



# Tram Passenger Survey (TPS) – Manchester Metrolink

Autumn 2018 results

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# Tram Passenger Survey (TPS) – Manchester Metrolink

Context to the survey

# Background to the 2018 survey

- 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 2018 TPS covered tram services in Manchester, Birmingham, Blackpool and Sheffield. Edinburgh Trams was covered in 2014-2016 and Nottingham was included in 2013-2017.



## 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 **19 September and 8 December 2018**

**2987** surveys were completed for Manchester Metrolink in autumn 2018

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

# The Manchester network in context

	The Network	Passenger Journeys	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions/other notes
	7 lines 93 stops 57 miles	42.8** million	✓ TVMs at stops ✗ Conductors on board	✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays <i>(Not all stops on Bury and Altrincham lines)</i>	Mon-Sat: every 6-12 mins Sun: 12-15 mins	<ul style="list-style-type: none"> <li>• Airport line opened late 2014, covered for first time in 2015</li> <li>• Exchange Square and link with Victoria opened in December 2015</li> <li>• Increasing use of double carriage trams</li> <li>• Second City Crossing opened in February 2017 enabling quicker journeys across the city</li> <li>• A tram collision on the 10<sup>th</sup> November 2017 affected two shifts which were rescheduled due to no trams running</li> </ul>
	1 line 38 stops 11 miles	5.2* 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	<ul style="list-style-type: none"> <li>• Blackpool illuminations 30 Aug to 3 Nov 2018</li> <li>• Heritage trams operate bank holidays, weekends and summer; not covered in this research</li> <li>• No significant issues affected fieldwork</li> </ul>
	4 lines 50 stops 22 miles	12.3* 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	<ul style="list-style-type: none"> <li>• New Train Tram extension to the Network opened late-Oct 2018 including two new stops. Some shifts were held back so they could be completed on the new line in November 2018</li> <li>• Additional consultation (not part of this research) was held on the network which coincided with this fieldwork period (Sep – Oct 2018)</li> </ul>
	1 line 26 stops 13 miles	5.7* 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	<ul style="list-style-type: none"> <li>• Network extension to Grand Central (New Street Station) opened on 30 May 2016 and was included in the TPS 2016</li> <li>• 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)</li> </ul>

\*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2017/18

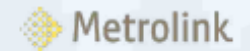
\*\*Source: Direct from operator



# Tram Passenger Survey (TPS) – Manchester Metrolink

Key findings

# Key performance measures for Metrolink 2018



## Punctuality



89%  
88%

## Value for money



60%  
59%

## Journey time



85%  
86%

## Overall journey



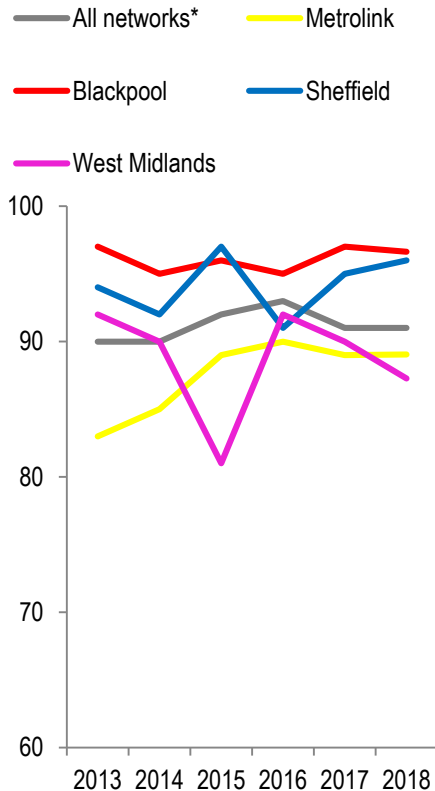
89%  
89%

- ⬆ Statistically significant increase since 2017
- ⊖ No change
- ⬇ Statistically significant decrease since 2017

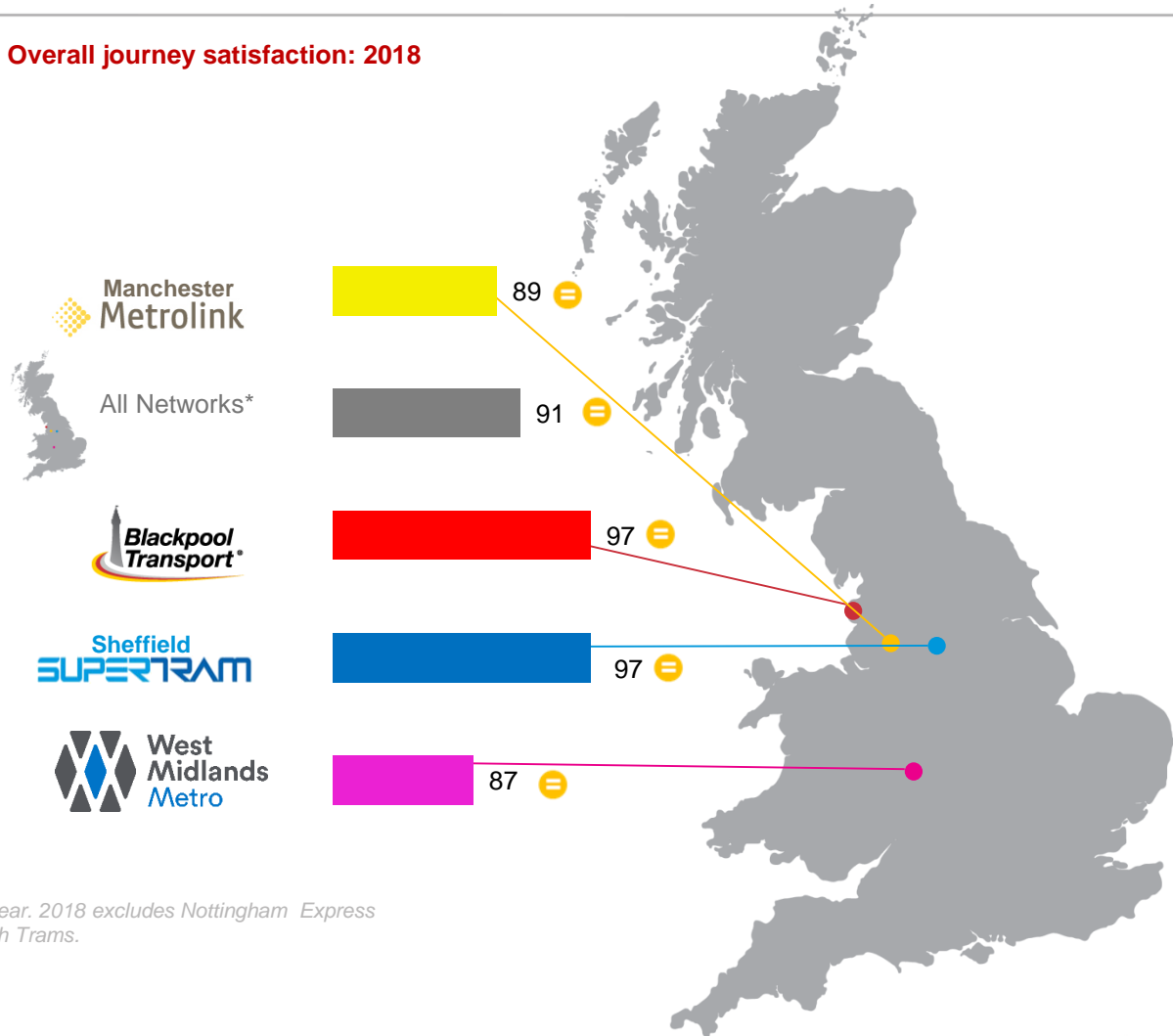
Figures shown are total very or fairly satisfied.  
Last year's figure is shown in grey.

# Passenger experience: a snapshot

## Overall journey satisfaction: trend over time



## Overall journey satisfaction: 2018



\*All networks includes different networks each year. 2018 excludes Nottingham Express Transit. 2013, 2017 and 2018 exclude Edinburgh Trams.

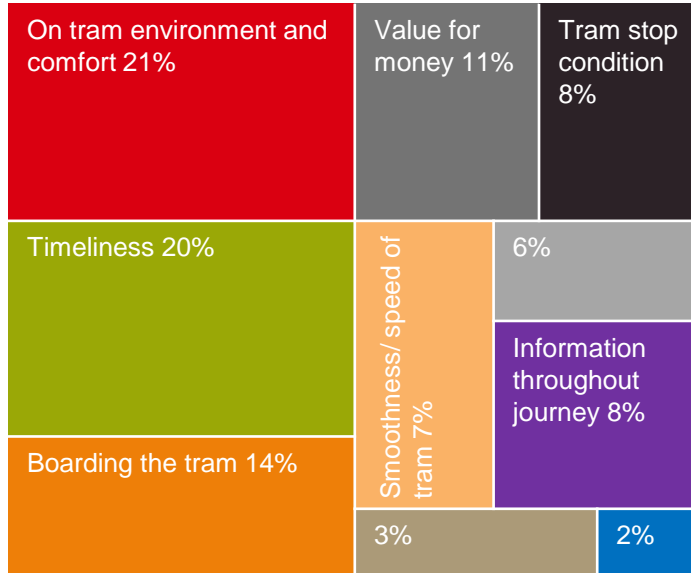
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017



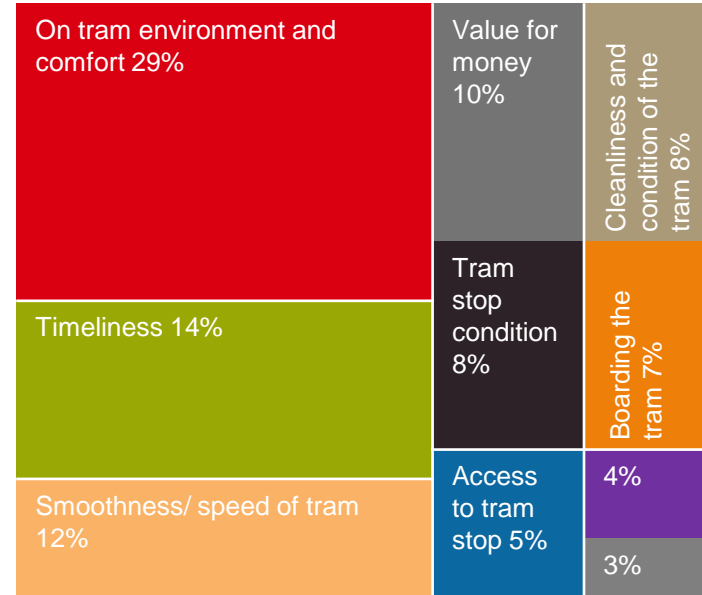
# What makes a satisfactory or great journey on Metrolink?

The top factors linked to overall journey satisfaction\*

What makes a satisfactory journey?



What makes a great journey?



Cleanliness and condition of the tram
  Access to the tram stop
  Personal safety throughout journey
  Information throughout journey

\*Key Driver Analysis looks at fare-paying passengers' overall journey satisfaction response and their response to the 25 individual satisfaction measures in the survey (including value for money), which have been grouped into 10 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.

The analysis combines data from 2018 and 2017 surveys to increase robustness. It also excludes satisfaction measures relating to tram staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about tram 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.

# Passenger experience in Manchester 2018: across the network



All

## Satisfaction with key measures:

		All Networks	Airport	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone
Overall journey	89 =	91 =	88 =	90 =	89 =	88 =	92 =	87 ↓	88 ↓	90 =
Value for Money	60 =	68 =	59 ↓	58 ↑	68 =	64 ↑	68 ↑	64 =	69 ↑	69 =
Punctuality	89 =	89 =	89 =	87 =	92 =	88 =	90 =	87 =	89 =	89 =
Overall stop	90 =	91 =	91 =	90 =	91 =	86 =	93 =	92 =	87 ↑	94 =

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

### On tram environment and comfort

Space to sit/stand on board	68 ↓	73 =	67 ↓	71 =	72 =	69 =	69 =	66 ↓	62 ↓	66 =
Comfort of the seats	71 =	92 ↑	70 ↓	71 =	70 =	69 =	81 ↑	71 =	65 ↓	69 =
Amount of personal space on board	67 ↓	86 =	65 ↓	67 =	71 =	68 =	70 =	65 ↓	58 ↓	71 =
<b>Timeliness</b>										
Length of time waiting for the tram	86 =	88 =	82 =	86 =	88 =	87 ↑	89 =	83 =	88 =	86 =

# Overall passenger experience in Manchester 2018: a snapshot

## At the stop

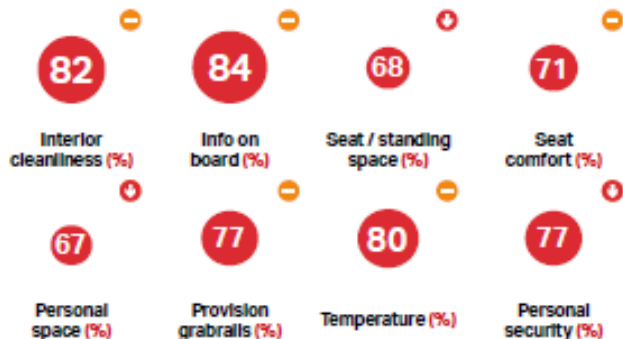


- Statistically significant increase since 2017
- No change
- Statistically significant decrease since 2017

## Boarding



## On board

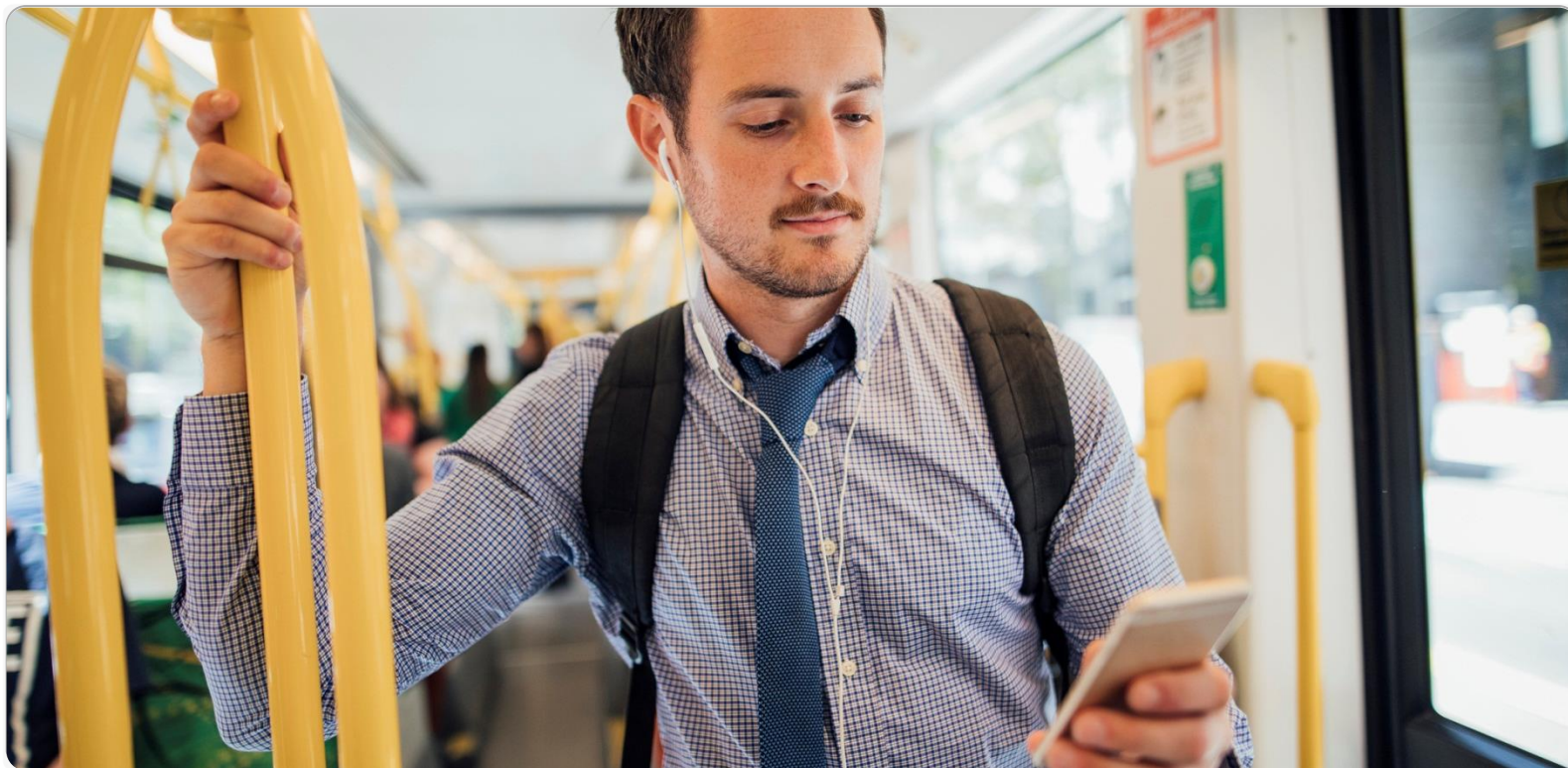


# Manchester 2018: summary of key findings (1)

- In the 2018 wave of the Tram Passenger Survey 89 per cent of Metrolink passengers are satisfied with their journey overall (2017: 89 per cent). This is higher than the same measure on the Bus Passenger Survey (87 per cent). Half of all passengers (51 per cent) are 'very satisfied' with their journey overall
- Overall journey satisfaction is quite consistent across different passenger groups. Younger passengers tend to be slightly less satisfied, as do those who are commuting using Metrolink
- The key factor which makes tram journeys both satisfactory and great is the on board environment and comfort of the tram. Attributes relating to this have remained relatively consistent compared to 2017, although satisfaction with the availability of seating or space to stand decreased significantly from 71 per cent in 2017 to 68 per cent in 2018.
- The next most important factor is timeliness. This is more important to making journeys 'satisfactory' than 'great'. Satisfaction with punctuality has increased slightly since 2017, with 89 per cent of passengers satisfied.
- Amongst fare-paying passengers, 60 per cent are satisfied with the value for money of their journey, a slight increase since 2017 (59 per cent).
- When evaluating value for money, the most important factors are the cost of the tram versus other modes of transport and the cost for the distance travelled.

## Manchester 2018: summary of key findings (2)

- Satisfaction is highest on the East Didsbury and Altrincham lines, with 92 per cent and 90 per cent satisfied with their journey overall respectively. Passengers using the Eccles line are the least satisfied overall (87 per cent). The Rochdale and the Eccles lines see some significant decreases in satisfaction with the on board environment and comfort
- 49 per cent of passengers spontaneously mention an improvement that could have been made to their journey (42 per cent in 2017). The most common improvements mentioned related to better seating and capacity on board trams
- Other improvements relate to the frequency/route of the tram, as well as the fares and tickets
- 6 per cent of passengers experienced a delay on their journey (2017: 9 per cent). When delays occurred they lasted 10 minutes on average
- Almost half of all passengers (47 per cent) are using Metrolink to commute (43 per cent travelling to work; 4 per cent travelling to education)
- Almost half of passengers (46 per cent) use a ticket vending machine to purchase their ticket compared with 69 per cent in 2017. Almost a fifth (19 per cent) use the 'get me there' app
- Passengers are moving towards using more electronic ticket formats. 20 per cent use a ticket on their mobile (2017: 15 per cent), with 48 per cent still using a paper ticket (2017: 57 per cent).

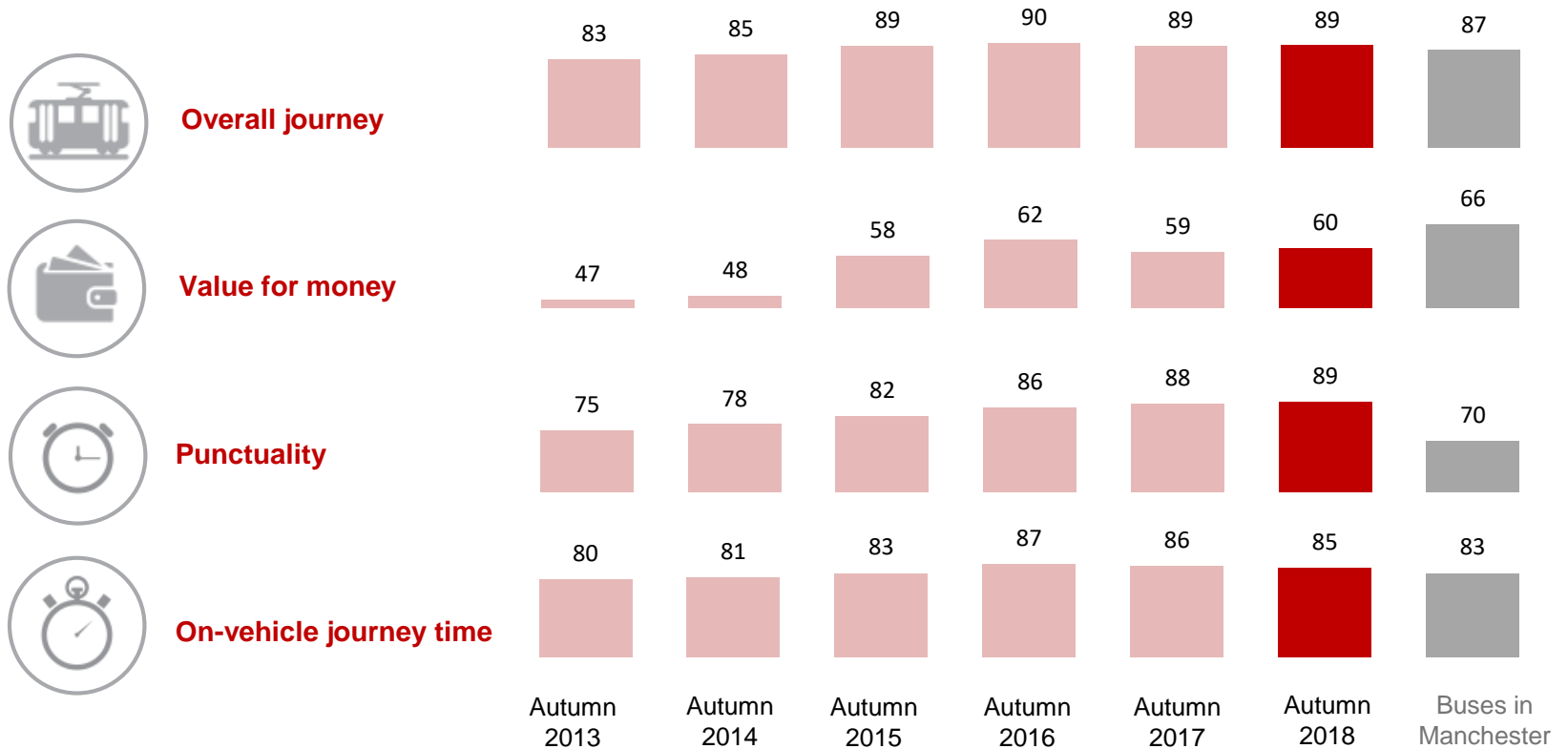


# Tram Passenger Survey (TPS) – Manchester Metrolink

Experience and opinions of the journey

# Experience and opinions of the journey: summary

## Satisfaction with today's journey:



- Statistically significant **increase** since 2017
- No change
- Statistically significant **decrease** since 2017

# Who are satisfied and not satisfied passengers? – Metrolink

Metrolink Manchester









Very satisfied passengers are more likely to:



Fairly satisfied passengers are more likely to:



Not satisfied passengers are more likely to:

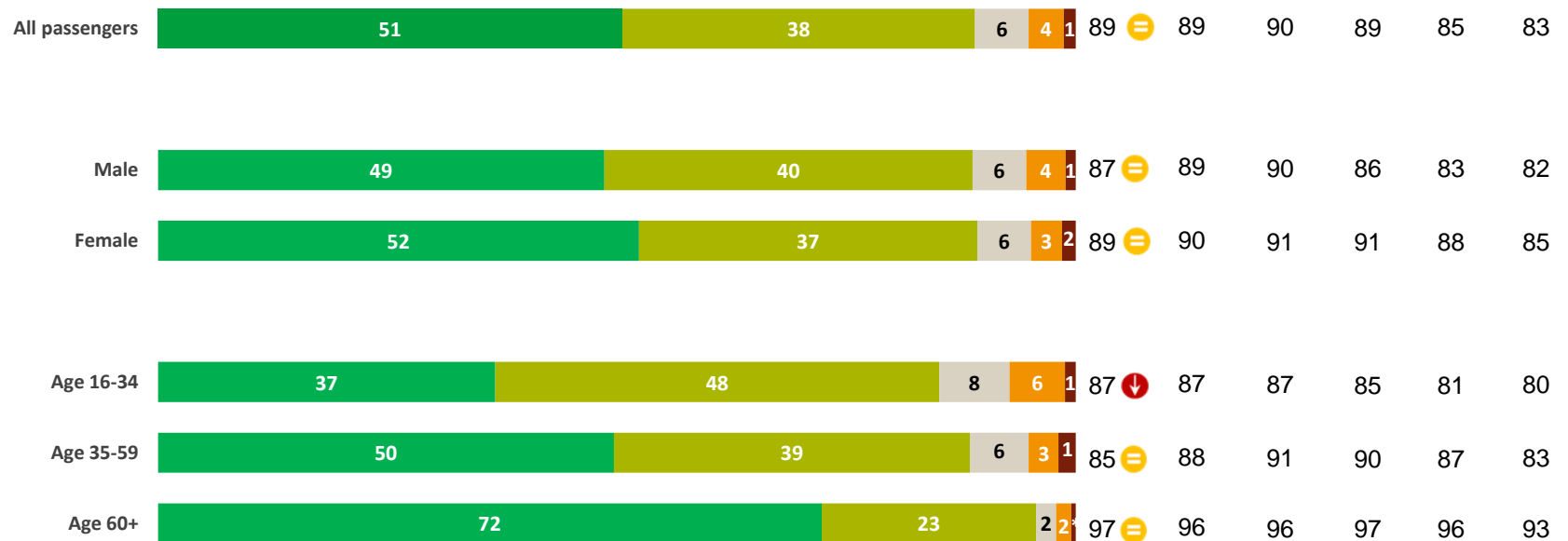
	Very satisfied passengers are more likely to:	Fairly satisfied passengers are more likely to:	Not satisfied passengers are more likely to:
 <b>Journey purpose</b>	Be making <b>leisure</b> journeys (64%)	Be <b>commuting</b> (59%)	Be <b>commuting</b> (71%) more so than fairly satisfied
 <b>Time of travel</b>	Travel <b>off-peak</b> on a weekday (54%) or in the <b>AM peak</b> (19%)	Travel <b>off-peak</b> on a weekday (52%)	Travel during <b>off-peak</b> times (45% - 29% in the morning and 16% in the afternoon)
 <b>Frequency of travel</b>	Be those who travel <b>almost everyday</b> , 5 or more days a week (29%)	Be those who travel <b>5 or more days a week</b> (43%)	Be those who travel <b>more frequently</b> (59%)
 <b>Access to private transport</b>	Have <b>easier access to private transport</b> ('easy' 44%; 'moderate' 34%)	Have <b>easy</b> (42%) access to private transport	Have <b>moderate</b> (36%) access to private transport but less than those who are fairly satisfied
 <b>Age and gender</b>	Be aged 35-59 (41%) and more likely to be female (Female 54%; Male 46%)	Be aged 16-59 (86%)	Be <b>younger</b> (47% aged 16 to 34)
 <b>Trust in the operator</b>	Have <b>higher</b> levels of trust in the operator (78% rated 6-7 on a 7-point scale)	Have <b>medium to high</b> levels of trust in the operator (97% rated 3-7 on a 7-point scale)	Have <b>medium</b> levels of trust in the operator (72% rated 3-5 on a 7-point scale)
	Base: those 'very satisfied' with journey overall (1669)	Base: those 'fairly satisfied' with journey overall (1018)	Base: those 'neither/nor', 'fairly dissatisfied' or 'very dissatisfied' with journey overall (282)



# Overall satisfaction (%) – by gender and age



Total fairly/very satisfied  
Autumn 2018 Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



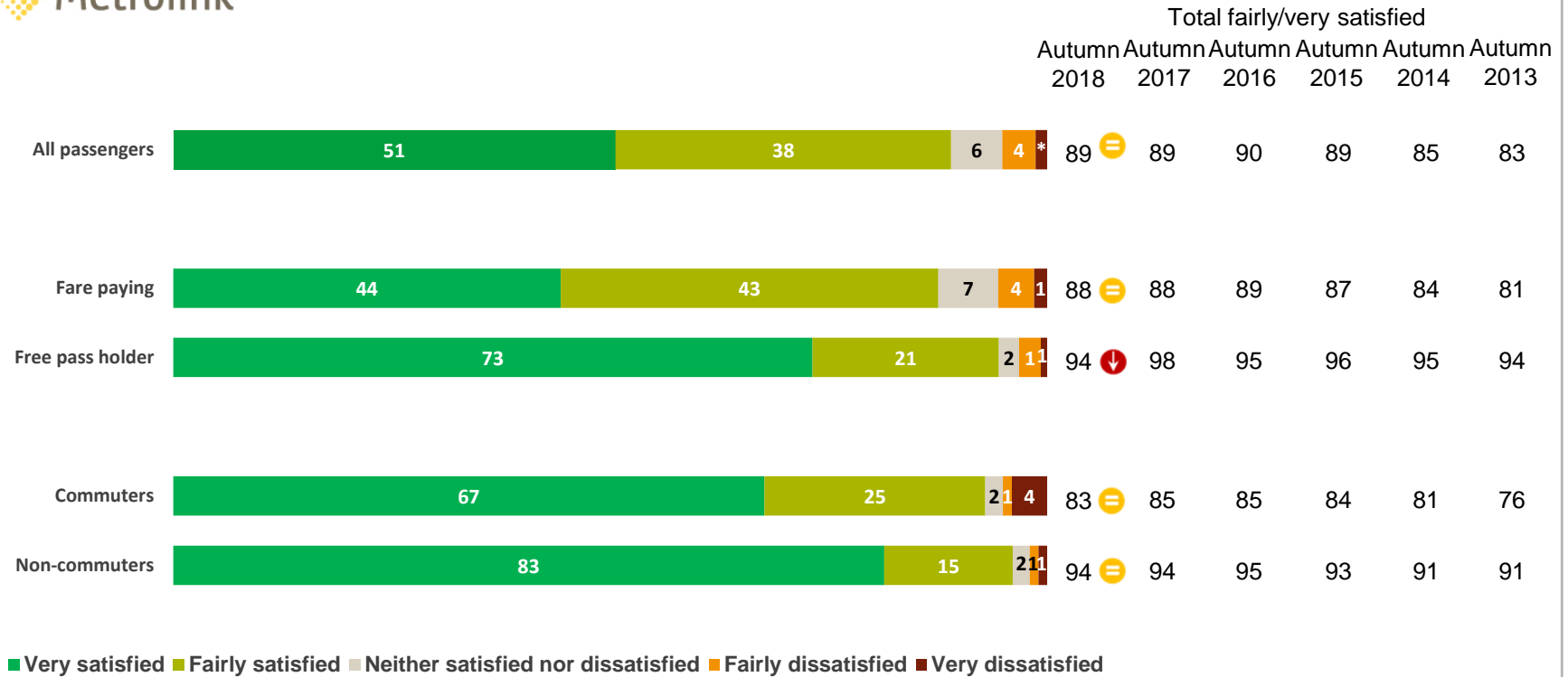
■ Very satisfied 
 ■ Fairly satisfied 
 ■ Neither satisfied nor dissatisfied 
 ■ Fairly dissatisfied 
 ■ Very dissatisfied

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 – 2969

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

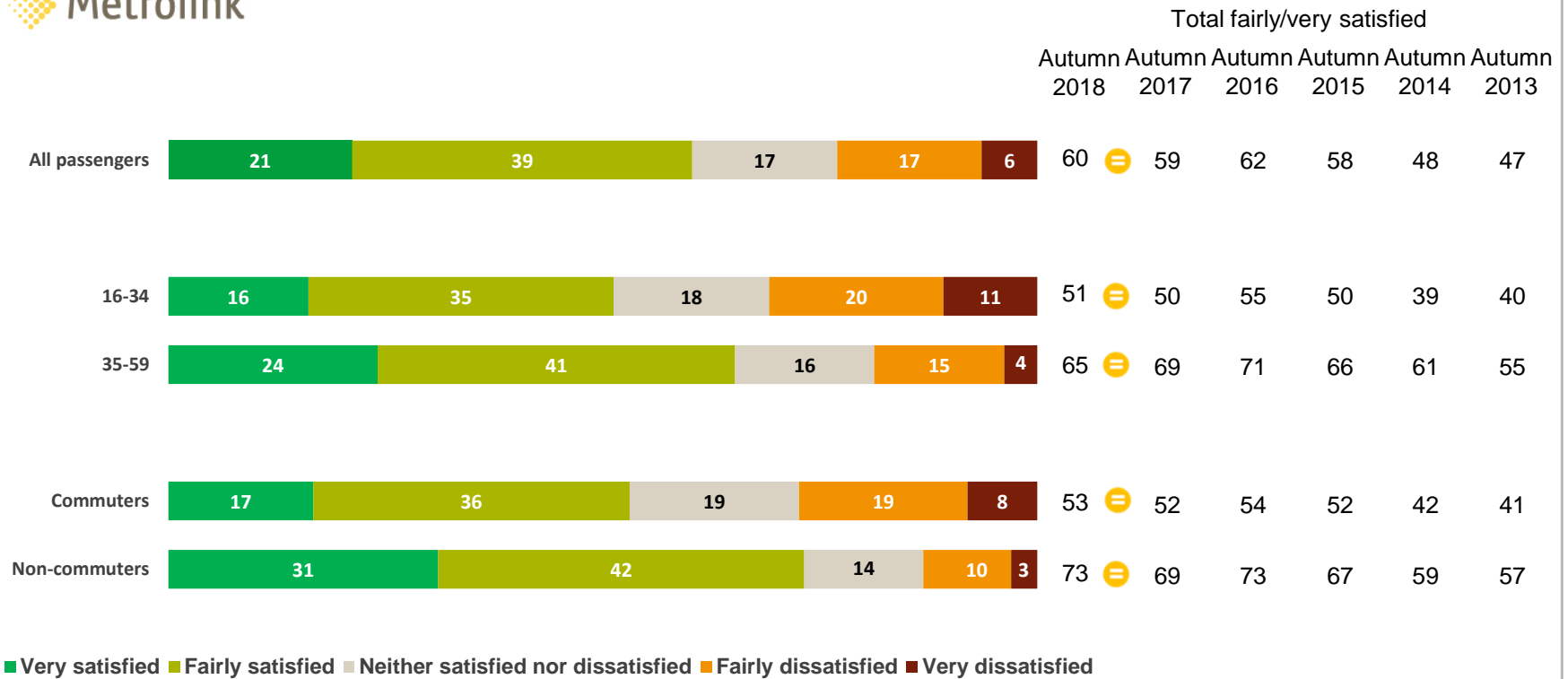
# Overall satisfaction (%): by passenger type



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 – 2969

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

# Value for money (fare-payers only)



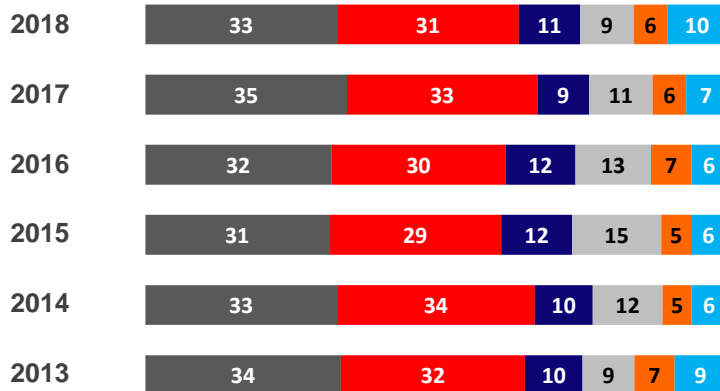
Q. How satisfied were you with the value for money of your journey?  
 Base: All fare-paying passengers - 2387

- ↑ Statistically significant **increase** since 2017
- = No change
- ↓ Statistically significant **decrease** since 2017

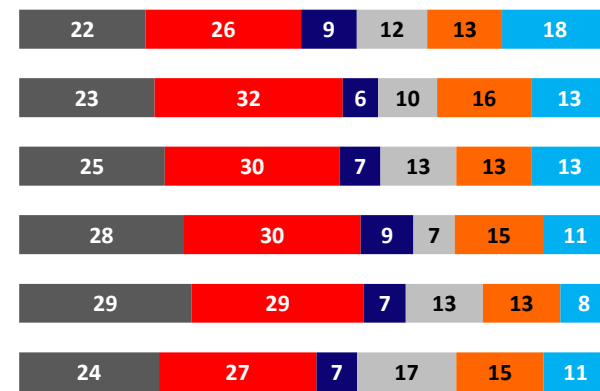
# What influenced value for money rating



## Those satisfied with value for money



## Those not satisfied with value for money



- Cost versus other transport
- Cost for distance travelled
- Cost of making same trip by car
- Comfort/ quality for the fare paid
- Fare compared to everyday items
- Other reason

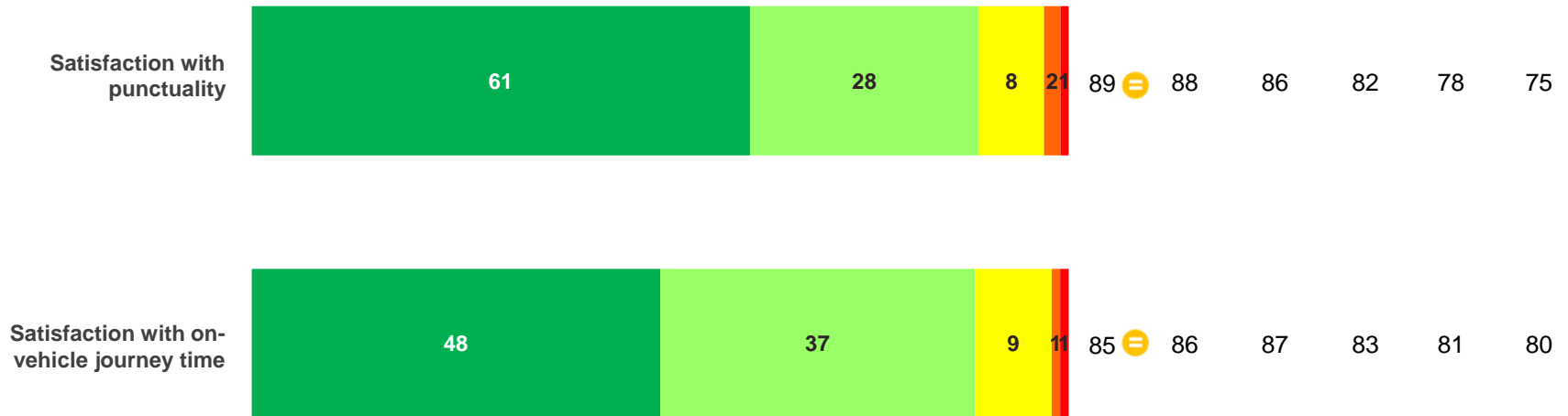
Q. What had the biggest influence on the 'value for money' rating you gave in the previous question?  
 Base: All fare-paying passengers satisfied with VFM -1136 ; all fare-paying passengers not satisfied with VFM - 685

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

# Punctuality and on-vehicle journey time



Total fairly/very satisfied  
Autumn 2017 Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



Q. How satisfied were you with each of the following...Punctuality? Base: All passengers –2769

Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers – 2928



- ⬆ Statistically significant increase since 2017
- ⊞ No change
- ⬇ Statistically significant decrease since 2017



# Tram Passenger Survey (TPS) – Manchester Metrolink

Waiting at the stop

# Waiting at the stop: summary

	Metrolink	Buses in Manchester		Metrolink	Buses in Manchester
			 <b>Waiting times:</b>		
Overall satisfaction with stop	90 =	81	Satisfaction: expected waiting time	86 =	74
Distance from journey start	84 =	84	Expected wait time	7 mins	
Convenience/accessibility	90 =	88	Actual reported wait time	6 mins	
General condition and maintenance	84 ↑	75	 <b>Checking tram information:</b>		
Freedom from graffiti/vandalism	85 =	79	Passengers who checked tram time	82	60
Freedom from litter	78 =	70	Info sources used before arriving at stop	Online tram times most common	Online and paper timetables
Behaviour of other passengers	80 ↓	N/A*	Info sources used at stop	74% Electronic display	54% Stop timetable
Information provided	83 =	70	Among those that didn't check...	69% knew service frequent	56% knew service frequent
Personal safety	83 ↓	76			

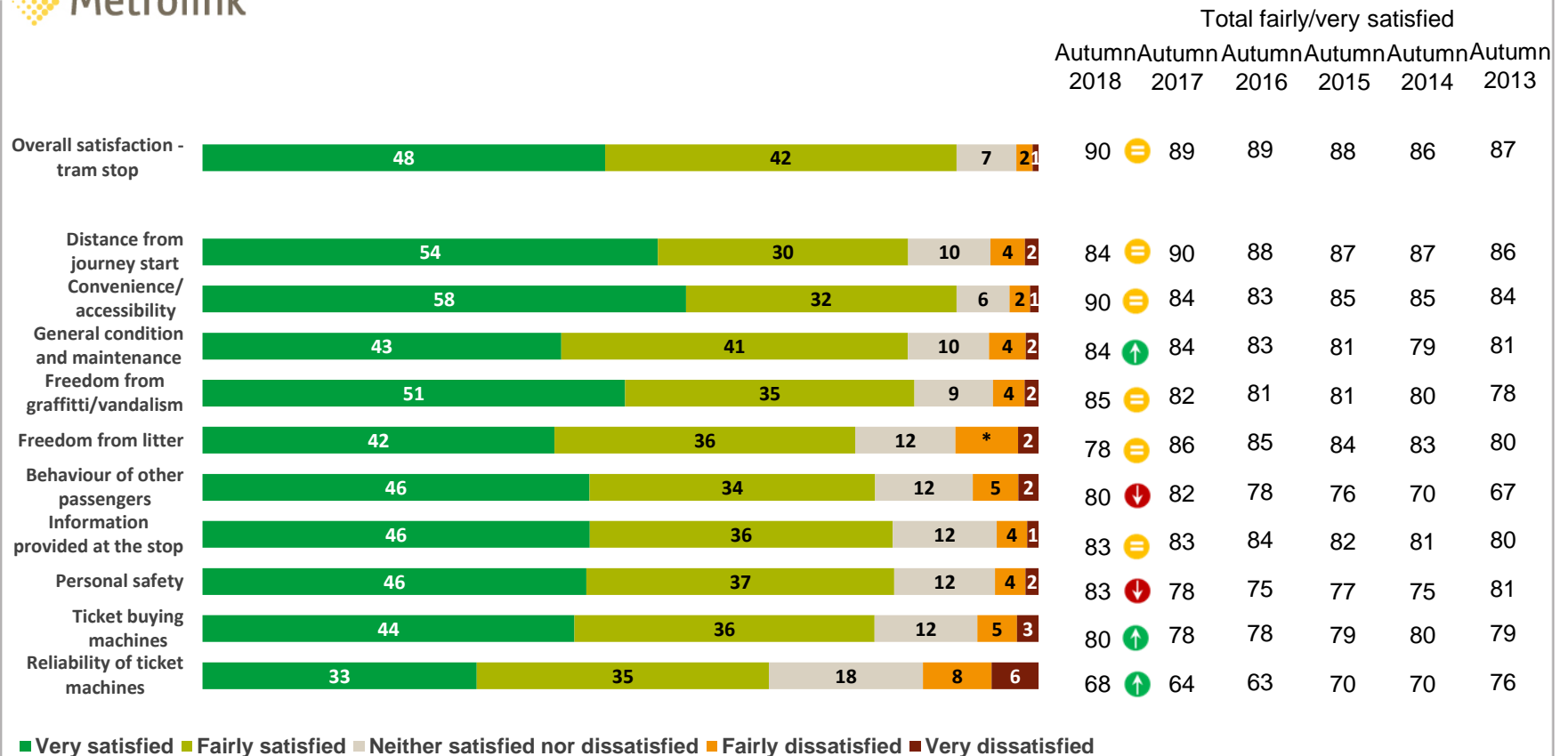
↑ Statistically significant increase since 2017

= No change

↓ Statistically significant decrease since 2017

\*Not asked in BPS

# Satisfaction – with the tram stop (%)

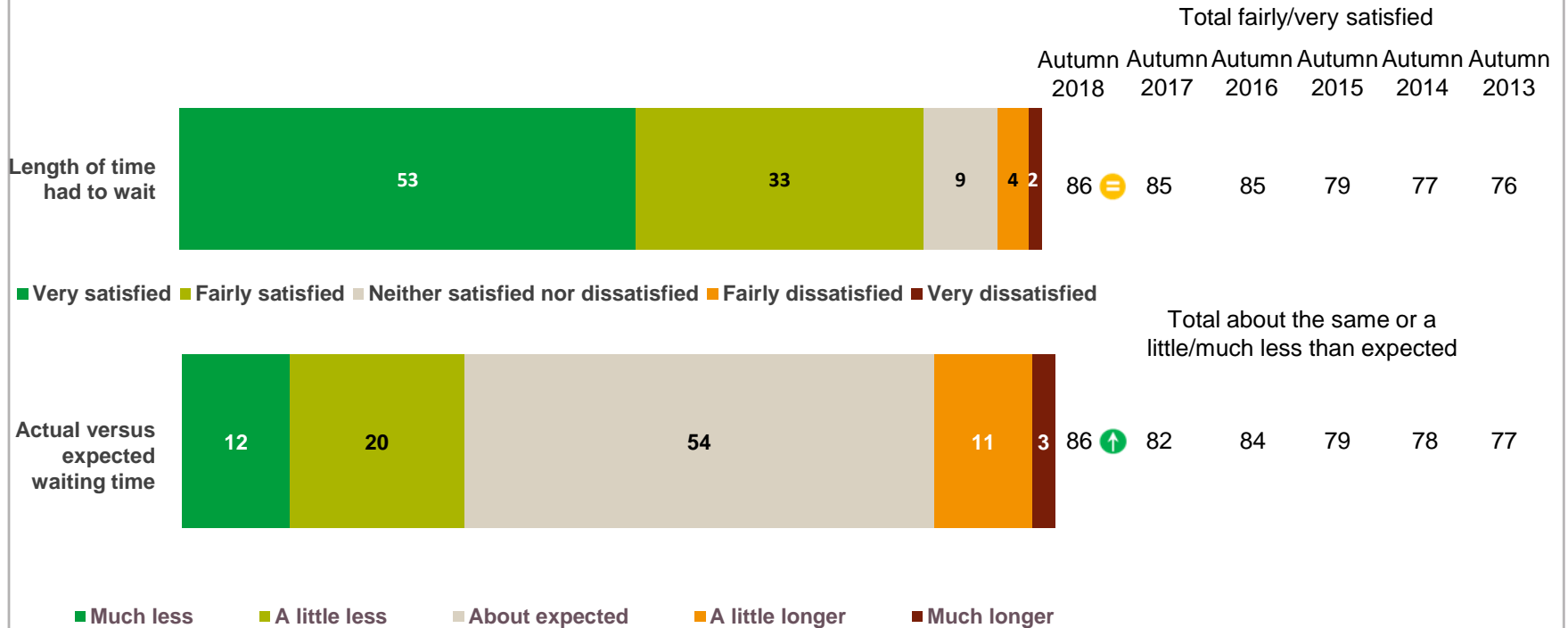


- ↑ Statistically significant **increase** since 2017
- = No change
- ↓ Statistically significant **decrease** since 2017

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 - 2926



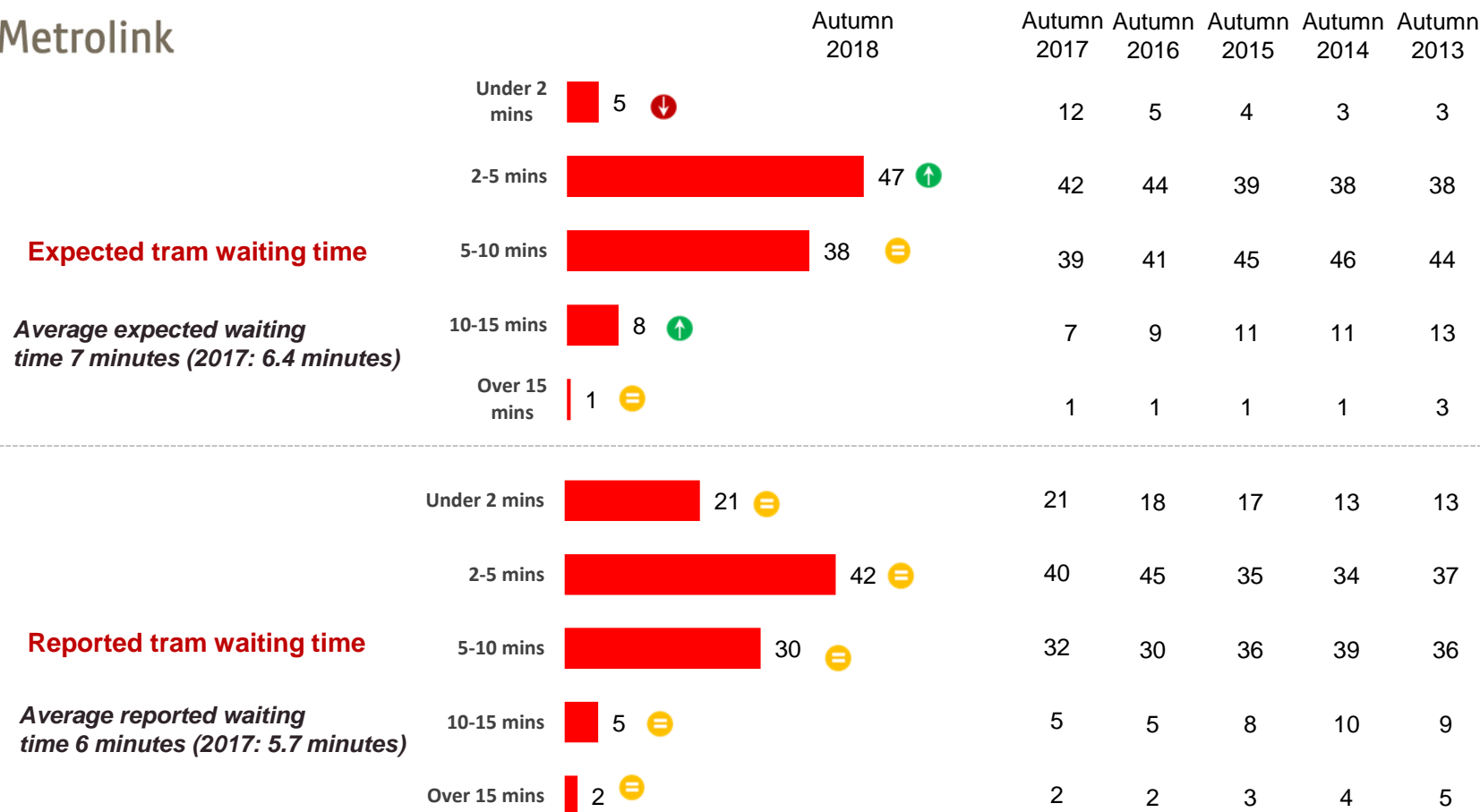
# Waiting time



- ↑ Statistically significant **increase** since 2017
- = No change
- ↓ Statistically significant **decrease** since 2017

Q. How satisfied were you with each of the following? Base: All passengers - 2900  
 Q. Thinking about the time you waited for the tram today, was it [...] than expected? Base: All passengers - 2926

# Expected and reported waiting times



- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Q. Approximately how long did you expect to wait for the tram? Base: All passengers - 2824  
 Q. Approximately, how long did you wait for your tram? Base: All passengers - 2913

# How passengers checked tram times



## Before leaving the tram stop

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Leaflet/ paper timetable	1 ↓	1	1	1	1	1
Online tram times	13 ↑	4	8	10	8	8
Disruption information via Metrolink website	3 ↑	2	7	6	7	3
Disruption updates via social media	1 =	1	2	3	3	3
Other	4 ↑	3	6	6	6	8

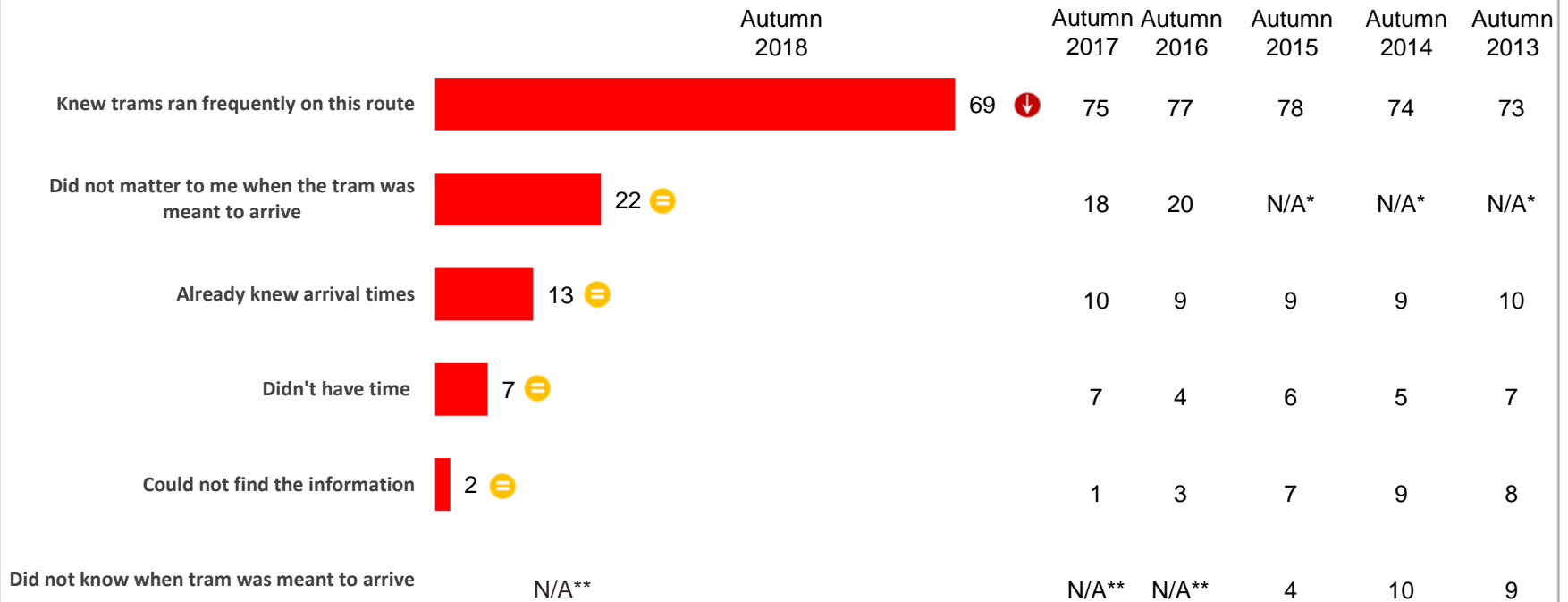
## At the tram stop

Electronic display	74 ↓	76	76	76	61	51
Information posters	2 =	2	2	3	4	7
Online	3 ↑	1	1	1	1	2
Disruption updates via Metrolink website	1 =	1	1	2	1	2
Disruption updates via social media	1 =	1	1	2	1	2
Other	* ↓	2	2	2	2	4

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Q. Did you check any of the following to find out when the tram was meant to arrive?  
 Base: All passengers – 2987  
 \*Indicates a proportion lower than 1%

# Why passengers did not check tram times



- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

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 – 715  
 \*Not asked before 2016 \*\*Not asked in 2016,2017



# Tram Passenger Survey (TPS) – Manchester Metrolink

The tram

# The tram: summary

## Metrolink

	Metrolink	Buses in Manchester
<b>Start of journey</b>		
Route info on tram	92 =	83
Exterior cleanliness	89 =	78
Ease getting on	90 =	90
Time taken to board	91 =	89

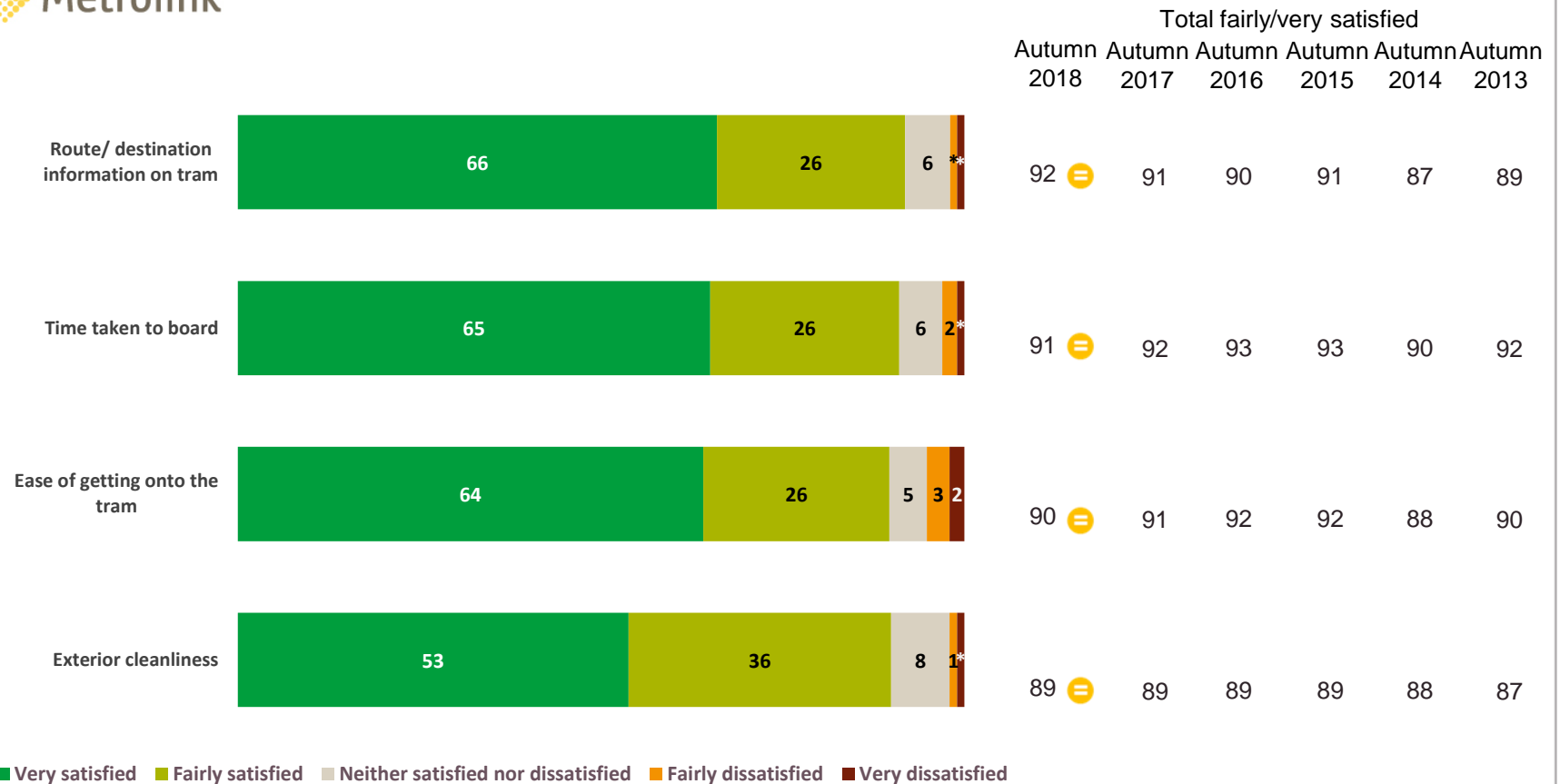
	Metrolink	Buses in Manchester
<b>On board</b>		
Interior cleanliness	82 =	77
Info on board	84 =	64
Seat/standing space	68 ↓	86
Seat comfort	71 =	79
Personal space	67 ↓	77
Provision grabrails	77 =	86
Temperature	80 =	79
Personal security	77 ↓	84

	Metrolink	Buses in Manchester
<b>The staff</b>		
Appearance	*	88
Greeting	*	69
Helpfulness/attitude	*	72
Safety of driving	91 =	89
Smoothness journey	81 ↑	76

*\*Not asked for Metrolink*

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

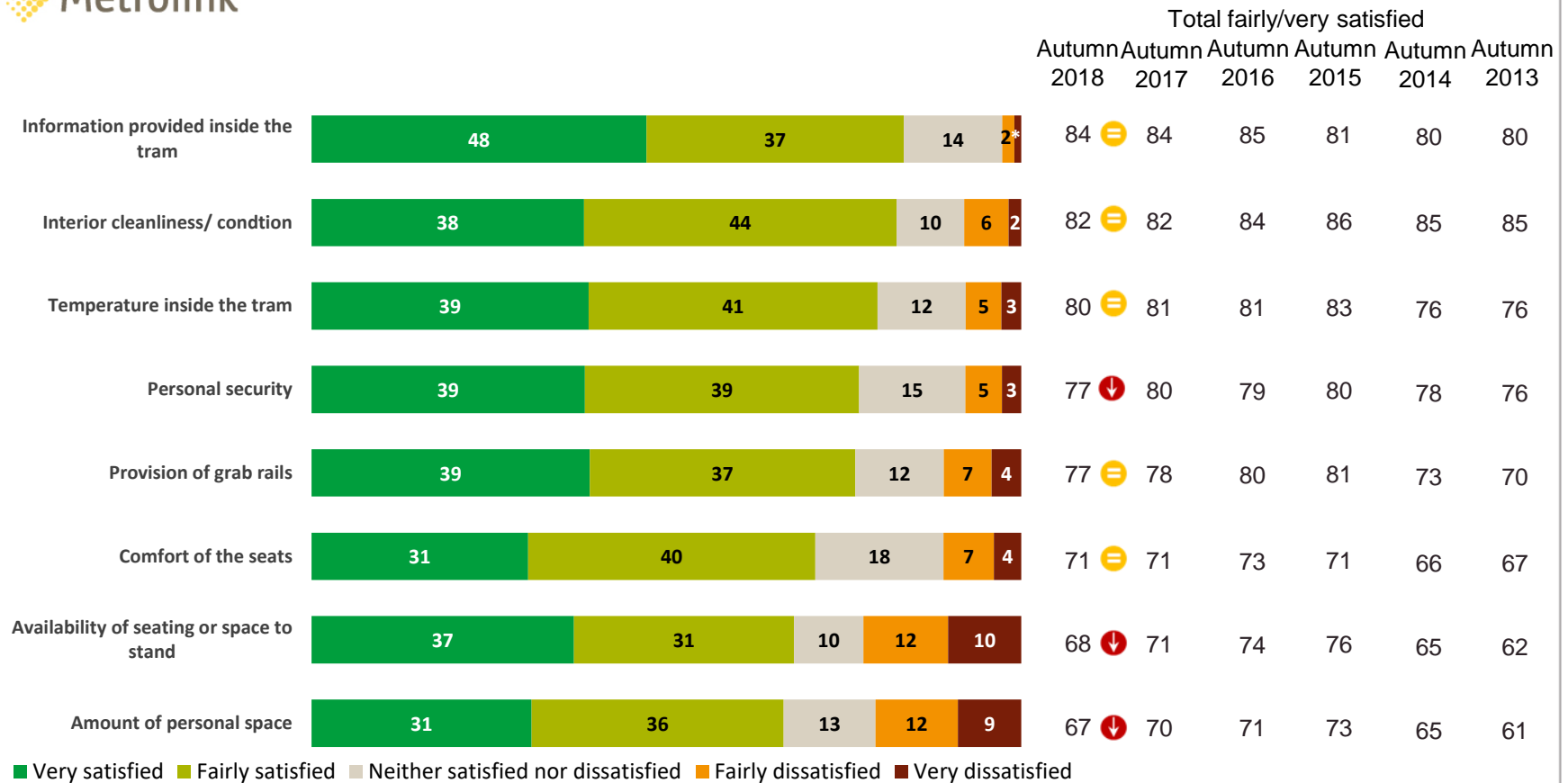
# Satisfaction with start of journey (%)



- ↑ Statistically significant **increase** since 2017
- = No change
- ↓ Statistically significant **decrease** since 2017

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:  
 Base: All passengers – 2987

# Satisfaction on the tram (%)



↑ Statistically significant increase since 2017  
= No change  
↓ Statistically significant decrease since 2017

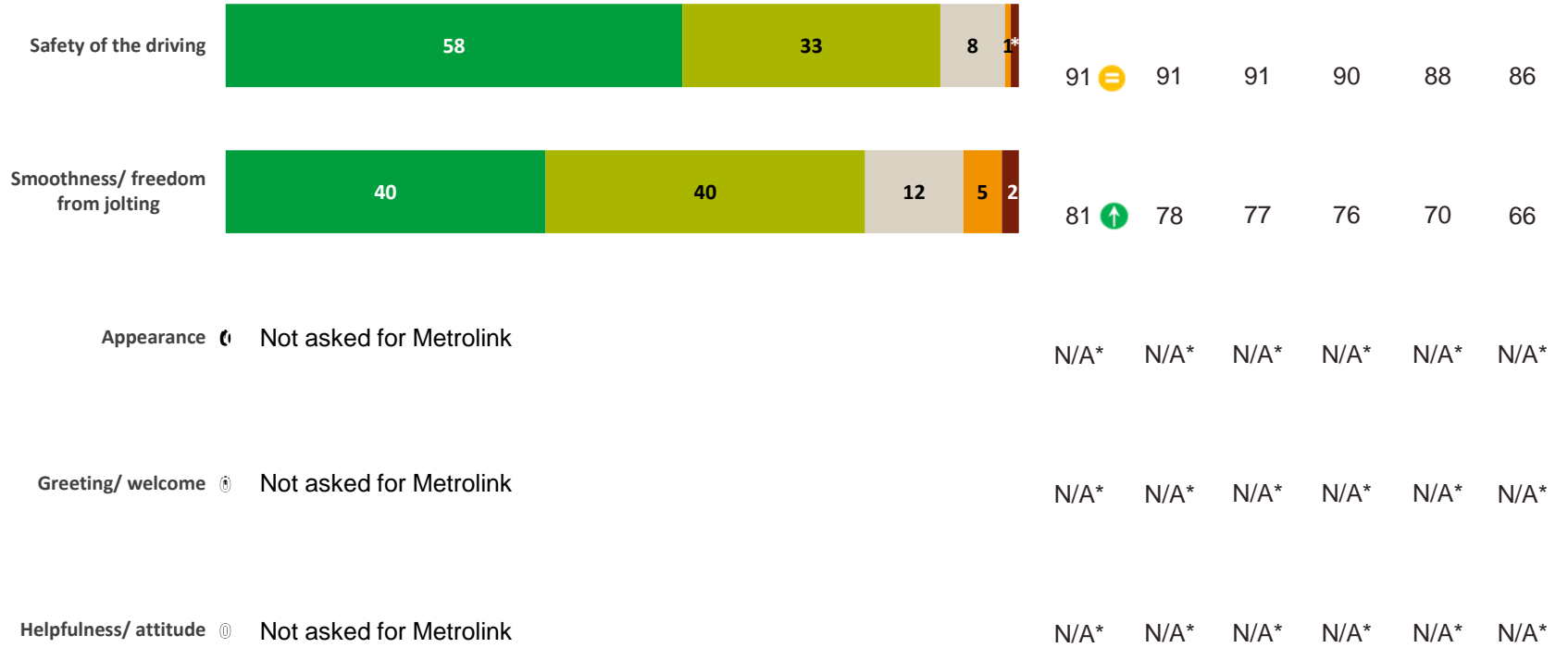
Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:  
 Base: All passengers – 2987



# Satisfaction with tram staff (%)



Total fairly/very satisfied  
Autumn 2018 Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013

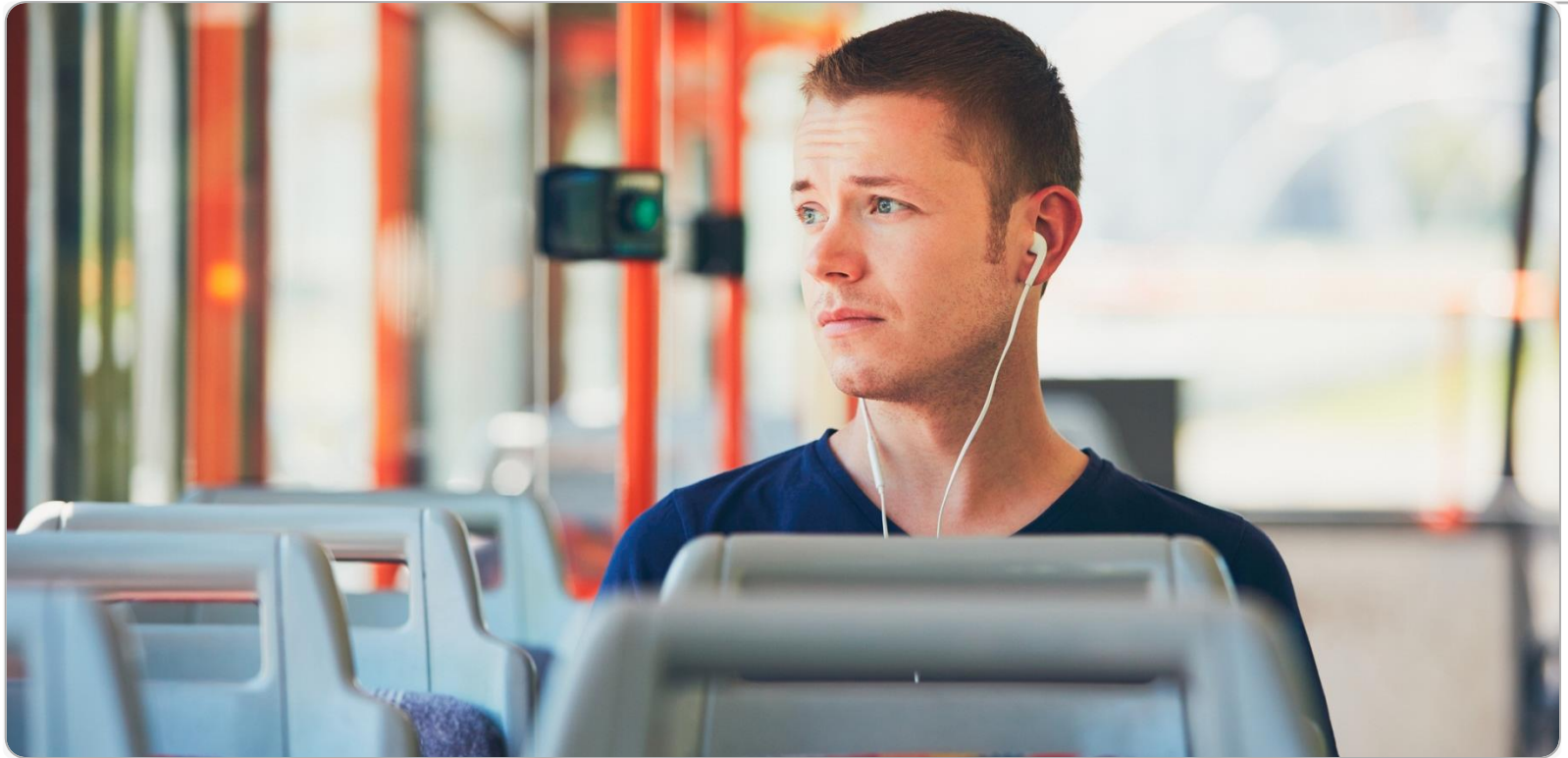


■ Very satisfied  
 ■ Fairly satisfied  
 ■ Neither satisfied nor dissatisfied  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

*\*Not asked for Manchester Metrolink*

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 – 2987



# Tram Passenger Survey (TPS) – Manchester Metrolink

Negative experiences during the journey

# Negative experiences during the journey: summary



Passengers experiencing a delay to their journey



Average length of delay (perceived)

10 mins

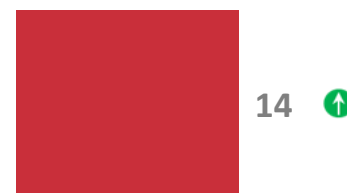


Most common cause of delay

Due to a signal/points failure =



Passengers with worry or concern about others' behaviour on board



- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

# Experience of delays (%)

## Metrolink

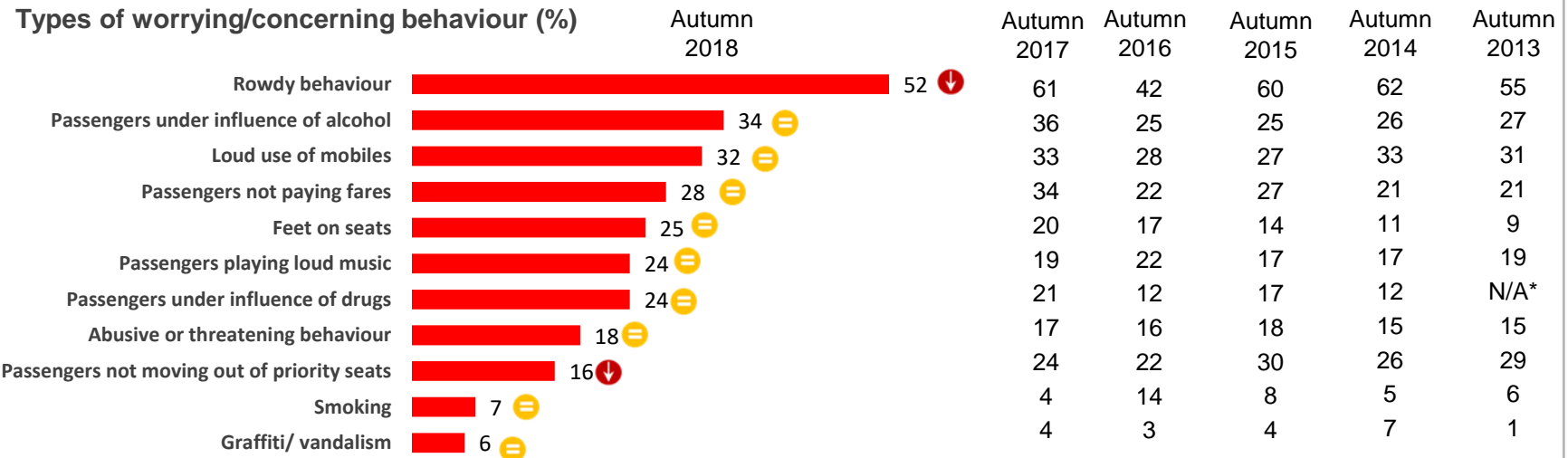
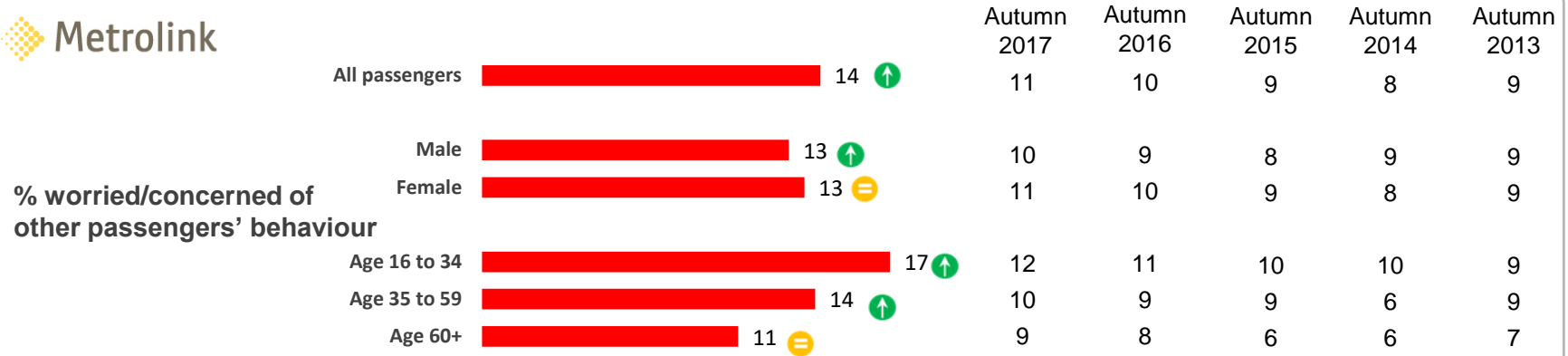
6 per cent (↓) of Manchester passengers experienced a delay (2017: 9 per cent). Average length of delay was 10 minutes

		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014
Signal/ points failure	15	=	13	18	10	10
Tram waiting too long at signals	14	=	10	6	11	11
Tram waiting too long at stops	10	=	12	8	7	12
Road congestion/ traffic jam	5	=	7	7	8	8
Tram failure	4	↓	11	10	3	6
Planned engineering works	3	↑	0	3	31	22
Had to use bus replacement	3	=	1	1	3	1
Time it took for passengers to board/ pay	3	↓	12	6	4	6
Poor weather conditions	0	=	2	1	3	0
No reason given	13	=	15	19	20	17
Other	35	=	34	30	21	30
Not sure	11	=	15	11	6	13

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

\* 'No reason given for delay' not asked in 2013. Its addition could have caused the significant drops in the other factors  
 TPS: Q. Why was your journey delayed?  
 Base: All experiencing a delay - 155

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



- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?  
 Base: All passengers – 2976  
 Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?  
 Base: All experiencing worrying/concerning behaviour – 390 \*Not asked in 2013



# Tram Passenger Survey (TPS) – Manchester Metrolink

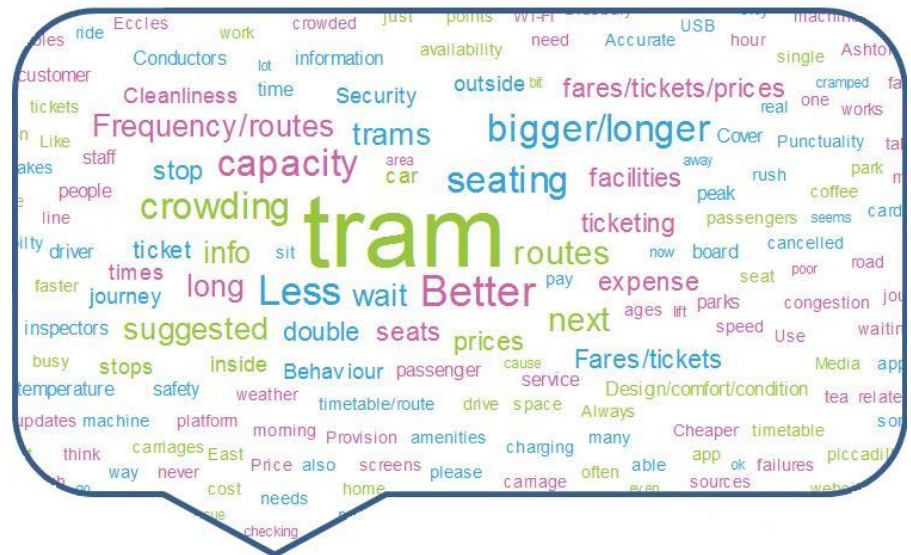
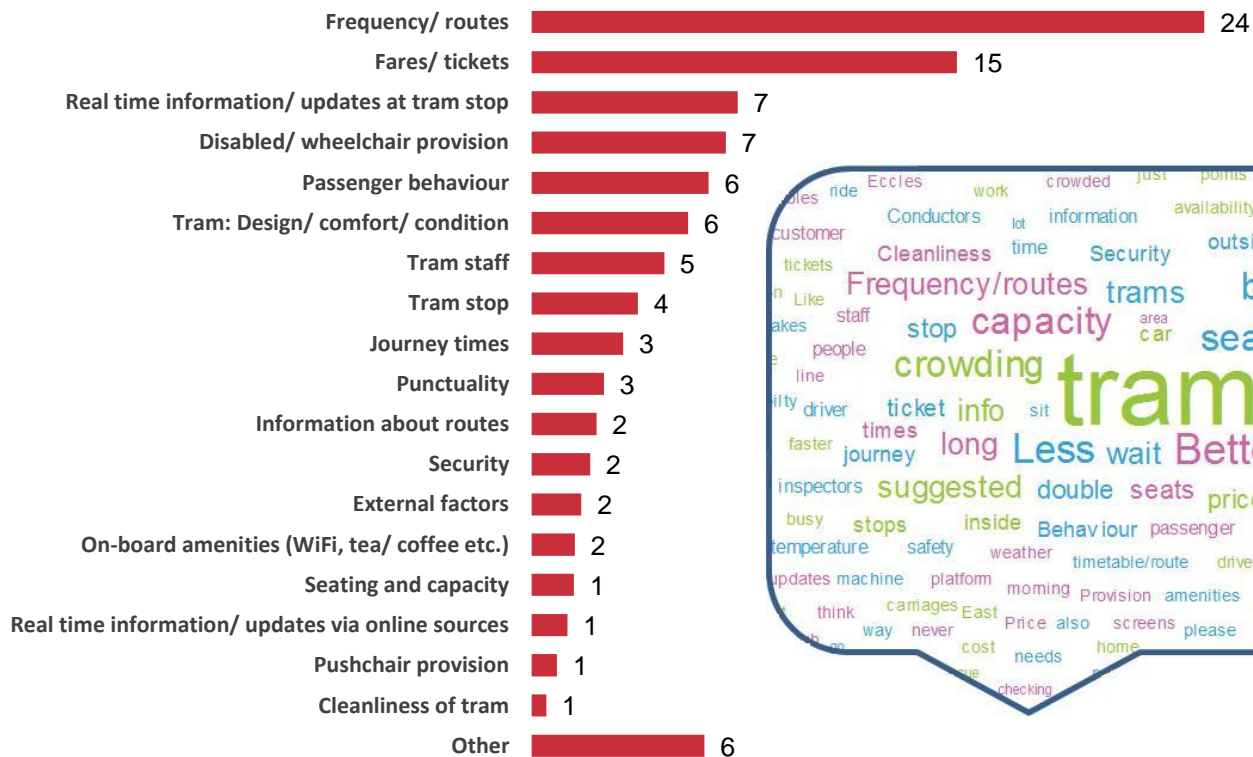
Passengers' suggested improvements

# Passengers' suggested improvements: summary



**51%**<sup>↓</sup> of Manchester passengers in 2018 had no suggestions for improvements

...of the 49% that did, the most common service areas for improvement were:



- ↑ Statistically significant **increase** since 2017
- = No change
- ↓ Statistically significant **decrease** since 2017

Q. If something could have been improved on your tram journey today, what would it have been?  
Base: All suggesting an improvement - 1313

# Selected verbatim comments

## Metrolink

*Double trams on the Airport line during peak hours. Security seems to have improved in the last few days but threatening behaviour from passengers is a common occurrence on this line*

*Boarding passengers getting out of the way of departing passengers, more order/structure to getting on tram though this is more of an etiquette issue*

*I would like options to buy tickets on the tram e.g. machines or conductors. I feel conductors would help with feeling of safety at certain times of day.*

*Oyster style/contactless tickets times for peak/off peak and costs at tram stop*

*More seating/carriages for other patrons. While we boarded early enough to get a seat, many others were not so lucky and the tram was quickly cramped. We had to squeeze past several people to disembark. Also as it was so crowded, I would have had trouble giving up my seat to disabled/pregnant/etc. passengers.*

*It's nice to have complimentary wi-fi on board the tram, but it's quite slow and unreliable, it will often cut out when a tram comes to a tram stop then pick back up once the tram moves away from the station.*

*The price of tickets are very expensive I spend nearly £140 a month on a 28 day pass for me and my son, even though this is the cheapest option but it is still a lot of money*

*Reduce overcrowding by adding capacity at rush hour. Second member of staff on board for safety and revenue. Seats are only comfortable for short journeys and uncomfortable when sat for the full Victoria to Airport trip.*

*We need to have a ticket sale facility on the tram. I missed a tram on four occasions because of the time it takes to purchase a ticket.*

*The 'get me there' app is fiddly and my debit card doesn't work in the machines.*



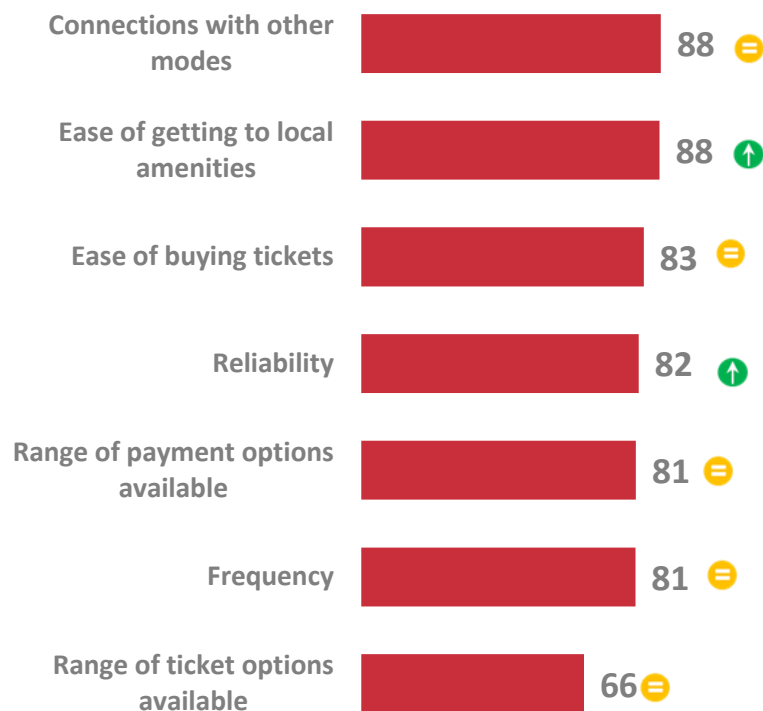


# Tram Passenger Survey (TPS) – Manchester Metrolink

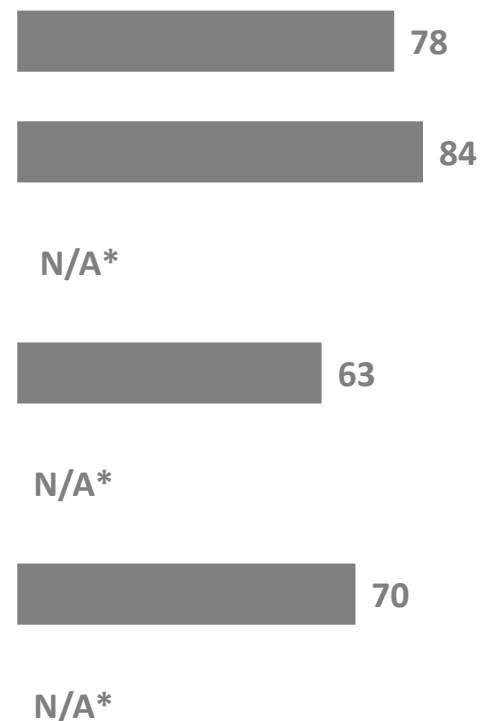
Opinion of trams in the local area

# Opinion of trams in the local area: summary

## General opinion of services in area:



## Bus services in Manchester (BPS)



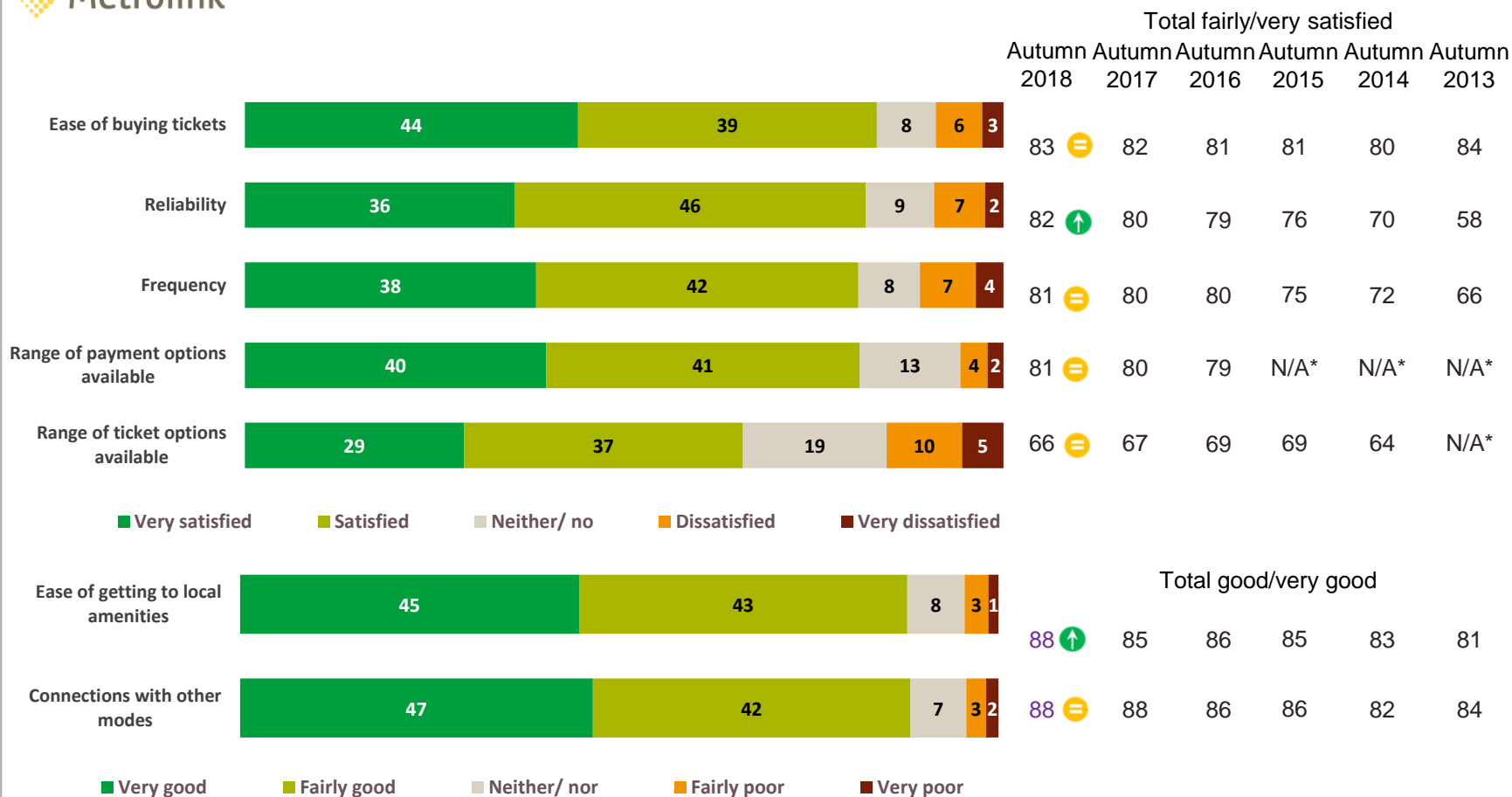
- Statistically significant increase since 2017
- No change
- Statistically significant decrease since 2017

\*Not asked in BPS

Q. And how satisfied are you overall with tram services for the following? Base: 2987

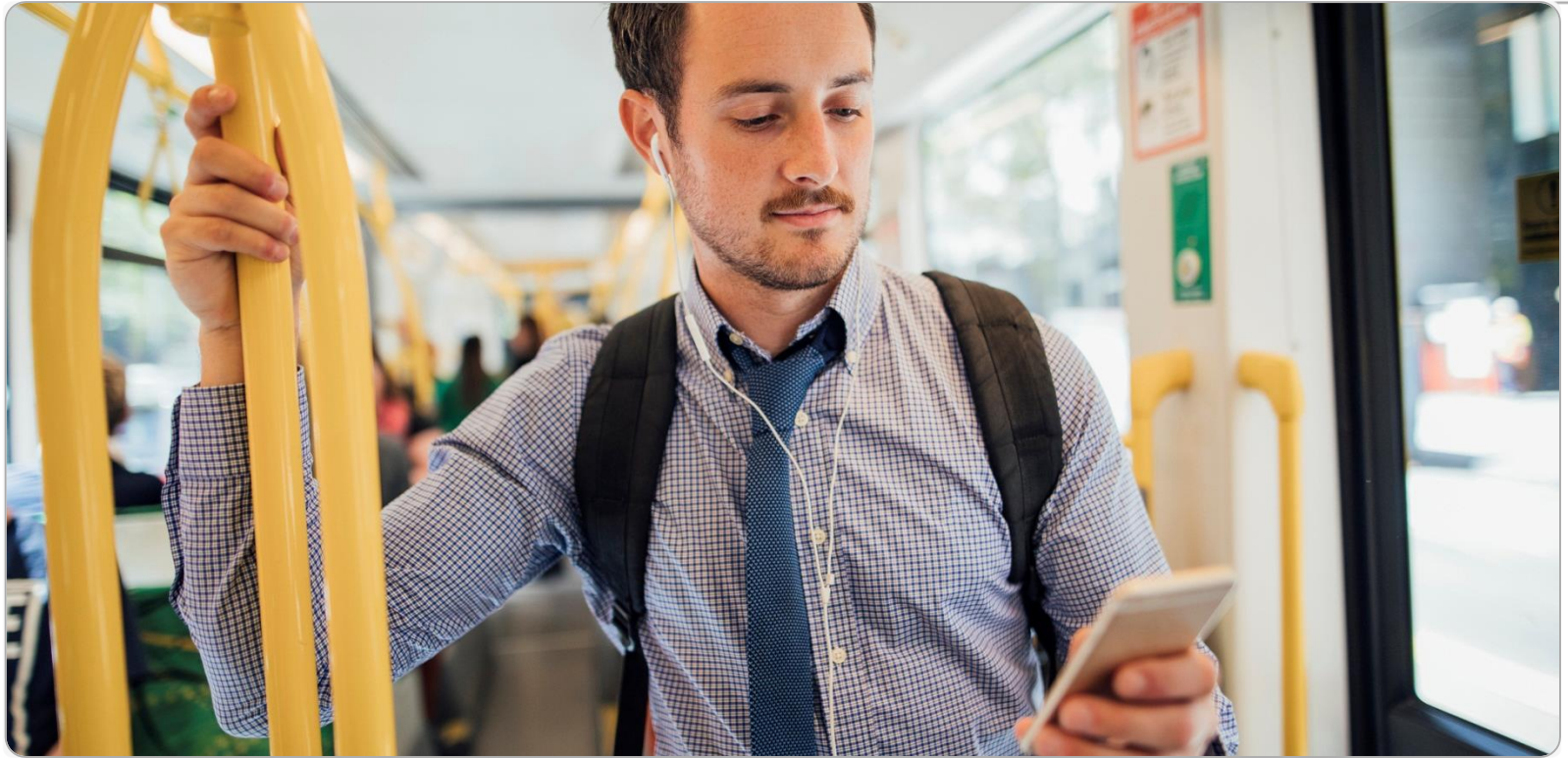
Q. How would you rate tram services for the following? Base: 2987

# Satisfaction on the trams generally



↑ Statistically significant increase since 2017  
 = No change  
 ↓ Statistically significant decrease since 2017

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 – 2987  
 \*Not asked before 2016 \*\*Statement changed in 2017 from 'Punctuality' to 'Reliability'.

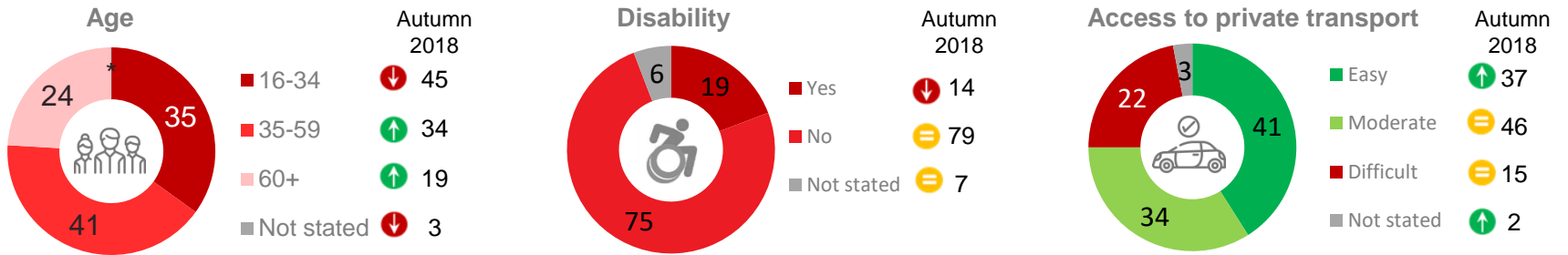


# Tram Passenger Survey (TPS) – Manchester Metrolink

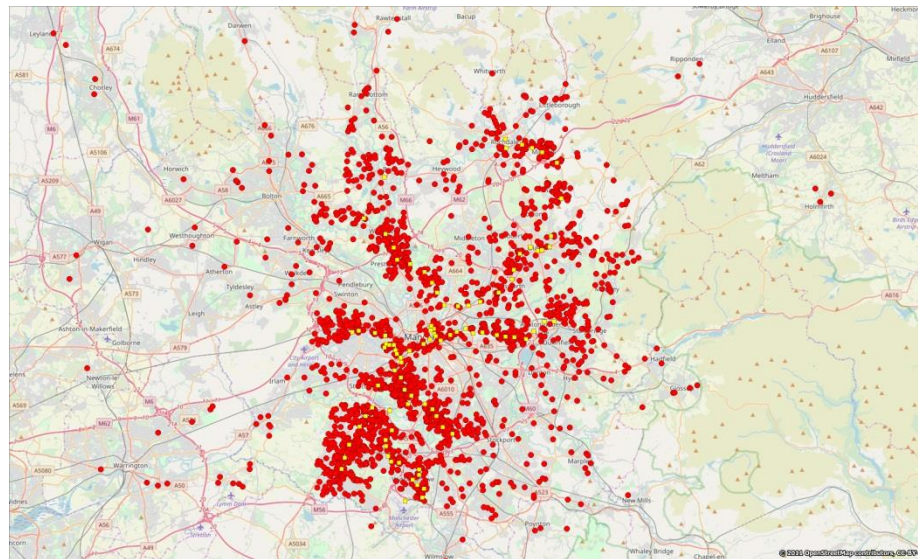
Appendix 1: the passenger and journey context

# Metrolink passengers: summary

## Overview of passenger demographics



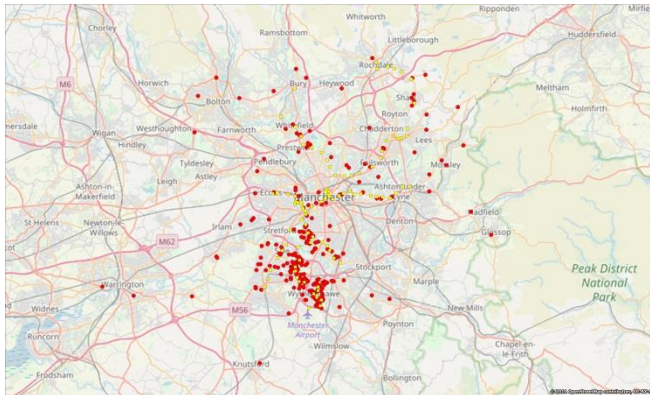
## Passengers' postcodes relative to tram network



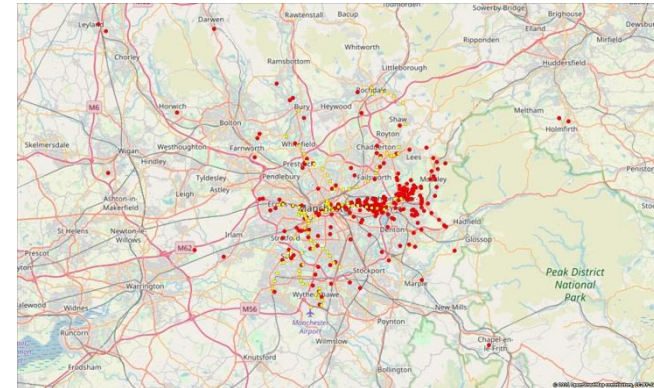
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

# Passengers' postcodes relative to tram network: by route (1)

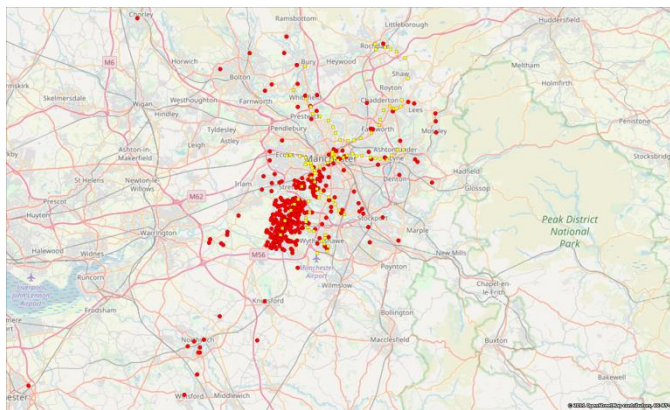
**Airport**



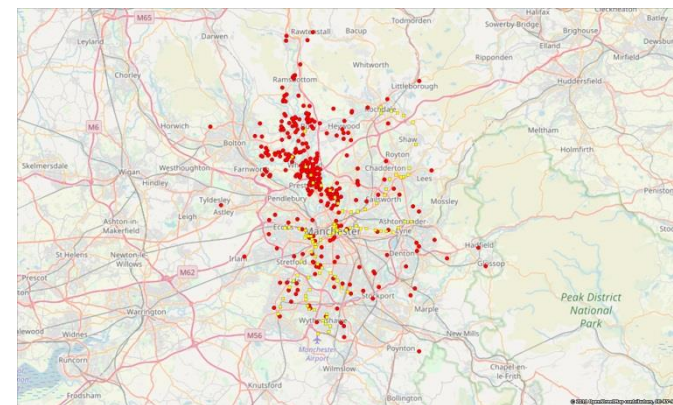
**Ashton**



**Altrincham**



**Bury**

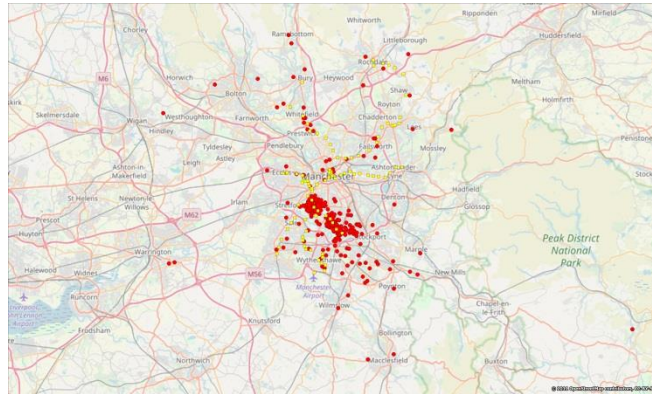


- Tram stop
- Respondent

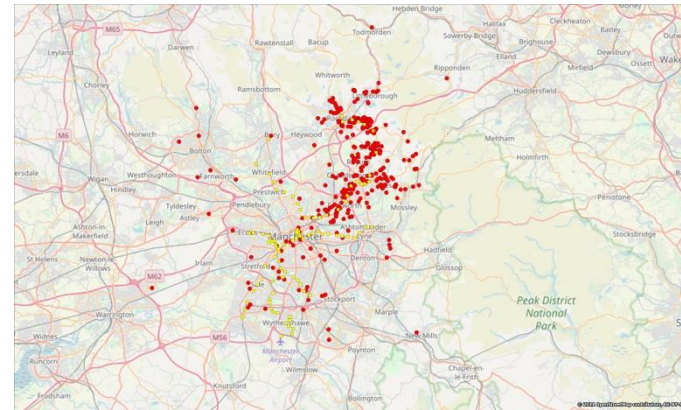
- ↑ Statistically significant **increase** since 2017
- = No change
- ↓ Statistically significant **decrease** since 2017

# Passengers' postcodes relative to tram network: by route (2)

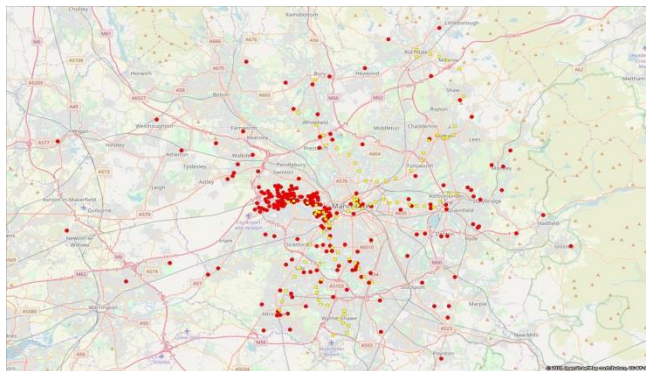
East Didsbury



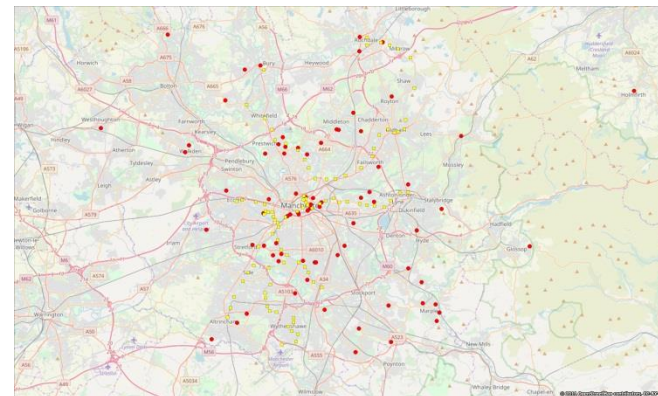
Rochdale



Eccles/ Mediacity UK



City Zone






- Tram stop
- Respondent

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

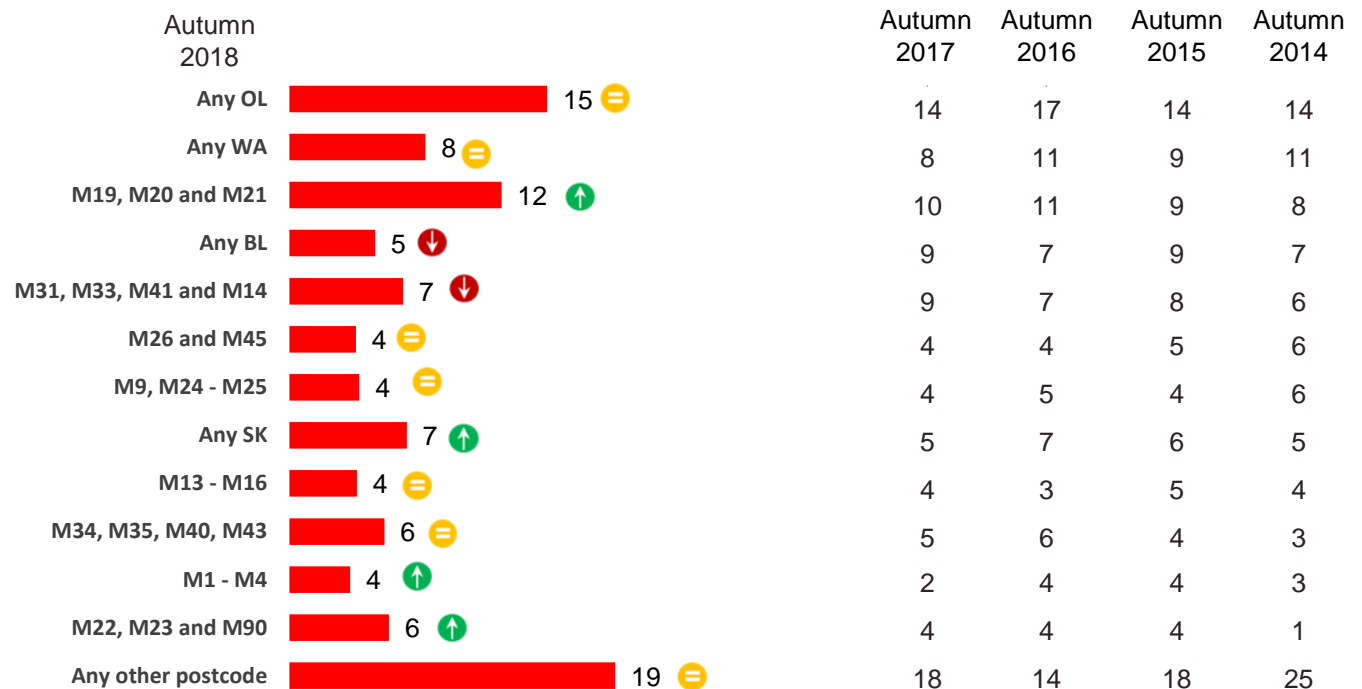
# Passenger profile

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
<b>Age</b>						
16-34	↓ 35	45	40	45	50	48
35-59	↑ 41	34	36	35	34	35
Over 60	↑ 24	19	20	17	16	17
Not stated	↓ *	3	4	2	N/A	N/A
<b>Access to private transport</b>						
Easy	↑ 41	37	37	39	40	40
Moderate	= 34	46	46	44	43	43
Limited/none	= 22	15	14	16	17	15
Not stated	↑ 3	2	2	2	1	2
<b>Has a disability</b>						
Yes	↓ 19	14	15	14	13	9
<b>Ticket type</b>						
Free pass holders	↑ 22	18	20	18	16	16
Fare-payers	↓ 78	82	80	82	84	81

-  Statistically significant **increase** since 2017
-  No change
-  Statistically significant **decrease** since 2017



# Where Manchester Metrolink passengers live



- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

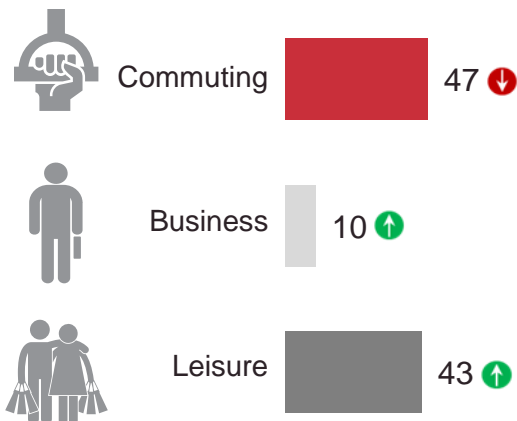
Q: What is your postcode?  
 Base: All giving a postcode – 2640

# Metrolink journeys: summary (1)

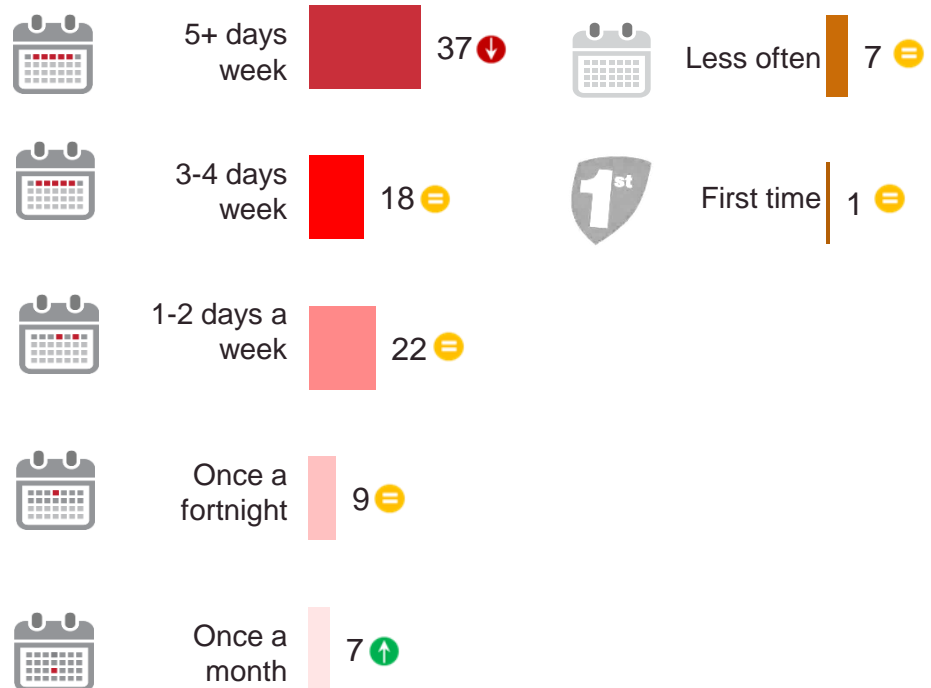


## Passenger journey details

### Journey purpose



## Frequency using trams in area

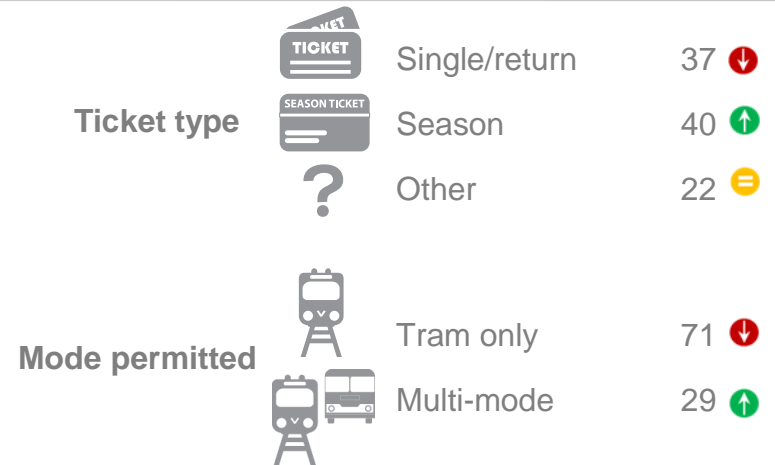
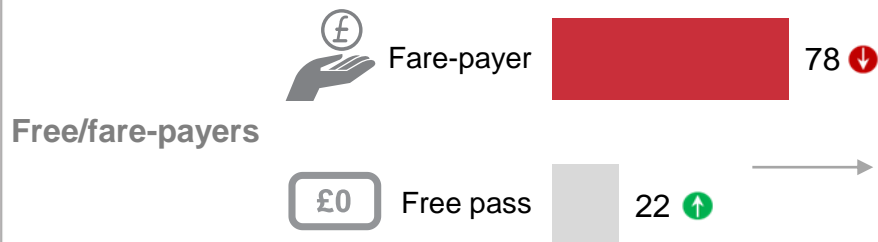


Statistically significant increase since 2017  
 No change  
 Statistically significant decrease since 2017

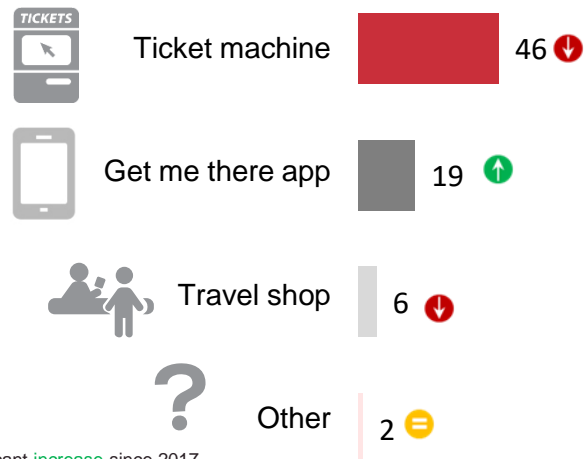
# Metrolink journeys: summary (2)

## Tickets used for today's journey

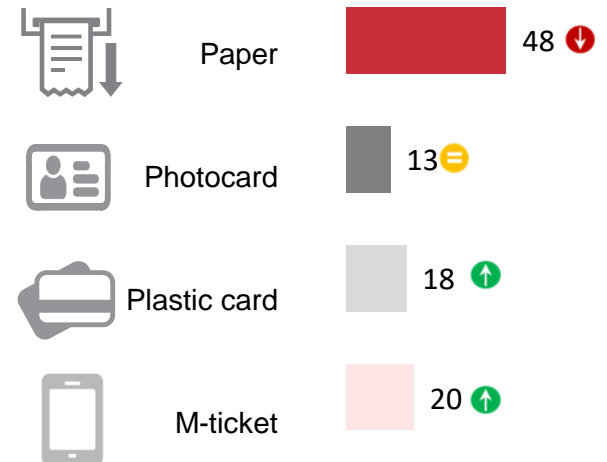
### Metrolink



### Purchased ticket via...



### Ticket format



↑ Statistically significant increase since 2017  
= No change  
↓ Statistically significant decrease since 2017

# Metrolink journeys: summary (3)

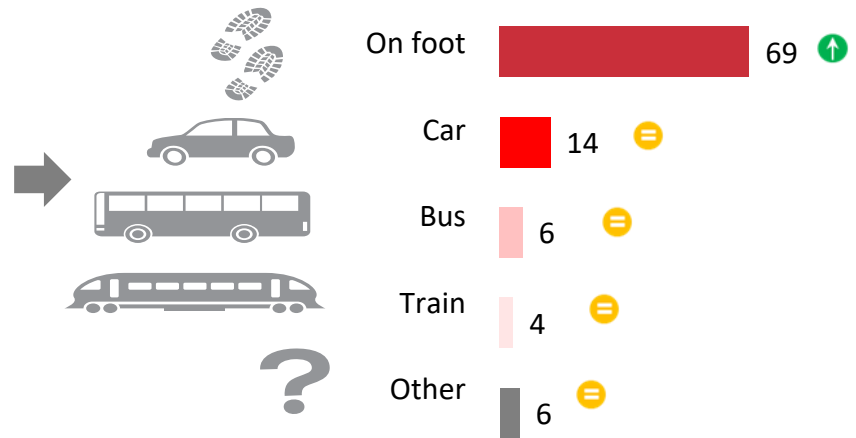
## Most used tram stops: journey start

St Peter's Square	9	=
Piccadilly	6	=
Altrincham	4	↓
Bury	4	=
Victoria	4	=
Piccadilly Gardens	4	=
Deansgate-Castlefield	3	=
Market Street	3	=

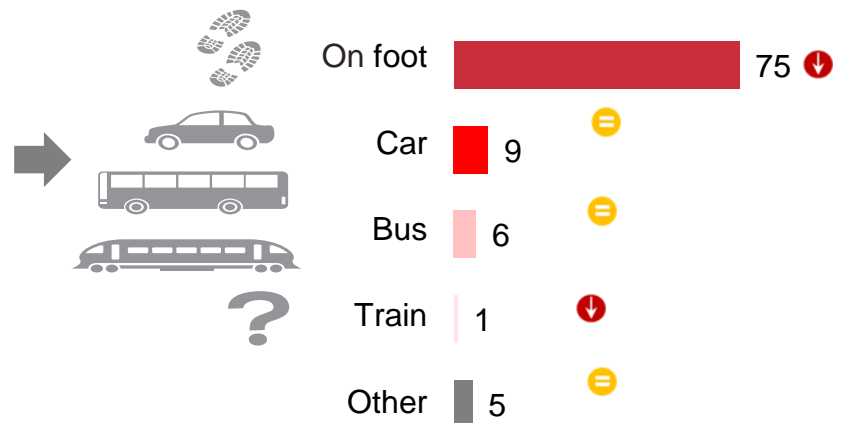
## Most used tram stops: journey destination

St Peter's Square	12	↑
Piccadilly	7	=
Piccadilly Gardens	6	=
Victoria	4	=
Deansgate-Castlefield	4	=
Market Street	3	=
Bury	3	=
Exchange Square	3	=

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



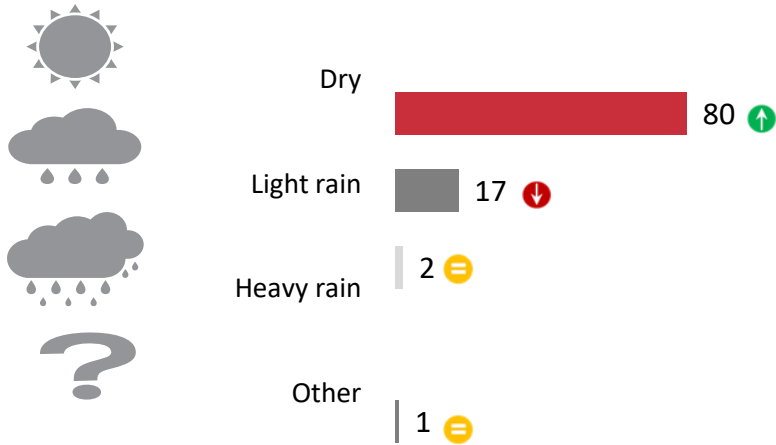
## Mode used to travel on from destination stop (all stops)



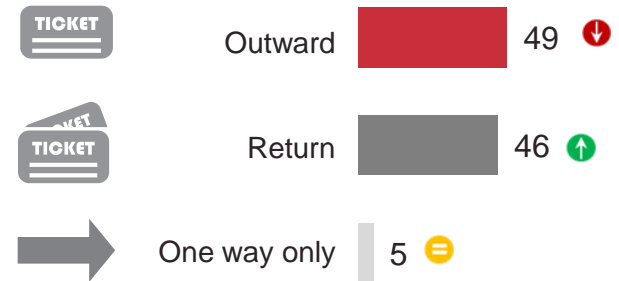
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

# Metrolink journeys: summary (4)

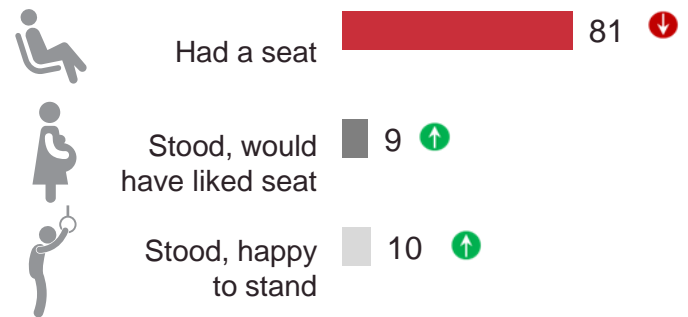
## Weather on day of journey



## Journey direction

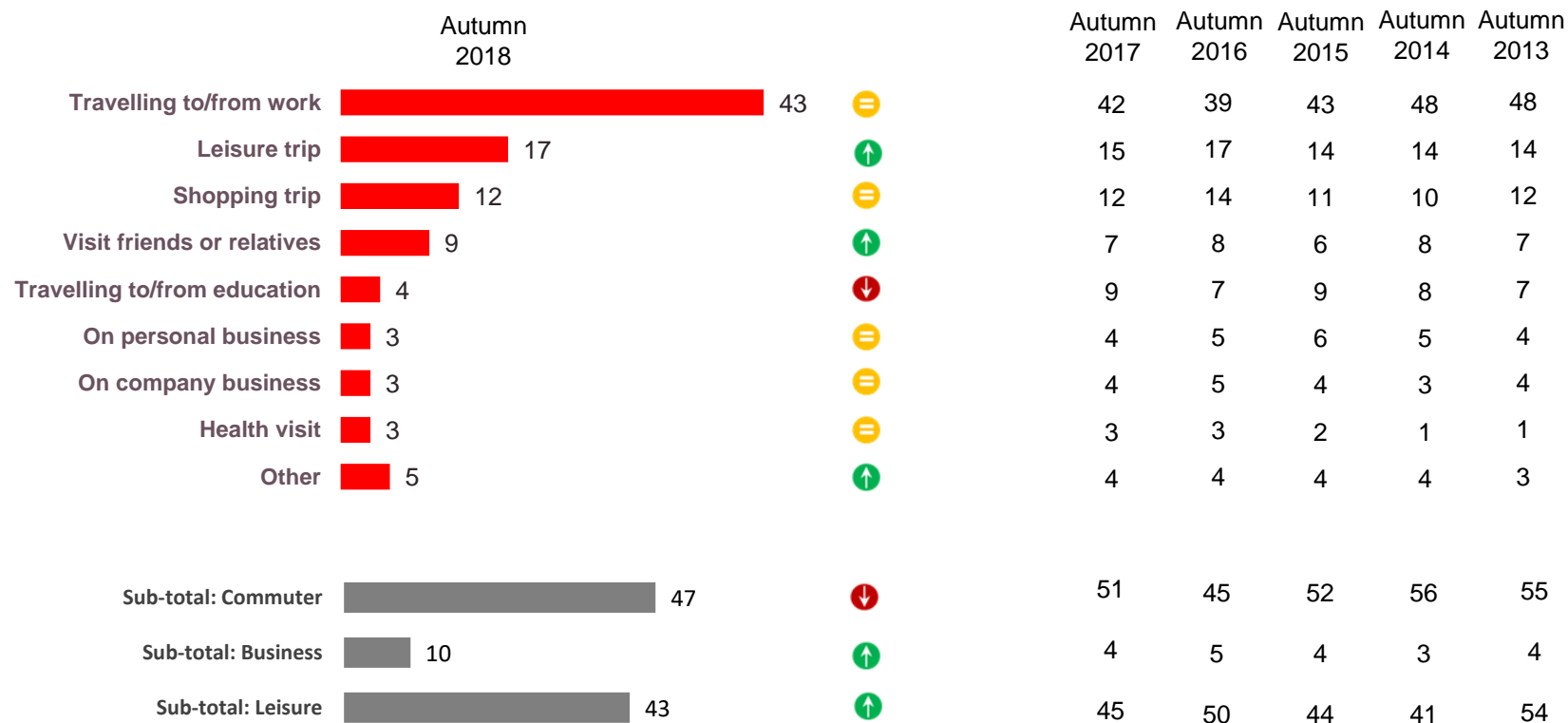


## Sitting/standing



Statistically significant **increase** since 2017  
 No change  
 Statistically significant **decrease** since 2017

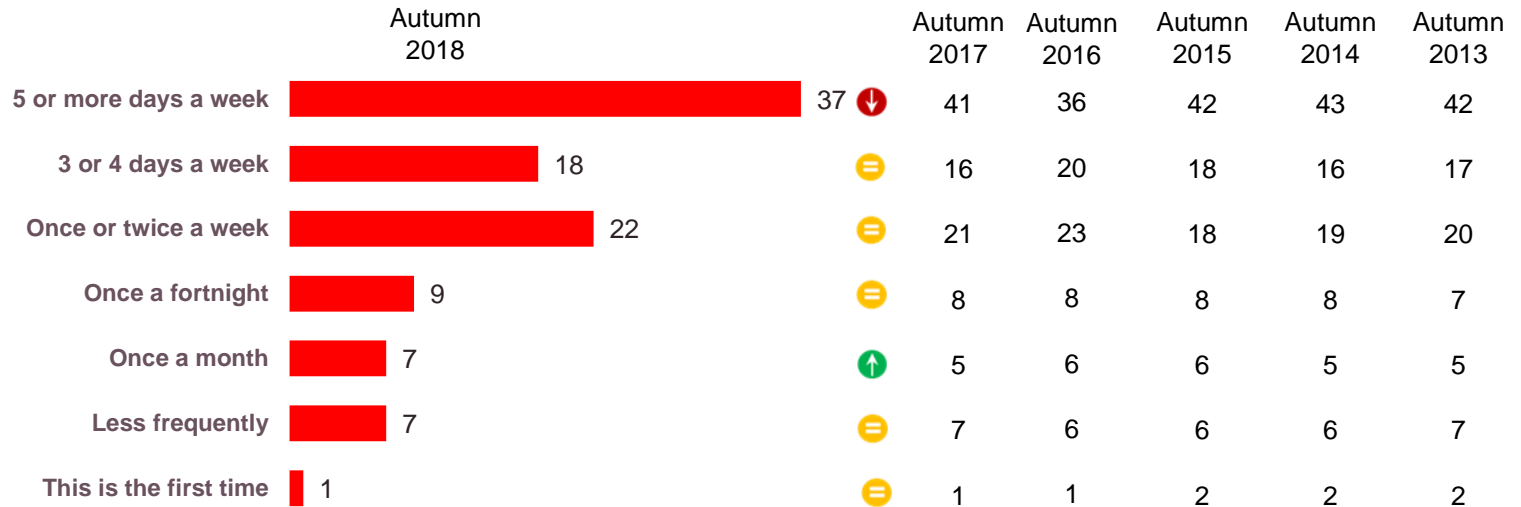
# Journey purpose



- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Q. What is the main purpose of your tram journey today?  
 Base: All passengers – 2921

# Frequency of using Metrolink tramway



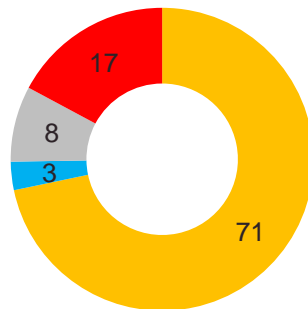
- ↑ Statistically significant **increase** since 2017
- = No change
- ↓ Statistically significant **decrease** since 2017

Q. How often do you typically travel by tram?  
 Base: All passengers – 2933

# Ticket type and modes of transport permitted



	Autumn 2017	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
<b>Sub-total: Single/return</b>	37 ↓	41	42	38	42	40
<b>Single</b>	10 =	10	9	10	9	9
<b>Return</b>	27 ↓	31	33	28	33	31
<b>Sub-total: Season ticket/pass</b>	39 ↑	38	34	41	40	41
<b>Day pass</b>	9 ↑	8	8	13	8	9
<b>3 day/weekend</b>	0 =	1	2	1	1	1
<b>5 days/1 week</b>	10 ↓	11	10	11	12	13
<b>10 days/2 weeks</b>	0 =	0	0	0	0	0
<b>4 weeks/1 month</b>	16 =	15	12	13	15	11
<b>Quarterly/3 months</b>	0 ↓	0	0	0	0	2
<b>1 year</b>	3 ↑	3	2	3	3	4
<b>Free pass/journey</b>	17 ↑	18	20	18	16	16
<b>Other ticket type</b>	2 ↓	3	3	3	2	3



Mode of transport	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Tram only ↓	75	71	74	76	75
Train and tram =	3	4	4	4	5
Bus and tram =	7	8	8	8	8
Train, bus and tram ↑	14	15	15	13	13

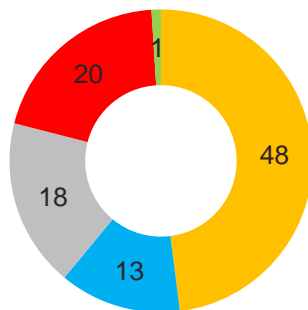
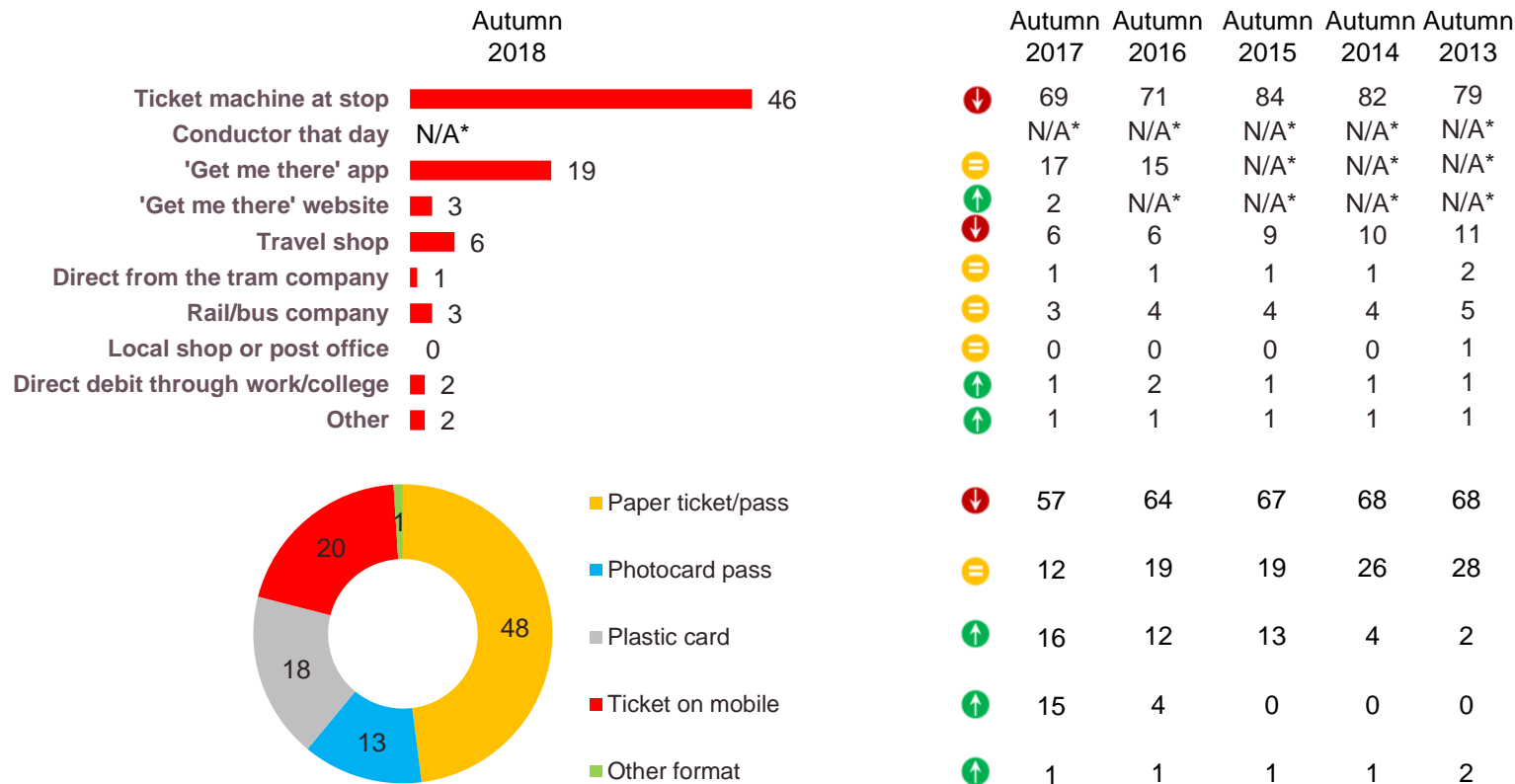
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Q. What type of ticket/pass did you use for this tram journey today?  
Base: All passengers – 2957

Q. What modes of transport does your ticket allow you to travel on?  
Base: All passengers – 2958



# Method of buying ticket and ticket format



↑ Statistically significant increase since 2017  
= No change  
↓ Statistically significant decrease since 2017

\*Not asked for Manchester / Not asked before 2016/2017

Q. How did you buy that ticket or pass?  
 Base: All fare-paying passengers – 2952

Q. In what format was your ticket?  
 Base: All passengers – 2955

# Metrolink stops used by passengers surveyed



49 per cent of passengers were on an outward journey, 46 per cent on a return and 5 per cent on a one-way trip (2017: 54 per cent, 41 per cent and 5 per cent respectively)

81 per cent had a seat for their whole journey, while 9 per cent said they had to stand but would have liked to have a seat (2017: 85 per cent and 7 per cent)

Boarding	Autumn	Autumn	Autumn	Autumn	Autumn	Autumn	Alighting	Autumn	Autumn	Autumn	Autumn	Autumn	Autumn
	2018	2017	2016	2015	2014	2013		2018	2017	2016	2015	2014	2013
•Piccadilly	6	= 10	11	11	9	5	•St Peter's Square	12	↑ 10	0	0	15	12
•Bury	4	= 7	6	6	8	7	•Piccadilly	7	= 8	6	6	4	8
•St Peter's Square	9	= 7	5	5	0	7	•Deansgate-Castlefield	4	= 5	7	7	1	2
•Altrincham	4	↓ 5	7	7	6	8	•Bury	3	= 5	5	5	6	6
•Victoria	4	= 4	4	4	3	0	•Victoria	4	= 4	5	5	0	5
•Deansgate-Castlefield	3	= 4	3	3	4	1	•Piccadilly Gardens	6	= 4	6	6	5	5
•Piccadilly Gardens	4	= 3	3	3	6	2	•Market Street	3	= 3	7	7	11	9
•Market Street	3	= 2	5	5	5	7	•Cornbrook	2	= 3	4	4	3	2

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

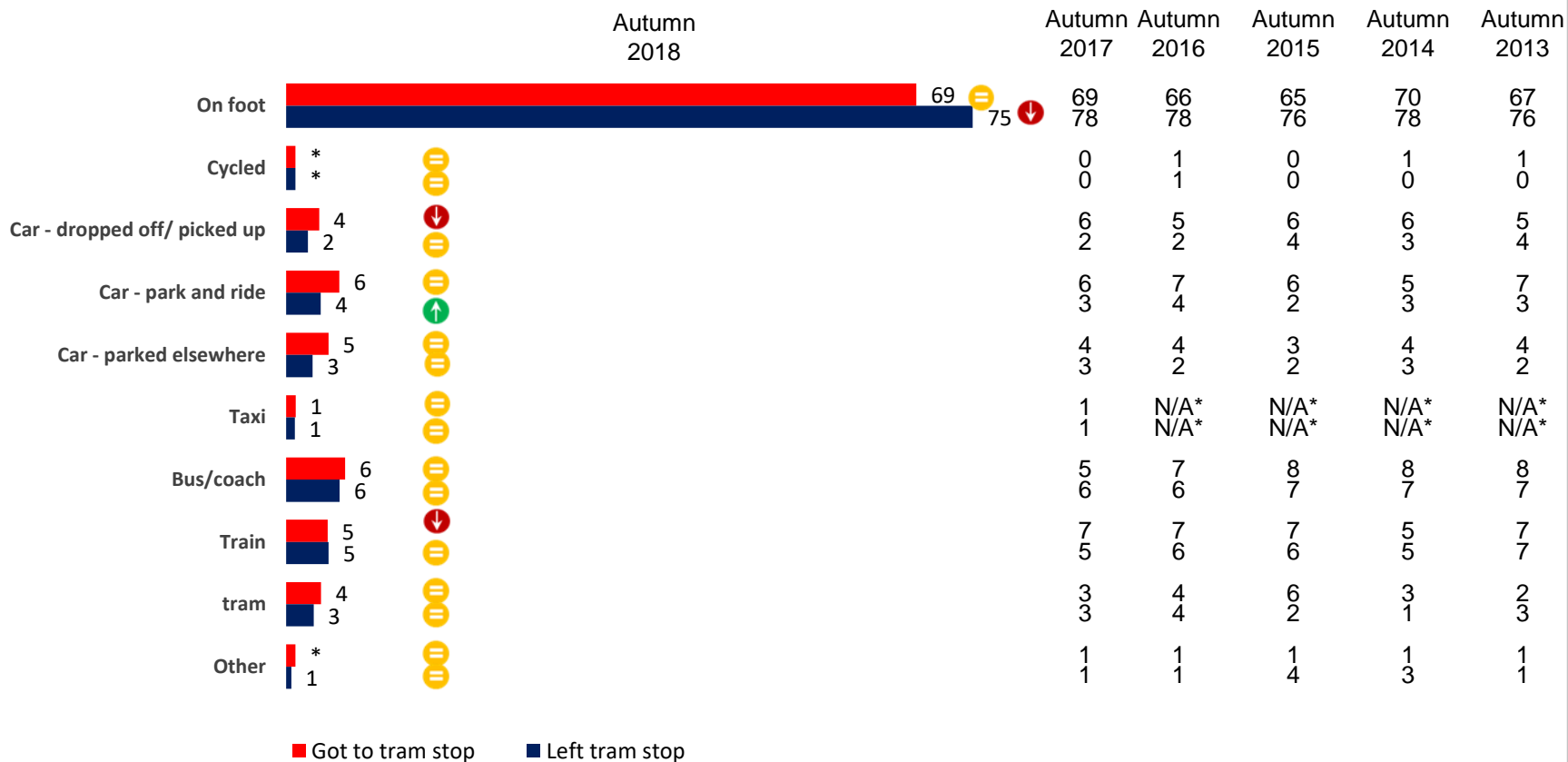
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

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 - 2987

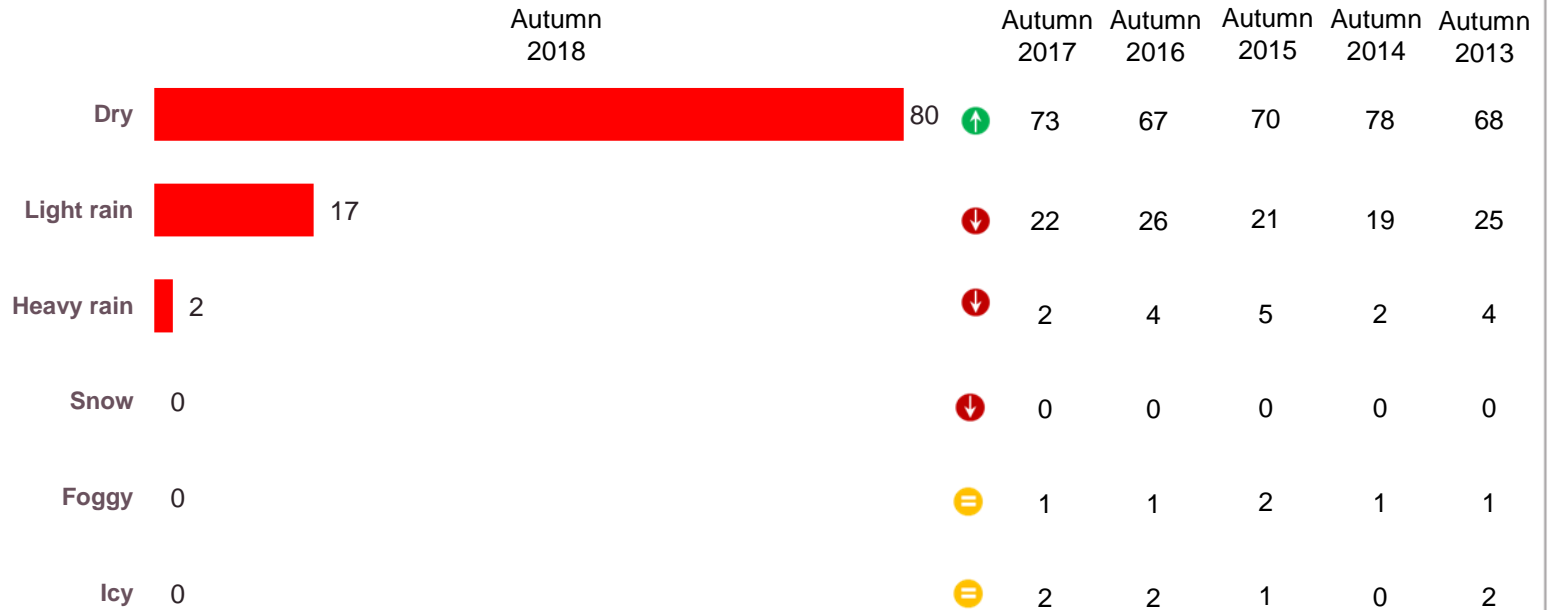
# How got to and from the tram stop



Statistically significant increase since 2017  
 No change  
 Statistically significant decrease since 2017

\* Not asked before 2017  
 Q: How did you get to/from the tram stop where you boarded/left the tram today?  
 Base: All passengers - 2987

# Weather conditions when journey made



- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Q. What was the weather like when you made your journey?  
 Base: All passengers - 2942

# Reasons for choosing the tram\*



	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Best way to get where I am going	40	=	43	42	29	28	29
More convenient than the car (e.g. parking)	37	=	35	34	21	22	21
Quicker than other transport	30	↓	30	37	18	19	19
Didn't have the option of travelling by other means	15	=	17	15	15	15	15
Tram more comfortable than other transport	14	↓	13	17	5	4	3
Cheaper than the car	9	↑	9	11	4	5	5
Cheaper than other transport	8	=	10	7	3	3	3
For the experience of riding the tram	3	=	3	3	1	1	N/A**
Other	9	=	5	6	4	4	4

\*Question changed to multi-code in 2016. Significant changes are therefore not shown

\*\*Not asked in 2013

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

Base: All passengers – 2919

- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

# Factors preventing more journeys being made



	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Level of crowding	33	↓	46	37	35	40	49
Places reachable	28	↓	37	38	31	27	31
Cost of using trams	19	↓	27	27	26	29	32
Journey times	15	=	16	16	18	14	16
Concern for personal safety	15	=	16	12	10	9	11
Tram network improvement	15	↓	22	35	38	37	N/A*
Reliability of trams	10	↓	15	18	16	23	40
Frequency of trams	8	↓	10	10	12	10	17
Comfort of trams	5	=	7	7	3	4	6
Understanding the fares	3	=	4	3	2	3	3
Understanding the ticket machines	2	=	3	2	2	2	1

- Statistically significant increase since 2017
- No change
- Statistically significant decrease since 2017

\*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 – 2847



# Tram Passenger Survey (TPS)

Appendix 2 – Further details on survey background and method

# Methodology – fieldwork

## Manchester Metrolink (TPS)

Fieldwork: 19 September to 8 December 2018 (with a gap for half term from 22 October to 28 October)

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: 2987 interviews (2415 paper and 572 online)

In 2017 fieldwork took place between 18 September to 8 December 2017

## Bus (BPS) data for Transport for Greater Manchester area

Fieldwork: 10 September to 12 December 2018

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: 2,074 interviews



# 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.

Significant changes are shown at the 95% confidence level. // symbols are used throughout this report to indicate positive or negative significant changes.

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

- Tram network: (for Manchester Metrolink, and Sheffield Supertram this was by line)
- Age: 16-34, 35-59, 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 2018 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.

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

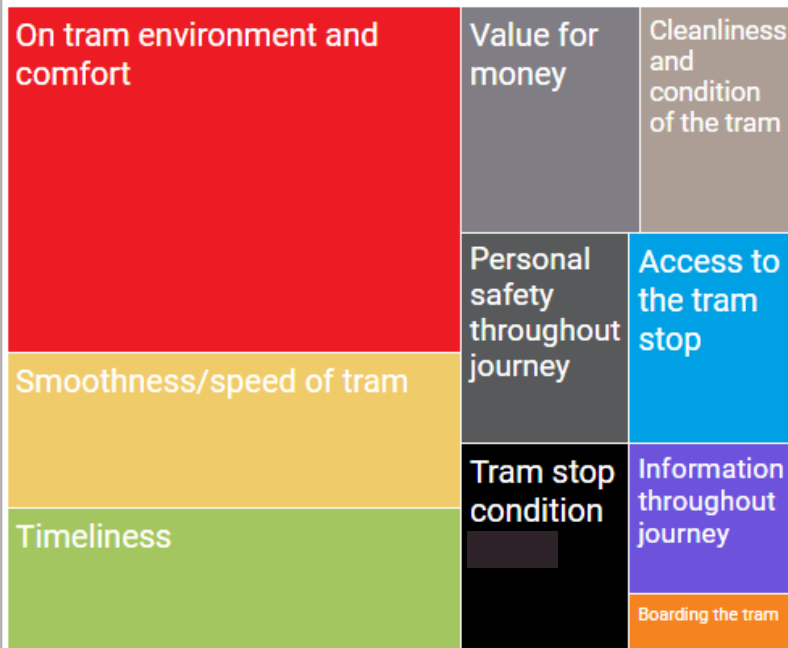
The approach to identifying themes that affect overall passenger satisfaction is split into two stages. At the first stage, we took all 25 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as 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 ten themes, which are shown below, alongside measures that formed each theme:

Theme (factor)	Questions
1 On tram environment and comfort	<ul style="list-style-type: none"> <li>• Sufficient room for all the passengers to sit/stand</li> <li>• The comfort of the seats</li> <li>• The amount of personal space you had around you</li> <li>• Provision of grab rails to hold on to when standing/moving about the tram</li> <li>• The temperature inside the tram</li> </ul>
2 Tram stop condition	<ul style="list-style-type: none"> <li>• Its general condition/standard of maintenance</li> <li>• Its freedom from graffiti/vandalism</li> <li>• Its freedom from litter</li> </ul>
3 Boarding the tram	<ul style="list-style-type: none"> <li>• The ease of getting on to and off of the tram</li> <li>• The length of time it took to board the tram</li> </ul>
4 Timeliness	<ul style="list-style-type: none"> <li>• The length of time you had to wait for the tram</li> <li>• The punctuality of the tram</li> </ul>
5 Access to the tram stop	<ul style="list-style-type: none"> <li>• Its distance from your journey start e.g. home, shops</li> <li>• The convenience/accessibility of its location</li> </ul>
6 Personal safety throughout journey	<ul style="list-style-type: none"> <li>• Behaviour of fellow passengers waiting at the stop</li> <li>• Your personal safety whilst at the tram stop</li> <li>• Your personal security whilst on the tram</li> </ul>
7 Cleanliness and condition of the tram	<ul style="list-style-type: none"> <li>• The cleanliness and condition of the outside of the tram</li> <li>• The cleanliness and condition of the inside of the tram</li> </ul>
8 Smoothness/speed of tram	<ul style="list-style-type: none"> <li>• The amount of time the journey took</li> <li>• Smoothness/freedom from jolting during the journey</li> </ul>
9 Information throughout journey	<ul style="list-style-type: none"> <li>• The information provided at the tram stop</li> <li>• Route/destination information on the outside of the tram</li> <li>• The information provided inside the tram</li> </ul>
10 Value for money	<ul style="list-style-type: none"> <li>• How satisfied were you with the value for money of your tram journey?</li> </ul>

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

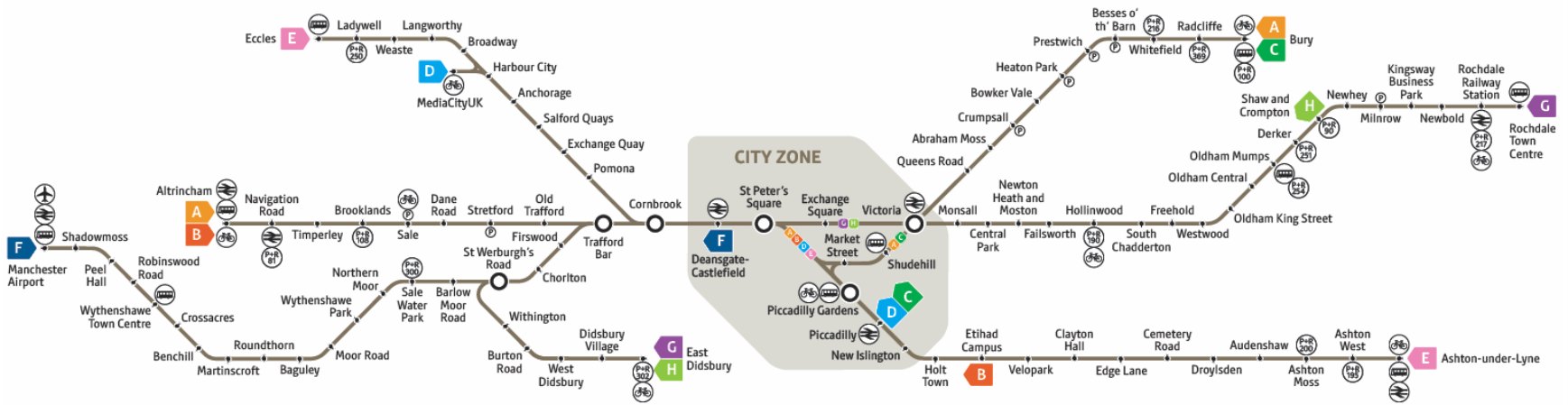
For the second stage, these themes were then used to identify how much effect each one has on passengers' rating for overall journey satisfaction, by means of a key driver analysis.

The square diagrams show the proportional influence that each theme has on satisfaction for that area/operator. 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 'on tram environment and comfort' which is shaded red, has the greatest influence on satisfaction, followed by 'smoothness/speed of tram', while themes such as 'boarding the tram' and 'information throughout journey' have relatively less influence here.



This analysis was conducted on fare-paying passengers only, so that the influence of value for money could be included. It also combines data from 2018 and 2017 surveys to increase robustness. The analysis excludes satisfaction measures relating to tram staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about tram staff. In order to run the analysis in a consistent and practical manner all staff measures have been excluded.

# The Manchester Metrolink route map





# Tram Passenger Survey (TPS)

## Appendix 3 – Example of standard questionnaire

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



## Tram Passenger Survey

Thank you for agreeing to take part in our survey about the tram journey you made when given this questionnaire. There are also questions about your general experiences at the end. All the information you give will be treated in the strictest confidence.

**Your views as a passenger are important.** Transport Focus is the official, independent consumer watchdog that promotes the interests of transport users. Tram companies, local authorities and governments act on the survey results. They are the evidence we use to seek improvements on behalf of passengers.

### Completing the questionnaire

Please fill in the questionnaire after completing your journey with Metrolink.

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.

If you prefer to fill the questionnaire online, then please go to [www.tramsurvey.co.uk/Metrolink](http://www.tramsurvey.co.uk/Metrolink)

### WHEN ANSWERING:

CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

#### 1 About your journey on Metrolink

Q1a At which stop did you board this tram?

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

Q1b At which stop did you leave this tram?

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

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

For office use only:

MA



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

- |                                     |                          |                                 |                          |
|-------------------------------------|--------------------------|---------------------------------|--------------------------|
| Saver/ Season Ticket                | <input type="checkbox"/> | Single/ Return ticket           | <input type="checkbox"/> |
| 1 day.....                          | <input type="checkbox"/> | Single ticket.....              | <input type="checkbox"/> |
| 3 day/weekend.....                  | <input type="checkbox"/> | Return ticket.....              | <input type="checkbox"/> |
| 5 days/ 1 week.....                 | <input type="checkbox"/> | A free pass or free journey     | <input type="checkbox"/> |
| 4 weeks/ 1 month.....               | <input type="checkbox"/> | 60+ Concessionary pass.....     | <input type="checkbox"/> |
| 1 year.....                         | <input type="checkbox"/> | Disabled person's pass.....     | <input type="checkbox"/> |
| Other time period (please write in) | <input type="checkbox"/> | Complimentary/ free ticket..... | <input type="checkbox"/> |
|                                     |                          | Other ticket                    | <input type="checkbox"/> |
|                                     |                          | Family/ group ticket.....       | <input type="checkbox"/> |
|                                     |                          | Other.....                      | <input type="checkbox"/> |

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

- |                               |                          |
|-------------------------------|--------------------------|
| Metrolink only.....           | <input type="checkbox"/> |
| Train and Metrolink.....      | <input type="checkbox"/> |
| Bus and Metrolink.....        | <input type="checkbox"/> |
| Train, Bus and Metrolink..... | <input type="checkbox"/> |

Q4 In what format was your ticket?

- |  |                          |
|--|--------------------------|
| A standard paper ticket/ pass.....                     | <input type="checkbox"/> |
| A photo card ticket/ pass.....                         | <input type="checkbox"/> |
| A plastic card you touched on to the smart reader..... | <input type="checkbox"/> |
| An electronic ticket on the get me there app.....      | <input type="checkbox"/> |
| Other format.....                                      | <input type="checkbox"/> |

**Transport for Greater Manchester funded a number of additional questions beyond those in the core TPS questionnaire. These question are not reported in this document and have been removed from this example questionnaire while retaining the question numbering as used in the full questionnaire.**



**Q9 What is the main purpose of your journey on Metrolink today?**

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

**Q10 Were you on your outward or return journey when you were given a questionnaire?**

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

**Q11 Were you travelling with...? (Please tick all that apply)**

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

**Q12 How did you get to the Metrolink stop where you boarded this tram today?**

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

**Q13 Which means of transport did you use when you got off this tram today?**

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

**Q14 What was the main reason you chose to take Metrolink for this journey? (Please tick all that apply)**

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

**Q15 What was the weather like when you made your journey, was it?**

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

**Q16 Please tell us whether your Metrolink journey was on...**

- A single tram.....
- A double tram.....
- Don't know.....

**2 About the tram stop where you boarded this Metrolink tram**

**Q17 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"/>
Ticket buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of ticket machines.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time it took to buy a ticket at the ticket machine.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q18 Overall how satisfied were you with the tram stop?**

- Very satisfied.....  Fairly dissatisfied.....   
 Fairly satisfied.....  Very dissatisfied.....   
 Neither satisfied nor dissatisfied.....  Don't know/no opinion.....

**3 Waiting for the tram**

**Q19 Approximately, how long did you wait for your tram?**  
 (Please write the time in minutes)

**Q20 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   | At the tram stop   |
|--|--|
| Leaflet..... <input type="checkbox"/>                                      | Electronic display at the stop..... <input type="checkbox"/>               |
| Online tram times..... <input type="checkbox"/>                            | Information posters at the stop..... <input type="checkbox"/>              |
| Disruption information via Metrolink website..... <input type="checkbox"/> | Online tram times..... <input type="checkbox"/>                            |
| Disruption updates (e.g. Twitter/Facebook)..... <input type="checkbox"/>   | Disruption information via Metrolink website..... <input type="checkbox"/> |
| Telephoned for information..... <input type="checkbox"/>                   | Disruption updates (e.g. Twitter/Facebook)..... <input type="checkbox"/>   |
| Other..... <input type="checkbox"/>  | Telephoned for information..... <input type="checkbox"/>                   |
|  | Other..... <input type="checkbox"/>  |

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

**Q21 Approximately, how long did you expect to wait for the tram?**  
 (Please write the time in minutes)

**Q22a Thinking about the time you waited for the tram today, was it...**

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

**Q22b Were you able to board the first tram you wanted to travel on?**

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

**Q23 How satisfied were you with each of the following at the tram stop?**

- |  | 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 (arriving on time).....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**4 On the tram**

**Q24 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 & 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 onto 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"/> |

**Q25 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 & 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"/> |
| 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"/> |
| The ease of getting off the tram.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q26 Did you get a seat on the tram?**

- 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.....

**Q27a Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?**

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

**Q27b 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"/> | Feet on seats.....             | <input type="checkbox"/> |
| Passengers taking/under the influence of drugs....      | <input type="checkbox"/> | Music being played loudly..... | <input type="checkbox"/> |
| Abusive or threatening behaviour.....                   | <input type="checkbox"/> | Smoking.....                   | <input type="checkbox"/> |
| Rowdy behaviour.....                                    | <input type="checkbox"/> | Graffiti or vandalism.....     | <input type="checkbox"/> |
| Passengers not moving out of priority seats.....        | <input type="checkbox"/> | Loud use of mobile phones..... | <input type="checkbox"/> |
| Passengers not paying their fares.....                  | <input type="checkbox"/> | Other (write in).....          | <input type="checkbox"/> |

**Q28a Was your journey on Metrolink today delayed at all?**

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



Q28b *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.....   | <input type="checkbox"/> |
| Road congestion/traffic jam.....          | <input type="checkbox"/> | Had to use bus replacement service..... | <input type="checkbox"/> |
| Due to a tram failure.....                | <input type="checkbox"/> | Other (please write in).....            | <input type="checkbox"/> |
| Planned engineering works.....            | <input type="checkbox"/> |   |                          |
| Poor weather conditions.....              | <input type="checkbox"/> |   |                          |
| The tram waiting too long at stops.....   | <input type="checkbox"/> | No reason given.....                    | <input type="checkbox"/> |
| The tram waiting too long at signals..... | <input type="checkbox"/> | Don't know.....                         | <input type="checkbox"/> |

Q29 *If yes: By approximately how long was your journey today delayed?*

*(Please write the time in minutes)*

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

Q30 Overall, taking everything into account from start to end of this journey, how satisfied were you with your journey on Metrolink 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"/> |

Q31 If something could have been improved on your journey on Metrolink today what would it have been?

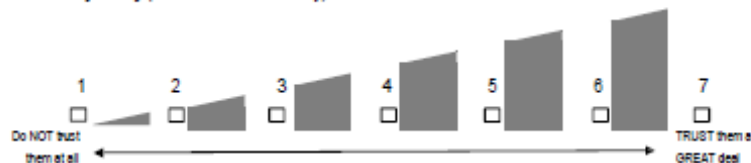
Q32 How satisfied were you with the value for money of your journey on Metrolink?

- |   |                          |                             |                          |
|---|--------------------------|-----------------------------|--------------------------|
| 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"/> |

Q33 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"/> |
| The cost of the tram versus other modes of transport.....   | <input type="checkbox"/> |
| The fare in comparison to the cost of everyday items.....   | <input type="checkbox"/> |
| Comfort/journey quality for the fare paid.....              | <input type="checkbox"/> |
| The cost of making the same trip by car.....                | <input type="checkbox"/> |
| A reason not mentioned above (please write in the box)..... | <input type="checkbox"/> |

Q34 All things considered, how much do you trust the tram company that operated the tram that you used for this journey *(Please tick one box only)*



**6 Your opinion of Metrolink generally**

THE PREVIOUS QUESTIONS WERE ALL ABOUT YOUR JOURNEY TODAY. IN THIS SECTION WE WOULD LIKE YOU TO THINK MORE GENERALLY ABOUT YOUR METROLINK EXPERIENCES

**Q43** Have any of the following frequently stopped you making journeys by Metrolink?  
(Please tick all that apply)

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| The places you can reach by Metrolink..... | <input type="checkbox"/> | How long the journeys take when going by Metrolink..... | <input type="checkbox"/> |
| The frequency of trams in the area.....    | <input type="checkbox"/> | The comfort of the trams.....                           | <input type="checkbox"/> |
| The reliability of the trams.....          | <input type="checkbox"/> | The level of crowding on the trams.....                 | <input type="checkbox"/> |
| The cost of using Metrolink.....           | <input type="checkbox"/> | A concern for your personal safety on Metrolink.....    | <input type="checkbox"/> |
| Understanding the fares.....               | <input type="checkbox"/> | Tram network improvement works.....                     | <input type="checkbox"/> |
| Understanding the ticket machines.....     | <input type="checkbox"/> | Nothing has stopped me making journeys by Metrolink.    | <input type="checkbox"/> |

**Q44** Thinking about cleanliness whilst travelling on Metrolink, please rank in order your top three cleaning priorities. Write in numbers 1 to 3 in the selected boxes where 1 is the most important and 3 is the third most important.  
Do not write the same number in more than one box.

<input type="checkbox"/>	Litter at the stop	<input type="checkbox"/>	Stains/ spillages
<input type="checkbox"/>	Seating	<input type="checkbox"/>	Ticket machines and validators
<input type="checkbox"/>	Overflowing bins	<input type="checkbox"/>	Litter on the track
<input type="checkbox"/>	Tram interior	<input type="checkbox"/>	Tram exterior

**7 About you**

In this final section we ask for some information about you, some of which, like your health and ethnicity, is considered to be sensitive information. Any information you give us here is used for research purposes only and not to identify any particular individual. You are also free to decide whether you want to give us this information or not.

We ask these questions so that we can understand how different passengers' experiences vary, so, for example, what do younger passengers think compared to those who are middle aged or of retirement age.

**QA** Are you?  
 Male.....  Female.....   
 Prefer another term.....  Prefer not to say.....

**QB** Are you...?  
 16 to 18.....  35 to 44.....  65 to 69.....   
 19 to 21.....  45 to 54.....  70 to 79.....   
 22 to 25.....  55 to 59.....  80+.....   
 26 to 34.....  60 to 64.....  Prefer not to say....

**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"/>
		Prefer not to say.....	<input type="checkbox"/>

**QD Which of the following best describes your ethnic background?**

White.....	<input type="checkbox"/>	Black, African/Caribbean or Black British.....	<input type="checkbox"/>
Mixed/multiple ethnic groups.....	<input type="checkbox"/>	Chinese.....	<input type="checkbox"/>
Asian or Asian British.....	<input type="checkbox"/>	Arab.....	<input type="checkbox"/>
Other ethnic group.....	<input type="checkbox"/>	Prefer not to say.....	<input type="checkbox"/>

**QE 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"/>
Yes – A condition not mentioned above.....	<input type="checkbox"/>
Prefer not to say.....	<input type="checkbox"/>

**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.....

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

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

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

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

**QH Day to day, which of the following items do you use? (Please tick all that apply)**

Debit or credit card.....	<input type="checkbox"/>
Standard mobile phone.....	<input type="checkbox"/>
Tablet e.g. iPad.....	<input type="checkbox"/>
Smartphone e.g. iPhone or Android.....	<input type="checkbox"/>
Home computer e.g. PC or laptop.....	<input type="checkbox"/>
None of these.....	<input type="checkbox"/>

**QI Which of the following would you most like to use to receive up to the minute travel information? (Please tick all that apply)**

An App (for your smartphone/ tablet)...	<input type="checkbox"/>	Text service.....	<input type="checkbox"/>
A website.....	<input type="checkbox"/>	Displays at stops.....	<input type="checkbox"/>
Twitter.....	<input type="checkbox"/>	Email alerts.....	<input type="checkbox"/>
Facebook.....	<input type="checkbox"/>	None of these.....	<input type="checkbox"/>

**QJ 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      Live outside the UK.....

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**How the information you have provided will be used (General Data Protection Regulations)**

**Your name, address, email address or phone number – your personal information**  
 Your personal information will always be handled confidentially. We will not make your personal information available to anyone without your knowledge and consent. It will be used solely for the purposes of this research and quality control, and no sales or marketing contact will result from this survey. You have the right to access, withdraw your consent to use and object to processing of your personal information.

**Your responses to the questions in this survey, including the 'about you' section**

Your responses to the questions in this survey will always be handled confidentially. They will be used solely for the purposes of the research and will not be used to identify you personally. We may share the responses to the questions in this survey, including postcode (if you have provided this) with other organisations that have a legitimate interest in the survey data, such as, but not limited to, local transport authorities, government departments, tram operating companies and academic institutions. Any organisations receiving the data will also be subject to the same restrictions and obligations under GDPR.

As some of the information we ask for in the 'about you' section is considered to be sensitive information we require your consent for this sensitive information to be stored and processed as described above.

Please confirm whether or not you consent to this:

<b>Yes I consent.....</b>	<input type="checkbox"/>	<b>No, I do not consent.....</b>	<input type="checkbox"/>
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You also have the right to access, withdraw your consent to use, and object to processing of your sensitive information. For further information about your legal rights and how to exercise these please contact AECOM's Data Protection Officer at [privacyquestions@aecom.com](mailto:privacyquestions@aecom.com).

If you have any queries about this survey or how your data will be used please contact Jodie Knight at AECOM on 0161 927 8328. If you would like to check that this survey is genuine, you can contact the Market Research Society on 0800 9759596 or [www.mrs.org.uk](http://www.mrs.org.uk) who will verify AECOM's status as a legitimate market research organisation.

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

If you would be happy to participate in future research projects about the transport industry for Transport Focus please tick the relevant boxes below and complete the contact details to provide your consent.

<b>I am happy to be contacted by Transport Focus for other research..</b>	<input type="checkbox"/>	<b>I am happy to be contacted by Transport for Greater Manchester for other research...</b>	<input type="checkbox"/>
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Name: 

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Email address: 

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Thank you for completing this questionnaire.

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



Freeport RTCU-LLTT-UHJA  
 AECOM Limited  
 AECOM House  
 179 Moss Lane  
 HALE  
 WA15 8FH





# Tram Passenger Survey (TPS) – Manchester Metrolink

Autumn 2018 results

April 2019

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