	15	⊖
Passengers under influence of drugs	11	⊖
Smoking	5	⊖
Graffiti/vandalism	7	⬆️
Passengers not moving out of priority seats*	12	-

### Midland Metro

	Autumn 2014	Significant change
Rowdy behaviour	51	⊖
Passengers under influence of alcohol	0	⊖
Loud use of mobiles	28	⊖
Passengers playing loud music	28	⊖
Passengers not paying fares	23	⊖
Feet on seats	44	⊖
Abusive or threatening behaviour	16	⊖
Passengers under influence of drugs	8	⊖
Smoking	8	⊖
Graffiti/vandalism	8	⊖
Passengers not moving out of priority seats*	13	-

### NET

	Autumn 2014	Significant change
Rowdy behaviour	-	-
Passengers under influence of alcohol	-	-
Loud use of mobiles	-	-
Passengers playing loud music	-	-
Passengers not paying fares	-	-
Feet on seats	-	-
Abusive or threatening behaviour	-	-
Passengers under influence of drugs	-	-
Smoking	-	-
Graffiti/vandalism	-	-
Passengers not moving out of priority seats*	-	-

Base too small to report

### Supertram

	Autumn 2014	Significant change
Rowdy behaviour	-	-
Passengers under influence of alcohol	-	-
Loud use of mobiles	-	-
Passengers playing loud music	-	-
Passengers not paying fares	-	-
Feet on seats	-	-
Abusive or threatening behaviour	-	-
Passengers under influence of drugs	-	-
Smoking	-	-
Graffiti/vandalism	-	-
Passengers not moving out of priority seats*	-	-

Base too small to report

## Q Which of the following were the reasons for other passengers' behaviour causing you concern?

Base (All experiencing worrying/concerning behaviour): 272 (All networks), 17 (Blackpool), 8 (Edinburgh Trams), 216 (Metrolink), 20 (Midland Metro) 9 (NET), 2 (Supertram) **Caution: small bases**  
\*Not asked in 2013

## Whether journey was better or worse than usual (%)



### Q If you have used the tram before, how typical would you say today's experience was?

Base (All passengers who have previously used the tram): 1880 (All networks), 385 (Blackpool), 439 (Edinburgh Trams), 482 (Midland Metro), 263 (NET), 311 (Supertram)



# Suggested improvements spontaneously mentioned by passengers (%)

## All networks

• 65 per cent (+) of passengers could think of no improvement suggestions to make (2013: 59 per cent). Of the 35 per cent (-) who did, their suggestions are shown below (2013: 41 per cent)

	Autumn 2014	Significant change	Autumn 2013
More seating	8	↓	14
Bigger/longer tram	8	↓	12
Less crowding	8	⊖	8
Other space issues	11	⊖	11
More punctual/fewer delays	8	⊖	11
More frequent trams	8	⊖	7
Faster journey time	7	↑	5
Other punctuality/reliability issues	3	⊖	3
Better information on-board	7	↓	12
Other interior issues	10	⊖	11
Cheaper ticket prices	7	⊖	10
Better ticket facilities	8	↑	5
Other ticket issues	3	⊖	1
Address unruly behaviour	3	⊖	5
Improvements to tram stops	18	↑	6
Other uncategorised issues	17	⊖	20

## Blackpool

• 27 per cent of Blackpool passengers suggested an improvement (2013: 25 per cent)

	Autumn 2014	Significant change
More seating	6	⊖
Bigger/longer tram	2	↓
Less crowding	14	⊖
Other space issues	8	⊖
More punctual/fewer delays	4	⊖
More frequent trams	14	↑
Faster journey time	8	⊖
Other punctuality/reliability issues	2	↑
Better information on-board	9	⊖
Other interior issues	7	⊖
Cheaper ticket prices	4	⊖
Better ticket facilities	2	⊖
Other ticket issues	8*	↑
Address unruly behaviour	5	⊖
Improvements to tram stops	14	↑
Other uncategorised issues	18	⊖

## Edinburgh Trams

• 27 per cent of Edinburgh Trams passengers suggested an improvement

	Autumn 2014	Significant change
More seating	3	-
Bigger/longer tram	0	-
Less crowding	2	-
Other space issues	10**	-
More punctual/fewer delays	0	-
More frequent trams	5	-
Faster journey time	25	-
Other punctuality/reliability issues	4	-
Better information on-board	9	-
Other interior issues	10***	-
Cheaper ticket prices	3	-
Better ticket facilities	17	-
Other ticket issues	1	-
Address unruly behaviour	1	-
Improvements to tram stops	9	-
Other uncategorised issues	16	-

## Metrolink

• 44 per cent (-) of Metrolink passengers suggested an improvement (2013: 51 per cent)

	Autumn 2014	Significant change
More seating	12	↓
Bigger/longer tram	13	⊖
Less crowding	9	⊖
Other space issues	10	⊖
More punctual/fewer delays	10	⊖
More frequent trams	11	↑
Faster journey time	5	⊖
Other punctuality/reliability issues	2	↓
Better information on-board	6	↓
Other interior issues	8	⊖
Cheaper ticket prices	10	↑
Better ticket facilities	8	⊖
Other ticket issues	3	⊖
Address unruly behaviour	4	⊖
Improvements to tram stops	20	↑
Other uncategorised issues	11	↓

## Midland Metro

• 31 per cent (-) of Midland Metro passengers suggested an improvement (2013: 43 per cent)

	Autumn 2014	Significant change
More seating	10	⊖
Bigger/longer tram	2	↓
Less crowding	5	↓
Other space issues	19^	⊖
More punctual/fewer delays	8	⊖
More frequent trams	5	⊖
Faster journey time	7	⊖
Other punctuality/reliability issues	4	⊖
Better information on-board	13	↑
Other interior issues	18^^	⊖
Cheaper ticket prices	3	⊖
Better ticket facilities	1	⊖
Other ticket issues	0	⊖
Address unruly behaviour	0	⊖
Improvements to tram stops	5	⊖
Other uncategorised issues	25	↑

## NET

• 27 per cent (-) of NET passengers suggested an improvement (2013: 36 per cent)

	Autumn 2014	Significant change
More seating	2	↓
Bigger/longer tram	0	⊖
Less crowding	6	⊖
Other space issues	6	↓
More punctual/fewer delays	0	⊖
More frequent trams	1	⊖
Faster journey time	4	⊖
Other punctuality/reliability issues	4	⊖
Better information on-board	0	⊖
Other interior issues	12	⊖
Cheaper ticket prices	7	⊖
Better ticket facilities	7	↑
Other ticket issues	10^^^	↑
Address unruly behaviour	5	⊖
Improvements to tram stops	14	↑
Other uncategorised issues	41^^^	⊖

## Supertram

• 29 per cent of Supertram passengers suggested an improvement (2013: 29 per cent)

	Autumn 2014	Significant change
More seating	1	⊖
Bigger/longer tram	2	⊖
Less crowding	4	⊖
Other space issues	9	⊖
More punctual/fewer delays	13	⊖
More frequent trams	5	⊖
Faster journey time	8	⊖
Other punctuality/reliability issues	0	⊖
Better information on-board	12	⊖
Other interior issues	13	⊖
Cheaper ticket prices	3	↓
Better ticket facilities	11	⊖
Other ticket issues	1	⊖
Address unruly behaviour	2	⊖
Improvements to tram stops	24	↑
Other uncategorised issues	13	⊖

## Q If something could have been improved on your tram journey today what would it have been?

Base (All passengers suggesting an improvement): 1767 (All networks), 128 (Blackpool), 175 (Edinburgh Trams), 1139 (Metrolink), 161 (Midland Metro), 77 (NET), 87 (Supertram)

\*Be able to use a concessionary ticket: 7%+. \*\*Better/more comfortable seats: 6%. \*\*\*Improved temperature: 9%.

^Better/more comfortable seats: 17%+. ^^Improved temperature: 9%. ^^Not enough checking of tickets: 10%+. ^^More staff: 25%+.

# Tram usage

## Reasons for choosing the tram (%)

### All networks

	Autumn 2014	Significant change	Autumn 2013
Best way to get where I am going	30	=	31
More convenient than car (e.g. parking)	22	=	20
Quicker than other transport	17	=	15
Didn't have option of other means	13	↓	15
Cheaper than the car	4	=	5
More comfortable than other transport	5	=	4
Cheaper than other transport	3	=	3
For experience of riding the tram*	2	-	-
Other	4	↓	6

### Blackpool

	Autumn 2014	Significant change
Best way to get where I am going	26	=
More convenient than car (e.g. parking)	17	=
Quicker than other transport	13	=
Didn't have option of other means	16	=
Cheaper than the car	2	↓
More comfortable than other transport	11	=
Cheaper than other transport	3	=
For experience of riding the tram*	6	-
Other	7	=

### Edinburgh Trams

	Autumn 2014	Significant change
Best way to get where I am going	26	-
More convenient than car (e.g. parking)	11	-
Quicker than other transport	22	-
Didn't have option of other means	5	-
Cheaper than the car	2	-
More comfortable than other transport	12	-
Cheaper than other transport	7	-
For experience of riding the tram*	12	-
Other	5	-

### Metrolink

	Autumn 2014	Significant change
Best way to get where I am going	28	=
More convenient than car (e.g. parking)	22	=
Quicker than other transport	19	=
Didn't have option of other transport	15	=
Cheaper than the car	5	=
More comfortable than other transport	4	↑
Cheaper than other means	3	=
For experience of riding the tram	1	-
Other	4	=

### Midland Metro

	Autumn 2014	Significant change
Best way to get where I am going	26	=
More convenient than car (e.g. parking)	15	=
Quicker than other transport	28	=
Didn't have option of other transport	15	=
Cheaper than the car	6	=
More comfortable than other transport	3	=
Cheaper than other means	4	=
For experience of riding the tram	2	-
Other	1	↓

### NET

	Autumn 2014	Significant change
Best way to get where I am going	33	=
More convenient than car (e.g. parking)	34	↑
Quicker than other transport	12	=
Didn't have option of other transport	9	=
Cheaper than the car	5	=
More comfortable than other transport	1	=
Cheaper than other means	2	=
For experience of riding the tram	1	-
Other	3	=

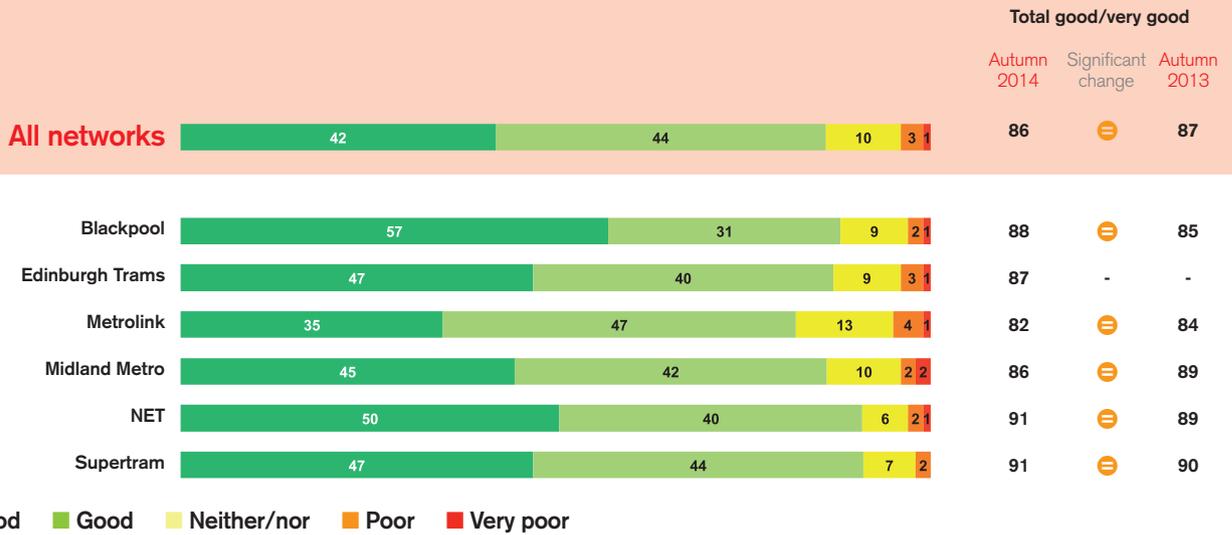
### Supertram

	Autumn 2014	Significant change
Best way to get where I am going	37	=
More convenient than car (e.g. parking)	21	=
Quicker than other transport	13	=
Didn't have option of other transport	11	=
Cheaper than the car	5	=
More comfortable than other transport	8	=
Cheaper than other means	2	=
For experience of riding the tram	1	-
Other	2	=

## Q What was the main reason you chose to take the tram for this journey?

Base (All passengers): 4903 (All networks), 470 (Blackpool), 576 (Edinburgh Trams), 2792 (Metrolink), 490 (Midland Metro), 264 (NET), 311 (Supertram)  
\*Not asked in 2013

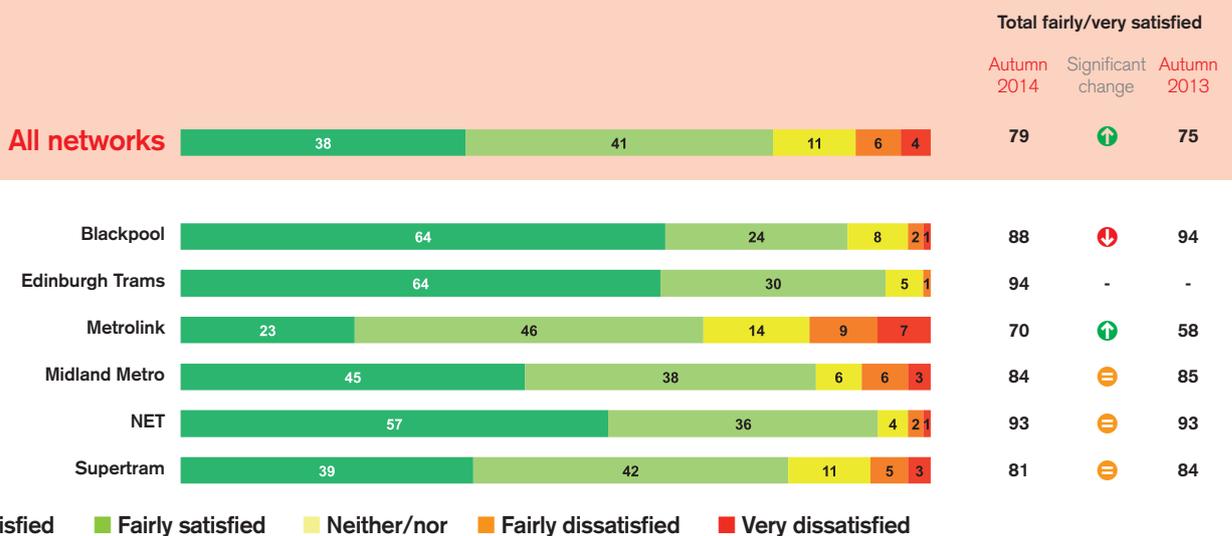
## Connections with other forms of transport (%)



### Q How would you rate the tram service for connecting with other forms of public transport?

Base (All passengers): 4515 (All networks), 417 (Blackpool), 528 (Edinburgh Trams), 2578 (Metrolink), 456 (Midland Metro), 245 (NET), 291 (Supertram)

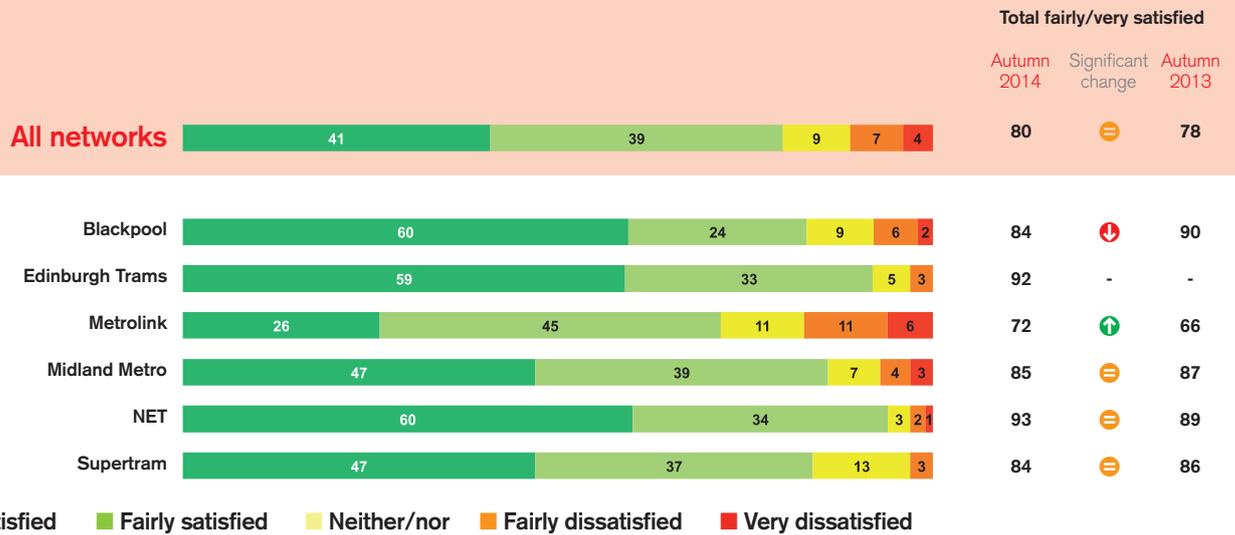
## Satisfaction – with the punctuality of service (running on time) (%)



### Q How satisfied are you overall with the punctuality (running on time) of tram services?

Base (All passengers): 4714 (All networks), 463 (Blackpool), 560 (Edinburgh Trams), 2656 (Metrolink), 471 (Midland Metro), 263 (NET), 301 (Supertram)

### Satisfaction – with the frequency of service (how often trams run) (%)



#### Q How satisfied are you overall with the frequency (how often trams run)?

Base (All passengers): 4793 (All networks), 475 (Blackpool), 563 (Edinburgh Trams), 2720 (Metrolink), 465 (Midland Metro), 263 (NET), 307 (Supertram)

## Frequency of using the tram (%)

### All networks

	Autumn 2014	Significant change	Autumn 2013
5 or more days a week	40	=	43
3 or 4 days a week	16	↓	18
Once or twice a week	18	=	18
Once a fortnight	7	=	6
Once a month	5	=	5
Less frequently	10	↑	8

### Blackpool

	Autumn 2014	Significant change
5 or more days a week	32	=
3 or 4 days a week	12	↓
Once or twice a week	12	↓
Once a fortnight	2	↓
Once a month	3	↓
Less frequently	29	↑

### Edinburgh Trams

	Autumn 2014	Significant change
5 or more days a week	24	-
3 or 4 days a week	13	-
Once or twice a week	12	-
Once a fortnight	7	-
Once a month	8	-
Less frequently	12	-

### Metrolink

	Autumn 2014	Significant change
5 or more days a week	43	=
3 or 4 days a week	16	=
Once or twice a week	19	=
Once a fortnight	8	=
Once a month	5	=
Less frequently	6	=

### Midland Metro

	Autumn 2014	Significant change
5 or more days a week	44	↓
3 or 4 days a week	22	=
Once or twice a week	15	=
Once a fortnight	4	=
Once a month	4	=
Less frequently	9	=

### NET

	Autumn 2014	Significant change
5 or more days a week	34	=
3 or 4 days a week	14	=
Once or twice a week	18	=
Once a fortnight	10	=
Once a month	7	=
Less frequently	14	=

### Supertram

	Autumn 2014	Significant change
5 or more days a week	42	=
3 or 4 days a week	16	=
Once or twice a week	22	=
Once a fortnight	4	=
Once a month	4	=
Less frequently	10	=

## Q How often do you typically travel by tram?

Base (All passengers): 4921 (All networks), 442 (Blackpool), 590 (Edinburgh Trams), 2808 (Metrolink), 492 (Midland Metro), 272 (NET), 317 (Supertram)

## Sources for tram information (%)

## All networks\*

	Autumn 2014	Significant change	Autumn 2013
Phone tram operator	12	=	12
Phone council	6	=	7
Tram operator website	55	=	58
Council website	19	↓	29
Other travel website	6	=	6
Travel shop	12	=	10
Ask friend/relative	11	=	12
From a park and ride kiosk*	3	-	-
Ask tram staff	25	=	25
Smartphone app	11	=	10
Other	3	=	4

## Blackpool

	Autumn 2014	Significant change
Phone tram operator	20	=
Phone council	2	=
Tram operator website	57	=
Council website	7	=
Other travel website	7	=
Travel shop	13	=
Ask friend/relative	9	=
From a park and ride kiosk*	-	-
Ask tram staff	33	=
Smartphone app	5	=
Other	4	=

## Edinburgh Trams

	Autumn 2014	Significant change
Phone tram operator	12	-
Phone council	0	-
Tram operator website	60	-
Council website	0	-
Other travel website	10	-
Travel shop	8	-
Ask friend/relative	8	-
From a park and ride kiosk*	3	-
Ask tram staff	21	-
Smartphone app	27	-
Other	2	-

## Metrolink

	Autumn 2014	Significant change
Phone tram operator	Question not asked for Metrolink	
Phone council	Question not asked for Metrolink	
Tram operator website	21	↓
Council website	33	↓
Other travel website	4	=
Travel shop	16	=
Ask friend/relative	11	=
From a park and ride kiosk	1	-
Ask tram staff	27	=
Smartphone app	14	=
Other	2	=

## Midland Metro

	Autumn 2014	Significant change
Phone tram operator	14	=
Phone council	8	=
Tram operator website	21	↓
Council website	33	↓
Other travel website	4	=
Travel shop	16	=
Ask friend/relative	11	=
From a park and ride kiosk	1	-
Ask tram staff	27	=
Smartphone app	14	=
Other	2	=

## NET

	Autumn 2014	Significant change
Phone tram operator	10	=
Phone council	1	=
Tram operator website	69	=
Council website	5	=
Other travel website	7	=
Travel shop	12	=
Ask friend/relative	11	=
From a park and ride kiosk	6	-
Ask tram staff	22	=
Smartphone app	6	=
Other	1	=

## Supertram

	Autumn 2014	Significant change
Phone tram operator	11	=
Phone council	12	=
Tram operator website	56	=
Council website	33	=
Other travel website	5	=
Travel shop	12	=
Ask friend/relative	14	=
From a park and ride kiosk	3	-
Ask tram staff	25	=
Smartphone app	8	=
Other	5	=

**Q If you needed information about your local tram services, e.g. times, fares, where would you obtain that information?**

Base (All passengers): 2096 (All networks), 493 (Blackpool), 581 (Edinburgh Trams), 444 (Midland Metro), 265 (NET), 313 (Supertram)  
 \*Question not asked for Metrolink; park and ride not asked in Blackpool, nor in 2013

## Factors preventing more journeys being made (%)

### All networks

	Autumn 2014	Significant change	Autumn 2013
Level of crowding on board	35	↓	46
Places reachable	34	↓	41
Cost of using trams	23	↓	26
Reliability of trams	16	↓	25
Journey times	12	=	13
Frequency of trams	10	↓	13
Concern for personal safety	6	↓	8
Comfort of trams	6	=	6
Understanding the fares	3	=	3
Understanding the ticket machines	2	↑	1
Tram network improvement works*	29	-	-

### Blackpool

	Autumn 2014	Significant change
Level of crowding on board	40	=
Places reachable	37	=
Cost of using trams	10	=
Reliability of trams	8	=
Journey times	7	=
Frequency of trams	9	=
Concern for personal safety	5	=
Comfort of trams	7	=
Understanding the fares	2	=
Understanding the ticket machines	2	=
Tram network improvement works*	6	-

### Edinburgh Trams

	Autumn 2014	Significant change
Level of crowding on board	13	=
Places reachable	68	=
Cost of using trams	8	=
Reliability of trams	8	=
Journey times	14	=
Frequency of trams	10	=
Concern for personal safety	1	=
Comfort of trams	3	=
Understanding the fares	1	=
Understanding the ticket machines	4	=
Tram network improvement works*	6	-

### Metrolink

	Autumn 2014	Significant change
Level of crowding on board	40	↓
Places reachable	27	↓
Cost of using trams	29	=
Reliability of trams	23	↓
Journey times	14	=
Frequency of trams	10	↓
Concern for personal safety	9	=
Comfort of trams	4	=
Understanding the fares	3	=
Understanding the ticket machines	2	=
Tram network improvement works*	37	-

### Midland Metro

	Autumn 2014	Significant change
Level of crowding on board	27	↓
Places reachable	33	=
Cost of using trams	18	=
Reliability of trams	20	=
Journey times	8	=
Frequency of trams	10	=
Concern for personal safety	7	=
Comfort of trams	9	=
Understanding the fares	2	=
Understanding the ticket machines	1	=
Tram network improvement works*	25	-

### NET

	Autumn 2014	Significant change
Level of crowding on board	29	=
Places reachable	32	↓
Cost of using trams	19	=
Reliability of trams	6	=
Journey times	9	=
Frequency of trams	9	=
Concern for personal safety	9	=
Comfort of trams	6	=
Understanding the fares	1	=
Understanding the ticket machines	5	↑
Tram network improvement works*	6	-

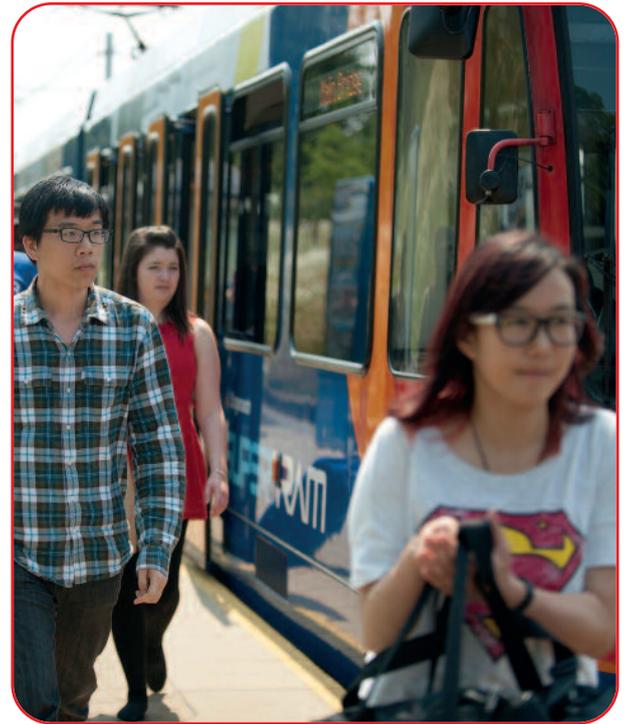
### Supertram

	Autumn 2014	Significant change
Level of crowding on board	32	↓
Places reachable	42	↓
Cost of using trams	20	=
Reliability of trams	8	=
Journey times	11	=
Frequency of trams	10	=
Concern for personal safety	1	=
Comfort of trams	8	=
Understanding the fares	6	=
Understanding the ticket machines	1	=
Tram network improvement works*	36	-

## Q Have any of the following frequently stopped you making journeys by tram? (More than one answer permissible)

Base (All passengers): 3653 (All networks), 279 (Blackpool), 297 (Edinburgh Trams), 2258 (Metrolink), 369 (Midland Metro), 208 (NET), 242 (Supertram)  
\*Improvement works not asked in 2013. Its addition could have caused the significant drops in other factors

# Passenger and journey details



## Passenger profile (%)

	All networks			Blackpool	Edinburgh Trams	Metrolink	Midland Metro	NET	Supertram
	Autumn 2014	Significant change	Autumn 2013						
<b>Age</b>									
16 to 34	48	⊖	48	32	47	50	50	44	51
35 to 59	31	⊖	33	31	35	34	27	34	25
Over 60	20	⊖	19	37	18	16	24	23	24
<b>Access to private transport</b>									
Easy	36	⊖	34	39	40	32	24	47	39
Moderate	33	⊖	35	40	43	30	49	27	33
Limited/none	31	⊖	31	21	18	38	27	25	29
<b>Has a disability</b>									
Yes	13	⬆️	10	24	7	13	13	15	10
<b>Ticket type</b>									
Free pass holders	18	⊖	17	9	11	16	23	19	24
Fare-payers	82	⊖	83	91	89	84	77	81	76

Base (All passengers): 5014 (All networks), 502 (Blackpool), 596 (Edinburgh Trams), 2824 (Metrolink), 503 (Midland Metro), 272 (NET), 317 (Supertram)

## Journey purpose (%)

### All networks

	Autumn 2014	Significant change	Autumn 2013
Travelling to/from work	40	↓	44
Leisure trip	18	↑	12
Shopping trip	11	↓	16
Travelling to/from education	10	=	9
Visit friends or relatives	8	=	8
On personal business	5	=	4
On company business	2	=	3
Health visit	1	=	1
Other	4	=	3

### Blackpool

	Autumn 2014	Significant change
Travelling to/from work	20	=
Leisure trip	48	↑
Shopping trip	12	↓
Travelling to/from education	5	=
Visit friends or relatives	5	↓
On personal business	3	=
On company business	1	=
Health visit	2	=
Other	5	=

### Edinburgh Trams

	Autumn 2014	Significant change
Travelling to/from work	37	-
Leisure trip	21	-
Shopping trip	9	-
Travelling to/from education	8	-
Visit friends or relatives	6	-
On personal business	7	-
On company business	6	-
Health visit	0	-
Other	5	-

### Metrolink

	Autumn 2014	Significant change
Travelling to/from work	48	=
Leisure trip	14	=
Shopping trip	10	↓
Travelling to/from education	8	=
Visit friends or relatives	8	=
On personal business	5	=
On company business	3	↓
Health visit	1	=
Other	4	↑

### Midland Metro

	Autumn 2014	Significant change
Travelling to/from work	44	=
Leisure trip	9	=
Shopping trip	14	=
Travelling to/from education	17	=
Visit friends or relatives	5	=
On personal business	6	↑
On company business	1	=
Health visit	2	=
Other	2	=

### NET

	Autumn 2014	Significant change
Travelling to/from work	30	↓
Leisure trip	25	↑
Shopping trip	13	=
Travelling to/from education	8	=
Visit friends or relatives	11	↑
On personal business	6	=
On company business	1	=
Health visit	2	=
Other	4	=

### Supertram

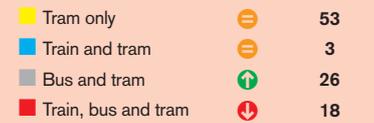
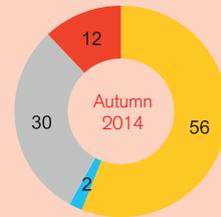
	Autumn 2014	Significant change
Travelling to/from work	35	=
Leisure trip	14	=
Shopping trip	14	=
Travelling to/from education	15	=
Visit friends or relatives	9	=
On personal business	5	=
On company business	1	=
Health visit	2	=
Other	5	=

## Q What is the main purpose of your tram journey today?

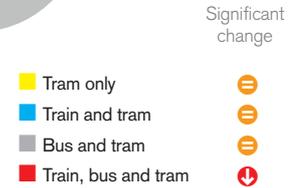
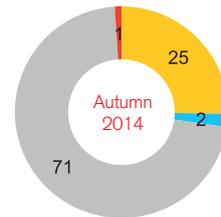
Base (All passengers): 4935 (All networks), 496 (Blackpool), 573 (Edinburgh Trams), 2797 (Metrolink), 492 (Midland Metro), 265 (NET), 312 (Supertram)

**Ticket type and modes of transport permitted on (%)**

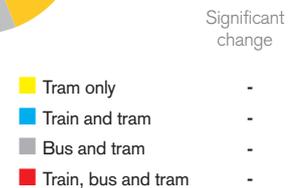
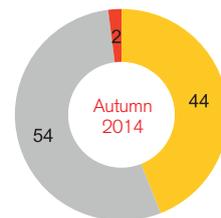
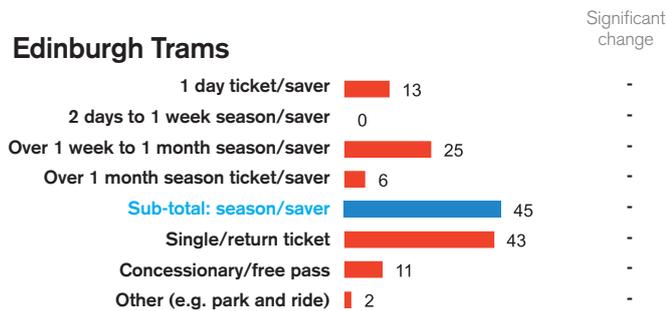
**All networks**



**Blackpool**



**Edinburgh Trams**



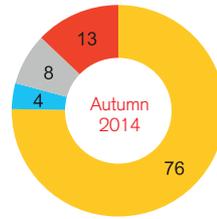
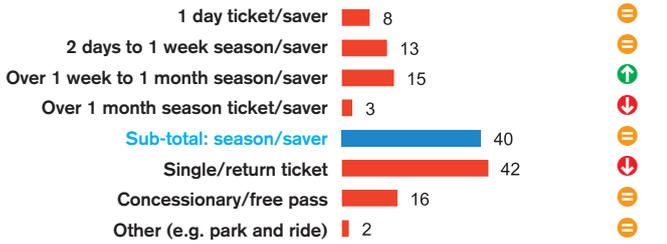
**Q What type of ticket or pass did you use for this journey?**

Base (All passengers): 4940 (All networks), 498 (Blackpool), 585 (Edinburgh Trams)

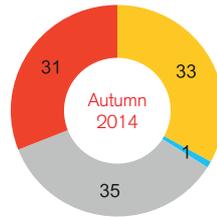
**Q What modes of transport does your ticket allow you to travel on?**

Base (All passengers): 4909 (All networks), 493 (Blackpool), 593 (Edinburgh Trams)

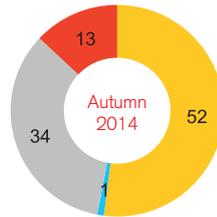
## Metrolink



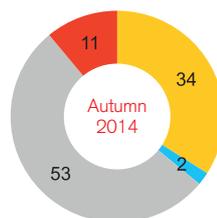
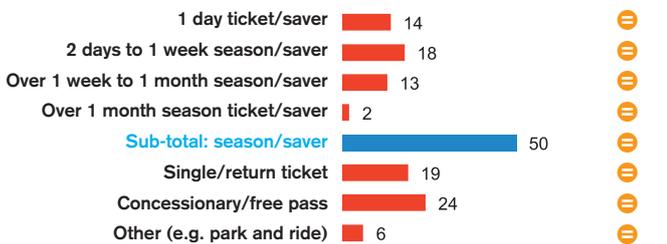
## Midland Metro



## NET



## Supertram



Base: 2792 (Metrolink), 490 (Midland Metro), 266 (NET), 309 (Supertram)

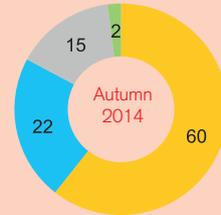
Base: 2772 (Metrolink), 477 (Midland Metro), 268 (NET), 306 (Supertram)

Method of buying ticket and ticket format (%)

• 84 per cent (-) were very or fairly satisfied with the ease of buying a ticket (2013: 89 per cent)

All networks

	Autumn 2014	Significant change	Autumn 2013
Ticket machine at stop*	50	=	35
Conductor that day**	17	=	31
Travel shop	14	=	13
Direct from the tram company	6	=	7
Rail/bus company	6	=	6
Local shop or post office	3	=	3
Direct debit through work/college	1	=	1
Other	2	=	3



Ticket format	Significant change	Autumn 2013
Paper ticket/pass	↓	63
Photocard pass	↓	29
Plastic card	↑	6
Ticket on mobile	=	0
Other format	=	2

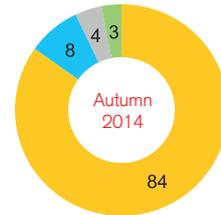
\*Ticket machines asked only for Metrolink, Edinburgh Trams and NET (in 2014)

\*\*Conductors asked only for Blackpool, Midland Metro and Supertram (plus NET in 2013)

• 95 per cent were very or fairly satisfied with the ease of buying a ticket (2013: 96 per cent)

Blackpool

	Autumn 2014	Significant change	Autumn 2013
Ticket machine at stop -	-	-	-
Conductor that day	60	↑	50
Travel shop	9	=	9
Direct from the tram company	3	=	3
Rail/bus company	1	=	1
Local shop or post office	21	↓	26
Direct debit through work/college	2	=	2
Other	2	=	2

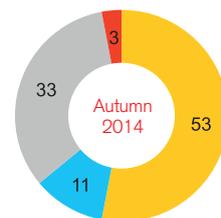


Ticket format	Significant change	Autumn 2013
Paper ticket/pass	↑	84
Photocard pass	↓	8
Plastic card	↓	4
Ticket on mobile	=	3
Other format	=	3

• 87 per cent were very or fairly satisfied with the ease of buying a ticket

Edinburgh Trams

	Autumn 2014	Significant change	Autumn 2013
Ticket machine at stop	57	-	57
Conductor that day -	-	-	-
Travel shop	21	-	21
Direct from the tram company	4	-	4
Rail/bus company	8	-	8
Local shop or post office	4	-	4
Direct debit through work/college	1	-	1
Other	4	-	4



Ticket format	Significant change	Autumn 2013
Paper ticket/pass	-	53
Photocard pass	-	11
Plastic card	-	33
Ticket on mobile	-	3
Other format	-	3

Q How did you buy that ticket or pass?

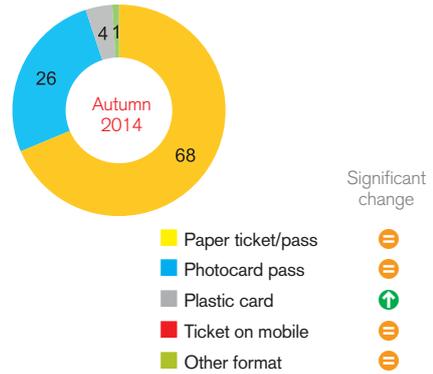
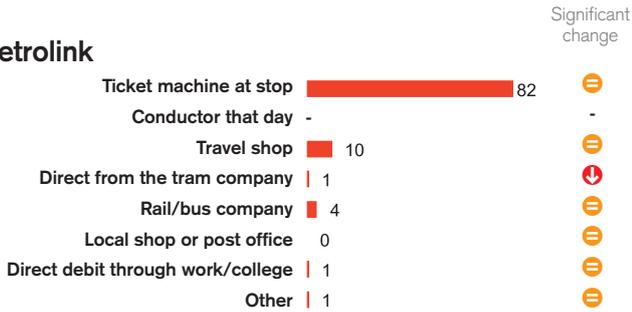
Base (All fare-paying passengers): 3852 (All networks), 447 (Blackpool), 518 (Edinburgh Trams)

Q In what format was your ticket?

Base: 4808 (All networks), 490 (Blackpool), 575 (Edinburgh Trams)

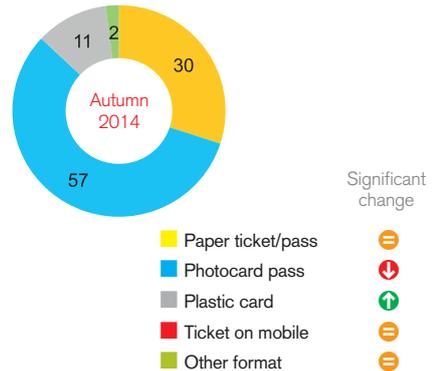
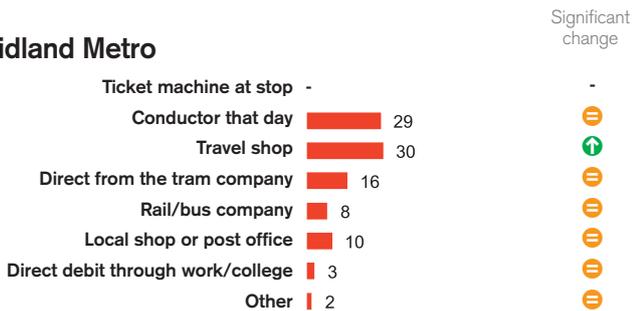
• 80 per cent (-) were very or fairly satisfied with the ease of buying a ticket (2013: 84 per cent)

### Metrolink



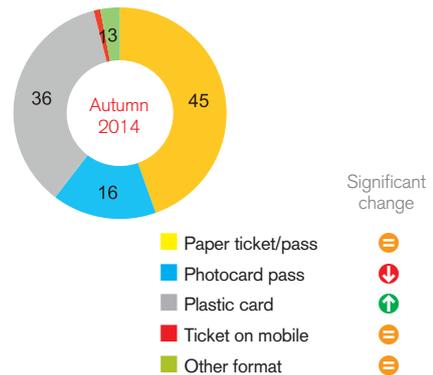
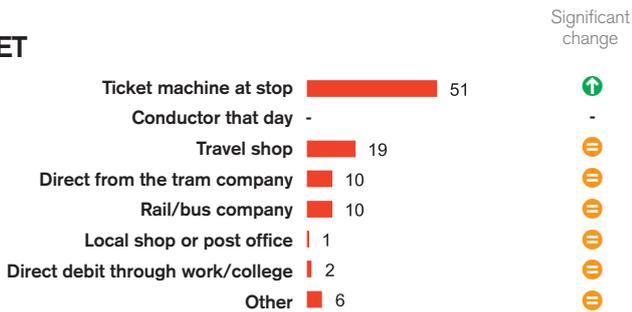
• 87 per cent were very or fairly satisfied with the ease of buying a ticket (2013: 90 per cent)

### Midland Metro



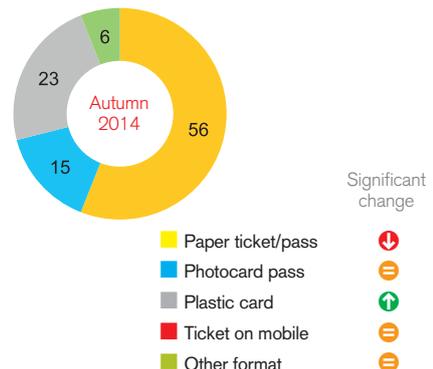
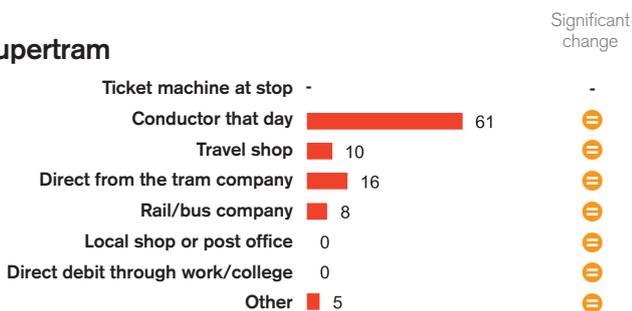
• 82 per cent (-) were very or fairly satisfied with the ease of buying a ticket (2013: 93 per cent)

### NET



• 91 per cent were very or fairly satisfied with the ease of buying a ticket (2013: 94 per cent)

### Supertram



Base: 2080 (Metrolink), 381 (Midland Metro), 218 (NET), 208 (Supertram)

Base: 2711 (Metrolink), 468 (Midland Metro), 262 (NET), 302 (Supertram)

How got to and from the tram stop (%)

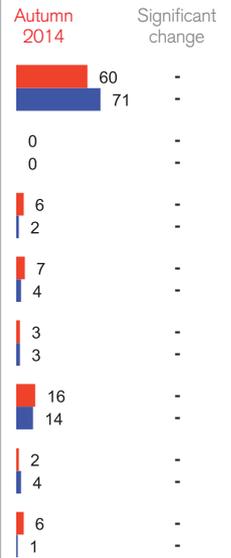
All networks



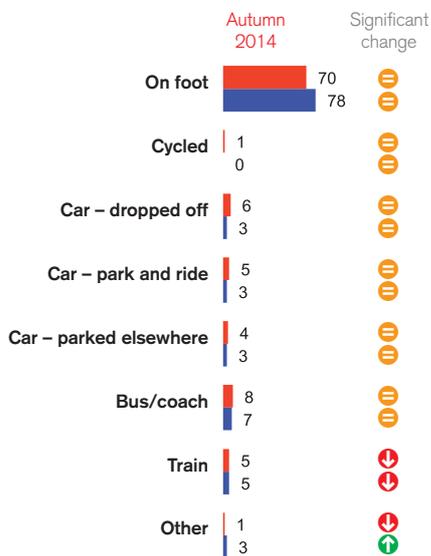
Blackpool



Edinburgh Trams



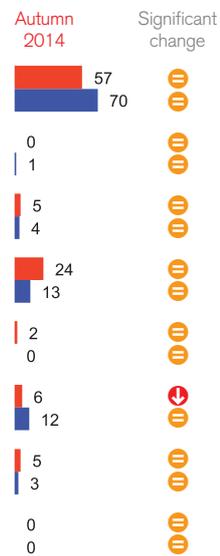
Metrolink



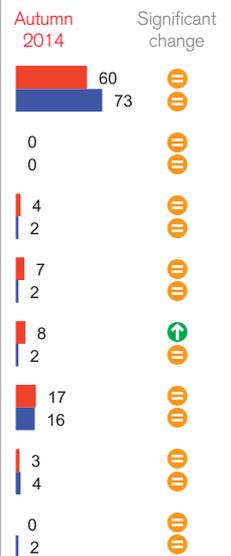
Midland Metro



NET



Supertram



Q How did you get to/from the tram stop where you boarded/left the tram today?

Base (All passengers): 4942 (All networks), 495 (Blackpool), 577 (Edinburgh Trams), 2797 (Metrolink), 495 (Midland Metro), 266 (NET), 312 (Supertram)



# Appendix 1

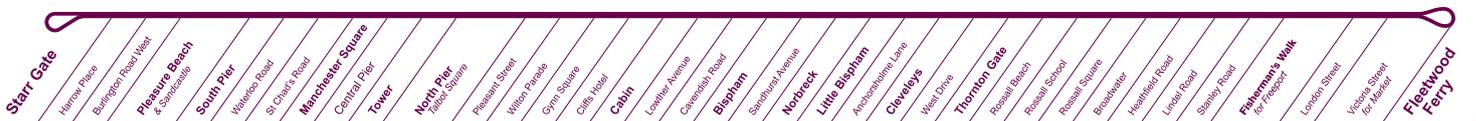
## Network details

### The Blackpool tram system

- The Blackpool tramway consists of one line with 37 stops, running 11 miles along the coast between Starr Gate and Fleetwood Ferry
- Approximately 4.3 million\* passenger journeys were made in 2013/14
- The trams run with conductors and passengers may purchase tickets on board. There are no ticket machines at Blackpool tram stops
- From 2014 no national concessionary passes can be used on the Blackpool tramway. This may explain some of the significant differences shown in this report
- Tram stops do not have Passenger Information Displays
- Blackpool Transport operates modern and heritage trams on the network. Heritage trams operate on bank holidays, weekends and during the summer. This research does not include journeys made on heritage trams
- Trams run every 15-30 minutes Monday to Saturday and every 20-30 minutes on Sundays
- There were no significant issues affecting tram services during the fieldwork period

\*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2013/14

### Blackpool tram route map



### The Edinburgh Trams system

- The Edinburgh Trams route consists of 15 stops, running 8.7 miles between Edinburgh Airport and York Place
- It opened on 31st May 2014; no annual passenger journey data exists
- There are no conductors on board; tickets can be purchased from ticket vending machines at tram stops
- Tram stops have Passenger Information Displays
- Trams run every 8-10 minutes Monday to Saturday and every 12-15 minutes on Sundays
- There were no significant issues affecting tram services during the fieldwork period

### Edinburgh Trams route map



## The Manchester Metrolink system

- At the time the research was undertaken, Metrolink consisted of six lines with 76 stops in total, running 47.7 miles throughout the Greater Manchester area. (Please see network map on following page)
- The Airport line opened in November 2014 and was not included in the research
- Approximately 29.2 million\* passenger journeys were made in 2013/14
- There are no conductors on board; tickets can be purchased from ticket vending machines at tram stops
- All Metrolink stops have information boards with timetables and fare information. City Centre stops and the Ashton, East Didsbury, Eccles and Rochdale lines have Passenger Information Displays

### Tram frequency is as follows:

#### Monday - Saturday

Altrincham line	Every 6 mins
Ashton Line	Every 12 mins
Bury line	Every 6 mins
East Didsbury line	Every 12 mins
Eccles Line <sup>+</sup>	Every 12 mins
Rochdale line	Every 12 mins

#### Sunday (all lines)

Morning/evening	Every 15 mins
Daytime	Every 12 mins

- During busy periods two trams may be coupled together (as a 'double tram') to increase passenger capacity. In 2014 new trams were added to the fleet, allowing more double trams to be run. This may explain some of the significant differences shown in this report

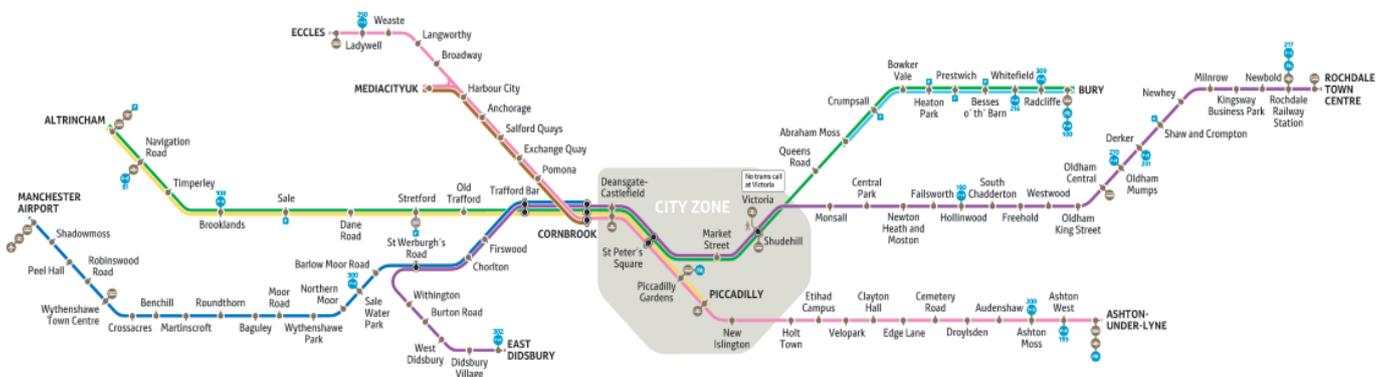
#### Fieldwork notes:

- Ongoing engineering works ran through the fieldwork period. Shifts were scheduled to avoid major tram network improvement works and large sporting events
- One shift on the Rochdale line was disrupted by a points failure on 6 November. This was rescheduled
- The research did not include the airport line which opened in November 2014

\*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2013/14

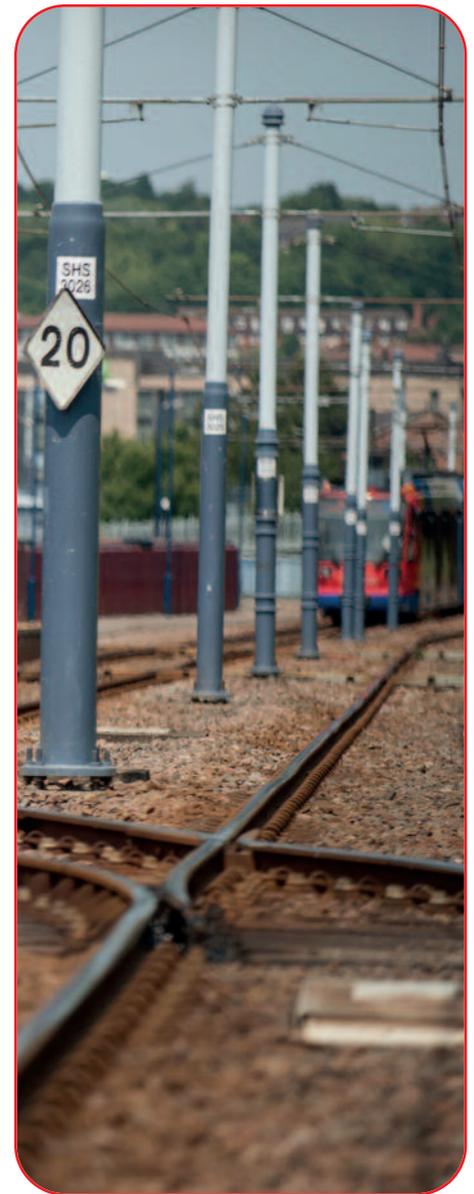
<sup>+</sup>Additional trams every 12 mins from Media City

### Manchester Metrolink route map



# Network details

## Midland Metro route map



## The Midland Metro system

- Midland Metro consists of one line with 23 stops, currently running 12.5 miles between Birmingham Snow Hill and Wolverhampton St. George's. Extensions to New Street and Wolverhampton stations are being developed
- Approximately 4.7 million\* passenger journeys were made in 2013/14
- The trams run with conductors and passengers may purchase tickets on board. There are no ticket machines at Midland Metro stops
- In 2014 new trams were added to the Midland Metro fleet  
This may explain some of the significant differences shown in this report
- All tram stops have digital Passenger Information Displays, but only some have information boards with timetables and fare information

### Tram frequency is as follows:

#### Monday - Saturday

Peak	Every 6-8 mins
Off-peak	Every 15 mins
Sunday	Every 15 mins

#### Fieldwork note:

- Network improvement works at Wolverhampton St. George's and The Royal meant that fieldwork was conducted between Birmingham Snow Hill and Priestfield

\*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2013/14

## Sheffield Supertram route map



## The Nottingham Express Transit system

- Nottingham Express Transit currently consists of a single line with 23 stops, covering 8.7 miles between Hucknall/Phoenix Park and Station Street. Additional routes are under construction, extending the network from Station Street to serve Clifton and Toton
- Approximately 7.9 million\* passenger journeys were made in 2013/14
- During the Autumn 2013 wave the trams ran with conductors and passengers could purchase tickets on board. In 2014 Nottingham Express Transit introduced ticket machines at stops and so conductors are no longer on board. This may explain some of the significant differences shown in this report
- All NET stops have Passenger Information Displays and information boards with tram times and local information

### Tram frequency is as follows:

#### Monday - Saturday

Morning/evening	Every 10-20 mins
Daytime	Every 5-12 mins

#### Sunday

Morning/evening	Every 15-30 mins
Daytime	Every 7-15 mins

#### Fieldwork note:

- There were no significant issues affecting tram services during the fieldwork period

\*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2013/14

### NET route map



## The Sheffield Supertram system

- Supertram consists of three lines with 48 stops in total, covering 18 miles in the city of Sheffield
- Approximately 12.6 million\* passenger journeys were made in 2013/14
- The trams run with conductors and passengers may purchase tickets on board. There are no ticket machines at Supertram stops
- Supertram stops do not have Passenger Information Displays but do have information boards with timetables and fare information

### Tram frequency is as follows:

#### Monday - Saturday

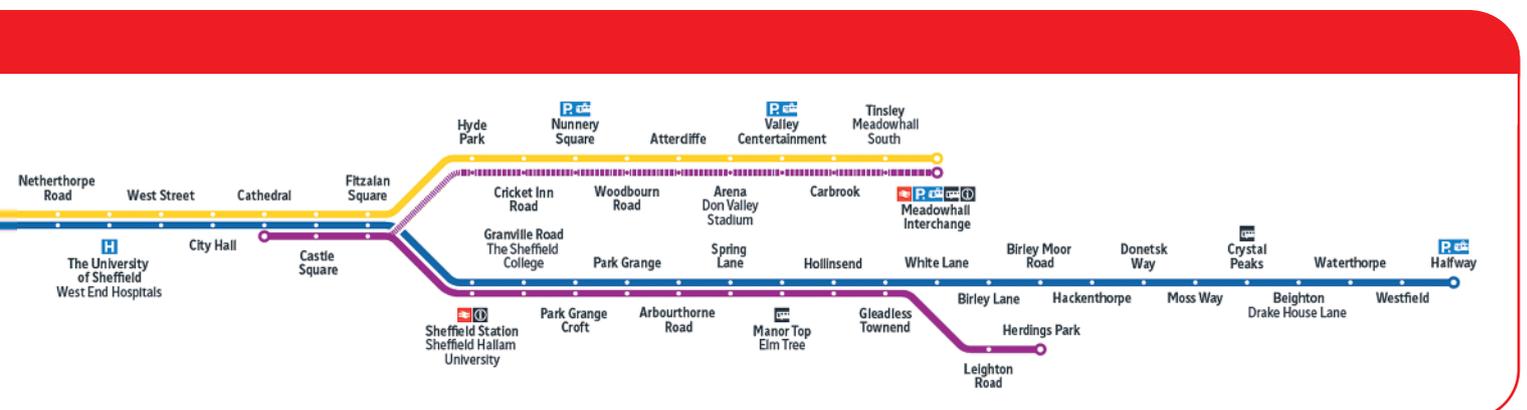
Morning/evening	Every 10-20 mins
Daytime	Every 5-10 mins

#### Sunday (all lines)

Morning/evening	Every 10-20 mins
Daytime	Every 10 mins

#### Fieldwork note:

- The fieldwork had to be postponed for three weeks due to a hole near the track that disrupted services



\*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2013/14

# Appendix 2

## Example of typical questionnaire

Individual network questionnaires differed slightly to reflect local geography, presence of conductors and/or ticket machines, ticket types available, etc.


**Tram Passenger Survey (Centro)**

Passenger focus is the official, independent consumer organisation that represents Train, Bus and Tram passengers. To help us represent the views of passengers in your area we would appreciate a little of your time to complete this questionnaire about your journey on Midland Metro today as part of our national Tram Passenger Survey. Train companies, local authorities and Government pay close attention to the survey's results and the survey provides the evidence for us to seek improvements on your behalf.

To find out more about our work please visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk). You can also follow us on Twitter @passengerfocus

Please fill in the questionnaire after you have completed your journey with Midland Metro. Please tick only one box per question, unless that question requests otherwise. After completing the questionnaire, please return it using the postage paid envelope provided.

**1. About your journey on Midland Metro**

**Q1a.** At which stop did you board this tram?

**Q1b.** At which stop did you leave this tram?

**Q2.** Please fill in the time that you boarded the tram today:
 

<input type="text"/>	Hour	<input type="text"/>	Mins	<input type="text"/>
----------------------	------	----------------------	------	----------------------

 (Please use 24 hour clock e.g. 5.25pm should be written as 17:25)

**Q3a.** What type of ticket or pass did you use for this journey on Midland Metro? (Please tick one box only)
 

<input type="checkbox"/>	Season Ticket/Midland Metro Card/Student
<input type="checkbox"/>	1 day
<input type="checkbox"/>	3 day/weekend
<input type="checkbox"/>	5 days/1 week
<input type="checkbox"/>	10 days/2 weeks
<input type="checkbox"/>	4 weeks/1 month
<input type="checkbox"/>	Quarterly/3 months
<input type="checkbox"/>	1 year
<input type="checkbox"/>	Other time period (please write in) <input type="text"/>
<input type="checkbox"/>	<b>A free pass or free journey</b>
<input type="checkbox"/>	Elderly person's pass
<input type="checkbox"/>	Disabled person's pass
<input type="checkbox"/>	Complimentary/free ticket
<input type="checkbox"/>	<b>Other ticket</b>
<input type="checkbox"/>	Park and Ride
<input type="checkbox"/>	Family/Group ticket
<input type="checkbox"/>	Other

**Q3b.** What modes of transport does your ticket allow you to travel on?
 

<input type="checkbox"/>	Metro only
<input type="checkbox"/>	Bus and Metro
<input type="checkbox"/>	Train, Bus and Metro

**Q4.** In what format was your ticket?
 

<input type="checkbox"/>	A standard paper ticket/pass
<input type="checkbox"/>	A photo card ticket/pass
<input type="checkbox"/>	A plastic card you touched on to the fare machine

**Q5.** How did you buy that ticket or pass?
 

<input type="checkbox"/>	From Conductor
<input type="checkbox"/>	Direct from Network West Midlands (website/phone)
<input type="checkbox"/>	Travel shop
<input type="checkbox"/>	Rail/bus company
<input type="checkbox"/>	From a local shop or post office
<input type="checkbox"/>	You had a free pass
<input type="checkbox"/>	Direct debit through work/college
<input type="checkbox"/>	Other

**Q6.** What is the main purpose of your journey on Midland Metro today?
 

<input type="checkbox"/>	Travelling to/from work
<input type="checkbox"/>	Travelling to/from education (e.g. college, school)
<input type="checkbox"/>	On company business
<input type="checkbox"/>	(or own if self-employed)
<input type="checkbox"/>	On personal business
<input type="checkbox"/>	(job interview, bank, post office)
<input type="checkbox"/>	Health visit (Doctor/hospital/dentist)
<input type="checkbox"/>	Shopping trip
<input type="checkbox"/>	Visiting friends or relatives
<input type="checkbox"/>	Leisure trip (e.g. day out)
<input type="checkbox"/>	Other

**Q7.** Were you on your outward or return journey when you were given a questionnaire?
 

<input type="checkbox"/>	Outward
<input type="checkbox"/>	Return
<input type="checkbox"/>	One way trip only

**Q8.** Were you travelling with...? (Please tick all that apply)
 

<input type="checkbox"/>	Children in a buggy or pushchair
<input type="checkbox"/>	Children (under 12) who were walking
<input type="checkbox"/>	A wheelchair/mobility scooter
<input type="checkbox"/>	A carer
<input type="checkbox"/>	Lots of bags or luggage
<input type="checkbox"/>	None of these

**Q9.** How did you get to the Midland Metro stop where you boarded this tram today?
 

<input type="checkbox"/>	On foot/walked
<input type="checkbox"/>	Cycled
<input type="checkbox"/>	Car - dropped off
<input type="checkbox"/>	Car - and used Park and Ride
<input type="checkbox"/>	Car - parked elsewhere
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Train
<input type="checkbox"/>	Tram
<input type="checkbox"/>	Other

**Q10.** Which means of transport did you use when you got off this tram today?
 

<input type="checkbox"/>	On foot/walked
<input type="checkbox"/>	Cycled
<input type="checkbox"/>	Car - picked up
<input type="checkbox"/>	Car - and used Park and Ride
<input type="checkbox"/>	Car - parked elsewhere
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Train
<input type="checkbox"/>	Tram
<input type="checkbox"/>	Other

**Q11.** What was the main reason you chose to take Midland Metro for this journey? (Please tick one box only)
 

<input type="checkbox"/>	Cheaper than the car
<input type="checkbox"/>	Cheaper than other transport
<input type="checkbox"/>	More convenient than the car (e.g. parking)
<input type="checkbox"/>	Didn't have the option of travelling by another means
<input type="checkbox"/>	Quicker than other transport
<input type="checkbox"/>	Best way to get where I am going
<input type="checkbox"/>	Tram more comfortable than other transport
<input type="checkbox"/>	For the experience of riding the tram
<input type="checkbox"/>	Other (please write in) <input type="text"/>

**Q12.** What was the weather like when you made your journey, was it?
 

<input type="checkbox"/>	Dry
<input type="checkbox"/>	Foggy
<input type="checkbox"/>	Light rain
<input type="checkbox"/>	Snow
<input type="checkbox"/>	Heavy rain
<input type="checkbox"/>	icy

1001001

**2. About the tram stop where you boarded this Midland Metro tram**

**Q13.** Thinking about the tram stop itself, how satisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Its distance from your journey start e.g. home, shops .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The convenience/accessibility of its location .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its general condition/standard of maintenance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from graffiti/vandalism .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from litter .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour of fellow passengers waiting at the stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided at the tram stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal safety whilst at the tram stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q14.** Overall, how satisfied were you with the tram stop?

Very satisfied .....	<input type="checkbox"/>	Fairly dissatisfied .....	<input type="checkbox"/>
Fairly satisfied .....	<input type="checkbox"/>	Very dissatisfied .....	<input type="checkbox"/>
Neither satisfied nor dissatisfied .....	<input type="checkbox"/>	Don't know/No opinion .....	<input type="checkbox"/>

**3. Waiting for the tram**

**Q15.** Approximately, how long did you wait for your tram?

(Please write in the time in minutes)

**Q16a.** Did you check any of the following to find out when the tram was meant to arrive?

*(Please tick all that apply)*

<b>Before leaving for the tram stop</b>	<input type="checkbox"/>
Leaflet/paper timetable .....	<input type="checkbox"/>
Online tram times .....	<input type="checkbox"/>
Live tram locator/timings .....	<input type="checkbox"/>
(e.g. via mobile app/web) .....	<input type="checkbox"/>
Disruption updates .....	<input type="checkbox"/>
(e.g. on Twitter/Facebook) .....	<input type="checkbox"/>
Other .....	<input type="checkbox"/>

**Q16b.** If you did not check to find out when the tram was meant to arrive, why was this?

*(Please tick all that apply)*

Knew the trams ran frequently on this route .....	<input type="checkbox"/>
Already knew arrival times .....	<input type="checkbox"/>
Could not find the information .....	<input type="checkbox"/>
Didn't have time .....	<input type="checkbox"/>
Did not know when the tram was meant to arrive .....	<input type="checkbox"/>
Other .....	<input type="checkbox"/>

**Q17.** Approximately how long did you expect to wait for the tram?

(Please write in the time in minutes)

**Q18a.** Thinking about the time you waited for the tram today, was it...

Much longer than expected .....	<input type="checkbox"/>
A little longer than you expected .....	<input type="checkbox"/>
About the length of time you expected .....	<input type="checkbox"/>
Much less time than you expected .....	<input type="checkbox"/>
A little less time than you expected .....	<input type="checkbox"/>

**Q18b.** Were you able to board the first tram you wanted to travel on?

Yes .....	<input type="checkbox"/>
No .....	<input type="checkbox"/>

**Q19.** How satisfied were you with each of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The length of time you had to wait for the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The punctuality of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. On the tram**

**Q20.** Thinking about when the tram arrived, please indicate how satisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness and condition of the outside of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of getting on to and off of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to board the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q21.** Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The cleanliness and condition of the inside of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided inside the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for all the passengers to sit/stand .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seats .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of personal space you had around you .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of grab rails to hold on to when standing/moving about the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temperature inside the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of time the journey took .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothness/freedom from jolting during the journey .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q22.** Did you get a seat on the tram?

Yes – for all of the journey .....	<input type="checkbox"/>	No – but you were happy to stand .....	<input type="checkbox"/>
Yes – for part of the journey .....	<input type="checkbox"/>	No – but you would have liked a seat .....	<input type="checkbox"/>

**Q23a.** Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

Yes .....	<input type="checkbox"/>	No .....	<input type="checkbox"/>
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**Q23b. If yes: Which of the following were the reason(s) for this? (Please tick all that apply)**

Passengers drinking/under the influence of alcohol.....	<input type="checkbox"/>	Passengers not paying their fares.....	<input type="checkbox"/>
Passengers taking/under the influence of drugs.....	<input type="checkbox"/>	Feet on seats.....	<input type="checkbox"/>
Abusive or threatening behaviour.....	<input type="checkbox"/>	Music being played loudly.....	<input type="checkbox"/>
Rowdy behaviour.....	<input type="checkbox"/>	Smoking.....	<input type="checkbox"/>
Passengers not moving out of priority seats.....	<input type="checkbox"/>	Graffiti or vandalism.....	<input type="checkbox"/>
		Loud use of mobile phones.....	<input type="checkbox"/>
		Other (please write in).....	<input type="checkbox"/>

**Q23c. If yes: What local area was the tram travelling through or at which stop was it when you were worried or concerned?**

**Q24a. Was your journey with Midland Metro today delayed at all?**

Yes.....  No.....

**Q24b. If yes: Why was this? (Please tick all that apply)**

Due to a signal/points failure.....	<input type="checkbox"/>	Time it took passengers to board/pay for tickets.....	<input type="checkbox"/>
Road congestion/Traffic jam.....	<input type="checkbox"/>	Had to use bus replacement service.....	<input type="checkbox"/>
Due to a tram failure.....	<input type="checkbox"/>	Other (please write in).....	<input type="checkbox"/>
Planned engineering works.....	<input type="checkbox"/>	No reason given.....	<input type="checkbox"/>
Poor weather conditions.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>
The tram waiting too long at stops.....	<input type="checkbox"/>		
The tram waiting too long at signals.....	<input type="checkbox"/>		

**Q25. If yes: By approximately how long was your journey today delayed?**

(Please write in the time in minutes)

**Q26. Were any of these items of information present on the tram?**

A map of the tram route/journey times.....	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
Audio announcements e.g. saying the next tram stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next tram stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets/fares.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to make a complaint, if you had one.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q27. Thinking about any Midland Metro staff you encountered on your journey, please indicate how satisfied you were with each of the following:**

The appearance of any staff.....	Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know/no opinion <input type="checkbox"/>
Any greeting/welcome you got from the staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of the staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety of the driving (i.e. appropriateness of speed, driver concentrating).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5. Your overall opinion of the Midland Metro journey you made when given this questionnaire**

**Q28. Overall, taking everything into account from start to end of this journey, how satisfied were you with your journey on Midland Metro today?**

Very satisfied.....	<input type="checkbox"/>	Fairly dissatisfied.....	<input type="checkbox"/>
Fairly satisfied.....	<input type="checkbox"/>	Very dissatisfied.....	<input type="checkbox"/>
Neither satisfied nor dissatisfied.....	<input type="checkbox"/>	Don't know/No opinion.....	<input type="checkbox"/>

**Q29. If something could have been improved on your journey on Midland Metro today, what would it have been?**

**Q30. How satisfied were you with the value for money of your journey on Midland Metro?**

Very satisfied.....	<input type="checkbox"/>	Fairly dissatisfied.....	<input type="checkbox"/>
Fairly satisfied.....	<input type="checkbox"/>	Very dissatisfied.....	<input type="checkbox"/>
Neither satisfied nor dissatisfied.....	<input type="checkbox"/>	Don't know/No opinion.....	<input type="checkbox"/>

**Q31. What had the biggest influence on the 'value for money' rating you gave in the previous question?**

The cost for the distance travelled.....	<input type="checkbox"/>	Comfort/journey quality for the fare paid.....	<input type="checkbox"/>
The cost of the tram versus other modes of transport.....	<input type="checkbox"/>	The fare in comparison to the cost of everyday items.....	<input type="checkbox"/>
		A reason not mentioned above (please write in box).....	<input type="checkbox"/>

**6. Your opinion of trams generally**

**Q32a. How would you rate Midland Metro services for the following:**

Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities).....	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Neither good nor poor <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Don't know/no opinion <input type="checkbox"/>
Connection with other forms of public transport (e.g. trains/buses).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q32b. And how satisfied are you overall with Midland Metro services for the following:**

Ease of buying your ticket.....	Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know/no opinion <input type="checkbox"/>
Punctuality (running on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency (how often the trams run).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of tickets available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

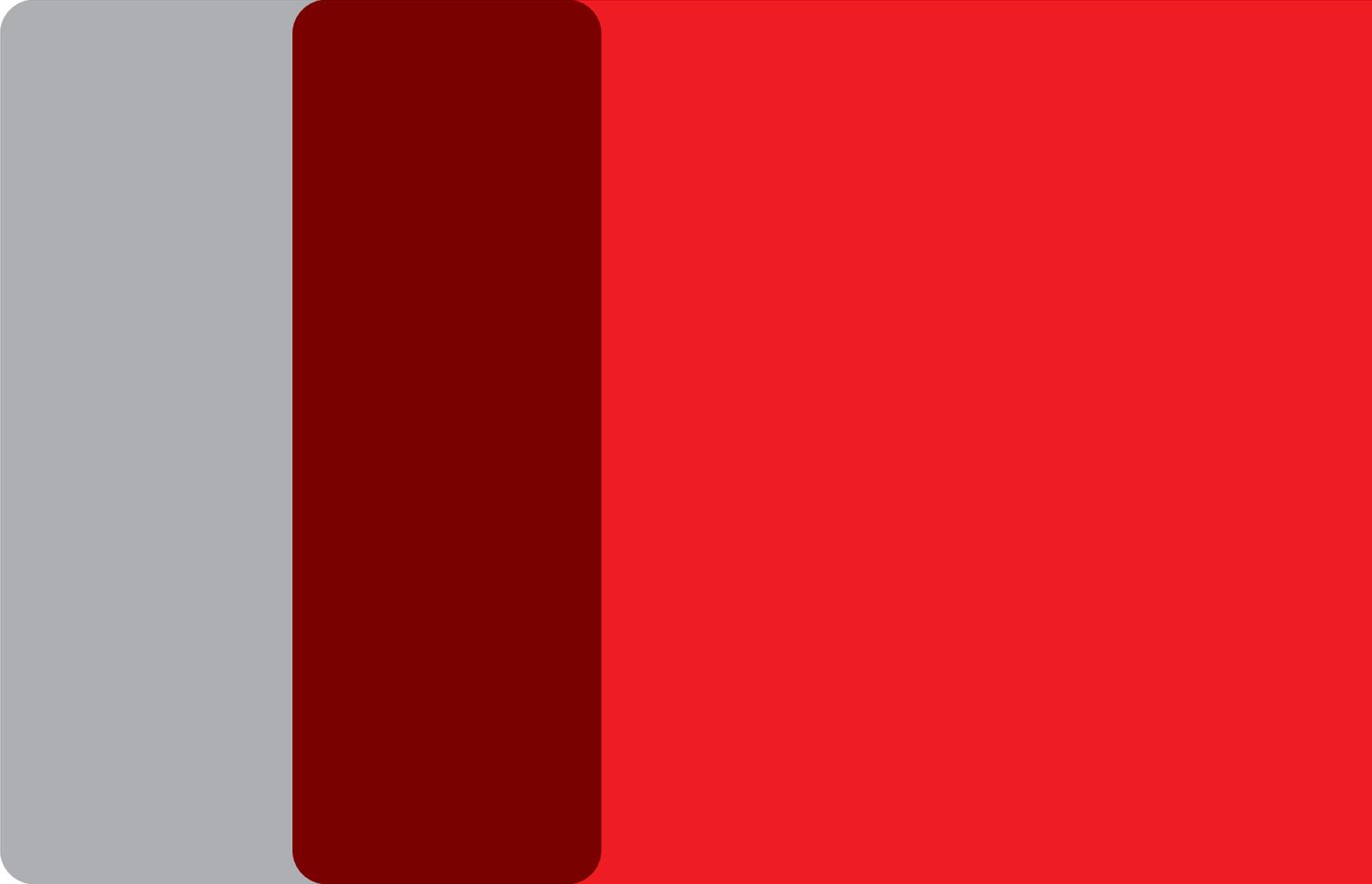




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## Contact Passenger Focus

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