

## Tram Passenger Survey (TPS) – Sheffield Supertram

### Autumn 2013 results

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## Research objectives

- To measure tram passenger journey satisfaction for the five tram systems within the Passenger Focus remit area in England:
  - Blackpool
  - Manchester Metrolink
  - Midland Metro (Birmingham/Wolverhampton)
  - Nottingham Express Transit (NET)
  - Sheffield Supertram.
- To provide cross-modal comparisons where possible with bus and train journeys as measured in our Bus and National Rail Passenger Surveys (BPS and NRPS)
- To explore barriers to tram use, opportunities to encourage usage, and potential improvements to the passenger experience

This is the report for the Supertram system, with relevant comparative data for bus and train for the South Yorkshire PTE area.

# Methodology – fieldwork

## Tram Passenger Survey – Sheffield Supertram

### Sheffield Supertram (TPS)

Fieldwork: 28 October to 15 December 2013

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: 732 interviews (519 paper, 213 online)

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

Fieldwork: 8 September to 30 November 2013

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

Method: Self-completion paper questionnaire

Sample size: 1,745 interviews

### Train (NRPS) data for South Yorkshire PTE area

Fieldwork: 2 September to 11 November 2013

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

Method: Self-completion paper questionnaire

Sample size: 139 interviews

The stations sampled in Autumn 2013 and the number of interviews (unweighted) achieved are shown below:

Sheffield	56
Doncaster	46
Meadowhall	17
Barnsley	12
Rotherham Central	8

## Methodology – data analysis

### Tram Passenger Survey – Sheffield Supertram

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 weighing matrix used the following weighting cells:

- Tram network: for Sheffield Supertram this was by line
- Age: 16-25, 26-59, 60+
- Gender: male, female
- Time/day travelled: weekday peak, weekday off peak and weekend.

The full details of the weighting matrix can be found in the TPS Autumn 2013 technical report

#### Waiver

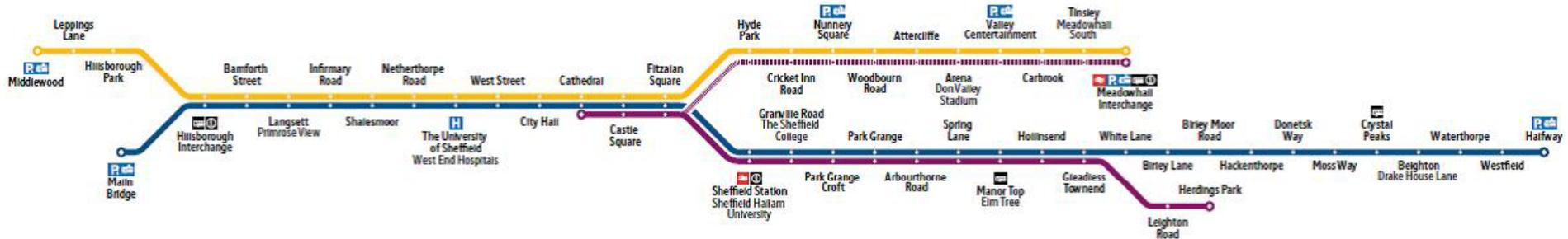
Passenger Focus has taken care to ensure that the information contained in TPS is correct. However, no warranty, express or implied, is given as to its accuracy and Passenger Focus does not accept any liability for error or omission

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

# The Sheffield Supertram system

## Tram Passenger Survey – Sheffield Supertram

Route map:



- Supertram consists of three lines with 48 stops in total, covering 18 miles in the city of Sheffield
- Approximately 14.4 million\* passenger journeys were made in 2012/13
- The trams run with conductors and passengers may purchase tickets on board. There are no ticket machines at Supertram stops
- Supertram stops do not have Passenger Information Displays but do have information boards with timetables and fare information
- Tram frequency is as follows:
 

Monday - Saturday		Sunday	
Morning/evening	Every 10-20 mins	Morning/evening	Every 10-20 mins
Daytime	Every 5-10 mins	Daytime	Every 10 mins
- There were no significant issues affecting tram services during the fieldwork period.

\*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2012/13



## Tram Passenger Survey (TPS) – Sheffield Supertram

### Summary

## Summary of key findings (1)

### Tram Passenger Survey – Sheffield Supertram

- Overall satisfaction for a journey on the Sheffield Supertram was high (94%). This compares favourably for the same measure on the National Rail Passenger Survey (79%) and the Bus Passenger Survey (89%) in the South Yorkshire PTE area. This high rating for the tram journey was consistent across all the main passenger groups, although slightly lower for students using the Supertram to travel to their place of study (88%)
- Amongst fare paying passengers seven out of ten (70%) were satisfied with the value for money of their Supertram journey. This compares to 59 percent for rail passengers and 68 percent for bus passengers in the South Yorkshire PTE area
- When evaluating whether their journey represented value for money, the distance travelled by tram and/or what the cost of making the same journey on other forms of transport would have been, were the main criteria used to make this evaluation
- 84 percent of Supertram passengers were satisfied with the punctuality of the tram service, and less than one in ten (8%) experienced a delay to their journey
- As satisfaction with the Supertram service was high, less than one in three passengers (29%) spontaneously suggested any improvements that could be made to their journey. Many of these concerned crowding issues

## Summary of key findings (2)

### Tram Passenger Survey – Sheffield Supertram

- Other improvements spontaneously mentioned were cheaper tickets, more reliable services/fewer delays and improvements to the interior of the tram (e.g. better temperature control)
- Less than one in ten (5%) were troubled by anti-social behaviour of other passengers on their tram journey. The rowdy behaviour of others was the most likely cause of their concern
- The profile of Supertram passengers was quite young, over a third (39%) were aged 16 to 25 years
- Nearly a half of all passengers (48%) were using the Supertram to either travel to/from work (38%) or school/college (10%)
- As tram passengers generally had a younger profile, only 18 percent of all Supertram passengers were travelling on an elderly person's (60+) concessionary pass. The respective figure for bus passengers in the South Yorkshire PTE area was 26 percent.



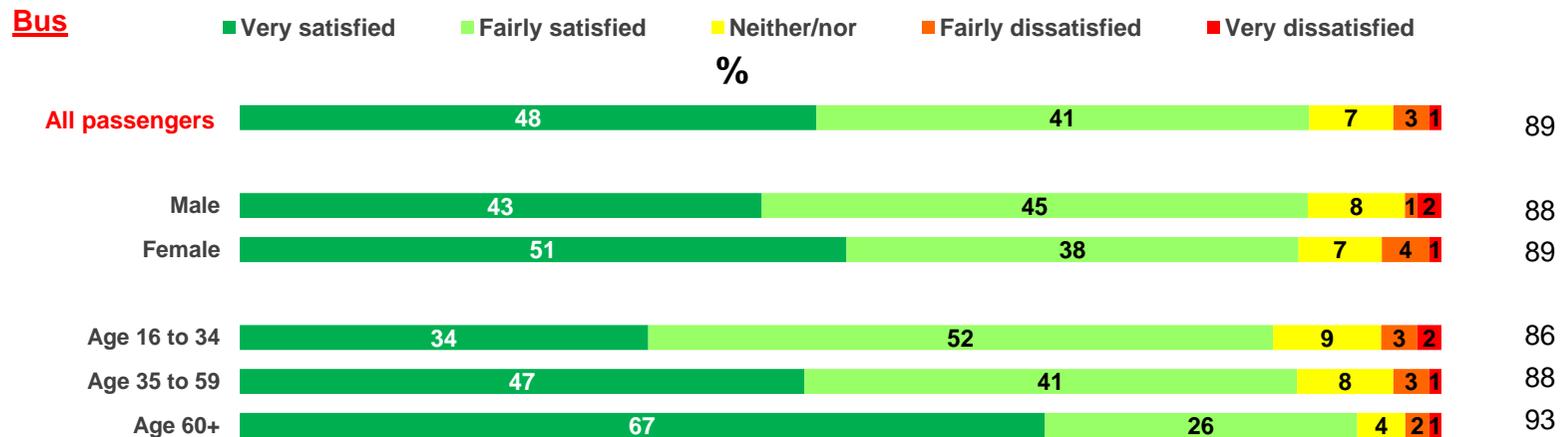
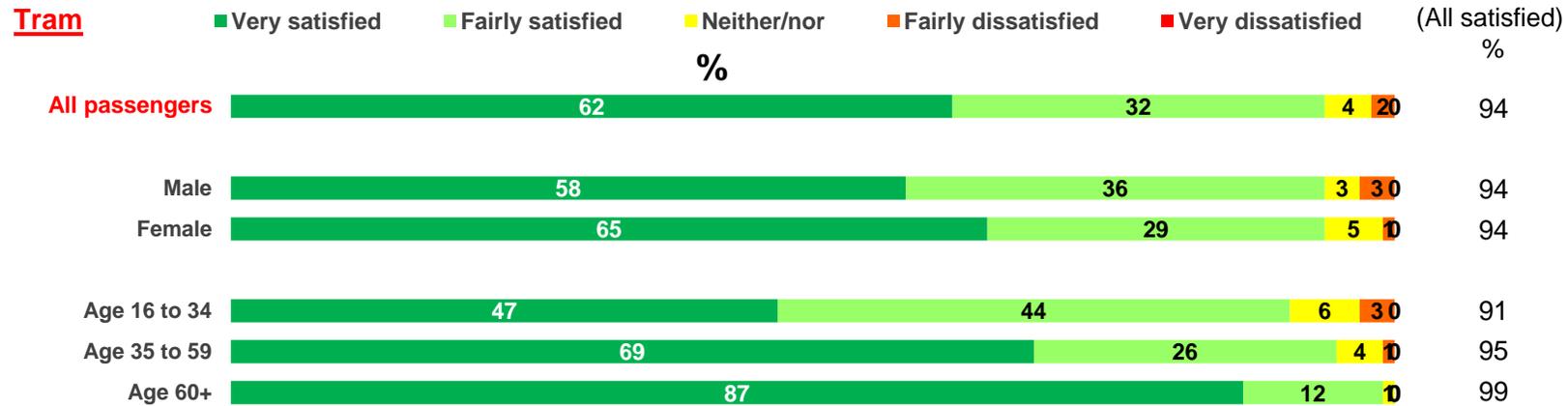
## Tram Passenger Survey (TPS) – Sheffield Supertram

### Journey Satisfaction

This section of the report includes comparisons between tram (TPS) and bus (BPS) where applicable. For further, selected comparisons with train (NRPS) please see Appendix 1

# Overall satisfaction – by gender and age

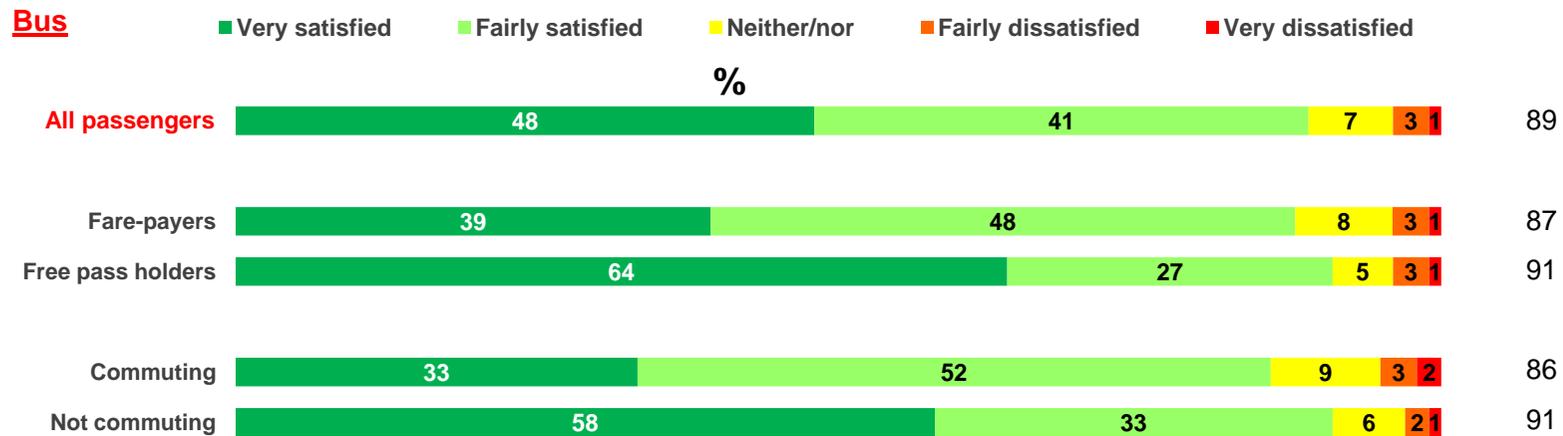
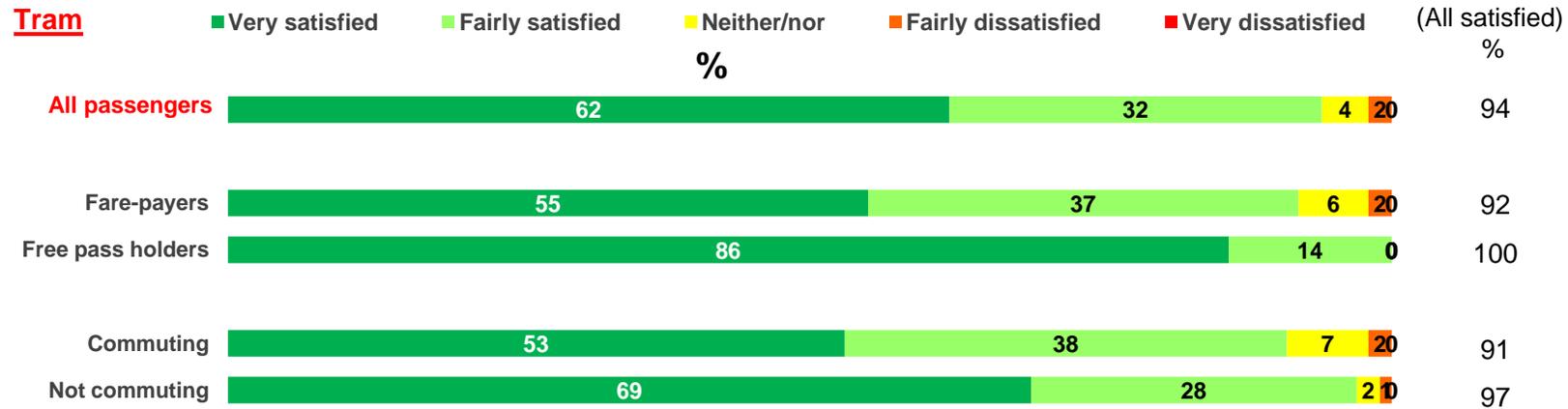
## Tram Passenger Survey – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?  
Base (all passengers): 726, 1721

# Overall satisfaction – by passenger type

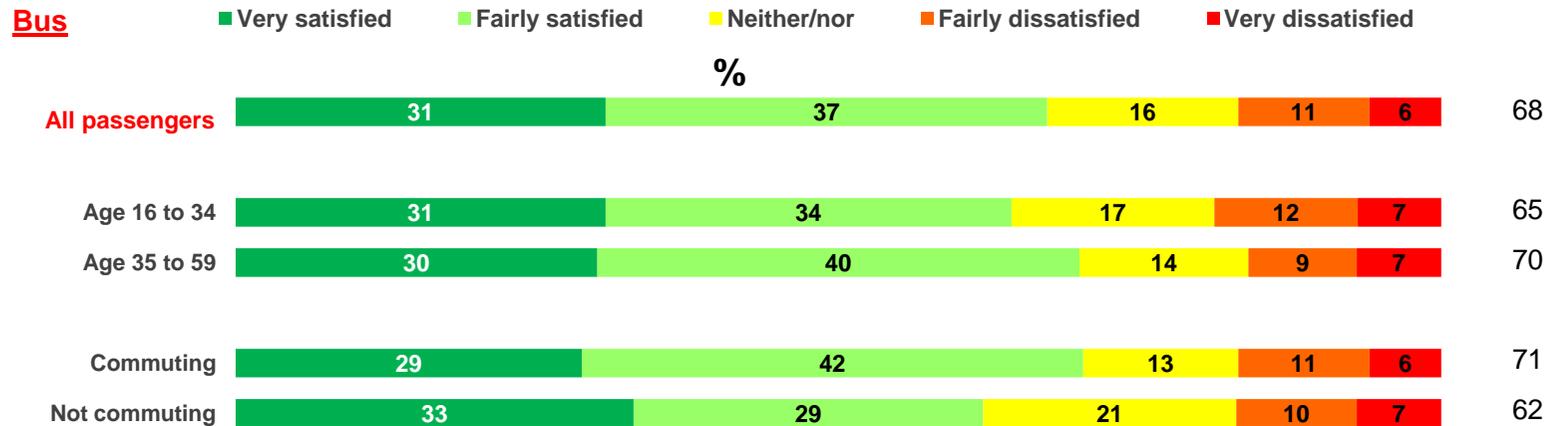
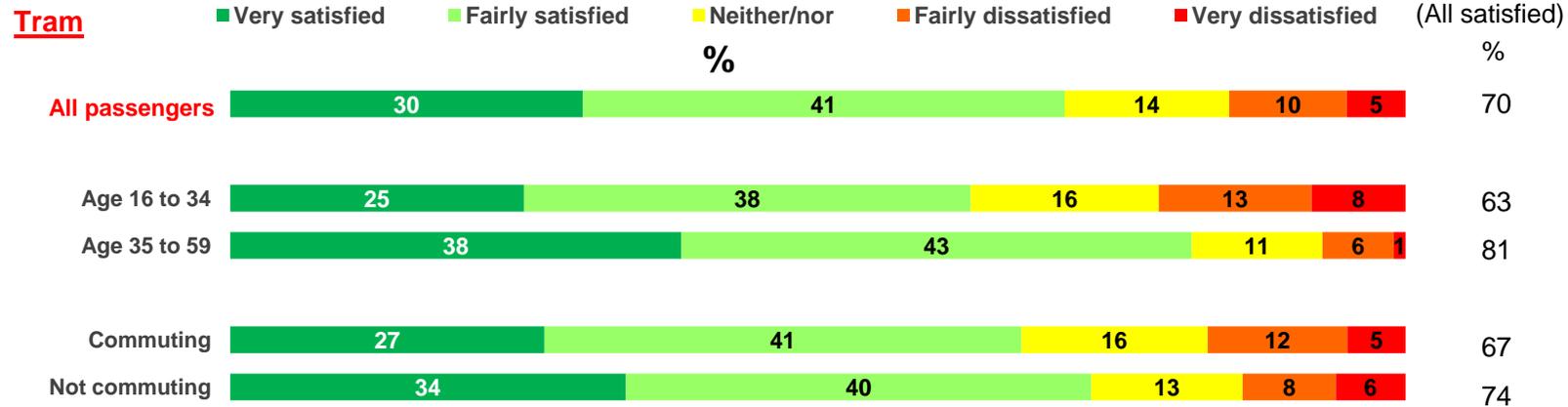
## Tram Passenger Survey – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?  
 Base (all passengers): 726, 1721

# Value for money – fare-payers only

## Tram Passenger Survey – Sheffield Supertram

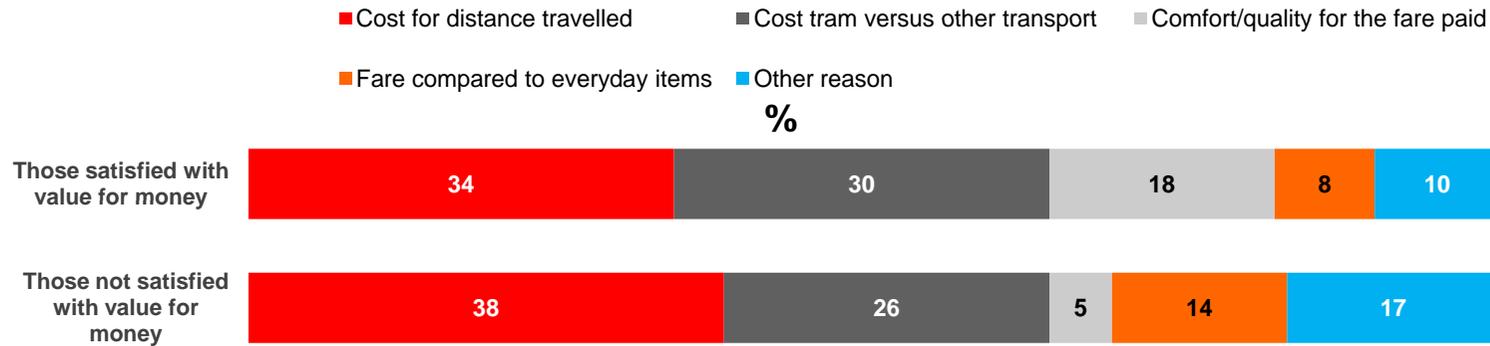


Q. How satisfied were you with the value for money of your journey?  
 Base (all fare paying passengers): 494, 831

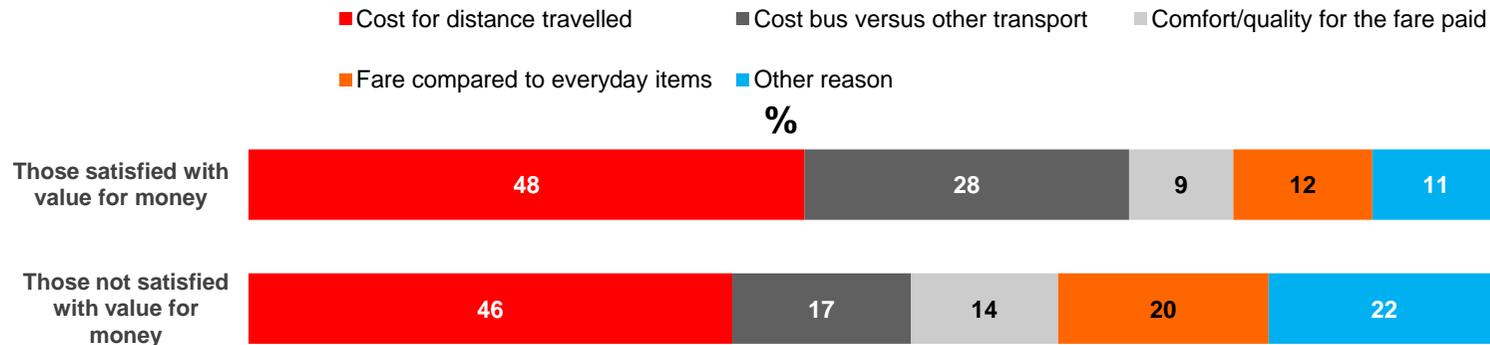
# What influenced value for money rating

## Tram Passenger Survey – Sheffield Supertram

### Tram



### Bus



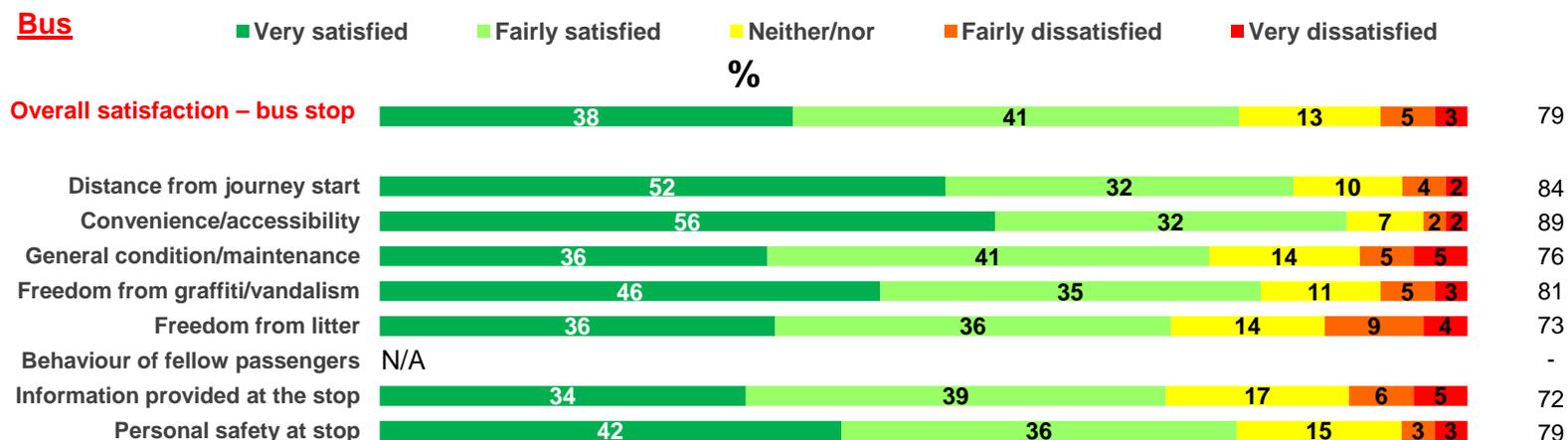
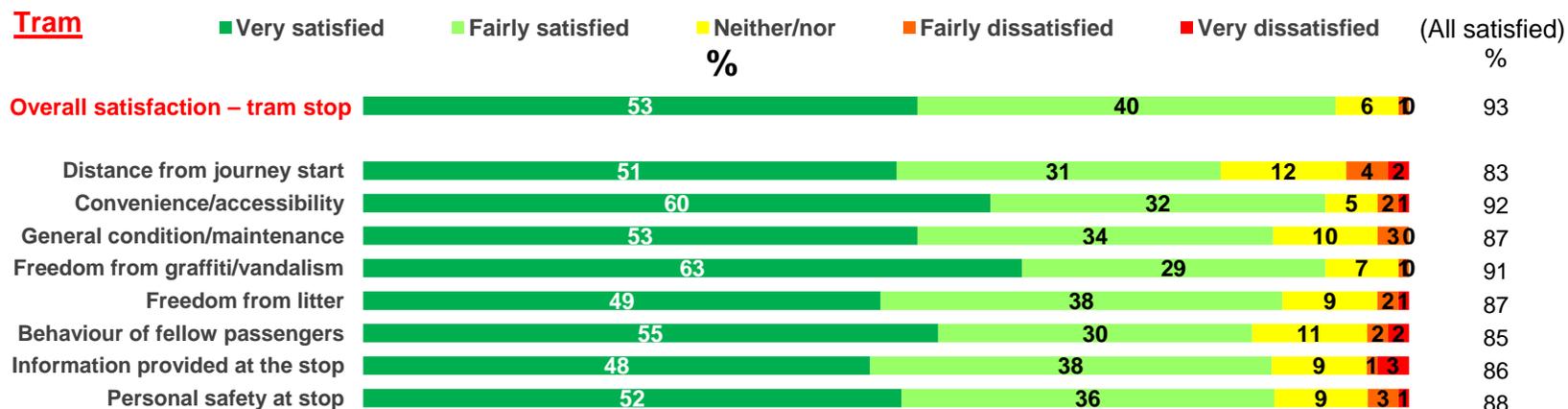
NOTE: those not satisfied with value for money includes respondents answering 'Neither satisfied nor dissatisfied'

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

Base (all fare paying passengers): 495, 758

# Satisfaction – with the tram/bus stop

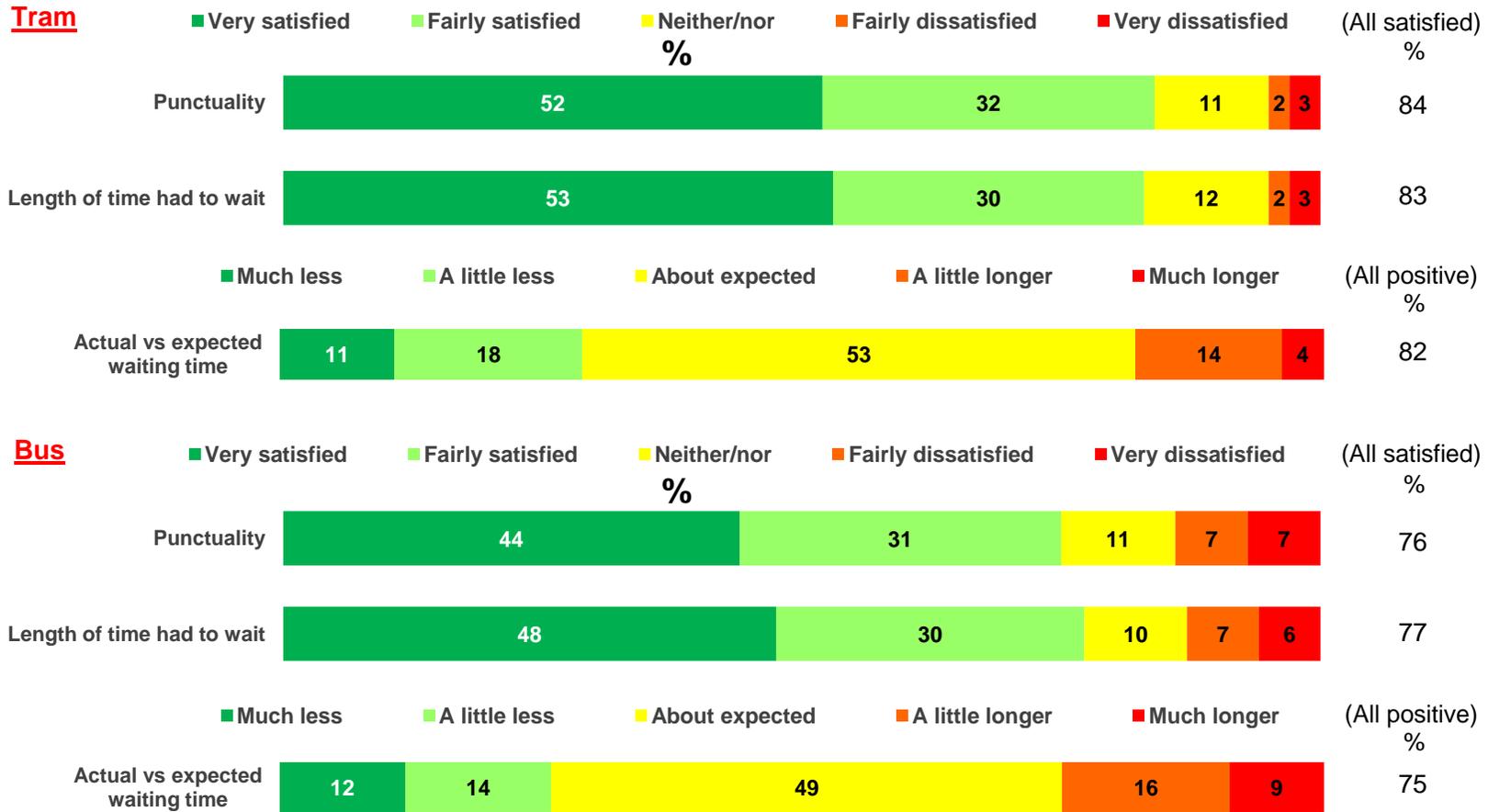
## Tram Passenger Survey – Sheffield Supertram



Q. Overall, how satisfied were you with the tram/bus stop? & Q. Thinking about the tram/bus stop itself, how satisfied were you with the following:  
 Base (all passengers): 722, 1701

# Satisfaction – with punctuality of the tram/bus

## Tram Passenger Survey – Sheffield Supertram



Q. How satisfied were you with each of the following?  
 Q. Thinking about the time you waited for the tram/bus today, was it [...] than expected?  
 Base (all passengers): 726, 1736

# Expected and reported waiting times

## Tram Passenger Survey – Sheffield Supertram

### Tram

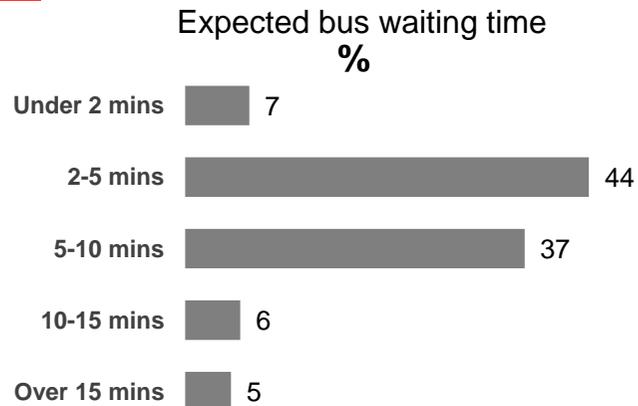


*Average expected waiting time 6 minutes*

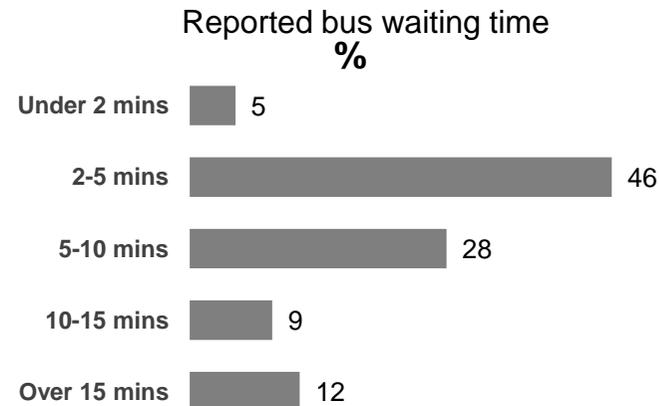


*Average reported waiting time 5 minutes*

### Bus



*Average expected waiting time 8 minutes*



*Average reported waiting time 9 minutes*

Q. Approximately how long did you expect to wait for the tram/bus?

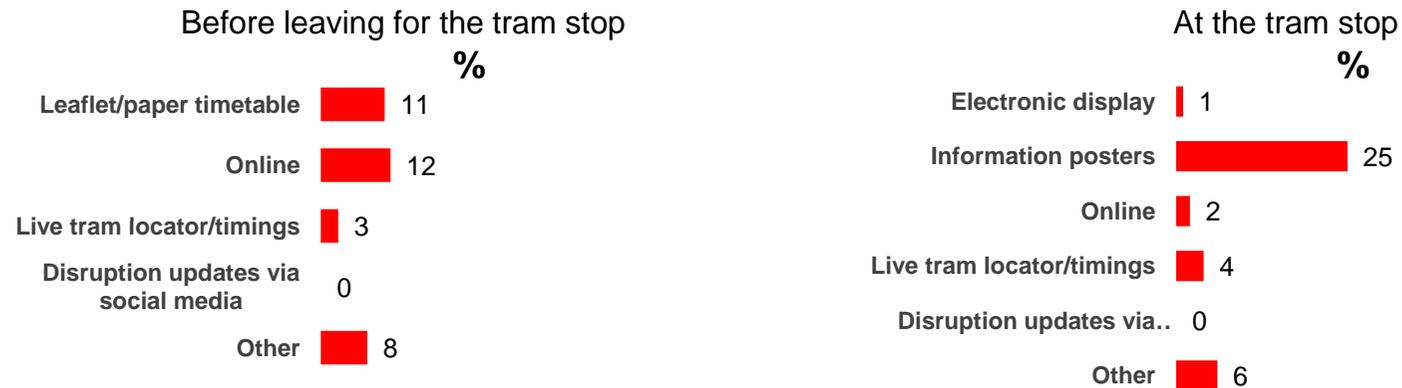
Q. Approximately, how long did you wait for your tram/bus

Base (all passengers): 719, 1783

# How passengers checked tram/bus times

## Tram Passenger Survey – Sheffield Supertram

**Tram** 51 percent of Supertram passengers did not check to find out when the tram was meant to arrive



### Bus

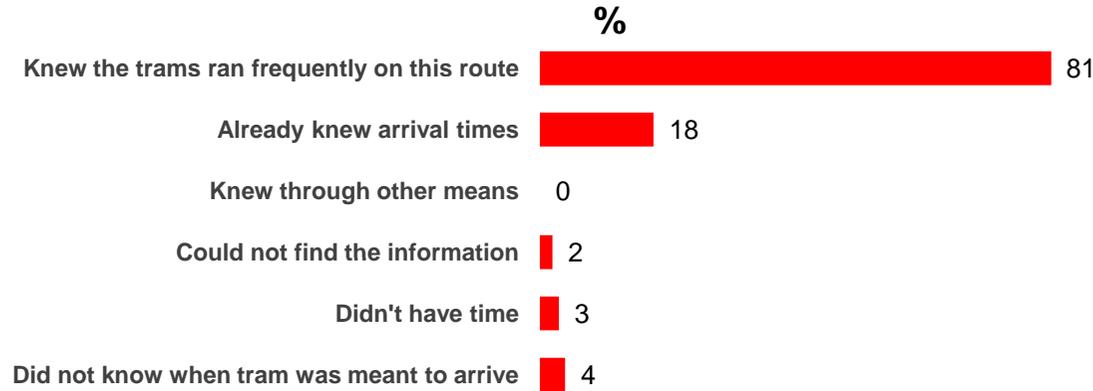


Q. Did you check any of the following to find out when the tram/bus was meant to arrive?  
 Base (all passengers): 723, 1129

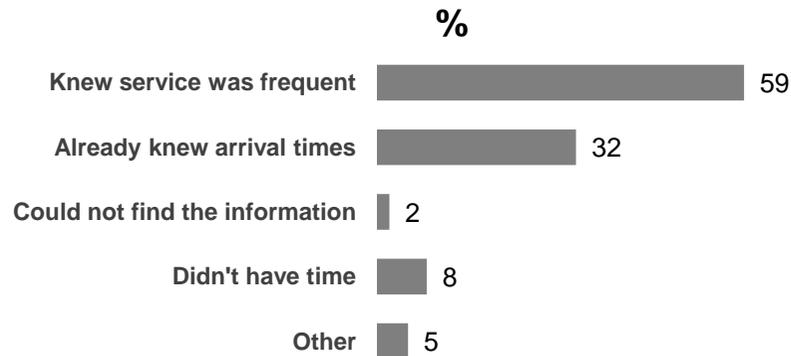
# Why passengers did not check tram times

## Tram Passenger Survey – Sheffield Supertram

### Tram



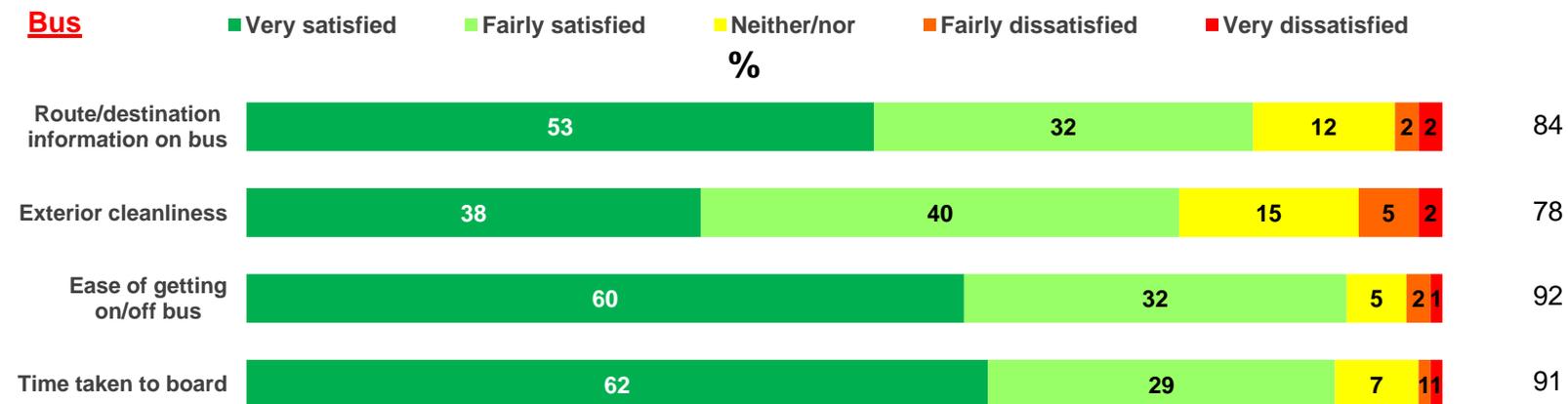
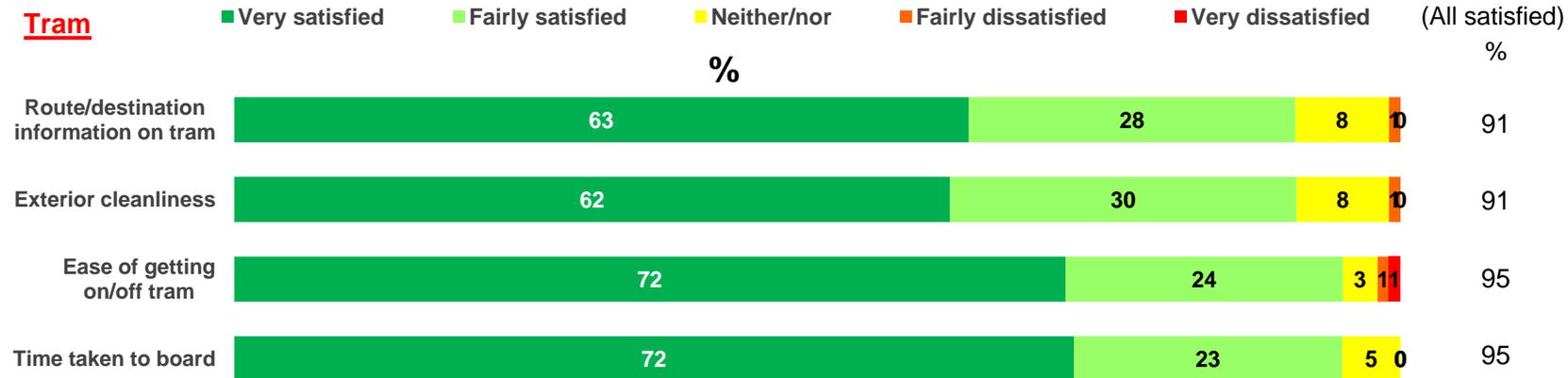
### Bus



Q. If you did not check to find out when the tram/bus was meant to arrive, why was this?  
Base (all not checking tram arrival information): 389, 579

# Satisfaction – with start of journey

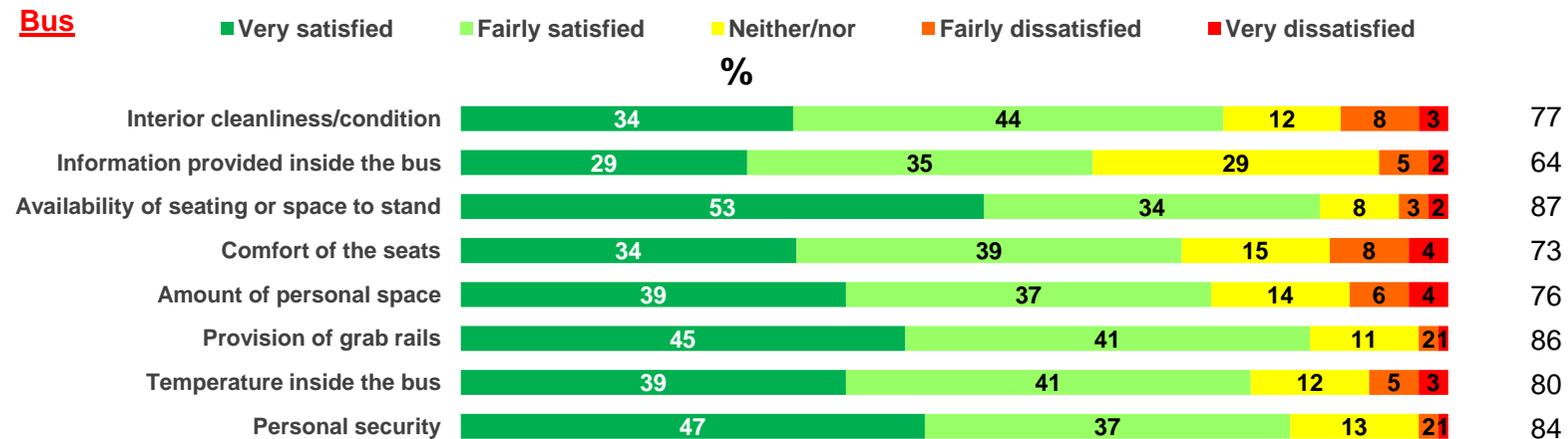
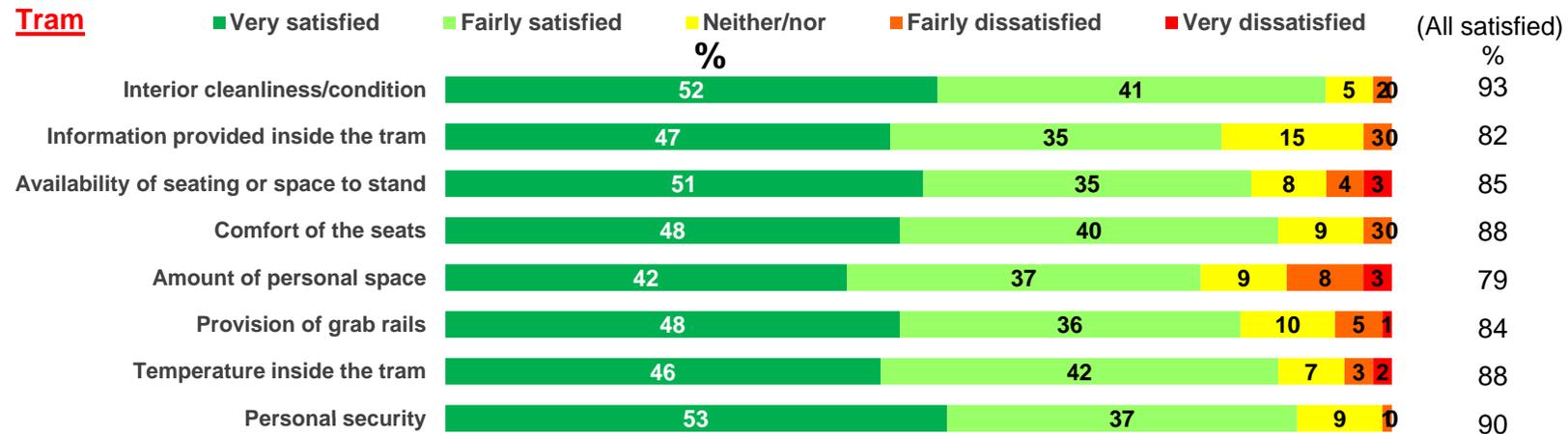
## Tram Passenger Survey – Sheffield Supertram



Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:  
 Base (all passengers): 728, 1694

# Satisfaction – on the tram/bus

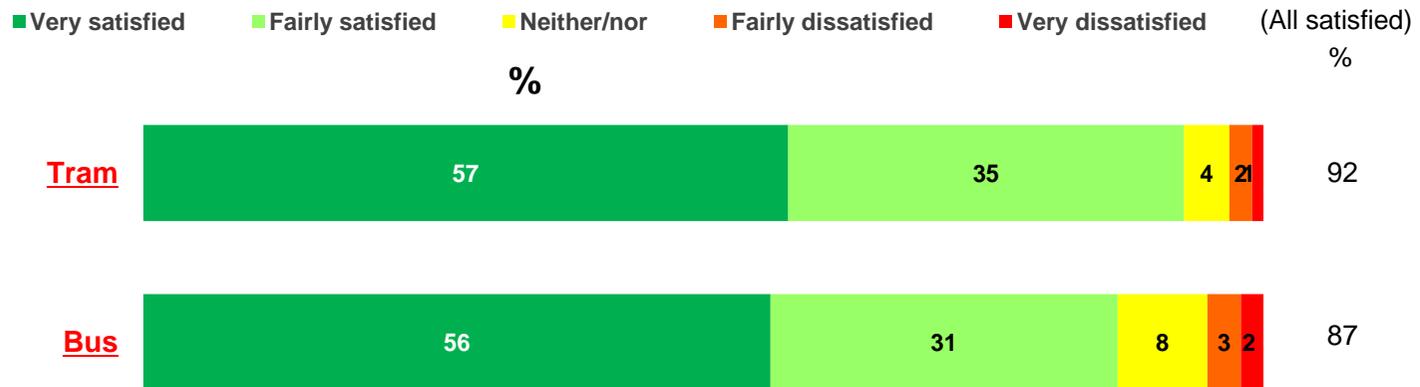
## Tram Passenger Survey – Sheffield Supertram



Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:  
 Base (all passengers): 726, 1716

# Satisfaction – with on-vehicle journey time

## Tram Passenger Survey – Sheffield Supertram

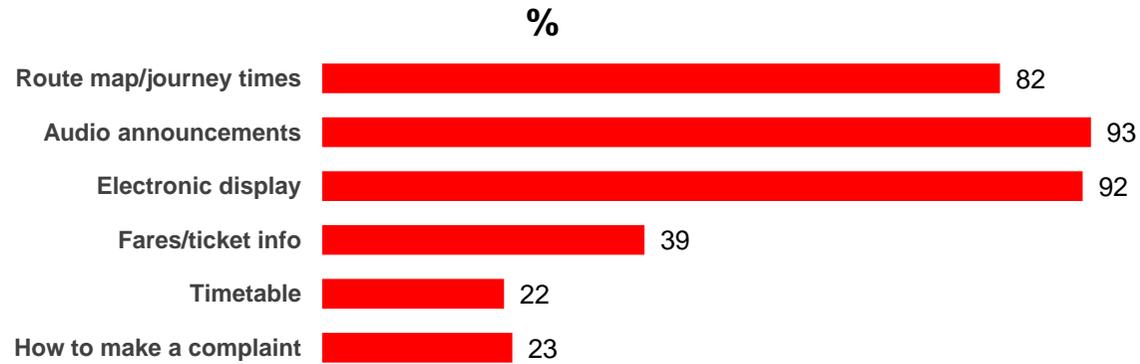


Q. How satisfied were you with the amount of time your journey on the tram/bus took?  
Base (all passengers): 726, 1754

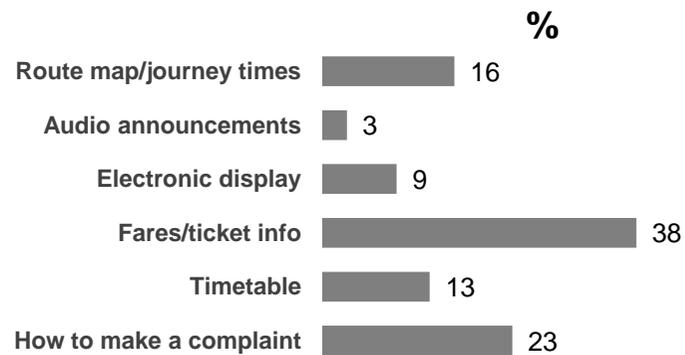
# Availability of information inside the tram/bus

## Tram Passenger Survey – Sheffield Supertram

### Tram



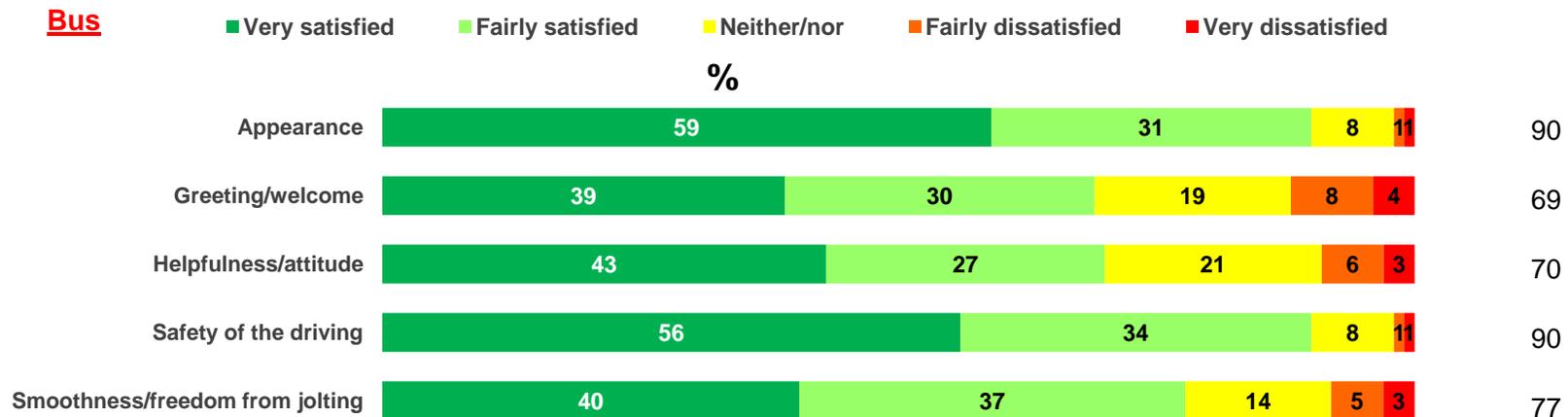
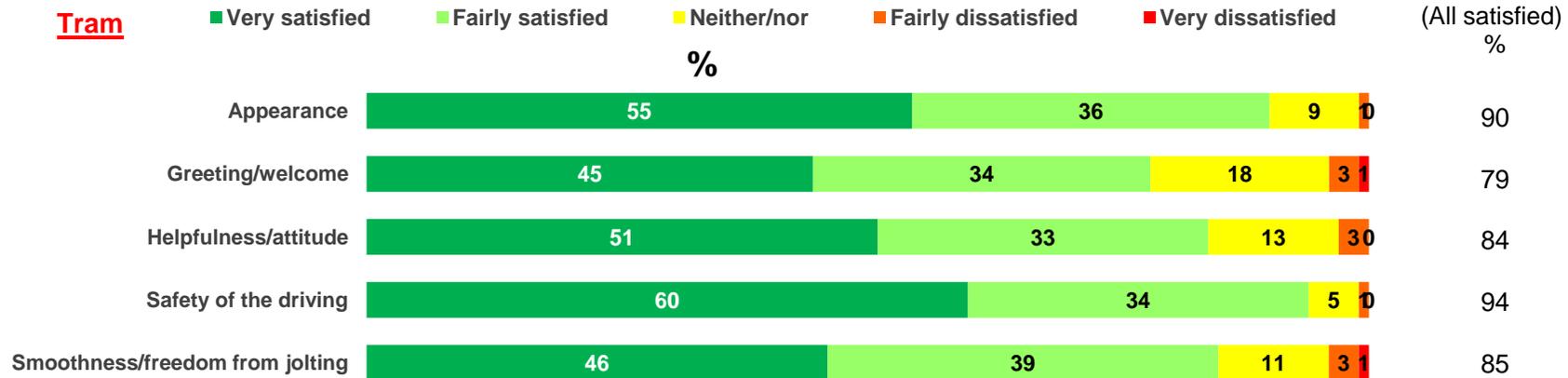
### Bus



Q. Were any of these items of information present on the tram/bus?  
Base (all passengers): 712, 1235

# Satisfaction – with tram staff/bus driver

## Tram Passenger Survey – Sheffield Supertram



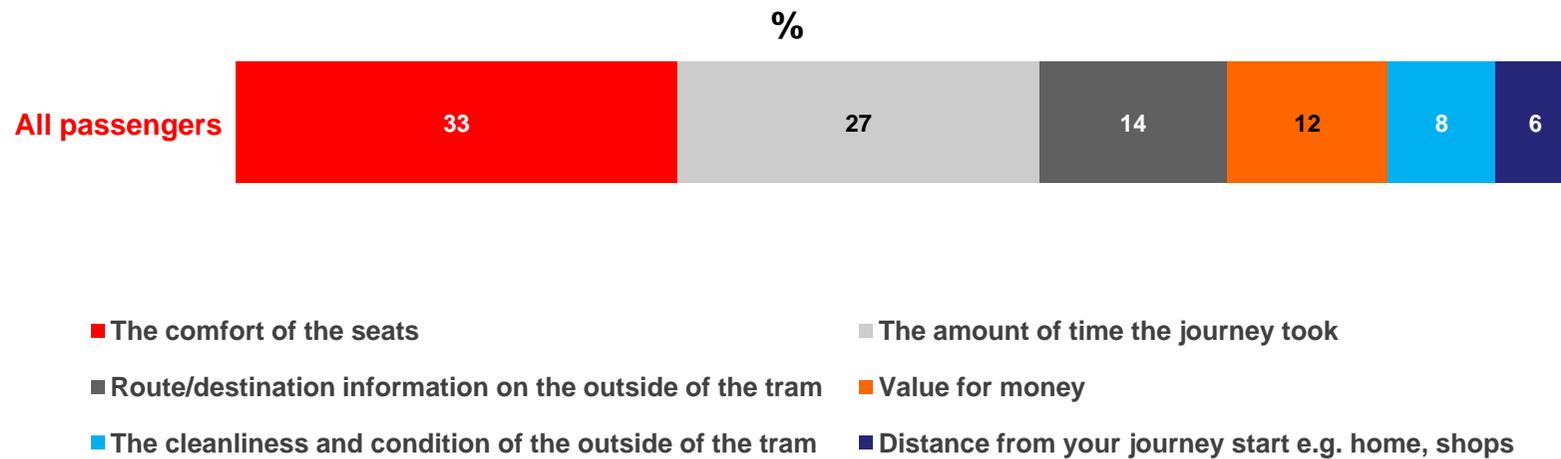
TPS: Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:

BPS: Q. Thinking about the driver, please indicate how satisfied you were with the following:

Base (all passengers): 724, 1632

# Key factors that drive passengers to be very satisfied

## Tram Passenger Survey – Sheffield Supertram



The key driver analysis uses Multiple Linear Regression and is performed in two stages. First, the drivers of satisfaction are identified. Satisfied passengers are defined as those who are either very or fairly satisfied with their journey. Once the drivers of satisfaction have been determined, the non-satisfied (very dissatisfied, fairly dissatisfied and neither/nor respondents) are removed, and a new regression analysis is run to determine which factors drive people to be very satisfied (rather than fairly or very satisfied).

The key drivers displayed above are those that drive passengers to be very satisfied.

Please refer to the TPS technical report for a full explanation.

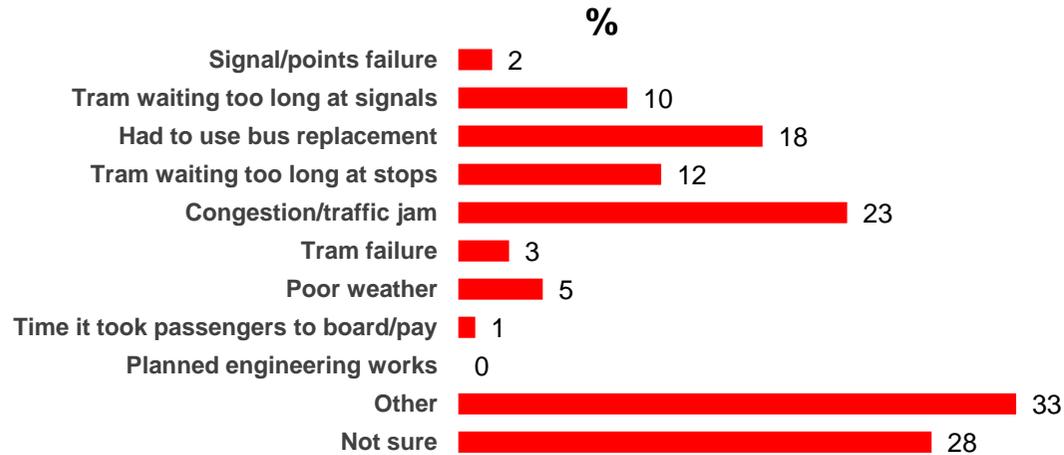
Base (all fare paying passengers): 514

# Experience of delays

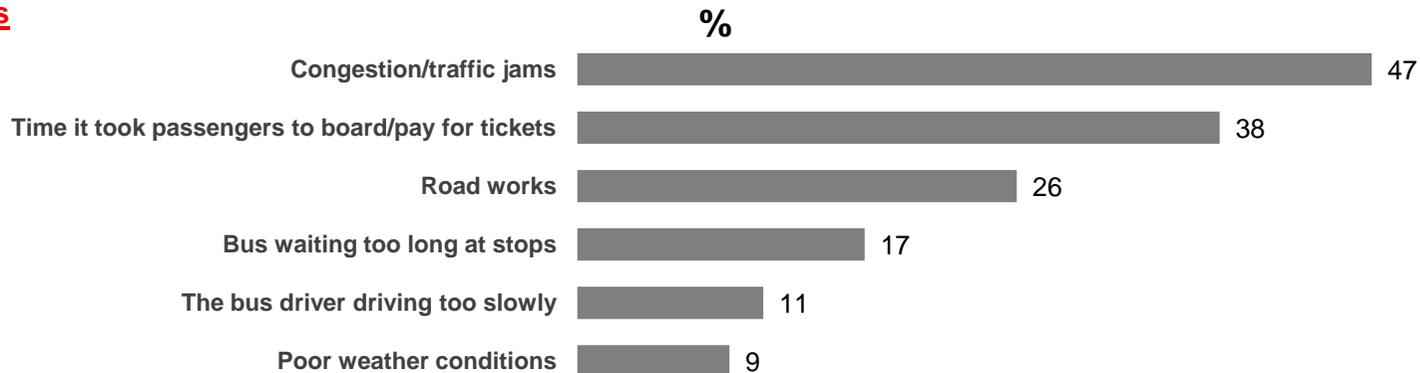
## Tram Passenger Survey – Sheffield Supertram

8 percent of Sheffield Supertram passengers experienced a delay. Typical length of delay was 5 minutes

### Tram



### Bus

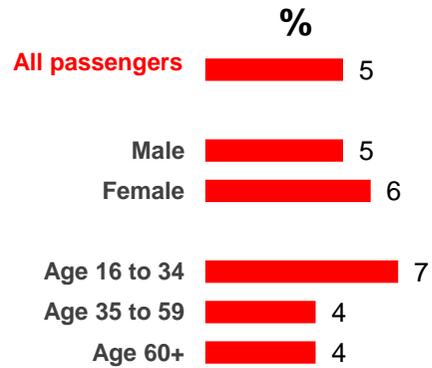


TPS: Q. Why was your journey delayed? BPS: Q. Was the length of your journey affected by any of the following? (More than one response permissible)  
 Base (all experiencing a delay): 47, 680 **caution small base**

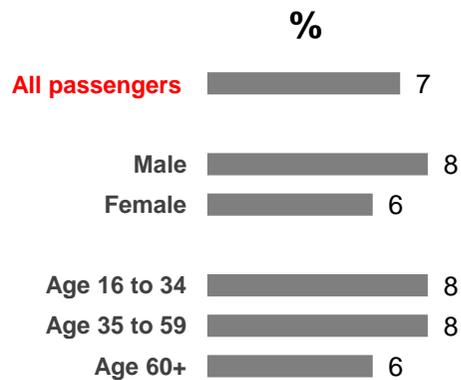
# Worry or concern at other passengers' behaviour

## Tram Passenger Survey – Sheffield Supertram

### Tram



### Bus

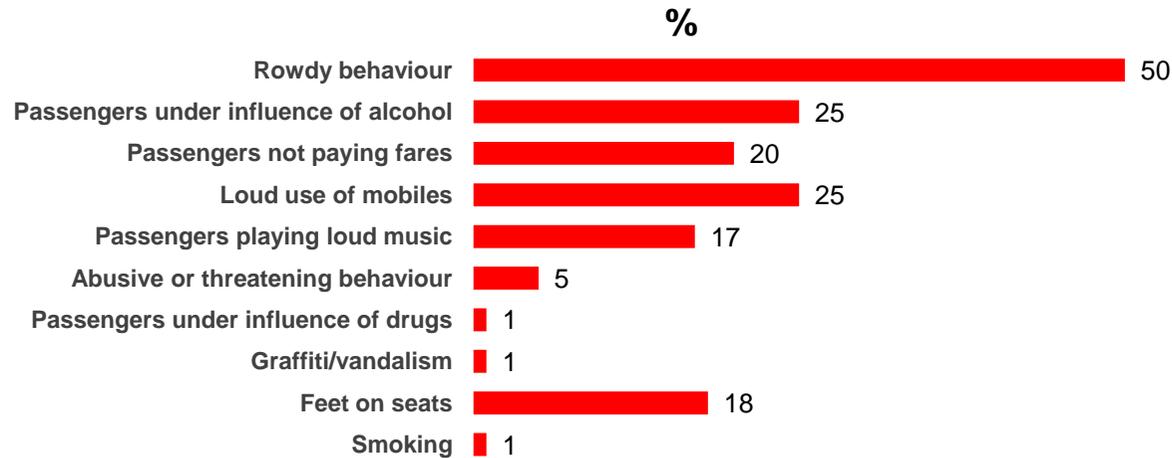


Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?  
Base (all passengers): 726, 1748

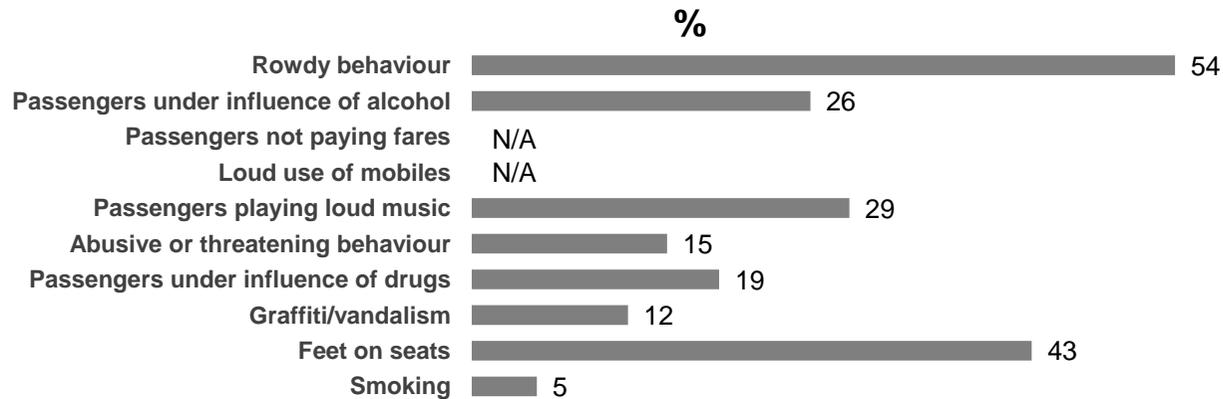
# Types of worrying/concerning behaviour

## Tram Passenger Survey – Sheffield Supertram

### Tram



### Bus

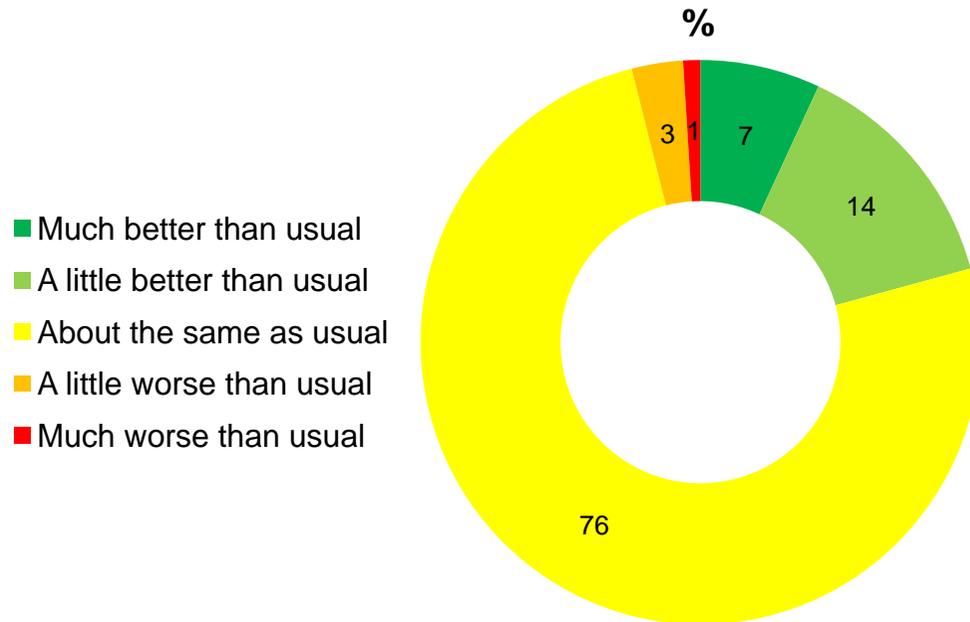


Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?

Base (all experiencing worrying/concerning behaviour): 31, 97 **caution small base**

# Whether journey was better or worse than usual

## Tram Passenger Survey – Sheffield Supertram

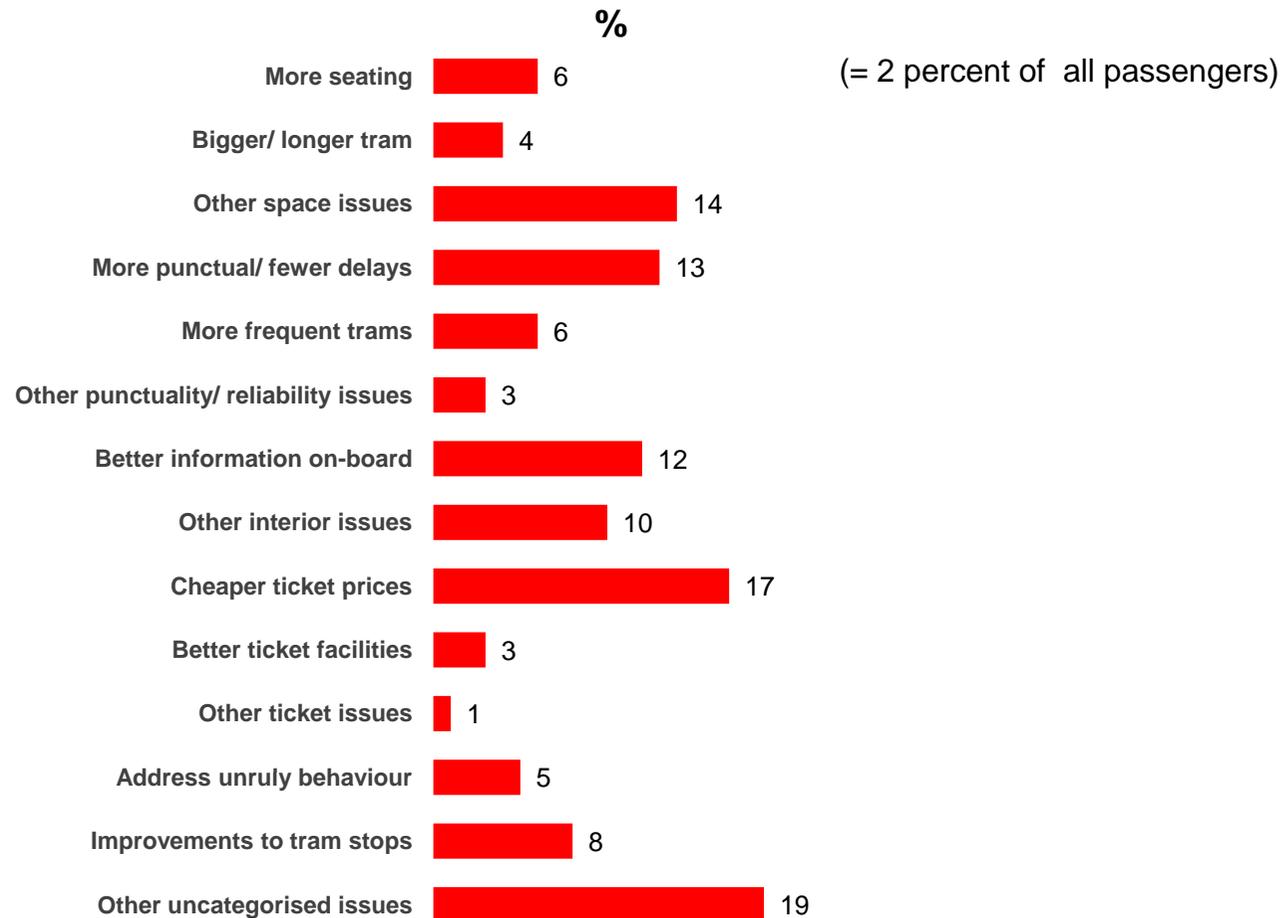


Q. If you have used the tram before, how typical would you say today's experience was?  
Base (all previously using a tram): 716

# Suggested improvements spontaneously mentioned by passengers

## Tram Passenger Survey – Sheffield Supertram

71 percent of passengers could think of no improvement suggestions to make.  
Of the 29 percent who did, their suggestions are shown below



Q. If something could have been improved on your tram journey today, what would it have been?  
Base (all passengers suggesting an improvement): 190

# Suggested improvements to the Supertram service – passenger verbatims

## Tram Passenger Survey – Sheffield Supertram

Perhaps more information at the tram stop as to when the next tram is arriving, or if there is going to be a delay. It would have been good to have an electronic board or something at the stop to tell you if there was going to be a delay or like bus stops showing when the next tram is due.

I would like to be able to swipe my travel pass as I get on the tram instead of showing it to the conductor. I would like to have a real-time electronic display at the tram stop of when the tram was due/how many minutes away it is.

PLEASE, PLEASE, can there be a warning system set-up at tram stops to warn users of delays so we can make alternative arrangements.

The seating plan is rubbish, and one end of the tram all seats should be removed and barriers/things to lean on. This will make it easier for standing passengers and people with push chairs etc. I would also ask that people at stops keep the door area clear so people can get off first and that people do not stand in the doorway during journey - though they only do this because there is not decent standing zones.

Temperature of the tram, weather temperature has dropped in the last week, some trams do not have adequate heating at times when I have been traveling.

A student discount on day rider for uni students would be nice.

The trams often depart as the link bus arrives. Could be better syncing of link bus arrival and tram departure. It's especially annoying on cold wet days.

Staff could be a little more cheery. There are a few that are but more that are particularly grumpy and never smile. Prices could be structured better based on the length of the journey. It's £1.50 and then £2.20 but nothing in between. If you need to go 3 stops, you are not going to pay £1.50. Its £2.20 to get into town which is more expensive than the bus in to town which is £1.50.

# Key differences between the Blue/Purple and Yellow lines

## Tram Passenger Survey – Sheffield Supertram

- There was a younger passenger profile on the Yellow line: 55 percent were aged 16-24 compared to 43 percent on the Blue/Purple line
- Overall satisfaction was higher on the Blue/Purple line: 96 percent of passengers were satisfied with their journey overall, compared to 92 percent on the Yellow line
- Where there was a difference between the lines on any aspect of the journey, the Yellow line was rated lower. Satisfaction scores will likely have been affected by the younger profile, as this group tends to give lower satisfaction scores. Features that scored particularly poorly were:

	Blue/Purple lines	Yellow line
The greeting/welcome from tram staff	86	73
The helpfulness and attitude of staff	89	81
The appearance of staff	95	87
The comfort of the seats	93	84
The smoothness of the journey	90	81
Personal security on the tram	94	87
Amount of personal space on board	83	77

Base (all passengers): Blue/Purple: 366, Yellow: 366



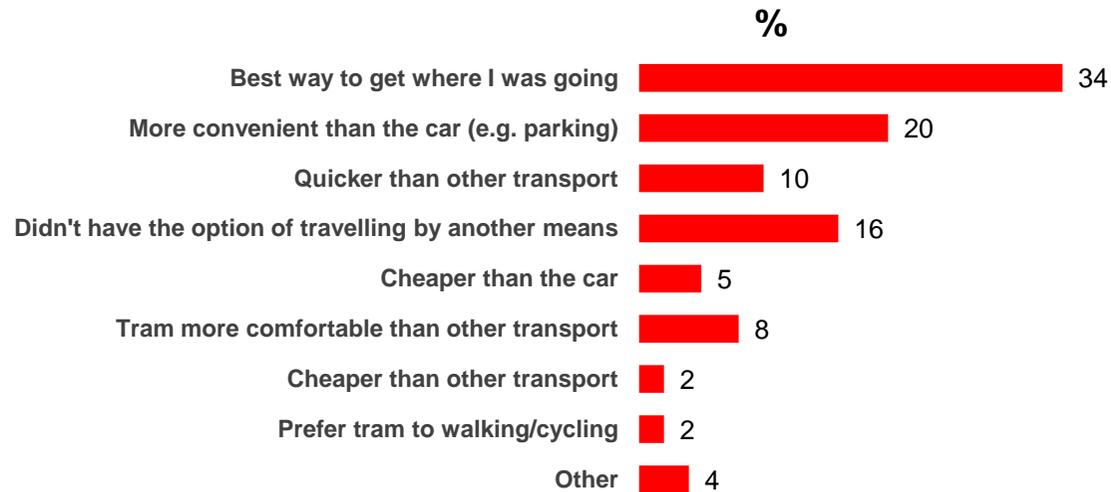
## Tram Passenger Survey (TPS) – Sheffield Supertram

### Tram usage

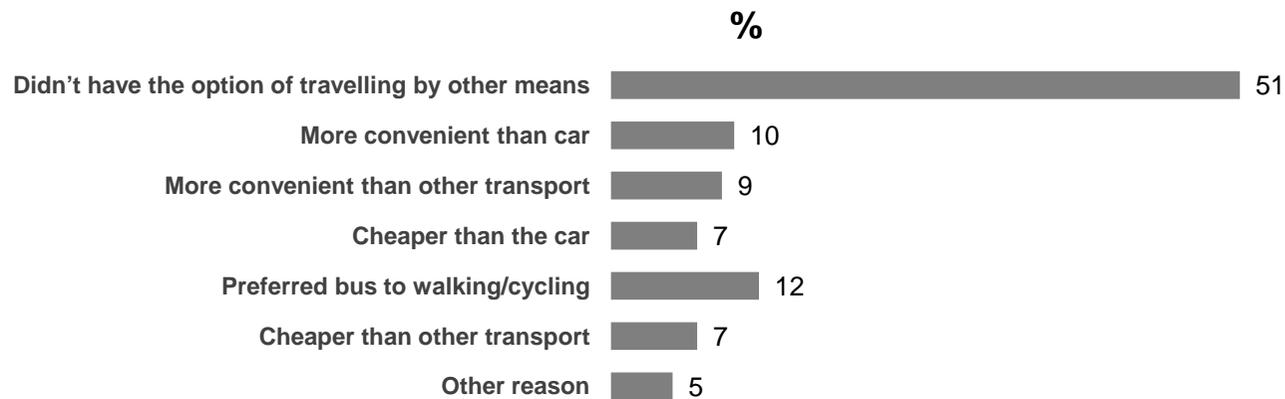
# Reasons for choosing the tram/bus

## Tram Passenger Survey – Sheffield Supertram

### Tram



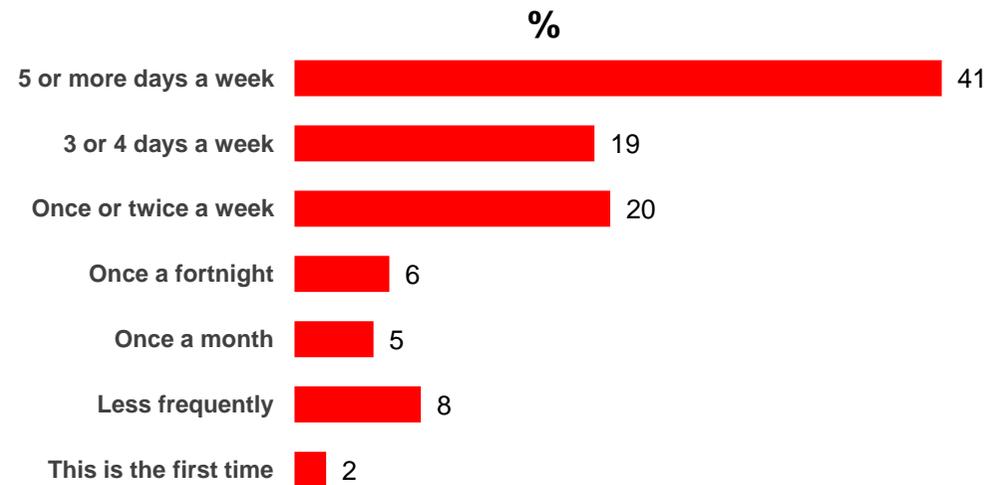
### Bus



Q. What was the main reason you chose to take the tram/bus for this journey?  
Base (all passengers): 725, 1688

# Frequency of using Sheffield Supertram

## Tram Passenger Survey – Sheffield Supertram

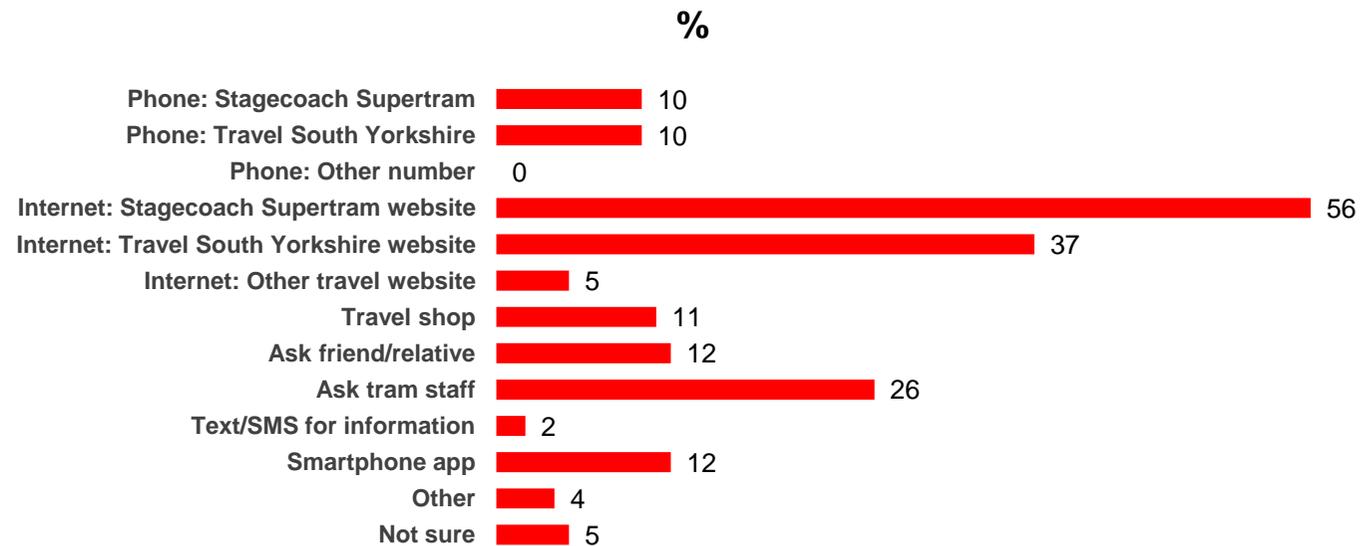


Q. How often do you typically travel by tram?  
Base (all passengers): 730

# Sources for tram information

## Tram Passenger Survey – Sheffield Supertram

### Tram



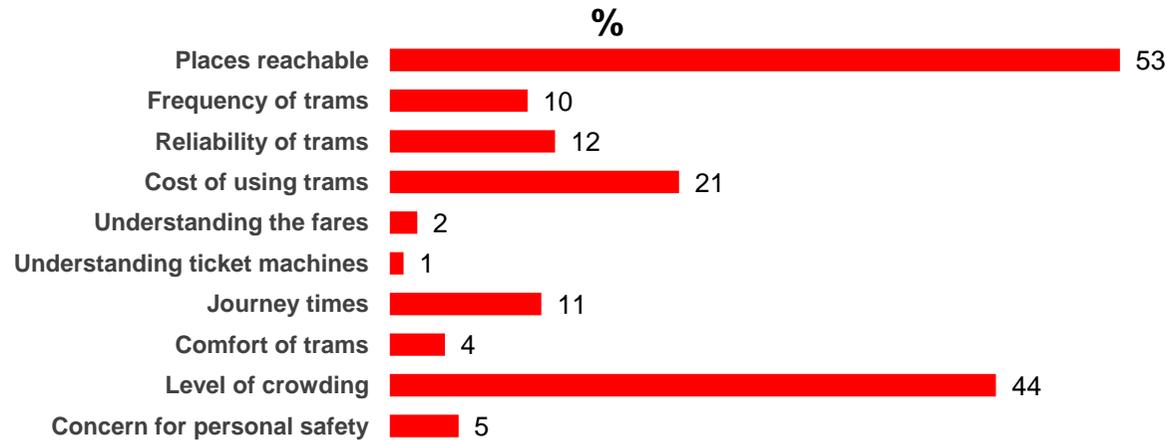
Q. If you needed information about your local tram services, e.g. times, fares, where would you obtain that information?

Base (all passengers): 715

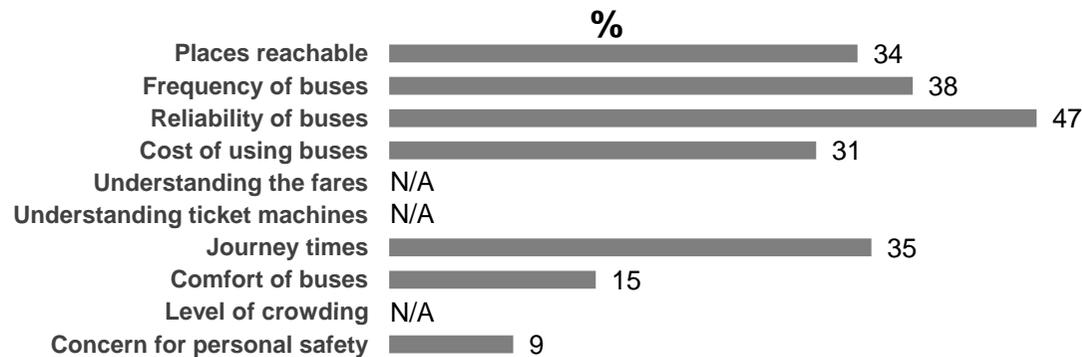
# Factors preventing more journeys being made

## Tram Passenger Survey – Sheffield Supertram

### Tram



### Bus

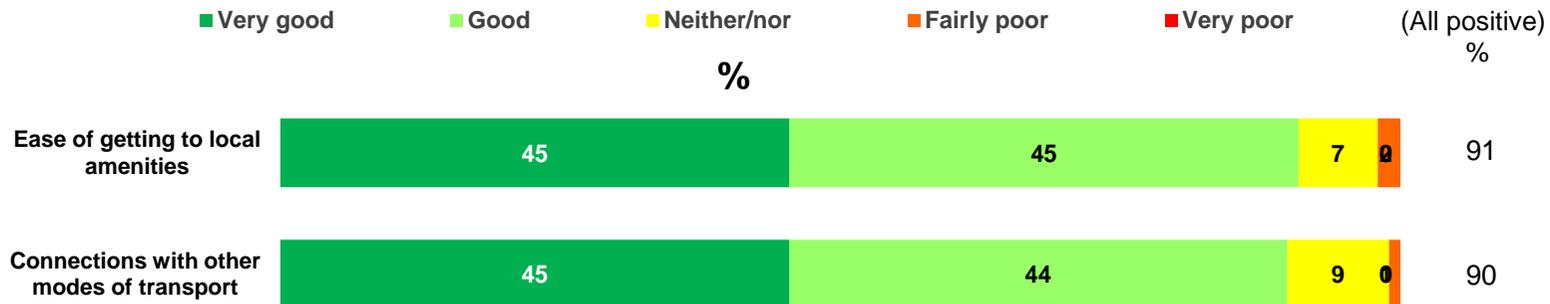
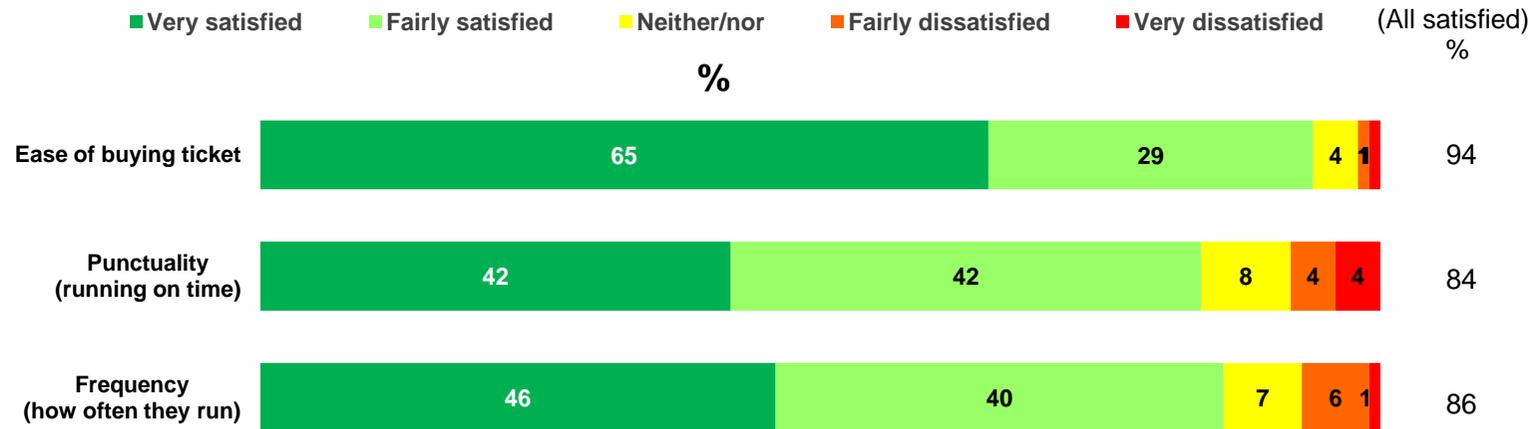


Q. Have any of the following frequently stopped you making journeys by tram/bus? (More than one answer permissible)

Base (all passengers): 436, 1045

# Satisfaction – with trams generally

## Tram Passenger Survey – Sheffield Supertram



Q: How would you rate your local tram services for the following:  
 Q: And how satisfied are you overall with tram services for the following:  
 Base (all passengers): 712

## Tram Passenger Survey (TPS) – Sheffield Supertram

### Passenger and journey details

# Passenger profile

## Tram Passenger Survey – Sheffield Supertram

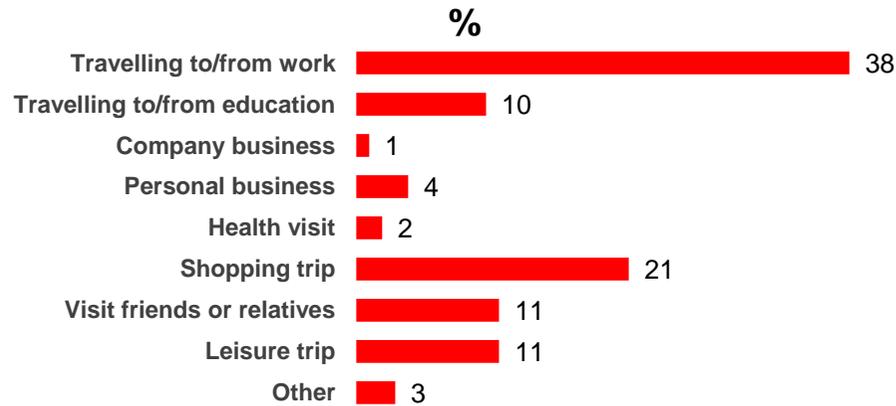
	Tram	Bus	Train
<b>Age</b>	%	%	%
16-34	50	42	23
35-59	29	28	35
Over 60	21	30	39
<b>Access to private transport</b>			
Easy	33	17	N/A
Moderate	34	9	N/A
Limited/none	34	74	N/A
<b>Has a disability</b>			
Yes	12	27	14
<b>Ticket type</b>			
Free pass holders	20	32	N/A
Fare-payers	76	59	N/A

Base (all passengers): 732, 1714, 139

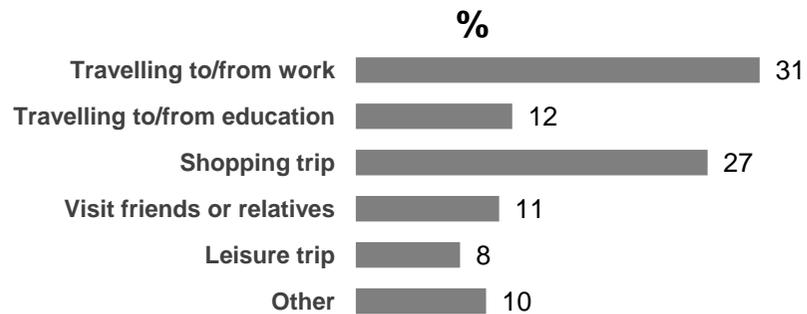
# Journey purpose (1)

## Tram Passenger Survey – Sheffield Supertram

### Tram



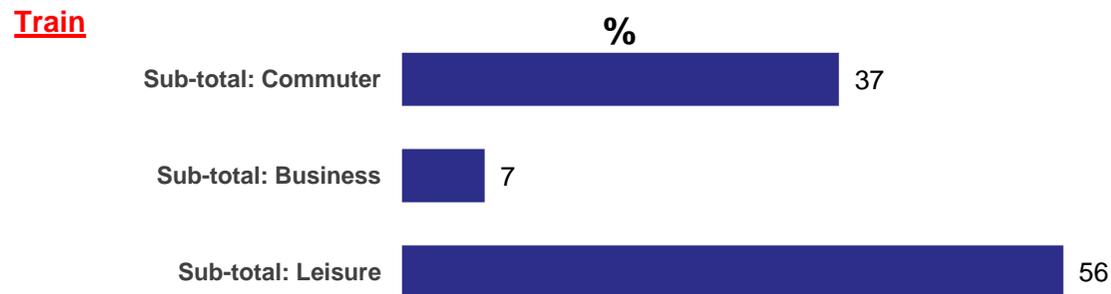
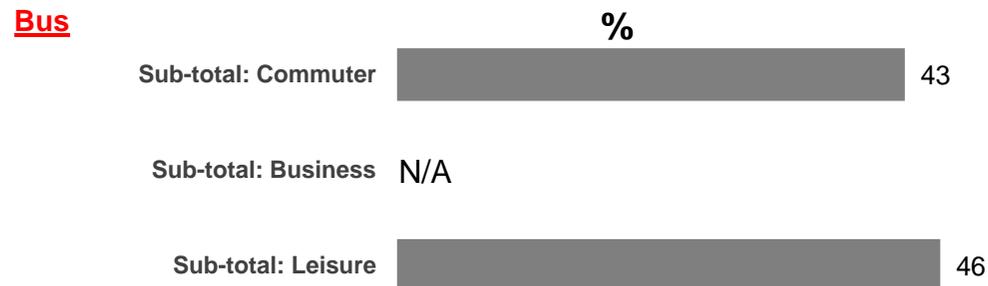
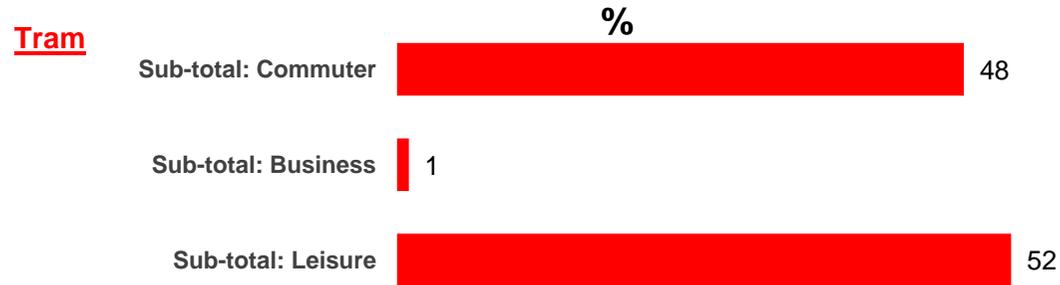
### Bus



Q. What is the main purpose of your tram/bus journey today?  
Base (all passengers): 724, 1706

# Journey purpose (2)

## Tram Passenger Survey – Sheffield Supertram

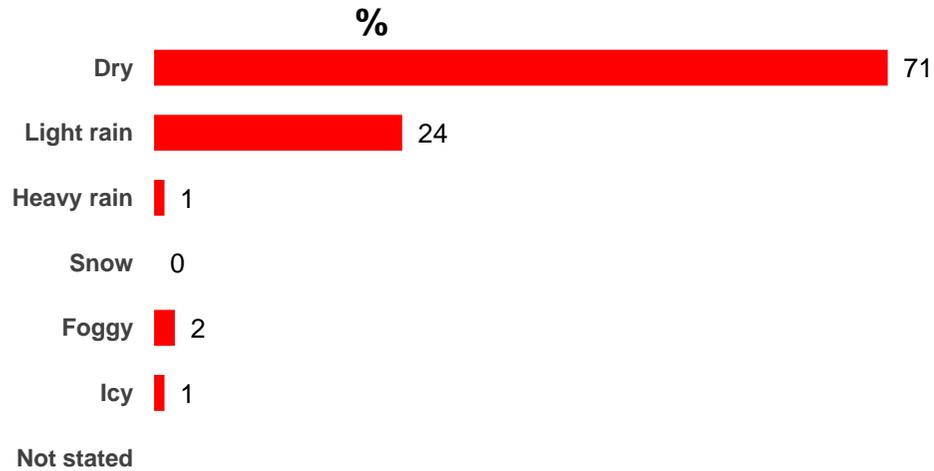


Q. What is the main purpose of your tram/bus/train journey today?  
Base (all passengers): 724, 1706, 139

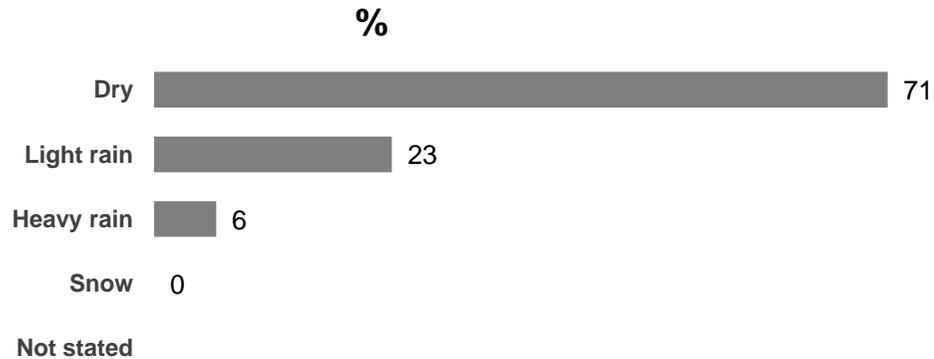
# Weather conditions when journey made

## Tram Passenger Survey – Sheffield Supertram

### Tram



### Bus

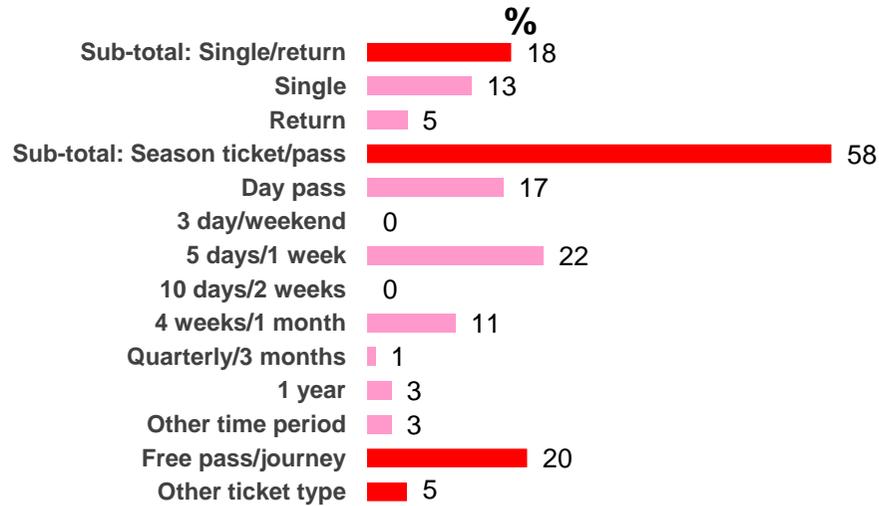


Q. What was the weather like when you made your journey ?  
Base (all passengers): 725, 1720

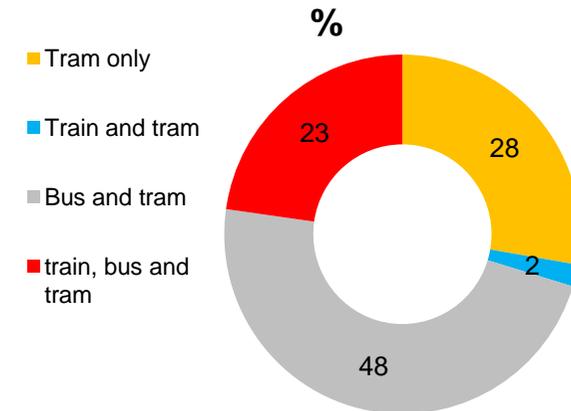
# Ticket type and modes of transport permitted

## Tram Passenger Survey – Sheffield Supertram

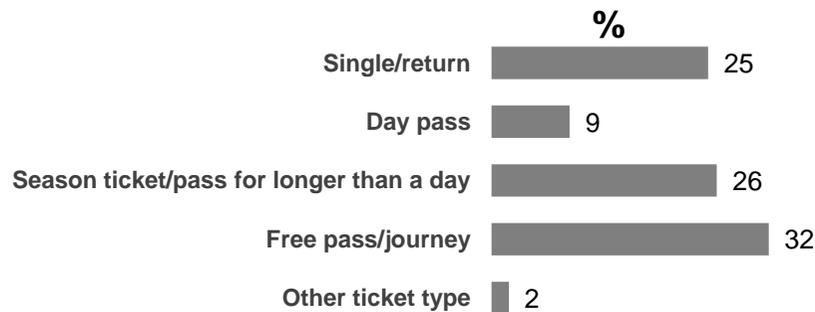
### Tram



### Modes of travel ticket allows



### Bus



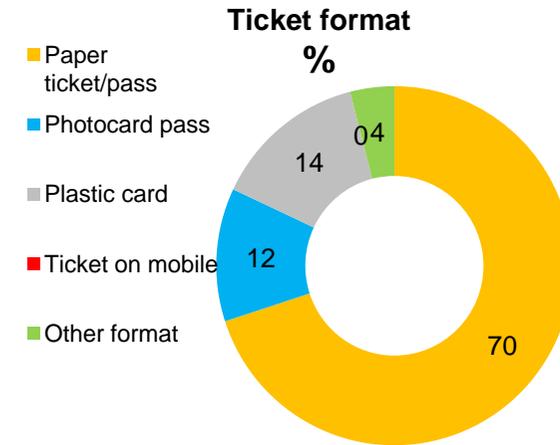
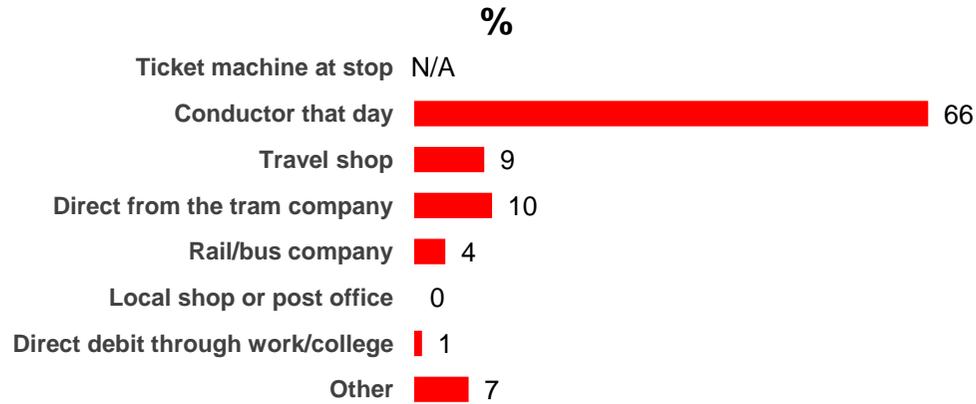
Q. What type of ticket/pass did you use for this tram/bus journey today?  
Base (all passengers): 729, 1745

Q. What modes of transport does your ticket allow you to travel on?  
Base (all passengers): 714

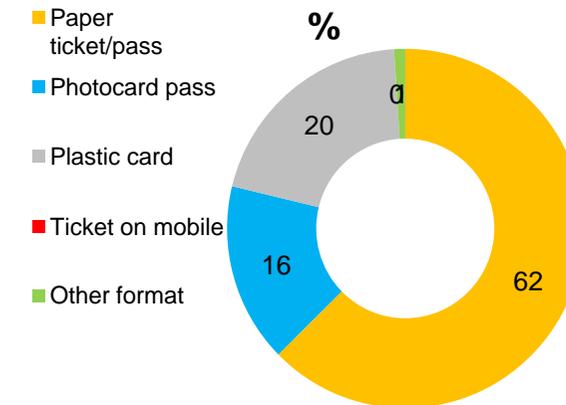
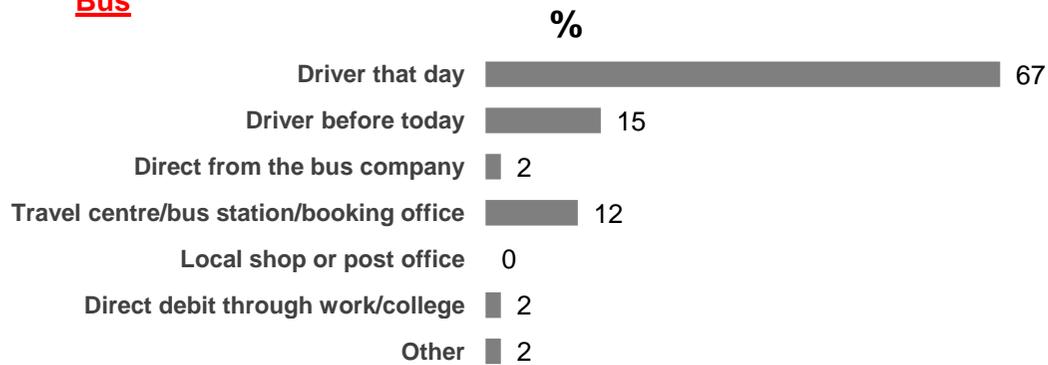
# Method of buying ticket and ticket format

## Tram Passenger Survey – Sheffield Supertram

### Tram



### Bus

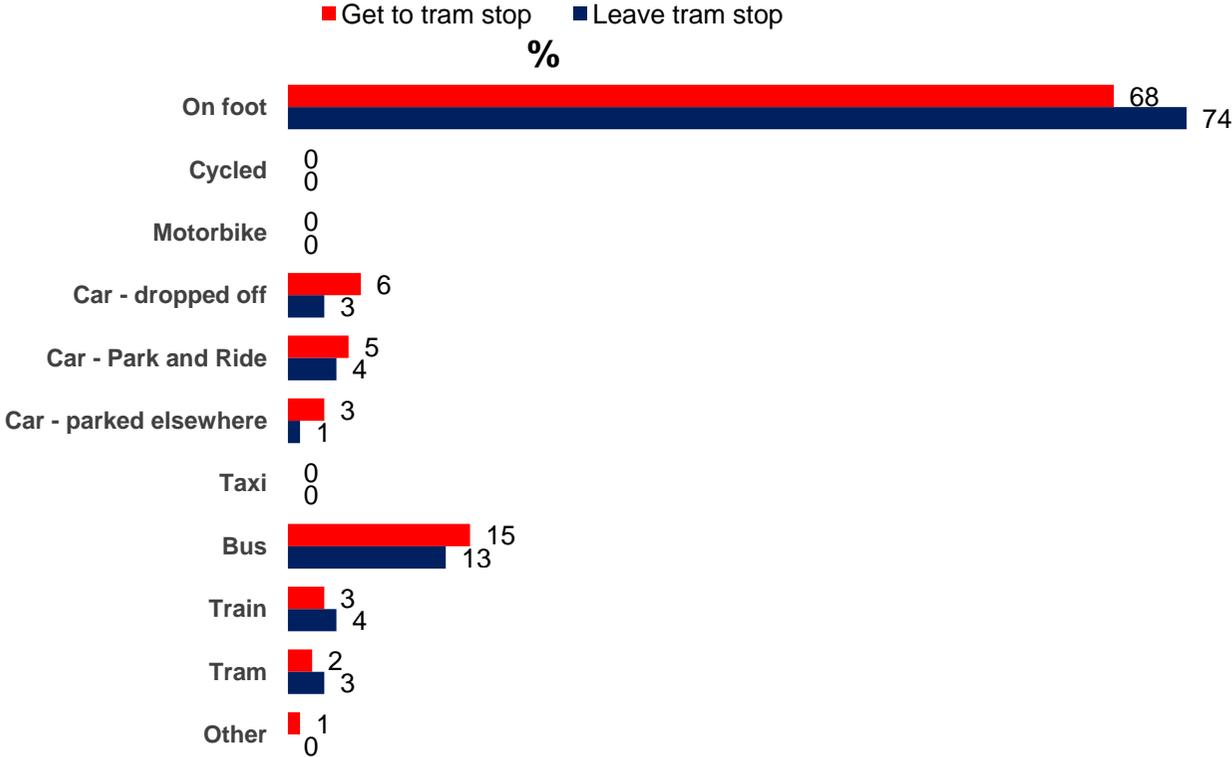


Q. How did you buy that ticket or pass?  
Base (all fare paying passengers): 511, 788

Q. In what format was your ticket?  
Base (all passengers): 713, 1643

# How got to and from the tram stop

## Tram Passenger Survey – Sheffield Supertram



Q: How did you get to/from the tram stop where you boarded/left the tram today?  
Base (all passengers): 727

# Sheffield Supertram stops used by passengers surveyed

## Tram Passenger Survey – Sheffield Supertram

58 percent of passengers were on an outward journey, 38 percent on a return and 4 percent on a one-way trip

87 percent of passengers had a seat for their whole journey. 3 percent said they had to stand but would have liked a seat

Boarding	%
• Middlewood	14
• Meadowhall Interchange	13
• Cathedral	9
• University of Sheffield	6
• Hillsborough Interchange	5
• Malin Bridge	5
• Castle Square	4

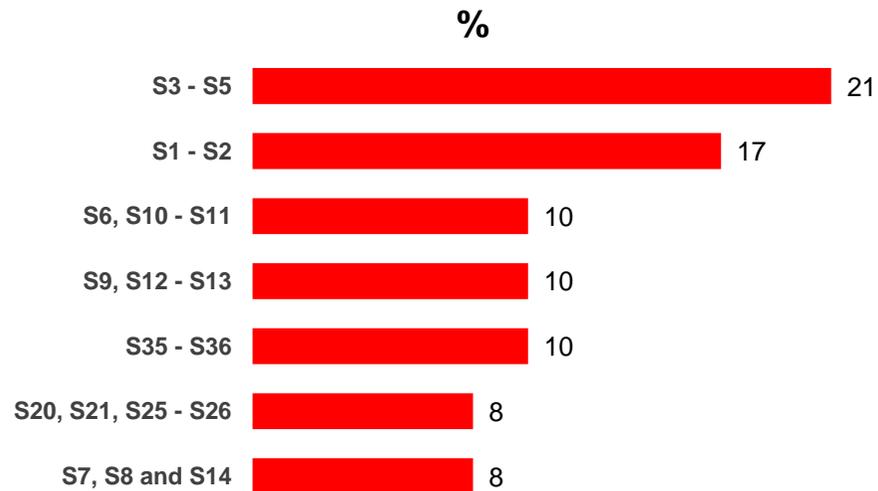
Alighting	%
• Cathedral	13
• Meadowhall Interchange	9
• University of Sheffield	9
• Sheffield Station/Sheffield Hallam University	7
• Hillsborough Interchange	5
• Fitzalan Square/Ponds Forge	5
• Castle Square	5
• West Street	5

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): 732

# Where Sheffield Supertram passengers live – by postcode

## Tram Passenger Survey – Sheffield Supertram



Q: What is your postcode?

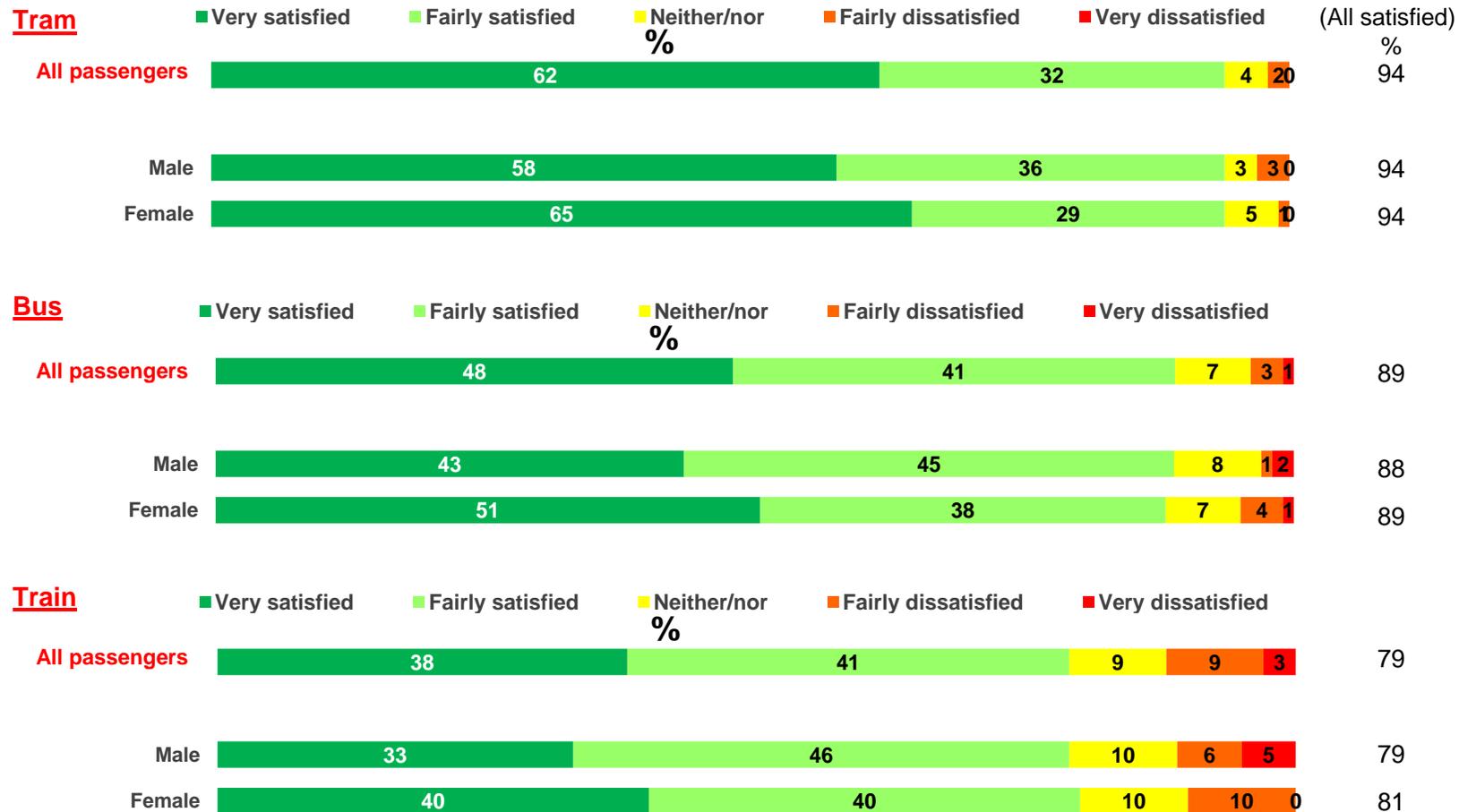
Base (all passengers): 671

## Tram Passenger Survey (TPS) – Sheffield Supertram

Appendix 1 – Selected journey satisfaction comparisons  
between tram (TPS), bus (BPS) and train (NRPS)

# Overall satisfaction – by gender

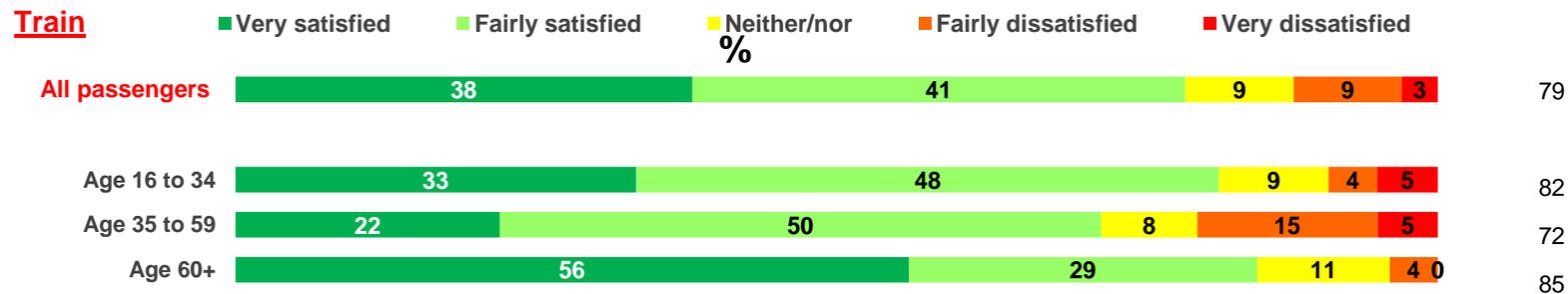
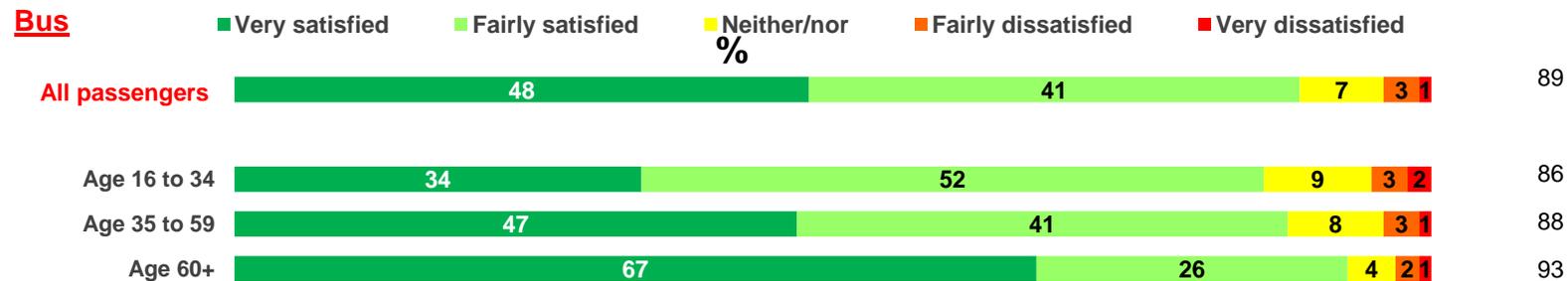
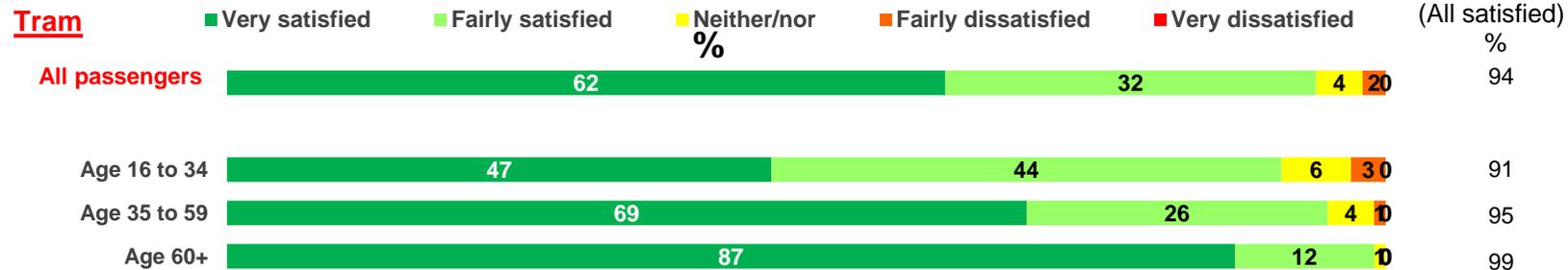
## Tram Passenger Survey – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey?  
 Base (all passengers): 726, 1721, 136

# Overall satisfaction – by age

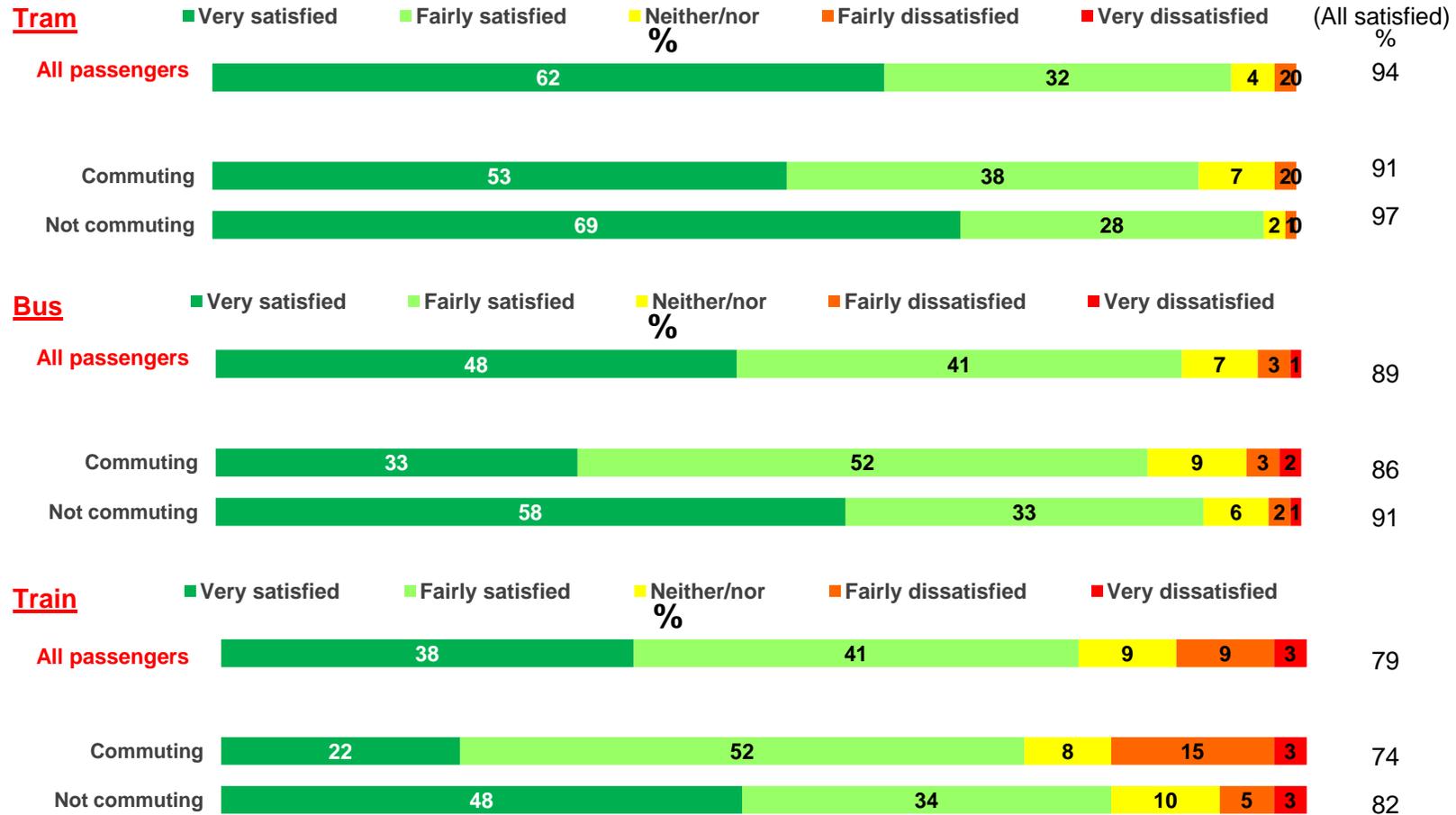
## Tram Passenger Survey – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey?  
 Base (all passengers): 726, 1721, 136

# Overall satisfaction – by passenger type

## Tram Passenger Survey – Sheffield Supertram

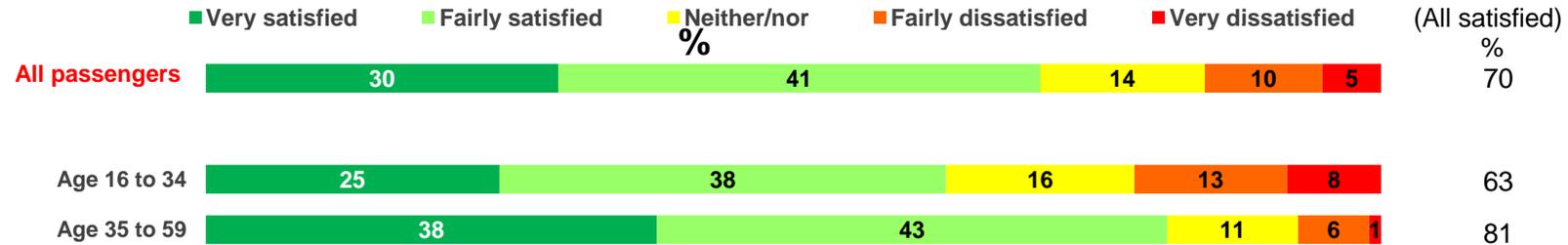


Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey?  
 Base (all passengers): 726, 1721, 136

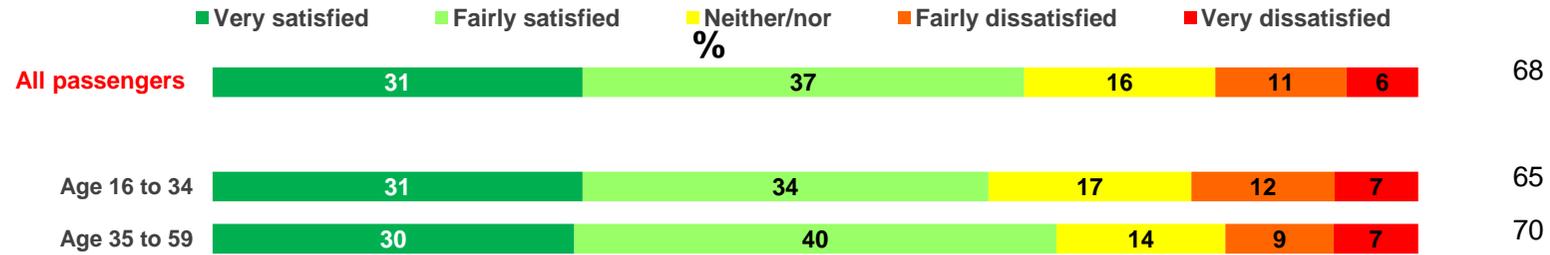
# Value for money – by age

## Tram Passenger Survey – Sheffield Supertram

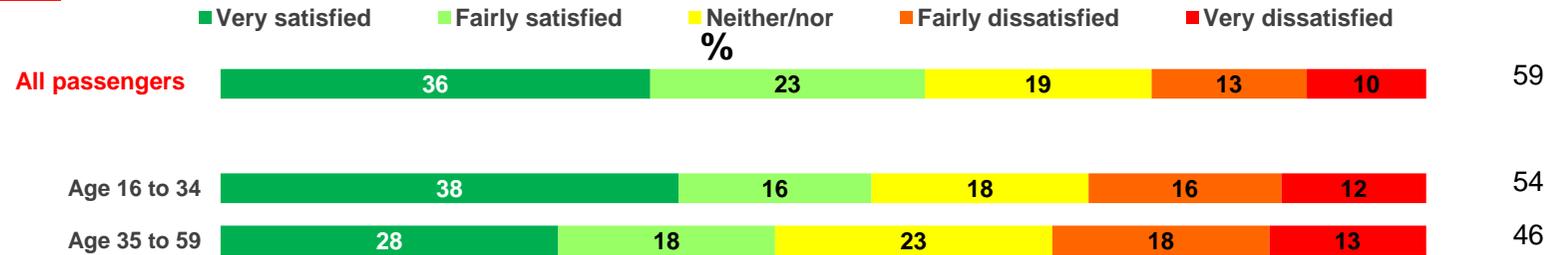
### Tram (fare-payers only)



### Bus (fare-payers only)



### Train

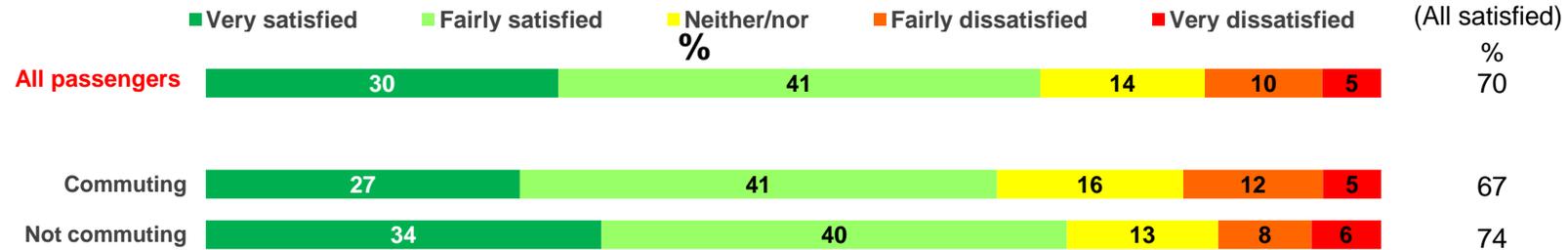


Q. How satisfied were you with the value for money of your journey?  
 Base (all fare paying passengers): 494, 831, 109

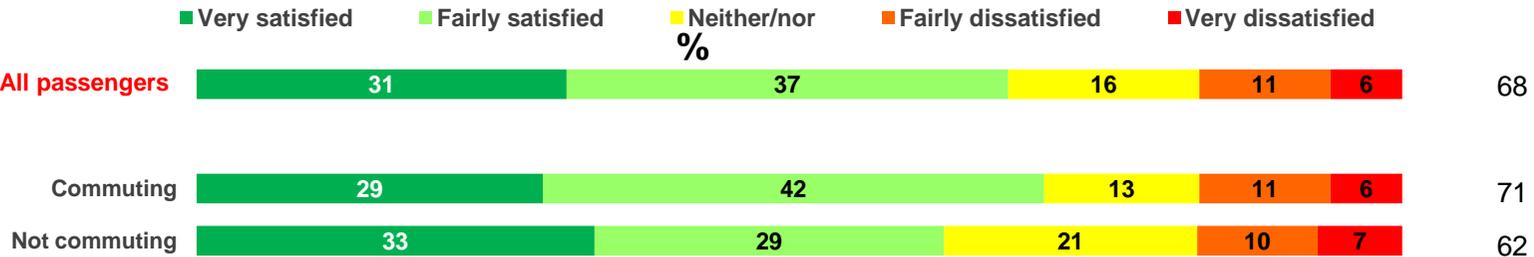
# Value for money – by passenger type

## Tram Passenger Survey – Sheffield Supertram

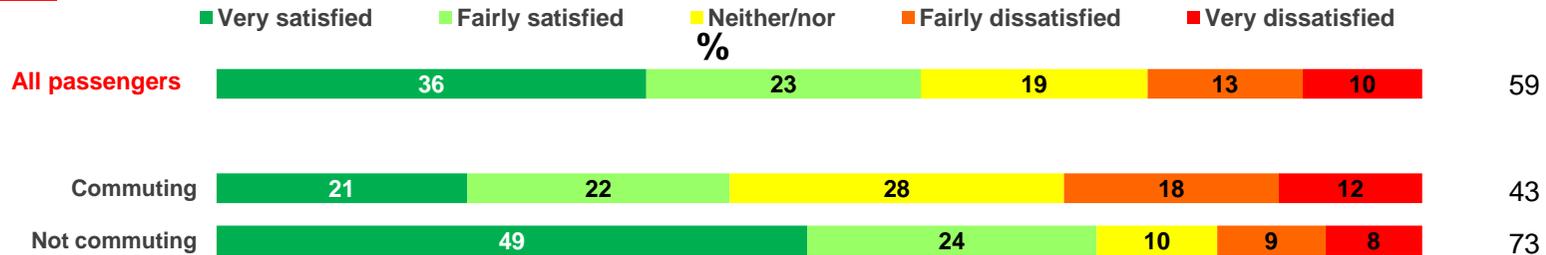
### Tram (fare-payers only)



### Bus (fare-payers only)



### Train

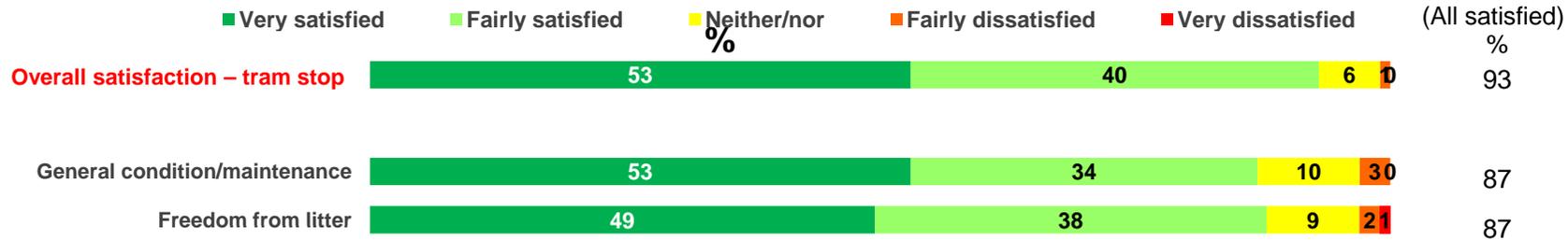


Q. How satisfied were you with the value for money of your journey?  
 Base (all fare paying passengers): 494, 831, 109

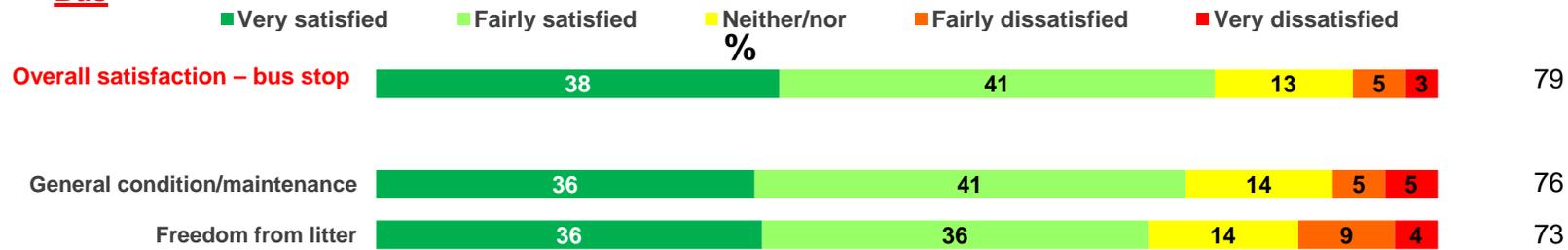
# Satisfaction – with the tram/bus stop/train station (1)

## Tram Passenger Survey – Sheffield Supertram

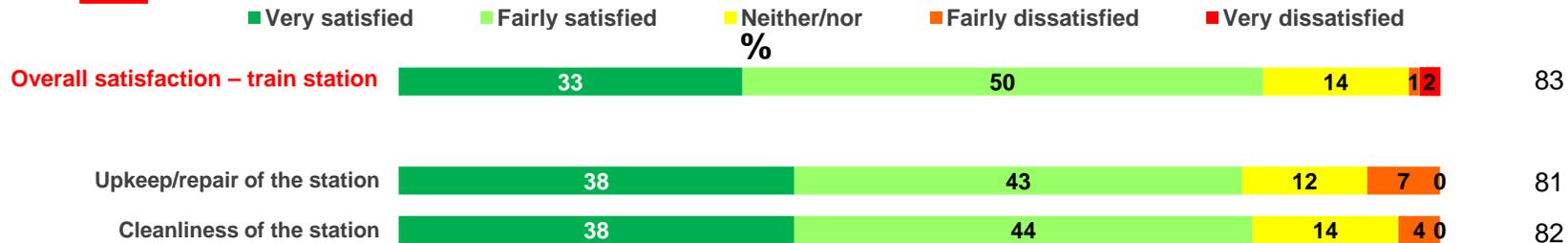
### Tram



### Bus



### Train

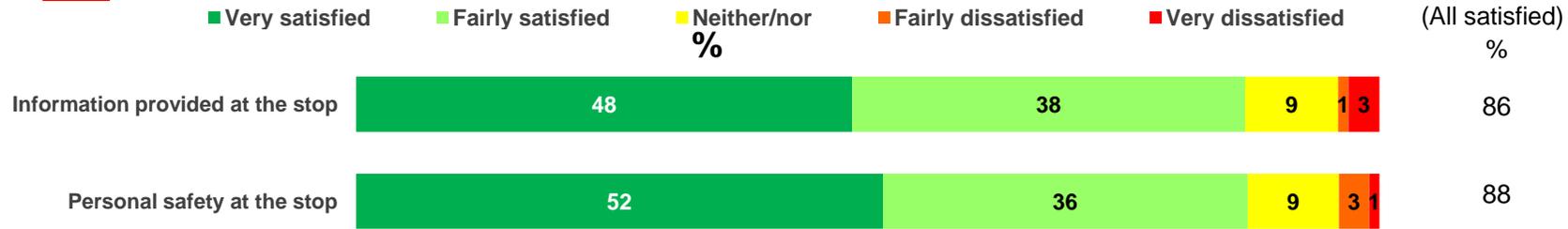


Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the bus/tram/train stop/station?  
 Base (all passengers): 722, 1701, 136

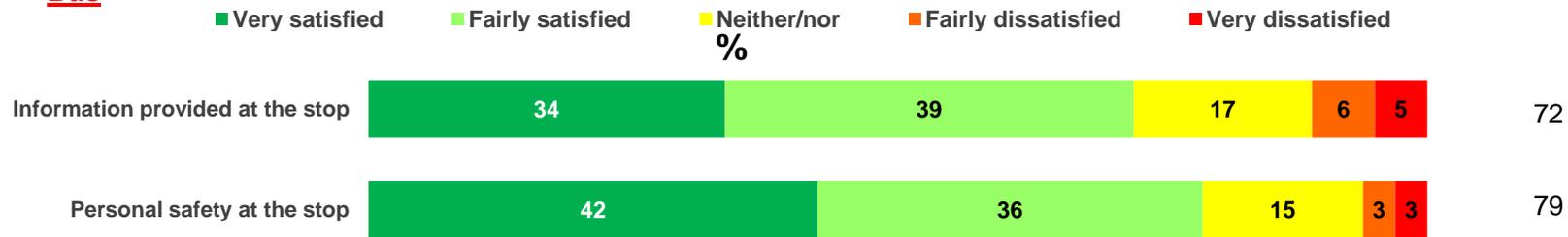
# Satisfaction – with the tram/bus stop/train station (2)

## Tram Passenger Survey – Sheffield Supertram

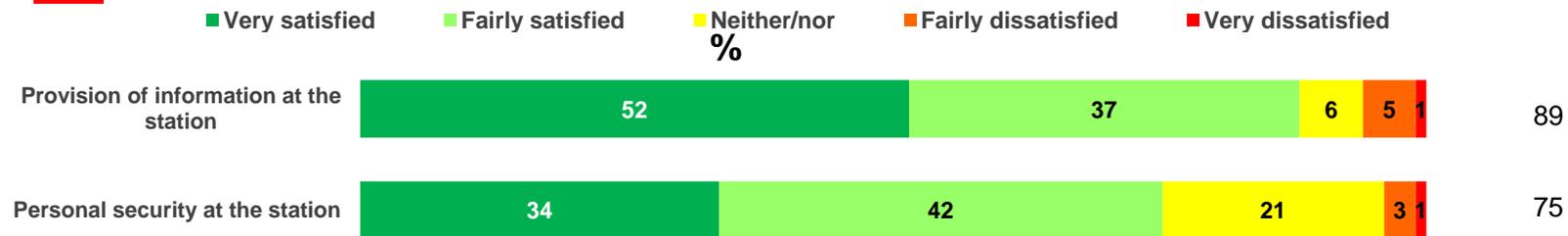
### Tram



### Bus



### Train

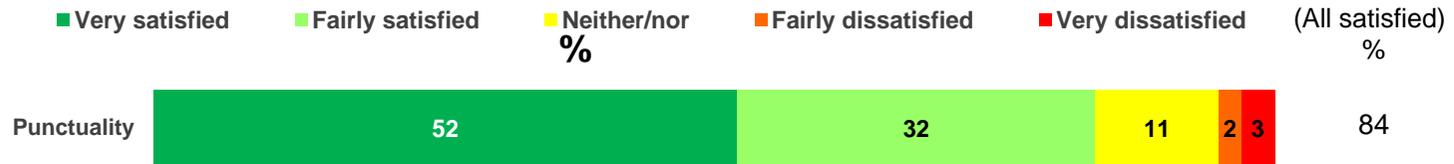


Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the bus/tram/train stop/station?  
 Base (all passengers): 697, 1553, 130

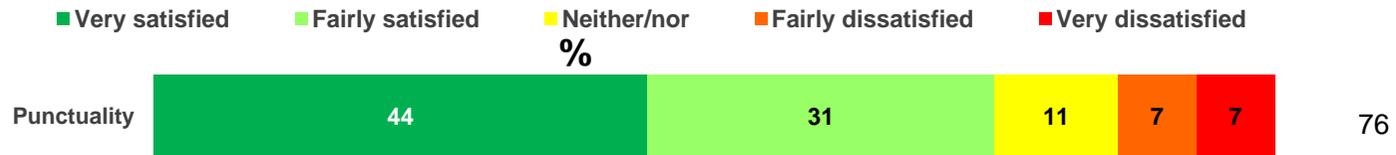
# Satisfaction – with tram/bus/train punctuality

## Tram Passenger Survey – Sheffield Supertram

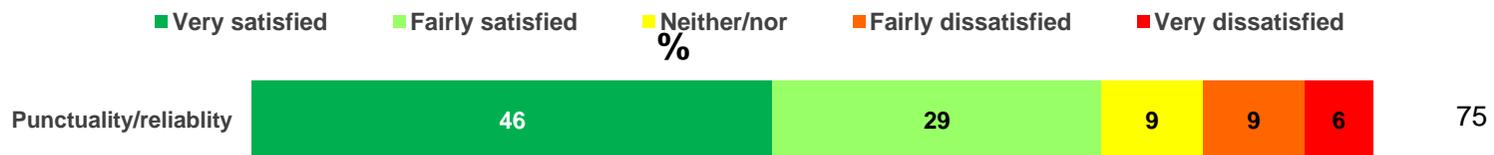
### Tram



### Bus



### Train



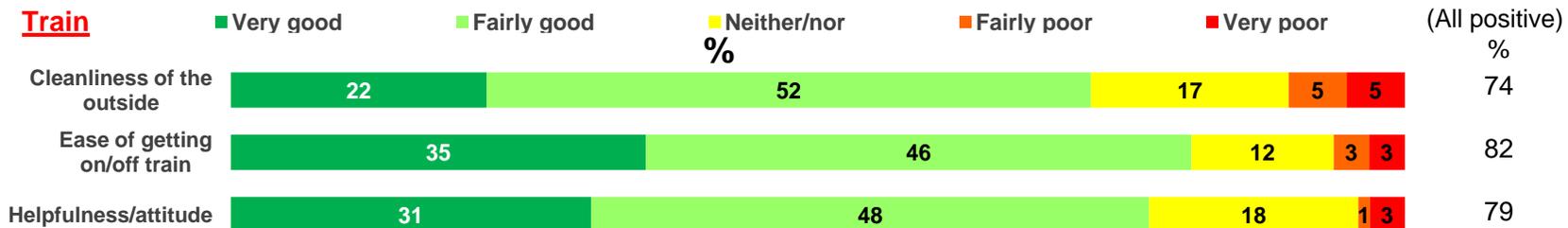
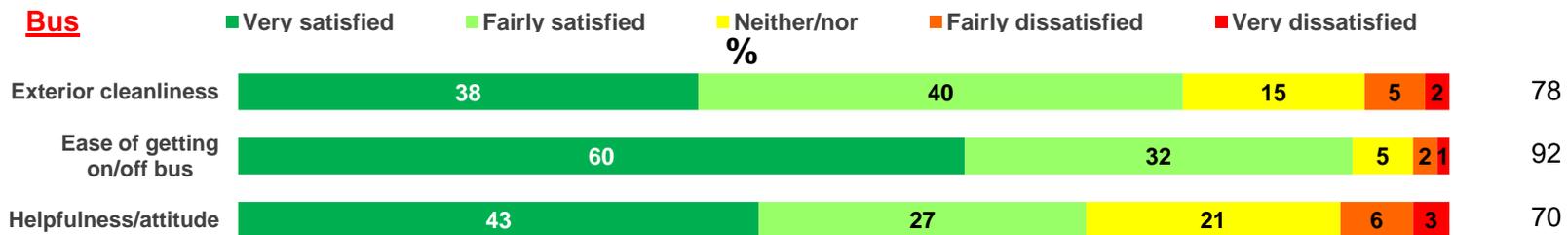
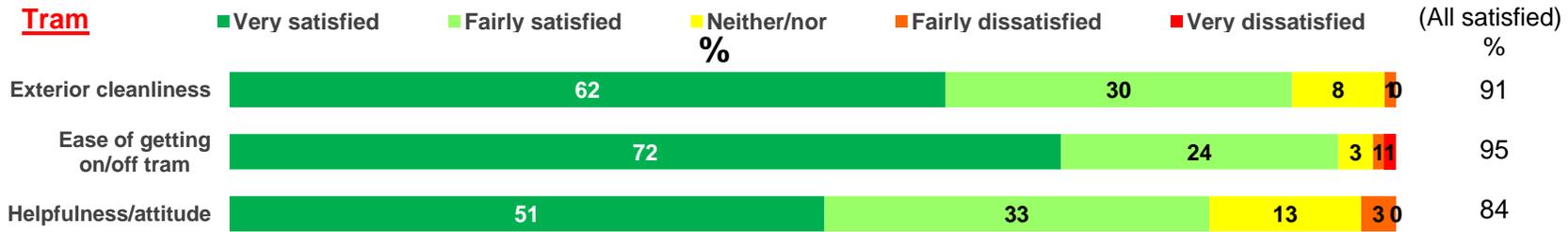
TPS/BPS: Q. How satisfied were you with tram/bus punctuality/running on time

NRPS: Q. How satisfied were you with the punctuality reliability of the train (i.e. the train arriving/departing on time)

Base (all passengers): 683, 1609, 139

# Satisfaction – with start of journey and on-board staff

## Tram Passenger Survey – Sheffield Supertram



TPS/BPS: Q. Thinking about when the tram/bus arrived, please indicate how satisfied you were with the following:

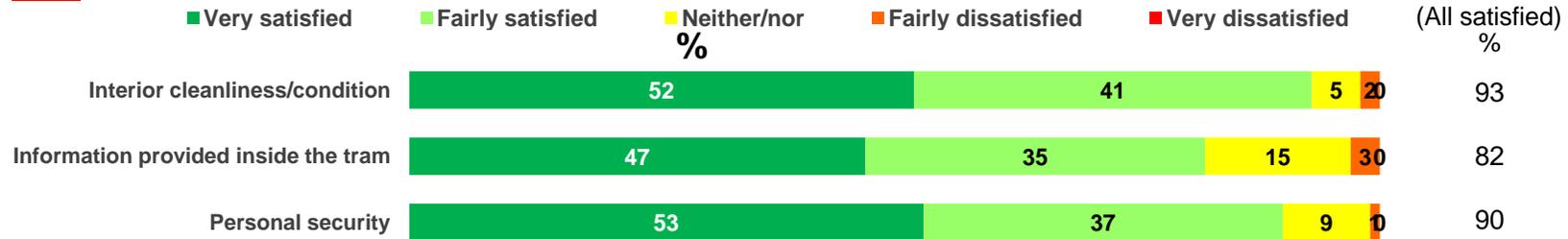
NRPS: Q. How would you rate the train you boarded in terms of:

Base (all passengers): 728, 1694, 135

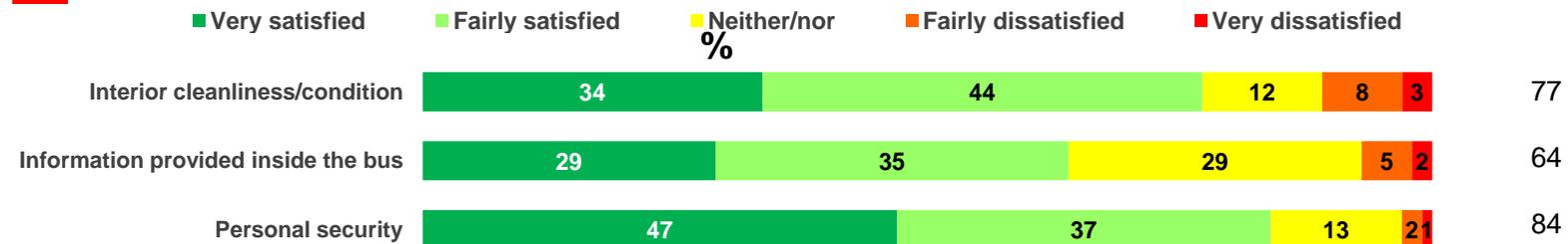
# Satisfaction – on the tram/bus/train (1)

## Tram Passenger Survey – Sheffield Supertram

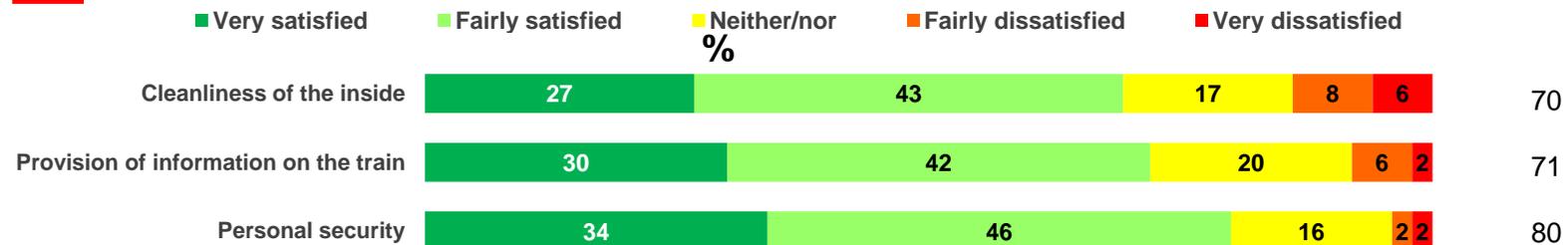
### Tram



### Bus



### Train



TPS/BPS: Q. Thinking about whilst you were on the tram/bus, please indicate how satisfied you were with the following:

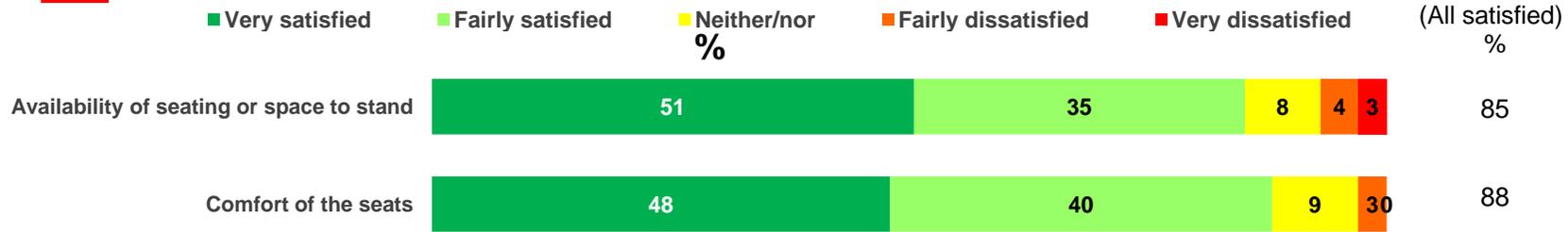
NRPS: Q. How would you rate the train you boarded in terms of:

Base (all passengers): 726, 1716, 136

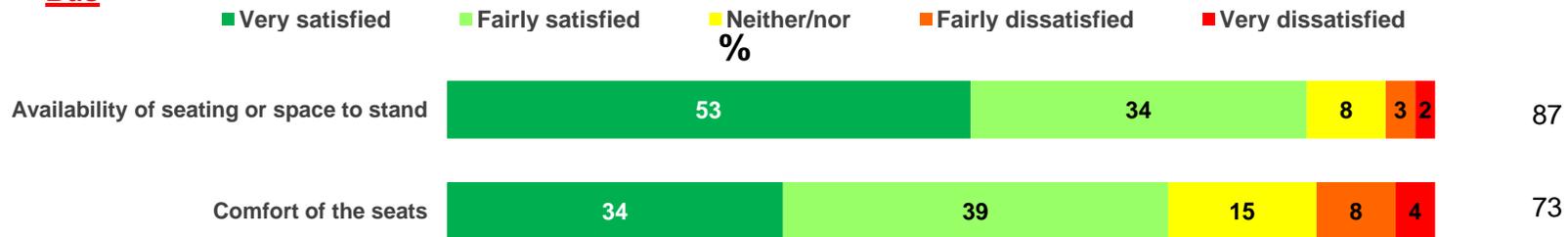
# Satisfaction – on the tram/bus/train (2)

## Tram Passenger Survey – Sheffield Supertram

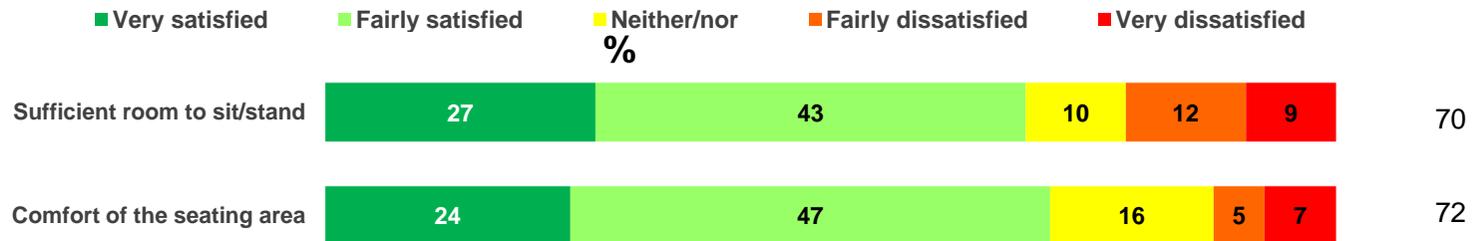
### Tram



### Bus



### Train



TPS/BPS: Q. Thinking about whilst you were on the tram/bus, please indicate how satisfied you were with the following:

NRPS: Q. How would you rate the train you boarded in terms of:

Base (all passengers): 724, 1692, 134

## Tram Passenger Survey (TPS) – Sheffield Supertram

### Appendix 2 – Questionnaire

## Tram Passenger Survey (Sheffield)

Shift		Date	
<input type="text"/>	<input type="text"/>	D	M
<input type="text"/>	<input type="text"/>	Y	Y
		1	3

Passenger Focus is the official, independent consumer organisation that represents Train, Bus and Tram passengers across England (except London).

To help us represent the views of passengers in your area we would appreciate a little of your time to complete this questionnaire about your journey on Stagecoach Supertram today as part of our national Tram Passenger Survey. Tram companies, local authorities and Government pay close attention to the survey's results and the survey provides the evidence for us to seek improvements on your behalf.

To find out more about our work please visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk). You can also follow us on Twitter @passengerfocus

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

Please tick only one box per question, unless that question requests otherwise.

After completing the questionnaire, please return it using the postage paid envelope provided.

### 1. About your journey

Q1a. At which stop did you board this Supertram?

(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 Supertram?

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

<input type="text"/>	<input type="text"/>	Hour	<input type="text"/>	<input type="text"/>	Mins
----------------------	----------------------	------	----------------------	----------------------	------

(Please use 24 hour clock e.g. 5.25pm should be written as 17:25)

Q3a. What type of ticket or pass did you use for this Supertram journey? (Please tick one box only)

#### Season Ticket/Megarider/Dayrider/Student

1 day.....	<input type="checkbox"/>
3 day/weekend.....	<input type="checkbox"/>
5 days/1 week.....	<input type="checkbox"/>
10 days/2 weeks.....	<input type="checkbox"/>
4 weeks/1 month.....	<input type="checkbox"/>
Quarterly/3 months.....	<input type="checkbox"/>
1 year.....	<input type="checkbox"/>
Other time period (specify).....	<input type="checkbox"/>

#### A free pass or free journey

Elderly person's pass.....	<input type="checkbox"/>
Disabled person's pass.....	<input type="checkbox"/>
Complimentary/free ticket.....	<input type="checkbox"/>

#### Other ticket

Park and Ride.....	<input type="checkbox"/>
Family/Group ticket.....	<input type="checkbox"/>
Other.....	<input type="checkbox"/>

#### Single/return ticket

Single ticket.....	<input type="checkbox"/>
Return ticket.....	<input type="checkbox"/>

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

Supertram only.....	<input type="checkbox"/>	Bus and Supertram.....	<input type="checkbox"/>
Train and Supertram.....	<input type="checkbox"/>	Train, Bus and Supertram.....	<input type="checkbox"/>

1001001

Q4. In what format was your ticket?

A standard paper ticket/pass.....	<input type="checkbox"/>	A ticket sent to your mobile phone.....	<input type="checkbox"/>
A photo card ticket/pass.....	<input type="checkbox"/>	Other format.....	<input type="checkbox"/>
A plastic card you touched on to the fare machine.....	<input type="checkbox"/>		

Q5. How did you buy that ticket or pass?

From Conductor.....	<input type="checkbox"/>	From a local shop or post office.....	<input type="checkbox"/>
Direct from Stagecoach Supertram (website/ phone).....	<input type="checkbox"/>	You had a free pass.....	<input type="checkbox"/>
Travel shop.....	<input type="checkbox"/>	Direct debit through work/college.....	<input type="checkbox"/>
Rail/bus company.....	<input type="checkbox"/>	Other.....	<input type="checkbox"/>

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

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

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

Outward.....	<input type="checkbox"/>	One way trip only.....	<input type="checkbox"/>
Return.....	<input type="checkbox"/>		

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

Children in a buggy or pushchair.....	<input type="checkbox"/>	A carer.....	<input type="checkbox"/>
Children (under 12) who were walking.....	<input type="checkbox"/>	Lots of bags or luggage.....	<input type="checkbox"/>
A wheelchair.....	<input type="checkbox"/>	None of these.....	<input type="checkbox"/>

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

On foot/walked.....	<input type="checkbox"/>	Taxi.....	<input type="checkbox"/>
Cycled.....	<input type="checkbox"/>	Bus.....	<input type="checkbox"/>
Motorbike.....	<input type="checkbox"/>	Train.....	<input type="checkbox"/>
Car - dropped off.....	<input type="checkbox"/>	Tram.....	<input type="checkbox"/>
Car - and used Park and Ride.....	<input type="checkbox"/>	Other.....	<input type="checkbox"/>
Car - parked elsewhere.....	<input type="checkbox"/>		

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

On foot/walked.....	<input type="checkbox"/>	Taxi.....	<input type="checkbox"/>
Cycled.....	<input type="checkbox"/>	Bus.....	<input type="checkbox"/>
Motorbike.....	<input type="checkbox"/>	Train.....	<input type="checkbox"/>
Car - picked up.....	<input type="checkbox"/>	Tram.....	<input type="checkbox"/>
Car - and used Park and Ride.....	<input type="checkbox"/>	Other.....	<input type="checkbox"/>
Car - parked elsewhere.....	<input type="checkbox"/>		

Q11. What was the main reason you chose to take Supertram for this journey?

Cheaper than the car.....	<input type="checkbox"/>	Quicker than other transport.....	<input type="checkbox"/>
Cheaper than other transport.....	<input type="checkbox"/>	Best way to get where I am going.....	<input type="checkbox"/>
More convenient than the car (e.g. parking).....	<input type="checkbox"/>	Tram more comfortable than other transport.....	<input type="checkbox"/>
Didn't have the option of travelling by another means.....	<input type="checkbox"/>	Prefer tram to walking/cycling.....	<input type="checkbox"/>
		Other (please specify).....	<input type="checkbox"/>

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

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

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

Q13. Thinking about the Supertram stop itself, how satisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Its distance from your journey start e.g. home, shops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The convenience/accessibility of its location .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its general condition/standard of maintenance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from graffiti/vandalism .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from litter.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour of fellow passengers waiting at the stop..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided at the tram stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal safety whilst at the tram stop .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. Overall, how satisfied were you with the tram stop?

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

**3. Waiting for the tram**

Q15. Approximately, how long did you wait for your tram?

(Please write in the time in minutes)

Q16a. Did you check any of the following to find out when the tram was meant to arrive?

(Please tick all that apply)

Before leaving for the tram stop	At the tram stop
Leaflet/paper timetable ..... <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"/>
Live tram locator/timings (e.g. via mobile app/web)..... <input type="checkbox"/>	Online tram times..... <input type="checkbox"/>
Disruption updates (e.g. on Twitter/Facebook) ..... <input type="checkbox"/>	Live tram locator/timings (e.g. via mobile app/web) ..... <input type="checkbox"/>
Other..... <input type="checkbox"/>	Disruption updates (e.g. on Twitter/Facebook) ..... <input type="checkbox"/>
	Other..... <input type="checkbox"/>

Q16b. If you did not check to find out when the tram was meant to arrive, why was this?

(Please tick all that apply)

Knew the trams ran frequently on this route ..... <input type="checkbox"/>	Didn't have time..... <input type="checkbox"/>
Already knew arrival times ..... <input type="checkbox"/>	Did not know when the tram was meant to arrive ..... <input type="checkbox"/>
Knew through other means ..... <input type="checkbox"/>	Other..... <input type="checkbox"/>
Could not find the information..... <input type="checkbox"/>	

Q17. Approximately how long did you expect to wait for the tram?

(Please write in the time in minutes)

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

- Much longer than expected .....  A little 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 tram you wanted to travel on?

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

Q19. How satisfied were you with each of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The length of time you had to wait for the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The punctuality of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. On the tram**

Q20. Thinking about when the tram arrived, please indicate how satisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness and condition of the outside of the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of getting on to and off of the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to board the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The cleanliness and condition of the inside of the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided inside the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for all the passengers to sit/stand ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seats .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of personal space you had around you.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of grab rails to hold on to when standing/ moving about the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temperature inside the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on the tram .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of time the journey took .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothness/freedom from jolting during the journey .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22. Did you get a seat on the tram?

Yes – for all of the journey .....  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..... <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 paying their fares ..... <input type="checkbox"/>	Loud use of mobile phones ..... <input type="checkbox"/>
	Other (please specify) ..... <input type="checkbox"/>

Q23c. If yes: What local area was the tram travelling through or at which stop was it when you were worried or concerned?

Q24a. Was your Supertram journey today delayed at all?

Yes .....  No .....

Q24b. If yes: Why was this? (Please tick all that apply)

Due to a signal/points failure ..... <input type="checkbox"/>	Time it took passengers to board/ pay for tickets ..... <input type="checkbox"/>
Road congestion/traffic jam ..... <input type="checkbox"/>	Had to use bus replacement service ..... <input type="checkbox"/>
Due to a tram failure ..... <input type="checkbox"/>	Other (please specify) ..... <input type="checkbox"/>
Planned engineering works ..... <input type="checkbox"/>	..... <input type="checkbox"/>
Poor weather conditions ..... <input type="checkbox"/>	Don't know ..... <input type="checkbox"/>
The tram waiting too long at stops ..... <input type="checkbox"/>	
The tram waiting too long at signals..... <input type="checkbox"/>	

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

(Please write in the time in minutes)

Q26. Were any of these items of information present on the tram?

	Yes	No
A map of the tram route/journey times ..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next tram stop ..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next tram stop..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets/fares ..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable ..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to make a complaint, if you had one..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27. Thinking about any Supertram staff you encountered on your journey, please indicate how satisfied you were with each of the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The appearance of any staff..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any greeting/welcome you got from the staff..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of the staff..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>

### 5. Your overall opinion of the Supertram journey you made when given this questionnaire

Q28. Overall, taking everything into account from start to end of this journey, how satisfied were you with your Supertram journey today?

Very satisfied..... <input type="checkbox"/>	Fairly dissatisfied ..... <input type="checkbox"/>
Fairly satisfied..... <input type="checkbox"/>	Very dissatisfied ..... <input type="checkbox"/>
Neither satisfied nor dissatisfied..... <input type="checkbox"/>	Don't know/No opinion ..... <input type="checkbox"/>

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

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

Very satisfied..... <input type="checkbox"/>	Fairly dissatisfied ..... <input type="checkbox"/>
Fairly satisfied..... <input type="checkbox"/>	Very dissatisfied ..... <input type="checkbox"/>
Neither satisfied nor dissatisfied..... <input type="checkbox"/>	Don't know/No opinion ..... <input type="checkbox"/>

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

The cost for the distance travelled ..... <input type="checkbox"/>	Comfort/journey quality for the fare paid ..... <input type="checkbox"/>
The cost of the tram versus other modes of transport..... <input type="checkbox"/>	A reason not mentioned above ..... <input type="checkbox"/>
The fare in comparison to the cost of everyday items..... <input type="checkbox"/>	

### 6. Your opinion of trams generally

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

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know/no opinion
Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities) ..... <input type="checkbox"/>	<input type="checkbox"/>					
Connection with other forms of public transport (e.g. trains/buses)..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

