

# Tram Passenger Survey (TPS) **Sheffield**

## Autumn 2015 results

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**TPS 2015 Sheffield**

**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

Comparisons can also be made with passenger experiences on buses and trains, as measured by the Bus Passenger Survey (BPS) and National Rail Passenger Survey (NRPS)

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 **17<sup>th</sup> September and 26<sup>th</sup> November 2015**

**603** surveys were completed for Sheffield in autumn 2015

*For further details of the survey method, see Appendix*

# The Supertram network in context

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

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

**TPS 2015 Sheffield**

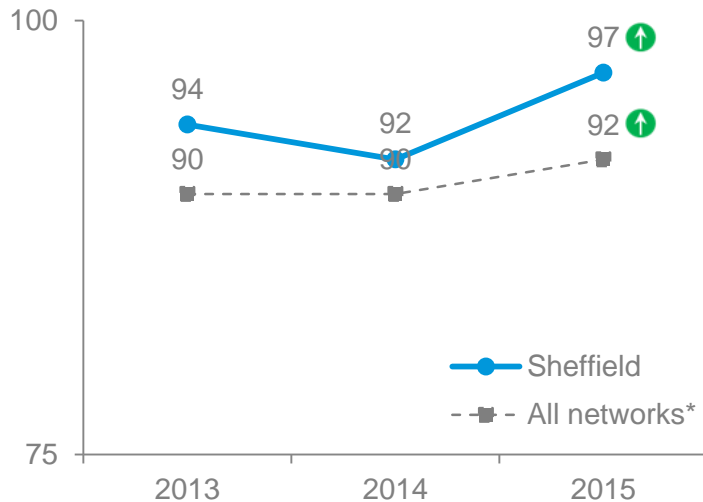
**Summary of 2015 results**

# Passenger experience in Sheffield 2015: a snapshot

## Overall journey satisfaction: 2015



## Overall journey satisfaction: trend



\*The 2013 survey did not include Edinburgh Trams

## The top factors linked to overall journey satisfaction in Sheffield\* and how they performed in 2015

For a satisfactory journey (very/fairly satisfied):

- 85% = Punctuality
- 90% = Cleanliness inside the tram
- 93% ↑ Length of time journey took

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

- 86% = Length of time waiting at stop
- 97% = Safety of the driving

\*Combines data from 2014 and 2015 surveys to increase robustness

# Passenger experience in Sheffield 2015: across the network



All Networks

Blue/Purple route

Yellow route

## Satisfaction with key measures:

Measure	Sheffield 2015	All Networks	Blue/Purple route	Yellow route
Overall journey	97 ↑	92 ↑	96 ↑	98 =
Value for Money	83 ↑	69 ↑	79 ↑	86 ↑
Punctuality	85 =	86 ↑	83 ↑	88 =
Overall stop	94 =	91 =	96 =	93 =

## Satisfaction with other measures driving overall journey satisfaction in Sheffield:

Measure	Sheffield 2015	All Networks	Blue/Purple route	Yellow route
Cleanliness inside tram	90 =	90 =	88 =	92 =
Length of time journey took	93 ↑	87 ↑	91 ↑	94 =

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

Measure	Sheffield 2015	All Networks	Blue/Purple route	Yellow route
Length of time waiting at stop	86 =	84 =	84 ↑	87 =
Safety of the driving	97 =	90 ↑	95 =	99 ↑

↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014



## Sheffield 2015: summary of key findings (1)

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- Overall satisfaction for journeys on Sheffield Supertram is high, with 97 per cent of passengers satisfied. This has increase significantly since 2014 (92 per cent) and remains higher than the same measure on the Bus Passenger Survey (85 per cent). The significant increase in overall journey satisfaction has been driven by commuters, fare-payers, those aged 16-34 and passengers travelling on the Blue/Purple routes
- Two thirds (67 per cent) of all passengers are 'very satisfied' with their journey overall (2014: 60 per cent)
- The key factors which make journeys satisfactory on the Supertram are punctuality, the cleanliness inside the tram and the length of time the journey took. Passenger satisfaction with these factors is high: 85 per cent, 90 per cent and 93 per cent, respectively
- The key factors which make passengers 'very' rather than 'fairly' satisfied with journeys on the Supertram are the length of time waiting at the stop and the safety of the driving. Passenger satisfaction with these factors is 86 per cent and 97 per cent, respectively
- Amongst fare paying passengers, 83 per cent are satisfied with the value for money of a journey on the Sheffield Supertram. This has increased significantly since 2014 (69 per cent) and also remains higher than the same measure on the Bus Passenger Survey (65 per cent)
- When evaluating value for money, the cost of the tram versus other modes of transport and the cost for the distance travelled were the most important factors

## Sheffield 2015: summary of key findings (2)

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- Just over a quarter of passengers (26 per cent) spontaneously mentioned an improvement that could be made to their journey. Passenger comments mostly related to the punctuality/reliability of the tram, with 13 per cent mentioning more punctual trams or fewer delays and 10 per cent mentioning more frequent trams
- Other improvements mentioned by passengers related to the tram interior and tram stops: 7 per cent mentioning a cleaner interior, 7 per cent better information on board and 9 per cent talking about better information at tram stops
- The age profile of passengers is relatively young (31 per cent aged 16-25), although less so than in 2014 (37 per cent)
- Despite the younger age profile of passengers, around a quarter (24 per cent) travel with a concessionary ticket
- Just over half (53 per cent) use the Supertram for leisure purposes, and just under half (47 per cent) for commuting – 37 per cent commuting to work and 10 per cent to education
- Compared to bus passengers, those using the tram tend to have better access to private transport: 35 per cent of tram passengers have 'easy' access to private transport, compared to only 18 per cent of bus passengers

## **TPS 2015 Sheffield**

### **Experience and opinions of the journey**

*This section includes comparisons between tram (TPS) and bus (BPS) where applicable.*

# Experience and opinions of the journey: summary

## Satisfaction with today's journey:

Overall journey

Stagecoach  
**SUPERTRAM**



Bus services in  
South Yorkshire  
(BPS)



Value for money



Punctuality



On-vehicle journey time



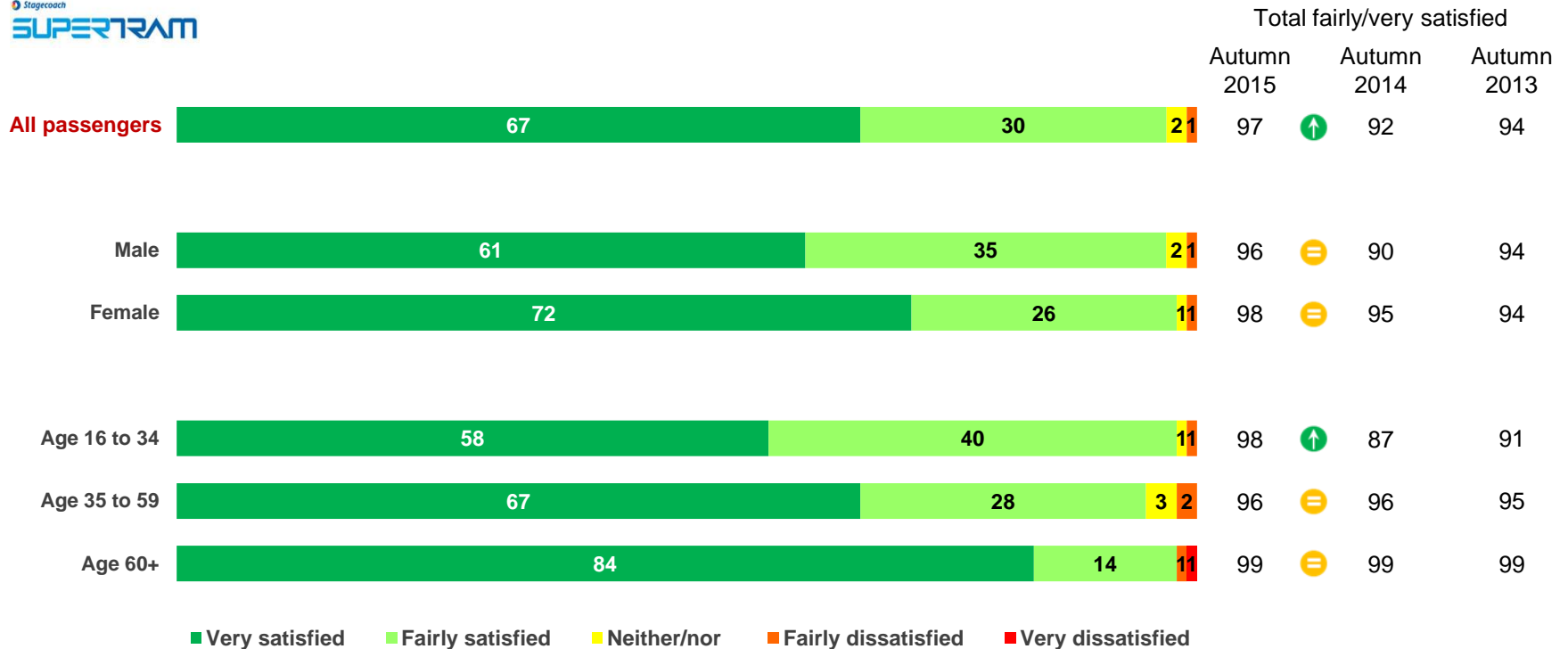
↑ Statistically significant **increase** since 2014

= No change

↓ Statistically significant **decrease** since 2014

# Experience and opinions of the journey: the detail

## Overall satisfaction: by gender and age

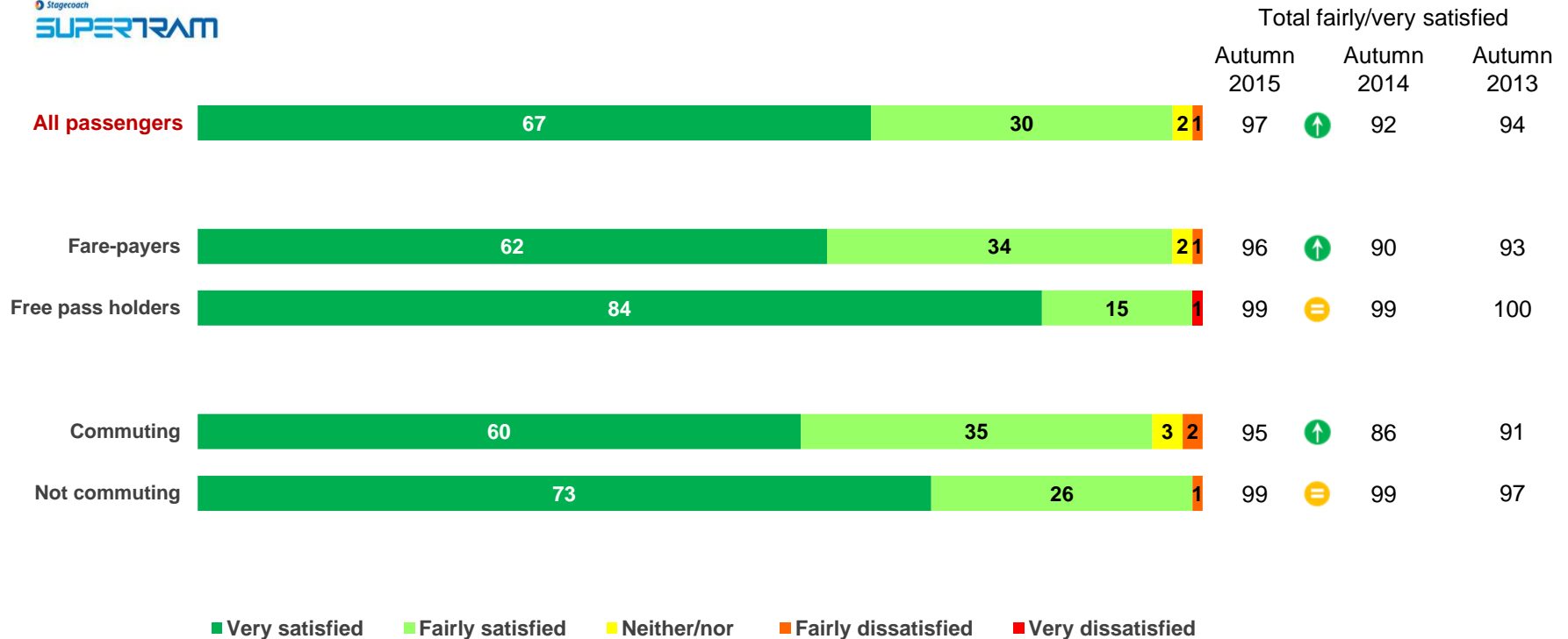


Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?  
 Base: All passengers - 593

- ↑ 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

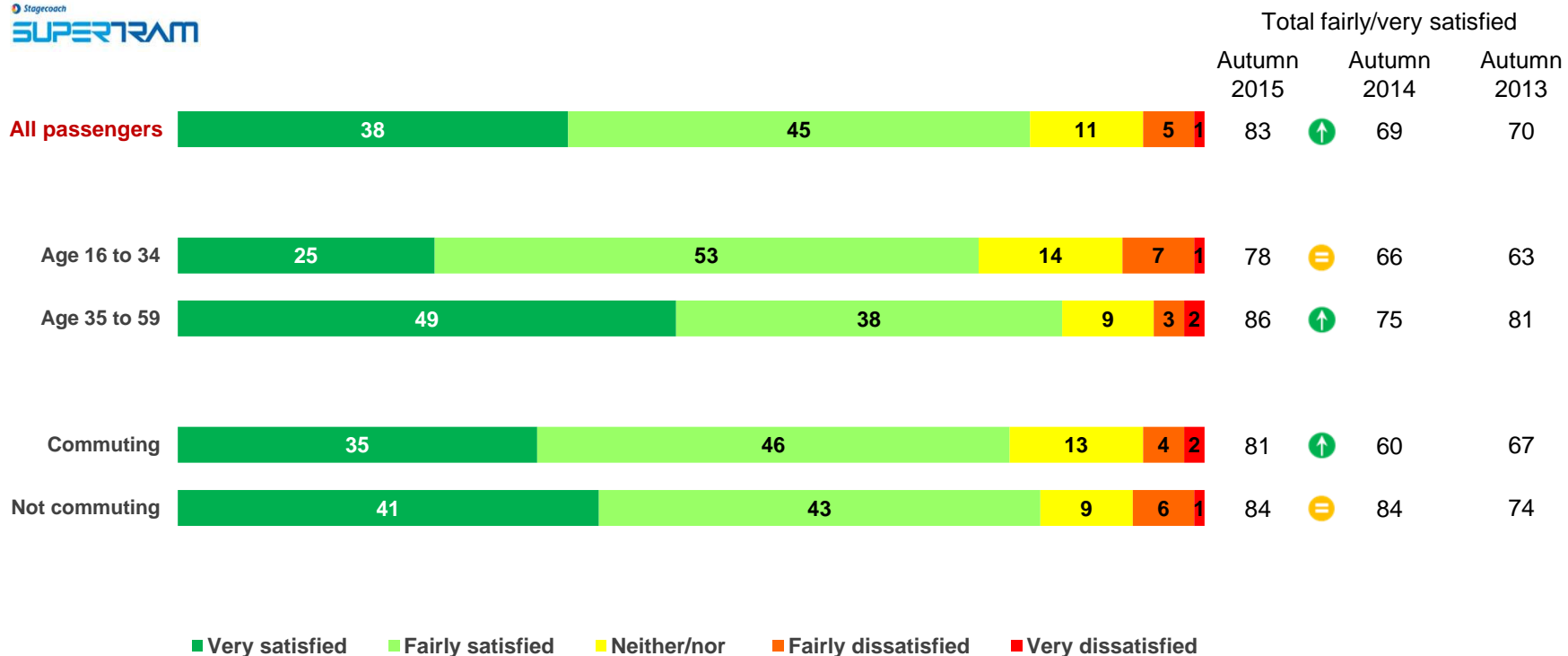


Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?  
 Base: All passengers - 593

- ↑ 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 - 384

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

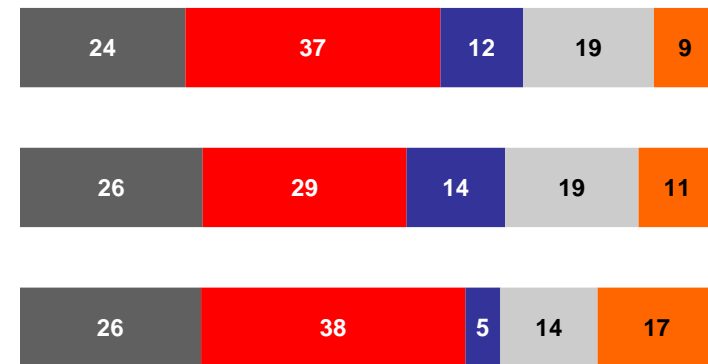
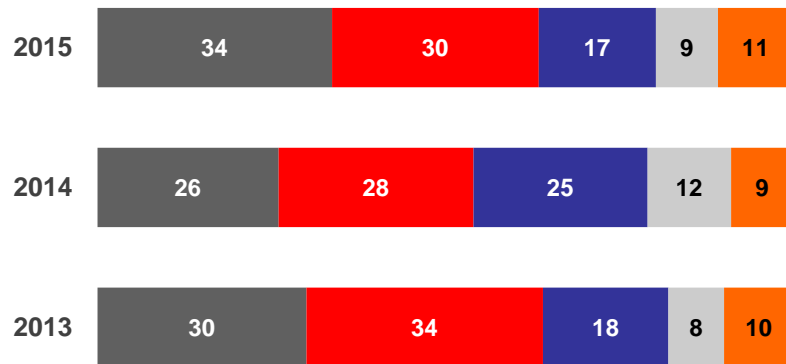
# Experience and opinions of the journey: the detail

## 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

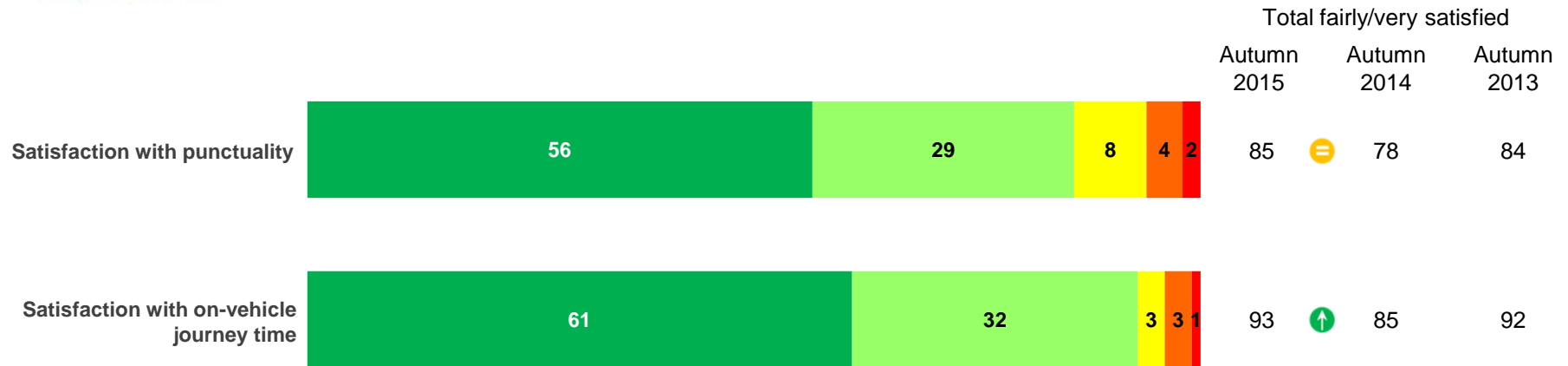
NOTE: Those not satisfied with value for money includes respondents answering 'Neither satisfied nor dissatisfied'  
 Q. What had the biggest influence on the 'value for money' rating you gave in the previous question?  
 Base: All fare paying passengers – 316/60

- ↑ 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 - 565

Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers - 592

↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

## **TPS 2015 Sheffield**

### **Waiting at the stop**

*This section includes comparisons between tram (TPS) and bus (BPS) where applicable.*

# Waiting at the stop: summary



Buses in South Yorkshire

## Satisfaction with the stop:

Overall satisfaction with stop	94 =	79
Distance from journey start	84 =	83
Convenience / accessibility	92 =	87
General condition and maintenance	91 =	73
Freedom from graffiti / vandalism	91 ↓	77
Freedom from litter	87 =	69
Behaviour of other passengers	88 =	N/A*
Information provided	81 =	71
Personal safety	90 =	78

\*Not asked in BPS

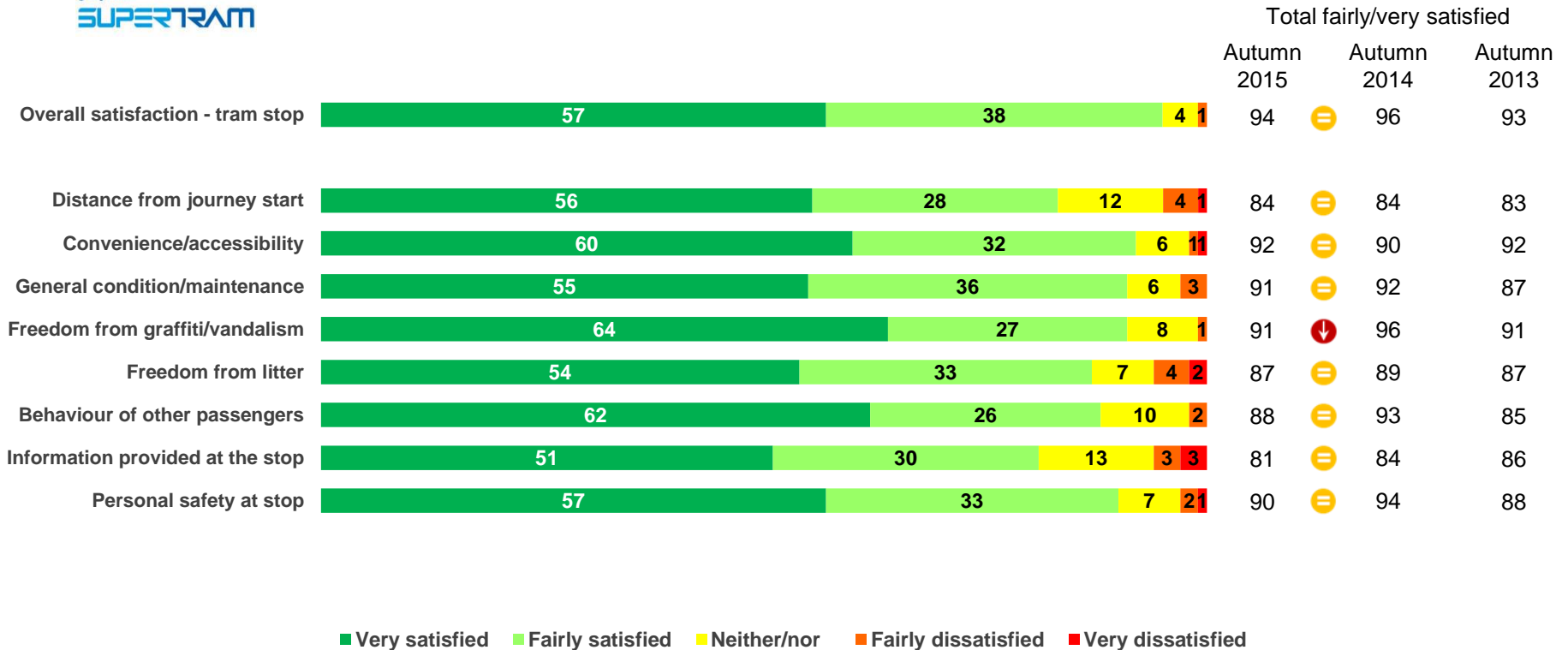


Buses in South Yorkshire

Satisfaction: waiting time	86 =	73
Expected wait time	7.3 mins =	8.1 mins
Actual reported wait time	5.9 mins ↓	9.2 mins
Passengers who checked tram time	75% ↑ ↓	72% ↓
Info sources used before arriving at stop	Online tram times	Online timetables most common, then paper
Info sources used at stop	57% electronic display	45% timetable at stop
Among those that didn't check...	77% knew service frequent	47% knew service frequent

# Waiting at the stop: the detail

## Satisfaction with the tram stop

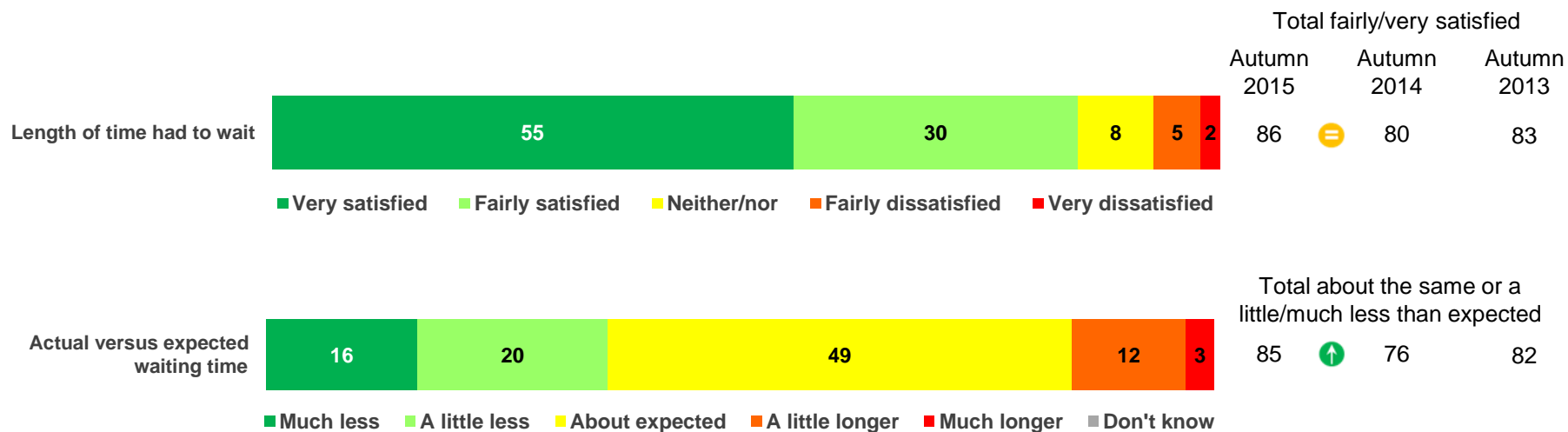


Q. Overall, how satisfied were you with the tram stop? & Q. Thinking about the tram stop itself, how satisfied were you with the following:  
 Base: All passengers - 585

- ↑ 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 - 587

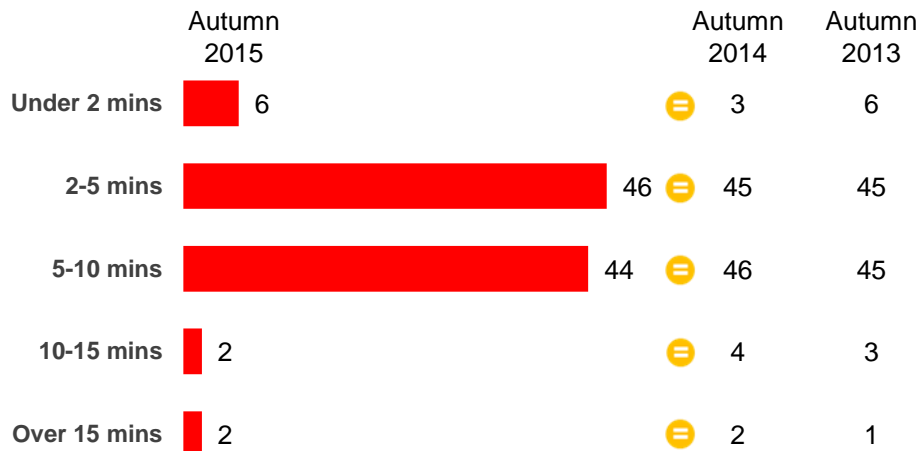
- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

# Waiting at the stop: the detail

## Expected and reported waiting times

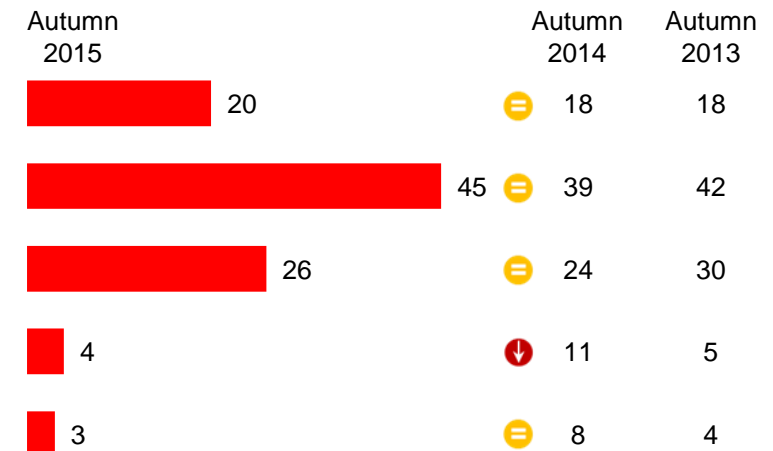


### Expected tram waiting time



**Average expected waiting time 7 minutes (2014: 8 minutes)**

### Reported tram waiting time



**Average reported waiting time 6 minutes (2014: 8 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 – 577

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

# How passengers checked tram times



25 per cent (↓) of Sheffield passengers did not check to find out when the tram was meant to arrive (2014: 47 per cent)

### Before leaving for the tram stop

	Autumn 2015		Autumn 2014	Autumn 2013
Leaflet/paper timetable	4	=	7	11
Online	9	=	11	12
Live tram locator/timings	5	=	4	3
Disruption updates via social media	1	=	0	0
Other	9	=	4	7

### At the tram stop

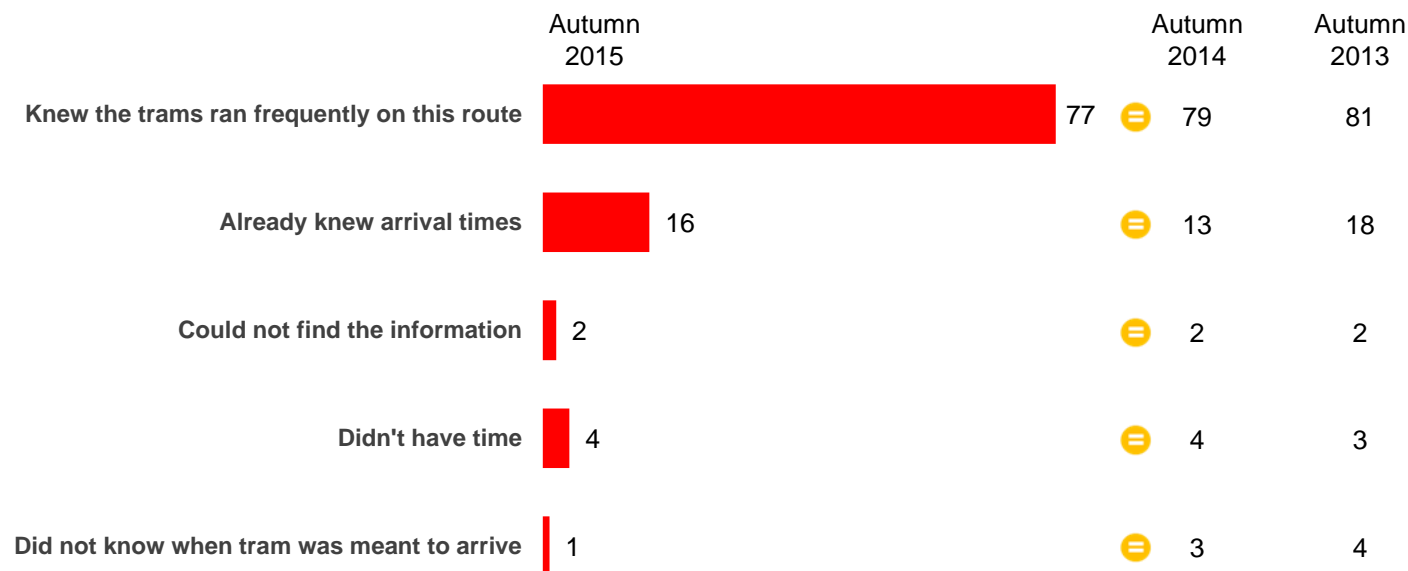
	Autumn 2015		Autumn 2014	Autumn 2013
Electronic display	57	↑	3	1
Information posters	10	↓	35	24
Online	3	=	1	2
Live tram locator/timings	2	=	1	4
Disruption updates via social media	2	=	0	0
Other	4	=	5	6

Q. Did you check any of the following to find out when the tram was meant to arrive?  
Base: All passengers - 603

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

## Waiting at the stop: the detail

# 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 - 174

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



## **TPS 2015 Sheffield**

### **The tram**

*This section includes comparisons between tram (TPS) and bus (BPS) where applicable.*

# The tram: summary



## Start of journey

Route info on tram	93 =	83
Exterior cleanliness	92 =	76
Ease getting on	96 =	90
Time taken to board	97 =	90



## On board

Interior cleanliness	90 =	75
Info on board	83 =	62
Seat/standing space	85 =	85
Seat comfort	86 =	70
Personal space	83 =	74
Provision grabrails	91 =	82
Temperature	88 =	76
Personal security	95 =	83

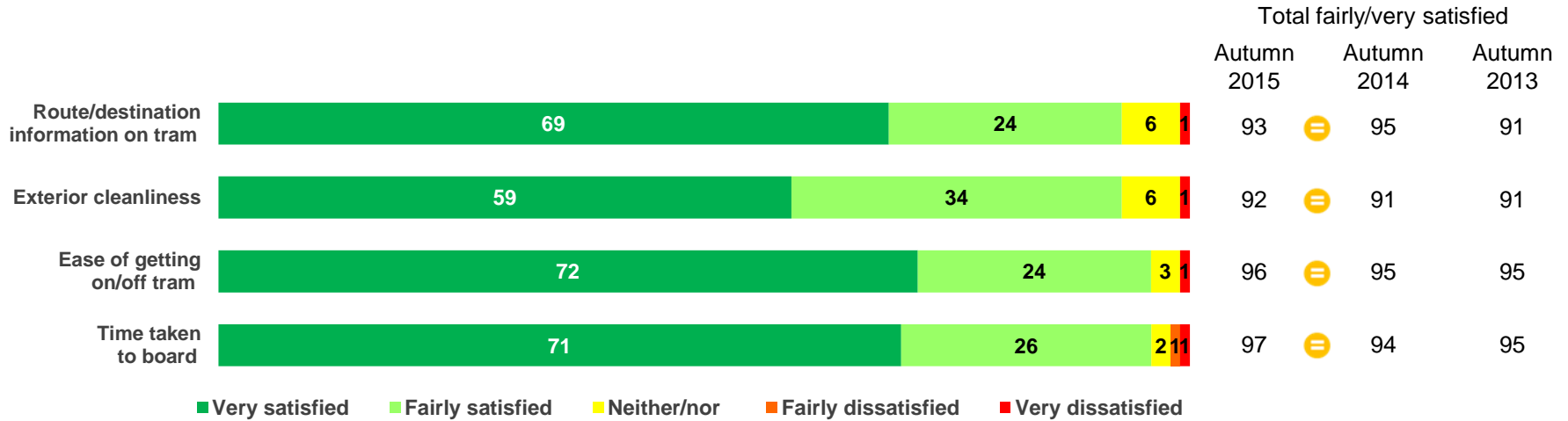


## The driver

Appearance	94 =	88
Greeting	82 =	71
Helpfulness/attitude	89 =	71
Safety of driving	97 =	87
Smoothness journey	86 =	73

# The tram: the detail

## Satisfaction with start of journey

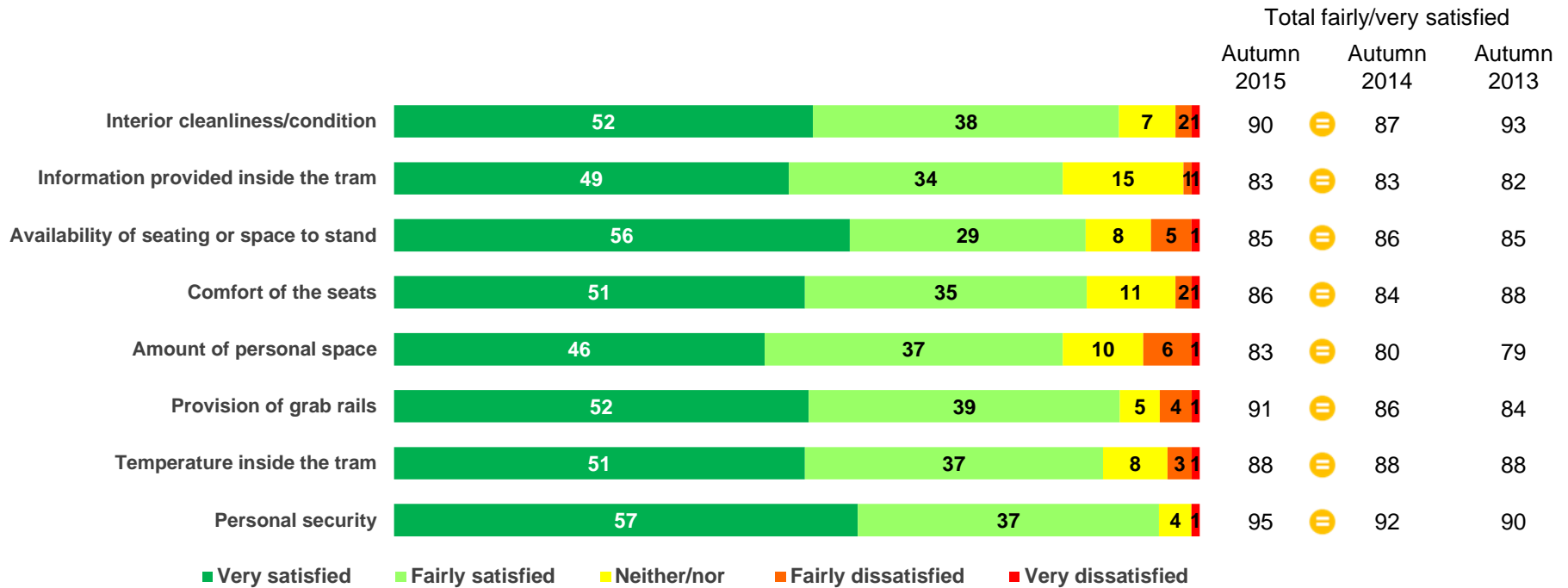


Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:  
 Base: All passengers - 584

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

# The tram: the detail

## Satisfaction on the tram

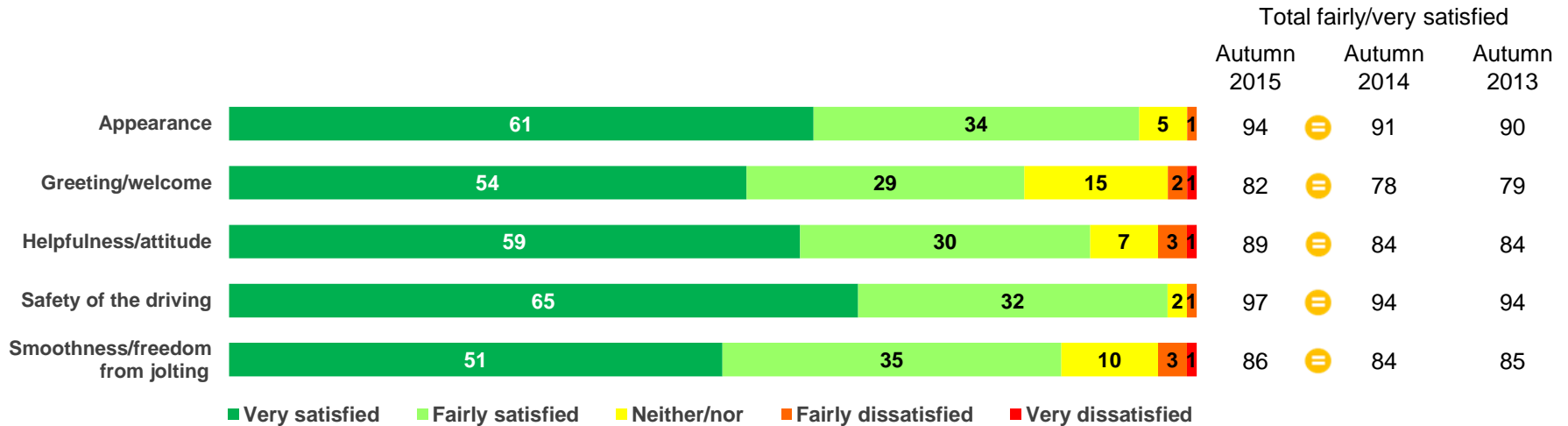


Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:  
 Base: All passengers - 592

- ↑ 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 - 592

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

## **TPS 2015 Sheffield**

### **Negative experiences during the journey**

*This section includes comparisons between tram (TPS) and bus (BPS) where applicable.*

# Negative experiences during the journey: summary



Passengers experiencing a delay to their journey



Average length of delay  
(perceived)



6 mins =

\*Caution: small base (33)



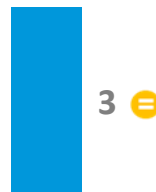
Most common cause of delay

Road congestion/traffic\*

\*Caution: small base (35)



Passengers with worry or concern about others' behaviour on board



↑ Statistically significant increase since 2014

= No change

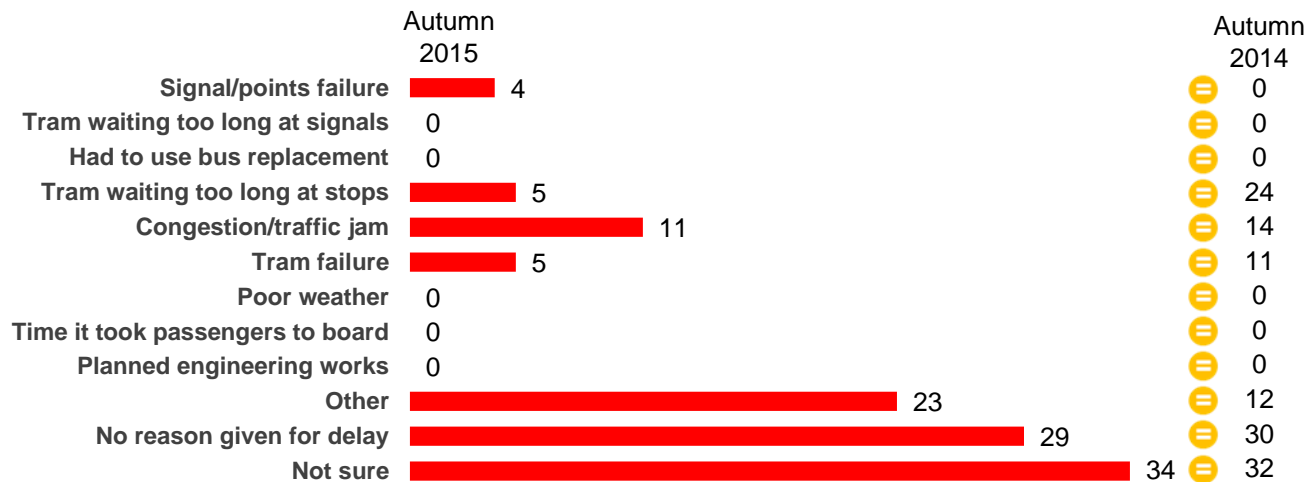
↓ Statistically significant decrease since 2014

# Negative experiences during the journey: the detail

## Experience of delays



7 per cent (⊖) of Sheffield passengers experienced a delay (2014: 7 per cent). Average length of delay was 6 minutes (⊖)



TPS: Q. Why was your journey delayed?

Base: All experiencing a delay – 35 (Caution: low base)

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

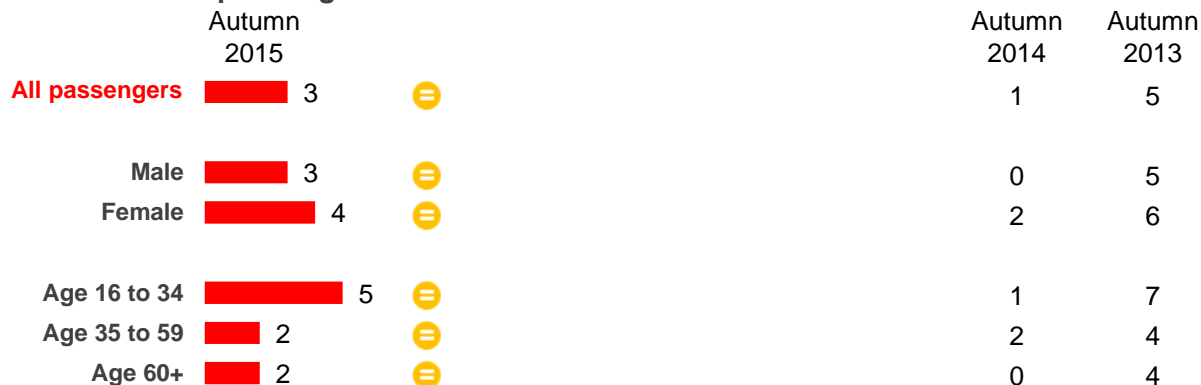


# Negative experiences during the journey: the detail

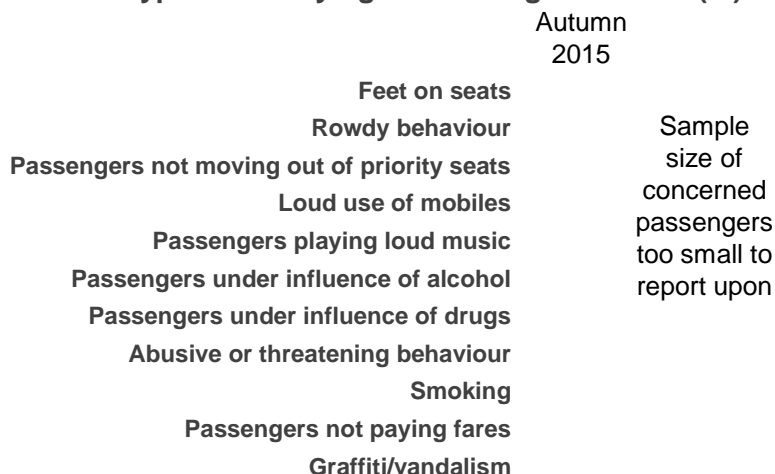
## Worry or concern at other passengers' behaviour



### % 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 - 594

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

Base: All experiencing worrying/concerning behaviour – 14 (Caution: low base)

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

**TPS 2015 Sheffield**

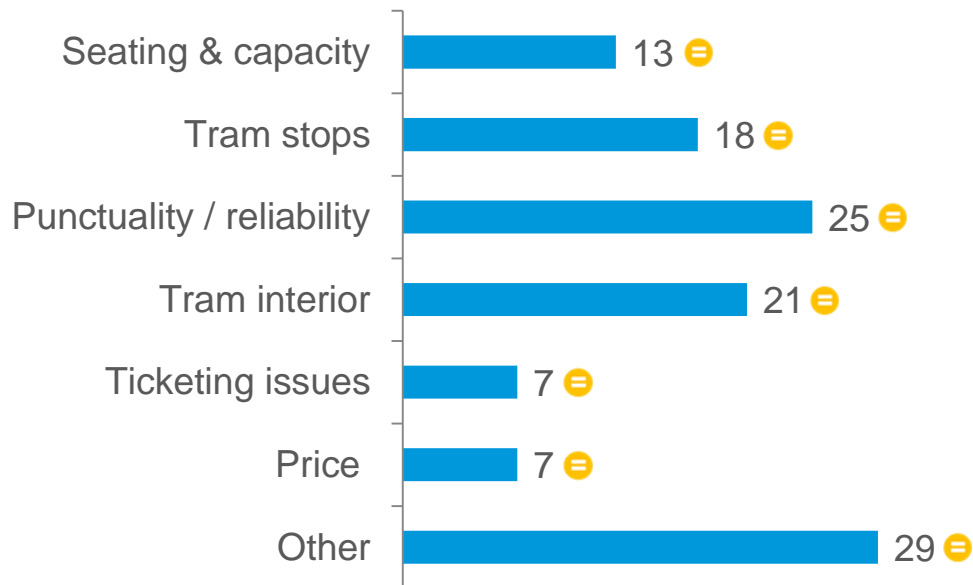
**Passengers' suggested improvements**

# Passengers' suggested improvements: summary



**74%** of Supertram 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 - 140

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

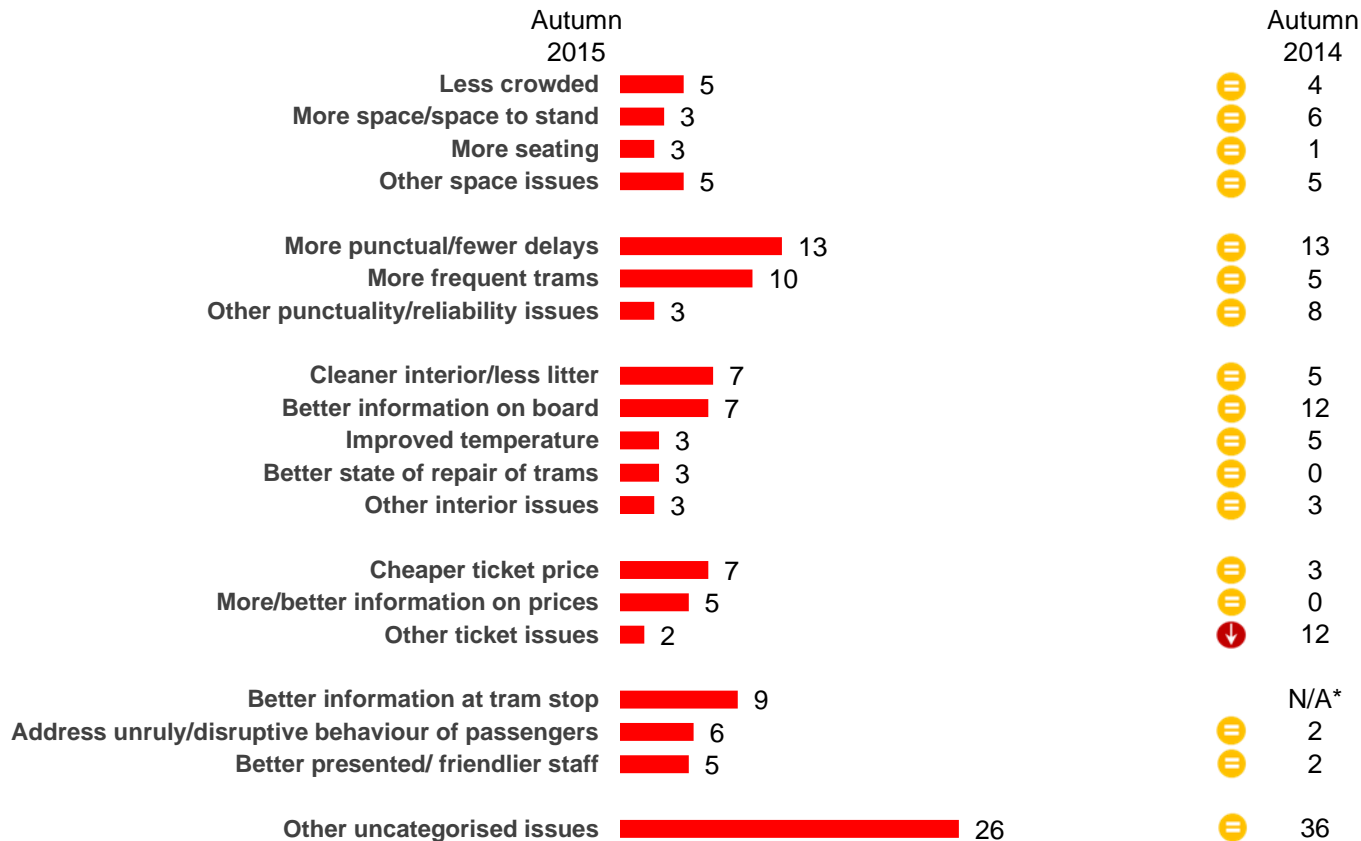
## Passengers' suggested improvements: the detail

# Suggested improvements spontaneously mentioned by tram passengers



74 per cent (⊖) of passengers could think of no improvement suggestions to make (2014: 71 per cent)

Of the 26 per cent (⊖) who did, their suggestions are shown below (2014: 29 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 - 140

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

## Passengers' suggested improvements: the detail

### Selected verbatim comments

I was fortunate in arriving at Cathedral just as a tram arrived. However one minute later and I would have had a 20 minute wait as it was evening. Trams should be every 10 minutes throughout the day. Also there is insufficient parking at Park & Ride Meadowhall

A less crowded tram

More trams need to be put on. I had no personal space, it was too busy

The tram to be warmer in colder seasons. Produce tram fares information on board the tram. Have a tram timetable on board

The live tram time was incorrect or the tram was late/early

I don't understand why changeover is done one stop before Halfway! They don't even tell you!

At some stops if you are in a mobility scooter the platform is lower than the tram door, making it difficult to drive straight onto the tram

Seats at the tram stop

That the tram was on time. It is probably due to traffic congestion but this is a regular occurrence for the tram due to leave Leppings Lane at 16:47

Too much hot air – trams frequently too hot even when mild temperature outside

I heard a conductor telling another passenger that fare prices are increasing very soon – we could all have done with this information

More seats available at busy times

The tram coming within 10 minutes. Also if the time on the electronic board was accurate and didn't keep changing

Cheaper fare than £1.50 for very short journeys i.e. 4 stops max

The timetable (electronic) adding late info (delayed by...). [This would be] more real time

Map of local area when I got off the tram, as it's the first time I've been to the place

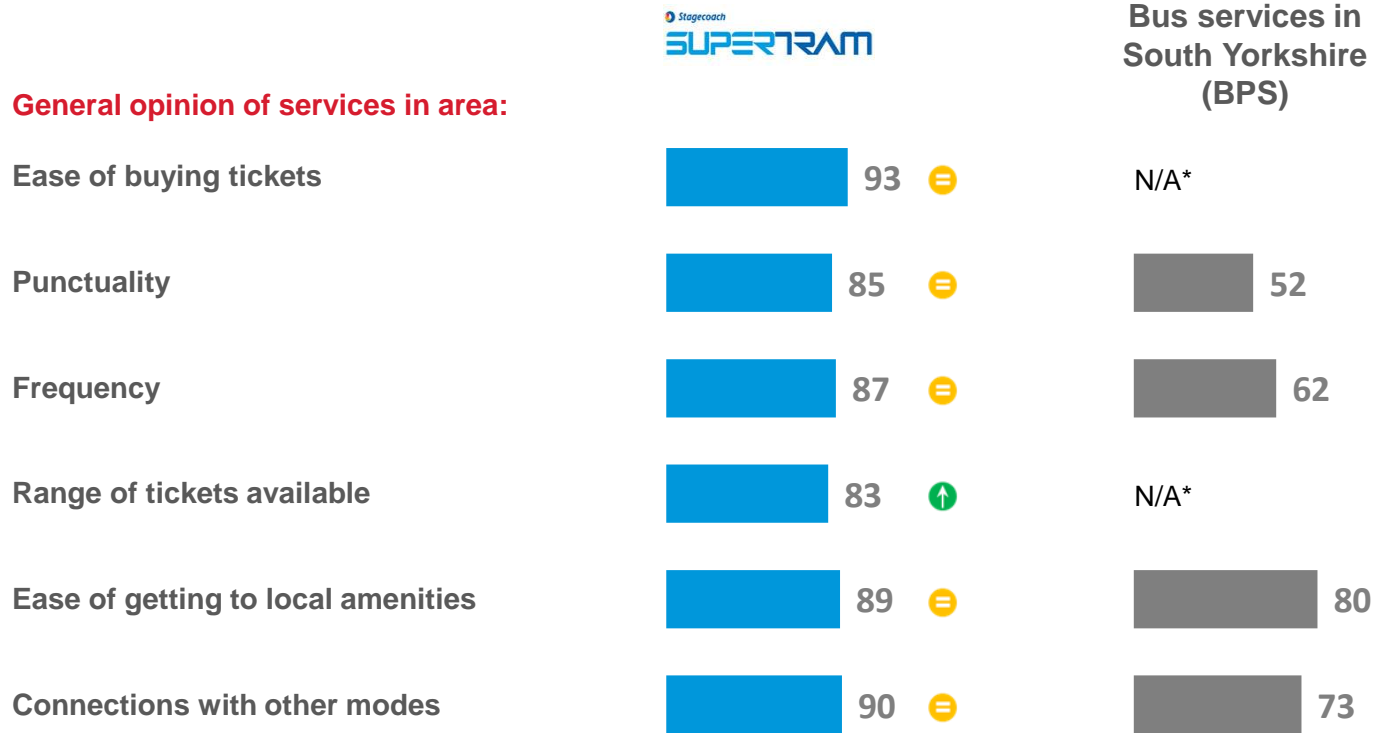
Some rubbish on the tram. But I understand that this is down to people throwing/leaving [rubbish] on tram. Early morning trams are always clean

Trams are starting to age fast, looking very tatty and need a refresh

**TPS 2015 Sheffield**

**Opinion of trams in the local area**

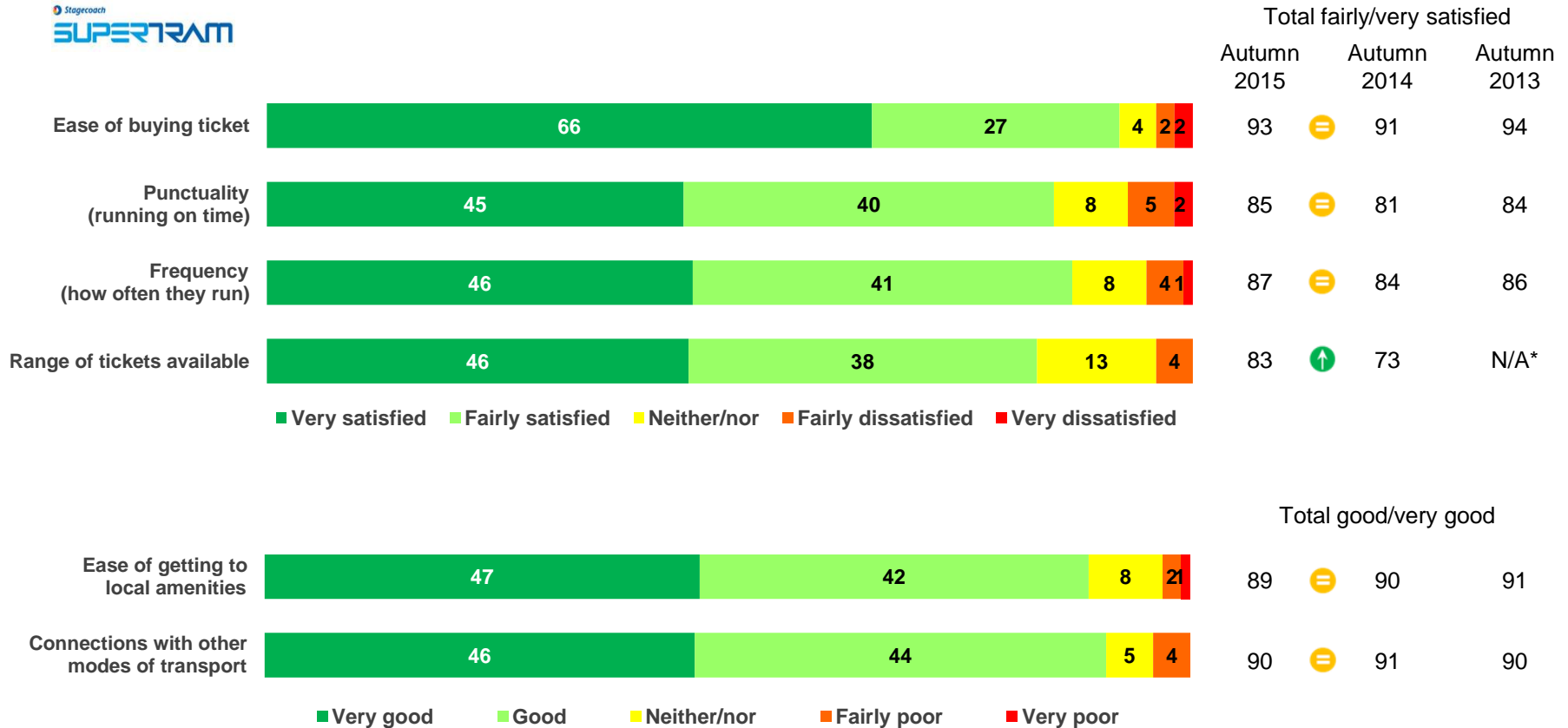
# Opinion of trams in the local area: summary



\*Not asked in BPS. Punctuality refers to 'reliability' in BPS

# 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 - 460

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

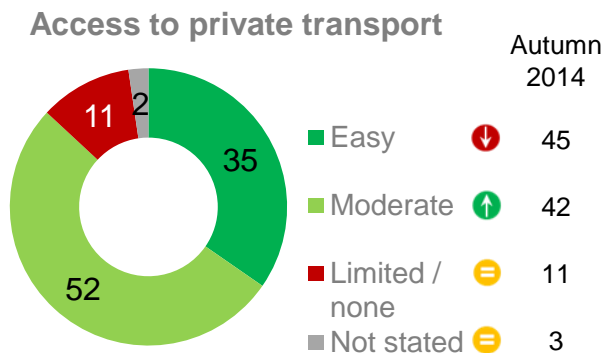
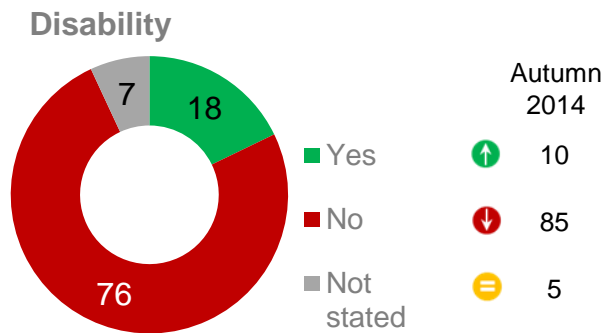
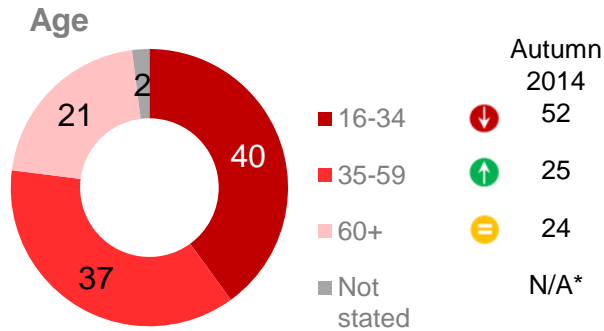


**TPS 2015 Sheffield**

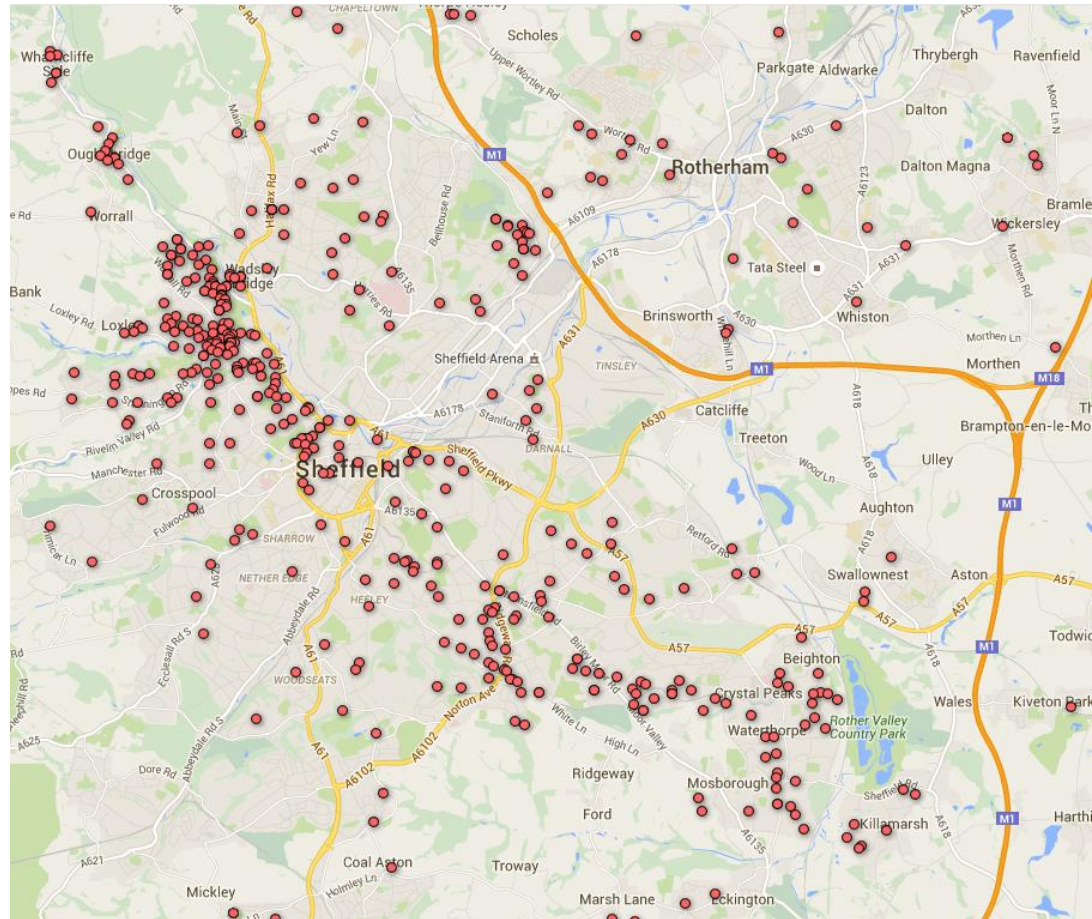
**Appendix 1: the passenger and journey context**

# Sheffield 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			Bus			
	Autumn 2015	Autumn 2014	Autumn 2013	Autumn 2015	Autumn 2014	Autumn 2013	
<b>Age</b>							
16-34	40	↓	52	50	34	41	42
35-59	37	↑	25	29	32	29	28
Over 60	21	=	24	21	31	30	30
Not stated*	2		N/A	N/A	3	0	0
<b>Access to private transport</b>							
Easy	35	↓	45	38	18	21	22
Moderate	52	↑	42	47	44	39	40
Limited/none	11	=	11	13	34	37	33
Not stated	2	=	3	2	4	3	5
<b>Has a disability</b>							
Yes	18	↑	10	12	18	35	27
<b>Ticket type</b>							
Free pass holders	24	=	24	20	37	36	36
Fare-payers	76	=	76	80	61	64	64

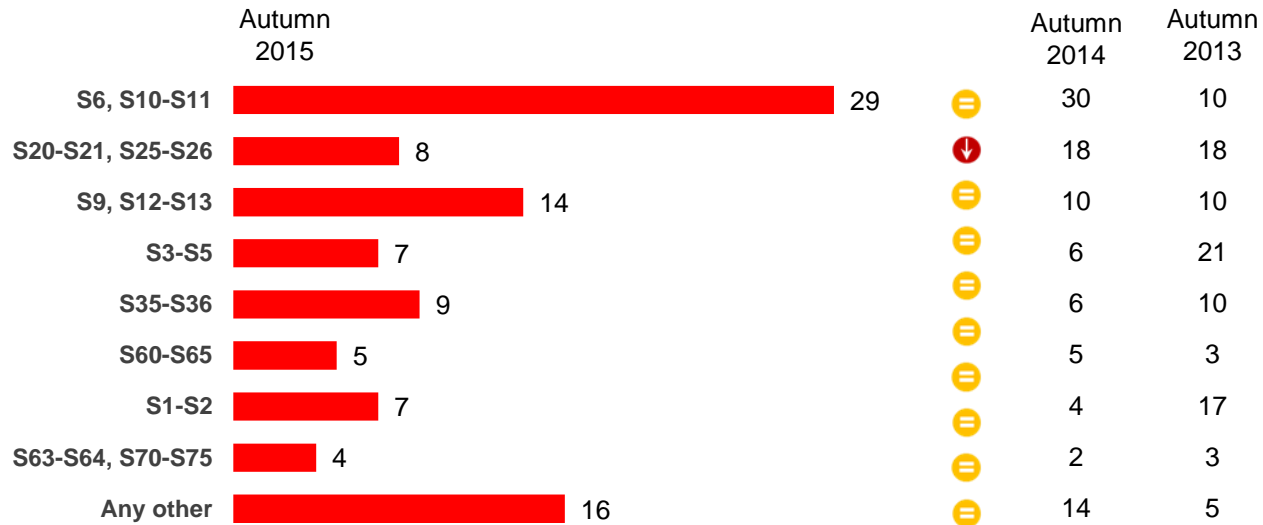
\*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

Base: All passengers - 603 (Tram), 963(Bus)

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

# Passenger and journey context: the detail

## Where Sheffield passengers live



Q: What is your postcode?

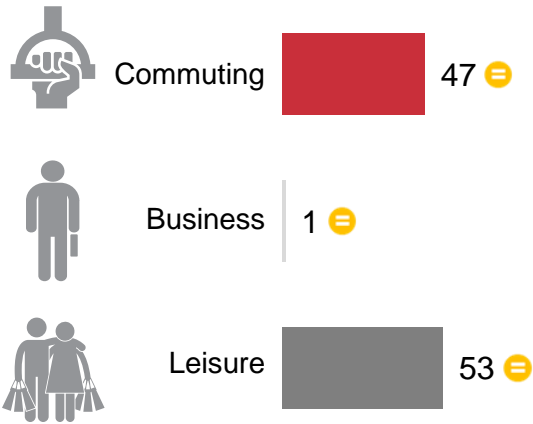
Base: All giving a postcode - 556

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

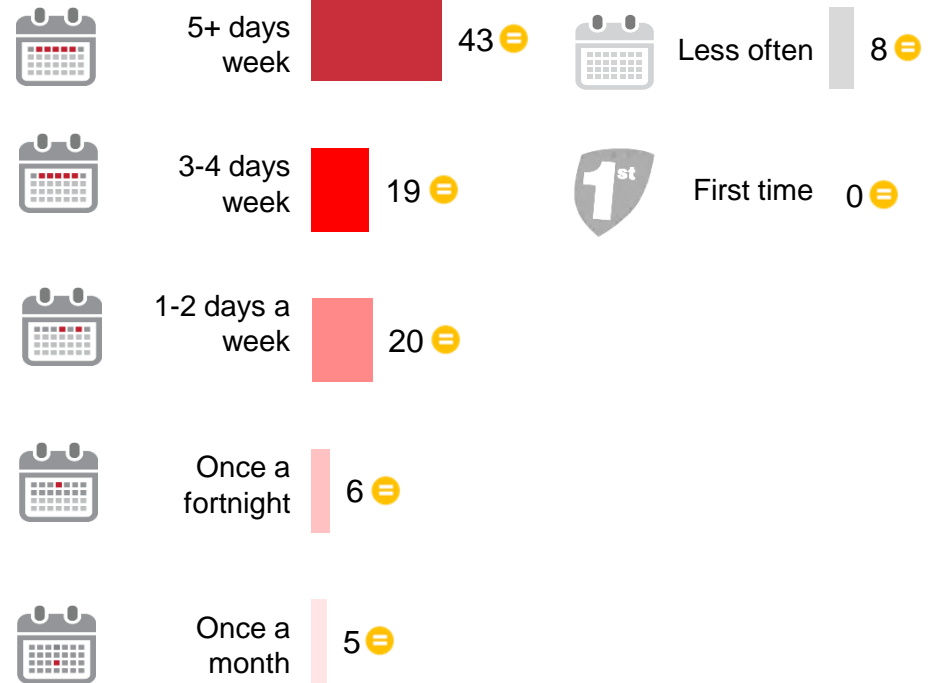
# Sheffield journeys: summary (1)

## Passenger journey details

### Journey purpose



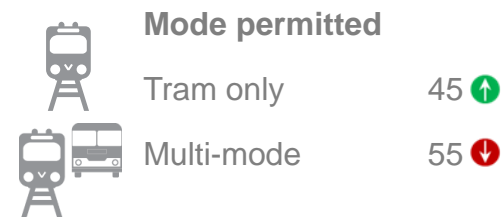
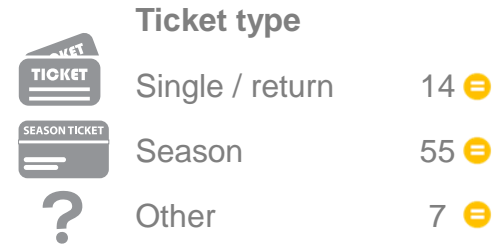
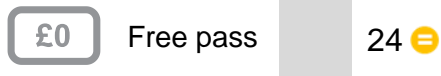
### Frequency using trams in area



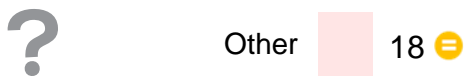
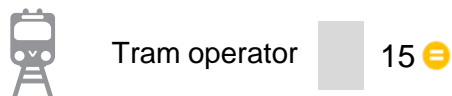
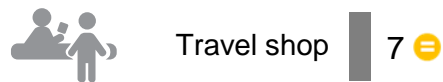
# Sheffield journeys: summary (2)

## Tickets used for today's journey

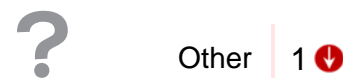
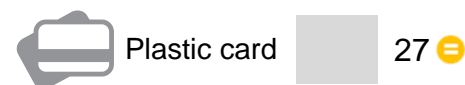
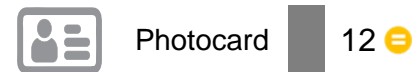
### Free / fare payers



### Purchased ticket via...



### Ticket format



# Sheffield: summary (3)

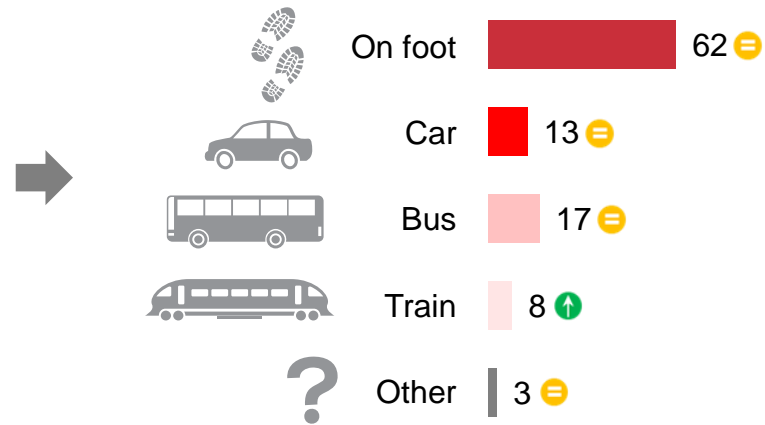
## Most used tram stops: journey start

Meadowhall Interchange	11	⊖
Middlewood	8	⊖
Cathedral	7	⊖
University of Sheffd	7	⊖
Hillsborough Interchange	7	⊖
Sheffield Station/ Sheffield Hallam University	6	⊖
Castle Square	5	⊖
Fitzalan Square/Ponds Forge	4	⊖

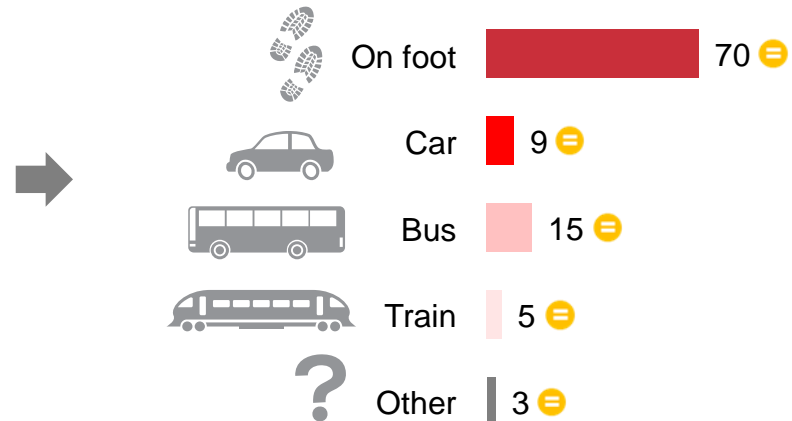
## Most used tram stops: journey destination

Cathedral	11	↓
University of Sheffd	9	⊖
Meadowhall Interchange	8	⊖
Hillsborough Interchange	8	↑
Castle Square	7	⊖
Fitzalan Square/Ponds Forge	6	⊖
City Hall	5	⊖
Middlewood	4	⊖

## Mode used to arrive at starting stop (all stops)

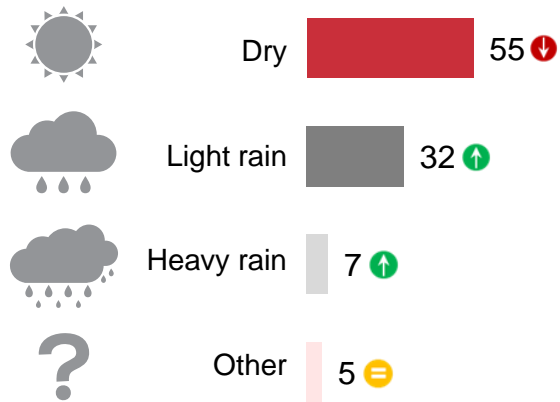


## Mode used to travel on from destination stop (all stops)

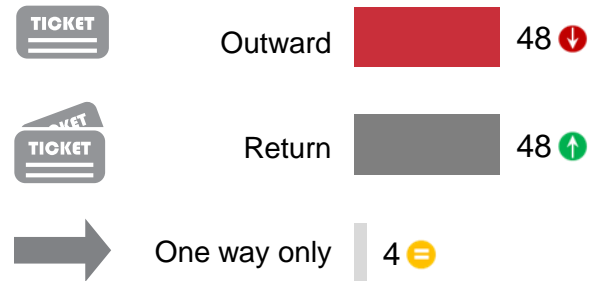


# Sheffield journeys: summary (4)

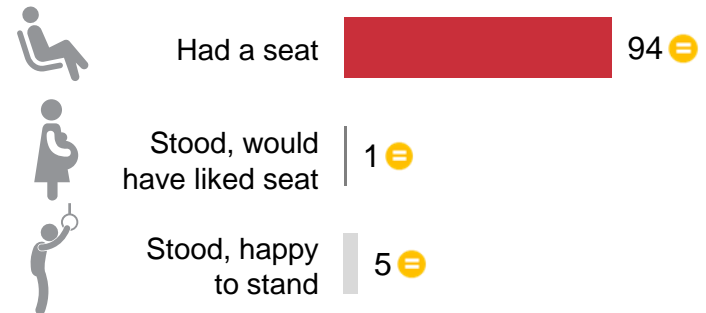
## Weather on day of journey



## Journey direction



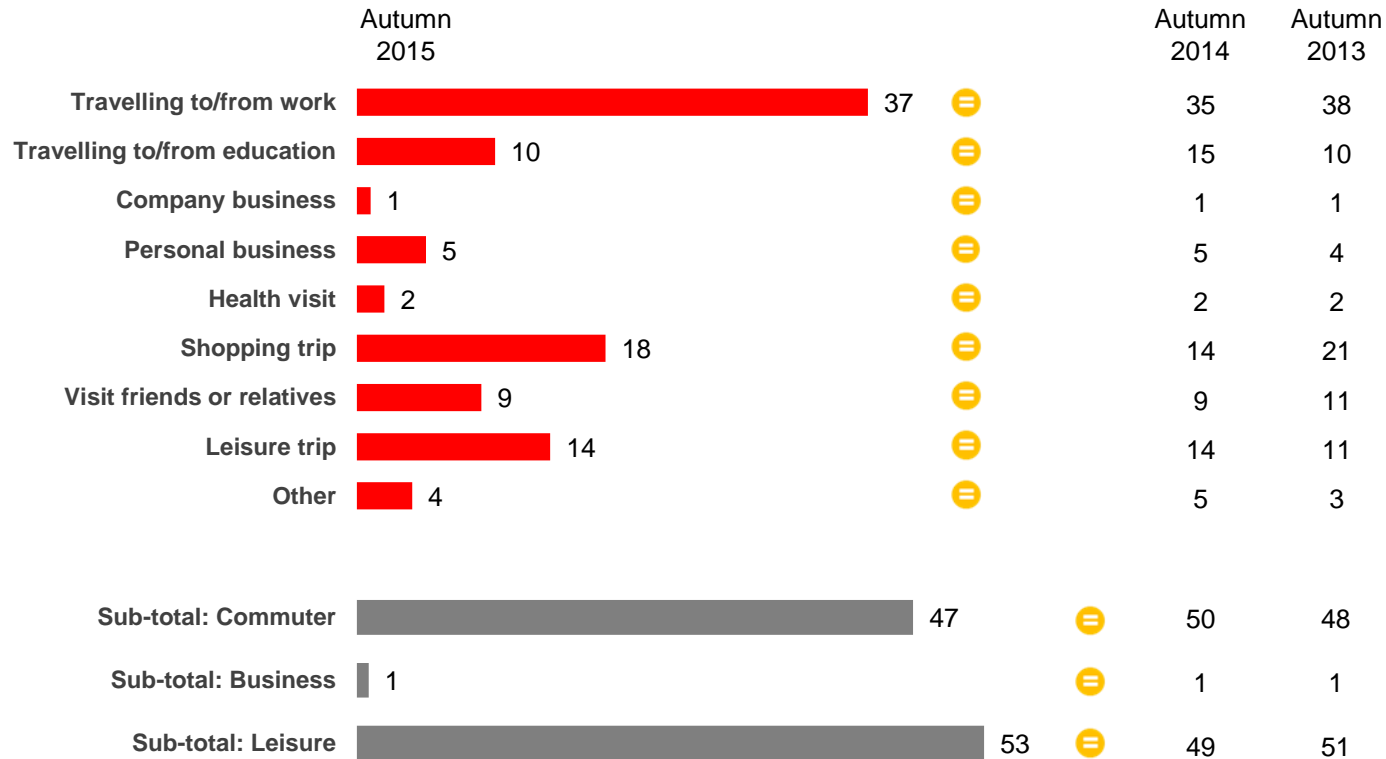
## Sitting / standing





# Passenger and journey context: the detail

## Journey purpose

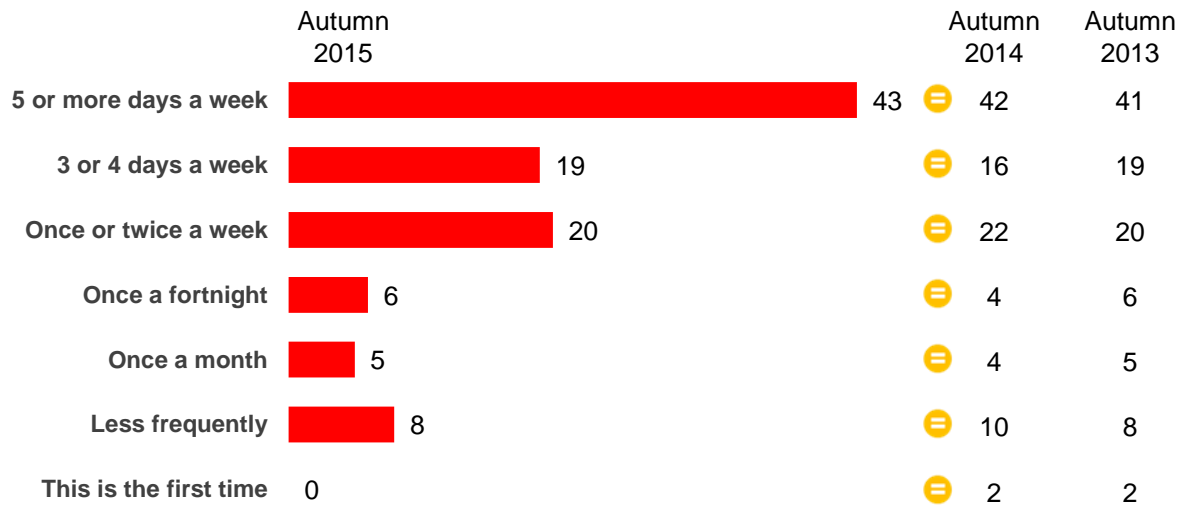


Q. What is the main purpose of your tram journey today?  
 Base: All passengers - 589

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

# Passenger and journey context: the detail

## Frequency of using Sheffield tramway



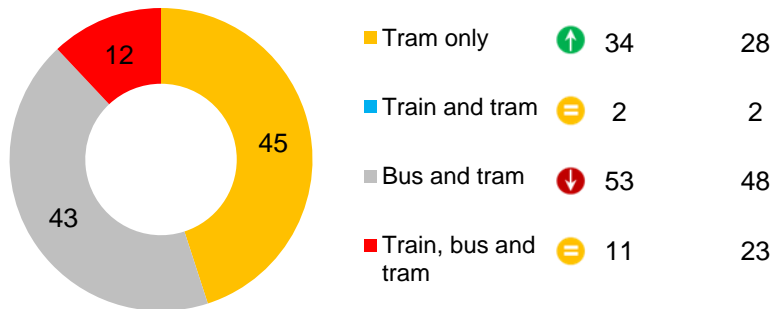
Q. How often do you typically travel by tram?  
 Base: All passengers - 595

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

# Ticket type and modes of transport permitted



	Autumn 2015	Autumn 2014	Autumn 2013
<b>Sub-total: Single/return</b>	14	19	18
Single	11	13	13
Return	4	6	5
<b>Sub-total: Season ticket/pass</b>	55	50	58
Day pass	14	14	17
3 day/weekend	0	0	0
5 days/1 week	21	18	22
10 days/2 weeks	0	0	0
4 weeks/1 month	14	13	11
Quarterly/3 months	2	0	1
1 year	3	1	3
Other time period	0	0	0
Free pass/journey	24	24	20
Other ticket type	7	6	5



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

Base: All passengers - 594

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

Base: All passengers - 587

↑ Statistically significant increase since 2014

= No change

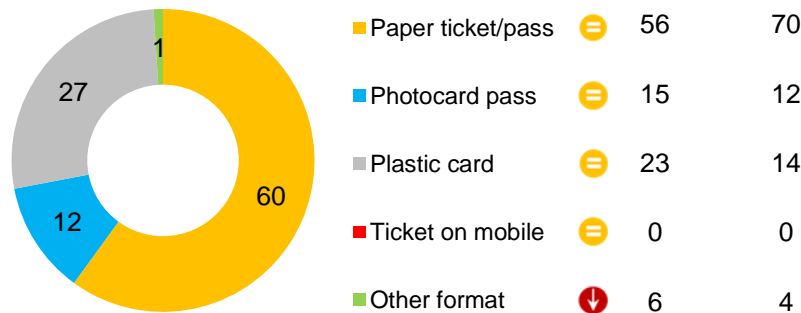
↓ Statistically significant decrease since 2014

# Passenger and journey context: the detail

## Method of buying ticket and ticket format



	Autumn 2015		Autumn 2014	Autumn 2013
Ticket machine at stop	N/A*		N/A*	N/A*
Conductor that day	61	=	61	66
Travel shop	7	=	10	9
Direct from the tram company	15	=	16	10
Rail/bus company	5	=	8	4
Local shop or post office	1	=	0	0
Direct debit through work/college	1	=	0	1
Other	10	=	5	7



\*Not asked for Sheffield Supertram

Q. How did you buy that ticket or pass?

Base: All fare paying passengers – 383

Q. In what format was your ticket?

Base: All passengers - 571

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

## Sheffield stops used by passengers surveyed

48 per cent of passengers were on an outward journey, 48 per cent on a return and 4 per cent on a one-way trip (2014: 64 per cent, 29 per cent and 7 per cent respectively)

92 per cent had a seat for their whole journey, while 1 per cent said they had to stand but would have liked to have a seat (2014: 93 per cent and 1 per cent)

### Boarding

Autumn 2015   Autumn 2014   Autumn 2013

• Meadowhall Interchange	11	=	12	13
• Middlewood	8	=	7	14
• Cathedral	7	=	9	9
• University of Sheffield	7	=	6	6
• Hillsborough Interchange	7	=	5	5
• Sheff. Station/Sheff. Hallam Uni	6	=	3	3
• Castle Square	5	=	3	4
• Fitzalan Square/Ponds Forge	4	=	3	3
• Halfway	3	↓	9	3
• Malin Bridge	3	↓	8	5

### Alighting

Autumn 2015   Autumn 2014   Autumn 2013

• Cathedral	11	↓	20	13
• University of Sheffield	9	=	10	9
• Meadowhall Interchange	8	=	6	9
• Hillsborough Interchange	8	↑	3	5
• Castle Square	7	=	5	5
• Fitzalan Square/Ponds Forge	6	=	3	5
• City Hall	5	=	6	3
• Middlewood	4	=	3	4
• Sheff. Station/Sheff. Hallam Uni.	3	↓	10	7
• Halfway	3	=	2	0

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 - 603



Statistically significant increase since 2014



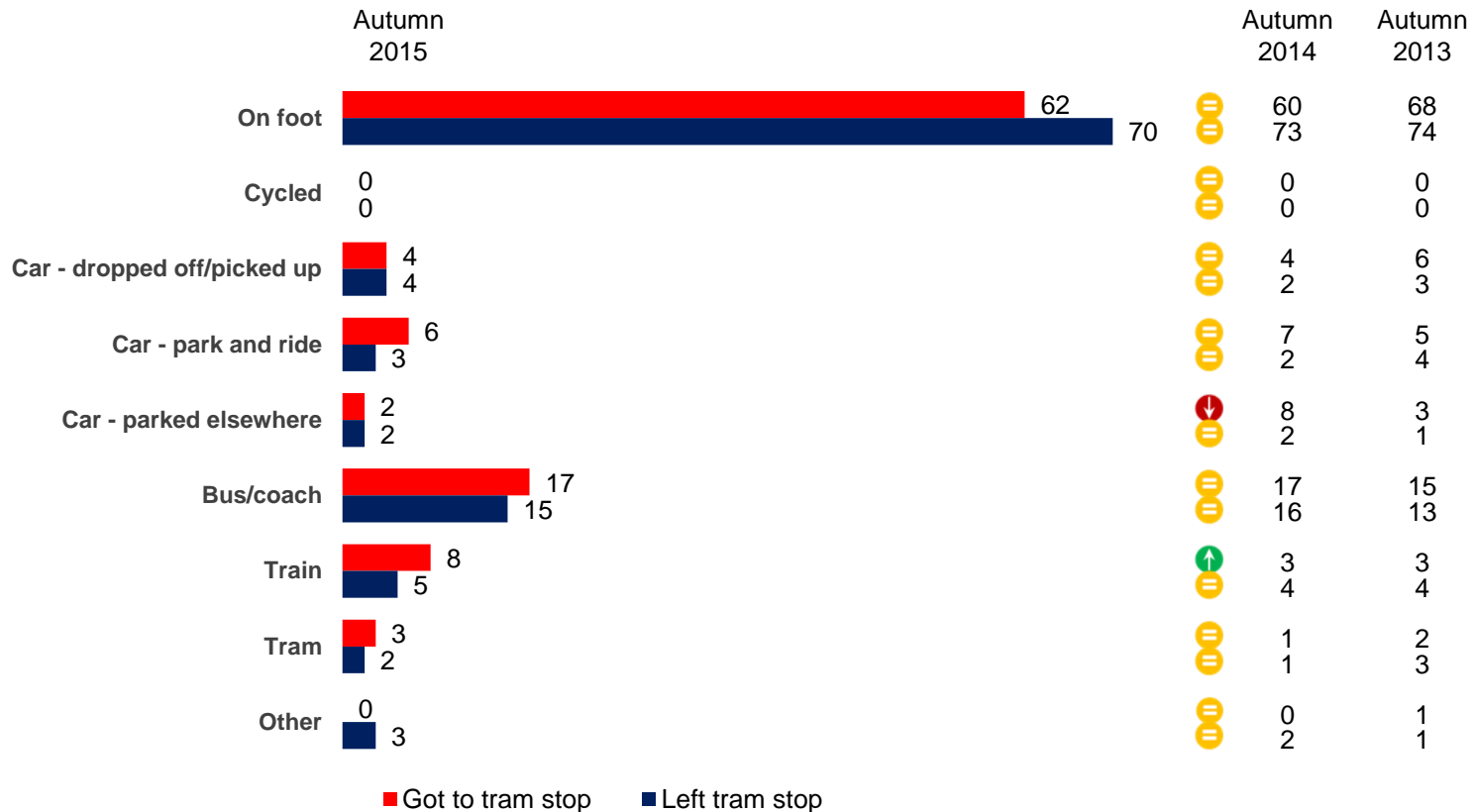
No change



Statistically significant decrease since 2014

# Passenger and journey context: the detail

## How got to and from the tram stop

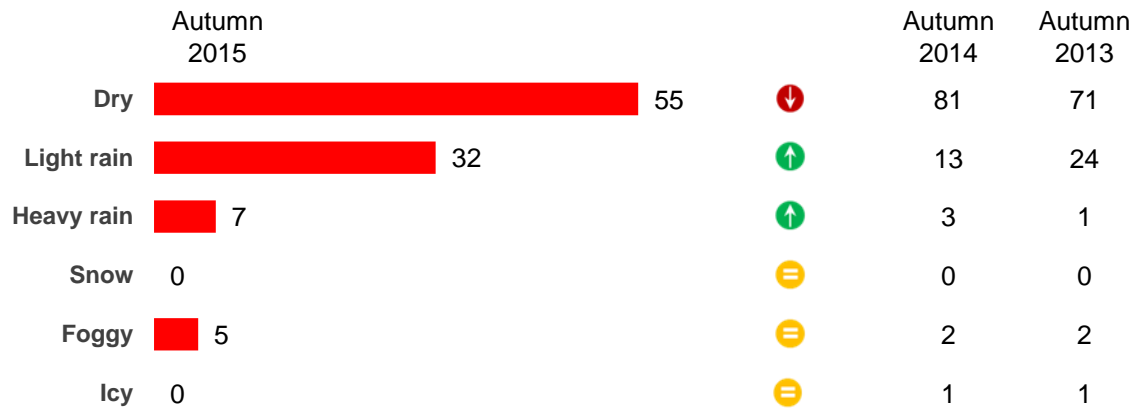


Q: How did you get to/from the tram stop where you boarded/left the tram today?  
 Base: All passengers - 589

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

# Passenger and journey context: the detail

## Weather conditions when journey made

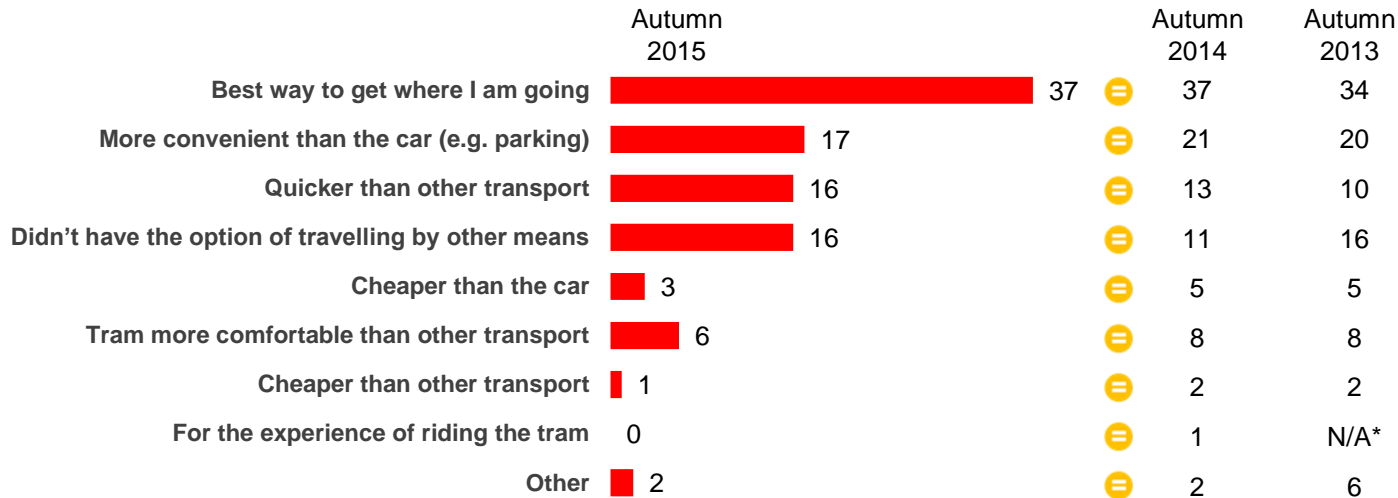


Q. What was the weather like when you made your journey?  
 Base: All passengers - 589

- 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 - 590

- 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	48	=	42	53
Frequency of trams	9	=	10	10
Reliability of trams	7	=	8	12
Cost of using trams	13	=	20	21
Understanding the fares	3	=	6	2
Understanding ticket machines	1	=	1	1
Journey times	10	=	11	11
Comfort of trams	3	↓	8	4
Level of crowding	27	=	32	44
Concern for personal safety	2	=	1	5
Tram network improvement works	44	=	36	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 - 462

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

**TPS 2015 Sheffield**

**Appendix 2: Further detail on survey background and method**

# Methodology – fieldwork

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## Sheffield Supertram (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: 603 interviews (463 paper and 140 online)

In 2014 fieldwork took place between 10 September and 27 November

## Bus (BPS) data for South Yorkshire PTE area

Fieldwork: 7 September to 29 November 2015

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

Method: Choice of paper or online self-completion questionnaire

Sample size: 1655 interviews (1503 paper and 152 online)

# 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 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

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 Sheffield tramway route map



**TPS 2015 Sheffield**

**Appendix 3: Questionnaire**



**2. About the tram stop where you boarded this Supertram**

**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 Supertram 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 Supertram 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 | Fairly 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 Supertram 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 Supertram 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 Supertram today, what would it have been?

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

- |  |   |
|--|---|
| 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 Supertram 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 Supertram services for the following:

- |  | Very satisfied           | Fairly satisfied         | Neither satisfied nor dissatisfied | Fairly 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: Stagecoach Supertram..... <input type="checkbox"/>           | Ask friend/relative..... <input type="checkbox"/>        |
| Phone: Travel South Yorkshire..... <input type="checkbox"/>         | From a Park and Ride kiosk..... <input type="checkbox"/> |
| Internet: Stagecoach Supertram website.. <input type="checkbox"/>   | Smartphone app..... <input type="checkbox"/>             |
| Internet: Travel South Yorkshire 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 Supertram? (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 |                          |
| Once a fortnight.....      | <input type="checkbox"/> | have used Supertram..... | <input type="checkbox"/> |

**Q35. If you have used the Supertram 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 Supertram.... | <input type="checkbox"/> | How long journeys take                  |                          |
| The frequency of trams in the area.....   | <input type="checkbox"/> | when going by Supertram.....            | <input type="checkbox"/> |
| The reliability of the trams.....         | <input type="checkbox"/> | The comfort of the trams.....           | <input type="checkbox"/> |
| The cost of using Supertram.....          | <input type="checkbox"/> | The level of crowding on the trams..... | <input type="checkbox"/> |
| Understanding the fares.....              | <input type="checkbox"/> | A concern for your personal             |                          |
| Understanding the ticket machines.....    | <input type="checkbox"/> | safety on Supertram.....                | <input type="checkbox"/> |
|   |                          | Tram network improvement works.....     | <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            |                          | You have a car available but |                          |
| and don't mind driving.....         | <input type="checkbox"/> | 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 BDRC 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 BDRC 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 BDRC 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](http://www.mrs.org.uk) who will verify BDRC 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](http://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 (RTLU-YLTS-TGY)Y  
 12-20 Baron Street  
 Angel, London N1 9LL



# Tram Passenger Survey (TPS) **Sheffield**

## Autumn 2015 results

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