Glasgow Subway Passenger Survey

Autumn 2017 results
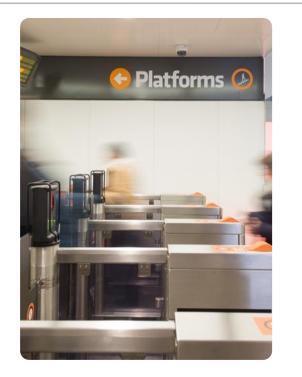
April 2018

transportfocus

Contents

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Tram Passenger Survey - Glasgow

Context to the survey

Background to the 2017 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 2017 TPS covered networks in Manchester, Birmingham, Blackpool, Nottingham, Sheffield and Glasgow. Edinburgh Trams was covered in 2014-2016

- Glasgow Subway was included for the first time in 2017. It is quite different to tram networks, and is therefore not included in the TPS 'All Networks' report.

The survey method

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 **18 September and 8 December 2017**

481 surveys were completed for Glasgow

For further details of the survey method, see Appendix

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The Glasgow network in context

	The Network	Passenger Journeys	Ticket Purchasing		Information at stops	Frequency	Engineering disruptions/other notes
Blackpool Transport	1 line 38 stops 11 miles	5.1* million	✗ TVMs at stops ✓ Conductors on board		✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays	Mon-Sat: every 15-30 mins Sun: 15-30 mins	• Blackpool illuminations 1 Sep to 5 Nov 2017 • Heritage trams operate bank holidays, weekends and summer; not covered in this research • No significant issues affected fieldwork
(S)	1 line 15 stations 6.5 miles	12.7*** million	✓ Purchased at station/ online ✗ Conductors on board		✓ Info boards at stops (TTs, fares) ✓ Passenger Info Displays	Mon-Sat: every 4-8 mins Sun: 8 mins	• No significant issues affected fieldwork
Manchester Metrolink	7 lines 93 stops 57 miles	40.7** million	✓ TVMs at stops ✗ Conductors on board		✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays *(Not all stops on Bury and Altrincham lines)*	Mon-Sat: every 6-12 mins Sun: 12-15 mins	• Airport line opened late 2014, covered for first time in 2015 • Exchange Square and link with Victoria opened in December 2015 • Increasing use of double carriage trams • Second City Crossing opened in February 2017 enabling quicker journeys across the city • A tram collision on the 10th November 2017 affected two shifts which were rescheduled due to no trams running
Midland Metro	1 line 26 stops 13 miles	6.2* million	✓ TVMs at stops ✓ Conductors on board		✓ Info boards at some stops (TTs, fares) ✓ Passenger Info Displays	Mon-Sat: every 6-15 mins Sun: 15 mins	• Network extension to Grand Central (New Street Station) opened on 30 May 2016 and was included in the TPS 2016 • Network improvement works meant that two tram stops at the Wolverhampton end of the route were closed for the duration of fieldwork in 2017 (Wolverhampton St George's and The Royal)
Nottingham NET	2 lines 50 stops 20 miles	16.4* million	✓ TVMs at stops ✗ Conductors on board		✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays	Mon-Sat: every 3-15 mins Sun: 5-15 mins	• No significant issues affecting fieldwork
Sheffield Stagecoach SUPERTRAM	3 lines 48 stops 18 miles	12.6* million	✗ TVMs at stops ✓ Conductors on board		✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays	Mon-Sat: every 5-20 mins Sun: 10-20 mins	• No significant issues affecting fieldwork

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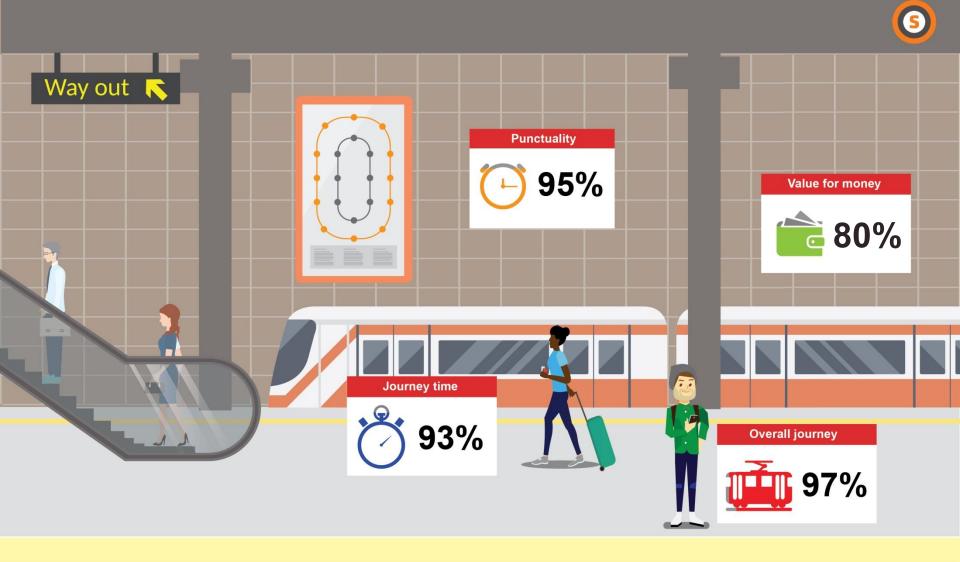
Tram Passenger Survey – Glasgow

Key findings

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Way out ↖

Punctuality
95%

Value for money
80%

Journey time
93%

Overall journey
97%

Figures shown are total very or fairly satisfied.

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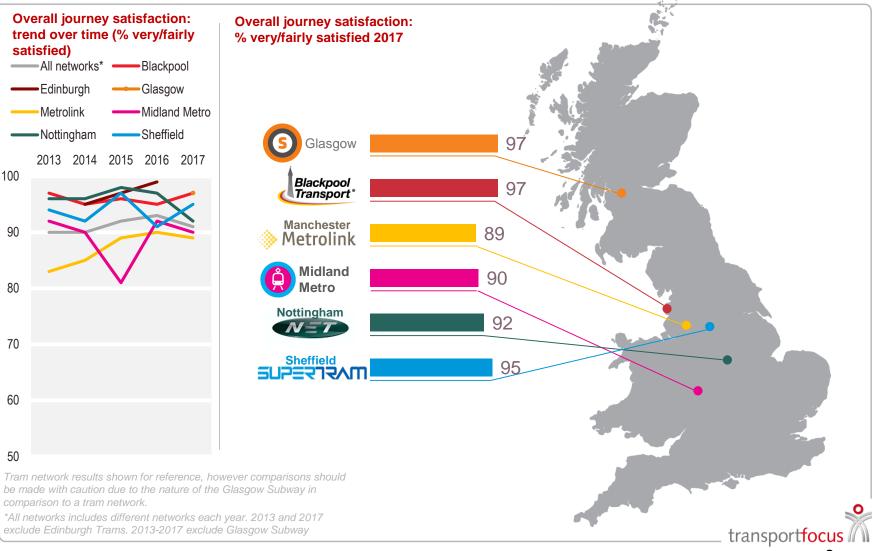
Passenger experience: a snapshot

Overall journey satisfaction: trend over time (% very/fairly satisfied)

Legend:
- All networks*
- Blackpool
- Edinburgh
- Glasgow
- Metrolink
- Midland Metro
- Nottingham
- Sheffield

Overall journey satisfaction: % very/fairly satisfied 2017

Network	% satisfied
Glasgow	97
Blackpool Transport	97
Manchester Metrolink	89
Midland Metro	90
Nottingham NET	92
Sheffield Supertram	95

Tram network results shown for reference, however comparisons should be made with caution due to the nature of the Glasgow Subway in comparison to a tram network.

*All networks includes different networks each year. 2013 and 2017 exclude Edinburgh Trams. 2013-2017 exclude Glasgow Subway

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What makes a satisfactory or great journey on Glasgow Subway?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?

- Smoothness/speed of the Subway 54%
- Boarding the Subway 14%
- On board environment and comfort 10%
- Personal safety and information at the station 9%
- Value for money 6%
- Access to the Subway station 8%

What makes a great journey?

- Subway station condition 30%
- Smoothness/speed of the Subway 11%
- Cleanliness/condition of the Subway 11%
- Personal safety and information at the station 15%
- Timeliness 7%
- Access to the Subway station 3%
- On board environment and comfort 14%
- Value for money 6%
- Boarding the Subway 3%

Key Driver Analysis looks at non-concessionary ticket holders' overall journey satisfaction response and their response to the 24 individual satisfaction measures in the survey (including value for money), which have been grouped into 9 themes based upon a statistical analysis of the responses.
The left hand chart shows which themes most differentiate between those not satisfied and satisfied overall – making a journey 'satisfactory'.
The right hand chart shows which themes most differentiate between those fairly and very satisfied overall – making a 'great' journey.
It excludes satisfaction measures relating to staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about staff. In order to run the analysis in a consistent and practical manner all staff measures have been excluded.
See appendix 2 for a full explanation of the analysis to identify factors linked to overall journey satisfaction.
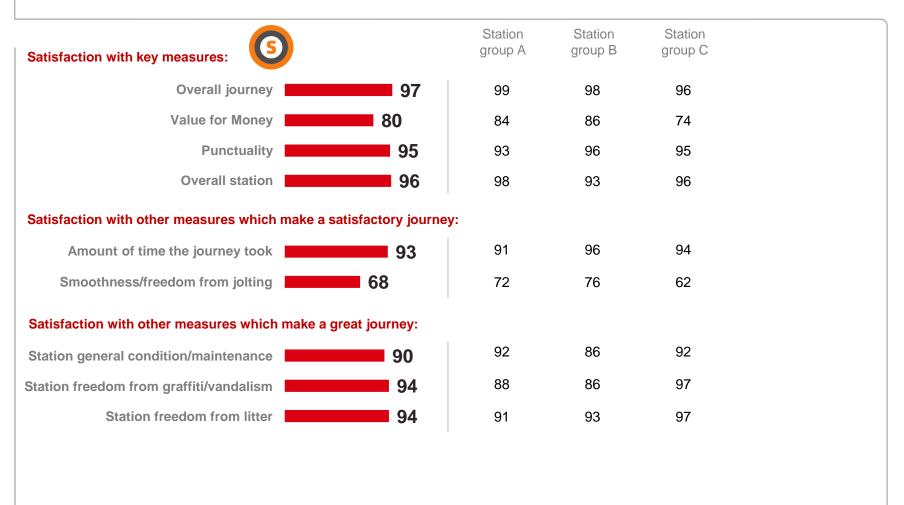
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Passenger experience in Glasgow 2017: across the network (% very/fairly satisfied)
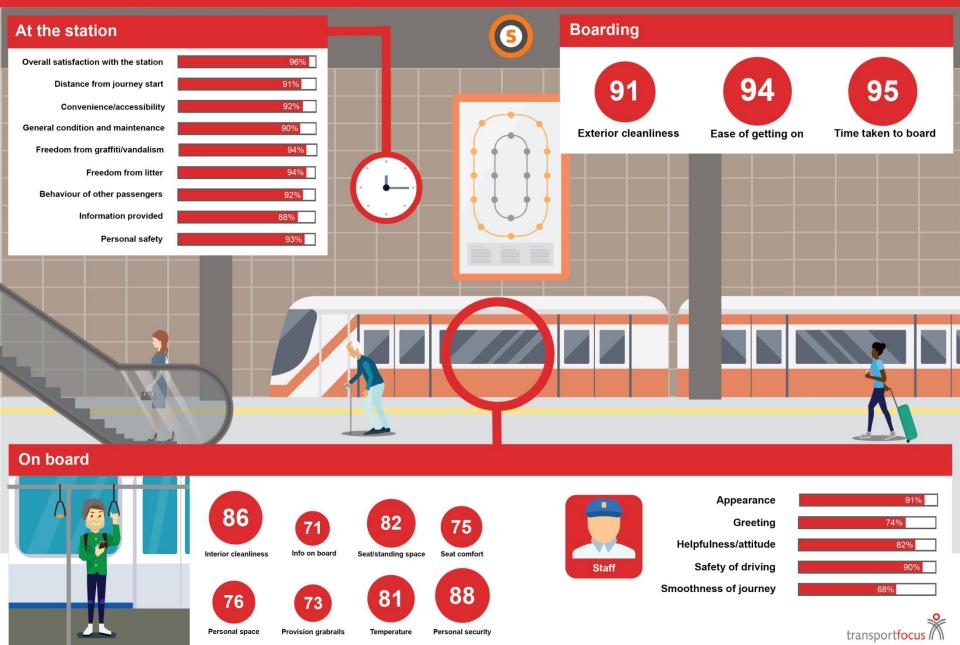
	Subway	Station group A	Station group B	Station group C
Satisfaction with key measures:				
Overall journey	97	99	98	96
Value for Money	80	84	86	74
Punctuality	95	93	96	95
Overall station	96	98	93	96
Satisfaction with other measures which make a satisfactory journey:				
Amount of time the journey took	93	91	96	94
Smoothness/freedom from jolting	68	72	76	62
Satisfaction with other measures which make a great journey:				
Station general condition/maintenance	90	92	86	92
Station freedom from graffiti/vandalism	94	88	86	97
Station freedom from litter	94	91	93	97

Station groups based on origin station. A: Buchanan Street and St. Enoch. B: Govan, Ibrox, Cessnock, Kinning Park, West Street, Bridge Street, Shields Road. C: Partick, Kelvinhall, Hillhead, Kelvinbridge, St. George's Cross, Cowcaddens

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Overall passenger experience 2017: a snapshot

At the station

Overall satisfaction with the station	96%
Distance from journey start	91%
Convenience/accessibility	92%
General condition and maintenance	90%
Freedom from graffiti/vandalism	94%
Freedom from litter	94%
Behaviour of other passengers	92%
Information provided	88%
Personal safety	93%

Boarding

91	94	95
Exterior cleanliness	Ease of getting on	Time taken to board

On board

86	71	82	75
Interior cleanliness	Info on board	Seat/standing space	Seat comfort

76	73	81	88
Personal space	Provision grabrails	Temperature	Personal security

Staff

Appearance	91%
Greeting	74%
Helpfulness/attitude	82%
Safety of driving	90%
Smoothness of journey	68%

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Figures shown are total very or fairly satisfied

Summary of key findings (1)

- Overall satisfaction for journeys on the Glasgow Subway is very high, with 97 per cent of passengers either very satisfied or fairly satisfied. This compares favourably to tram networks in England, with only Blackpool tramway rating as high. (However direct comparisons should be made with caution due to the nature of the Subway in comparison to a tram network)

- Overall journey satisfaction is also relatively consistent across key passenger groups. The least satisfied passengers are those aged 16-34 and commuters, both of which have considerably fewer passengers who are 'very satisfied' (55 per cent and 58 per cent respectively, compared to 64 per cent of all passengers)

- The key factors which make journeys satisfactory on Glasgow Subway are the smoothness/freedom from jolting and the speed of journeys on the Subway. Satisfaction with the amount of time journeys take is high (93 per cent satisfied), however satisfaction with the smoothness/freedom from jolting is particularly low (68 per cent satisfied)

- The key factor which makes a great journey is the condition of the Subway station. Satisfaction with the freedom from graffiti/vandalism and litter is high (94 per cent satisfied), but the general condition/standard of maintenance is a little lower (90 per cent satisfied)

- Satisfaction with the value for money is a little lower than overall journey satisfaction, with 80 per cent of passengers satisfied. When evaluating satisfaction with value for money, the cost of the Subway compared to other modes of transport is the most important factor amongst those who are satisfied

- Those starting their journey within Station group C (Partick, Kelvinhall, Hillhead, Kelvinbridge, St. George's Cross, Cowcaddens) have slightly lower levels of satisfaction with the journey overall and value for money

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Summary of key findings (2)

- 95 per cent of passengers were satisfied with the punctuality of the Subway, and only 2 per cent experienced a delay

- A third of passengers (33 per cent) spontaneously mentioned an improvement that could be made to their journey. The design, comfort and condition of the Subway vehicles was the most suggested theme for improvement (around a quarter of suggested improvements)

- Other improvements mentioned related to information about the route (including information during the journey) as well as the frequency/route of the Subway. Almost half of passengers (49 per cent) said they would like later trains on a Sunday

- Compared to tram networks covered in the TPS, Glasgow Subway passengers are relatively young, with almost half (48 per cent) aged 16-34 (higher than all tram networks)

- The majority of passengers are using the Subway for commuting purposes (35 per cent for work and 23 per cent for education. 40 per cent are using the Subway for leisure reasons)

- Most passengers buy their tickets either at a Subway station ticket office (43 per cent) or at a ticket machine (23 per cent)

- Half of passengers are using some form of SmartCard (36 per cent Personalised SmartCard, 15 per cent Anonymous SmartCard) and around a third use a paper ticket (32 per cent)

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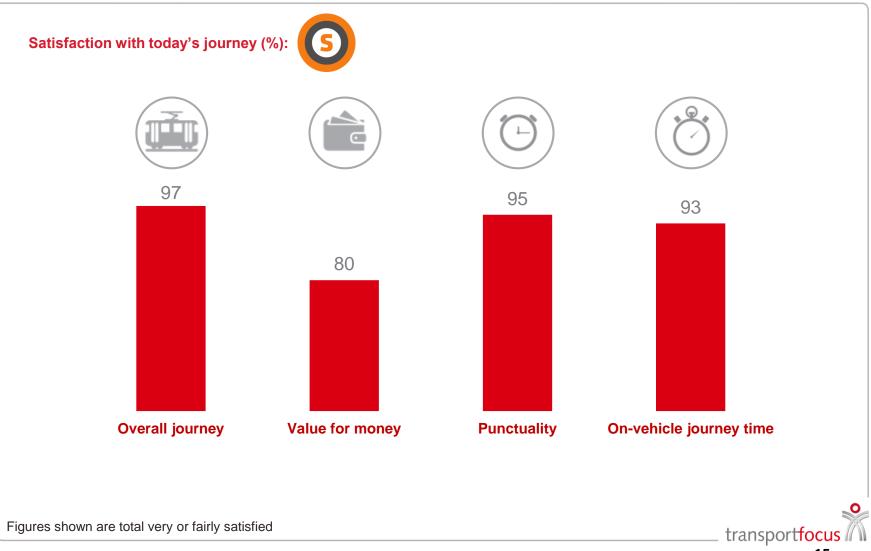
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Experience and opinions of the journey

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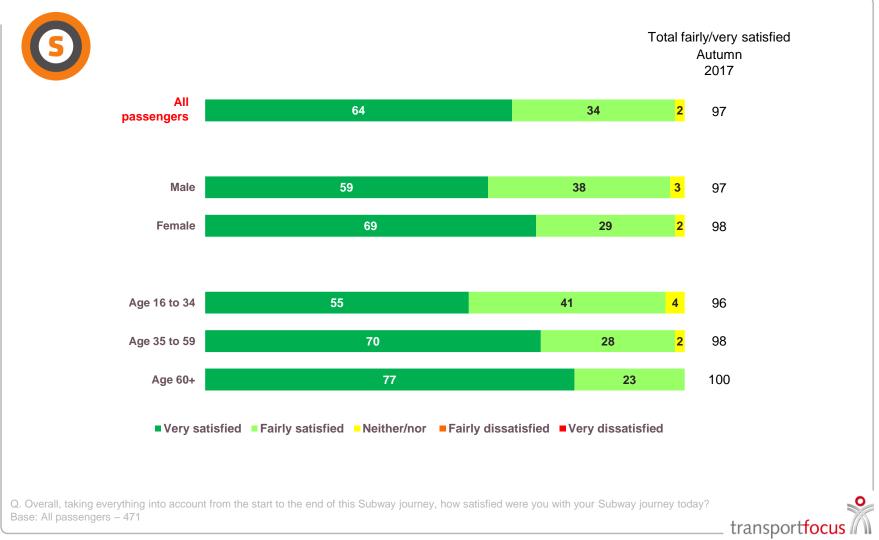
Experience and opinions of the journey: summary

Satisfaction with today's journey (%):

Overall journey	Value for money	Punctuality	On-vehicle journey time
97	80	95	93

Figures shown are total very or fairly satisfied
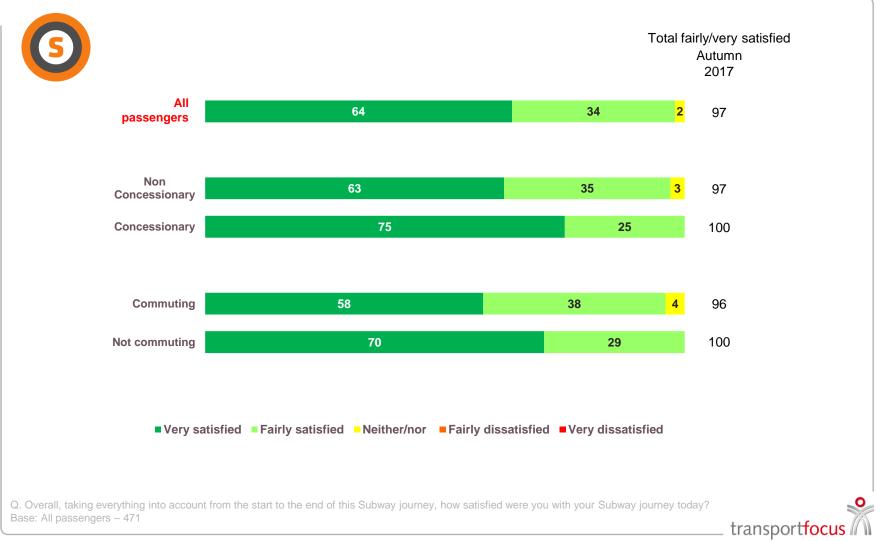
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Who are satisfied and not satisfied passengers? – Glasgow

	Very satisfied passengers are more likely to:	**Fairly satisfied passengers are more likely to:**	**Not satisfied passengers are more likely to:**
Journey purpose	Be split between **commuting** and **leisure** journeys (53% and 45% respectively)	Be **commuting** (64%)	
Time of travel	Travelling across a **broad time period** (42% peak; 38% off-peak; 20% weekend)	During the week at **off-peak** times (54% off-peak weekday. 24% peak weekday)	
Frequency of travel	Less frequent travellers than those fairly satisfied but still **quite regular** (57% 3 or more times a week)	Travelling **3 or more times a week** (69%)	Sample size of not satisfied passengers too small to report
Access to private transport	Have **easier access to private transport** (43% 'easy'; 43% 'moderate')	Have **moderate access to private transport** (32% 'easy'; 54% 'moderate'	
Age and gender	Be from a **range of age groups** (42% 16-34; 32% 35-59; 25% 60+)	Be relatively **young** (48% aged 25 or under) and **male** (56% male; 41% female)	
Trust in the operator	Have **high levels of trust** in the operator (79% rated 6-7 on a 7-point scale)	Be **indifferent to trusting** of the operator (83% scored 4-6 on a 7-point scale)	
	Base: those 'very satisfied' with journey overall (318)	Base: those 'fairly satisfied' with journey overall (142)	Base: those 'neither/nor', 'fairly dissatisfied' or 'very dissatisfied' with journey overall (11)

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Overall satisfaction (%) – by gender and age

Total fairly/very satisfied
Autumn
2017

	Very satisfied	Fairly satisfied	Neither/nor	Total
All passengers	64	34	2	97
Male	59	38	3	97
Female	69	29	2	98
Age 16 to 34	55	41	4	96
Age 35 to 59	70	28	2	98
Age 60+	77	23		100

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

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Overall satisfaction (%) – by passenger type

Total fairly/very satisfied
Autumn
2017

Passenger type	Very satisfied	Fairly satisfied	Neither/nor	Total
All passengers	64	34	2	97
Non Concessionary	63	35	3	97
Concessionary	75	25		100
Commuting	58	38	4	96
Not commuting	70	29		100

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

Q. Overall, taking everything into account from the start to the end of this Subway journey, how satisfied were you with your Subway journey today?
Base: All passengers – 471

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Value for money (%) – by gender and age

Total fairly/very satisfied
Autumn
2017

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Total
All passengers	40	40	11	7	2	80
Male	36	42	13	7	2	78
Female	43	39	9	6	3	82
Age 16 to 34	33	43	12	8	3	76
Age 35 to 59	32	42	16	8	2	74
Age 60+	67	30	1	2		96

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

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Value for money (%) – by passenger type

Total fairly/very satisfied
Autumn
2017

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Total
All passengers	40	40	11	7	2	80
Non Concessionary	36	42	12	8	3	78
Concessionary	69	24	3	4		93
Commuting	33	42	14	9	3	74
Not commuting	49	38	7	4	2	87

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

Q. How satisfied were you with the value for money of your journey?
Base: All non-concessionary ticket holders – 473

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What influenced value for money rating (%)

	Cost of Subway versus other transport	Cost for distance travelled	Comfort/quality for the fare paid	Fare compared to everyday items	Other reason
All passengers	32	28	11	12	11
Age 16-34	38	32	8	7	13
Age 35-59	35	26	10	17	7
60+	18	25	21	15	11
Commuting	29	28	13	13	13
Not commuting	36	29	10	12	7
Concessionary	15	21	27	12	11
Non-concessionary	34	29	9	12	11

■ Cost of Subway versus other transport   ■ Cost for distance travelled

■ Comfort/quality for the fare paid   ■ Fare compared to everyday items

■ Other reason

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Punctuality and on-vehicle journey time (%)

Total fairly/very satisfied

Autumn 2017

	Very satisfied	Fairly satisfied	Neither/nor	Total
Satisfaction with punctuality	65	30	5	95
Satisfaction with on-vehicle journey time	64	29	5 / 1	93

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

Q. How satisfied were you with each of the following…Punctuality? Base: All passengers – 432
Q. How satisfied were you with the amount of time your journey on the Subway took? Base: All passengers – 465

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Waiting at the station

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Waiting at the station: summary

% fairly/very satisfied

Overall satisfaction with station	**96**
Distance from journey start	**91**
Convenience/accessibility	**92**
General condition and maintenance	**90**
Freedom from graffiti/vandalism	**94**
Freedom from litter	**94**
Behaviour of other passengers	**92**
Information provided	**88**
Personal safety	**93**

Waiting times:

Satisfaction: waiting time	**91%**
Expected wait time	**4.6 mins**
Actual reported wait time	**3.6 mins**

Checking Subway information:

Passengers who checked arrival time	**83%**
Info sources used before arriving at station	Very few; occasional use of paper/online timetable/leaflet
Info sources used at station	78% Electronic displays
Among those that didn't check…	75% knew trains ran frequently

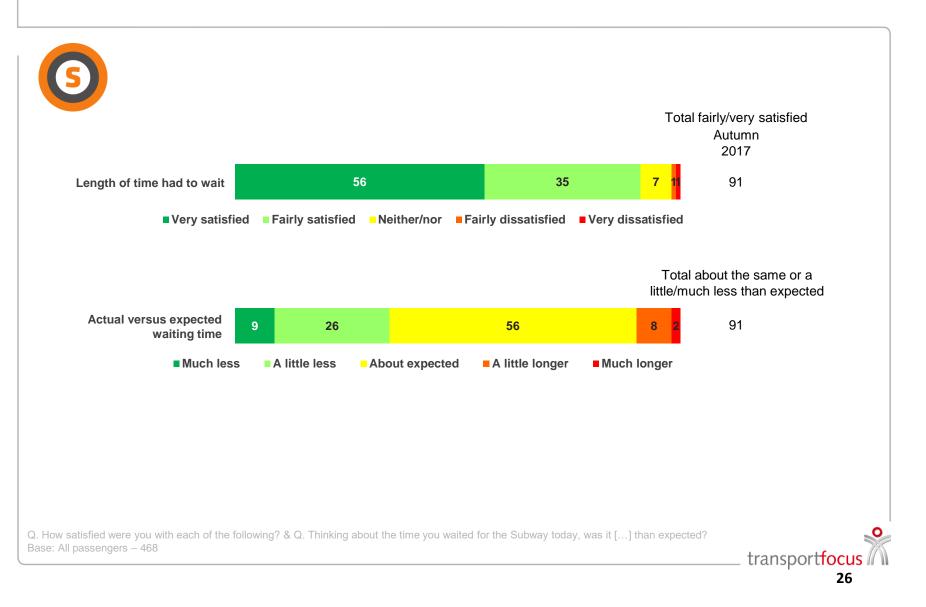transport**focus**

Satisfaction – with the Subway station (%)

Total fairly/very satisfied Autumn 2017

Category	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Total
Overall satisfaction - station	68	28	4	1		96
Freedom from graffiti/vandalism	68	26	6			94
Freedom from litter	61	33	5			94
Personal safety at station	63	31	4	2		93
Convenience/accessibility	63	29	4	3		92
Behaviour of other passengers	62	30	7	1		92
Distance from journey start	56	34	7	2	1	91
General condition/maintenance	55	36	8	1		90
Information provided at the station	55	33	8	3		88

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

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Satisfaction with waiting time (%)

Total fairly/very satisfied
Autumn
2017

| Length of time had to wait | Very satisfied: 56 | Fairly satisfied: 35 | Neither/nor: 7 | 1 | 1 | 91 |

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

Total about the same or a
little/much less than expected

| Actual versus expected waiting time | Much less: 9 | A little less: 26 | About expected: 56 | A little longer: 8 | 2 | 91 |

■ Much less ■ A little less ■ About expected ■ A little longer ■ Much longer

Q. How satisfied were you with each of the following? & Q. Thinking about the time you waited for the Subway today, was it […] than expected?
Base: All passengers – 468

Expected and reported waiting times (%)

Autumn 2017

Expected waiting time

Average expected waiting time 4.6 minutes

Under 2 mins	13
2-5 mins	70
5-10 mins	16
10-15 mins	0
Over 15 mins	0

Reported waiting time

Average reported waiting time 3.6 minutes

Under 2 mins	30
2-5 mins	57
5-10 mins	12
10-15 mins	1
Over 15 mins	0

Q. Approximately how long did you expect to wait for the Subway? & Q. Approximately, how long did you wait for your Subway?
Base: All passengers – 481

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How passengers checked Subway times (%)

Autumn
2017

Before leaving for the station

Leaflet/paper timetable	3
Online	2
Disruption updates via social media	1
Telephoned for information	0
Other	1

At the station

Electronic display	78
Information posters	4
Online	5
Disruption updates via social media	1
Telephoned for information	1
Asked Subway staff member	1
Other	3

Q. Did you check any of the following to find out when the Subway was meant to arrive?
Base: All passengers – 481

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Why passengers did not check Subway times (%)

Autumn
2017

Knew the trains ran frequently on this route	75
Did not matter to me when the train was meant to arrive	19
Didn't have time	9
Already knew arrival times	4
Could not find the information	3
Other	0

Q. If you did not check to find out when the Subway was meant to arrive, why was this?
Base: All not checking arrival information – 76

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The Subway

The Subway: summary

Start of journey

% fairly/very satisfied

Exterior cleanliness **91**

Ease getting on **94**

Time taken to board **95**

On board

% fairly/very satisfied

Interior cleanliness **86**

Info on board **71**

Seat/standing space **82**

Seat comfort **75**

Personal space **76**

Provision grabrails **73**

Temperature **81**

Personal security **88**

Staff

% fairly/very satisfied

Appearance **91**

Greeting **74**

Helpfulness/attitude **82**

Safety of driving **90**

Smoothness journey **68**

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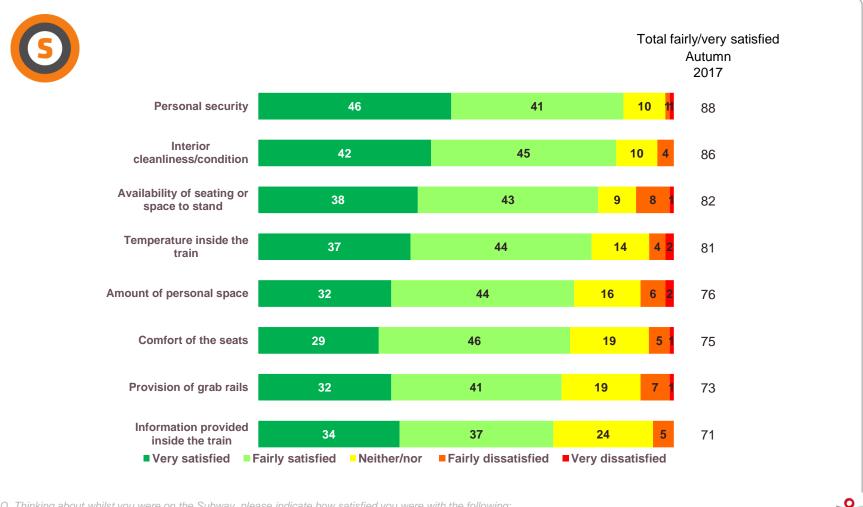
Satisfaction with start of journey (%)

Total fairly/very satisfied
Autumn
2017

Category	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Total
Time taken to board	67	28	5			95
Ease of getting on/off train	59	34	4	1	1	94
Exterior cleanliness	49	42	7	1	1	91

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

Q. Thinking about when the Subway arrived, please indicate how satisfied you were with the following:
Base: All passengers – 463

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Satisfaction on the Subway (%)

Total fairly/very satisfied
Autumn
2017

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Total
Personal security	46	41	10	1	1	88
Interior cleanliness/condition	42	45	10	4		86
Availability of seating or space to stand	38	43	9	8	1	82
Temperature inside the train	37	44	14	4	2	81
Amount of personal space	32	44	16	6	2	76
Comfort of the seats	29	46	19	5	1	75
Provision of grab rails	32	41	19	7	1	73
Information provided inside the train	34	37	24	5		71

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

Q. Thinking about whilst you were on the Subway, please indicate how satisfied you were with the following:
Base: All passengers – 468

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Satisfaction with Subway staff/driver (%)

Total fairly/very satisfied
Autumn
2017

Category	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Total
Appearance	62	30	8			91
Safety of the driving	61	29	9	1	1	90
Helpfulness/attitude	53	28	17	1		82
Greeting/welcome	48	26	21	4	1	74
Smoothness/freedom from jolting	33	35	21	8	3	68

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

TPS: Q. Thinking about any Subway staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers – 463

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Negative experiences during the journey

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Negative experiences during the journey

Passengers experiencing a delay to their journey (%)

2

Average length of delay *(perceived)*

2.4 mins

Most common cause of delay (%)

Base size too small (7)

Passengers with worry or concern about others' behaviour on board (%)

2

Male	3
Female	2
Age 16 to 34	3
Age 35 to 59	3
Age 60+	0

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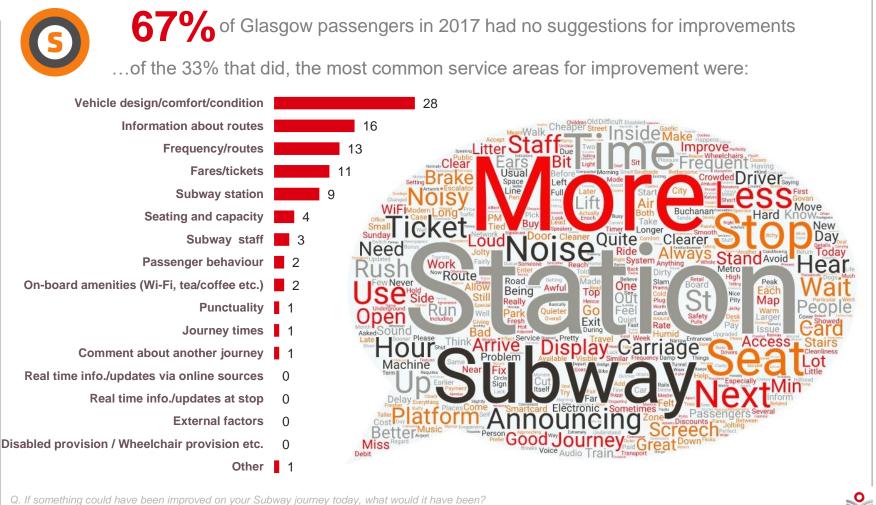
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Passengers' suggested improvements

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Passengers' suggested improvements: summary (%)

67% of Glasgow passengers in 2017 had no suggestions for improvements

…of the 33% that did, the most common service areas for improvement were:

Service area	%
Vehicle design/comfort/condition	28
Information about routes	16
Frequency/routes	13
Fares/tickets	11
Subway station	9
Seating and capacity	4
Subway staff	3
Passenger behaviour	2
On-board amenities (Wi-Fi, tea/coffee etc.)	2
Punctuality	1
Journey times	1
Comment about another journey	1
Real time info./updates via online sources	0
Real time info./updates at stop	0
External factors	0
Disabled provision / Wheelchair provision etc.	0
Other	1

Q. If something could have been improved on your Subway journey today, what would it have been?
Base: All suggesting an improvement - 194

Passengers' suggested improvements: selected verbatim comments

To fix the screeching of brakes when trains stop in stations. Cleaner seats (they sometimes smell bad)

The screeching of the brakes is absolutely awful. The new look of the stations is all very pretty, but please do something for our ears too

Better trains and a larger subway network. A ticketing system that works across all aspects of the public transport network would be great, e.g. Opal card in Sydney

Being told what side to depart. Doesn't affect me personally, but I have had people in wheelchairs complain to me about lack of access. Air conditioning. Less jolting. Staff present at platforms

Too few trains at rush hour, people standing and being asked to basically stand on top of someone to let more people in the carriage. More frequency is needed. Feel disgusting when alighting train as carriages are humid and dirty feeling. WiFi is awful, have to enter details every morning and the WiFi itself is very temperamental

Stairs at Hillhead difficult for disabled welcomed escalator

As it is quite hard to hear the driver, electronic signs showing the next station would be helpful. All day ticket for children

Narrow platform. More information on train about next stop. Clearer audio / light up maps with stations

Better tannoy system inside the carriage and also digital display boards inside carriages. Display board at stations should also have a display 'At platform' when train is at station not just 'next train 'x' minutes'

More frequent subways, would be better if it was a lot fresher and not as humid/ damp/ compacted, more seats & space would be better overall as well

Less crowded trains at peak times, it was only luck that I obtained a seat, several others had to stand
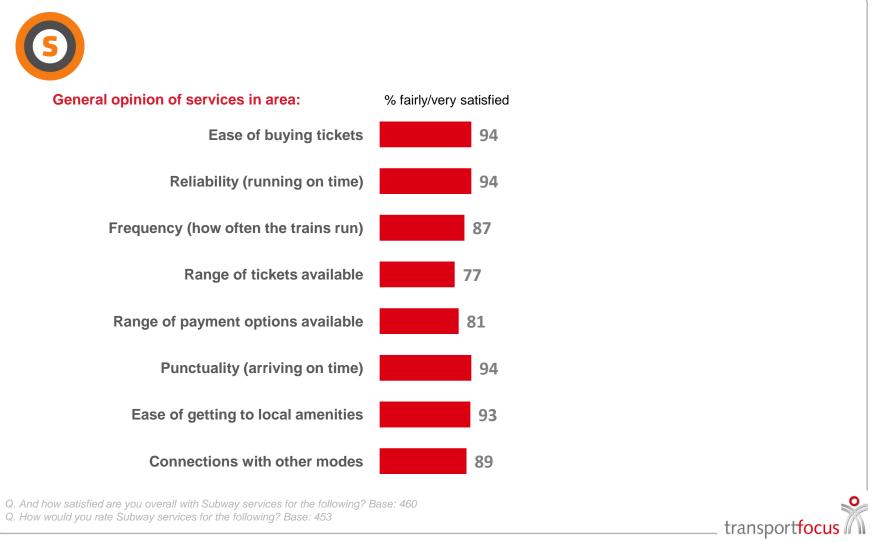
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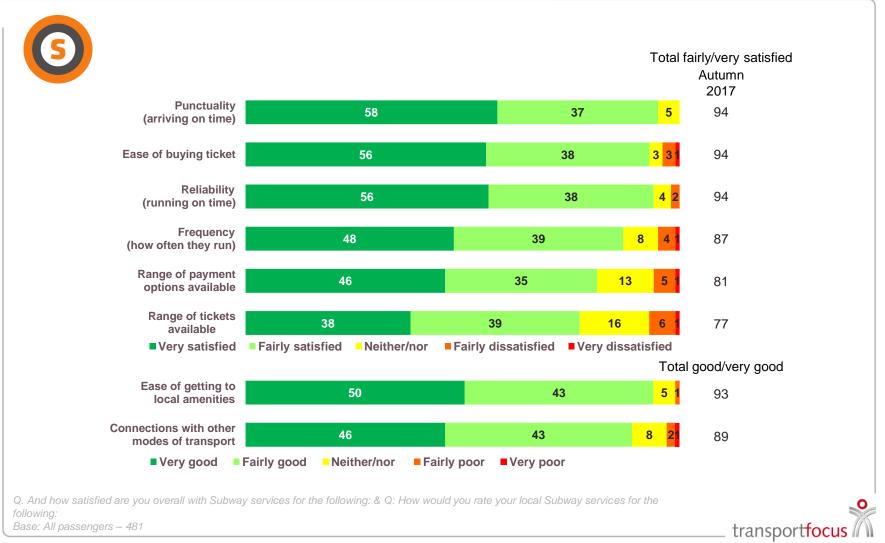
Opinion of the Subway in the local area

Opinion of the Subway in the local area: summary

General opinion of services in area: % fairly/very satisfied

Ease of buying tickets	94
Reliability (running on time)	94
Frequency (how often the trains run)	87
Range of tickets available	77
Range of payment options available	81
Punctuality (arriving on time)	94
Ease of getting to local amenities	93
Connections with other modes	89

Q. And how satisfied are you overall with Subway services for the following? Base: 460
Q. How would you rate Subway services for the following? Base: 453

Satisfaction on the Subway generally (%)

Total fairly/very satisfied
Autumn 2017

Measure	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Total
Punctuality (arriving on time)	58	37	5			94
Ease of buying ticket	56	38	3	3	1	94
Reliability (running on time)	56	38	4	2		94
Frequency (how often they run)	48	39	8	4	1	87
Range of payment options available	46	35	13	5	1	81
Range of tickets available	38	39	16	6	1	77

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

Total good/very good

Measure	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Total
Ease of getting to local amenities	50	43	5	1		93
Connections with other modes of transport	46	43	8	2	1	89

■ Very good ■ Fairly good ■ Neither/nor ■ Fairly poor ■ Very poor

Q. And how satisfied are you overall with Subway services for the following: & Q: How would you rate your local Subway services for the following:
Base: All passengers – 481

transport**focus**

Service timetable and frequency preferences

Service timetable and frequency preferences (%)

	I would like **earlier** trains on a…	I would like **later** trains on a…		
Weekday / Saturday	10	33	I would like increased frequency of trains	18
Sunday	23	49	I am satisfied with the current service	32

Which of the following statements best describes you?
Base: All passengers – 460

Tram Passenger Survey – Glasgow

Appendix 1: the passenger and journey context

transport**focus**

Glasgow passengers: summary

Overview of passenger demographics (%)

Age

- 16-34: 48
- 35-59: 29
- 60+: 20
- Not stated: 3

Gender

- Male: 49
- Female: 47
- Prefer another term
- Prefer not to say
- Not stated: 3

Disability

- Yes: 15
- No: 79
- Not stated: 6

Passengers' postcodes relative to Subway network

- Subway station
- Respondent

Access to private transport

- Easy: 38
- Moderate: 47
- Limited/none: 12
- Not stated: 2

transportfocus

Passenger profile (%)
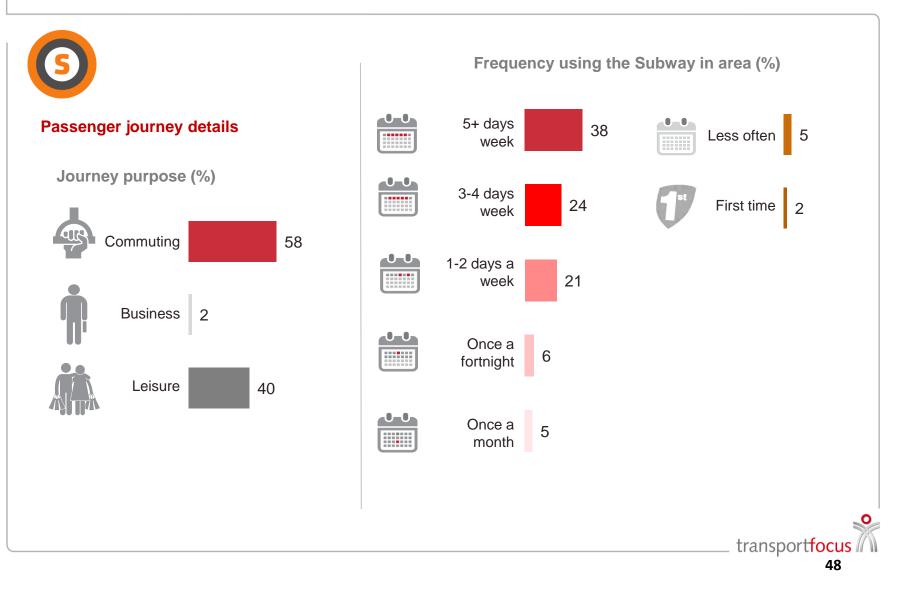
	Autumn 2017	Station group A	Station group B	Station group C
Age				
16-34	48	47	35	56
35-59	29	33	37	21
Over 60	20	19	25	19
Not stated	3	2	2	4
Access to private transport				
Easy	38	39	50	32
Moderate	47	49	40	50
Limited/none	12	9	8	16
Not stated	2	3	2	2
Has a disability				
Yes	15	18	14	15
Ticket type				
Concessionary	13	10	15	14
Non-concessionary	87	90	85	86

Station groups based on origin station. A: Buchanan Street and St. Enoch. B: Govan, Ibrox, Cessnock, Kinning Park, West Street, Bridge Street, Shields Road. C: Partick, Kelvinhall, Hillhead, Kelvinbridge, St. George's Cross, Cowcaddens

transportfocus

46

Glasgow journeys: summary

Postcode of passengers (%)

Postcode	%
G11 & G12	25
G51 & G52	12
G20 & G21 & G22	7
G3 & G4	6
G41 & G42	6
G1 & G2	3
G5	1
G13 & G14	1
G31 & G40	1
G32 & G33	0
G73	0
Other G	21
Any G postcode	82
Any PA postcode	6
Any KA postcode	3
Any ML postcode	4
Any FK postcode	1
Any other postcode	4

Q: What is your postcode?
Base: All giving a postcode – 402

transportfocus

Glasgow journeys: summary (1)

Passenger journey details

Journey purpose (%)

- Commuting 58
- Business 2
- Leisure 40

Frequency using the Subway in area (%)

- 5+ days week 38
- 3-4 days week 24
- 1-2 days a week 21
- Once a fortnight 6
- Once a month 5
- Less often 5
- First time 2

Glasgow journeys: summary (2)

Tickets used for today's journey (%)

- Non-concessionary **87**
- Concessionary **13**

Purchased ticket via… (%)

- Subway ticket office **43**
- Ticket machine at station **23**
- Online **21**
- Other **14**

Ticket format (%)

- Personalised SmartCard **36**
- Paper ticket **32**
- Anonymous SmartCard **15**
- ScotRail SmartCard **3**
- Other **14**

Ticket type (%)

- SmartCard PAYG **30**
- SmartCard Other **12**
- ZoneCard **13**
- Paper single/return **25**
- Paper Other **17**
- Other **2**

Mode permitted (%)

- Subway only **77**
- Multi-mode **23**

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Glasgow journeys: summary (3)

Most used Subway stations: journey start (%)

Hillhead	26
St. Enoch	20
Buchanan Street	9
Kelvinhall	8
Partick	7
Govan	7
Shields Road	4
Ibrox	4

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

On foot	73
Car	11
Bus	9
Train	9
Other	0

Most used Subway stations: journey destination (%)

Buchanan Street	24
St. Enoch	17
Hillhead	12
Kelvinhall	7
Partick	7
Govan	5
Cowcaddens	5
Cessnock	5

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

On foot	77
Car	5
Bus	6
Train	11
Other	0

Glasgow journeys: summary (4)

Weather on day of journey (%)

Dry 61

Light rain 33

Heavy rain 4

Other 2

Journey direction (%)

Outward 50

Return 41

One way only 9

Sitting/standing (%)

Had a seat for part/all of journey 95

Stood, would have liked seat 1

Stood, happy to stand 3

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Journey purpose (%)

Autumn
2017

Purpose	Value
Travelling to/from work	35
Travelling to/from education	23
Leisure trip	14
Visit friends or relatives	8
Shopping trip	7
On personal business	5
On company business	2
Health visit	2
Other	4
Sub-total: Commuter	58
Sub-total: Business	2
Sub-total: Leisure	40

Q. What is the main purpose of your Subway journey today?
Base: All passengers – 468

Frequency of using Glasgow Subway (%)

Autumn 2017

5 or more days a week	38
3 or 4 days a week	24
Once or twice a week	21
Once a fortnight	6
Once a month	5
Less frequently	5
This is the first time	2

Q. How often do you typically travel by Subway?
Base: All passengers – 466
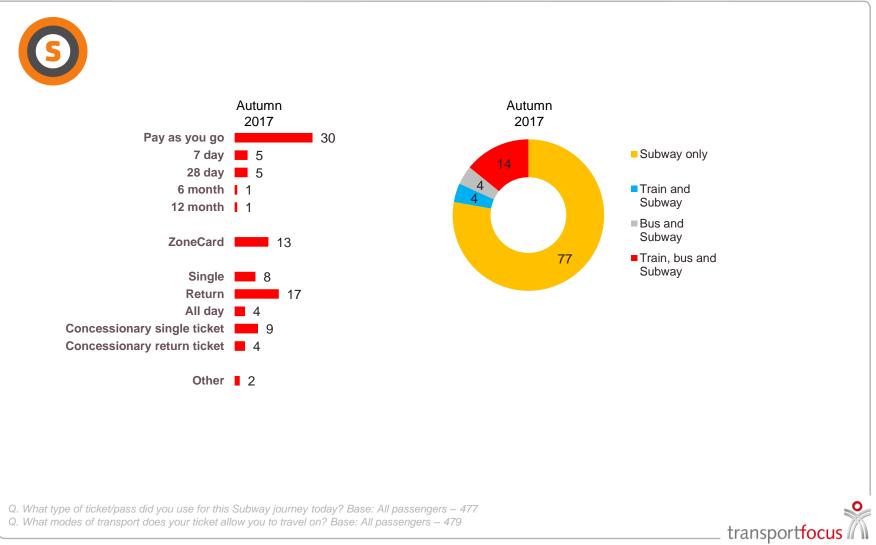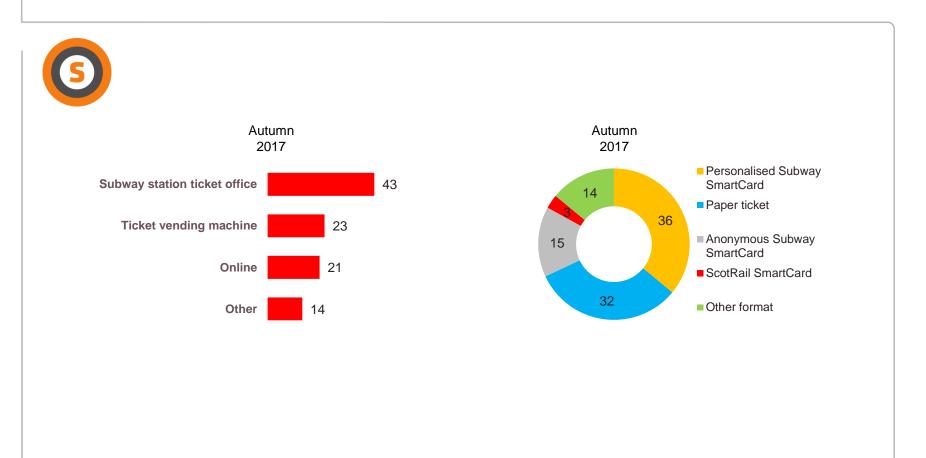
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Ticket type and modes of transport permitted (%)

Autumn 2017

Pay as you go	30
7 day	5
28 day	5
6 month	1
12 month	1
ZoneCard	13
Single	8
Return	17
All day	4
Concessionary single ticket	9
Concessionary return ticket	4
Other	2

Autumn 2017

- Subway only — 77
- Train and Subway — 4
- Bus and Subway — 4
- Train, bus and Subway — 14

transportfocus

Method of buying ticket and ticket format (%)

Autumn
2017

Subway station ticket office	43
Ticket vending machine	23
Online	21
Other	14

Autumn
2017

- Personalised Subway SmartCard — 36
- Paper ticket — 32
- Anonymous Subway SmartCard — 15
- ScotRail SmartCard — 3
- Other format — 14

Q. How did you buy that ticket or pass? Base: All non-concessionary ticket holders – 411
Q. In what format was your ticket? Base: All passengers – 464

transportfocus

Glasgow stations used by passengers surveyed (%)

50 per cent of passengers were on an outward journey, 41 per cent on a return and 9 per cent on a one-way trip

90 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
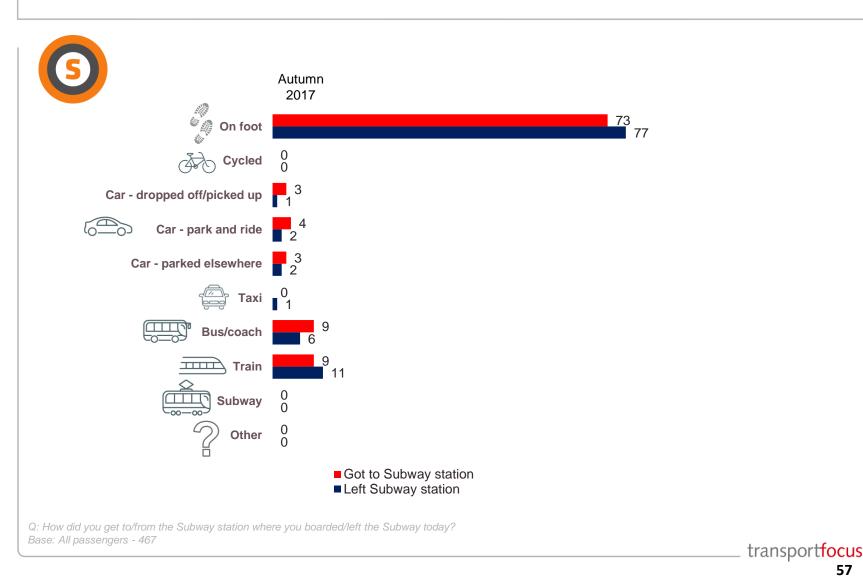
Boarding	Autumn 2017
Hillhead	26
St. Enoch	20
Buchanan Street	9
Kelvinhall	8
Partick	7
Govan	7
Shields Road	4
Ibrox	4

Alighting	Autumn 2017
Buchanan Street	24
St. Enoch	17
Hillhead	12
Kelvin hall	7
Partick	7
Govan	5
Cowcaddens	5
Cessnock	5

Subway stations used reflects the sample of passengers in this survey rather than actual usage of stops
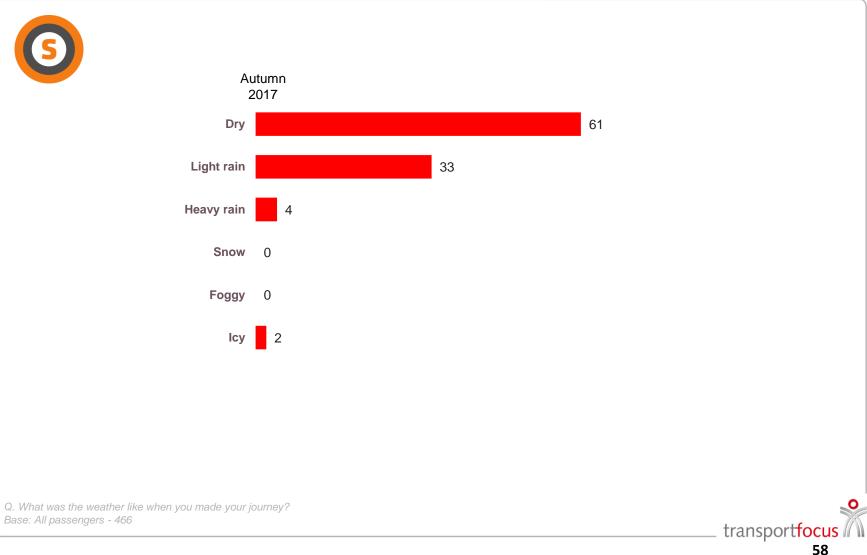
Q: Were you on your outward or return journey? Q. Did you get a seat on the Subway? Q: At which stop did you board/leave this Subway?
Base: All passengers - 481

transportfocus
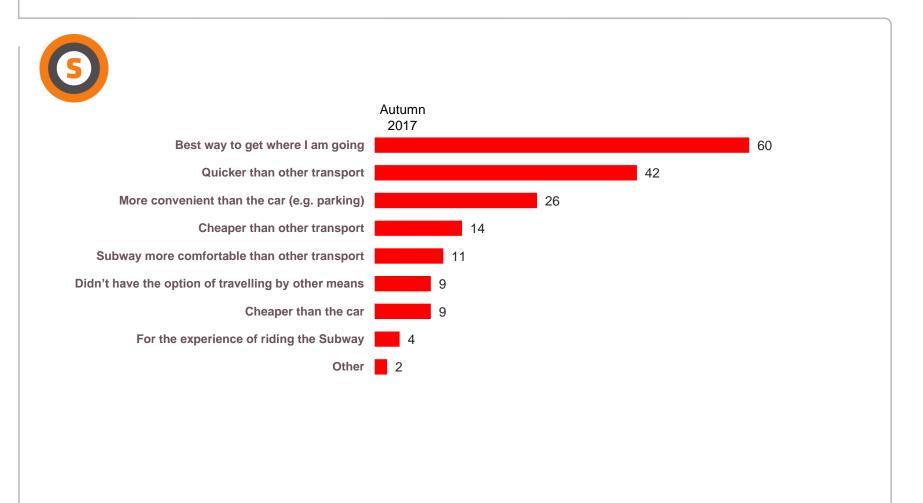
How got to and from the Subway station (%)

Autumn 2017

Mode	Got to Subway station	Left Subway station
On foot	73	77
Cycled	0	0
Car - dropped off/picked up	3	1
Car - park and ride	4	2
Car - parked elsewhere	3	2
Taxi	0	1
Bus/coach	9	6
Train	9	11
Subway	0	0
Other	0	0

■ Got to Subway station
■ Left Subway station

Q: How did you get to/from the Subway station where you boarded/left the Subway today?
Base: All passengers - 467

transportfocus

Weather conditions when journey made (%)

Autumn 2017

Dry	61
Light rain	33
Heavy rain	4
Snow	0
Foggy	0
Icy	2

Q. What was the weather like when you made your journey?
Base: All passengers - 466

transportfocus
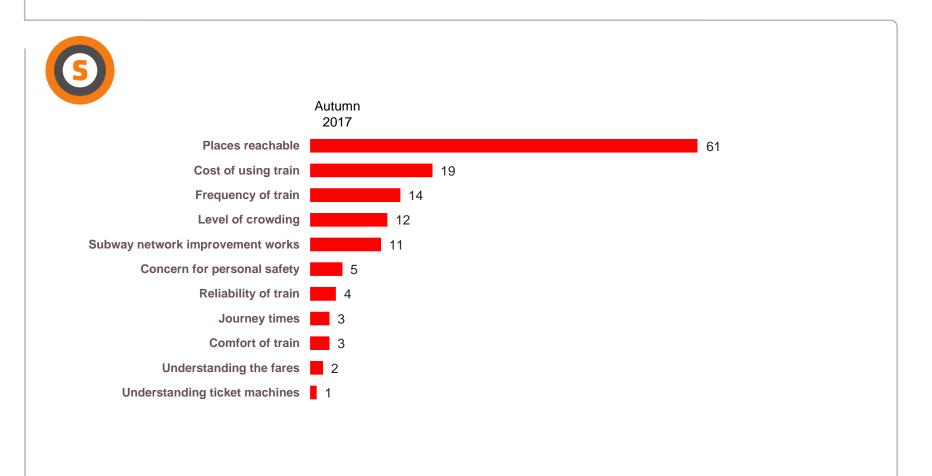
Reasons for choosing the Subway (%)

Autumn 2017

Reason	%
Best way to get where I am going	60
Quicker than other transport	42
More convenient than the car (e.g. parking)	26
Cheaper than other transport	14
Subway more comfortable than other transport	11
Didn't have the option of travelling by other means	9
Cheaper than the car	9
For the experience of riding the Subway	4
Other	2

Q. What was the main reason you chose to take the Subway for this journey?
Base: All passengers – 459

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Factors preventing more journeys being made (%)

Autumn 2017

Factor	%
Places reachable	61
Cost of using train	19
Frequency of train	14
Level of crowding	12
Subway network improvement works	11
Concern for personal safety	5
Reliability of train	4
Journey times	3
Comfort of train	3
Understanding the fares	2
Understanding ticket machines	1

Q. Have any of the following frequently stopped you making journeys by Subway? (More than one answer permissible)
Base: All previously using the Subway – 332

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Tram Passenger Survey – Glasgow

Appendix 2 – Further details on survey background and method

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Methodology – fieldwork

Fieldwork: 18 September and 8 December 2017 (with a gap for half term between 16 October and 22 October)

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

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

Sample size: 481 interviews (422 paper and 59 online)

Research agency: BDRC Continental

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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:
- 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 2017 technical report.

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Methodology – themes that are affecting overall passenger satisfaction charts (1)

The approach to identifying themes that affect overall passenger satisfaction is split into two stages. For Glasgow at the first stage, we took all 24 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as factor analysis, which groups together those satisfaction measures that are responded to similarly within the data. For instance, where high or low scores are given for measure 'x', there tends to be a similar rating for measures 'y' and 'z', so the 'factor' or theme becomes 'A'. Through this process we identified nine themes, which are shown below, alongside measures that formed each theme:

Theme (factor)	Questions
1 On train environment and comfort	• Sufficient room for all the passengers to sit/stand • The comfort of the seats • The amount of personal space you had around you • Provision of grab rails to hold on to when standing/moving about the Subway • The temperature inside the Subway • Your personal security whilst on the Subway • The information provided inside the Subway
2 Subway station condition	• Its general condition/standard of maintenance • Its freedom from graffiti/vandalism • Its freedom from litter
3 Boarding the Subway	• The ease of getting on to and off of the Subway • The length of time it took to board the Subway
4 Timeliness	• The length of time you had to wait for the Subway • The punctuality of the Subway
5 Access to the Subway station	• Its distance from your journey start e.g. home, shops • The convenience/accessibility of its location
6 Personal safety and information at the station	• Behaviour of fellow passengers waiting at the station • Your personal safety whilst at the station • The information provided at the station
7 Cleanliness/condition of the Subway	• The cleanliness and condition of the outside of the Subway • The cleanliness and condition of the inside of the Subway
8 Smoothness/speed of Subway	• The amount of time the journey took • Smoothness/freedom from jolting during the journey
9 Value for money	• How satisfied were you with the value for money of your Subway journey?

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Methodology – themes that are affecting overall passenger satisfaction charts (2)

For the second stage, these themes were then used to identify how much effect each one has on passengers' rating for overall journey satisfaction, by means of a key driver analysis.
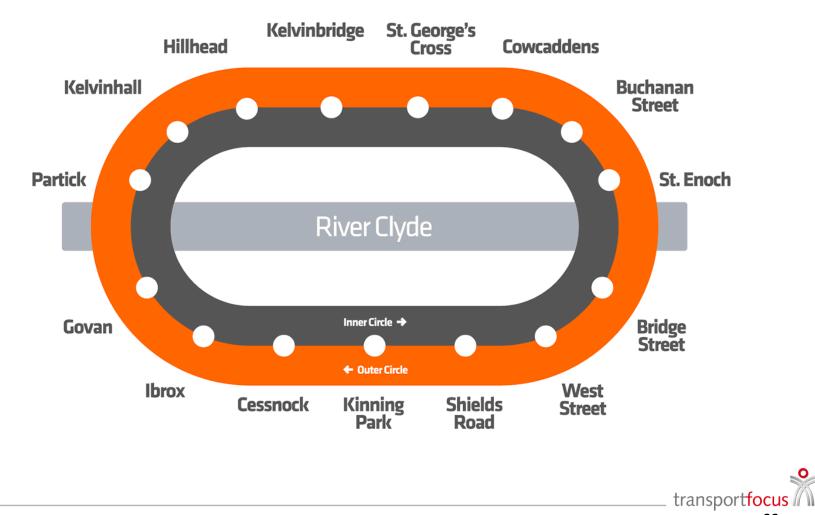
The square diagrams show the proportional influence that each theme has on satisfaction. They should be read like a pie chart where the slices or portions are relative to each other and together add up to 100%. So in the example below, the theme of 'Smoothness/speed of the Subway' which is shaded beige, has the greatest influence on satisfaction, followed by 'boarding of the Subway', while themes such as 'value for money' and 'access to the Subway station' have relatively less influence here.

Smoothness/speed of the Subway 54%	Boarding the Subway 14%	On board environment and comfort 10%
	Personal safety and information at the station 9%	Value for money 6%
	Access to the Subway station 8%	

The process used for Glasgow differs slightly compared to other networks included in the Tram Passenger Survey, in that only 24 out of 25 individual satisfaction measures are included in the Glasgow questionnaire. The analysis was therefore conducted in isolation from the other networks and produces slightly different themes. A full description is included in the technical report.

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The Glasgow Subway route map

Tram Passenger Survey (TPS) – Glasgow

Appendix 3 – Questionnaire

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Subway Passenger Survey

Thank you for agreeing to take part in our survey. Your views as a Subway passenger are important.

Transport Focus is the official, independent consumer watchdog that promotes the interests of rail, bus, tram, metro and subway 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 subway journey you made when given this questionnaire.
Towards the end, there are also questions to record your general experiences too.

Transport 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.

Completing the questionnaire

Please fill in the questionnaire after completing your journey on Glasgow Subway.
Please tick only one box per question, unless directed otherwise.
After completing the questionnaire, please return it to us in the reply paid envelope provided.

WHEN ANSWERING:
CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

1   About your journey on Glasgow Subway

Q1a At which stop did you board this train?

Q1b At which stop did you leave this train?

Q2 Please fill in the time that you boarded the train today:
Use the 24 hr. clock e.g. 5.25pm is 17:25
Enter your time of boarding into the boxes as shown

`1 7 : 2 5`

Q3a What type of ticket or pass did you use for this journey on Glasgow Subway?

SmartCard		Paper ticket	
Pay as you go	☐	Single ticket	☐
7 day	☐	Return ticket	☐
28 day	☐	All day	☐
6 month	☐	Concessionary single ticket	☐
12 month	☐	Concessionary return ticket	☐
ZoneCard	☐	Other	☐

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

Subway only	☐	Bus and Subway	☐
Train and Subway	☐	Train, Bus and Subway	☐

§5532001G¬

Your opinion counts! ☑

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Q4 In what format was your ticket?

Personalised Subway SmartCard (with photo)	☐	ScotRail SmartCard	☐
		A standard paper ticket/pass	☐
Anonymous Subway SmartCard (without photo)	☐	Other format	☐

Q5a How did you buy that ticket or pass?

Ticket vending machine	☐	Online	☐
Subway station ticket office	☐	Other	☐

Q5b How did you pay for your ticket?

Cash	☐	Other	☐
Debit or credit card	☐	Don't know/not applicable	☐
Contactless payment	☐		

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

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

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)*

Heavy/bulky luggage	☐	A folding bicycle	☐
Shopping bags	☐	A dog	☐
A shopping trolley	☐	A helper	☐
A pushchair, buggy or pram	☐	A wheelchair	☐
Children (under 12)	☐	None of the above	☐

Q9 How did you get to the Subway station where you boarded this train today?

On foot/walked	☐	Taxi	☐
Cycled	☐	Bus	☐
Car - dropped off	☐	Train	☐
Car - and used Subway Park and Ride	☐	Other	☐
Car - parked elsewhere	☐		

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

On foot/walked	☐	Taxi	☐
Cycled	☐	Bus	☐
Car - dropped off	☐	Train	☐
Car - and used Subway Park and Ride	☐	Other	☐
Car - parked elsewhere	☐		

Q11 What was the main reason you chose to take the Subway for this journey?
(Please tick all that apply)

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

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

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

2 About the Subway station where you boarded this train

Q13 Thinking about the Subway station 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....	☐	☐	☐	☐	☐	☐
The convenience/accessibility of its location..................	☐	☐	☐	☐	☐	☐
Its general condition/standard of maintenance..............	☐	☐	☐	☐	☐	☐
Its freedom from graffiti/vandalism................................	☐	☐	☐	☐	☐	☐
Its freedom from litter...	☐	☐	☐	☐	☐	☐
Behaviour of fellow passengers waiting on the platform..	☐	☐	☐	☐	☐	☐
The information provided at the station (including on the platform)...................................	☐	☐	☐	☐	☐	☐
Your personal safety whilst on the platform..................	☐	☐	☐	☐	☐	☐

Q14 Overall, how satisfied were you with the Subway station?

Very satisfied..☐		Fairly dissatisfied...................................☐	
Fairly satisfied...☐		Very dissatisfied....................................☐	
Neither satisfied nor dissatisfied.................☐		Don't know/No opinion............................☐	

3 Waiting for the train

Q15 Approximately, how long did you wait for your train?
(Please write the time in minutes)

Q16 Did you check any of the following to find out when the train was meant to arrive?
(Please tick all that apply)

Before leaving for the Subway station		**At the Subway station**	
Leaflet/paper timetable.....................................☐		Electronic display at the station.....................☐	
Online train times...☐		Information posters at the station...................☐	
Disruption updates (e.g. on Twitter).....................................☐		Online train times..☐	
Telephoned for information...............................☐		Disruption updates (e.g. on Twitter).....................................☐	
Other..☐		Telephoned for information............................☐	
		Asked Subway staff member.........................☐	
		Other...☐	

If you did not check to find out when the train was meant to arrive, why was this?
(Please tick all that apply)

Knew the trains ran frequently on this route..........................☐		Didn't have time...☐	
		Did not matter to me when the train	
Already knew arrival times...............................☐		was meant to arrive..................................☐	
Could not find the information...........................☐		Other...☐	

Q17 Approximately how long did you expect to wait for the train?
(Please write the time in minutes)

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

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

Q18b Were you able to board the first train 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 train................	☐	☐	☐	☐	☐	☐
The punctuality of the train (arriving on time)....................	☐	☐	☐	☐	☐	☐

4 On the train

Q20 Thinking about when the train 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
The cleanliness & condition of the outside of the train..........	☐	☐	☐	☐	☐	☐
The ease of getting onto and off of the train.......................	☐	☐	☐	☐	☐	☐
The length of time it took to board the train........................	☐	☐	☐	☐	☐	☐

Q21 Thinking about whilst you were on the train, 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 train......	☐	☐	☐	☐	☐	☐
The information provided inside the train............................	☐	☐	☐	☐	☐	☐
Sufficient room for all the passengers to sit/stand.............	☐	☐	☐	☐	☐	☐
The comfort of the seats...	☐	☐	☐	☐	☐	☐
The amount of personal space you had around you...........	☐	☐	☐	☐	☐	☐
Provision of grab rails to hold on to when standing/ moving about the train...	☐	☐	☐	☐	☐	☐
The temperature inside the train.......................................	☐	☐	☐	☐	☐	☐
Your personal security whilst on the train..........................	☐	☐	☐	☐	☐	☐
The amount of time the journey took.................................	☐	☐	☐	☐	☐	☐
Smoothness/freedom from jolting during the journey.........	☐	☐	☐	☐	☐	☐

Q22 Did you get a seat on the train?

Yes – for all of the journey.........................☐		No – but you were happy to stand................☐	
Yes – for part of the journey.......................☐		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.................................☐		Passengers not paying their fares..............☐	
		Feet on seats...☐	
Passengers taking/under the influence of drugs...................................☐		Music being played loudly..........................☐	
		Smoking..☐	
Abusive or threatening behaviour................☐		Graffiti or vandalism..................................☐	
Rowdy behaviour..☐		Loud use of mobile phones........................☐	
Passengers not moving out of priority seats...................................☐		Other (please write in)	

Q24a Was your journey on the Subway today delayed at all?

Yes.................................☐ No.................................☐

Q24b *If yes:* **Why was this?** *(Please tick all that apply)*
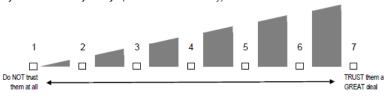
Due to a train failure....................☐   Time it took to get to the platform................☐
The train waiting too long at stations...........☐
Time it took passengers to board...............☐   Other (please write in)
Time it took to pay for my ticket (e.g.
   queuing at ticket office).......................☐   No reason given................................☐
                                Don't know....................................☐

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

(Please write the time in minutes) ☐☐

Q26 Were any of these items of information present on the train?

	Yes	No	Don't know
A map of the Subway route/journey times................................	☐	☐	☐
Audio announcements e.g. saying the next station...............................	☐	☐	☐
Information about tickets/fares...	☐	☐	☐
Information about the journey times between stations.......................	☐	☐	☐
Details of how to contact the Subway company, for example, to make a complaint or find out information...............................	☐	☐	☐

Q27 Thinking about any Subway 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.........................	☐	☐	☐	☐	☐	☐
Any greeting/welcome you got from the staff...............	☐	☐	☐	☐	☐	☐
The helpfulness and attitude of the staff......................	☐	☐	☐	☐	☐	☐
The safety of the driving (i.e. appropriateness of speed).........................	☐	☐	☐	☐	☐	☐

5 Your overall opinion of the 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 the Subway today?

Very satisfied...☐   Fairly dissatisfied..☐
Fairly satisfied...☐   Very dissatisfied...☐
Neither satisfied nor dissatisfied.................☐   Don't know/No opinion.....................................☐

Q29 If something could have been improved on your journey on the Subway today, what would it have been?

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

Very satisfied...☐   Fairly dissatisfied..☐
Fairly satisfied...☐   Very dissatisfied...☐
Neither satisfied nor dissatisfied.................☐   Don't know/No opinion.....................................☐

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

The cost for the distance travelled..............☐
The cost of the train versus other   Comfort/journey quality for
   modes of transport.........................☐   the fare paid..☐
The fare in comparison to the cost   A reason not mentioned above
   of everyday items...............................☐   (please write in box)..............................☐

Q32 All things considered, how much do you trust the Subway company that operated the train you used for this journey? *(Please tick one box only)*

1   2   3   4   5   6   7

☐   ☐   ☐   ☐   ☐   ☐   ☐

Do NOT trust them at all ← → TRUST them a GREAT deal

6 Your opinion of the Subway generally

WHEN ANSWERING THIS SECTION PLEASE CONSIDER SUBWAY SERVICES GENERALLY (NOT JUST THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE)

Q33a How would you rate Glasgow Subway services for the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities)...............	☐	☐	☐	☐	☐
Connection with other forms of public transport (e.g. trains/buses).....................	☐	☐	☐	☐	☐

Q33b And how satisfied are you overall with the Subway 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...............................	☐	☐	☐	☐	☐	☐
Reliability (running on time).............................	☐	☐	☐	☐	☐	☐
Punctuality (arriving on time)...........................	☐	☐	☐	☐	☐	☐
Frequency (how often the trains run)............................	☐	☐	☐	☐	☐	☐
Range of tickets available................................	☐	☐	☐	☐	☐	☐
Range of payment options available............................	☐	☐	☐	☐	☐	☐

Q34a If you needed information about your local Subway services, e.g. times, fares, where would you obtain that information? *(Please tick all that apply)*

SPT website..☐   Information on platform/at station................☐
Traveline Scotland....................................☐   Subway staff...☐
Facebook...☐   Friend/relative...☐
Twitter..☐   Other..☐

Q34c Which of the following statements best describes you?
(Please tick all that apply)

I would like earlier trains on a
  weekday/Saturday..................................☐

I would like earlier trains on a
  Sunday...☐

I would like later trains on a
  weekday/Saturday..................................☐

I would like later trains on a
  Sunday...☐

I would like increased frequency of trains......☐

I am satisfied with the current service............☐

Q35 How often do you typically travel on the Subway?
(Please tick the closest to your frequency of train use)

5 or more days a week.............................☐

3 or 4 days a week...................................☐

Once or twice a week...............................☐

Once a fortnight.......................................☐

Once a month...☐

Less frequently...☐

This is the first time I have
  used the Subway.....................................☐

Q36 If you have used the Subway before, how typical would you say today's experience was?

Much better than usual..............................☐

A little better than usual.............................☐

About the same as usual............................☐

A little worse than usual.............................☐

Much worse than usual...............................☐

Q37 Have any of the following frequently stopped you making journeys by the Subway?
(Please tick all that apply)

The places you can reach by the Subway....☐

The frequency of the Subway service...........☐

The reliability of the Subway service.............☐

The cost of using the Subway.....................☐

Understanding the fares.............................☐

Understanding the ticket machines..............☐

The level of crowding on the platform...........☐

How long journeys take
  when going by the Subway.......................☐

The comfort of the trains............................☐

The level of crowding on the trains...............☐

A concern for your personal
  safety on the Subway..............................☐

Subway network improvement works.............☐

7 About you

QA Are you...?

Male..☐

Prefer another term...................................☐

Female...☐

QB In which age group are you?

16-18...☐

19-21...☐

22-25...☐

26-34...☐

35-44...☐

45-54...☐

55-59...☐

60-64...☐

65-69...☐

70-79...☐

80+..☐

QC Which of the following best describes your ethnic background?

White...☐

Mixed/multiple ethnic groups.....................☐

Asian or Asian British................................☐

Other ethnic group....................................☐

Black, African/Caribbean or Black British......☐

Chinese..☐

Arab...☐

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

You have a car available
  and don't mind driving.............................☐

You don't have a car available....................☐

You have a car available but
  prefer not to drive...................................☐

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

All or most of the time...............................☐

Some of the time......................................☐

You don't have anybody you can ask............☐

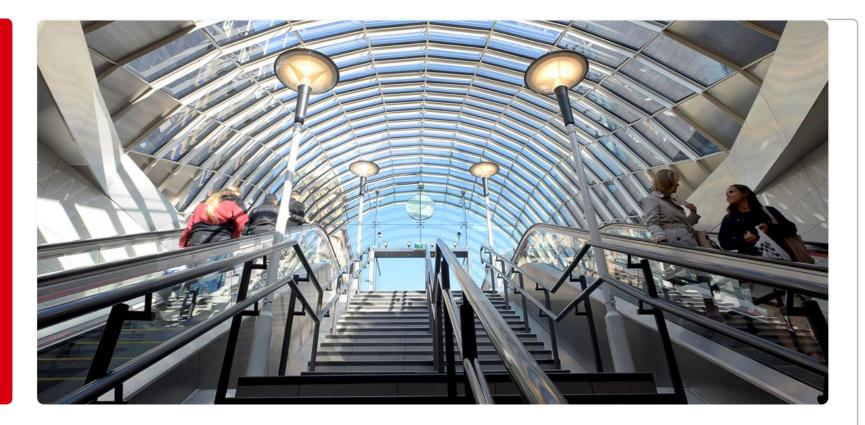Not applicable...☐

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 the Subway?

Yes, a lot....................................☐

Not at all..☐

Yes, a little...............................☐

QG To help us get a better picture of Subway 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 Subway 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:

☐☐☐☐ ☐☐☐

Live outside the UK...................................☐

If you would be happy to participate in future research projects about the transport industry for Transport Focus please complete the contact details below:

Name: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Email address: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

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-TGYY)
12-20 Baron Street
Angel, London N1 9LL

bdrc continental

transportfocus

Tram Passenger Survey – Glasgow

Autumn 2017 results

March 2018

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