

Tram Passenger Survey (TPS) – Manchester Metrolink

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 Metrolink tram system, with relevant comparative data for bus and train for the Transport for Greater Manchester area.

Methodology – fieldwork

Tram Passenger Survey – Manchester Metrolink

Manchester Metrolink (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: 2,904 interviews (2,153 paper, 751 online)

Bus (BPS) data for Transport for Greater Manchester 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: 2,252 interviews

Train (NRPS) data for Transport for Greater Manchester 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: 1,199 interviews

Note: the passenger journeys included for TfGM NRPS data in this report use a broader definition than that used in the main NRPS. All Journeys have either a start or end point within the Greater Manchester area, the opposite end of the journey must either be within Greater Manchester or the wider Travel to Work area.

This produces a greater sample size for more reliable cross-modal comparisons. 120 stations are covered in total.

Methodology – data analysis

Tram Passenger Survey – Manchester Metrolink

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 Manchester Metrolink 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 Manchester Metrolink system

Tram Passenger Survey – Manchester Metrolink

- Metrolink consists of six lines with 73 stops in total, running 47.7 miles throughout the Greater Manchester area. (Please see network map on following page)
- Approximately 25 million* passenger journeys were made in 2012/13
- There are no conductors on board; tickets can be purchased from ticket vending machines at tram stops
- All Metrolink stops have information boards with timetables and fare information. City Centre stops and the Ashton, East Didsbury, Eccles and Rochdale lines have Passenger Information Displays
- Tram frequency is as follows:

Monday - Saturday	
Altrincham line	Every 6 mins
Ashton line	Every 12 mins
Bury line	Every 6 mins
East Didsbury line	Every 12 mins
Eccles line *	Every 12 mins
Rochdale line	Every 12 mins

Sunday (all lines)	
Morning/evening	Every 15 mins
Daytime	Every 12 mins

* Additional trams every 12 mins from Media City

- During busy periods two trams may be coupled together (as a 'double tram') to increase passenger capacity.

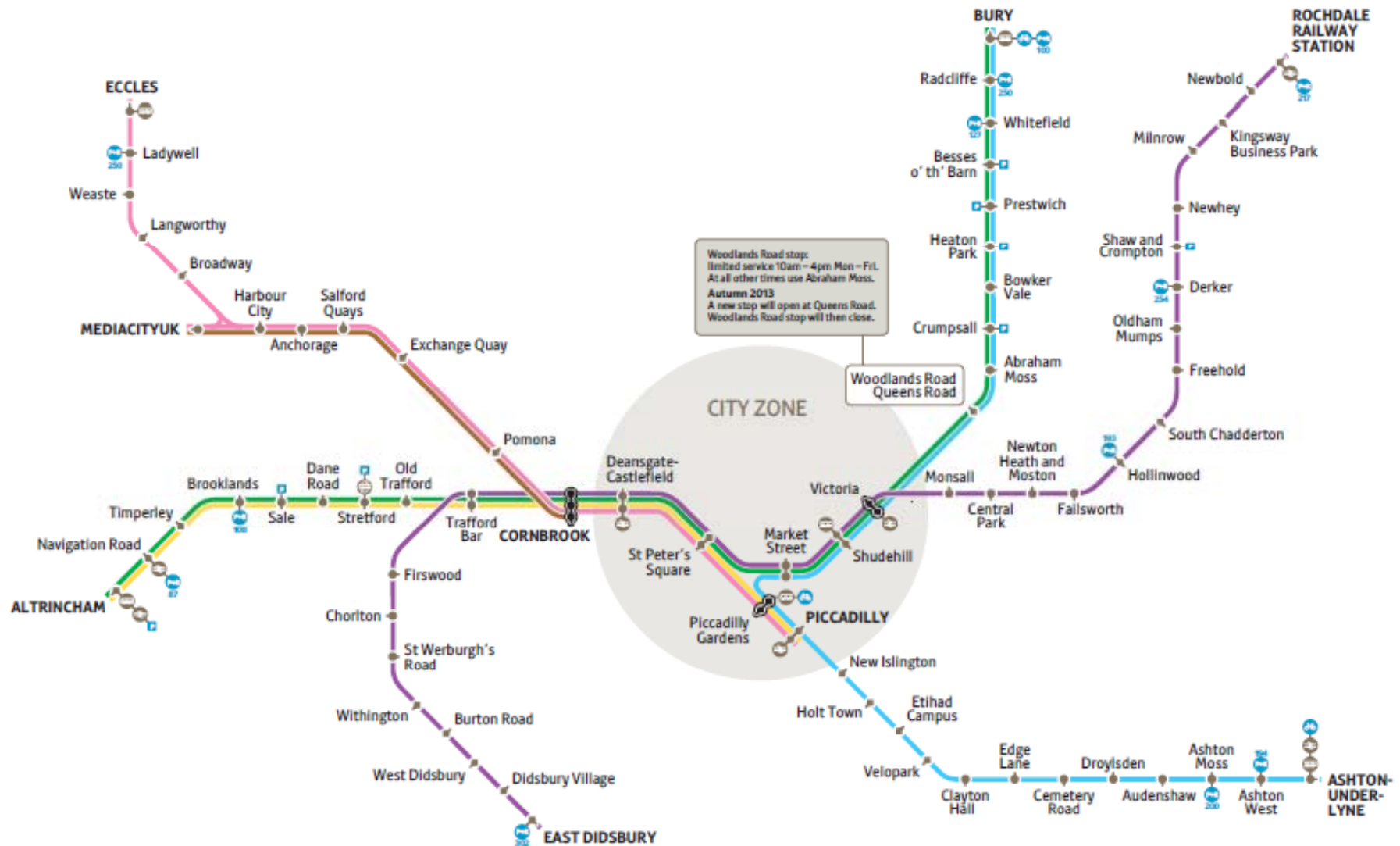
Fieldwork note:

- Delays caused by ice on 19th November affected two shifts
- Two shifts could not go ahead due to engineering works or problems on the line. These were rescheduled.

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

The Manchester Metrolink route map

Tram Passenger Survey – Manchester Metrolink



Tram Passenger Survey (TPS) – Manchester Metrolink

Summary

Summary of key findings (1)

Tram Passenger Survey – Manchester Metrolink

- 83 percent of Metrolink passengers were satisfied with their journey overall. This was significantly higher than the same measure achieved on the National Rail Passenger Survey (76%) and significantly lower than the Bus Passenger Survey in the Transport for Greater Manchester area (86%)
- Amongst fare paying passengers, under a half (47%) were satisfied with the value for money of their tram journey. This compares to 46 percent for rail passengers and 68 percent for bus passengers in the Transport for Greater Manchester 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
- 75 percent of tram passengers were satisfied with the punctuality of the tram service, although a significant minority (15%) experienced some delay to their journey
- A considerable number (51%) did spontaneously suggest some improvements that could be made to their Metrolink journey. Of those who mentioned an improvement over half (51%) were concerned with crowding issues and 17 percent mentioned better information on board

Summary of key findings (2)

Tram Passenger Survey – Manchester Metrolink

- Other improvements spontaneously mentioned were more reliable services/fewer delays, and improvements to the interior of the tram (e.g. cleanliness)
- Less than one in ten (9%) were troubled by anti-social behaviour of other passengers on their tram journey. Rowdy behaviour, loud use of mobile phones and music being played too loudly were the most likely causes of concern
- The profile of tram passengers was quite young, over a third were aged 16 to 25 years
- Nearly two-thirds (55%) were using the tram to either travel to/from work (48%) or school/college (7%)
- As tram passengers generally had a younger profile, only 16 percent of all passengers were travelling on an elderly person's (60+) concessionary pass. The respective figure for bus passengers was 21 percent.

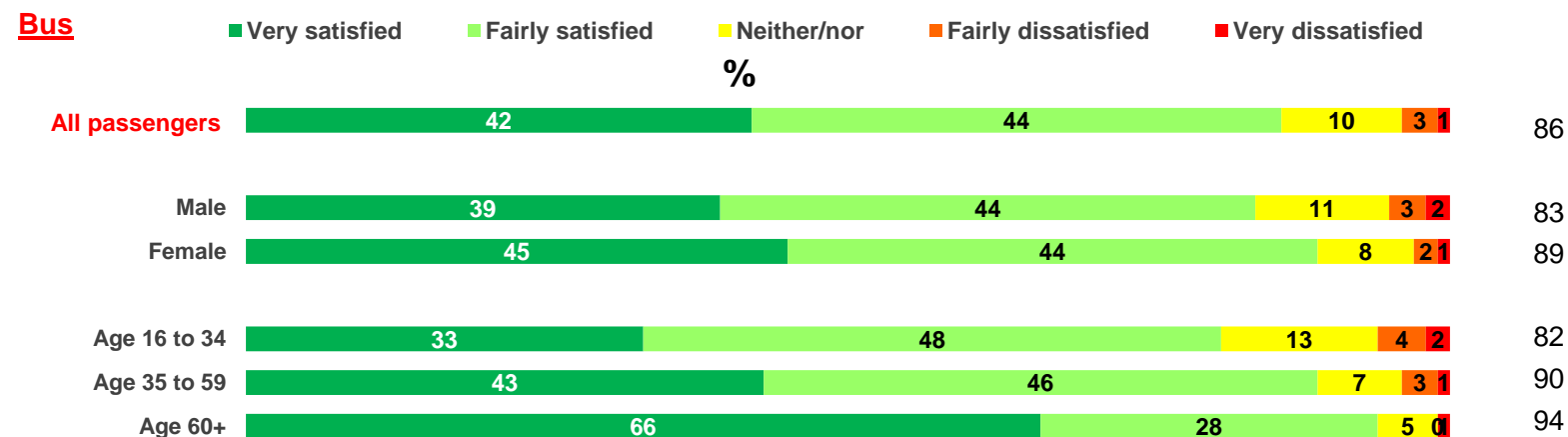
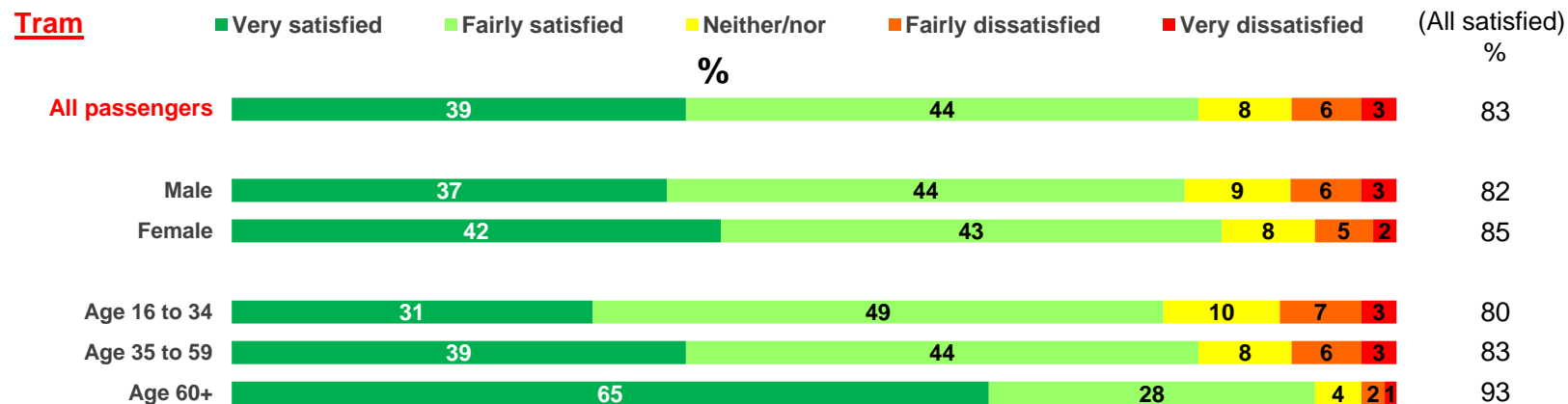
Tram Passenger Survey (TPS) – Manchester Metrolink

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 – Manchester Metrolink

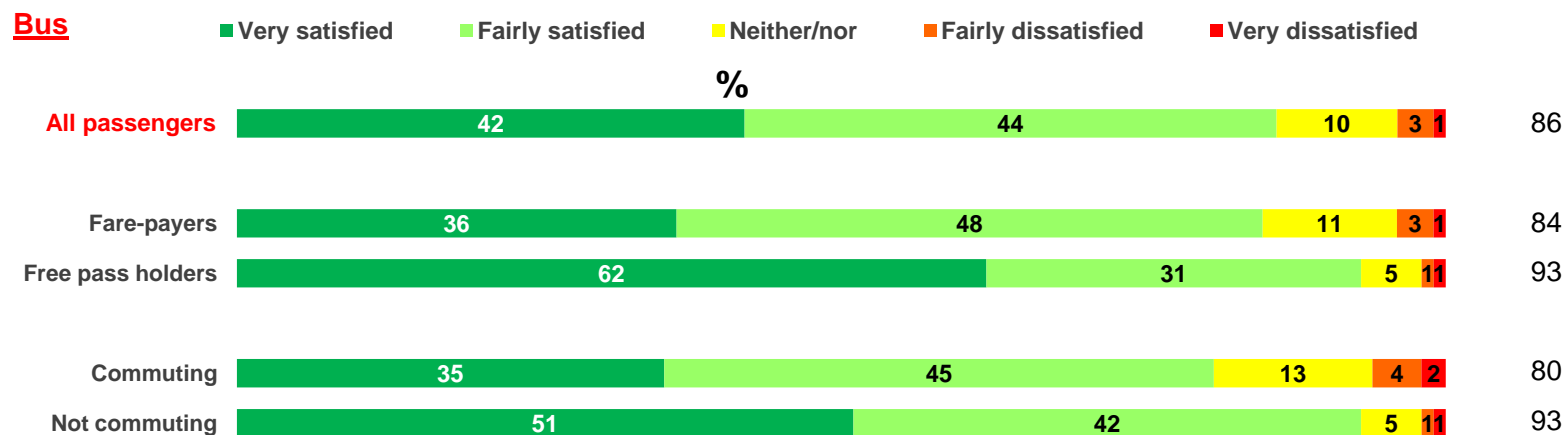
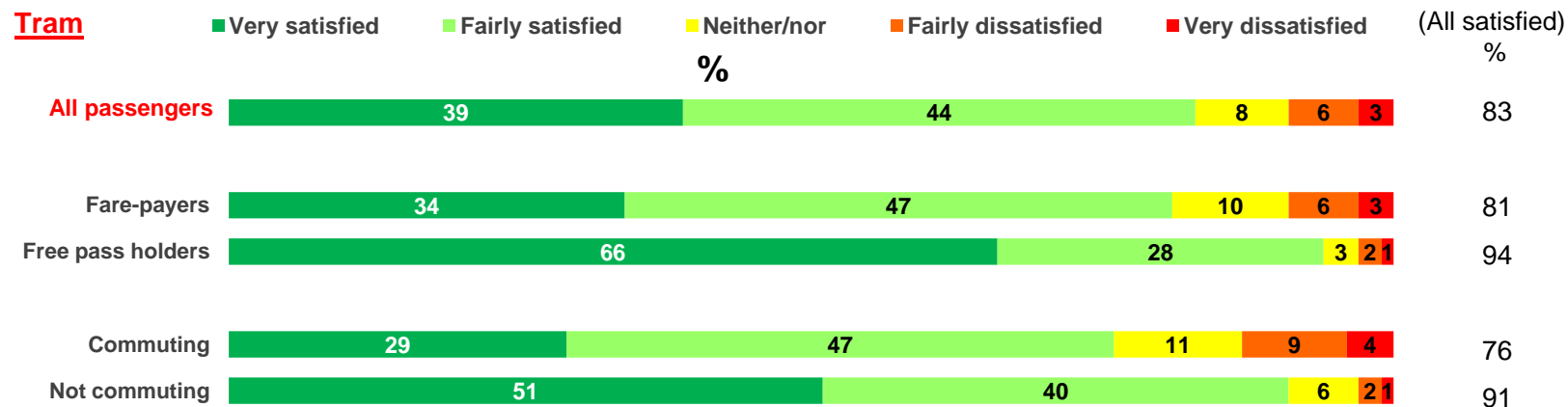


Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?

Base (all passengers): 2891, 2212

Overall satisfaction – by passenger type

Tram Passenger Survey – Manchester Metrolink

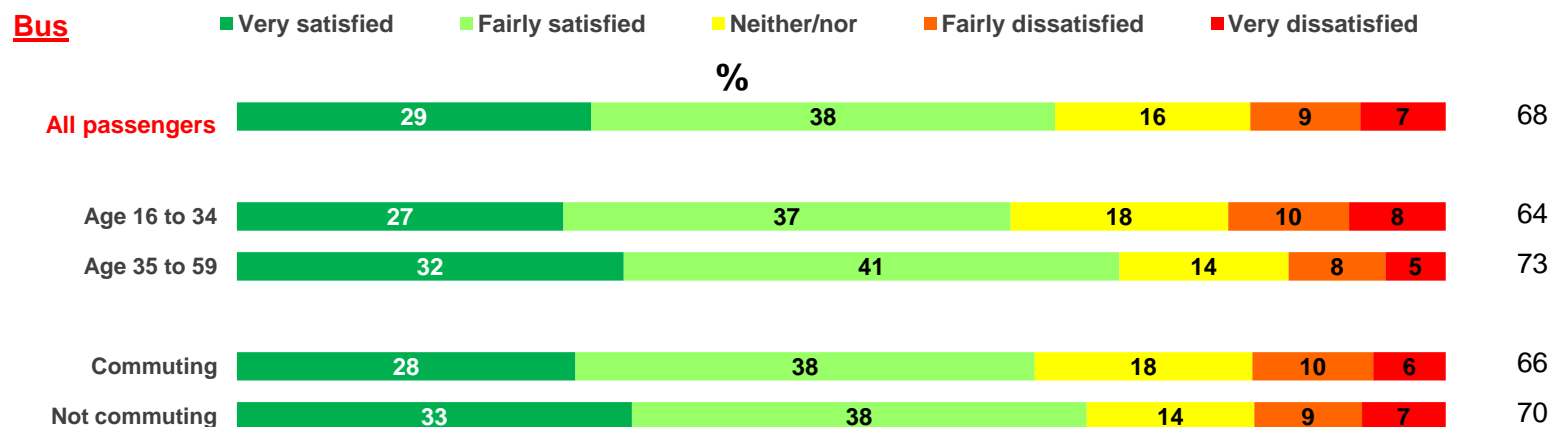
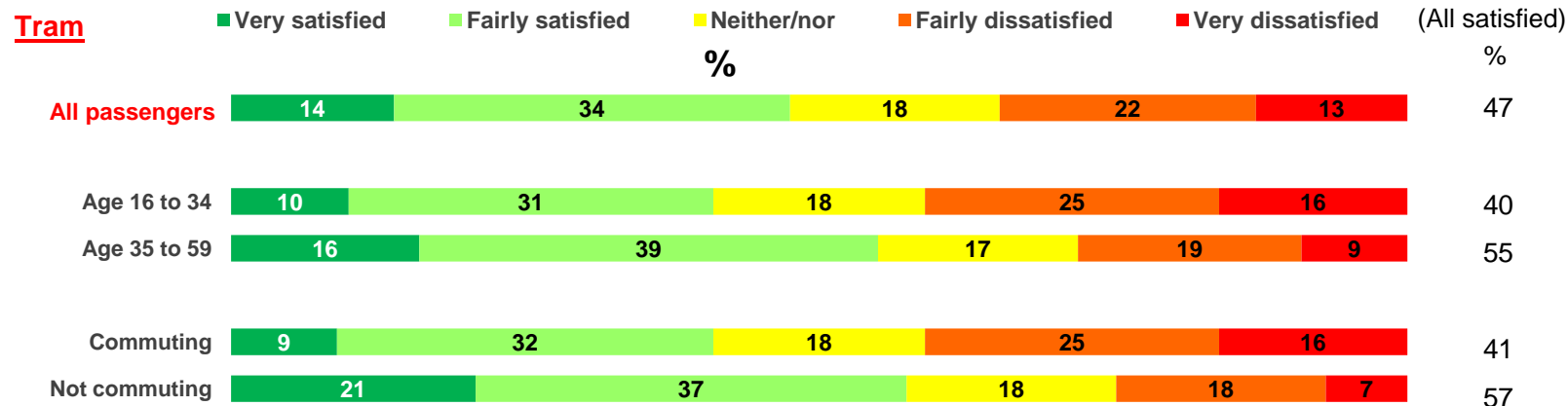


Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?

Base (all passengers): 2891, 2212

Value for money – fare-payers only

Tram Passenger Survey – Manchester Metrolink



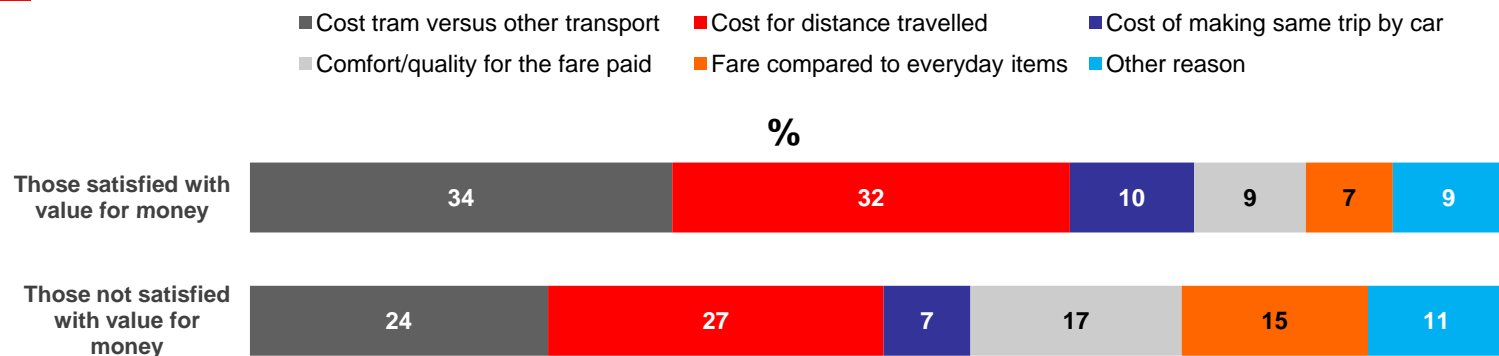
Q. How satisfied were you with the value for money of your journey?

Base (all fare paying passengers): 2050, 1125

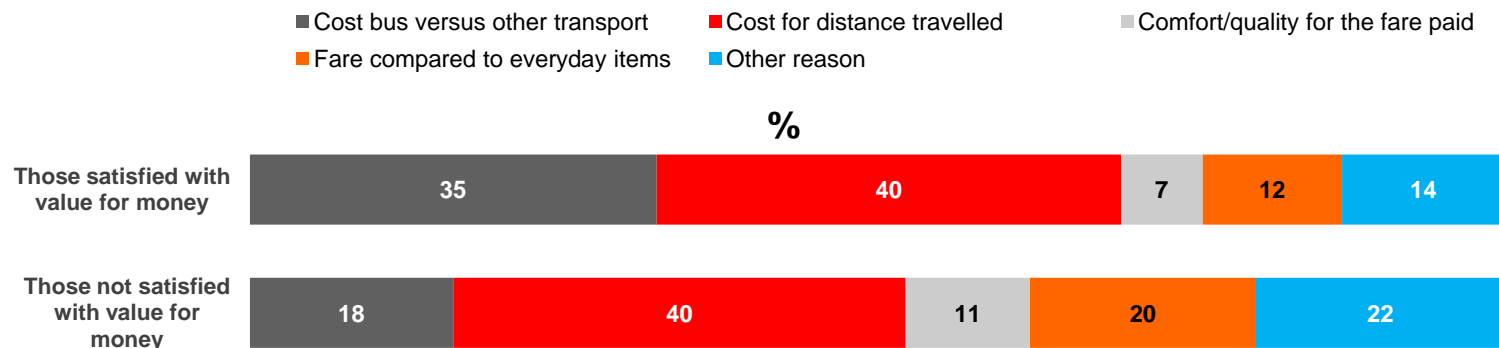
What influenced value for money rating

Tram Passenger Survey – Manchester Metrolink

Tram



Bus



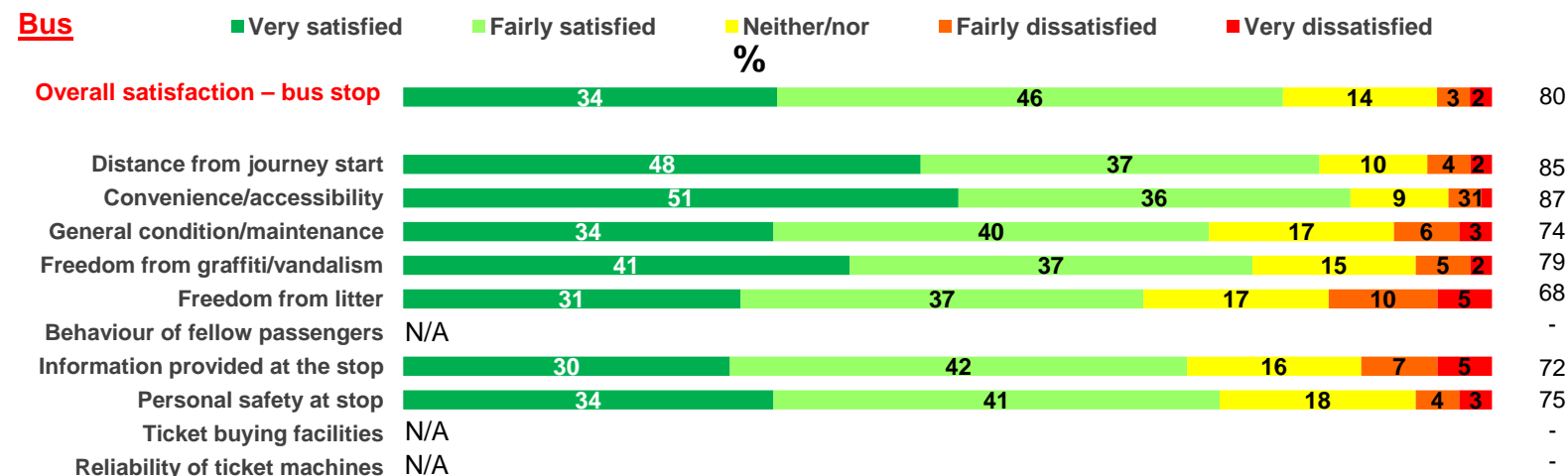
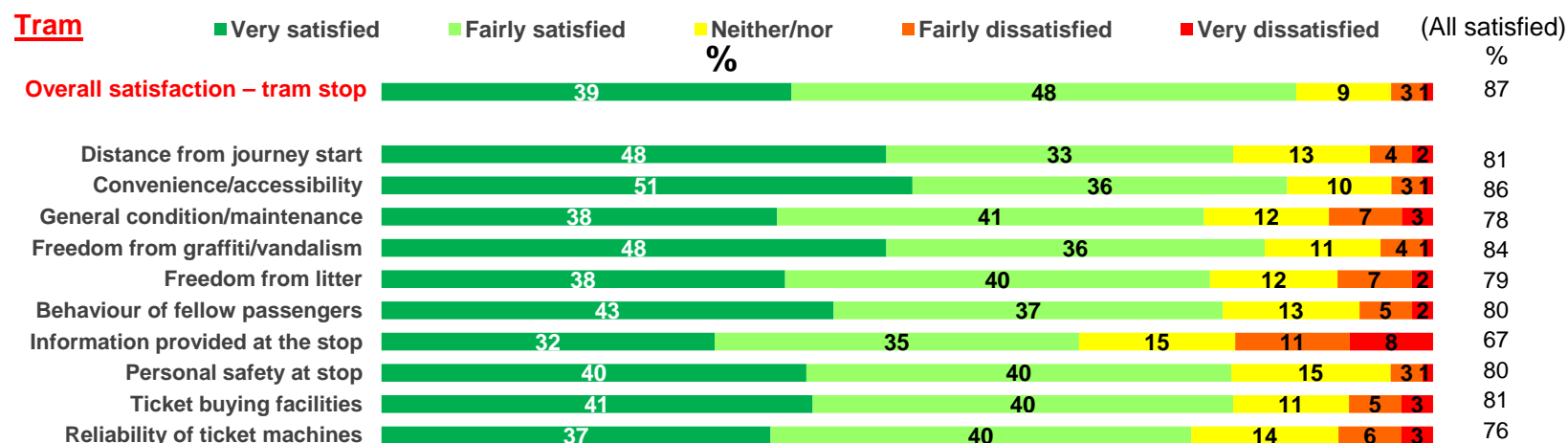
NOTE: those not satisfied with value for money includes respondents answering 'Neither satisfied nor dissatisfied'

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

Base (all fare paying passengers): 2031, 1010

Satisfaction – with the tram/bus stop

Tram Passenger Survey – Manchester Metrolink



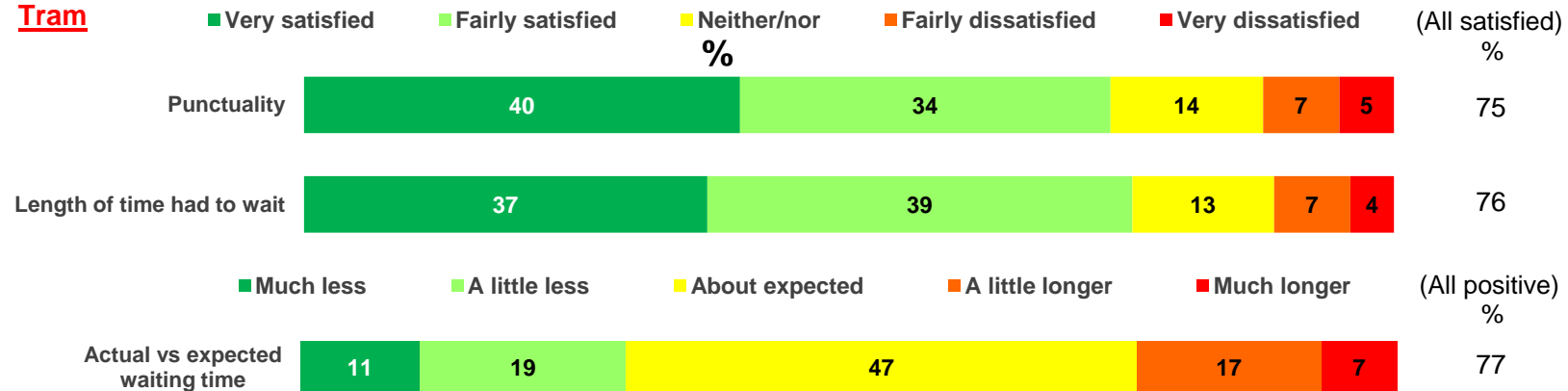
Q. Overall, how satisfied were you with the tram/bus stop? & Q. Thinking about the tram/bus stop itself, how satisfied were you with the following:

Base (all passengers): 2867, 2172

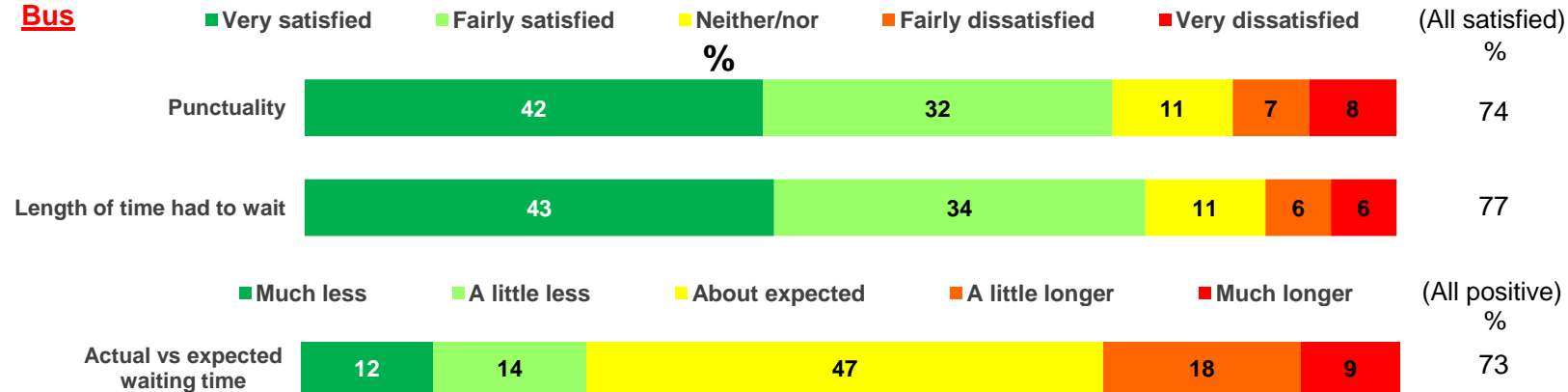
Satisfaction – with punctuality of the tram/bus

Tram Passenger Survey – Manchester Metrolink

Tram



Bus



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?

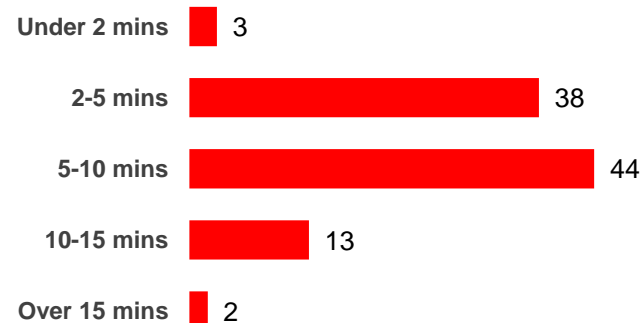
Base (all passengers): 2864, 2206

Expected and reported waiting times

Tram Passenger Survey – Manchester Metrolink

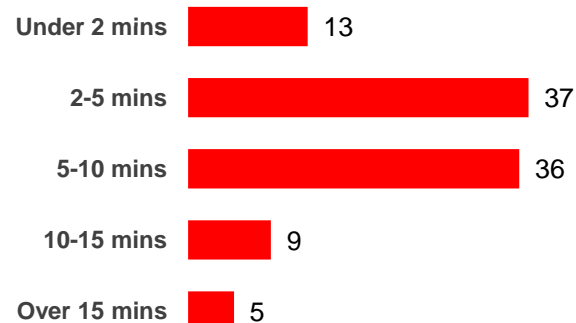
Tram

Expected tram waiting time
%



*Average expected waiting
time 7 minutes*

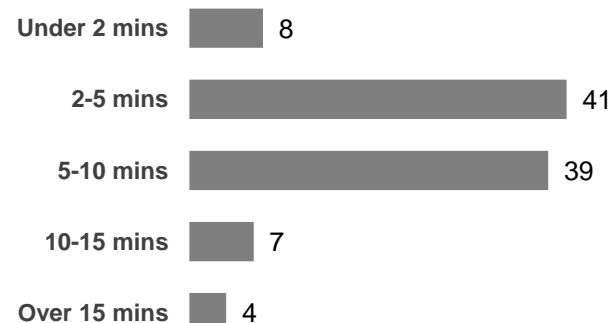
Reported tram waiting time
%



*Average reported waiting
time 6 minutes*

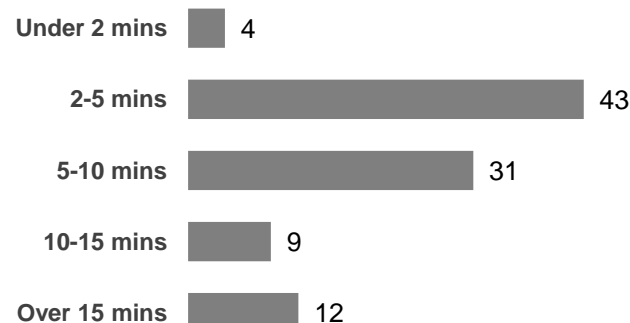
Bus

Expected bus waiting time
%



*Average expected waiting
time 8 minutes*

Reported bus waiting time
%



*Average reported waiting
time 9 minutes*

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

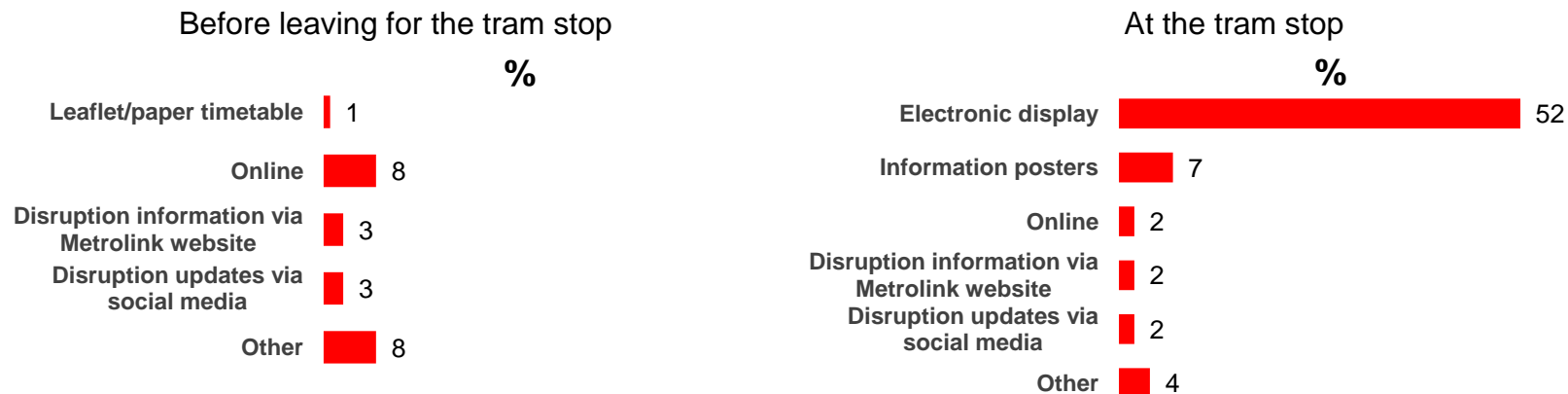
Q. Approximately, how long did you wait for your tram/bus

Base (all passengers): 2869, 2288

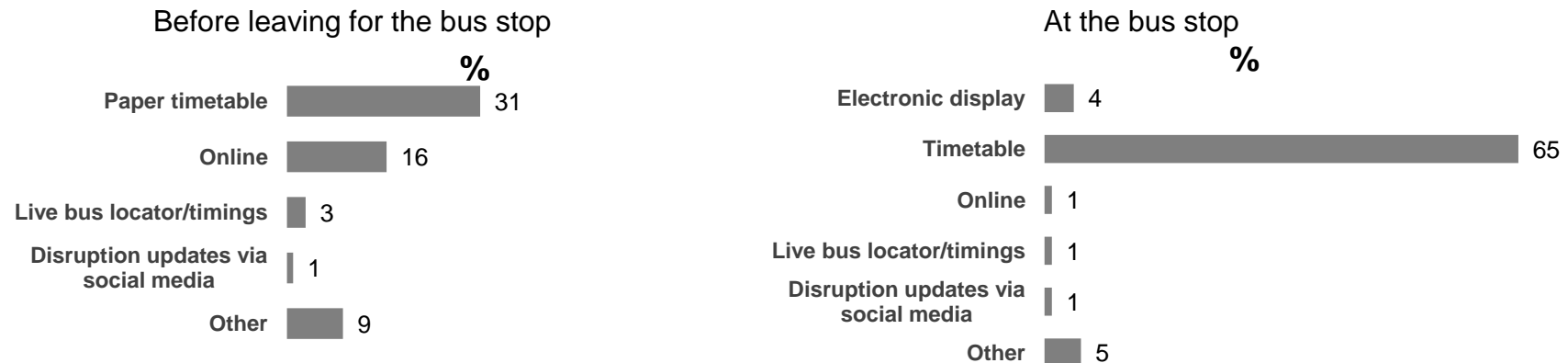
How passengers checked tram/bus times

Tram Passenger Survey – Manchester Metrolink

Tram 33 percent of Metrolink passengers did not check to find out when the tram was meant to arrive



Bus



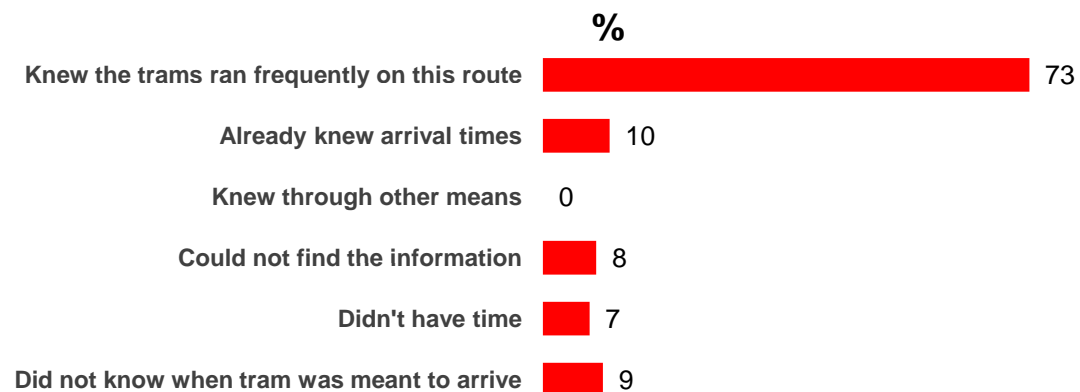
Q. Did you check any of the following to find out when the tram/bus was meant to arrive?

Base (all passengers): 2829, 1324

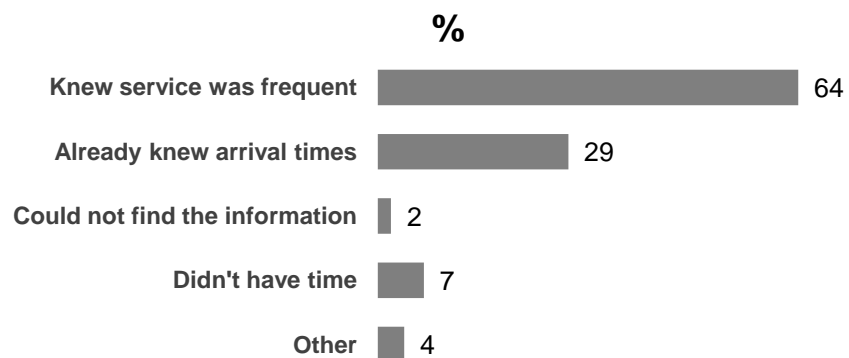
Why passengers did not check tram times

Tram Passenger Survey – Manchester Metrolink

Tram



Bus

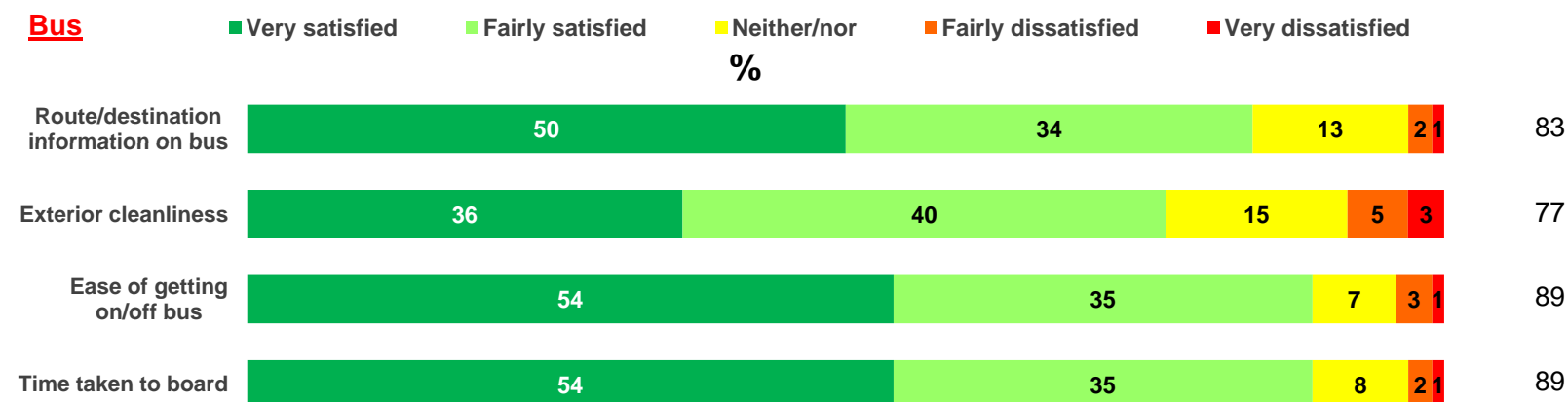
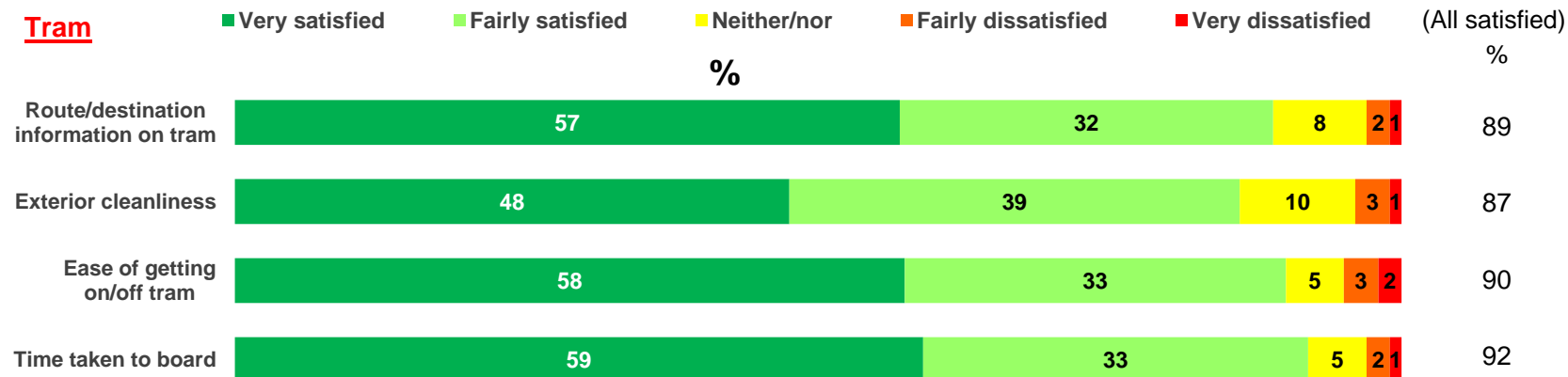


Q. If you did not check to find out when the tram/bus was meant to arrive, why was this?

Base (all not checking tram arrival information): 792, 855

Satisfaction – with start of journey

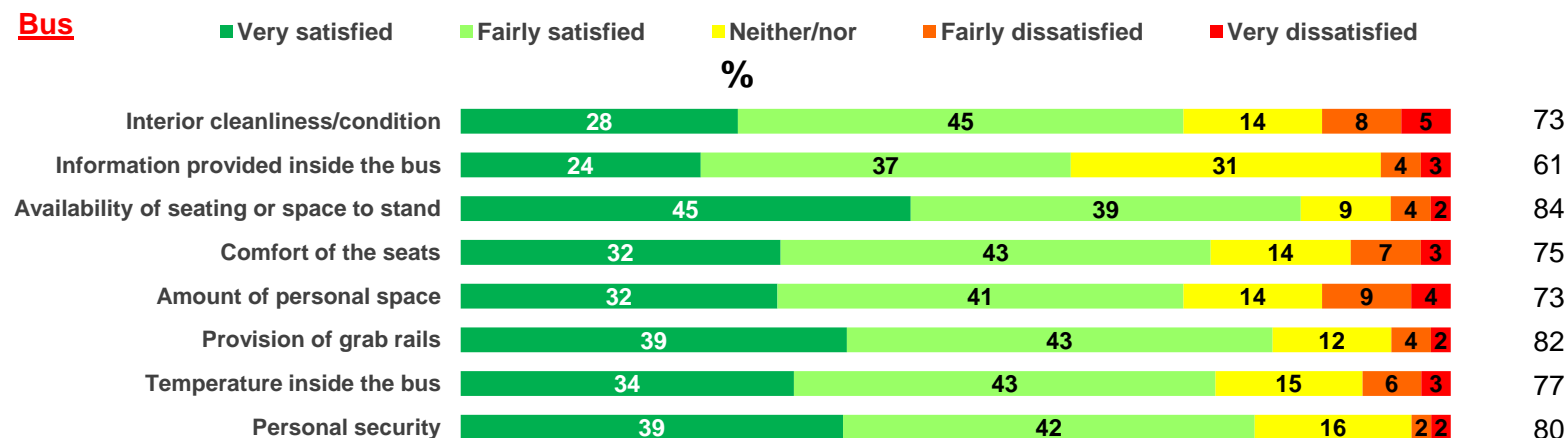
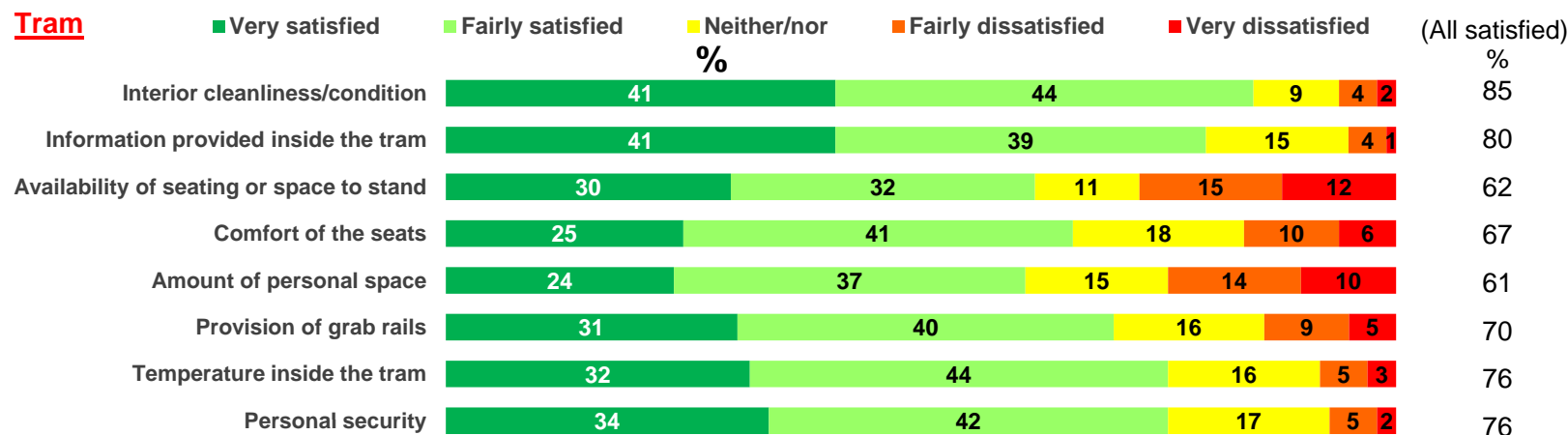
Tram Passenger Survey – Manchester Metrolink



Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
Base (all passengers): 2874, 2167

Satisfaction – on the tram/bus

Tram Passenger Survey – Manchester Metrolink

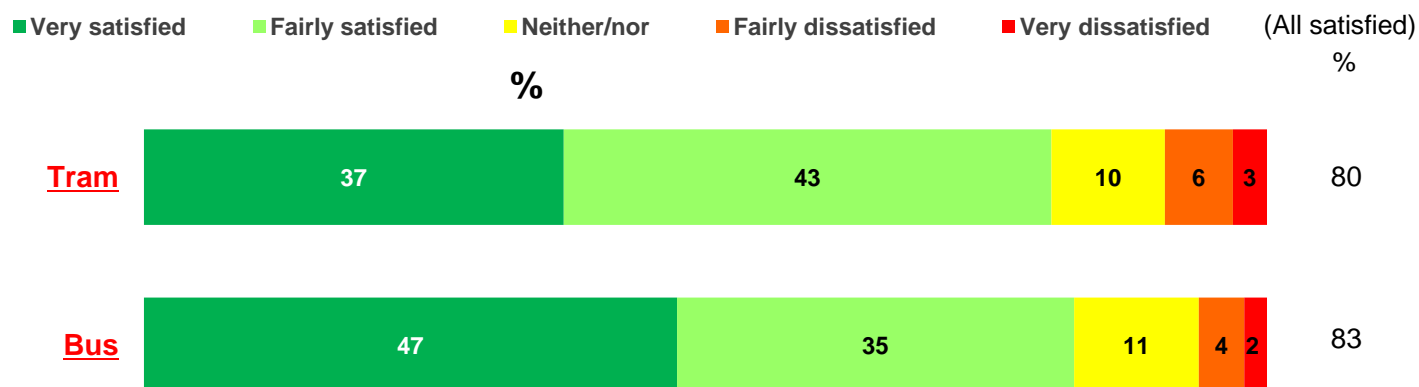


Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:

Base (all passengers): 2877, 2195

Satisfaction – with on-vehicle journey time

Tram Passenger Survey – Manchester Metrolink



Q. How satisfied were you with the amount of time your journey on the tram/bus took?

Base (all passengers): 2877, 2244

Satisfaction – with tram staff/bus driver

Tram Passenger Survey – Manchester Metrolink

Tram

Very satisfied

Fairly satisfied

Neither/nor
%

Fairly dissatisfied

Very dissatisfied

(All satisfied)
%

Appearance N/A

0

Greeting/welcome N/A

0

Helpfulness/attitude N/A

0

Safety of the driving



86

Smoothness/freedom from jolting



66

Bus

Very satisfied

Fairly satisfied

Neither/nor
%

Fairly dissatisfied

Very dissatisfied

Appearance



87

Greeting/welcome



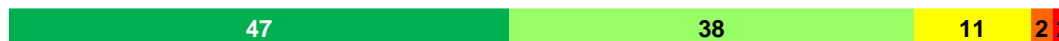
65

Helpfulness/attitude



68

Safety of the driving



86

Smoothness/freedom from jolting



73

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

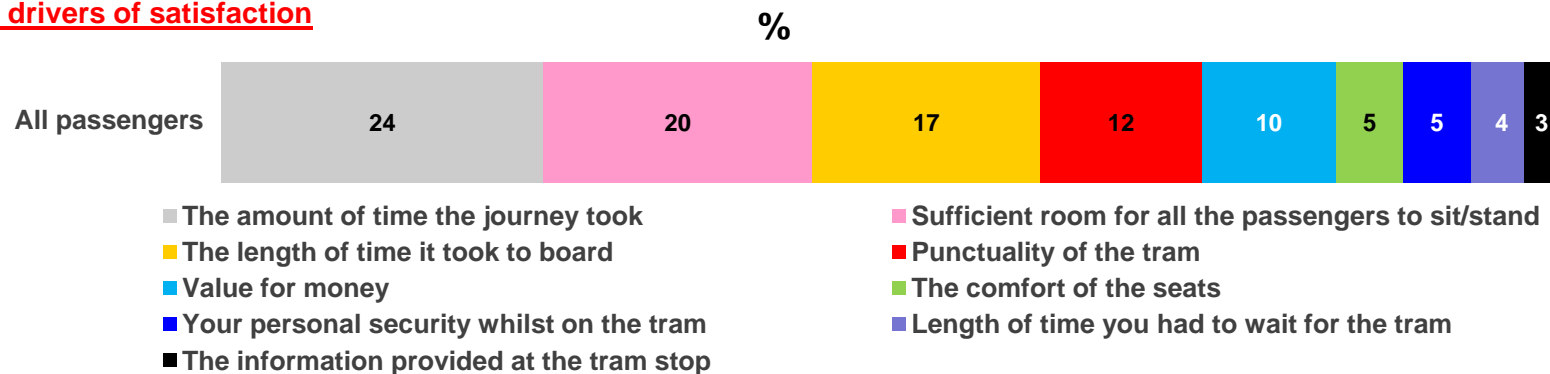
BPS: Q. Thinking about the driver, please indicate how satisfied you were with the following:

Base (all passengers): 2867 , 2101

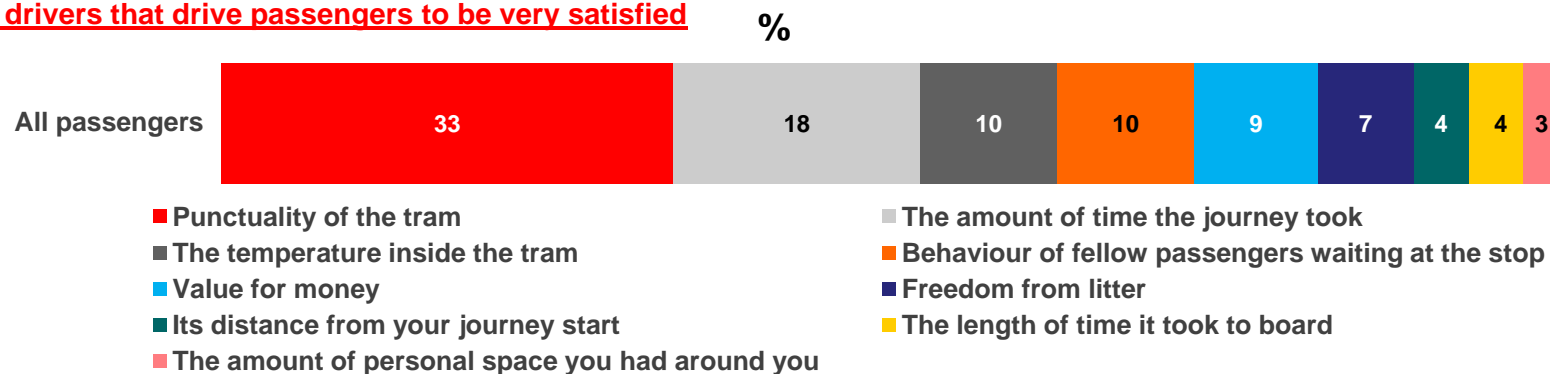
Key drivers of satisfaction

Tram Passenger Survey – Manchester Metrolink

Key drivers of satisfaction



Key drivers that drive passengers to be very satisfied



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

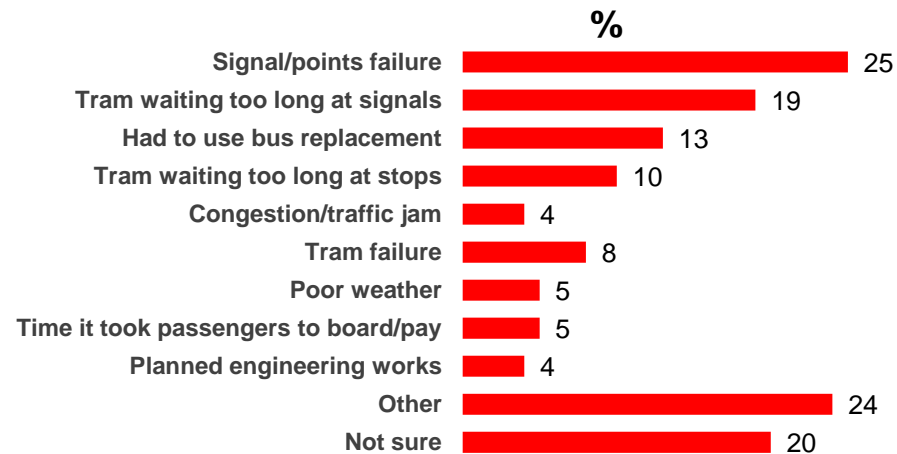
Base (all fare paying passengers): 2099

Experience of delays

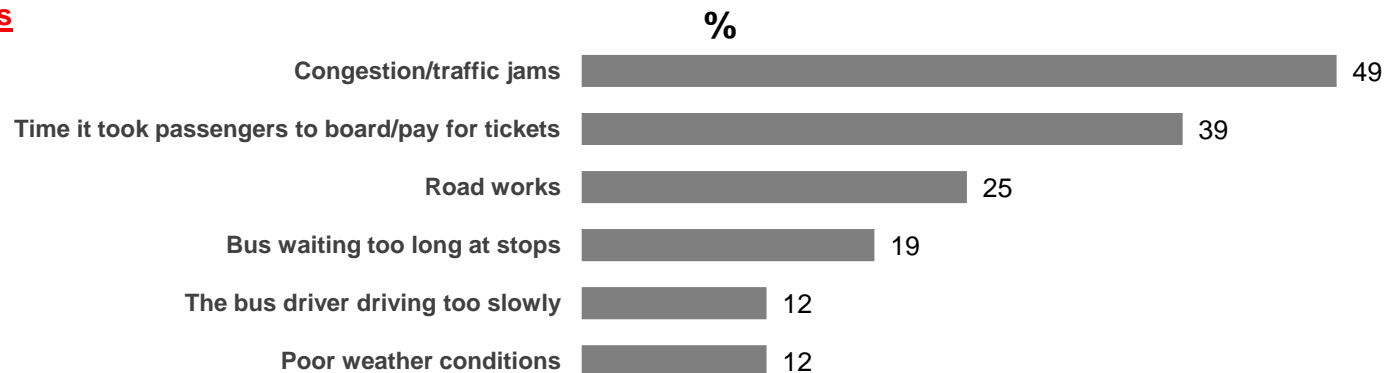
Tram Passenger Survey – Manchester Metrolink

15 percent of Manchester Metrolink passengers experienced a delay. Typical length of delay was 9 minutes

Tram



Bus



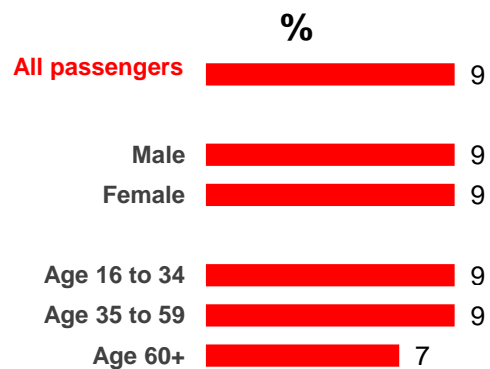
TPS: Q. Why was your journey delayed? BPS: Q. Was the length of your journey affected by any of the following? (More than one response permissible)

Base (all experiencing a delay): 370, 961

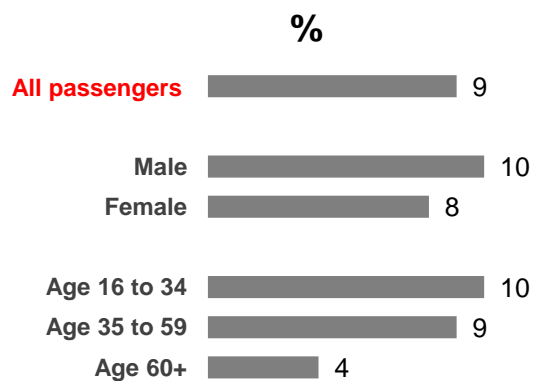
Worry or concern at other passengers' behaviour

Tram Passenger Survey – Manchester Metrolink

Tram



Bus



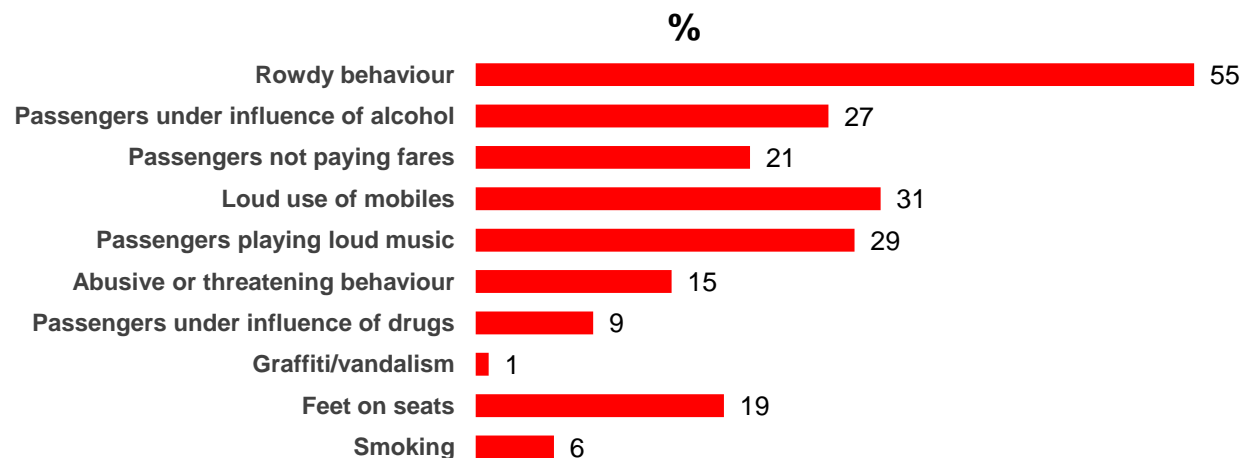
Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

Base (all passengers): 2883, 2245

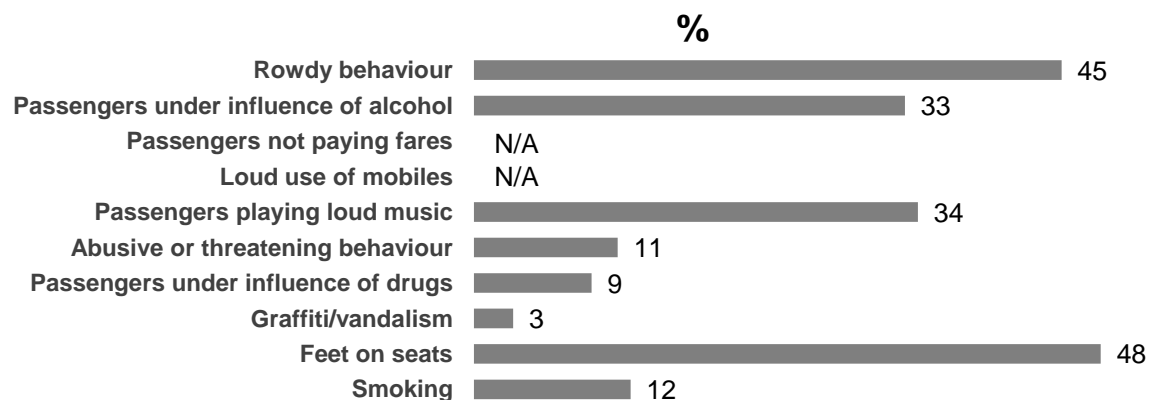
Types of worrying/concerning behaviour

Tram Passenger Survey – Manchester Metrolink

Tram



Bus



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

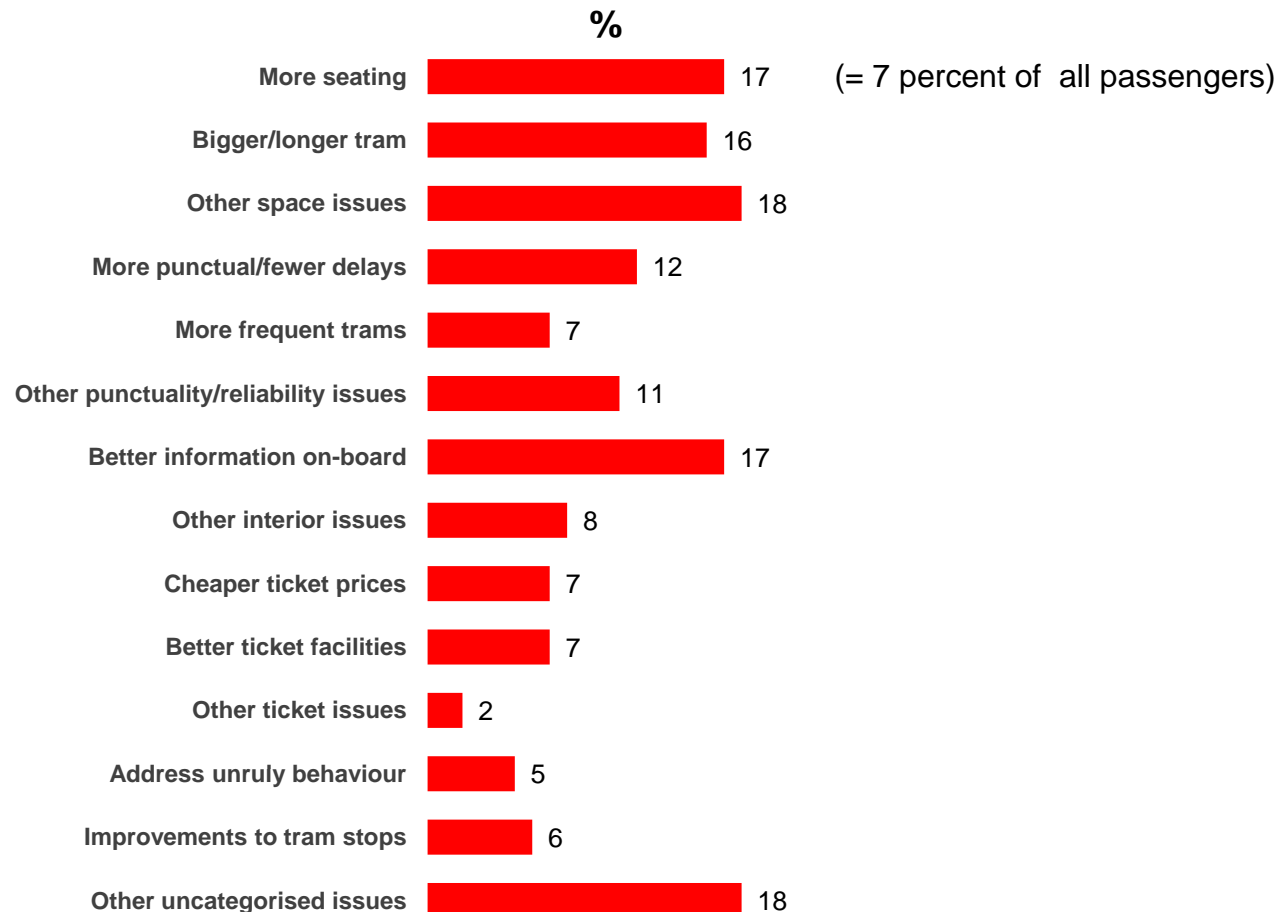
Base (all experiencing worrying/concerning behaviour): 219, 160

Suggested improvements spontaneously mentioned by passengers

Tram Passenger Survey – Manchester Metrolink

49 percent of passengers could think of no improvement suggestions to make.

Of the 51 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): 1378

Suggested improvements to the Metrolink service – passenger verbatims

Tram Passenger Survey – Metrolink

More information on the engineering work. I would like to know what goes on so I feel I'm getting a replacement bus for a good reason.

Better indication of how long it would take to get to each destination. Warmer and more seats. Comfier seats. More baggage room.

The line is very busy from Rochdale to East Didsbury and during rush hour there should always be a double tram. The trams get very packed. Ability to purchase monthly tickets from the machines would also be a great improvement.

Double tram as it became very crowded later in the journey

A pay-as-you go ticket system as with the Oyster card system as in London would be great.

Better timetables. A proper printed timetable of all trams at all stops should be available, just like Network Rail.

When there is a tram/signal failure, there is rarely enough information given at the tram stop, I usually have to use my phone to look at Twitter/website updates.

We did not see or hear any message concerning the replacement bus service. We would have made our journey by car if we had known.

You really should consider having staffed ticket offices at some of the bigger stations. A 12 minute frequency is also insufficient to NOT have detailed timetable information, rather than just a frequency guide.

The old blue trams on the Eccles line really need to be replaced. Also, buses, that I have seen here and in Edinburgh, are starting to get WiFi ... that would certainly upgrade my experience.

It is time that Metrolink started putting double trams on the Rochdale line especially at peak travel times - the trams after 5pm get extremely busy and people crowd on to the tram making it extremely unpleasant.

Overcrowding is a definite problem to the point of people not being able to get off trams safely.

There are far too few ticket machines at tram stops meaning that I often - as I did on this occasion - miss a waiting tram as it is not possible to purchase a ticket in time. They are also far too infrequent.

I couldn't find times at the stop

Key differences between the Metrolink lines

Tram Passenger Survey – Manchester Metrolink

	Total	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone
Overall satisfaction	83	78	90	85	85	84	82	91
Key drivers of satisfaction:								
Punctuality	75	66	90	76	81	71	82	80
Journey time	80	80	85	79	86	78	77	85
Temperature inside	76	71	84	74	80	82	81	75
Behaviour of fellow passengers	80	79	91	75	90	82	80	82
Value for money	47	36	65	46	47	54	55	81
Freedom from litter	79	74	93	70	91	83	82	92
Distance from your journey start	81	81	85	82	84	79	76	80
Length of time it took to board	92	87	97	93	94	94	94	86
Amount of personal space	61	54	78	56	64	70	64	72

Figures in green/red indicate the Metrolink line with the highest/lowest score

Base (all passengers): Altrincham: 556, Ashton: 412, Bury: 524, East Didsbury: 437, Eccles: 447, Rochdale: 419, City Zone: 109

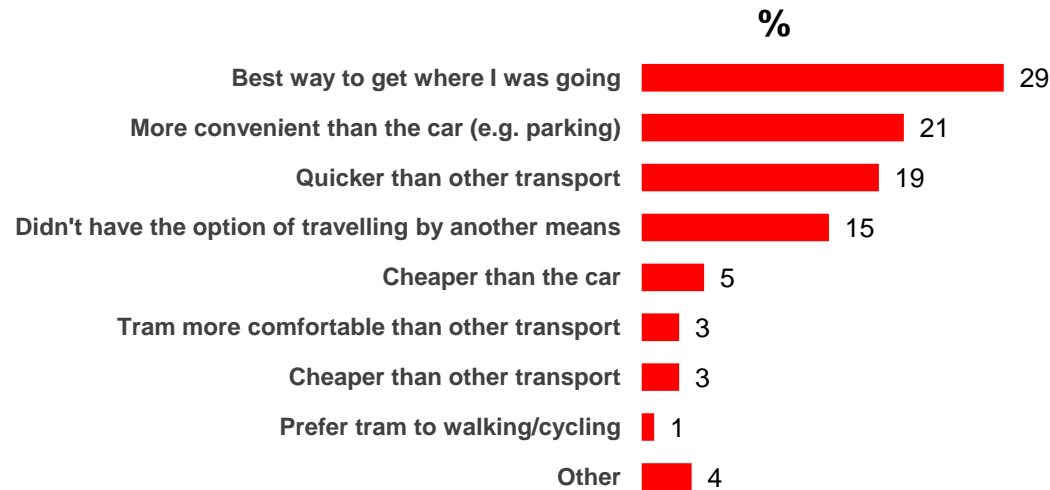
Tram Passenger Survey (TPS) – Manchester Metrolink

Tram usage

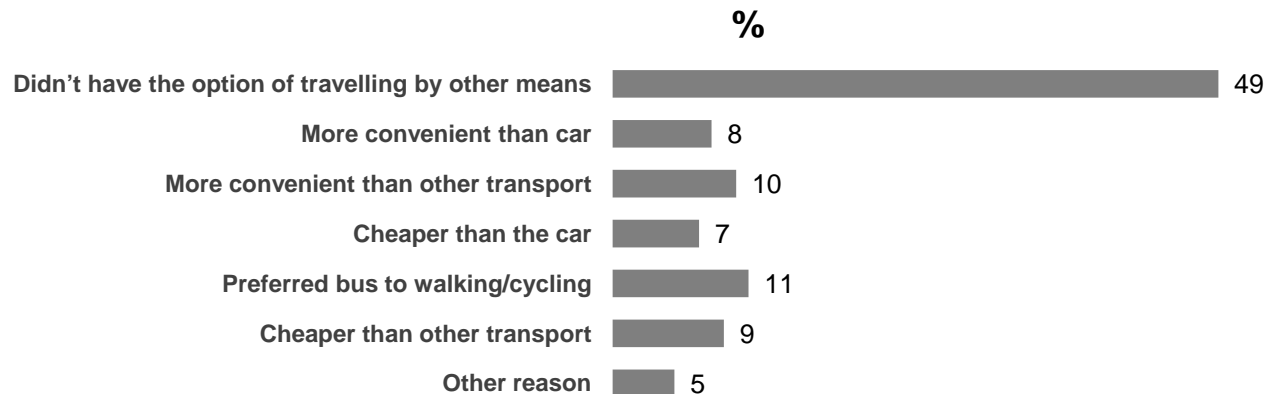
Reasons for choosing the tram/bus

Tram Passenger Survey – Manchester Metrolink

Tram



Bus

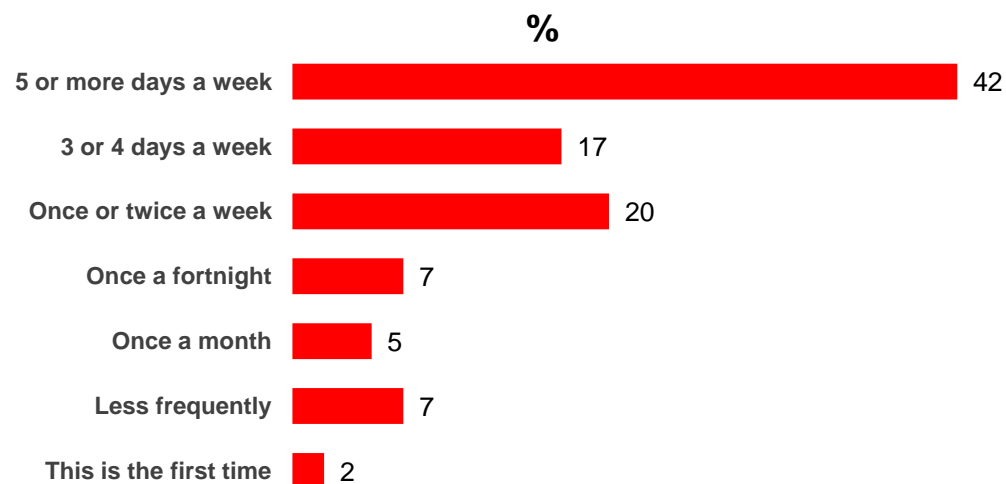


Q. What was the main reason you chose to take the tram/bus for this journey?

Base (all passengers): 2853, 2164

Frequency of using Manchester Metrolink

Tram Passenger Survey – Manchester Metrolink



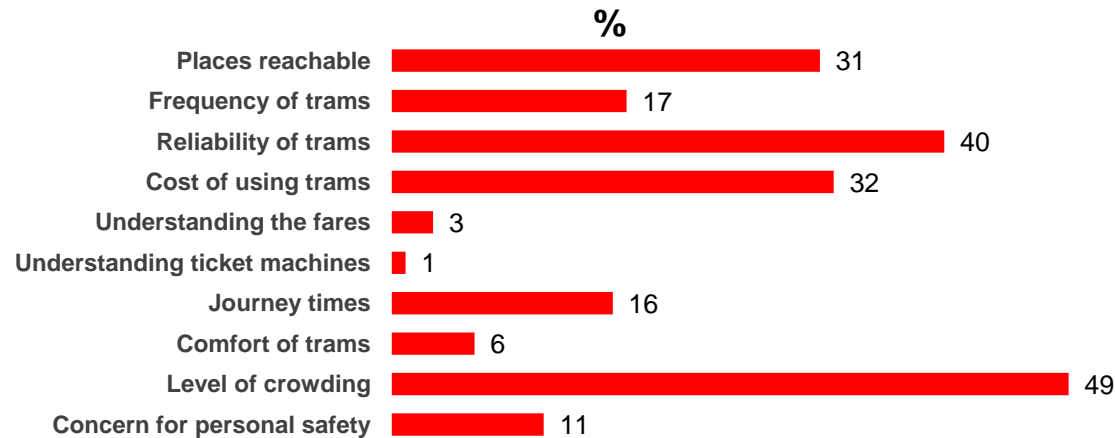
Q. How often do you typically travel by tram?

Base (all passengers): 2891

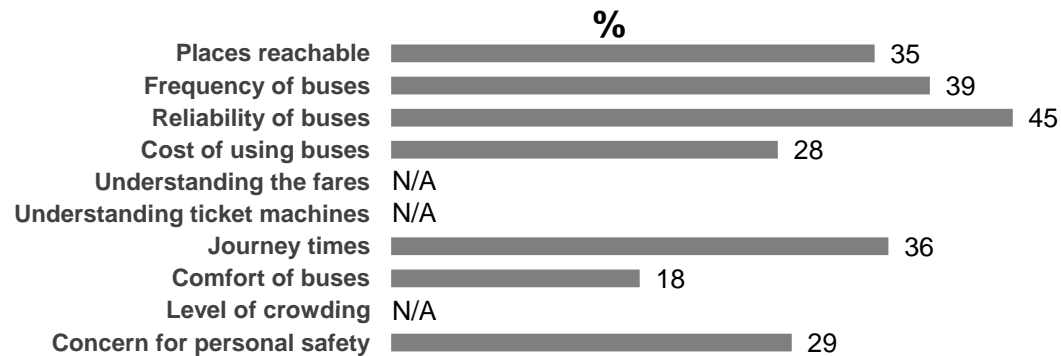
Factors preventing more journeys being made

Tram Passenger Survey – Manchester Metrolink

Tram



Bus

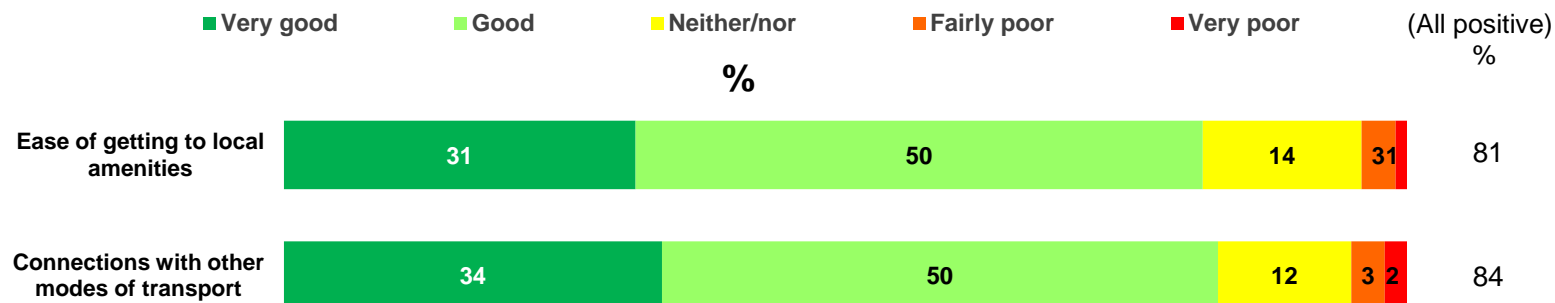
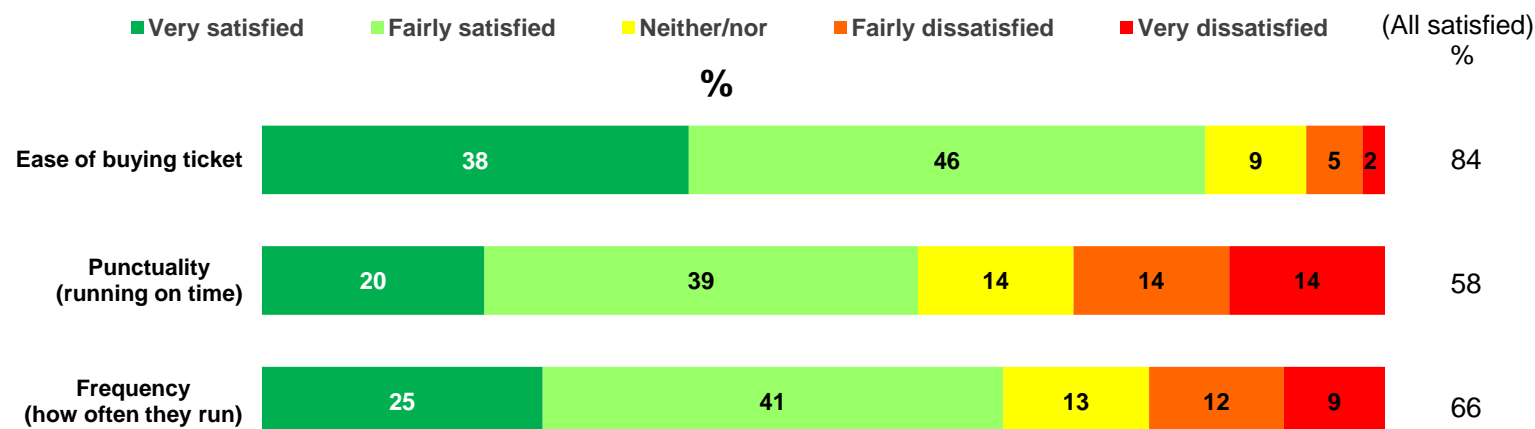


Q. Have any of the following frequently stopped you making journeys by tram/bus? (More than one answer permissible)

Base (all passengers): 1963, 2549

Satisfaction – with trams generally

Tram Passenger Survey – Manchester Metrolink



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): 2826

Tram Passenger Survey (TPS) – Manchester Metrolink

Passenger and journey details

Passenger profile

Tram Passenger Survey – Manchester Metrolink

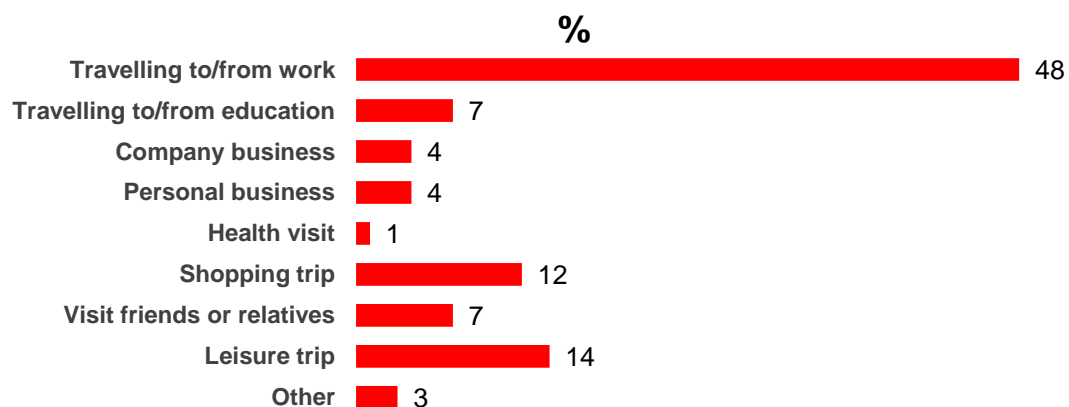
	Tram	Bus	Train
Age	%	%	%
16-34	48	53	29
35-59	35	30	47
Over 60	17	18	21
Access to private transport			
Easy	34	10	N/A
Moderate	34	10	N/A
Limited/none	32	80	N/A
Has a disability			
Yes	9	24	5
Ticket type			
Free pass holders	16	21	N/A
Fare-payers	81	71	N/A

Base (all passengers): 2904, 2214, 1199

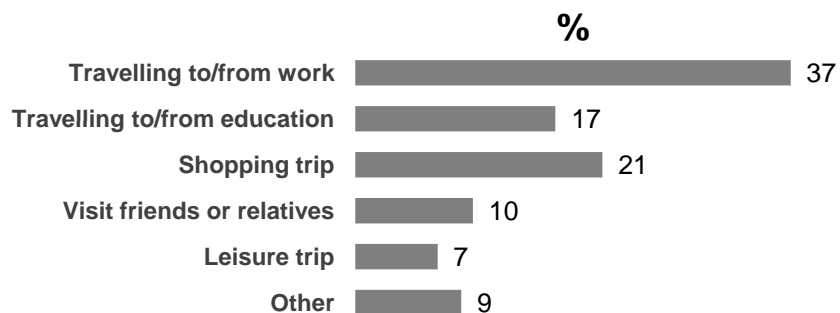
Journey purpose (1)

Tram Passenger Survey – Manchester Metrolink

Tram



Bus



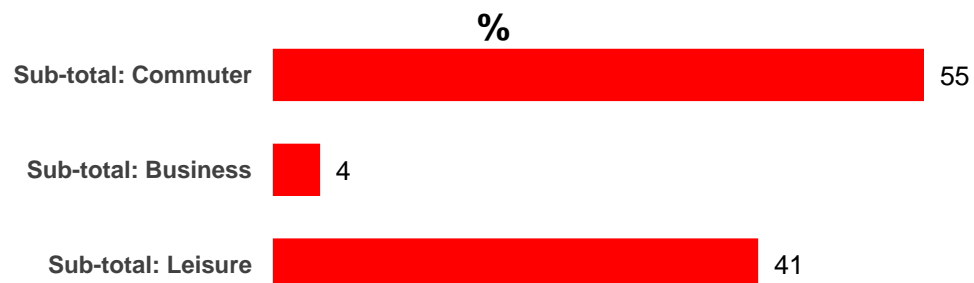
Q. What is the main purpose of your tram/bus journey today?

Base (all passengers): 2863 , 2180

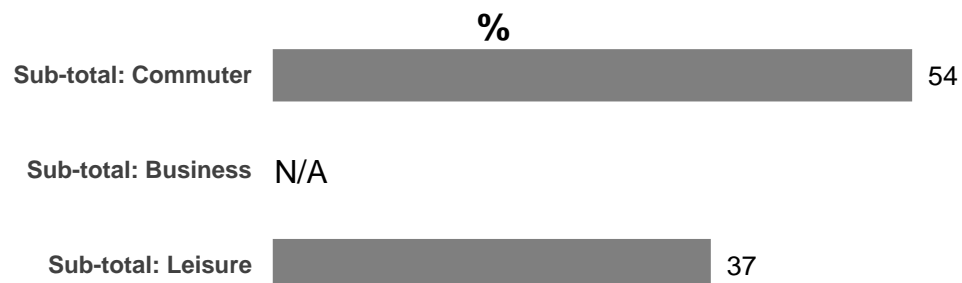
Journey purpose (2)

Tram Passenger Survey – Manchester Metrolink

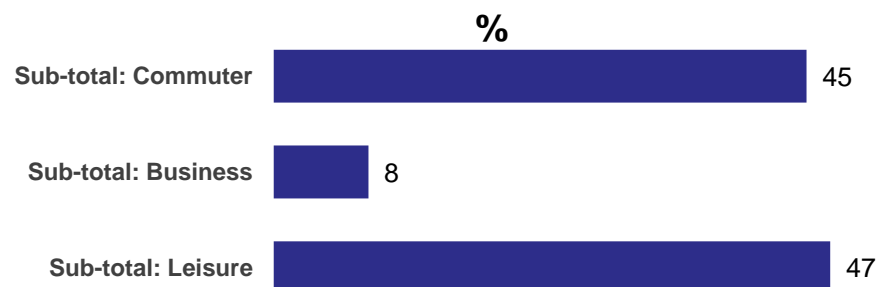
Tram



Bus



Train



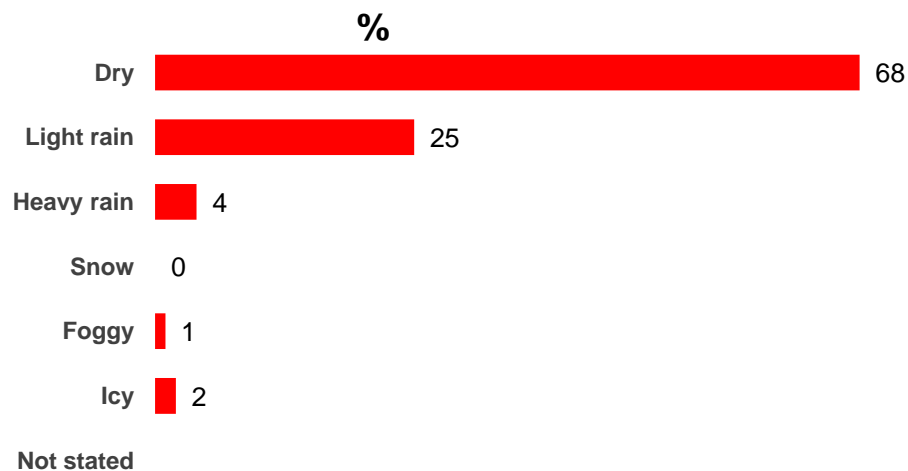
Q. What is the main purpose of your tram/bus/train journey today?

Base (all passengers): 2863, 2180, 1199

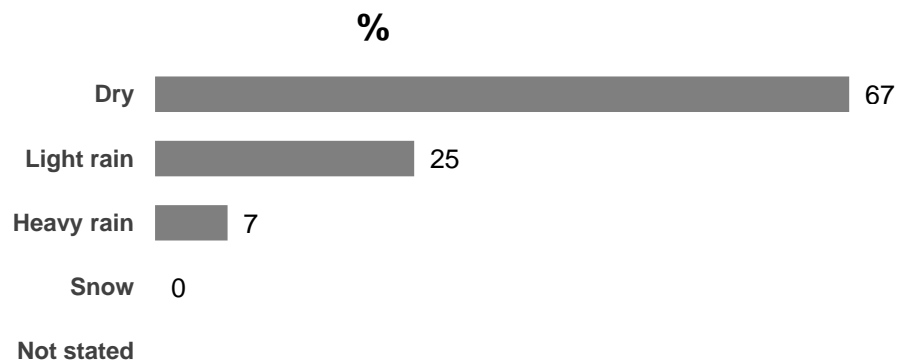
Weather conditions when journey made

Tram Passenger Survey – Manchester Metrolink

Tram



Bus



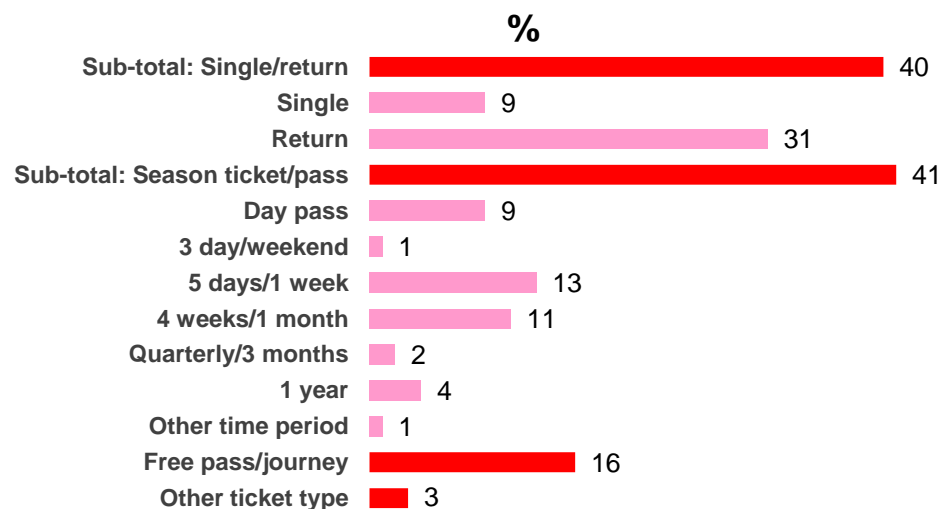
Q. What was the weather like when you made your journey ?

Base (all passengers): 2868, 2207

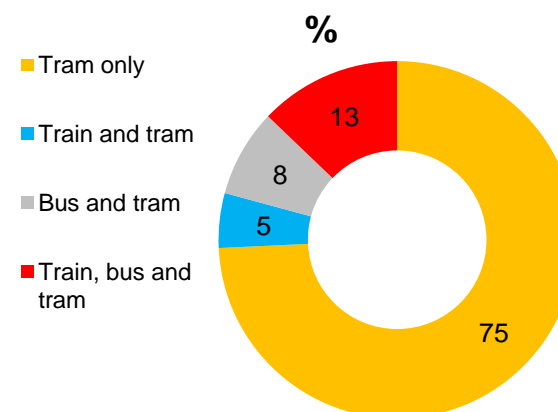
Ticket type and modes of transport permitted

Tram Passenger Survey – Manchester Metrolink

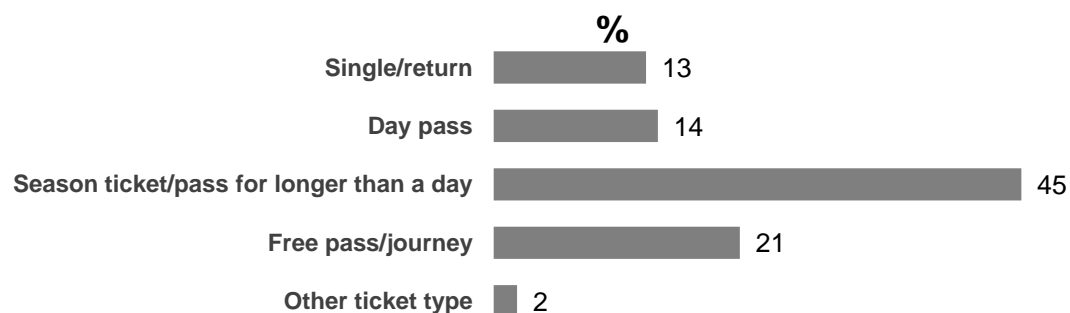
Tram



Modes of travel ticket allows



Bus



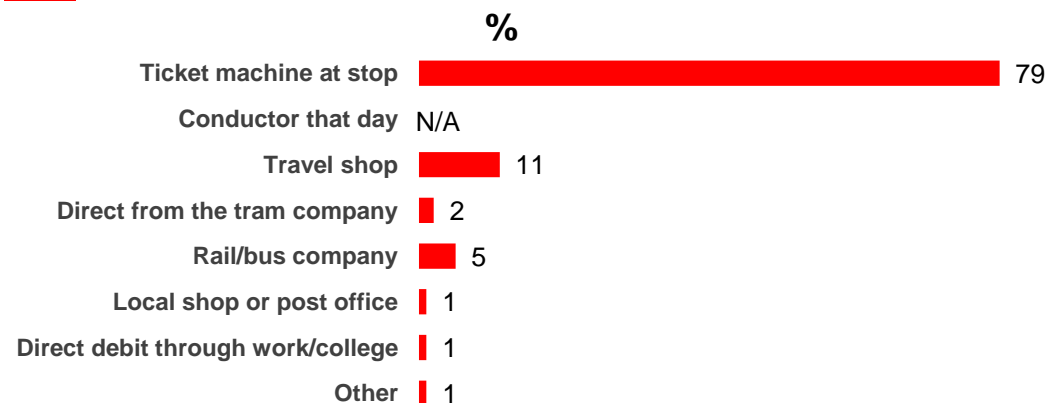
Q. What type of ticket/pass did you use for this tram/bus journey today?
Base (all passengers): 2863, 2833

Q. What modes of transport does your ticket allow you to travel on?
Base (all passengers): 2252

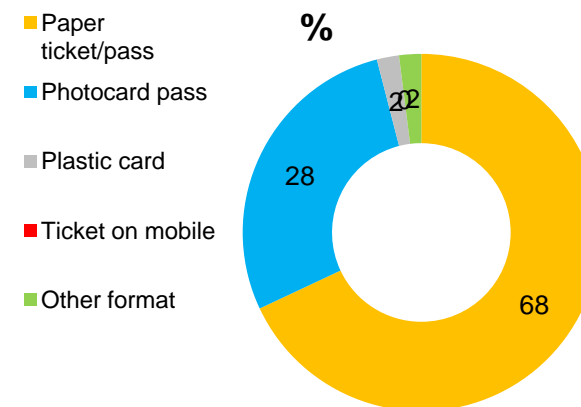
Method of buying ticket and ticket format

Tram Passenger Survey – Manchester Metrolink

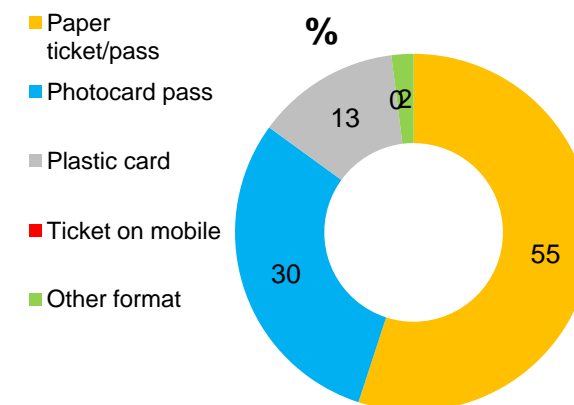
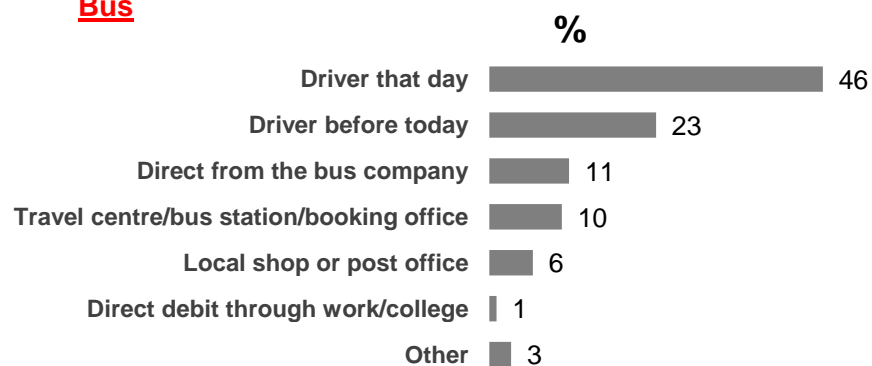
Tram



Ticket format



Bus

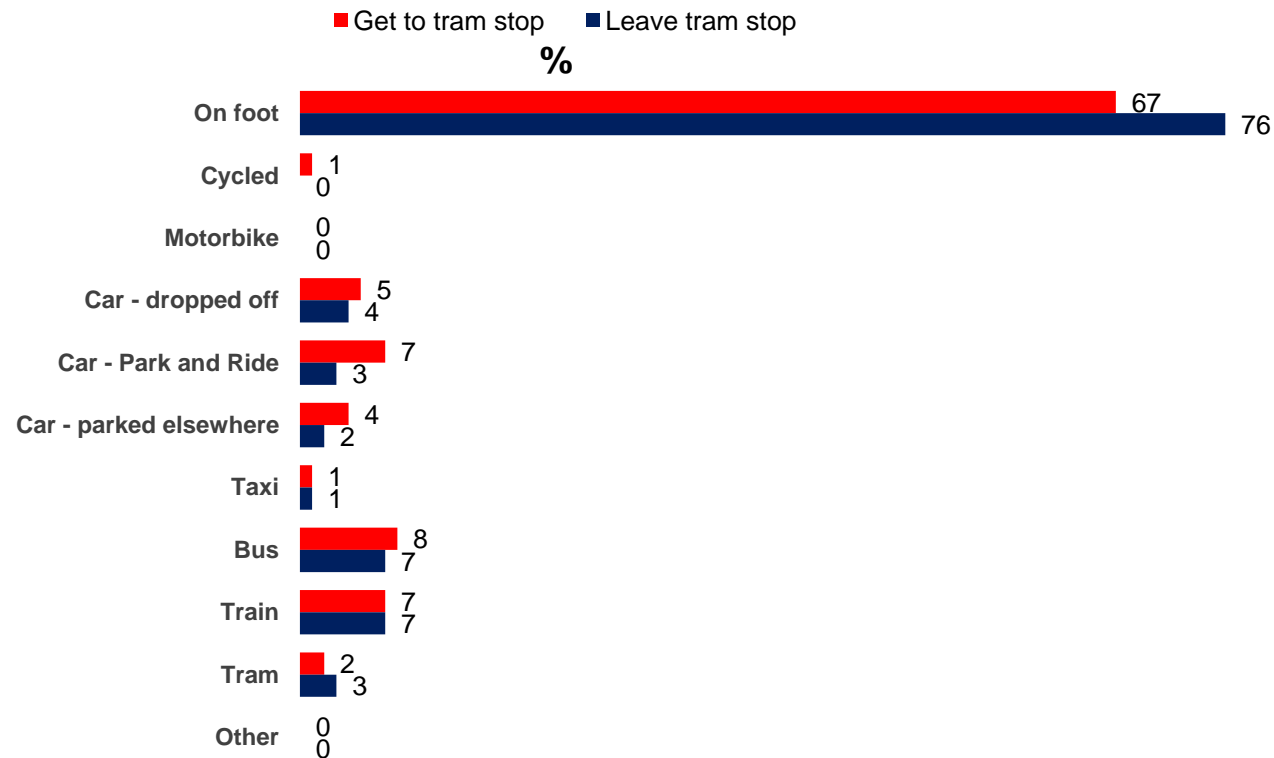


Q. How did you buy that ticket or pass?
Base (all fare paying passengers): 2088, 1108

Q. In what format was your ticket?
Base (all passengers): 2758, 2029

How got to and from the tram stop

Tram Passenger Survey – Manchester Metrolink



Q: How did you get to/from the tram stop where you boarded/left the tram today?

Base (all passengers): 2872

Manchester Metrolink stops used by passengers surveyed

Tram Passenger Survey – Manchester Metrolink

57 percent of passengers were on an outward journey, 39 percent on a return and 5 percent on a one-way trip

70 percent had a seat for their whole journey, while 10 percent said they had to stand but would have liked to have a seat

52 percent travelled on a single vehicle tram, 32 percent on a double tram and 16 percent were unsure if it was a single or a double tram

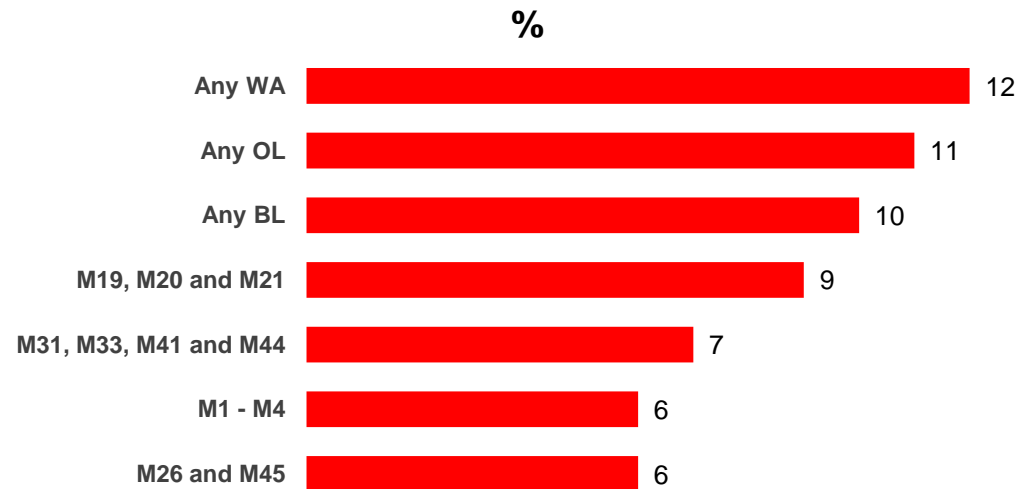
Boarding	%
• Bury	11
• Piccadilly	9
• Altrincham	8
• Market Street	6
• St Peter's Square	5
• Victoria	4
• Piccadilly Gardens	4
• Navigation Road	3

Alighting	%
• St Peter's Square	12
• Market Street	9
• Piccadilly	8
• Bury	6
• Victoria	5
• Piccadilly Gardens	5
• Altrincham	4
• Sale	3

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): 2904

Where Manchester Metrolink passengers live – by postcode

Tram Passenger Survey – Manchester Metrolink



Q: What is your postcode?

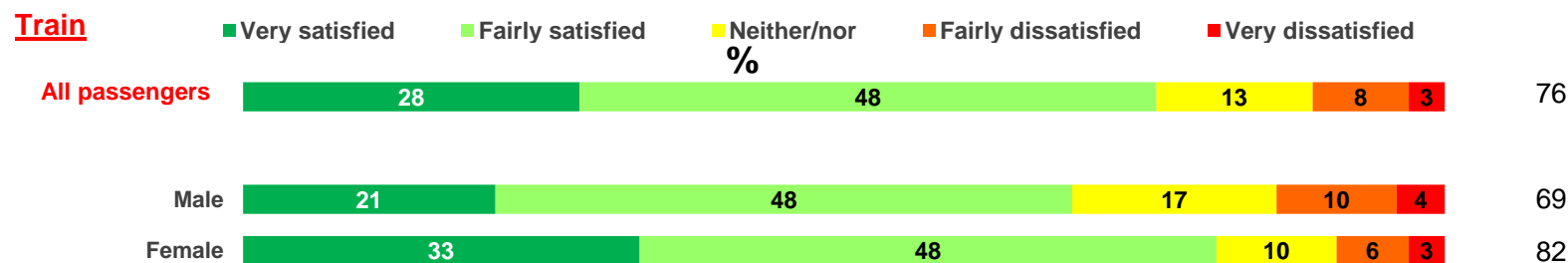
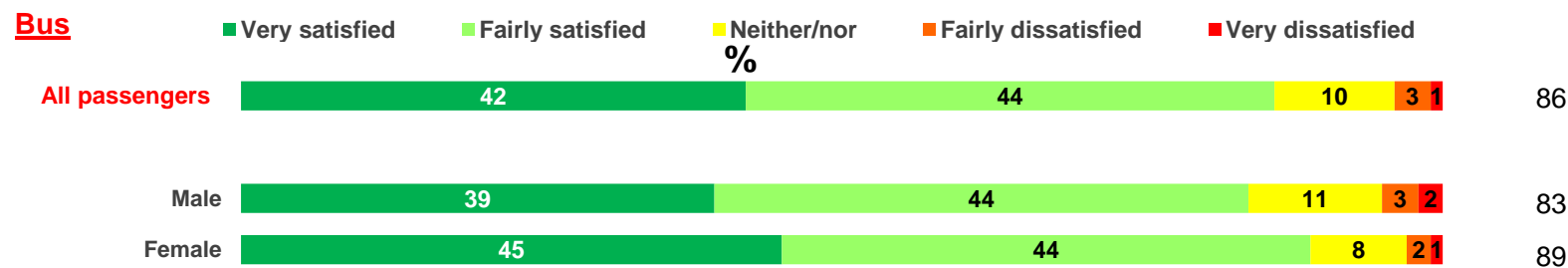
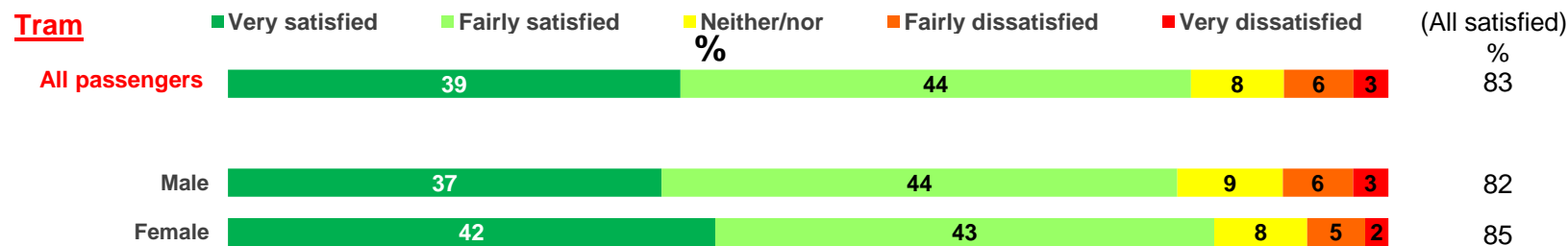
Base (all passengers): 2637

Tram Passenger Survey (TPS) – Manchester Metrolink

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

Overall satisfaction – by gender

Tram Passenger Survey – Manchester Metrolink

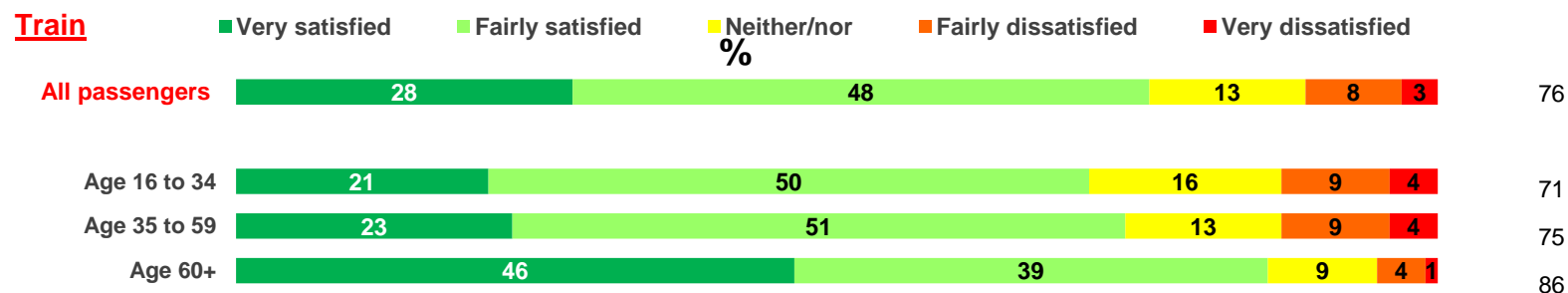
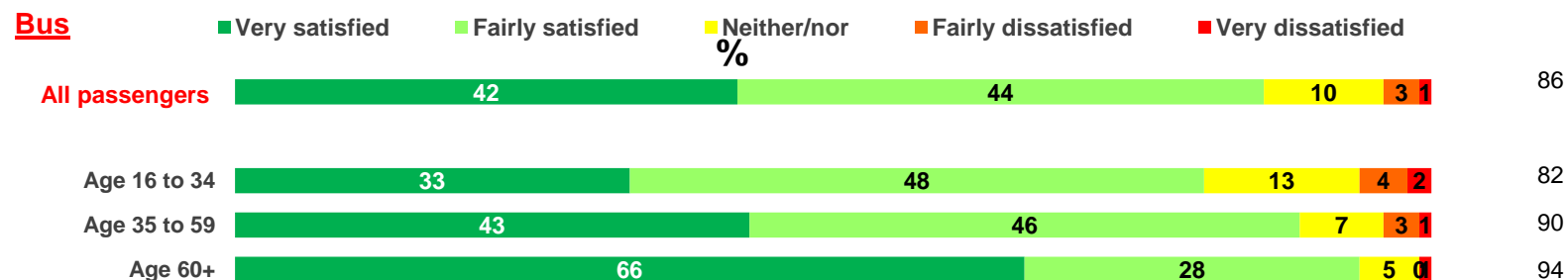
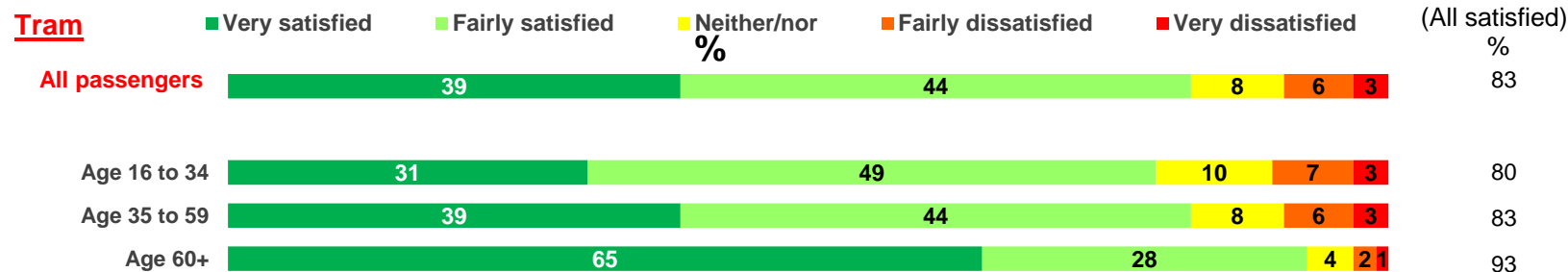


Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey?

Base (all passengers): 2891, 2212, 1168

Overall satisfaction – by age

Tram Passenger Survey – Manchester Metrolink

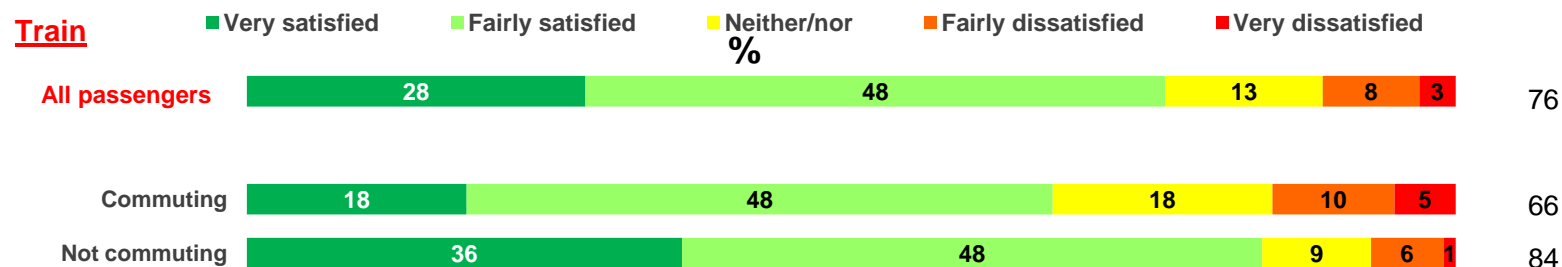
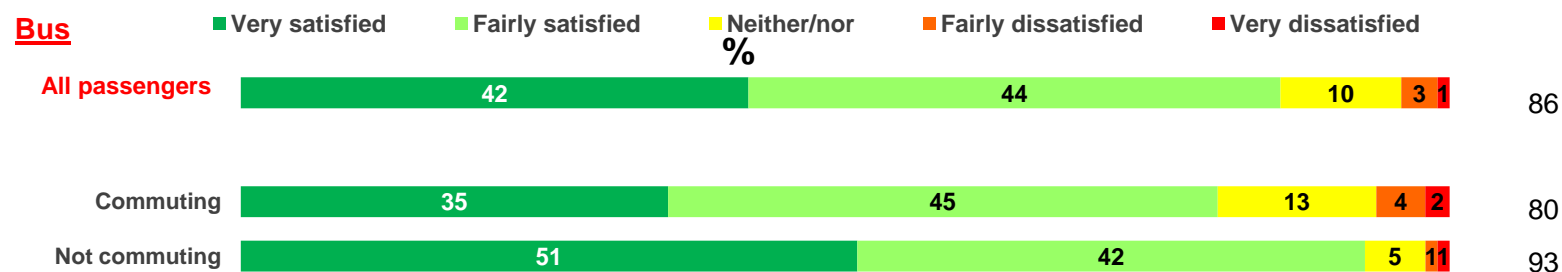
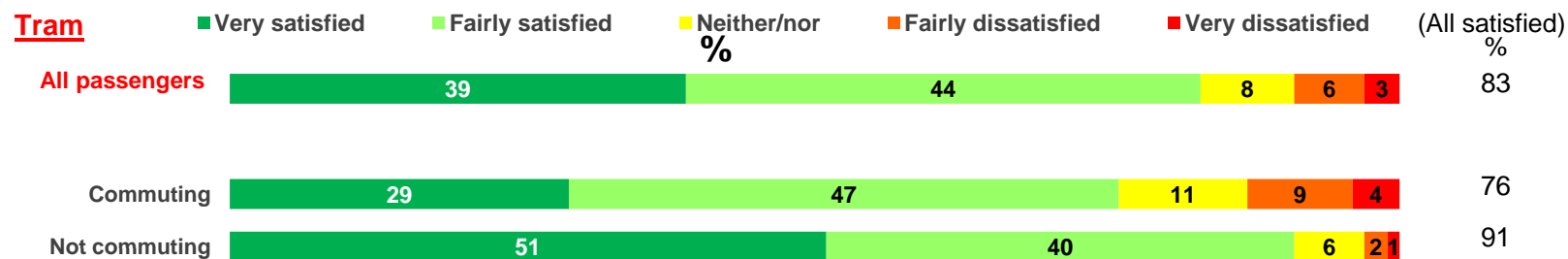


Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey?

Base (all passengers): 2891, 2212, 1168

Overall satisfaction – by passenger type

Tram Passenger Survey – Manchester Metrolink



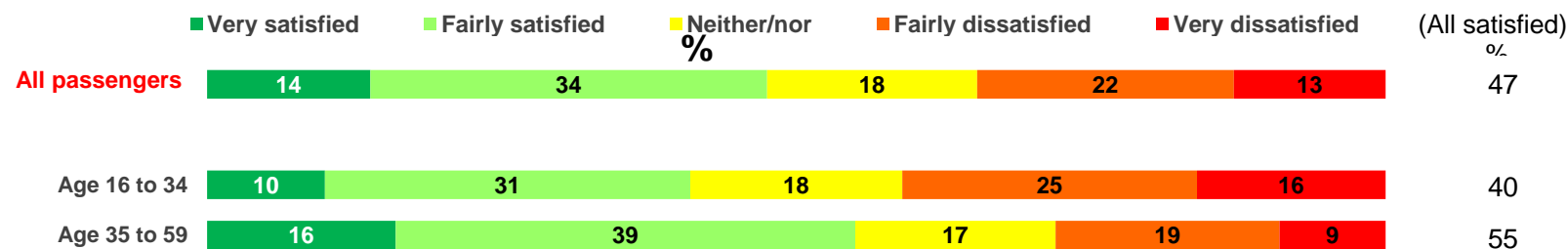
Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey?

Base (all passengers): 2891, 2212, 1168

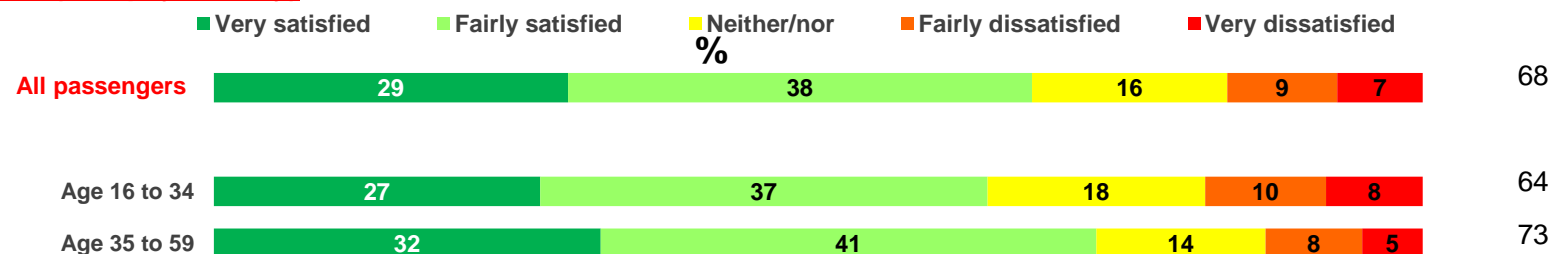
Value for money – by age

Tram Passenger Survey – Manchester Metrolink

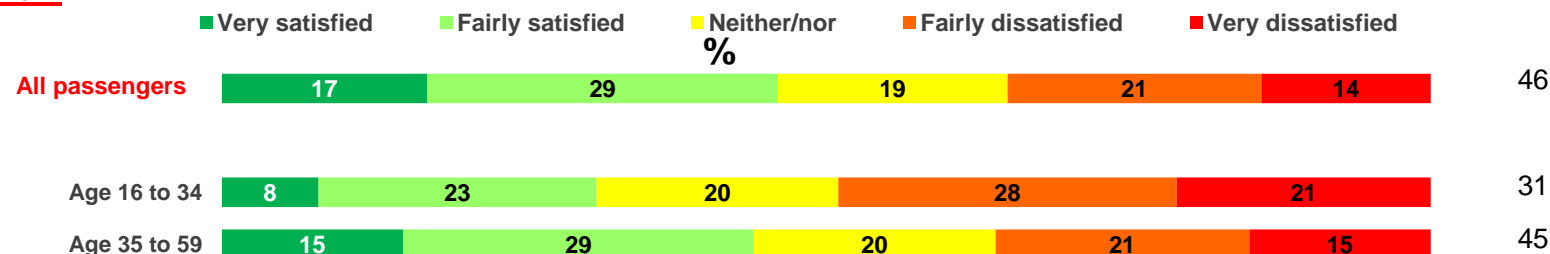
Tram (fare-payers only)



Bus (fare-payers only)



Train



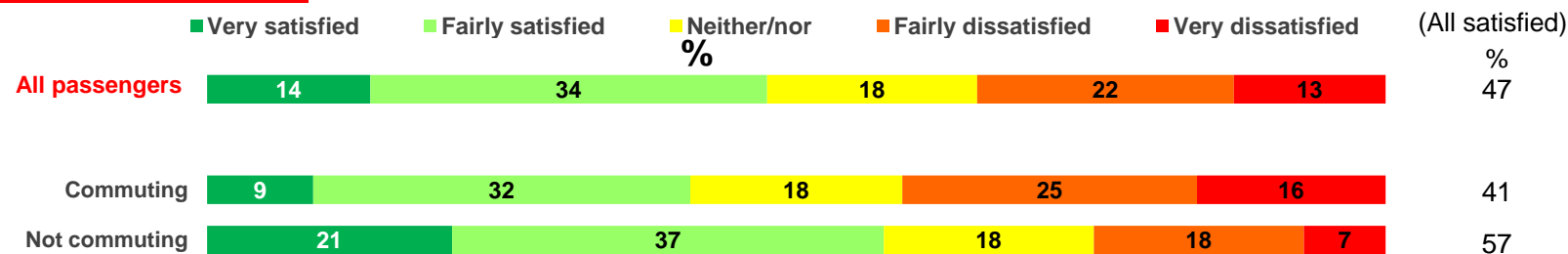
Q. How satisfied were you with the value for money of your journey?

Base (all fare paying passengers): 2050, 1125, 1096

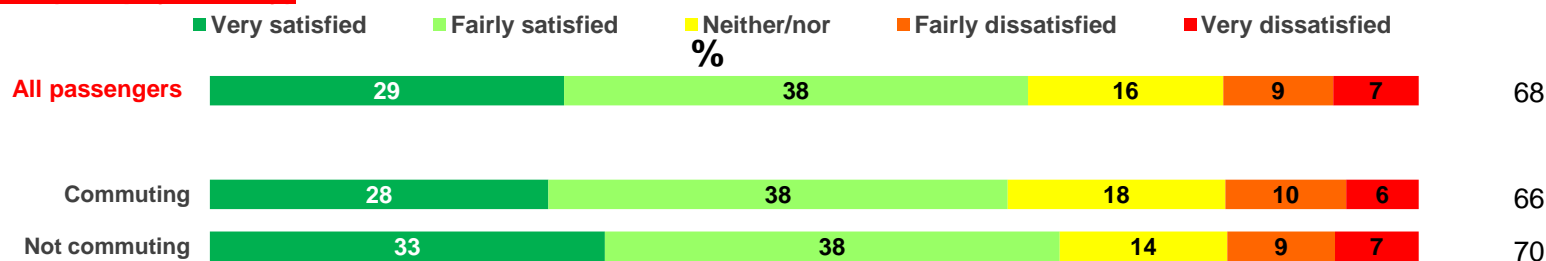
Value for money – by passenger type

Tram Passenger Survey – Manchester Metrolink

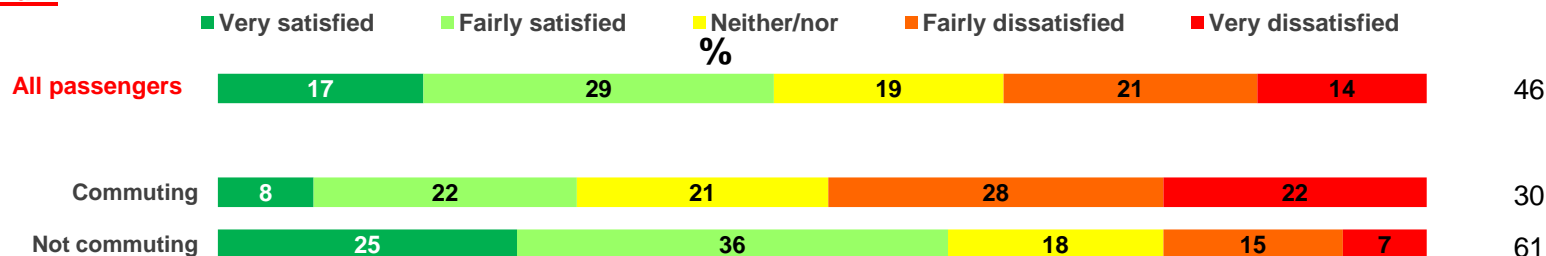
Tram (fare-payers only)



Bus (fare-payers only)



Train



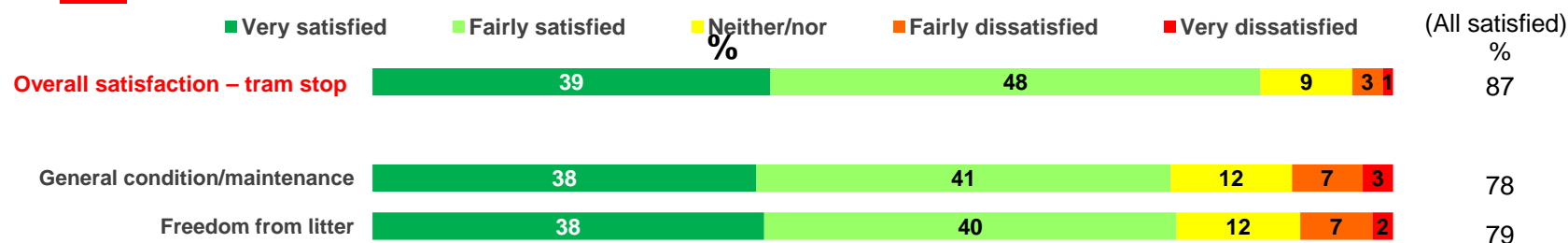
Q. How satisfied were you with the value for money of your journey?

Base (all fare paying passengers): 2050, 1125, 1096

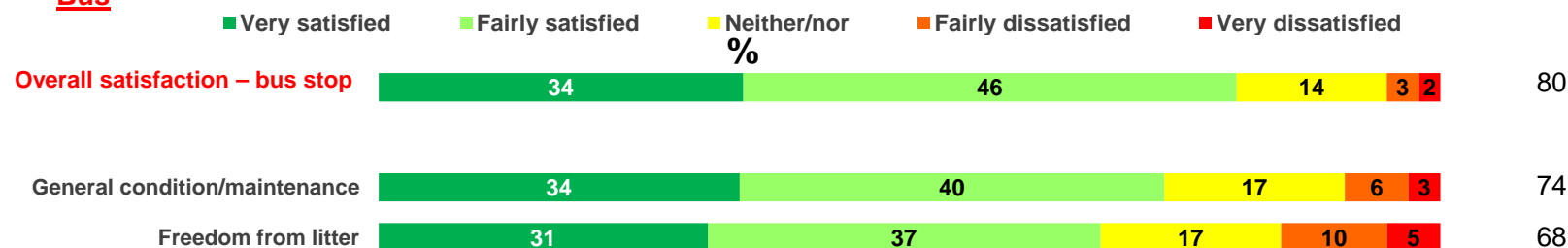
Satisfaction – with the tram/bus stop/train station (1)

Tram Passenger Survey – Manchester Metrolink

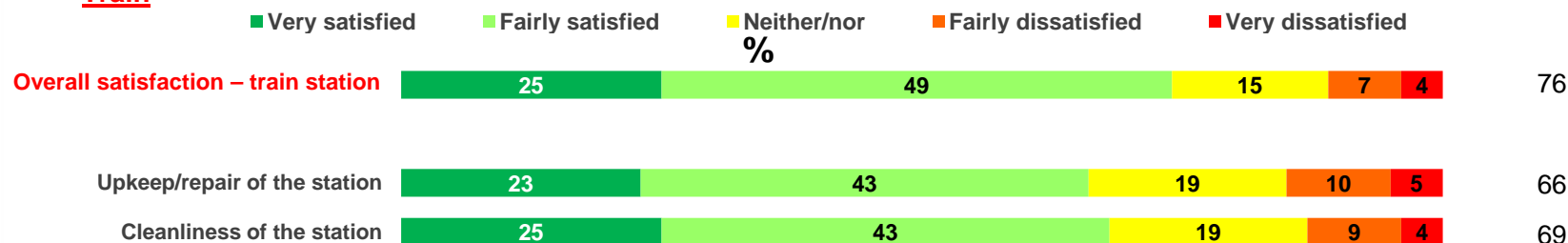
Tram



Bus



Train



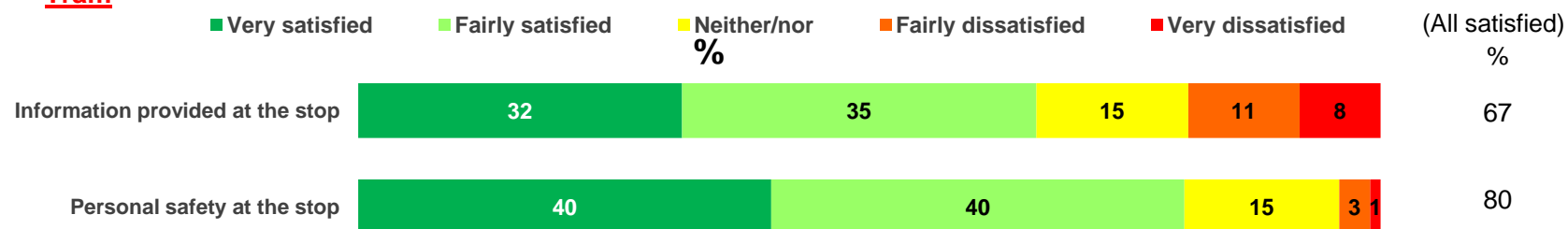
Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the bus/tram/train stop/station?

Base (all passengers): 2867, 2172, 853

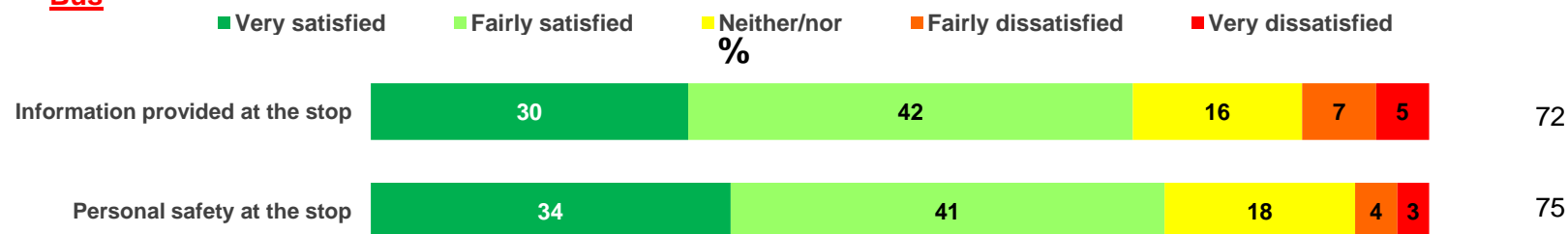
Satisfaction – with the tram/bus stop/train station (2)

Tram Passenger Survey – Manchester Metrolink

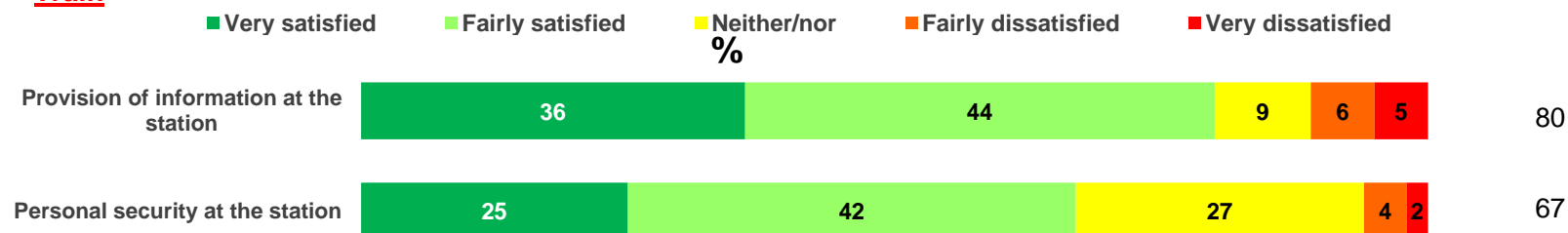
Tram



Bus



Train

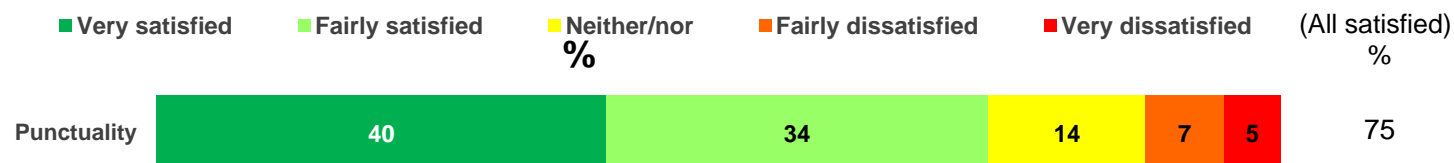


Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the bus/tram/train stop/station?
 Base (all passengers): 2819, 1987, 617

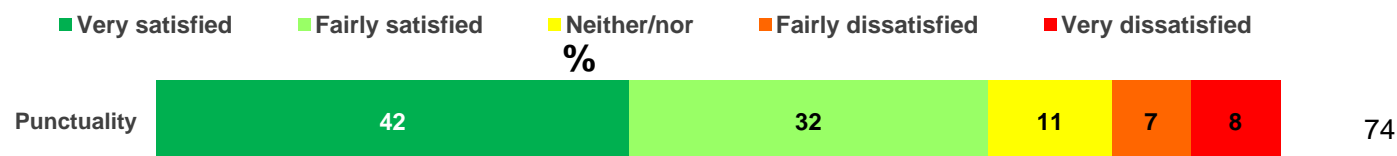
Satisfaction – with tram/bus/train punctuality

Tram Passenger Survey – Manchester Metrolink

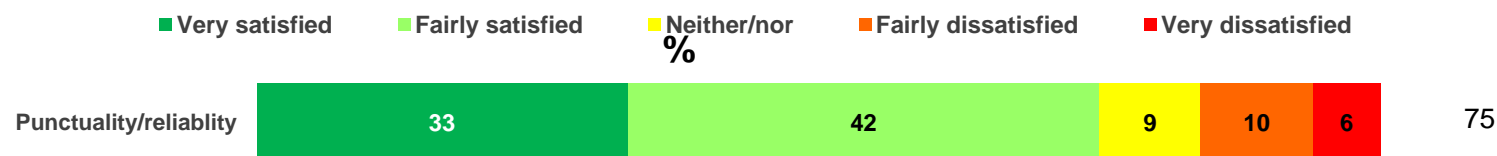
Tram



Bus



Train



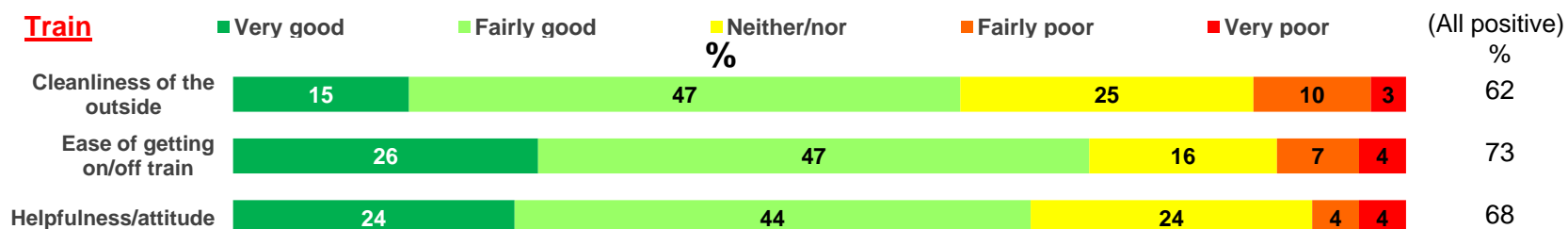
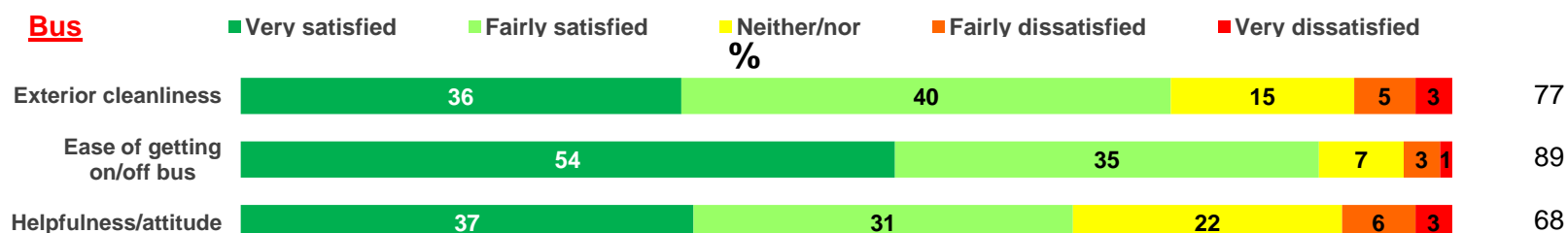
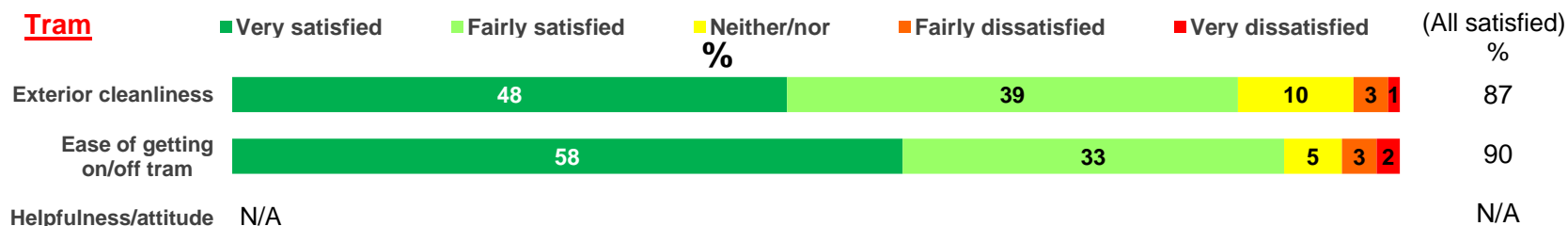
TPS/BPS: Q. How satisfied were you with tram/bus punctuality/running on time

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

Base (all passengers): 2693, 2011, 849

Satisfaction – with start of journey and on-board staff

Tram Passenger Survey – Manchester Metrolink



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

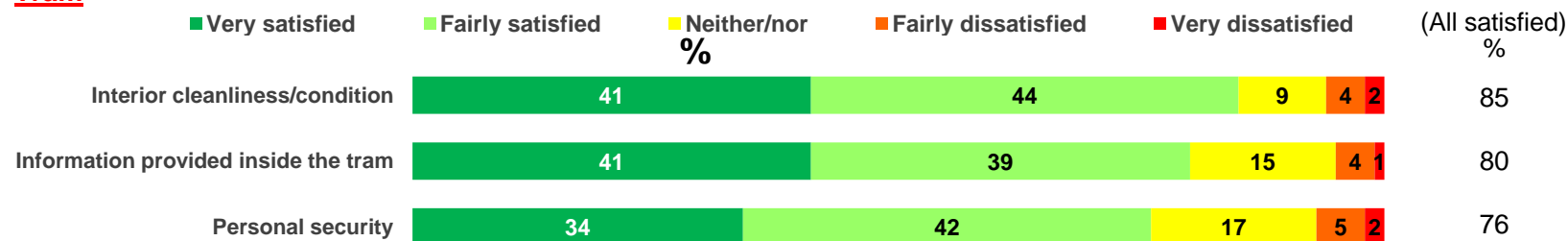
NRPS: Q. How would you rate the train you boarded in terms of:

Base (all passengers): 2874, 2167, 848

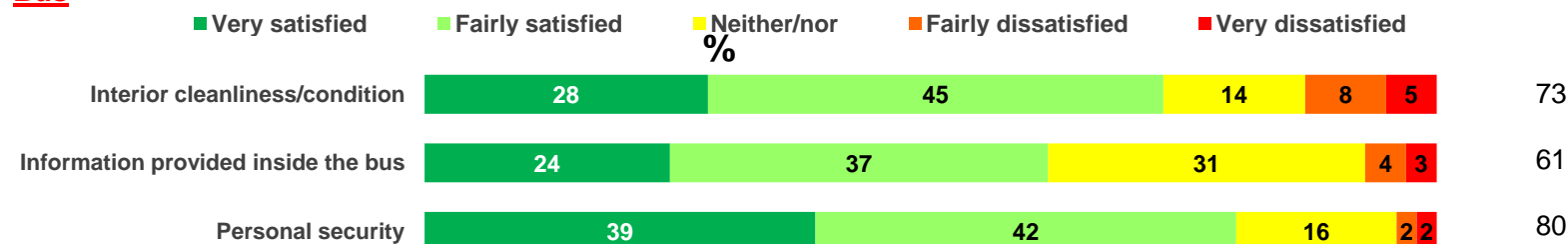
Satisfaction – on the tram/bus/train (1)

Tram Passenger Survey – Manchester Metrolink

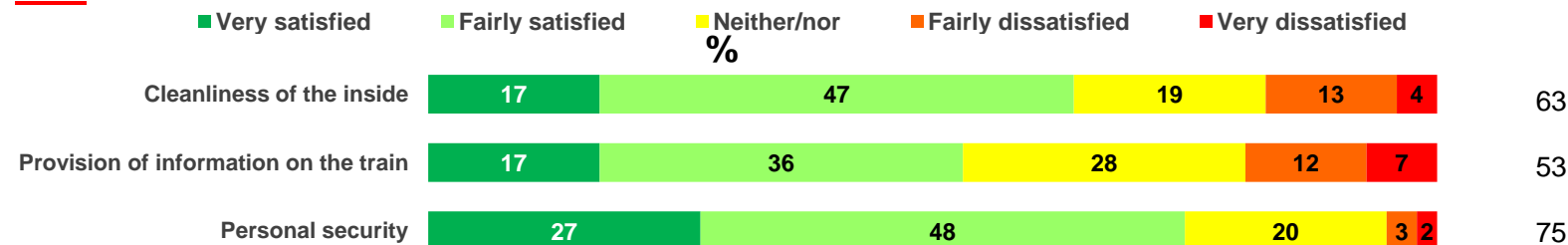
Tram



Bus



Train



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

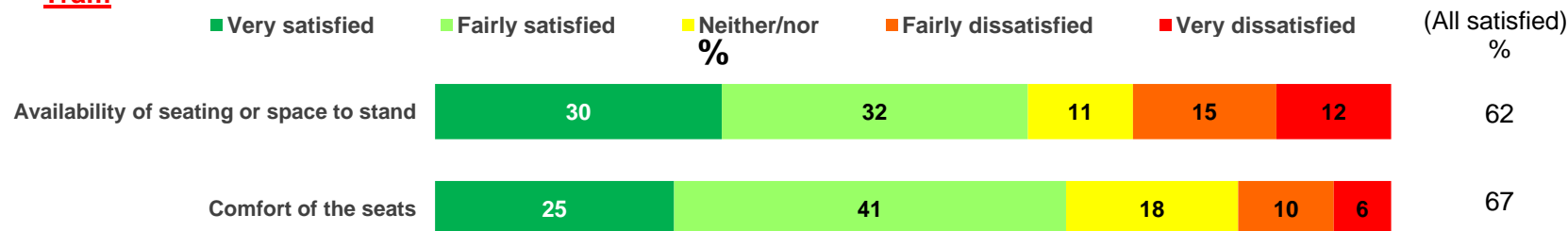
NRPS: Q. How would you rate the train you boarded in terms of:

Base (all passengers): 2876, 2195, 850

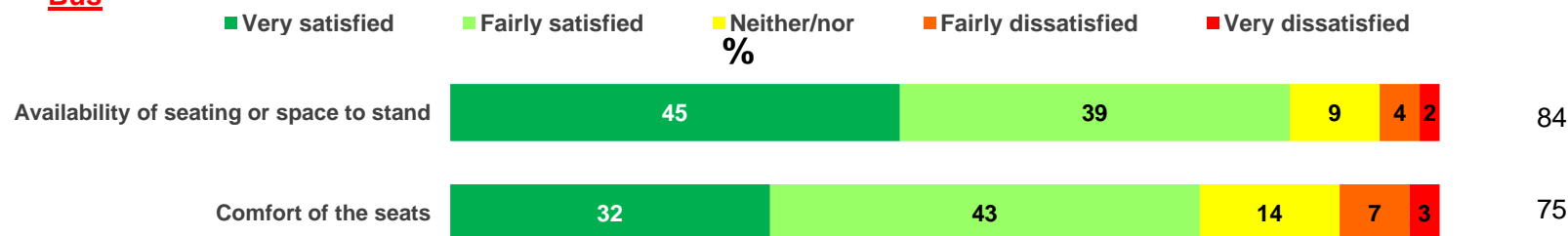
Satisfaction – on the tram/bus/train (2)

Tram Passenger Survey – Manchester Metrolink

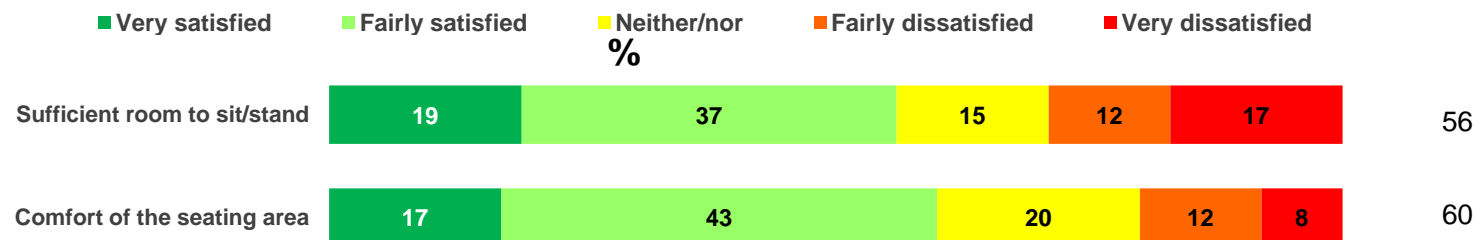
Tram



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): 2877, 2165, 843

Tram Passenger Survey (TPS) – Manchester Metrolink

Appendix 2 – Questionnaire

Q9. What is the main purpose of your Metrolink 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"/> |

Q10. 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"/> | | |

Q11. 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"/> |

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

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

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

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

Q14. What was the main reason you chose to take Metrolink for this journey?

(Please tick one box only)

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

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

- | | | | |
|------------------|--------------------------|-------------|--------------------------|
| Dry | <input type="checkbox"/> | Foggy | <input type="checkbox"/> |
| Light rain | <input type="checkbox"/> | Snow | <input type="checkbox"/> |
| Heavy rain | <input type="checkbox"/> | Icy | <input type="checkbox"/> |

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

- | | |
|---------------------|--------------------------|
| A single tram | <input type="checkbox"/> |
| A double tram | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

2. About the tram stop where you boarded this tram

Q17. Thinking about the Metrolink 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"/>

Q18. Overall, how satisfied were you with the tram stop?

- | | |
|--|--------------------------|
| Very satisfied | <input type="checkbox"/> |
| Fairly satisfied | <input type="checkbox"/> |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> |
| Fairly dissatisfied | <input type="checkbox"/> |
| Very dissatisfied | <input type="checkbox"/> |
| Don't know/no opinion | <input type="checkbox"/> |

3. Waiting for the tram

Q19. Approximately, how long did you wait for your tram?

(Please write in the time in minutes)

Q20a. Did you check any of the following to find out when the tram was meant to arrive?

(Please tick all that apply)

Before leaving for the tram stop

Leaflet..... ☐

Online tram times..... ☐

Disruption information via

Metrolink website..... ☐

Disruption updates

(e.g. on Twitter/Facebook)..... ☐

Other..... ☐

At the tram stop

Electronic display at the stop..... ☐

Information posters at the stop..... ☐

Online tram times..... ☐

Disruption information via

Metrolink website..... ☐

Disruption updates

(e.g. on Twitter/Facebook)..... ☐

Other..... ☐

Q20b. If you did not check to find out when the tram was meant to arrive, why was this?

(Please tick all that apply)

Knew the trams ran

frequently on this route..... ☐

Already knew arrival times..... ☐

knew through other means..... ☐

Could not find the information..... ☐

Didn't have time..... ☐

Did not know when the tram

was meant to arrive..... ☐

Other..... ☐

Q21. Approximately, how long did you expect to wait for the tram?

(Please write in the time in minutes)

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

Much longer than expected..... ☐

A little longer than you expected..... ☐

About the length of time you expected..... ☐

A little less time than you expected..... ☐

Much less time than you expected..... ☐

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?

	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

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 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"/>

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 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"/>
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"/>

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 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"/> |
| | | _____ | <input type="checkbox"/> |

Q28a. Was your Metrolink journey 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 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"/> | | |

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

(Please write in the time in minutes)

5. Your overall opinion of the Metrolink 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 Metrolink journey today?

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

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

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

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

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

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.

Q39a. How would you rate Metrolink services for the following:

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

Q39b. And how satisfied are you overall with Metrolink services for the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Ease of buying your ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality (running on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency (how often the trams run)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q42. How often do you typically travel by Metrolink? (Please tick the closest to your frequency of tram use)

5 or more days a week	<input type="checkbox"/>	Once a month	<input type="checkbox"/>
3 or 4 days a week	<input type="checkbox"/>	Less frequently	<input type="checkbox"/>
Once or twice a week	<input type="checkbox"/>	This is the first time I have used Metrolink	<input type="checkbox"/>
Once a fortnight.....	<input type="checkbox"/>		

Q43. Have any of the following frequently stopped you making journeys by Metrolink?

The places you can reach by Metrolink	<input type="checkbox"/>	How long 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"/>		
Understanding the ticket machines	<input type="checkbox"/>		

7. About you

QA. Are you...?

Male ☐ Female ☐

QB. In which age group are you?

16-18 ☐ 55-59 ☐
 19-25 ☐ 60-64 ☐
 26-34 ☐ 65-69 ☐
 35-44 ☐ 70-79 ☐
 45-54 ☐ 80+ ☐

QC. Are you...?

Working full time (30+ hours) ☐ Retired ☐
 Working part time (under 30 hours) ☐ Full time student ☐
 Not working – seeking work ☐ Other ☐

QD. Do you have a disability or long-term illness related to the following? (Please tick all that apply)

No - None ☐ Yes - Eyesight ☐
 Yes - Mobility ☐ Yes - Speech impairment ☐
 Yes - Wheelchair use ☐ Yes - Learning difficulties ☐
 Yes - Hearing ☐ Yes - Other ☐

QE. Which of the following best describes your ethnic background?

White ☐ Chinese ☐
 Mixed ☐ Asian or Asian British ☐
 Black or Black British ☐ Other ethnic group ☐

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

You have a car available ☐ You have a car available but
 and don't mind driving ☐ prefer not to drive ☐
 You don't have a car available ☐

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

All or most of the time ☐ You don't have anybody you can ask ☐
 Some of the time ☐ Not applicable ☐

QJ. What is your postcode? (This will only be used for research purposes e.g. to help us determine how near or far people live from the tram service)

Live outside the UK ☐

Please complete the contact details requested below if you would be happy to participate in future research projects for either Passenger Focus or Metrolink. Your contact details will then be passed to these organisations along with your postcode and other responses, so these organisations (or research organisations working on their behalf) can contact you about research that would be most relevant to you. We shall not share your details with any other organisation.

Name:

Telephone number:

Email address:

If you have a specific complaint about Metrolink that you want a response to please call 0161 244 1000 or email customer.relations@tfgm.com

Thank you for your help in completing this questionnaire.

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

bdrc continental

Tram Passenger Survey
 Perspective Research Services Ltd
 FREEPOST (RSKU-SKUZ-TSYG)
 Kingsbourne House
 229-231 High Holborn
 LONDON WC1V 7DA

Passengerfocus
 putting passengers first

This survey is being undertaken for Passenger Focus by BDRC Continental, an independent market research agency who adhere to the Market Research Society's Code of Conduct. You were handed the questionnaire by an interviewer working for Perspective Research Services, a part of BDRC Continental. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0200 39 69 99 or www.mrs.org.uk who will verify BDRC Continental Limited's status as a legitimate market research organisation. You may also contact Colin Sheddick at BDRC Continental on 0207 490 9103.