



# Analysis of tram passenger satisfaction for those who have a disability

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# Introduction

Analysis based on responses to our 2015 and 2016 Tram Passenger Survey (TPS) for England outside of London (excluded Edinburgh Trams responses)

TPS is a survey about actual journey experience and is representative by journeys made on England's tram networks outside of London.

We ask about passengers' disabilities using the question wording (below)

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**QF 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.....
- Yes – Vision (e.g. blindness or partial sight).....
- Yes – Hearing (e.g. deafness or partial hearing).....
- Yes – Mobility (e.g. only able to walk short distances or difficulty climbing stairs).....
- Yes – Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard).....
- Yes – Learning or understanding or concentrating.....
- Yes – Memory .....
- Yes – Mental health.....
- Yes – Stamina or breathing fatigue.....
- Yes – Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome).....
- A condition not mentioned above.....

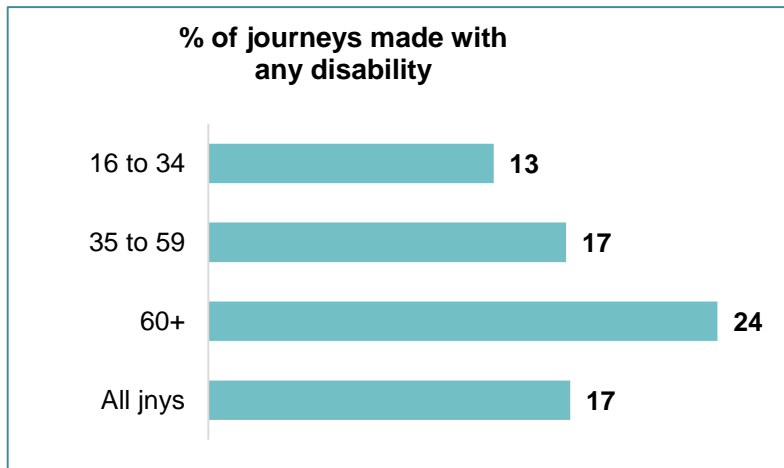
**Does your condition or illness have an adverse effect on your ability to make journeys by tram?**

- Yes, a lot.....       Yes, a little.....
- Not at all.....

# In our survey 17% of tram journeys are made by passengers having a disability

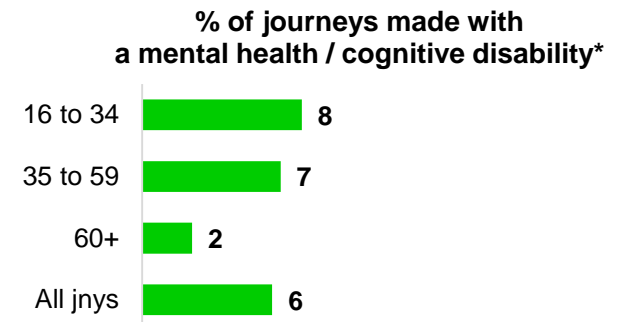
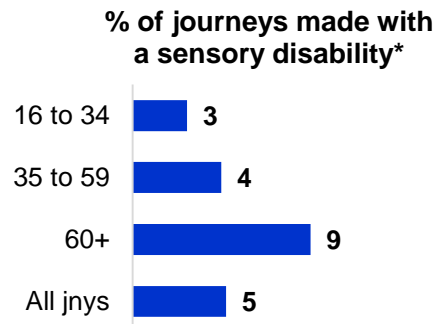
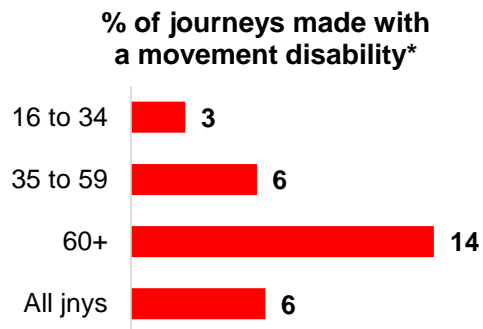
Prevalence of journey made by those with disabilities is 17% overall

It increases with age to 24% in those over 60. Mobility is most frequent type of disability



17% on trams is in between that discovered from our Bus Passenger Survey [24%] and our National Rail Passenger Survey [9%].

Similar profile of disabilities by age to that on bus and rail – notably those with a mental health / cognitive disability is higher in the younger and middle age bands than the older age group



❖ Movement - mobility; dexterity; stamina or breathing fatigue.

❖ Sensory - vision; hearing.

❖ Mental health/cognitive - learning; memory; mental health; socially or behaviourally (e.g. autism, Asperger's syndrome, attention deficit disorder).

# Highest negative differences in satisfaction between those with and without a disability

The analysis below shows the highest negative percentage differences in satisfaction. In general, those with a disability were less satisfied than those without a disability across almost all the aspects of service measured by our survey.

TRAM % difference in satisfaction	Age 16 to 34
Cleanliness: on-tram external & internal; stop litter; stop condition; and graffiti/vandalism.	-8 to -9
On-tram personal security	-9
Distance of tram stop from journey start	-8
Comfort of seats	-8
Smoothness of ride	-7

TRAM % difference in satisfaction	Age 35 to 59
Tram stop location	-7
Security: other passengers behaviour; stop safety; and on-tram security	-6 to -7
Tram- provision of grab rails	-6
Smoothness of ride	-5

TRAM % difference in satisfaction	Age over 60
Comfort of the seats	-5
Personal space & room to sit/stand	-4
Personal security	-3
Provision of grab rails; ease of boarding; and boarding time	-3
Smoothness of ride	-3

## Looking at the results across bus, rail and tram surveys

**Tram survey:** Across the age groups, lower satisfaction with 'safety and security', comfort/moving in the tram; and smoothness of ride.

**Bus survey:** Smoothness of ride and safety and security also feature on bus across all ages. Additionally amount of personal space. For the elder age group – aspects around comfort and waiting time

**Rail survey:** Safety and security also appears across all age groups. With ease of boarding train and availability of staff in older two age groups, and train toilets for the older and younger group

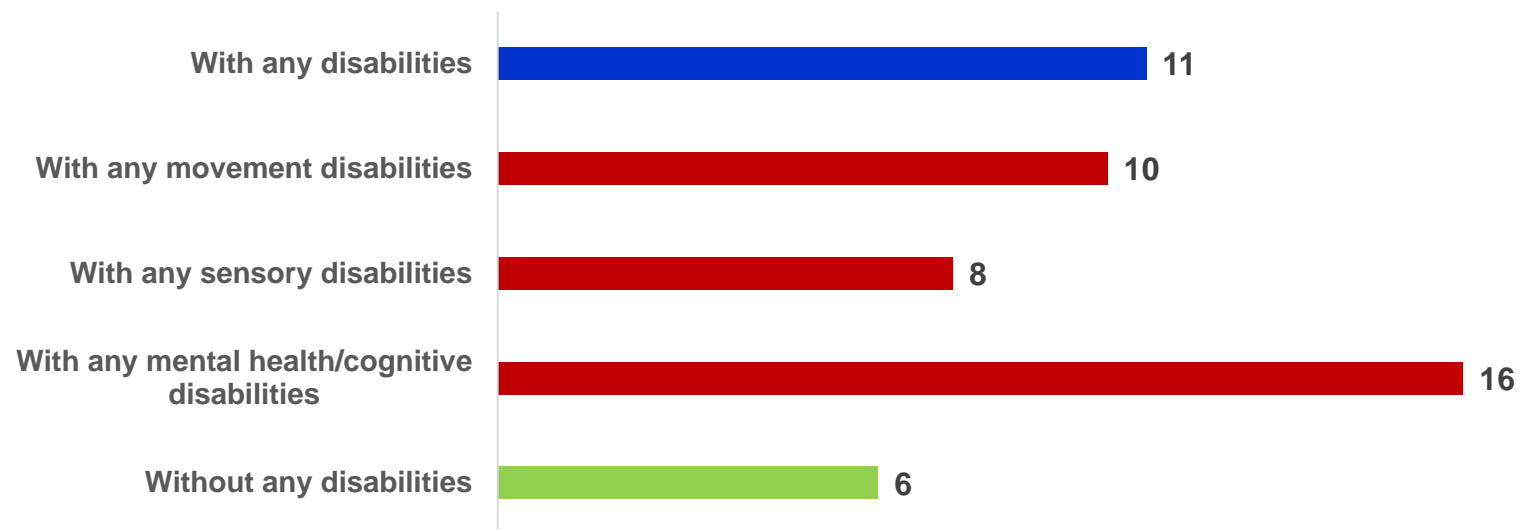
**Reasonably consistent across all modes which aspects have lower dissatisfaction**

# Incidence of concern about other passengers' behaviour

Average concern level is 11% versus 6% for those without a disability – around 1.5 times greater  
However, greater difference for those with mental health / cognitive disability

The level of concern on bus and rail is similarly 1.5 times greater for those with a disability compared to those without  
In terms of absolute levels, the 11% on tram compares with 8% on bus and 14% on rail

## % concerned – all passengers with/without different disabilities



N for all disabilities 1,608, and for movement 748, sensory 421, mental health/cognitive 481.

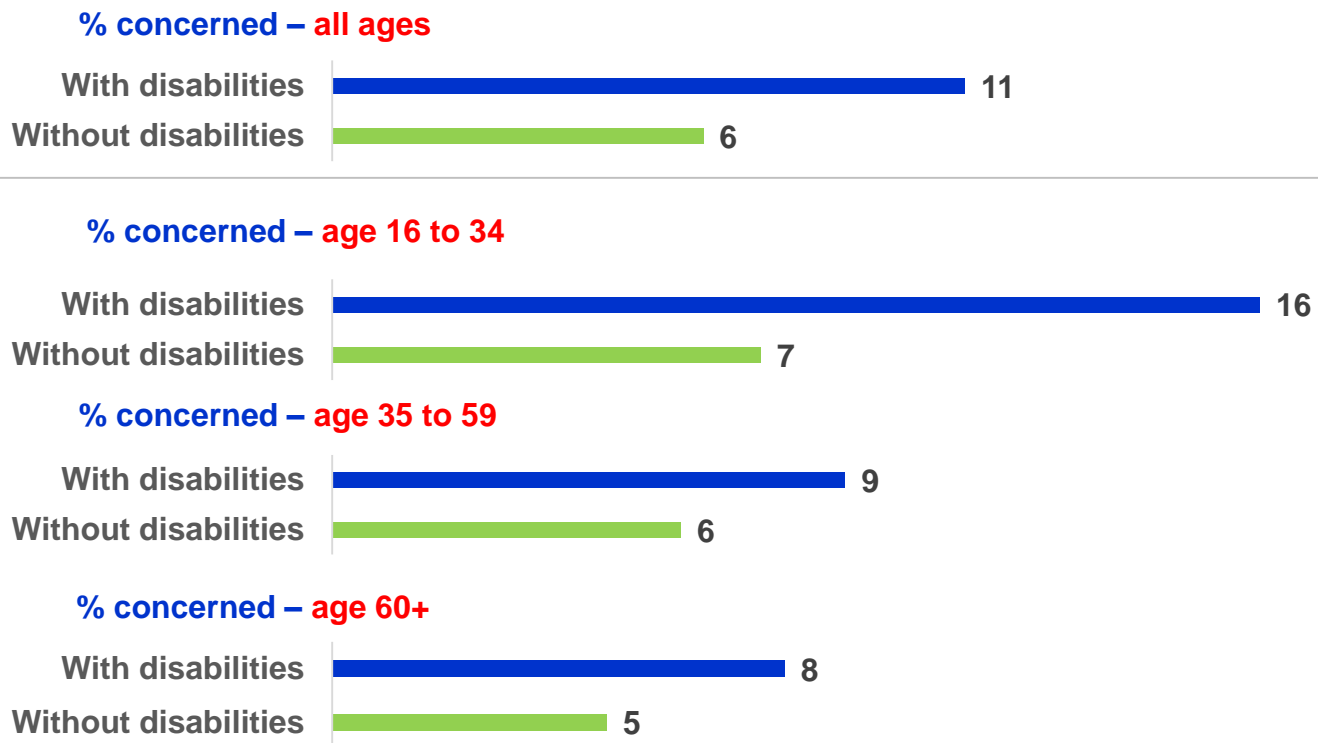
Passengers could state they had more than one disability

The analysis excludes those who did not answer this question and/or preferred not say whether they had a disability.

# Incidence of concern about other passengers' behaviour

Concern greatest among the 16 to 34 year age band and largest difference in 'concern' percentage between those with and without disabilities is in that age group.

Similar profile of concern by age band with bus and rail (although, as mentioned, absolute levels different)



# Key take outs from this analysis, and prior analysis on bus and rail

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## TRAM

- Around 1 in 6 journeys on tram are made by those having a disability
- Those with a disability are less satisfied with 'safety and security', comfort/moving in the tram, and smoothness of ride.
- Those with a disability are around 1.5 more times concerned about other passengers' behaviour compared to those without, more so for those with mental health/cognitive disabilities

## ACROSS ALL MODES

- A not insignificant proportion of journeys are made by those with a disability – 9% rail, 17% tram, 24% bus
- Consistent across all modes is those with a disability are less satisfied around safety and security, and smoothness of the ride. Information, personal space, and comfort of seats also come through as aspects with satisfaction differences.
- Those with a disability are around 1.5 more times concerned about other passengers' behaviour compared to those without a disability; this ratio is consistent across modes.