

Tram Passenger Survey (TPS) Nottingham

Autumn 2015 results



Robert Pain
Tel: 0300 123 0835 Email: robert.pain@transportfocus.org.uk

Insight Team, Transport Focus, Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX

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TPS 2015 Nottingham

Context to the survey

Context to the 2015 survey

The Tram Passenger Survey (TPS)

The TPS provides a consistent, robust measurement of passenger satisfaction with tram services in Britain

It also informs our understanding of barriers to (greater) tram use, how to encourage greater use, and how to improve the passenger experience

The 2015 TPS covered tram services in Manchester, Birmingham, Blackpool, Edinburgh, Nottingham and Sheffield



The survey methodology

Passengers are approached while making a journey; they answer the survey about that journey specifically







The questionnaire is self-completion, with passengers offered a choice of online or paper

Interviewers approached passengers on all days of the week between 6am and 10pm, between **17th September and 26th November 2015**

328 surveys were completed for Nottingham in autumn 2015

For further details of the survey method, see Appendix

The Nottingham network in context

	The Network	Passenger Journeys*	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions / other notes
	2 lines 50 stops 20 miles	8.1 million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 3-15 mins Sun: 5-15 mins 	<ul style="list-style-type: none"> • The phase two extension of the network opened July/August 2015 and was included in the TPS in 2015 • No significant issues affecting fieldwork
	1 line 37 stops 11 miles	4.1 million	<ul style="list-style-type: none"> ✗ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 15-30 mins Sun: 20-30 mins 	<ul style="list-style-type: none"> • Blackpool illuminations 4th Sept – 8th Nov 2015 • Heritage trams operate bank holidays, weekends and summer; not covered in this research • No significant issues affected fieldwork
	1 line 15 stops 8.7 miles	4.9 million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✗ Info boards at stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 8-10 mins Sun: 12-15 mins 	<ul style="list-style-type: none"> • Network opened 31st May 2014 • No significant issues affected fieldwork
	7 lines 91 stops 57 miles	31.2 million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays <i>(Not all stops on Bury and Altrincham lines)</i> 	<ul style="list-style-type: none"> Mon-Sat: every 6-12 mins Sun: 12-15 mins 	<ul style="list-style-type: none"> • Second city works to provide direct link between St Peter's Square and Victoria • Fire around Victoria 12th Oct; some fieldwork rearranged for short period • Airport line opened late 2014, covered for first time in 2015 • No fieldwork on 10th Oct; 3 sporting events in one day including Rugby World Cup Fanzone • Increasing use of double carriage trams
	1 line 23 stops 12.5 miles	4.4 million	<ul style="list-style-type: none"> ✗ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at some stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 6-15 mins Sun: 15 mins 	<ul style="list-style-type: none"> • Network improvement works took place from 26th October onwards; no fieldwork took place for a two week period from 26th Oct. Following this, shifts were conducted between Wolverhampton and St Paul's
	3 lines 48 stops 18 miles	11.5 million	<ul style="list-style-type: none"> ✗ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 5-20 mins Sun: 10-20 mins 	<ul style="list-style-type: none"> • Tram collision on 22/10/15 affected one shift; questionnaires distributed between Meadowhall Int. and Shalesmoor rather than to the end of the line at Middlewood

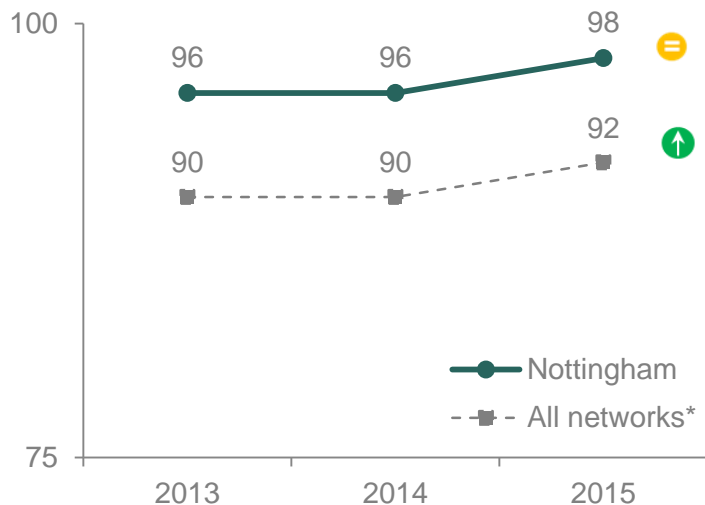
*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2014/15

TPS 2015 Nottingham

Summary of 2015 results

Passenger experience in Nottingham 2015: a snapshot

Overall journey satisfaction: 2015



*The 2013 survey did not include Edinburgh Trams

The top factors linked to overall journey satisfaction in Nottingham* and how they performed in 2015

For a satisfactory journey (very/fairly satisfied):

- 93% = Safety of the driving
- 95% = Cleanliness/condition inside the tram
- 83% = Distance from journey start

...and additional factors linked to a **very** satisfactory journey:

- 73% = Amount of personal space on board
- 93% = Punctuality

*Combines data from 2014 and 2015 surveys to increase robustness

Passenger experience in Nottingham 2015: across the network



All Networks

Clifton

Toton

Satisfaction with key measures:

Measure	Nottingham	All Networks	Clifton	Toton
Overall journey	98 =	92 ↑	99	97
Value for Money	81 =	69 ↑	89	76
Punctuality	93 =	86 ↑	93	92
Overall stop	95 =	91 =	99	92

Satisfaction with other measures driving overall journey satisfaction in Nottingham:

Measure	Nottingham	All Networks	Clifton	Toton
Safety of the driving	93 =	95 =	97	90
Cleanliness/condition on board	95 =	90 =	96	94
Distance from journey start	83 =	83 =	76	88

Satisfaction with other measures driving passengers to be very satisfied in Nottingham:

Measure	Nottingham	All Networks	Clifton	Toton
Personal space on board	73 =	76 ↑	79	69

Nottingham 2015: summary of key findings (1)

- Overall satisfaction with journeys on Nottingham Express Transit remains at the high levels that were seen last year, with 98 per cent of passengers satisfied with their journey (2014: 96 per cent). This is the highest of the six tram networks surveyed in the Tram Passenger Survey
- This high level of satisfaction is consistent across different passenger groups
- The main factor which makes journeys on Nottingham Express Transit satisfactory is the safety of the driving. This has increased a little since last year, from 91 per cent to 93 per cent of passengers satisfied with the driving
- The key factor which makes passengers 'very' rather than 'fairly' satisfied with journeys on NET is the amount of personal space on board the tram. Passenger satisfaction with this factor is consistent with last year (2015: 73 per cent satisfied, 2014: 74 per cent satisfied), although is relatively low compared to other aspects of the journey
- Amongst fare paying passengers 81 per cent were satisfied with the value for money of their journey. This has increased from 70 per cent in 2014 (although the increase is not statistically significant). The increase in satisfaction with value for money has been driven by commuters, where satisfaction has increased significantly from 69 per cent in 2014 to 88 per cent in 2015
- When evaluating satisfaction with value for money, the cost of the tram compared to other modes of transport was the most important factor

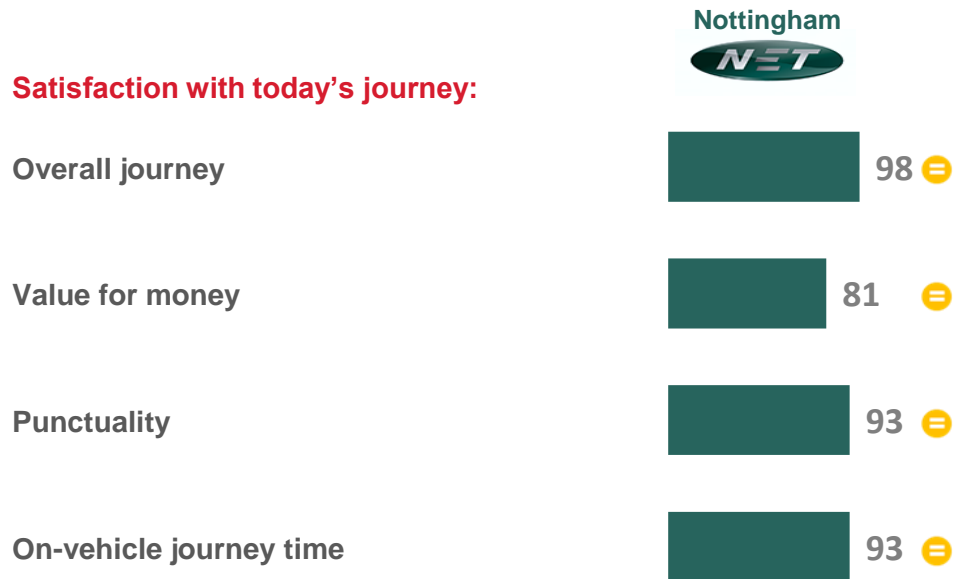
Nottingham 2015: summary of key findings (2)


- 93 per cent of passengers were satisfied with the punctuality of the tram (2014: 93 per cent) and only 5 per cent experienced a delay (2014: 2 per cent)
- Phase two of the NET extension opened in the summer of 2015 and was included in the TPS in 2015. Passenger satisfaction was generally a little higher on the Clifton line of the network across most key factors. In particular, satisfaction with value for money and the amount of personal space on board were considerably higher on the Clifton line (value for money: Clifton 89 per cent, Toton 76 per cent. Personal space: Clifton 79 per cent, Toton 69 per cent)
- Just over a quarter of passengers spontaneously mentioned an improvement that could have been made to their journey. Improvements mostly related to seating and capacity on board, and the tram interior
- The profile of passengers on Nottingham Express Transit is relatively young, with 28 per cent in the 18-25 age bracket
- More than half of all passengers were using the tram to commute, either to work (42 per cent) or education (10 per cent)


TPS 2015 Nottingham


Experience and opinions of the journey

Experience and opinions of the journey: summary



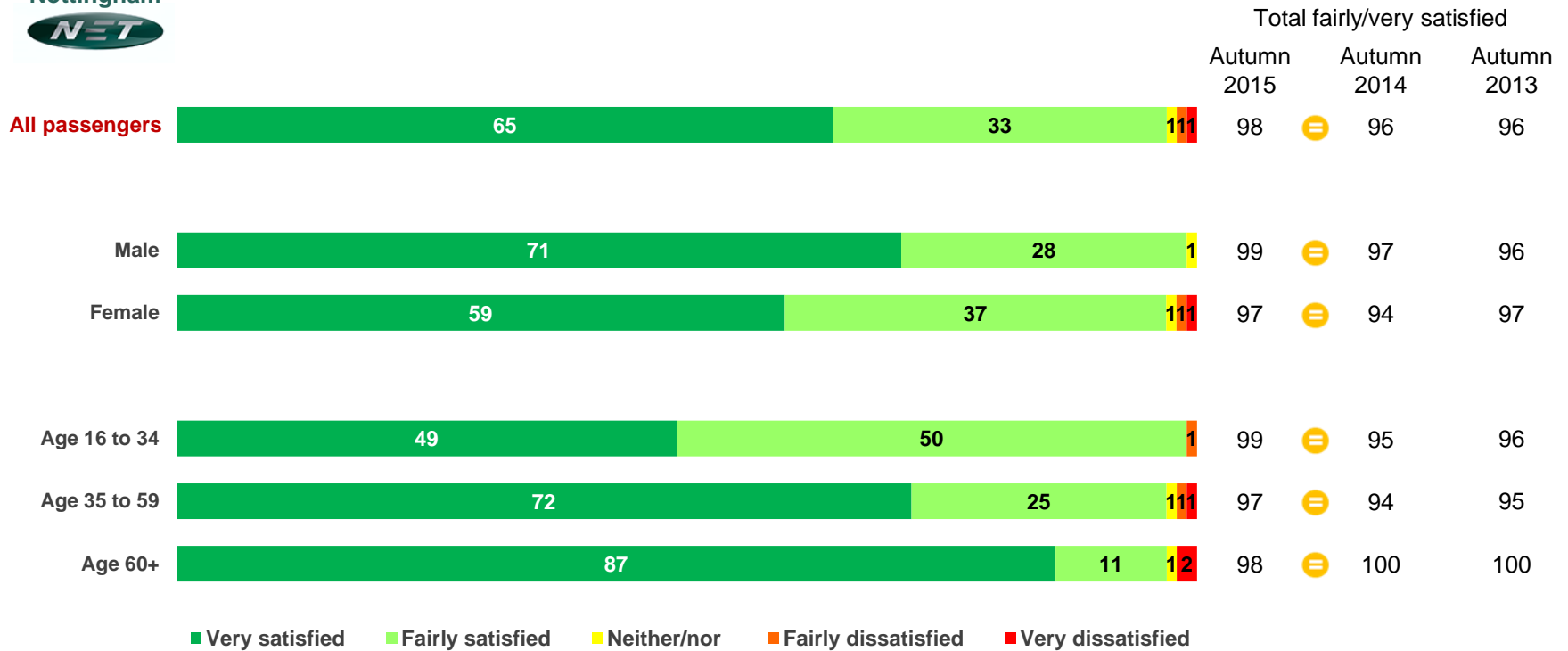
 Statistically significant **increase** since 2014

 No change

 Statistically significant **decrease** since 2014

Experience and opinions of the journey: the detail

Overall satisfaction: by gender and age

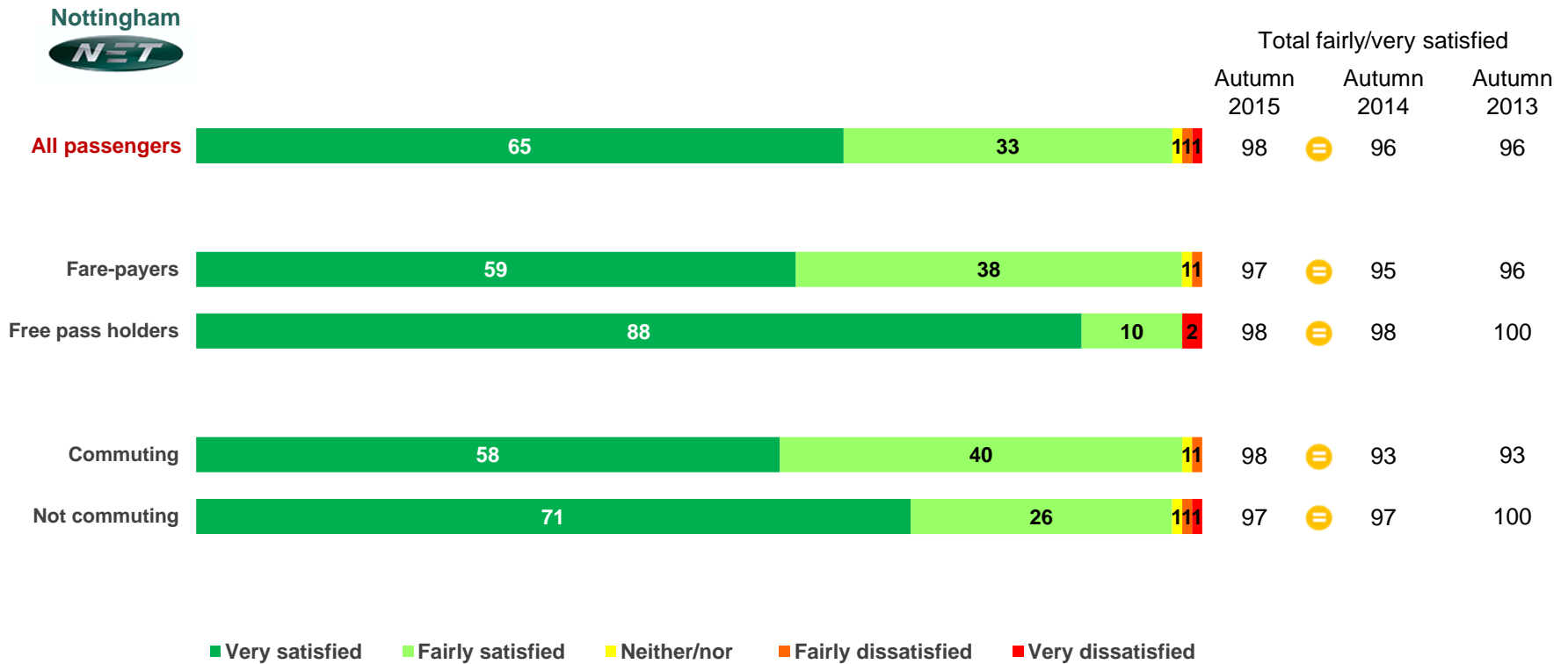


Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
 Base: All passengers - 318

- ↑ Statistically significant **increase** since 2014
- = No change
- ↓ Statistically significant **decrease** since 2014

Experience and opinions of the journey: the detail

Overall satisfaction: by passenger type

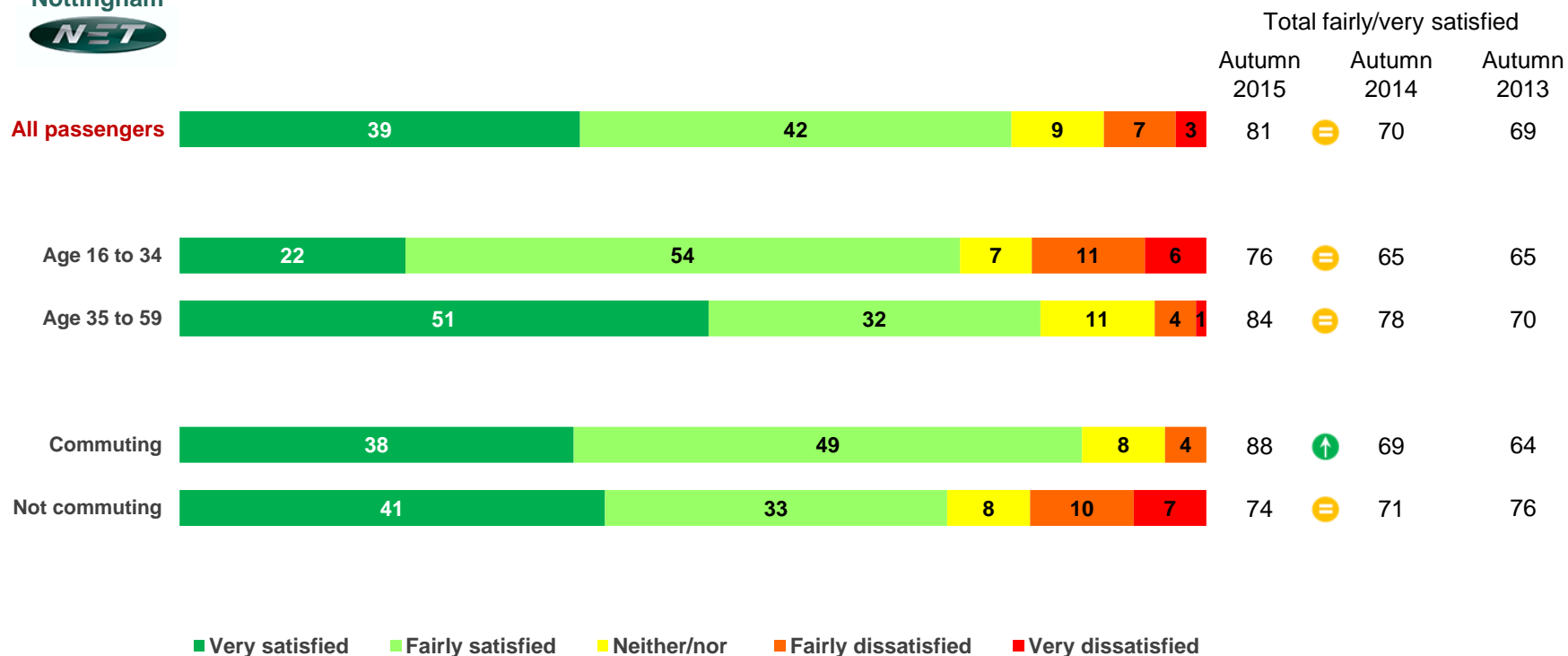


Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
 Base: All passengers - 318 (Note: low base of 45 for the free pass holders)

- ↑ Statistically significant **increase** since 2014
- = No change
- ↓ Statistically significant **decrease** since 2014

Experience and opinions of the journey: the detail

Value for money (fare-payers only)



Q. How satisfied were you with the value for money of your journey?
 Base: All fare paying passengers - 242

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

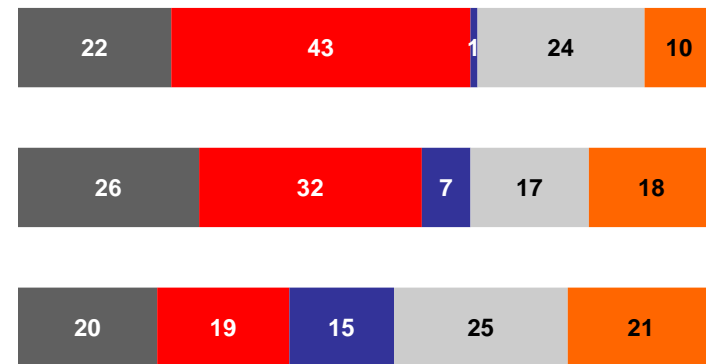
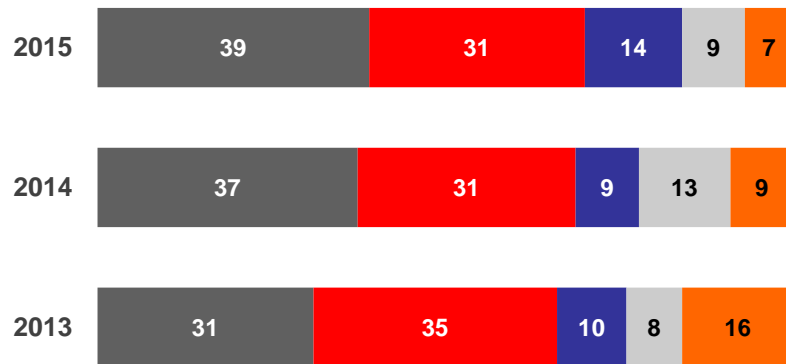
Experience and opinions of the journey: the detail

What influenced value for money rating



Those satisfied with value for money

Those not satisfied with value for money



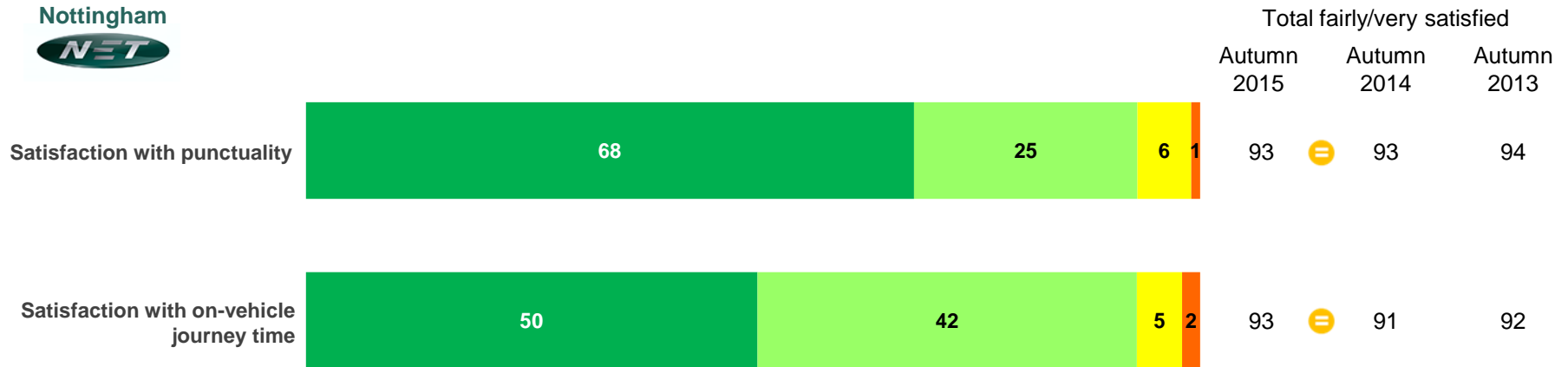
- Cost tram versus other transport
- Cost for distance travelled
- Comfort/quality for the fare paid
- Fare compared to everyday items
- Other reason

NOTE: Those not satisfied with value for money includes respondents answering 'Neither satisfied nor dissatisfied'
 Q. What had the biggest influence on the 'value for money' rating you gave in the previous question?
 Base: All fare paying passengers – 191/37 (Caution: small base)

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

Experience and opinions of the journey: the detail

Punctuality and on-vehicle journey time



Q. How satisfied were you with each of the following...Punctuality? Base: All passengers - 306

Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers - 314

↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

TPS 2015 Nottingham

Waiting at the stop

Waiting at the stop: summary



Satisfaction with the stop:

Overall satisfaction with stop	95 =
Distance from journey start	83 =
Convenience / accessibility	94 =
General condition and maintenance	94 =
Freedom from graffiti / vandalism	97 =
Freedom from litter	95 =
Behaviour of other passengers	95 =
Information provided	87 =
Personal safety	91 =

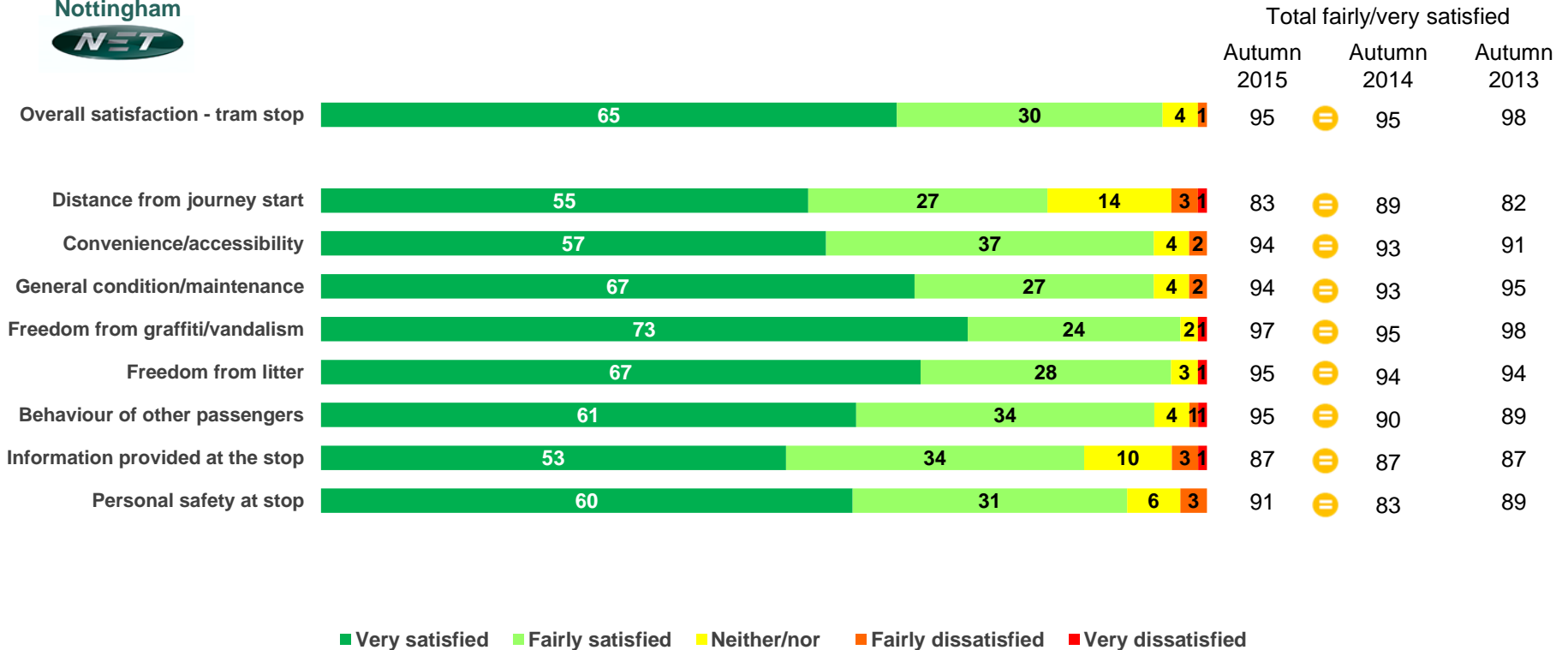


Satisfaction: waiting time

Satisfaction: waiting time	93 =
Expected wait time	7.3 mins =
Actual reported wait time	4.8mins =
Passengers who checked tram time	80% = ↓
Info sources used before arriving at stop	11% online tram times
Info sources used at stop	68% electronic display
Among those that didn't check...	85% knew service frequent

Waiting at the stop: the detail

Satisfaction with the tram stop

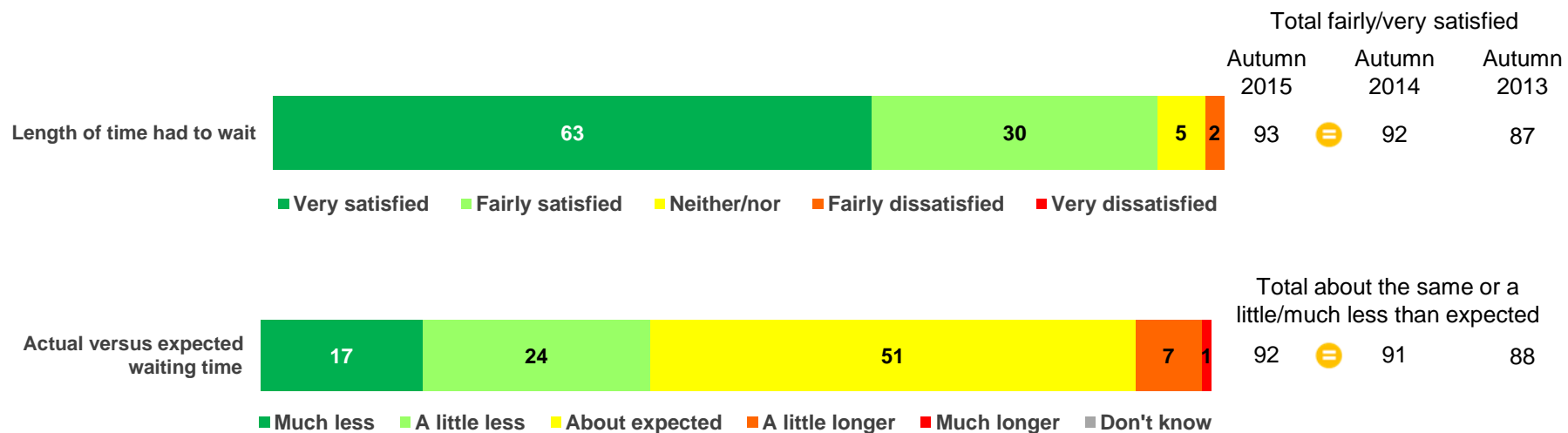


Q. Overall, how satisfied were you with the tram stop? & Q. Thinking about the tram stop itself, how satisfied were you with the following:
 Base: All passengers - 318

- ↑ Statistically significant **increase** since 2014
- = No change
- ↓ Statistically significant **decrease** since 2014

Waiting at the stop: the detail

Waiting time



Q. How satisfied were you with each of the following? & Q. Thinking about the time you waited for the tram today, was it [...] than expected?
 Base: All passengers - 322

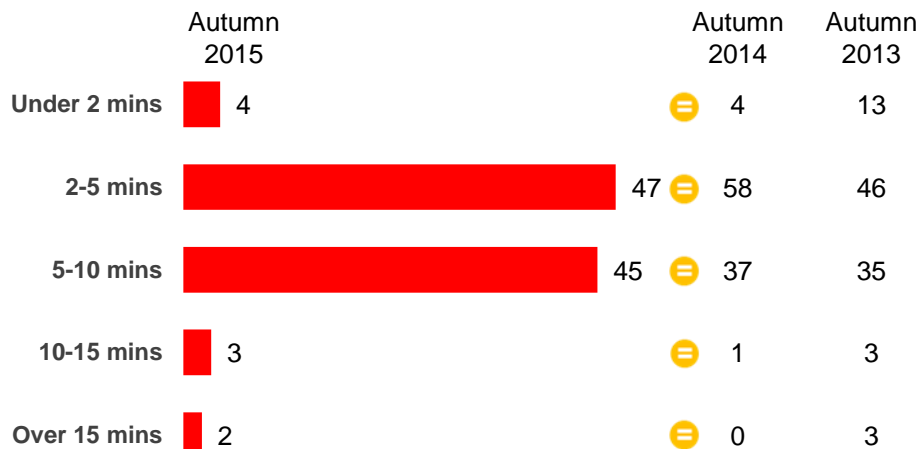
- Statistically significant increase since 2014
- No change
- Statistically significant decrease since 2014

Waiting at the stop: the detail

Expected and reported waiting times

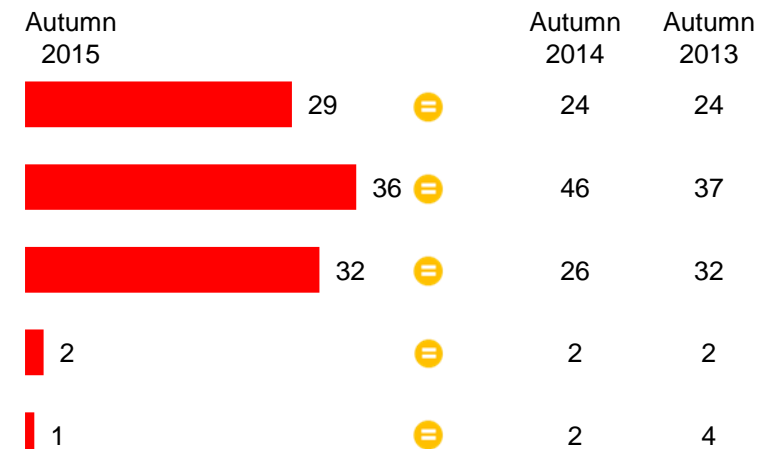


Expected tram waiting time



Average expected waiting time 7 minutes (2014: 6 minutes)

Reported tram waiting time



Average reported waiting time 5 minutes (2014: 5 minutes)

Q. Approximately how long did you expect to wait for the tram? & Q. Approximately, how long did you wait for your tram
Base: All passengers - 313

- Statistically significant increase since 2014
- No change
- Statistically significant decrease since 2014

How passengers checked tram times



18 per cent (⚖️) of Nottingham passengers did not check to find out when the tram was meant to arrive (2014: 21 per cent)

Before leaving for the tram stop

	Autumn 2015		Autumn 2014	Autumn 2013
Leaflet/paper timetable	7	⚖️	5	10
Online	11	⚖️	9	13
Live tram locator/timings	5	⚖️	4	3
Disruption updates via social media	1	⚖️	1	0
Other	10	⚖️	8	9

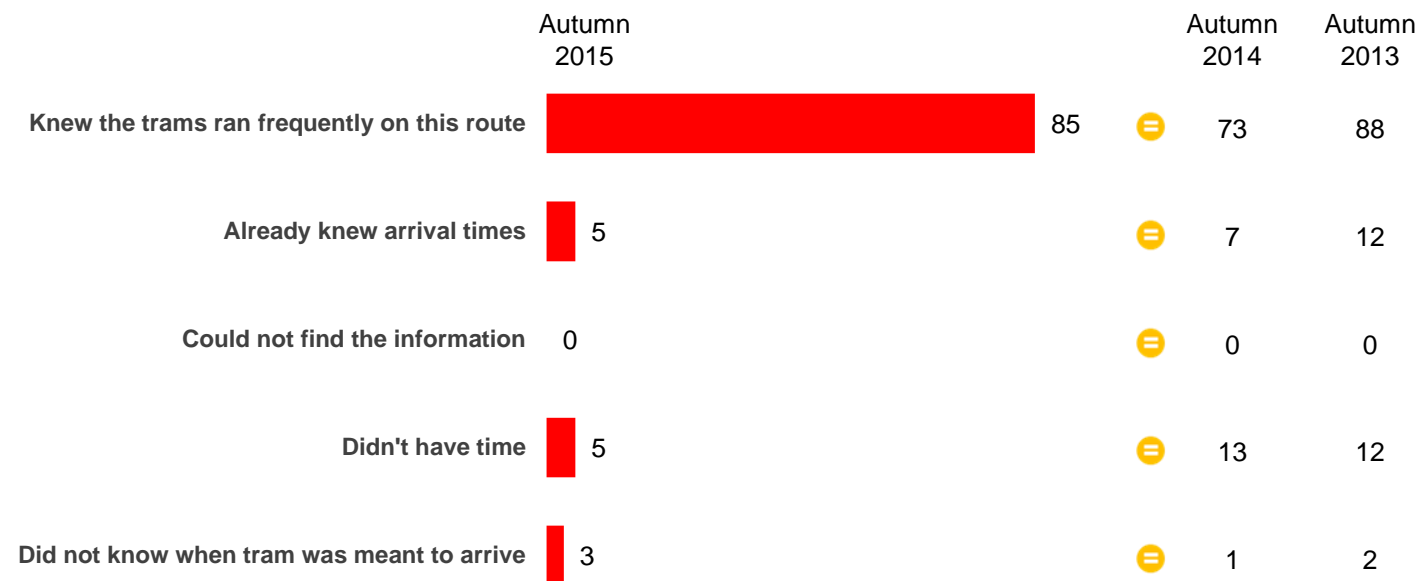
At the tram stop

	Autumn 2015		Autumn 2014	Autumn 2013
Electronic display	68	⚖️	67	75
Information posters	2	⚖️	2	6
Online	1	⚖️	0	0
Live tram locator/timings	0	⚖️	1	0
Disruption updates via social media	0	⚖️	0	0
Other	1	⚖️	1	1

Q. Did you check any of the following to find out when the tram was meant to arrive?
Base: All passengers - 328

- Statistically significant increase since 2014
- No change
- Statistically significant decrease since 2014

Why passengers did not check tram times



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

Base: All not checking tram arrival information - 51

- Statistically significant increase since 2014
- No change
- Statistically significant decrease since 2014

TPS 2015 Nottingham

The tram

The tram: summary



Start of journey

Route info on tram	94 =
Exterior cleanliness	90 =
Ease getting on	95 =
Time taken to board	97 =



On board

Interior cleanliness	95 =
Info on board	91 =
Seat/standing space	79 =
Seat comfort	77 =
Personal space	73 =
Provision grabrails	83 =
Temperature	84 =
Personal security	88 =

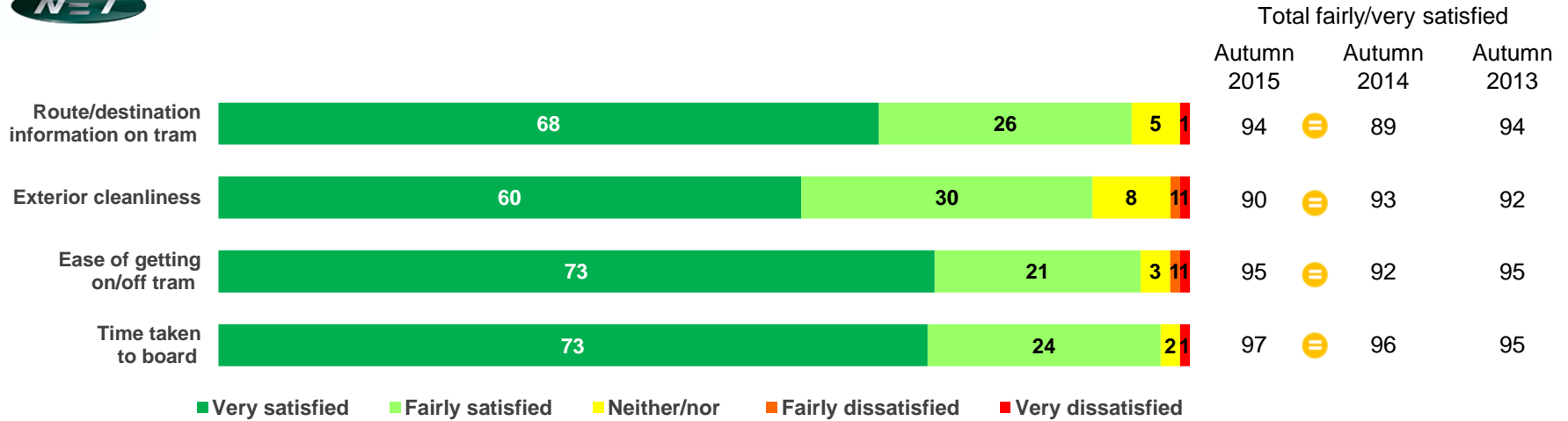


The driver

Appearance	87 =
Greeting	81 =
Helpfulness/attitude	84 =
Safety of driving	93 =
Smoothness journey	82 =

The tram: the detail

Satisfaction with start of journey

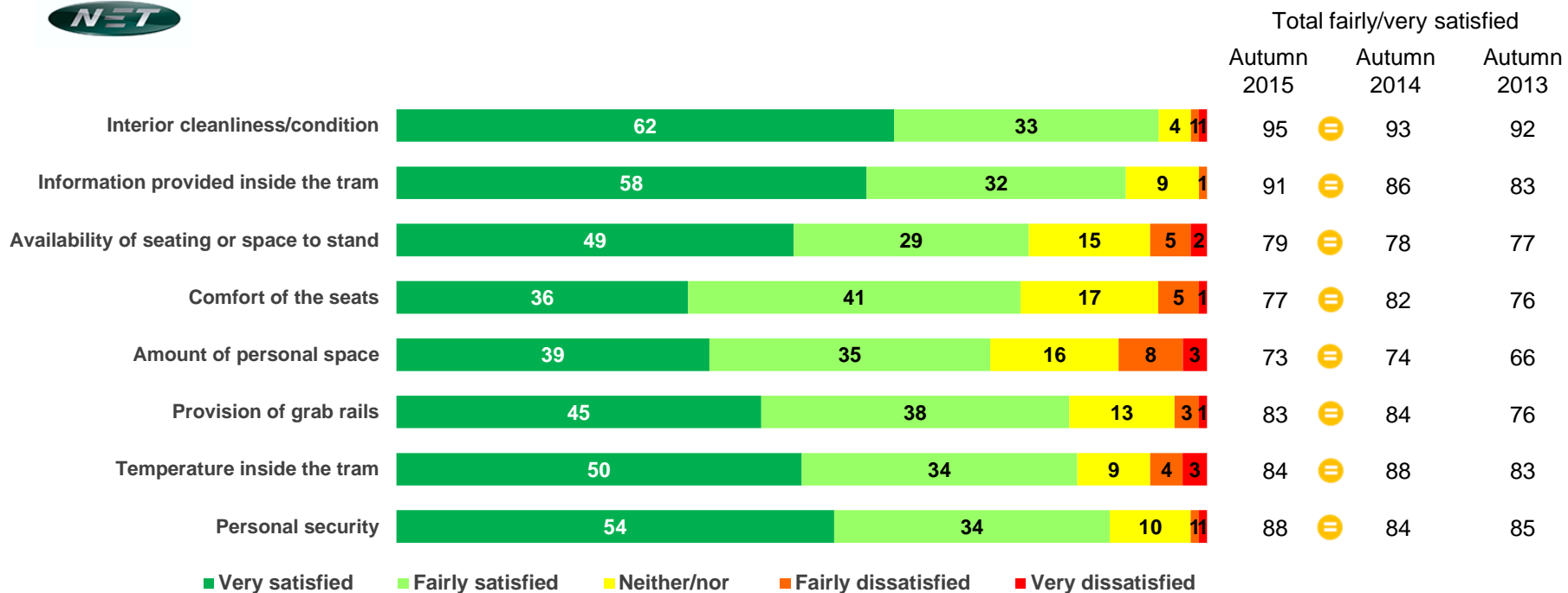


Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
 Base: All passengers - 315

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

The tram: the detail

Satisfaction on the tram

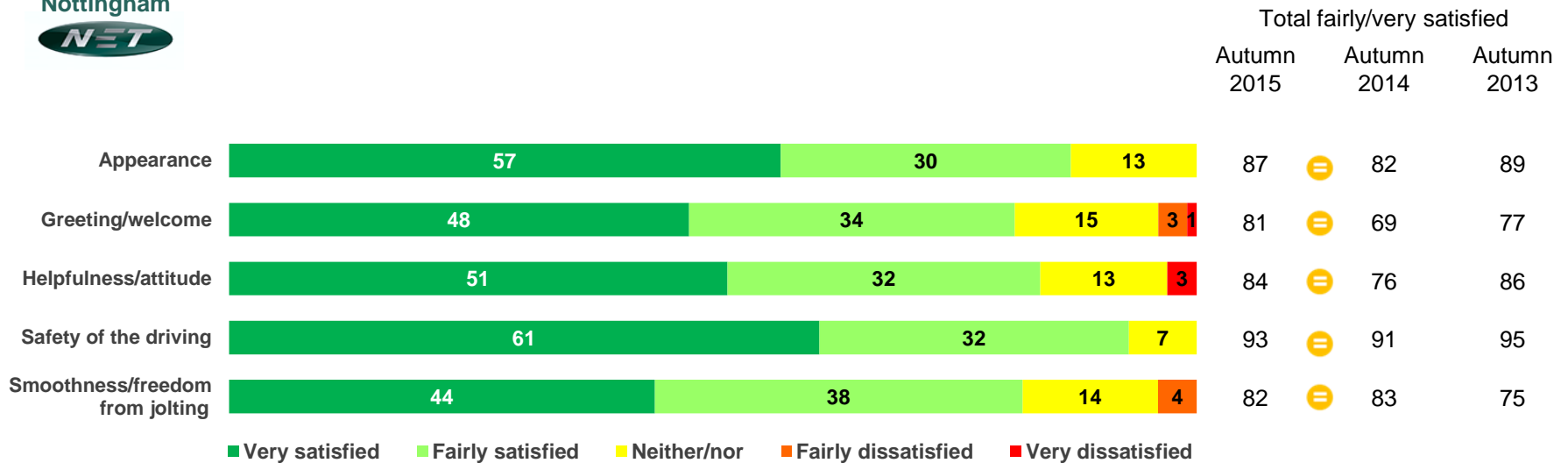


Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
 Base: All passengers - 321

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

The tram: the detail

Satisfaction with tram staff



TPS: 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 - 244

- ↑ Statistically significant **increase** since 2014
- = No change
- ↓ Statistically significant **decrease** since 2014

TPS 2015 Nottingham

Negative experiences during the journey

Negative experiences during the journey: summary



Passengers experiencing a delay to their journey



5



Average length of delay
(perceived)



12.5 mins =

*Caution: small base (17)



Most common cause of delay

Due to tram failure* =

*Caution: small base (17)



Passengers with worry or concern about others' behaviour on board



5 =

*Caution small base

↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

Negative experiences during the journey: the detail

Experience of delays

Nottingham



5 per cent (⚖️) of Nottingham passengers experienced a delay (2014: 2 per cent). Average length of delay was 12.5 minutes (⚖️)

	Autumn 2015	Autumn 2014
Planned engineering works		
Tram waiting too long at stops		
Tram waiting too long at signals		
Signal/points failure		
Congestion/traffic jam		
Tram failure		
Time it took passengers to board		
Had to use bus replacement		
Poor weather		
No reason given for delay		
Other		
Not sure		

Sample size of concerned passengers too small to report upon

Base too small to report

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

TPS: Q. Why was your journey delayed?

Base: All experiencing a delay - 17 (Caution small base)

↑ Statistically significant increase since 2014

⚖️ No change

↓ Statistically significant decrease since 2014

Negative experiences during the journey: the detail

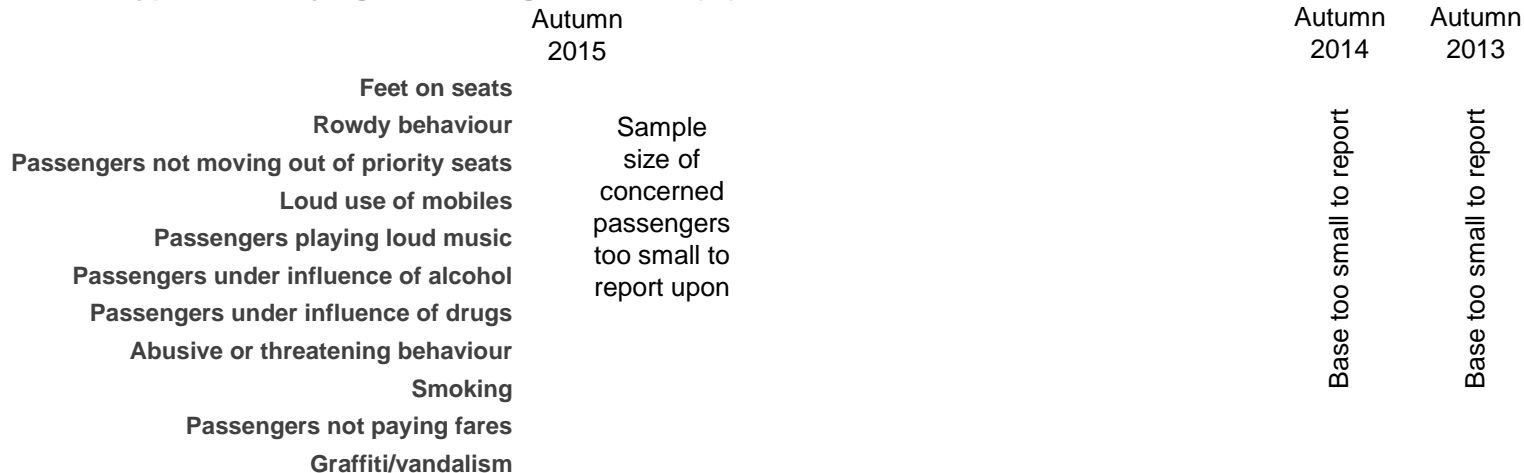
Worry or concern at other passengers' behaviour

Nottingham 

% worried/concerned of other passengers' behaviour



Types of worrying/concerning behaviour (%)






*Not asked in 2013

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

Base: All passengers - 319

Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?

Base: All experiencing worrying/concerning behaviour - 13 (Caution small base)

-  Statistically significant increase since 2014
-  No change
-  Statistically significant decrease since 2014

TPS 2015 Nottingham

Passengers' suggested improvements

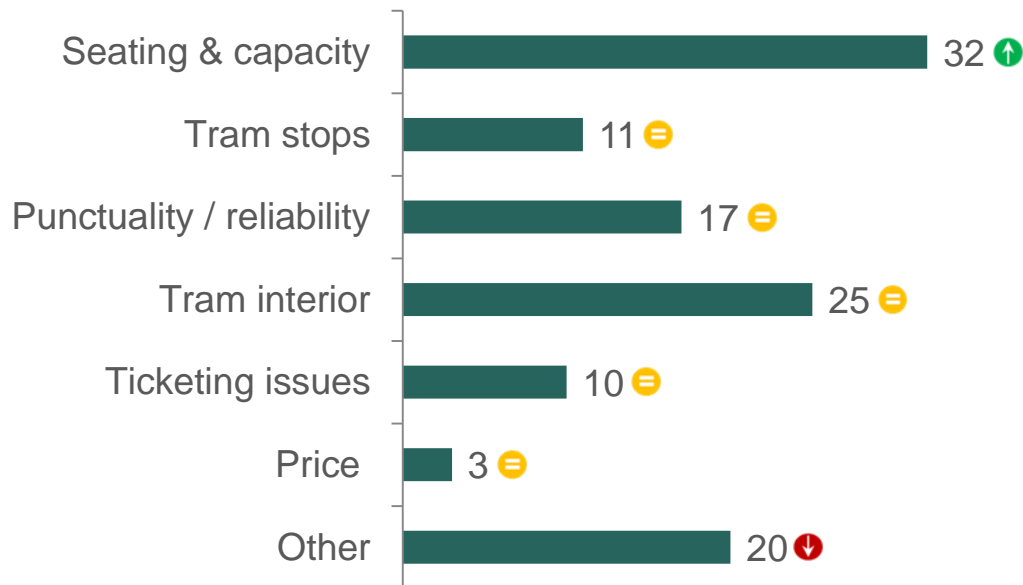
Passengers' suggested improvements: summary

Nottingham



74% of Nottingham passengers in 2015 had no suggestions for improvements

...of the 26% that did, the most common service areas for improvement were:



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

Base: All suggesting an improvement - 93

↑ Statistically significant increase since 2014

= No change

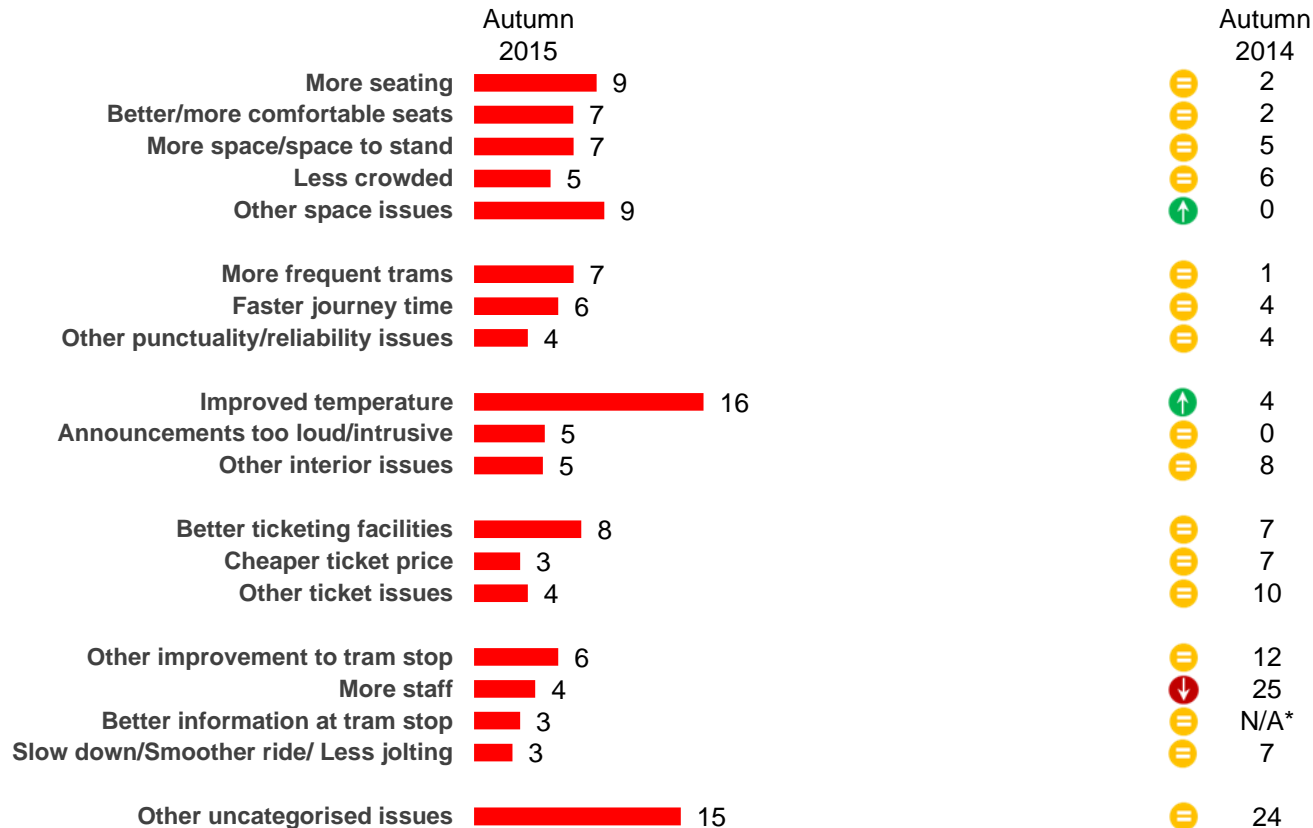
↓ Statistically significant decrease since 2014

Suggested improvements spontaneously mentioned by tram passengers

Nottingham



74 per cent (⊖) of passengers could think of no improvement suggestions to make (2014: 73 per cent)
 Of the 26 per cent (⊕) who did, their suggestions are shown below (2014: 27 per cent)



*New code in 2015

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

Base: All suggesting an improvement - 93

- ⬆ Statistically significant increase since 2014
- ⊖ No change
- ⬇ Statistically significant decrease since 2014

Passengers' suggested improvements: the detail

Selected verbatim comments

Wider seats – I am not a big person but the seats are too narrow, might as well just have standing. And put some heat on!

There is a lack of visible staff

More trams running so [they are] less crowded. The morning and late afternoon trams are very full

More seating. Less jerking approaching train station if standing – bangs you into the sides of the tram

A little more heat. Very cold day and tram not very warm

Parking at Park & Ride stations. I had to visit three before getting a space

Definitely the “warning” to pay in advance should be CLEAR in giant letters on the door. I am also a Sheffield tram user and you don't need to pay before boarding. In Nottingham it is not clear

Heat in the compartment

Volume of announcements/beeping is piercingly loud – turn it down!

At peak times more carriages needed as the tram was pretty crammed!

Staff available to help purchase a ticket. Removal of marketing transfer/wrap preventing view outside – unsettling

Not sure how my Mango card works...

My only concern is the quality of street lighting on Toton Lane. It is very dark at night and I don't always feel safe

There is not as much standing space on the new trams as the old ones, and the seats are too high

More room – the tram can be overcrowded

Comfort of seats on the new trams isn't as good as the old ones

I bought a day return ticket initially, but actually wanted an all day ticket. This was not very clear on the machine, this needs addressing

1. More guidance for first time, out-of-town users at tram stop on which type of ticket to buy.
2. Electronic sign saying tram was 1 minute away – for about 4 minutes

TPS 2015 Nottingham

Opinion of trams in the local area

Opinion of trams in the local area: summary

Nottingham



General opinion of services in area:

Ease of buying tickets



85 =

Punctuality



86 =

Frequency



93 =

Range of tickets available



86 =

Ease of getting to local amenities



92 =

Connections with other modes



93 =

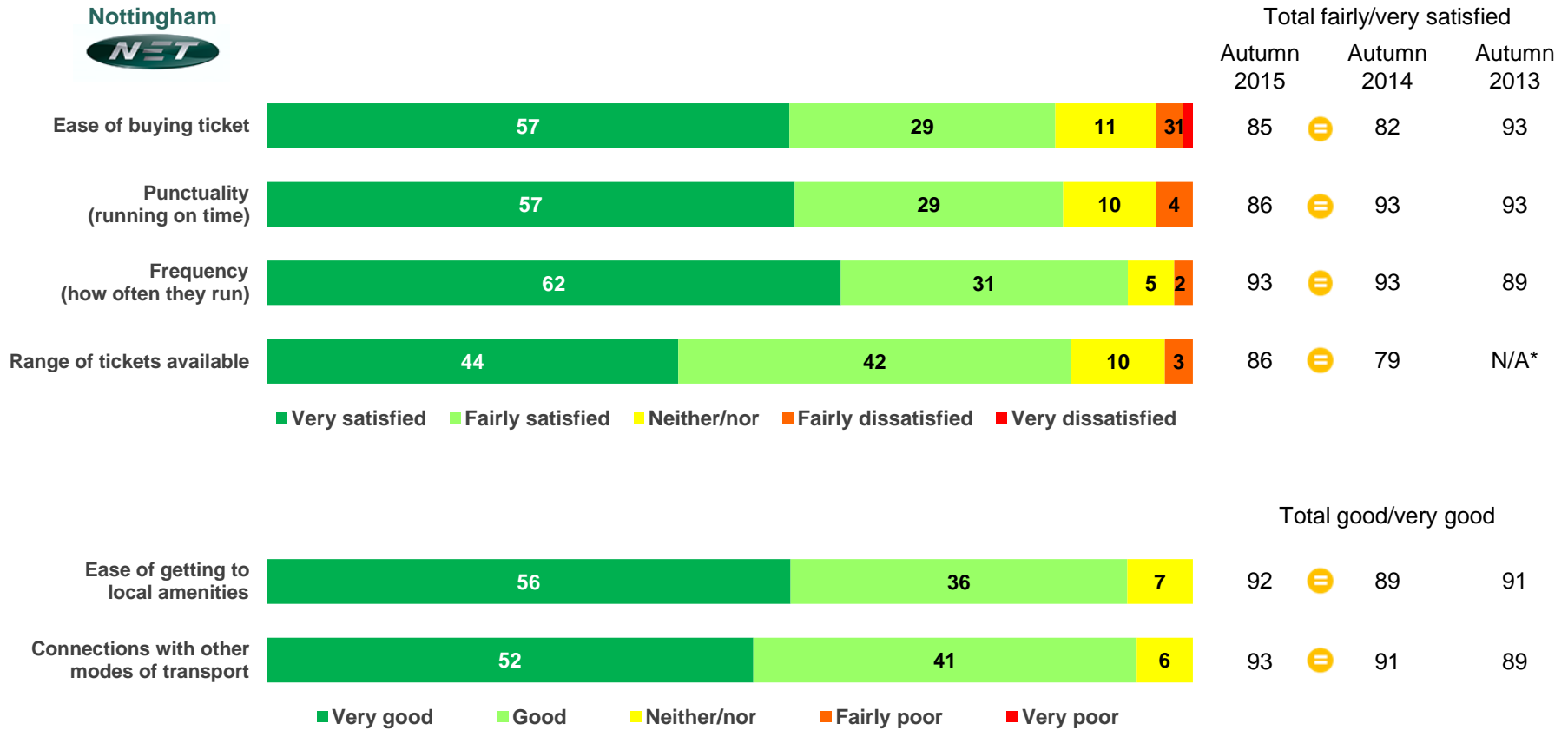
↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

Opinion of trams in the local area: the detail

Satisfaction with trams **generally**



*Not asked in 2013

Q. And how satisfied are you overall with tram services for the following: & Q: How would you rate your local tram services for the following:
 Base: All passengers - 276

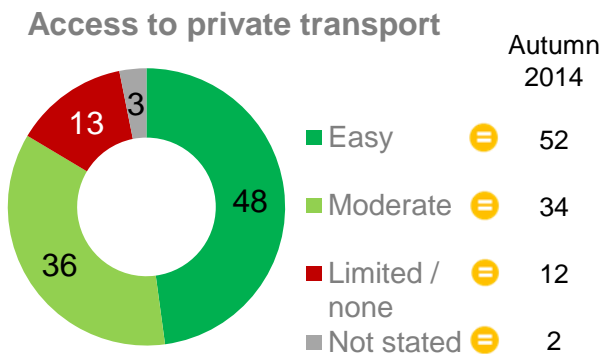
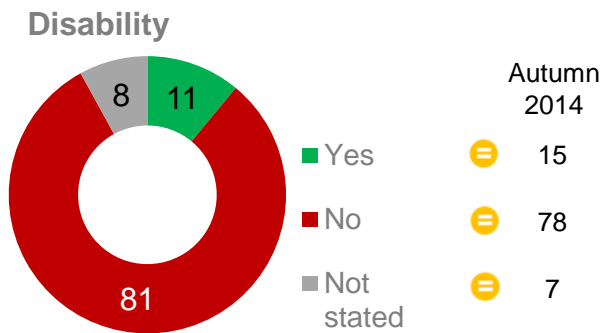
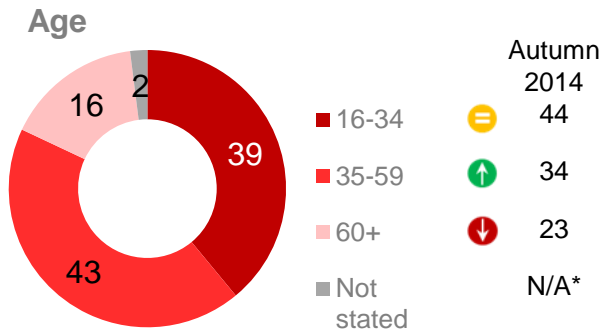
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TPS 2015 Nottingham

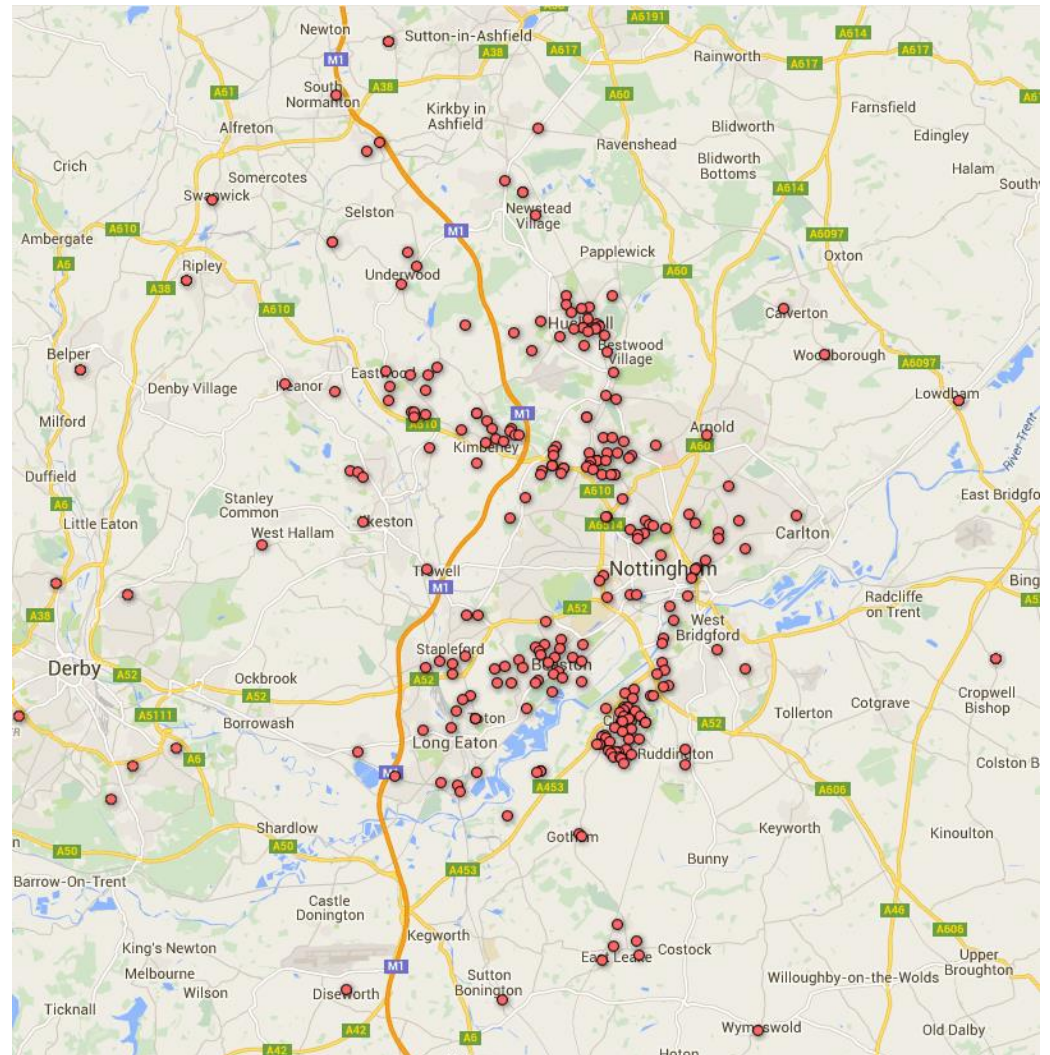
Appendix 1: the passenger and journey context

Nottingham passengers: summary

Overview of passenger demographics



Passengers' postcodes relative to tram network



*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

- ↑ Statistically significant **increase** since 2014
- ⊘ No change
- ↓ Statistically significant **decrease** since 2014

Passenger profile

Tram

	Autumn 2015	Autumn 2014	Autumn 2013
Age			
16-34	39 =	44	46
35-59	43 ↑	34	36
Over 60	17 ↓	23	18
Not stated*	2	N/A	N/A
Access to private transport			
Easy	48 =	52	48
Moderate	36 =	34	39
Limited/none	13 =	12	11
Not stated	3 =	2	1
Has a disability			
Yes	11 =	15	12
Ticket type			
Free pass holders	13 =	19	15
Fare-payers	87 =	81	85

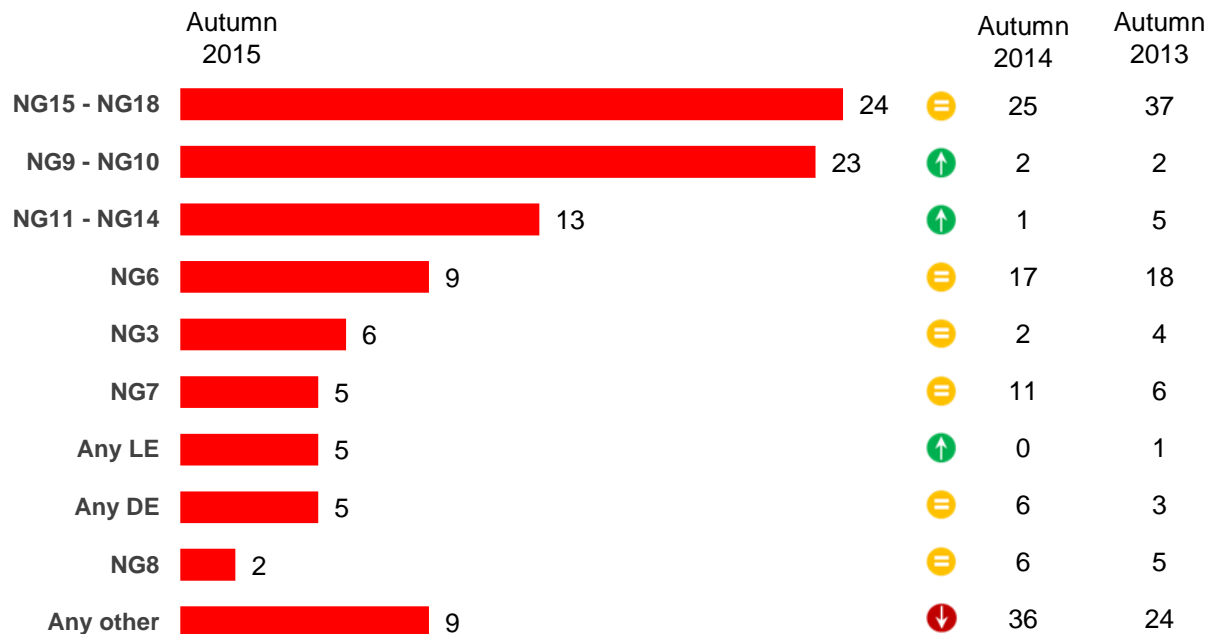
Base: All passengers - 328 (Tram)

*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

Passenger and journey context: the detail

Where Nottingham passengers live



Changes in postcodes likely influenced by the opening of the phase 2 expansion of NET

Q: What is your postcode?

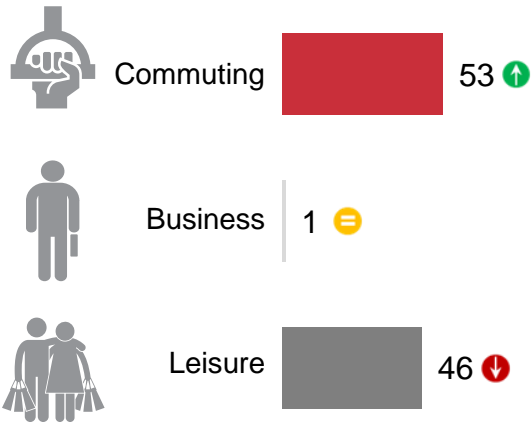
Base: All giving a postcode - 299

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

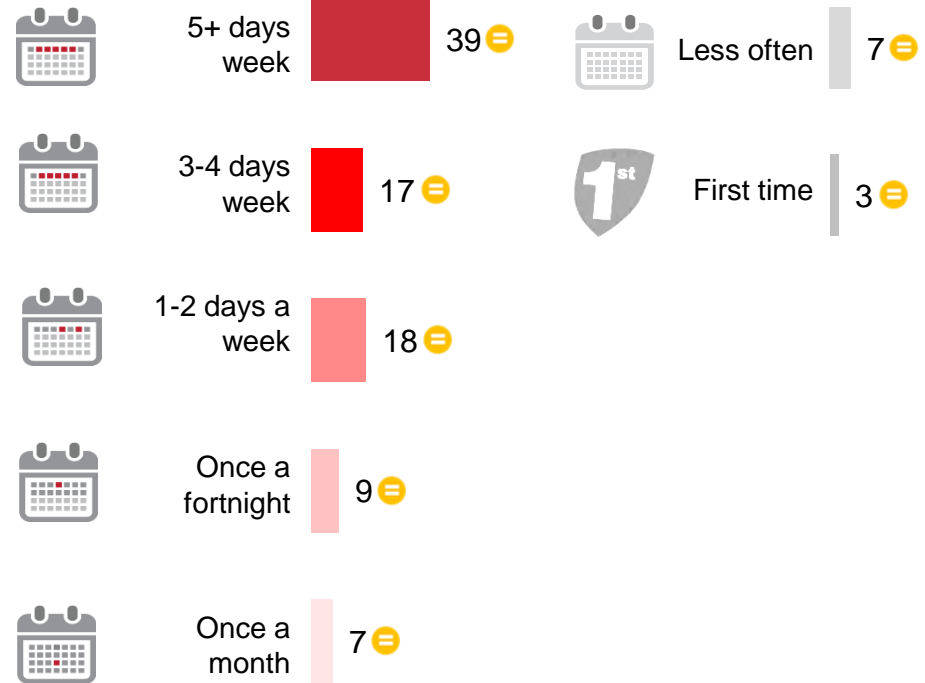
Nottingham journeys: summary (1)

Passenger journey details

Journey purpose



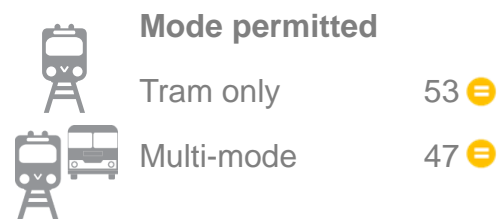
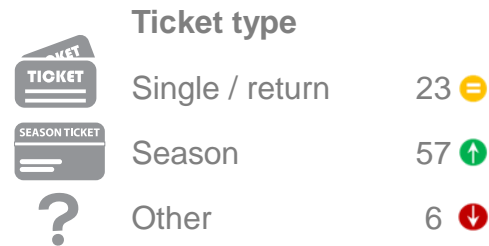
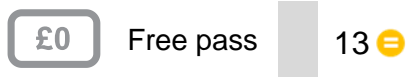
Frequency using trams in area



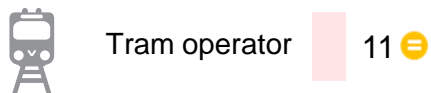
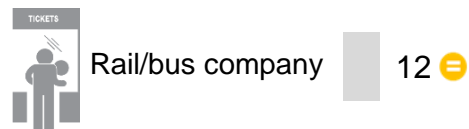
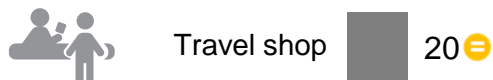
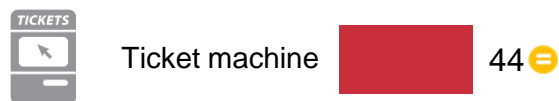
Nottingham journeys: summary (2)

Tickets used for today's journey

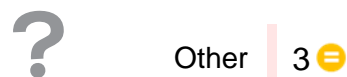
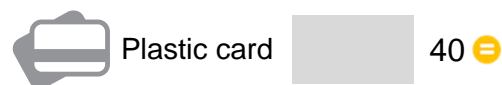
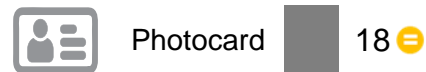
Free / fare payers



Purchased ticket via...



Ticket format



Nottingham: summary (3)

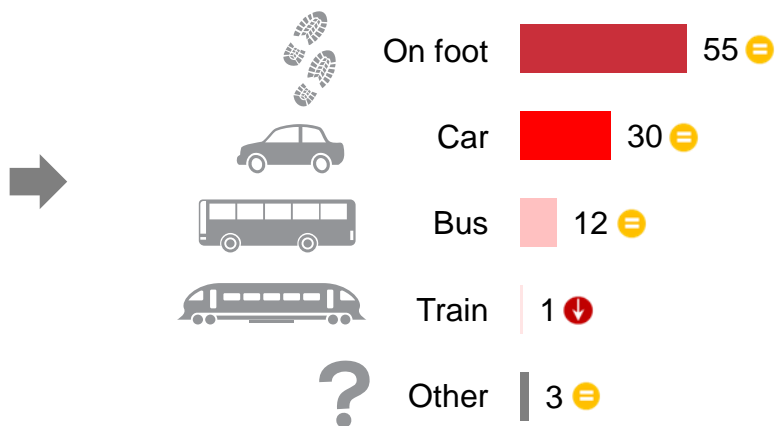
Most used tram stops: journey start

Old Market Square	12 =
Phoenix Park	8 =
Toton Lane*	8
Hucknall	7 =
Royal Centre	7 =
Nottingham Station*	7
Beeston Town Centre*	5
Clifton South*	5
Lace Market	4 =

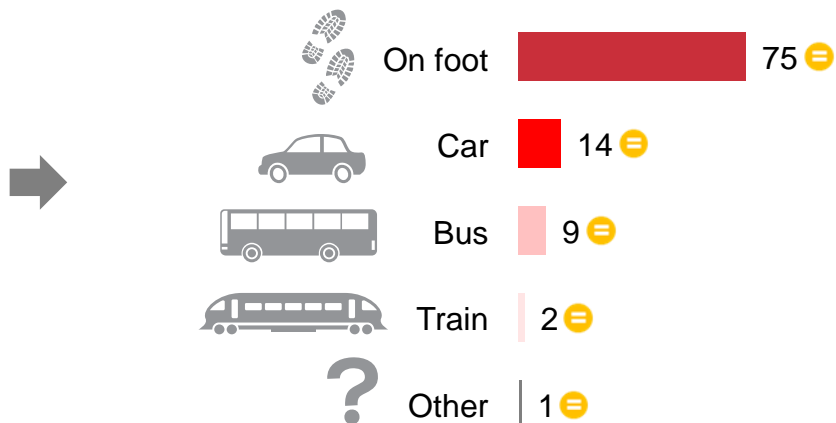
Most used tram stops: journey destination

Old Market Square	14 =
Nottingham Station*	10
Lace Market	10 =
Royal Centre	10 ↓
Phoenix Park	9 =
Toton Lane*	7
Hucknall	5 =
Beeston Town Centre*	3

Mode used to arrive at starting stop (all stops)



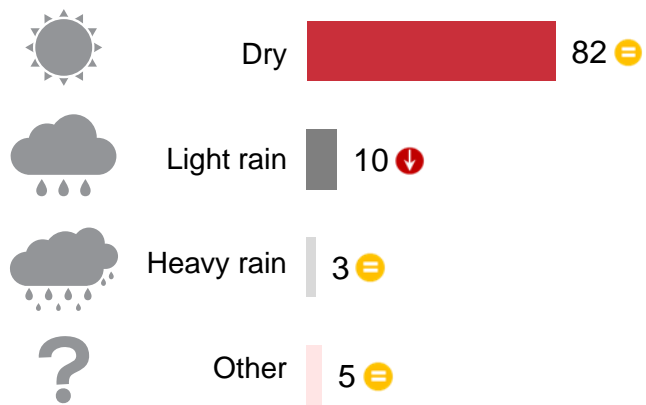
Mode used to travel on from destination stop (all stops)



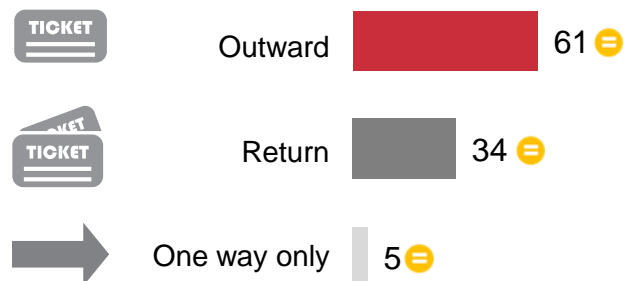
*Not included in 2014 survey

Nottingham journeys: summary (4)

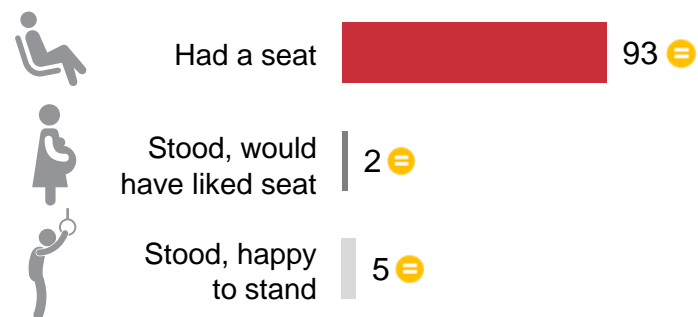
Weather on day of journey



Journey direction



Sitting / standing



Passenger and journey context: the detail

Journey purpose



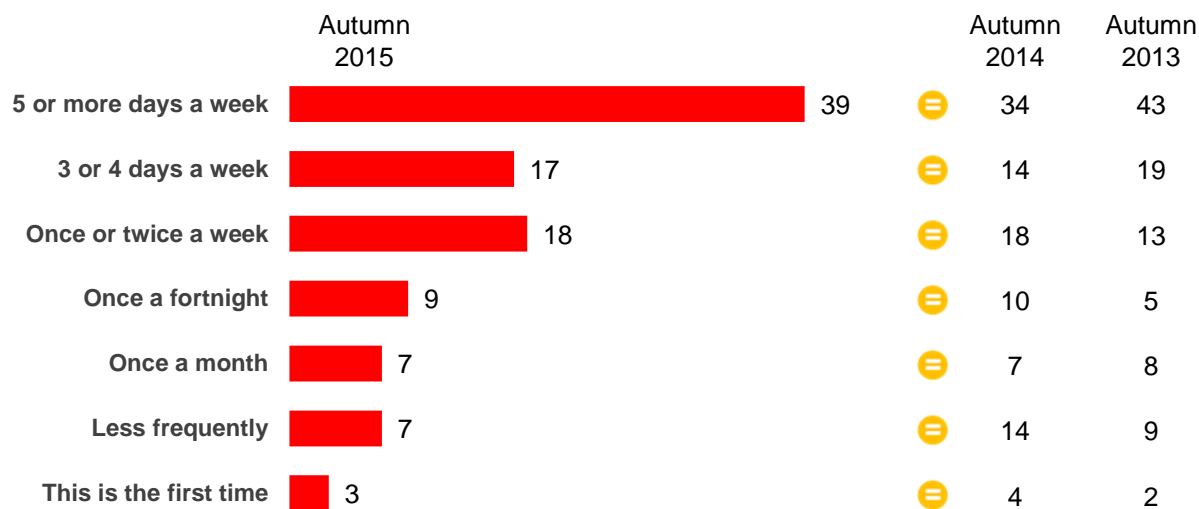
	Autumn 2015		Autumn 2014	Autumn 2013
Travelling to/from work	42	↑	30	41
Travelling to/from education	10	=	8	13
Company business	1	=	1	1
Personal business	4	=	6	5
Health visit	1	=	2	1
Shopping trip	13	=	13	18
Visit friends or relatives	6	=	11	4
Leisure trip	20	=	25	12
Other	3	=	4	5
Sub-total: Commuter	53	↑	37	54
Sub-total: Business	1	=	1	1
Sub-total: Leisure	46	↓	62	45

Q. What is the main purpose of your tram journey today?
 Base: All passengers - 321

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

Passenger and journey context: the detail

Frequency of using Nottingham tramway



Q. How often do you typically travel by tram?
 Base: All passengers - 318

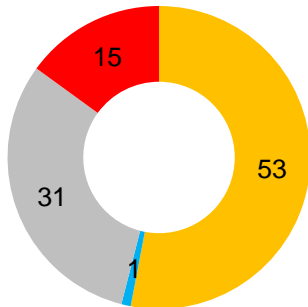
- Statistically significant increase since 2014
- No change
- Statistically significant decrease since 2014

Ticket type and modes of transport permitted

Nottingham



	Autumn 2015		Autumn 2014	Autumn 2013
Sub-total: Single/return	23		20	27
Single	9		7	8
Return	14		13	20
Sub-total: Season ticket/pass	57		42	51
Day pass	21		13	11
3 day/weekend	1		0	0
5 days/1 week	3		4	5
10 days/2 weeks	1		0	0
4 weeks/1 month	11		12	19
Quarterly/3 months	1		3	0
1 year	18		9	13
Other time period	2		0	4
Free pass/journey	13		19	15
Other ticket type	6		18	7



Mode of transport	Autumn 2014	Autumn 2013
Tram only	52	54
Train and tram	1	1
Bus and tram	34	23
Train, bus and tram	13	22

Q. What type of ticket/pass did you use for this tram journey today?

Base: All passengers - 298

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

Base: All passengers - 318

↑ Statistically significant increase since 2014

= No change

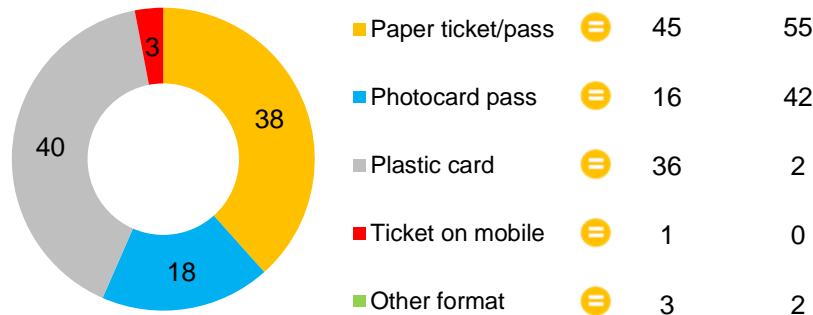
↓ Statistically significant decrease since 2014

Passenger and journey context: the detail

Method of buying ticket and ticket format



	Autumn 2015		Autumn 2014	Autumn 2013
Ticket machine at stop	44	=	51	N/A*
Conductor that day	N/A*		N/A*	52
Travel shop	20	=	19	22
Direct from the tram company	11	=	10	8
Rail/bus company	12	=	10	10
Local shop or post office	0	=	1	4
Direct debit through work/college	7	=	2	1
Other	6	=	6	3



*Not asked for NET

Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 247

Q. In what format was your ticket?
Base: All passengers - 318

- Statistically significant increase since 2014
- No change
- Statistically significant decrease since 2014

Nottingham stops used by passengers surveyed

61 per cent of passengers were on an outward journey, 34 per cent on a return and 5 per cent on a one-way trip (2014: 54 per cent, 39 per cent and 8 per cent respectively)

88 per cent had a seat for their whole journey, while 2 per cent said they had to stand but would have liked to have a seat (2014: 85 per cent and 3 per cent)

Boarding

Autumn 2015 Autumn 2014 Autumn 2013

• Old Market Square	12	=	12	11
• Phoenix Park	8	=	13	12
• Toton Lane*	8		N/A	N/A
• Hucknall	7	=	14	20
• Royal Centre	7	=	5	3
• Nottingham Station*	7		N/A	N/A
• Beeston Town Centre*	5		N/A	N/A
• Clifton South*	5		N/A	N/A
• Lace Market	4	=	1	9
• Station Street	1	↓	14	19
• David Lane	1	↓	7	3
• Nottingham Trent University	1	↓	5	1

Alighting

Autumn 2015 Autumn 2014 Autumn 2013

• Old Market Square	14	=	19	17
• Nottingham Station*	12		N/A	N/A
• Lace Market	10	=	4	7
• Royal Centre	10	↓	22	13
• Phoenix Park	9	=	9	6
• Toton Lane*	9		N/A	N/A
• Hucknall	5	=	8	14
• Beeston Town Centre*	3		N/A	N/A
• The Forest	2	=	4	5
• Cinderhill	1	=	3	1
• Nottingham Trent University	1	=	5	4
• Station Street	0	↓	11	9

*Not included in 2014 survey

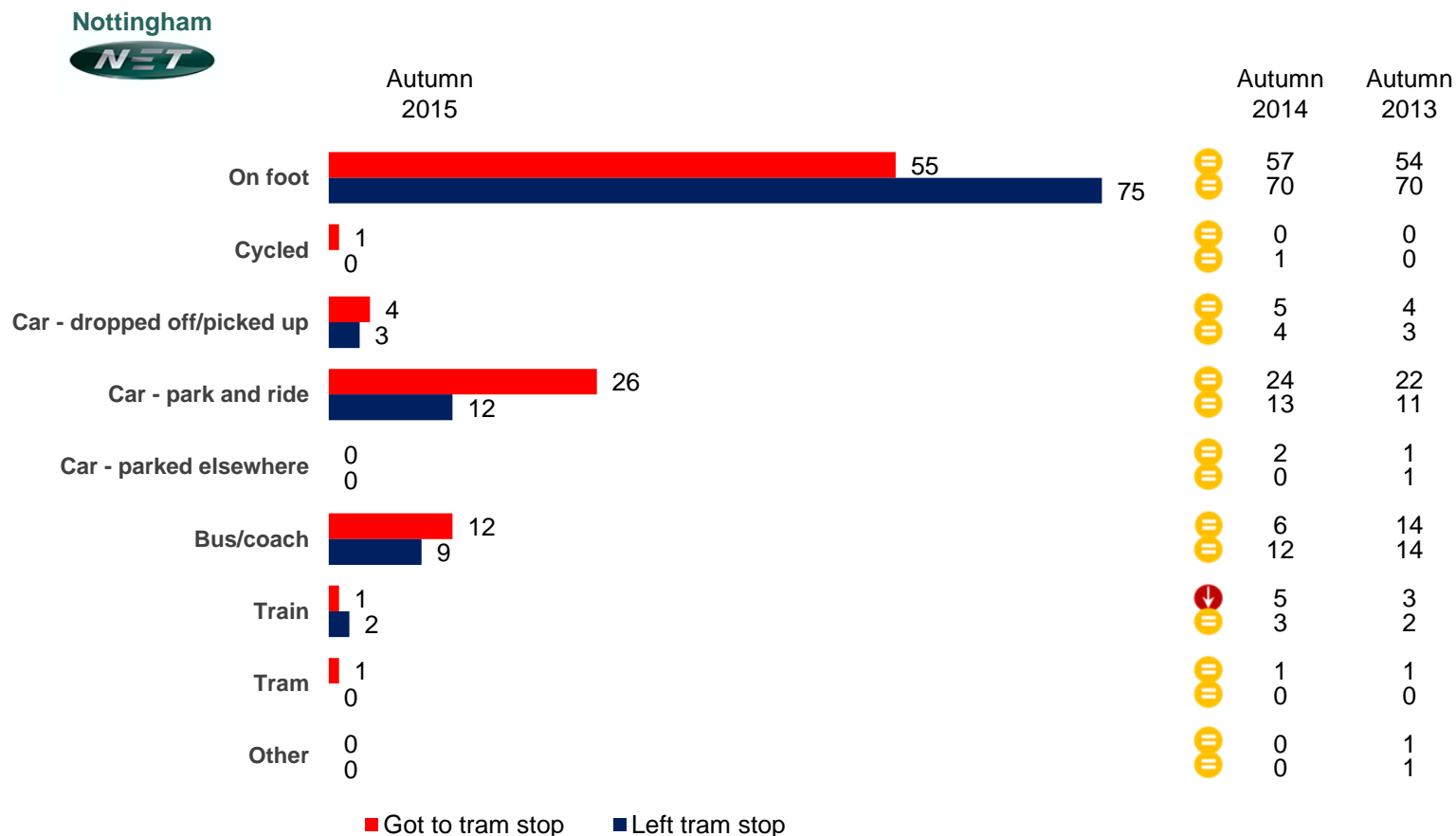
Any changes in tram stops used reflects the sample of passengers in this survey rather than actual usage of stops

Q: Were you on your outward or return journey? Q: Did you get a seat on the tram? Q: At which stop did you board/leave this tram?

Base: All passengers - 328

Passenger and journey context: the detail

How got to and from the tram stop

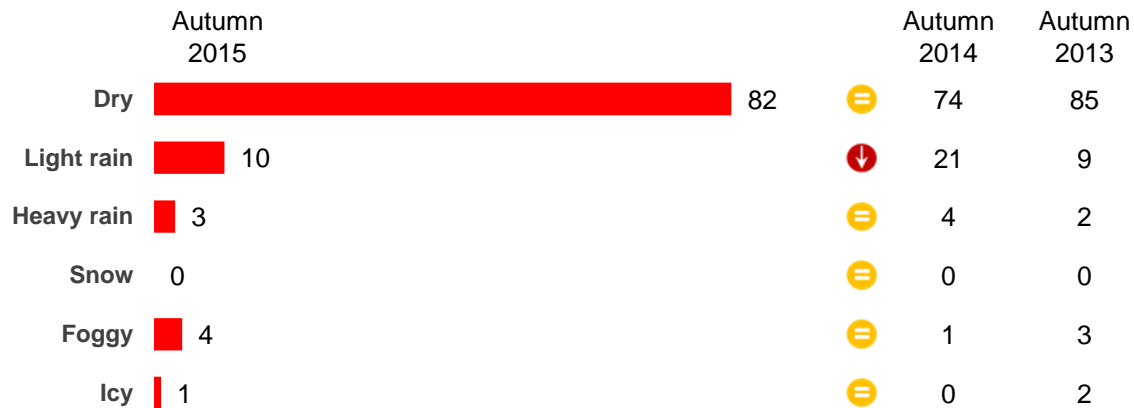


Q: How did you get to/from the tram stop where you boarded/left the tram today?
 Base: All passengers – 321/319

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

Passenger and journey context: the detail

Weather conditions when journey made

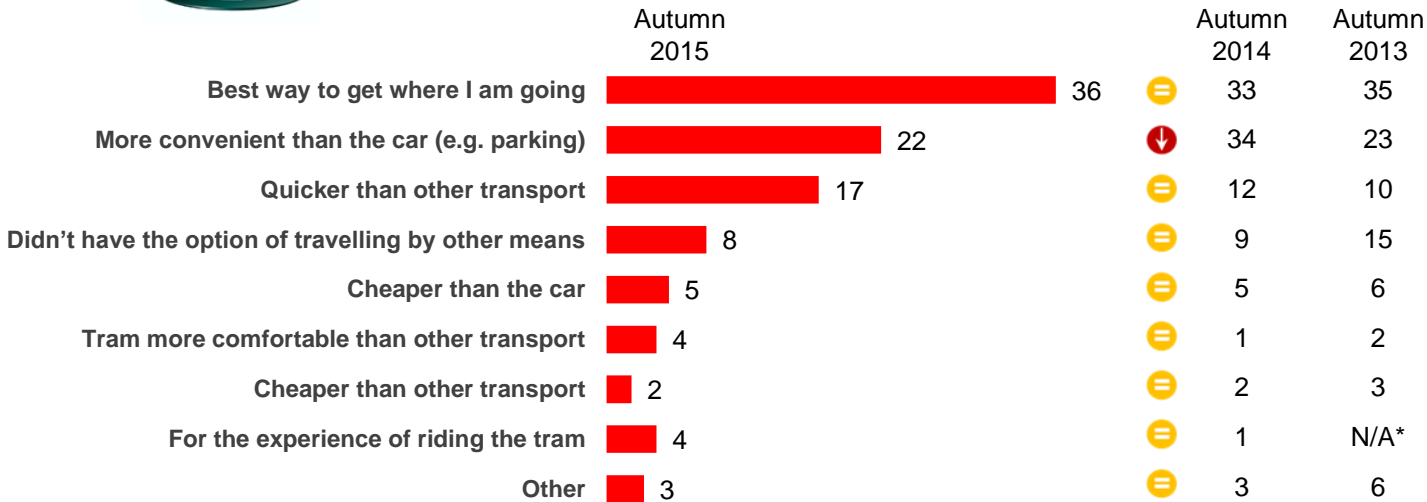


Q. What was the weather like when you made your journey?
 Base: All passengers - 320

- Statistically significant increase since 2014
- No change
- Statistically significant decrease since 2014

Passenger and journey context: the detail

Reasons for choosing the tram



*Not asked in 2013

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

Base: All passengers - 321

↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

Factors preventing more journeys being made



	Autumn 2015		Autumn 2014	Autumn 2013
Places reachable	37	=	32	48
Frequency of trams	4	=	9	7
Reliability of trams	13	=	6	4
Cost of using trams	18	=	19	26
Understanding the fares	7	↑	1	2
Understanding ticket machines	7	=	5	0
Journey times	11	=	9	11
Comfort of trams	7	=	6	8
Level of crowding	30	=	29	40
Concern for personal safety	4	=	9	7
Tram network improvement works	9	=	6	N/A*

*Not asked in 2013. The addition of 'Tram network improvement works' in TPS 2014 could have caused the significant drops in other factors

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

Base: All previously using the tram - 169

- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

TPS 2015 Nottingham

Appendix 2: Further detail on survey background and method

Methodology – fieldwork

Nottingham Express Transit (TPS)

Fieldwork: 17 September to 26 November 2015 (with a gap for half term from 24 October to 1 November)

Interviewer shifts: covered all days of the week and ran from 6am to 10pm. Each interviewer worked a three-hour shift; four hour shifts were conducted in a few cases.

Method: Choice of paper or online self-completion questionnaire

Sample size: 328 interviews (285 paper and 43 online)

In 2014 fieldwork took place between 10 September and 27 November

Methodology – 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.

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

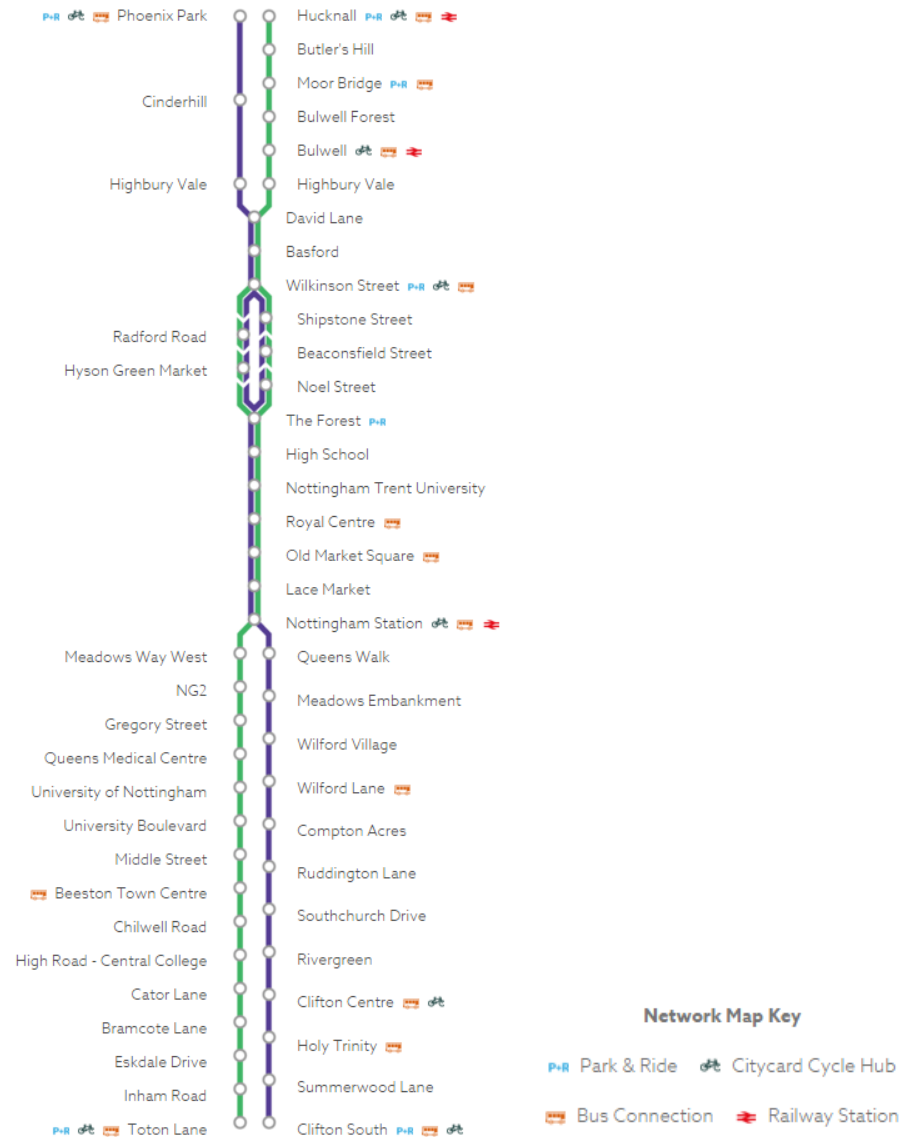
- Tram network (for Nottingham Express Transit this was by line)
- Age: 16-25, 26-59, 60+
- Gender: male, female
- Time/day travelled: weekday peak, weekday off peak and weekend

The full details of the weighting matrix can be found in the TPS Autumn 2015 technical report.

Waiver
Transport 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 Transport Focus does not accept any liability for error or omission.

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

The Nottingham tramway route map



TPS 2015 Nottingham

Appendix 3: Questionnaire

shift

D	D	M	M	Y	Y
				1	5

Date

Thank you for agreeing to take part in our survey.

Transport Focus is the official, independent consumer watchdog that represents rail, 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 survey. It asks about the tram journey you made when given this questionnaire.

Tram companies, local authorities and governments pay close attention to the survey's results. These results provide Transport Focus with the evidence to seek improvements on behalf of passengers.

Please fill in the questionnaire after you have completed your journey with NET.

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 NET

Q1a. At which stop did you board this tram?

(If your journey involved changing trams please refer only to the part of your tram journey on which you were given this questionnaire)

Q1b. At which stop did you leave this tram?

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

 Hour Mins. (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 NET? (Please tick one box only)

Season Ticket/Kangaroo/Mango/Student

- 1 day.....
- 3 day/weekend.....
- 5 days/1 week.....
- 10 days/2 weeks.....
- 4 weeks/1 month.....
- Quarterly/3 months.....
- 1 year.....

A free pass or free journey

- Elderly person's pass.....
- Disabled person's pass.....
- Complimentary/free ticket.....

Other ticket

- Park and Ride.....
- Family/Group ticket.....
- Other.....

 Other time period (please write in)

Single/return ticket

- Single ticket.....
- Return ticket.....

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

- NET only..... Bus and NET.....
- Train and NET..... Train, Bus and NET.....

1001001

Q4. In what format was your ticket?

- A standard paper ticket/pass..... An m-ticket (sent to your mobile phone).....
- A photo card ticket/pass..... Other format.....
- A plastic card you touched on to the fare machine.....

Q5. How did you buy that ticket or pass?

- Ticket machine at the stop..... From a local shop or post office.....
- Direct from Nottingham Express Transit (website/phone)..... You had a free pass.....
- Travel shop..... Direct debit through work/college.....
- Rail/bus company..... Other.....

Q6. What is the main purpose of your journey on NET today?

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

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

- Outward..... One way trip only.....
- Return.....

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

- Children in a buggy or pushchair..... A carer.....
- Children (under 12) who were walking..... Lots of bags or luggage.....
- A wheelchair/mobility scooter..... None of these.....

Q9. How did you get to the NET stop where you boarded this tram today?

- On foot/walked..... Bus.....
- Cycled..... Train.....
- Car - dropped off..... Tram.....
- Car - and used Park and Ride..... Other.....
- Car - parked elsewhere.....

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

- On foot/walked..... Bus.....
- Cycled..... Train.....
- Car - picked up..... Tram.....
- Car - and used Park and Ride..... Other.....
- Car - parked elsewhere.....

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

- Cheaper than the car..... Quicker than other transport.....
- Cheaper than other transport..... Bestway to get where I am going.....
- More convenient than the car (e.g. parking)..... Tram more comfortable than other transport.....
- Didn't have the option of travelling by another means..... For the experience of riding the tram.....
- Other (please write in).....

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

- Dry..... Foggy.....
- Light rain..... Snow.....
- Heavy rain..... Icy.....

2. About the tram stop where you boarded this NET 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)

Before leaving for the tram stop

- Leaflet/paper timetable.....
- Online tram times.....
- Live tram locator/timings
(e.g. via mobile app/web).....
- Disruption updates
(e.g. on Twitter/Facebook).....
- Other.....

At the tram stop

- Electronic display at the stop.....
- Information posters at the stop.....
- Online tram times.....
- Live tram locator/timings
(e.g. via mobile app/web).....
- Disruption updates
(e.g. on Twitter/Facebook).....
- Other.....

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.....
- Already knew arrival times.....
- Could not find the information.....
- Didn't have time.....
- Did not know when the tram was meant to arrive.....
- Other.....

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.....
- A little longer than you expected.....
- About the length of time you expected.....
- A little less time than you expected.....
- Much less time than you expected.....

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

- Yes.....
- No.....

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.....
- Yes – for part of the journey.....
- No – but you were happy to stand.....
- No – but you would have liked a seat.....

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

- Yes.....
- No.....

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="text"/> |

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 NET 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="text"/> |
| 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?

- | | Yes | No | Don't know |
|--|--------------------------|--------------------------|--------------------------|
| A map of the tram route/journey times..... | <input type="checkbox"/> | <input type="checkbox"/> | <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 NET staff you encountered on your journey, please indicate how satisfied you were with each of the following:

- | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Equally dissatisfied | Very dissatisfied | Don't know/no opinion |
|--|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| The appearance of any staff..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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 NET 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 NET 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 NET today, what would it have been?

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

- | | |
|--|---|
| 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"/> | A reason not mentioned above (please write in box)..... <input type="checkbox"/> |
| The fare in comparison to the cost of everyday items..... <input type="checkbox"/> | |

6. Your opinion of trams generally

Q32a. How would you rate NET services for the following:

- | | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know/no opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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 NET services for the following:

- | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Equally dissatisfied | Very dissatisfied | Don't know/no opinion |
|--|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Ease of buying your ticket..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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"/> |

Q33. If you needed information about your local tram services, e.g. times, fares, where would you obtain that information? (Please tick all that apply)

- | | |
|---|--|
| Phone: NET..... <input type="checkbox"/> | Ask friend/relative..... <input type="checkbox"/> |
| Phone: Nottingham City Council..... <input type="checkbox"/> | From a Park and Ride kiosk..... <input type="checkbox"/> |
| Internet: NET website..... <input type="checkbox"/> | Smartphone app..... <input type="checkbox"/> |
| Internet: Nottingham City Council website..... <input type="checkbox"/> | Ask tram staff..... <input type="checkbox"/> |
| Internet: Other travel website..... <input type="checkbox"/> | Other..... <input type="checkbox"/> |
| Travel shop..... <input type="checkbox"/> | Not sure..... <input type="checkbox"/> |

Q34. How often do you typically travel by NET? (Please tick the closest to your frequency of tram use)

- | | | | |
|----------------------------|--------------------------|---|--------------------------|
| 5 or more days a week..... | <input type="checkbox"/> | Once a month..... | <input type="checkbox"/> |
| 3 or 4 days a week..... | <input type="checkbox"/> | Less frequently..... | <input type="checkbox"/> |
| Once or twice a week..... | <input type="checkbox"/> | This is the first time I have used NET..... | <input type="checkbox"/> |
| Once a fortnight..... | <input type="checkbox"/> | | |

Q35. If you have used NET before, how typical would you say today's experience was? Was it...

- | | | | |
|---------------------------------|--------------------------|--------------------------------|--------------------------|
| Much better than usual..... | <input type="checkbox"/> | A little worse than usual..... | <input type="checkbox"/> |
| A little better than usual..... | <input type="checkbox"/> | Much worse than usual..... | <input type="checkbox"/> |
| About the same as usual..... | <input type="checkbox"/> | | |

Q36. Have any of the following frequently stopped you making journeys by tram? (Please tick all that apply)

- | | | | |
|---|--------------------------|--|--------------------------|
| The places you can reach by NET..... | <input type="checkbox"/> | How long journeys take when going by NET..... | <input type="checkbox"/> |
| The frequency of trams in the area..... | <input type="checkbox"/> | The comfort of the trams..... | <input type="checkbox"/> |
| The reliability of the trams..... | <input type="checkbox"/> | The level of crowding on the trams..... | <input type="checkbox"/> |
| The cost of using NET..... | <input type="checkbox"/> | A concern for your personal safety on NET..... | <input type="checkbox"/> |
| Understanding the fares..... | <input type="checkbox"/> | Tram network improvement works..... | <input type="checkbox"/> |
| Understanding the ticket machines..... | <input type="checkbox"/> | | |

7. About you

QA. Are you...?

- | | | | |
|-----------|--------------------------|-------------|--------------------------|
| Male..... | <input type="checkbox"/> | Female..... | <input type="checkbox"/> |
|-----------|--------------------------|-------------|--------------------------|

QB. In which age group are you?

- | | | | |
|------------|--------------------------|------------|--------------------------|
| 16-18..... | <input type="checkbox"/> | 55-59..... | <input type="checkbox"/> |
| 19-25..... | <input type="checkbox"/> | 60-64..... | <input type="checkbox"/> |
| 26-34..... | <input type="checkbox"/> | 65-69..... | <input type="checkbox"/> |
| 35-44..... | <input type="checkbox"/> | 70-79..... | <input type="checkbox"/> |
| 45-54..... | <input type="checkbox"/> | 80+..... | <input type="checkbox"/> |

QC. Are you...?

- | | | | |
|---|--------------------------|------------------------|--------------------------|
| Working full time (30+ hours)..... | <input type="checkbox"/> | Retired..... | <input type="checkbox"/> |
| Working part time (under 30 hours)..... | <input type="checkbox"/> | Full time student..... | <input type="checkbox"/> |
| Not working – seeking work..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |

QDa. Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? (Please tick all that apply)

- | | |
|--|--------------------------|
| No - None..... | <input type="checkbox"/> |
| Yes – Vision (e.g. blindness or partial sight)..... | <input type="checkbox"/> |
| Yes – Hearing (e.g. deafness or partial hearing)..... | <input type="checkbox"/> |
| Yes – Mobility (e.g. only able to walk short distances or difficulty climbing stairs)..... | <input type="checkbox"/> |
| Yes – Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)..... | <input type="checkbox"/> |
| Yes – Learning or understanding or concentrating..... | <input type="checkbox"/> |
| Yes – Memory..... | <input type="checkbox"/> |
| Yes – Mental health..... | <input type="checkbox"/> |
| Yes – Stamina or breathing fatigue..... | <input type="checkbox"/> |
| Yes – Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)..... | <input type="checkbox"/> |
| A condition not mentioned above..... | <input type="checkbox"/> |

QDb. Does your condition or illness have an adverse effect on your ability to make journeys by tram?

- | | | | |
|-----------------|--------------------------|--------------------|--------------------------|
| Yes, a lot..... | <input type="checkbox"/> | Yes, a little..... | <input type="checkbox"/> |
| Not at all..... | <input type="checkbox"/> | | |

QE. Which of the following best describes your ethnic background?

- | | | | |
|-----------------------------|--------------------------|-----------------------------|--------------------------|
| White..... | <input type="checkbox"/> | Chinese..... | <input type="checkbox"/> |
| Mixed..... | <input type="checkbox"/> | Asian or Asian British..... | <input type="checkbox"/> |
| Black or Black British..... | <input type="checkbox"/> | Other ethnic group..... | <input type="checkbox"/> |

QF. In terms of having a car to drive, which of the following applies?

- | | | | |
|--|--------------------------|---|--------------------------|
| You have a car available and don't mind driving..... | <input type="checkbox"/> | You have a car available but prefer not to drive..... | <input type="checkbox"/> |
| You don't have a car available..... | <input type="checkbox"/> | | |

QG. How often are you able to ask someone else to drive you for local journeys?

- | | | | |
|------------------------------|--------------------------|---|--------------------------|
| All or most of the time..... | <input type="checkbox"/> | You don't have anybody you can ask..... | <input type="checkbox"/> |
| Some of the time..... | <input type="checkbox"/> | Not applicable..... | <input type="checkbox"/> |

QH. To help us get a better picture of tram services at a local level, it would be helpful if you could provide us with your home postcode. (If you provide it, this will be used to help understand tram usage and make improvements locally. Your postcode will not be used to identify you personally and will only be used for research purposes)

Please write in your home postcode here:

- | | | | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------|--------------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | Live outside the UK..... | <input type="checkbox"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------|--------------------------|

This survey is being undertaken for Transport Focus by BDR Continental, an independent market research agency which adheres to the Market Research Society's code of conduct. You were handed this questionnaire by an interviewer working for Perspective Research Services, a part of BDR Continental.

The information that you have provided on this questionnaire is subject to the Data Protection Act 1998 and will not be used to identify you personally. The data will only be used for research purposes. Any organisations receiving the data will also be subject to the same restrictions and obligations under the Data Protection Act 1998.

If you have any queries about this survey or how your data will be used please contact Nick Grigg at BDR Continental on 020 7490 9166.

If you would like to check that this survey is genuine, you can contact the Market Research Society on 0500 396999 or www.mrs.org.uk who will verify BDR Continental's status as a legitimate market research organisation.

To find out more about the Tram Passenger Survey or Transport Focus' work visit our website or follow us on Twitter. Web: www.transportfocus.org.uk Twitter: [@transportfocus](https://twitter.com/transportfocus)

If you would be happy to participate in future research projects about the tram industry please complete the contact details below (this will only be available to Transport Focus)

- | | |
|----------------|----------------------|
| Name: | <input type="text"/> |
| Email address: | <input type="text"/> |

Thank you for completing this questionnaire.

Please return it in the envelope provided or use the following Freepost address:

Tram Passenger Survey
 Perspective Research Services Ltd
 FREEPOST (RTLJ-YLTS-TGYG)
 12-20 Baron Street
 Angel, London N1 9LL



Tram Passenger Survey (TPS) Nottingham

Autumn 2015 results



Robert Pain
Tel: 0300 123 0835 Email: robert.pain@transportfocus.org.uk

Insight Team, Transport Focus, Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX

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