

Tram Passenger Survey (TPS) – Nottingham Express Transit

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 explore barriers to tram use, opportunities to encourage usage, and potential improvements to the passenger experience

This is the report for the NET system. Unlike the other systems we are unable to include comparisons for either bus or train in Nottingham. The Nottingham City area was last covered in the Spring 2013 wave of BPS, and we feel that any comparison of TPS with BPS data from an earlier wave (and one conducted at a different time of the year) would be inappropriate and not provide a valid comparison. Our intention is to include Nottingham in concurrent TPS and BPS waves in future to enable valid comparisons to be made. NRPS covers too few stations locally to permit meaningful comparisons to be drawn with trains in the Nottingham area.

Methodology – fieldwork

Tram Passenger Survey – Nottingham Express Transit

Nottingham Express Transit (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: 333 interviews (250 paper, 83 online)

Methodology – data analysis

Tram Passenger Survey – Nottingham Express Transit

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
- 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

The Nottingham Express Transit system

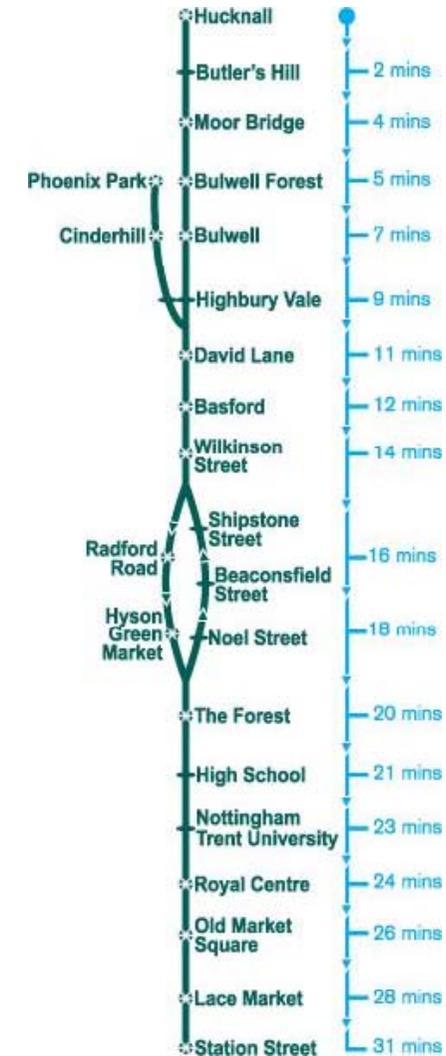
Tram Passenger Survey 2013

- Nottingham Express Transit currently consists of a single line with 23 stops, covering 8.7 miles between Hucknall/Phoenix Park and Station Street. Additional routes are under construction, extending the network from Station Street to serve Clifton and Toton
- Approximately 7.4 million* passenger journeys were made in 2012/13
- The trams currently run with conductors and passengers may purchase tickets on board. Ticket machines are being introduced at NET stops in 2014
- All NET stops have Passenger Information Displays and information boards with tram times and local information
- Tram frequency is as follows:

Monday - Saturday		Sunday	
Morning/evening	Every 10-20 mins	Morning/evening	Every 15-30 mins
Daytime	Every 5-12 mins	Daytime	Every 7-15 mins

- There were no significant issues affecting tram services during the fieldwork period.

Route map:



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

Tram Passenger Survey (TPS) – Nottingham Express Transit

Summary

Summary of key findings (1)

Tram Passenger Survey – Nottingham Express Transit

- Overall satisfaction for a journey on the Nottingham Express Transit (NET) was high (96%). This high rating for the tram journey was consistent across all the main passenger groups, although slightly lower for those using the NET frequently (5 or more times a week) where it dropped only slightly to 92 percent
- Amongst fare paying passengers nearly seven out of ten (69%) were satisfied with the value for money of their NET journey
- 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
- 94 percent of NET passengers were satisfied with the punctuality of the tram service, and only 4 percent did experience some delay to their journey
- Although satisfaction of the NET service was high, just over a third (36%) did spontaneously suggest some improvements that could be made to their journey. These mainly concerned crowding issues

Summary of key findings (2)

Tram Passenger Survey – Nottingham Express Transit

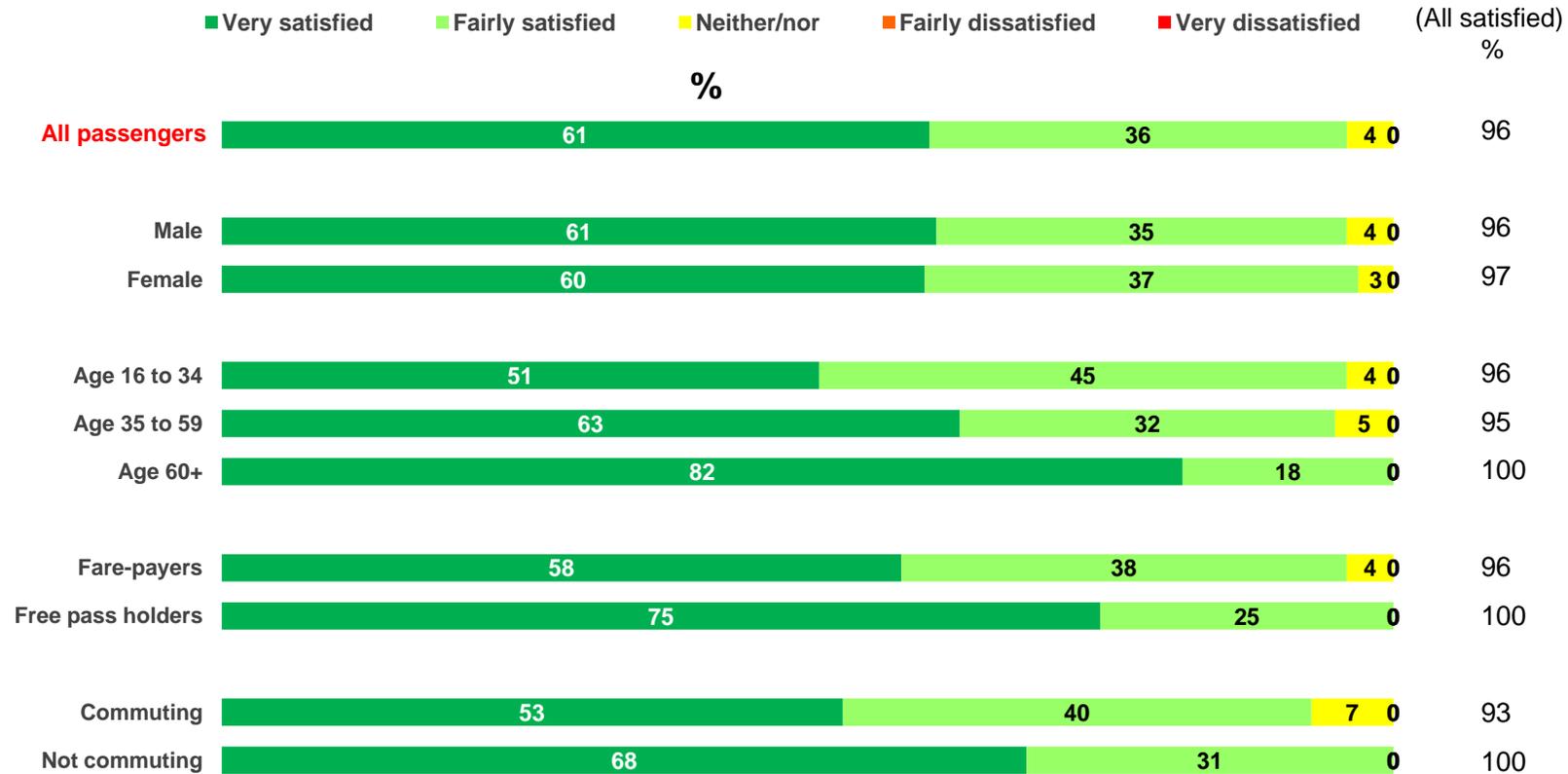
- Other improvements spontaneously mentioned were more reliable services/fewer delays, improvements to the interior of the tram (e.g. better temperature control) and cheaper tickets
- Less than one in ten (6%) were troubled by anti-social behaviour of other passengers on their tram journey. The rowdy behaviour of others was the most likely cause of their concern
- The profile of NET passengers was quite young, over a third (36%) were aged 16 to 25 years
- Just over a half of all passengers (54%) were using the NET to either get to/from work (41%) or school/college (13%)
- As tram passengers generally had a younger profile, only 12 percent of all NET passengers were travelling on an elderly person's (60+) concessionary pass.

Tram Passenger Survey (TPS) – Nottingham Express Transit

Journey Satisfaction

Overall satisfaction

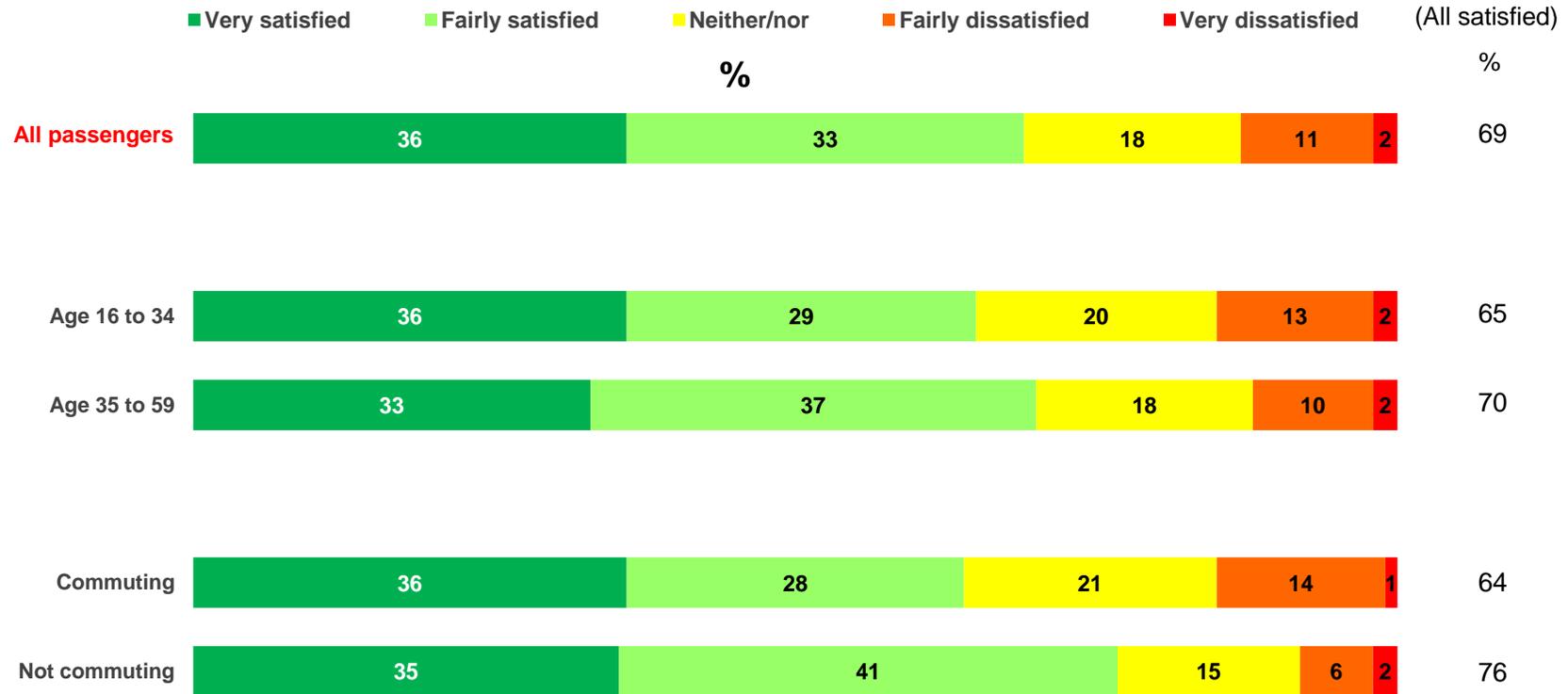
Tram Passenger Survey – Nottingham Express Transit



Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
 Base (all passengers): 331

Value for money – fare-payers only

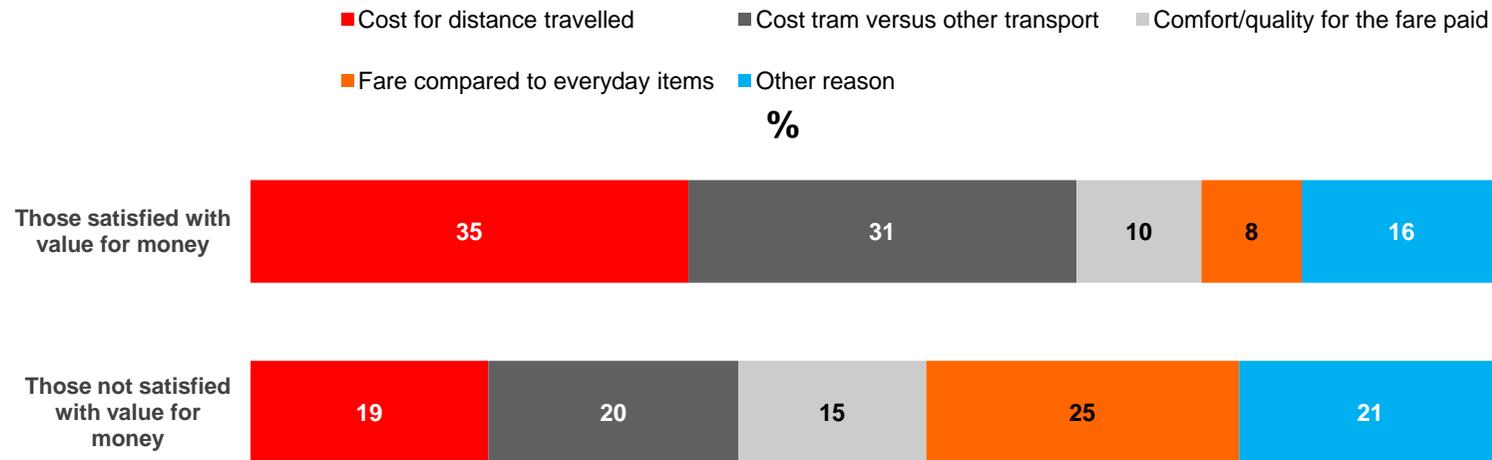
Tram Passenger Survey – Nottingham Express Transit



Q. How satisfied were you with the value for money of your journey?
 Base (all fare paying passengers): 272

What influenced value for money rating

Tram Passenger Survey – Nottingham Express Transit



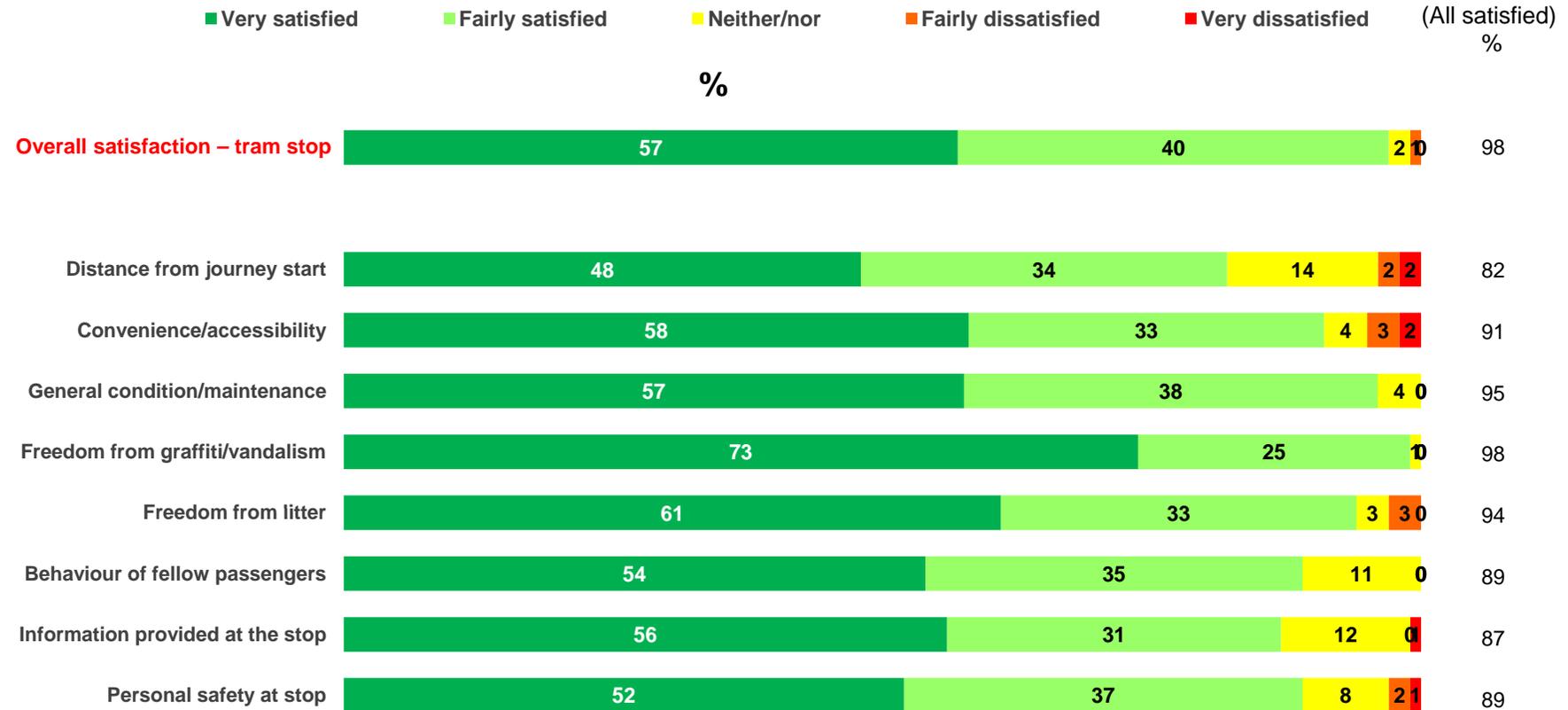
NOTE: those not satisfied with value for money includes respondents answering 'Neither satisfied nor dissatisfied'

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

Base (all fare paying passengers): 267

Satisfaction – with the tram stop

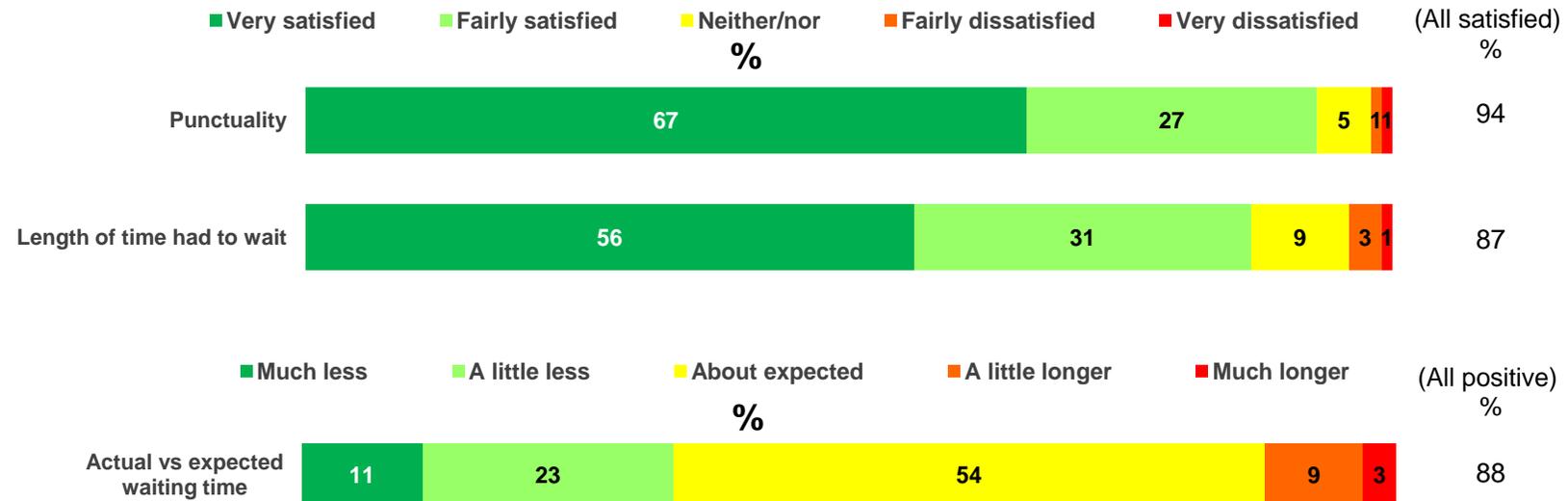
Tram Passenger Survey – Nottingham Express Transit



Q. Overall, how satisfied were you with the tram stop? & Q. Thinking about the tram stop itself, how satisfied were you with the following:
 Base (all passengers): 326

Satisfaction – with punctuality of the tram

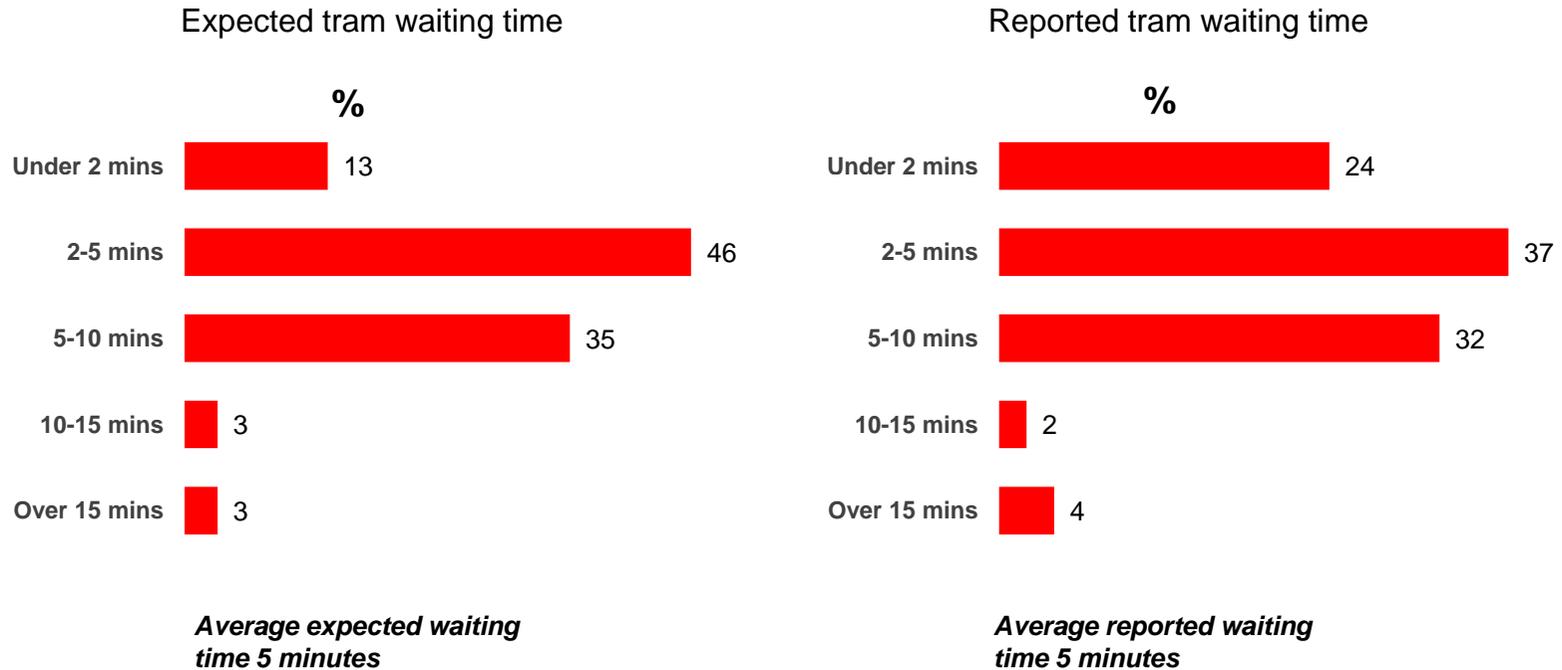
Tram Passenger Survey – Nottingham Express Transit



Q. How satisfied were you with each of the following?
 Q. Thinking about the time you waited for the tram today, was it [...] than expected?
 Base (all passengers): 329

Expected and reported waiting times

Tram Passenger Survey – Nottingham Express Transit



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

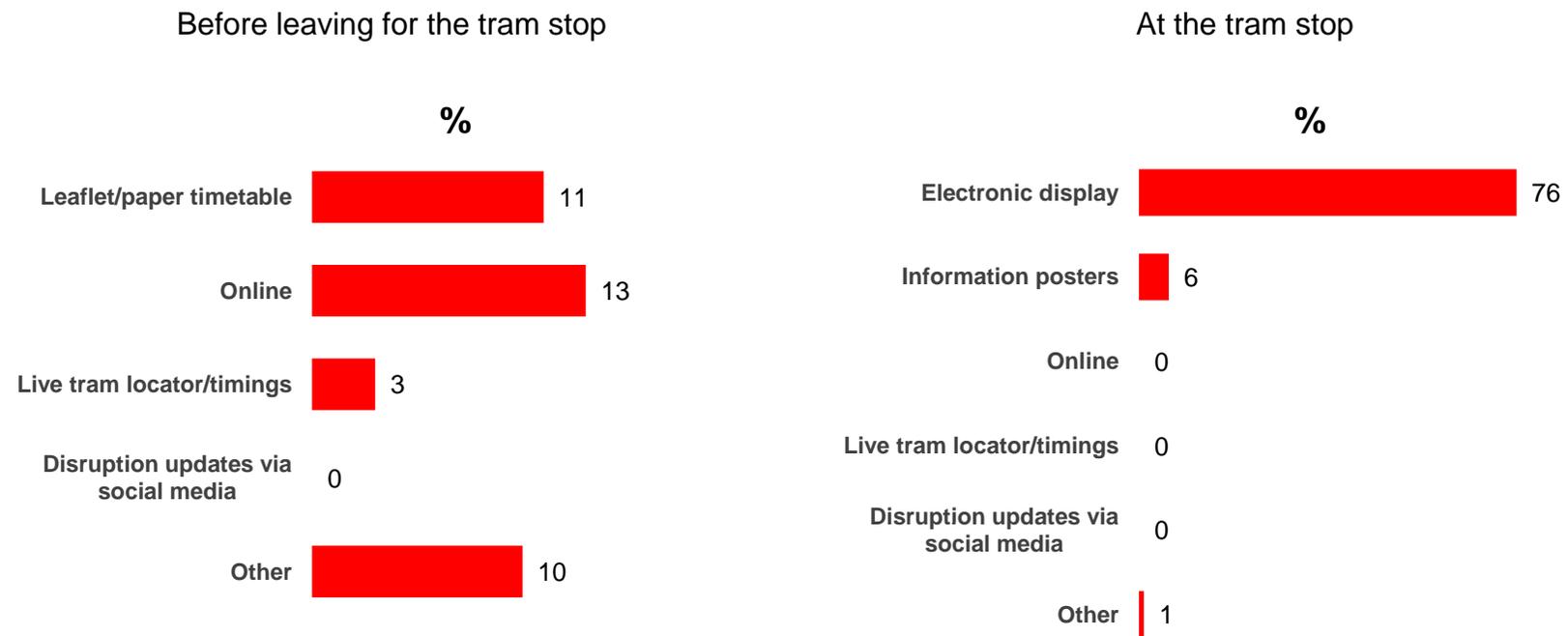
Q. Approximately, how long did you wait for your tram?

Base (all passengers): 326

How passengers checked tram times

Tram Passenger Survey – Nottingham Express Transit

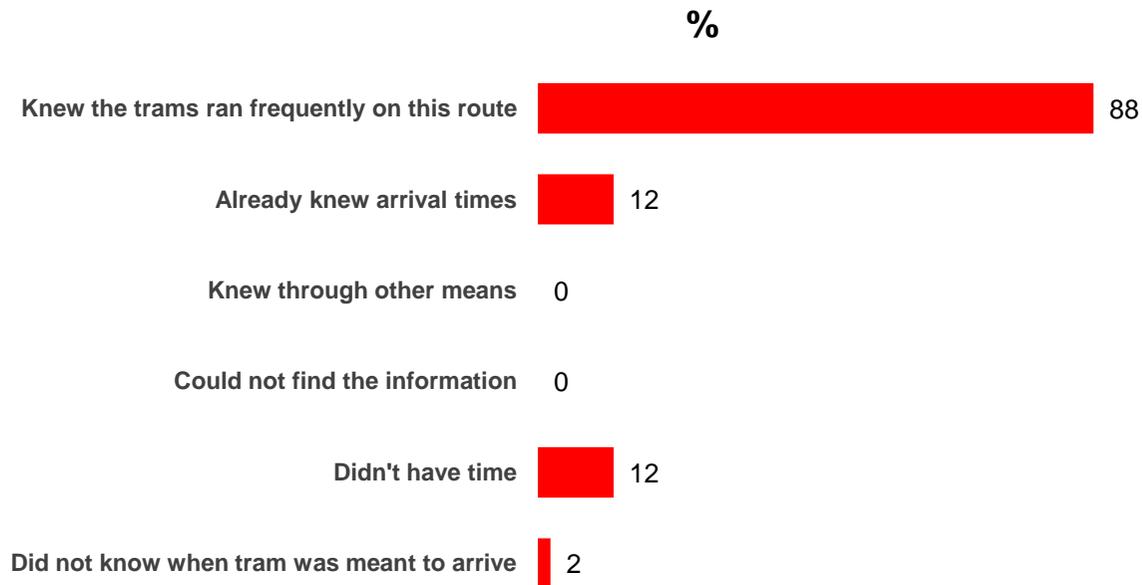
15 percent of NET passengers did not check to find out when the tram was meant to arrive



Q. Did you check any of the following to find out when the tram was meant to arrive?
Base (all passengers): 327

Why passengers did not check tram times

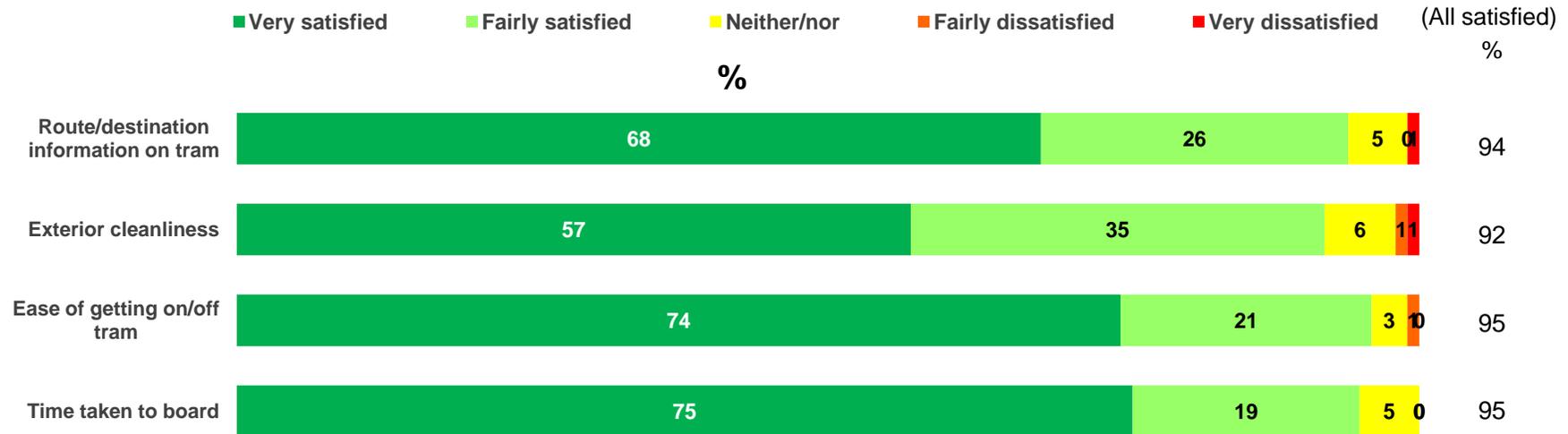
Tram Passenger Survey – Nottingham Express Transit



Q. If you did not check to find out when the tram was meant to arrive, why was this?
Base (all not checking tram arrival information): 51

Satisfaction – with start of journey

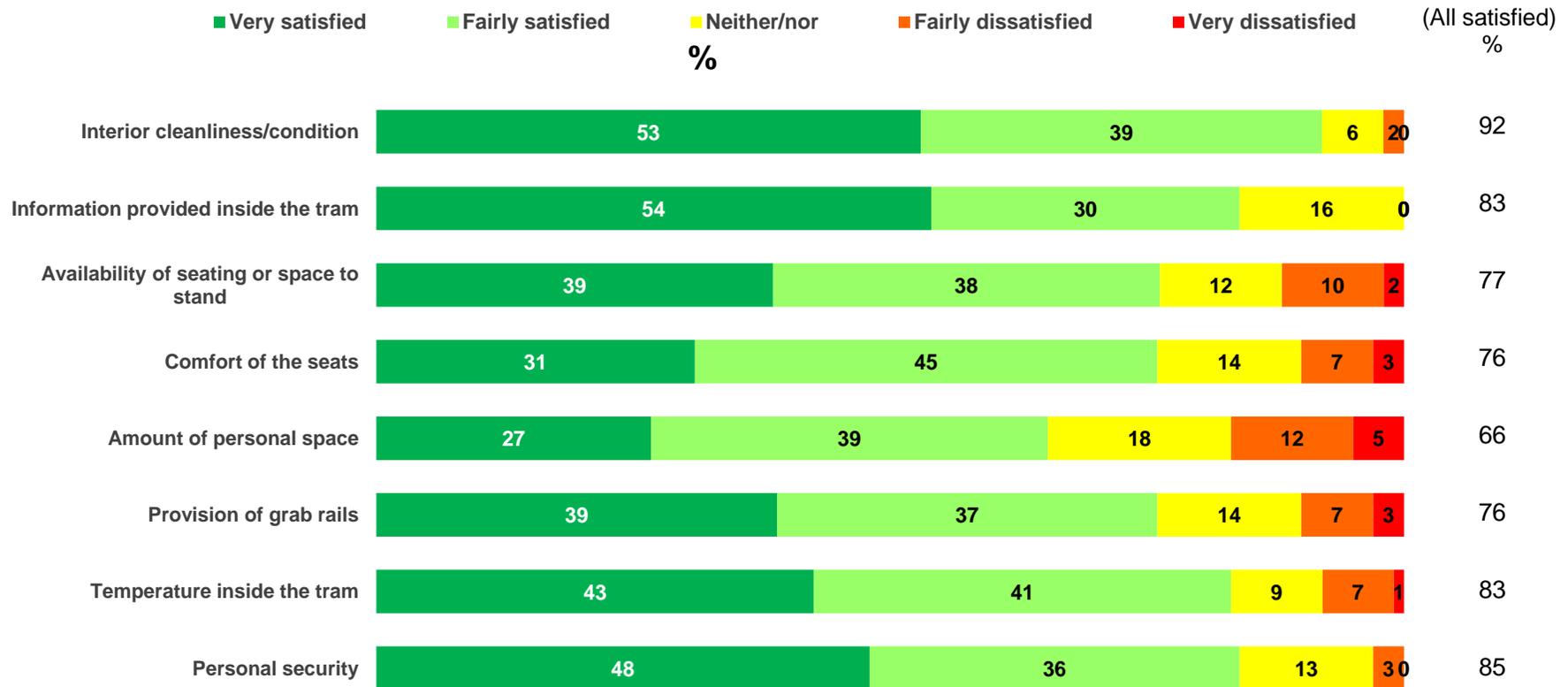
Tram Passenger Survey – Nottingham Express Transit



Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
 Base (all passengers): 325

Satisfaction – on the tram

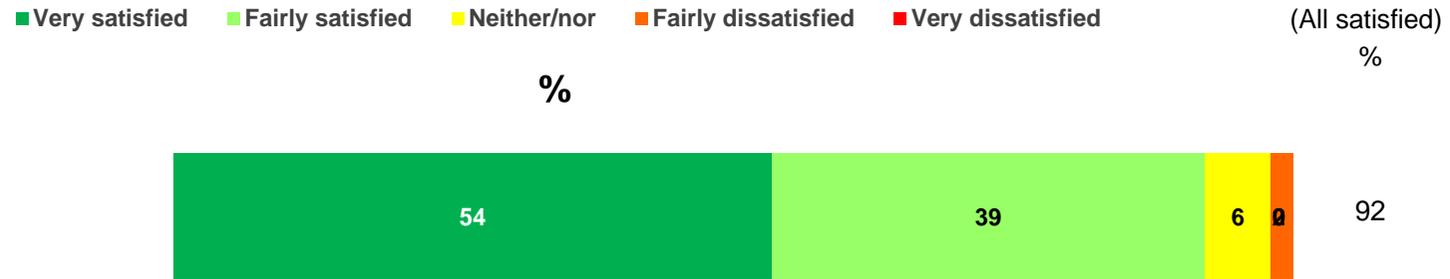
Tram Passenger Survey – Nottingham Express Transit



Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
 Base (all passengers): 327

Satisfaction – with on-tram journey time

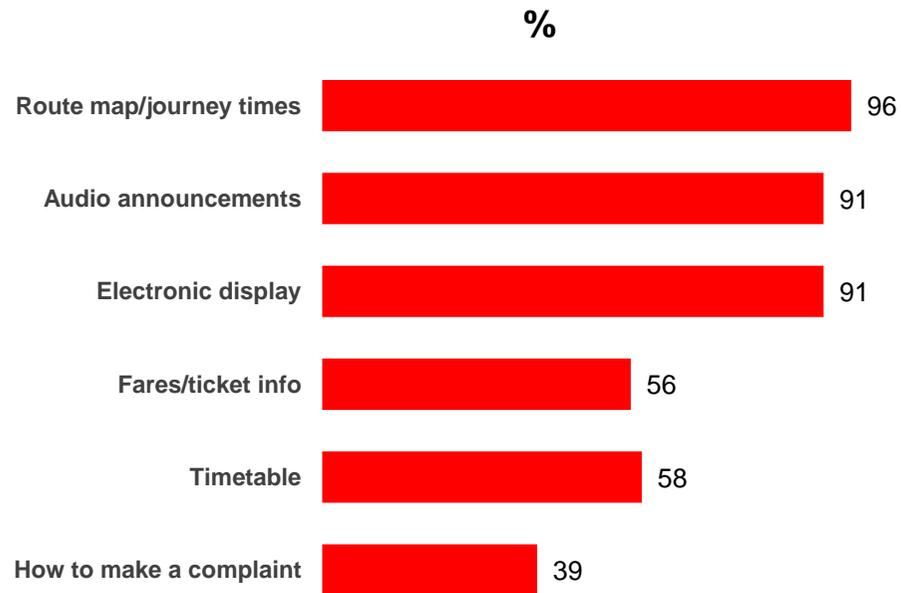
Tram Passenger Survey – Nottingham Express Transit



Q. How satisfied were you with the amount of time your journey on the tram took?
Base (all passengers): 324

Availability of information inside the tram

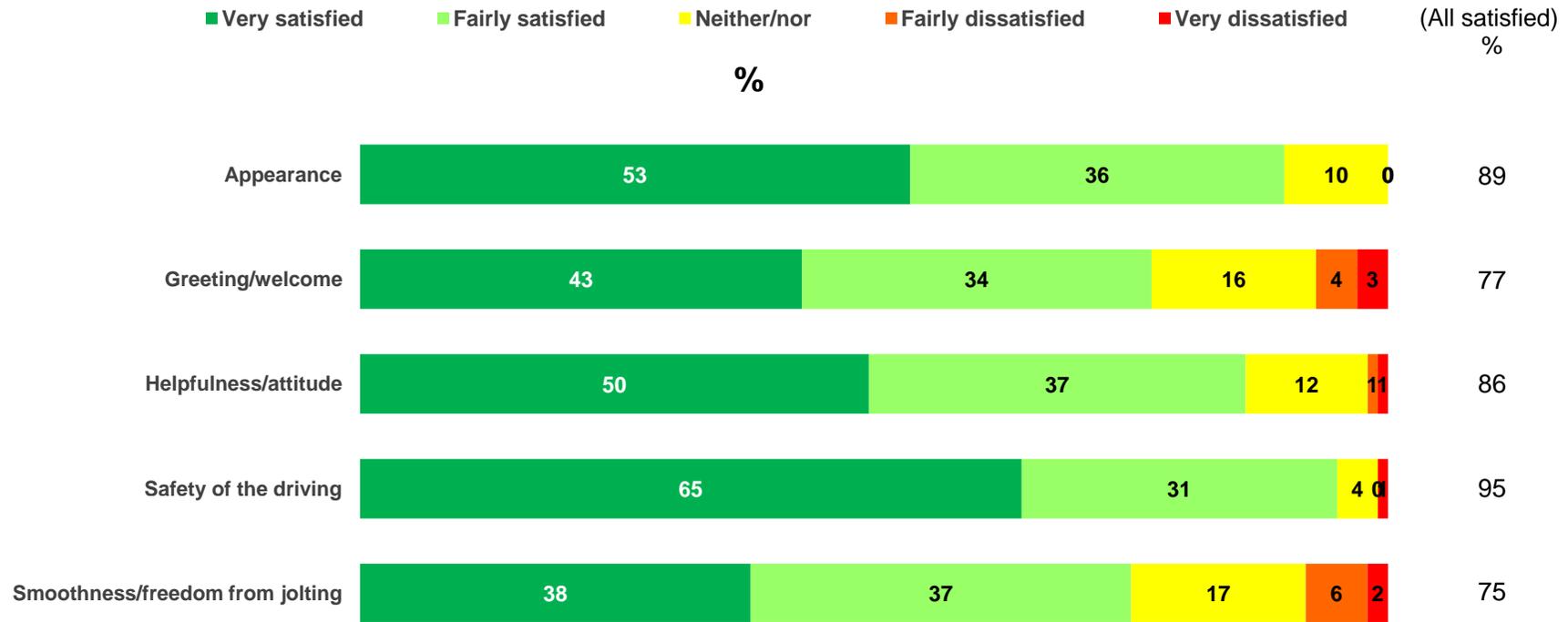
Tram Passenger Survey – Nottingham Express Transit



Q. Were any of these items of information present on the tram?
Base (all passengers): 328

Satisfaction – with tram staff

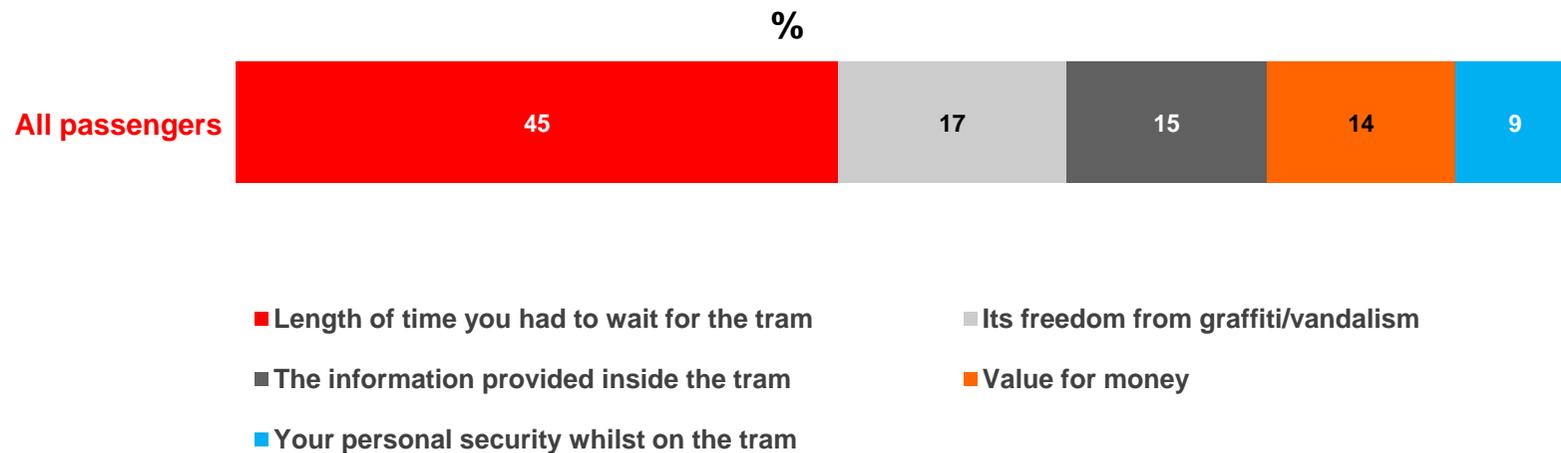
Tram Passenger Survey – Nottingham Express Transit



Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
 Base (all passengers): 330

Key factors that drive passengers to be very satisfied

Tram Passenger Survey – Nottingham Express Transit



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): 274

Experience of delays

Tram Passenger Survey – Nottingham Express Transit

4 percent of NET passengers experienced a delay. Typical length of delay was 5 minutes

Main reasons for delay

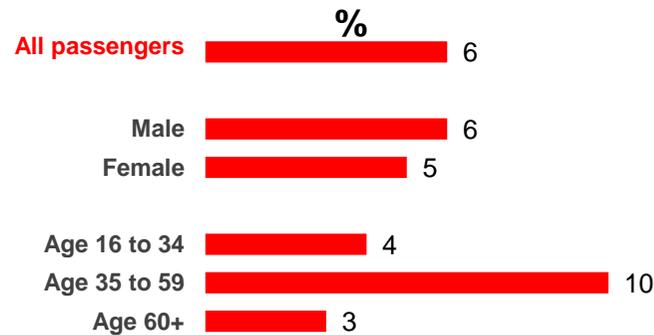
- Signal/points failure
- Had to use bus replacement
- Poor weather
- Congestion/traffic jam

TPS: Q. Why was your journey delayed?

Base (all experiencing a delay): **16 (caution small base)**

Worry or concern at other passengers' behaviour

Tram Passenger Survey – Nottingham Express Transit



Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Base (all passengers): 328

Types of worrying/concerning behaviour

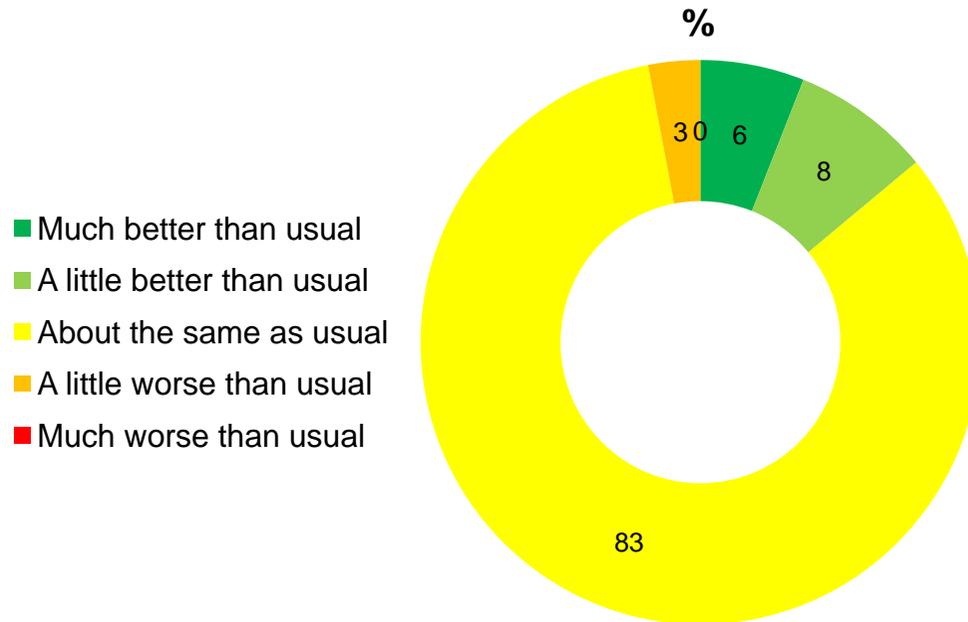
- Rowdy behaviour
- Passengers under influence of alcohol
- Passengers not paying fares
- Loud use of mobiles
- Passengers playing loud music
- Abusive or threatening behaviour
- Passengers under influence of drugs
- Graffiti/vandalism
- Feet on seats

Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?
Base (all experiencing worrying/concerning behaviour): 16 **Caution small bases**

Whether journey was better or worse than usual

Tram Passenger Survey – Nottingham Express Transit

Tram



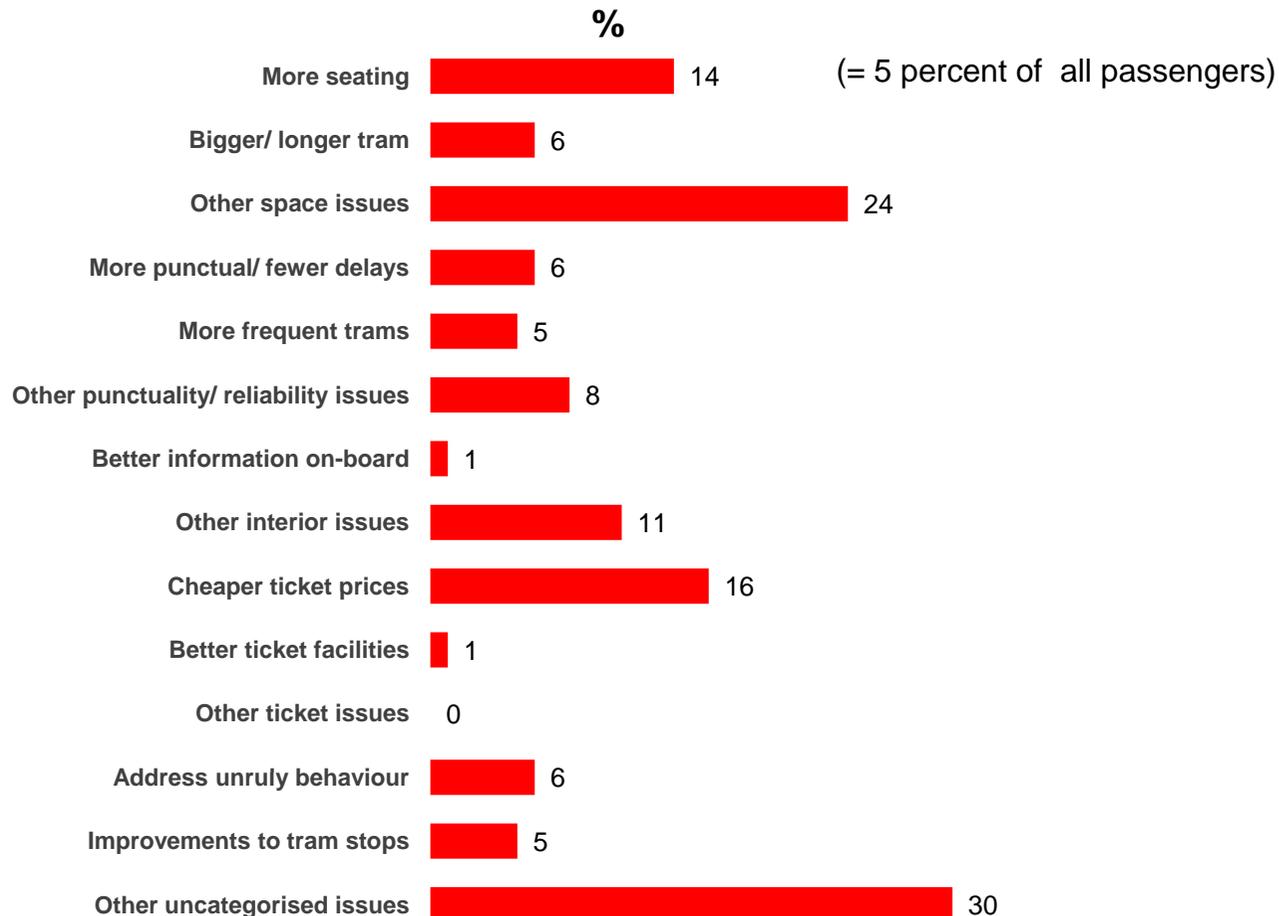
Q. If you have used the tram before, how typical would you say today's experience was?
Base (all previously using a tram): 319

Suggested improvements spontaneously mentioned by passengers

Tram Passenger Survey – Nottingham Express Transit

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

Of the 36 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): 124

Suggested improvements to the NET service – passenger verbatims

Tram Passenger Survey – Nottingham Express Transit

Sometimes cabs can get extremely crowded during peak times. Either more trams running or perhaps slightly longer trams to fit more people in.

I feel sometimes there are far too many people on the tram and no where to hold on too. At busy times I think having two conductors would be beneficial because there is a lot of pushing a shoving. Also when the tram is that full you can't always get off the tram in time.

Number of inspectors. 4 at once felt intimidating if not irritating.

Catch the fare dodgers as there are too many people who don't pay.

Better lighting around tram stops at night, better signage from tram stops to local landmarks, quick intervention of staff to tackle rowdy/sexist behaviours, 3 ticket staff were a bit intimidating as a group in one's personal space.

Clearer details when there are delays. quicker and clearer instruction for alternative transport or free travel on buses when there is no tram service available i.e. the trams are unable to run.

More trams during rush hour to reduce it being so packed.

It would be nice if they travel more often and not have to wait so long for the next one.

A little more space - I sat near the door with a small suitcase and felt quite squished. Pricing - I think it is too high.

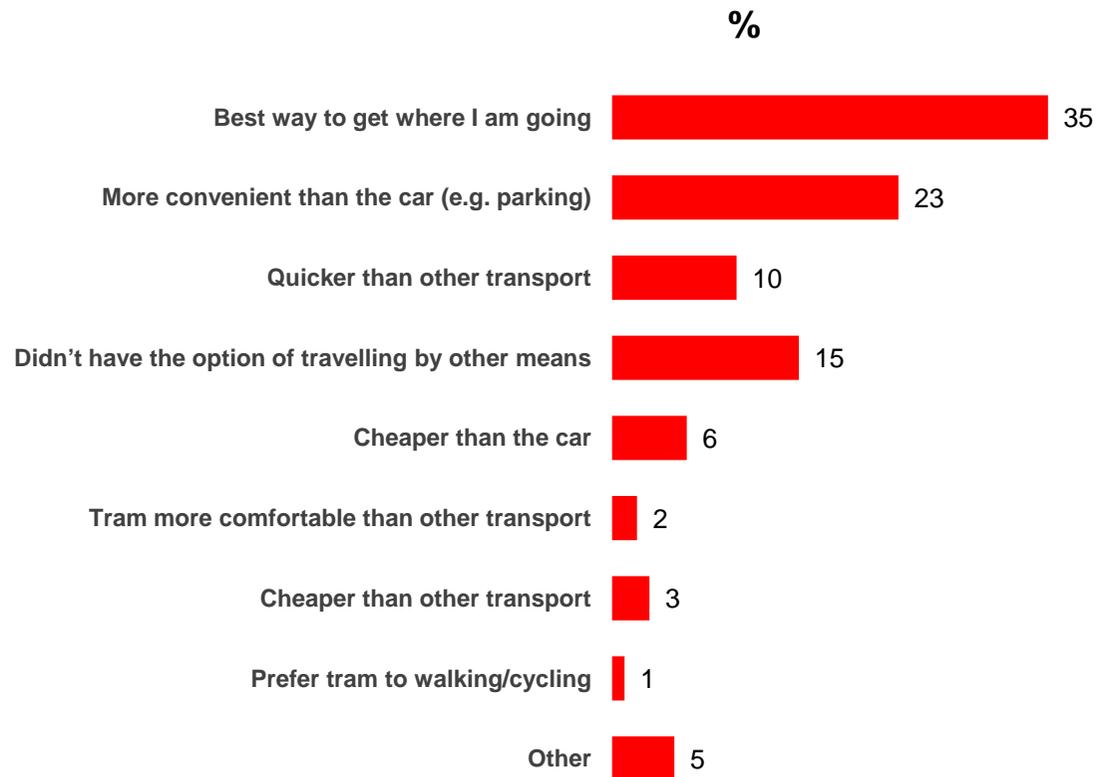
The ability to purchase NET tickets on my smartphone.

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Tram usage

Reasons for choosing NET

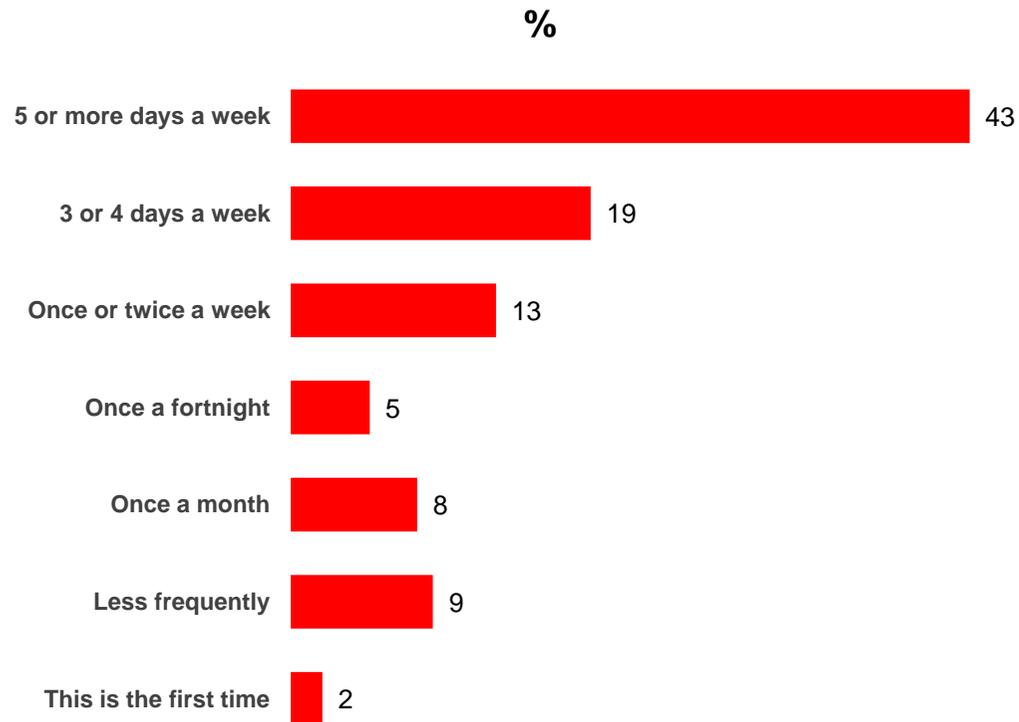
Tram Passenger Survey – Nottingham Express Transit



Q. What was the main reason you chose to take the tram for this journey?
Base (all passengers): 326

Frequency of using NET

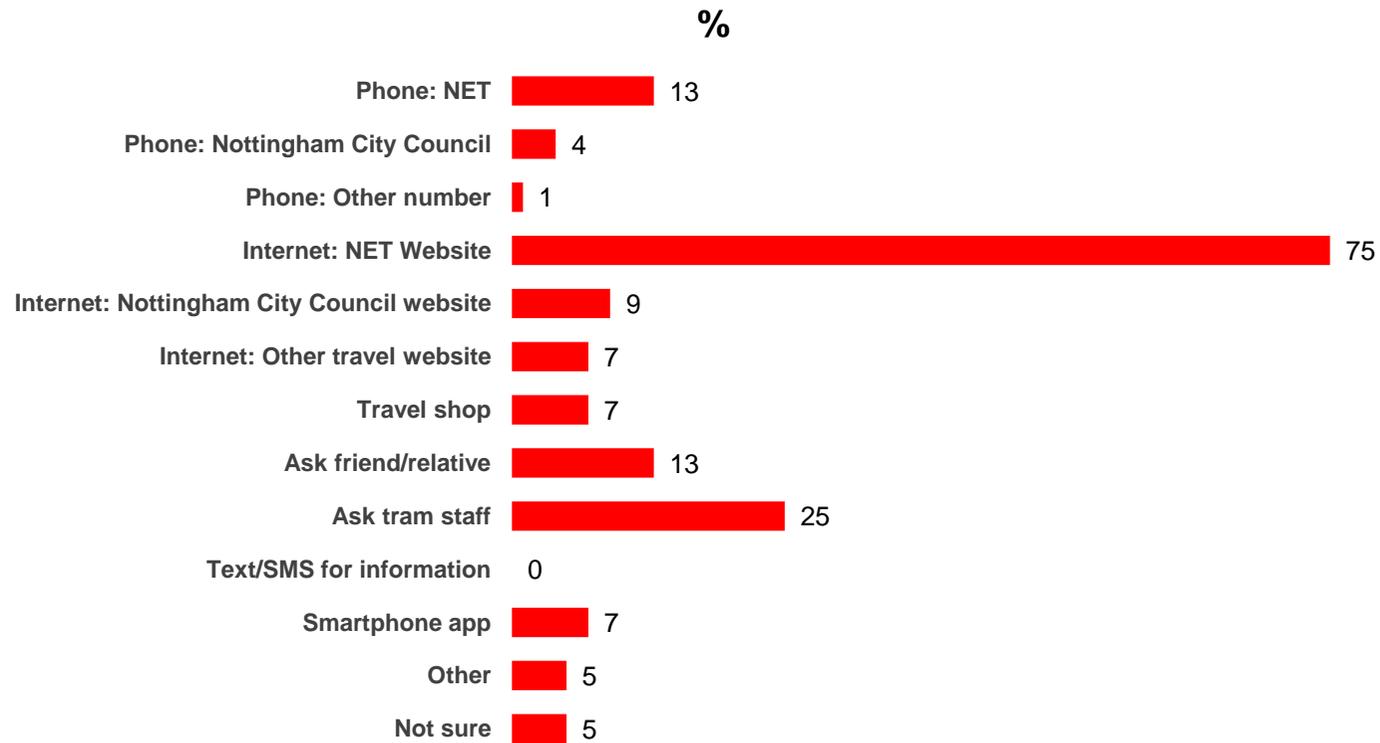
Tram Passenger Survey – Nottingham Express Transit



Q. How often do you typically travel by tram?
Base (all passengers): 330

Sources for tram information

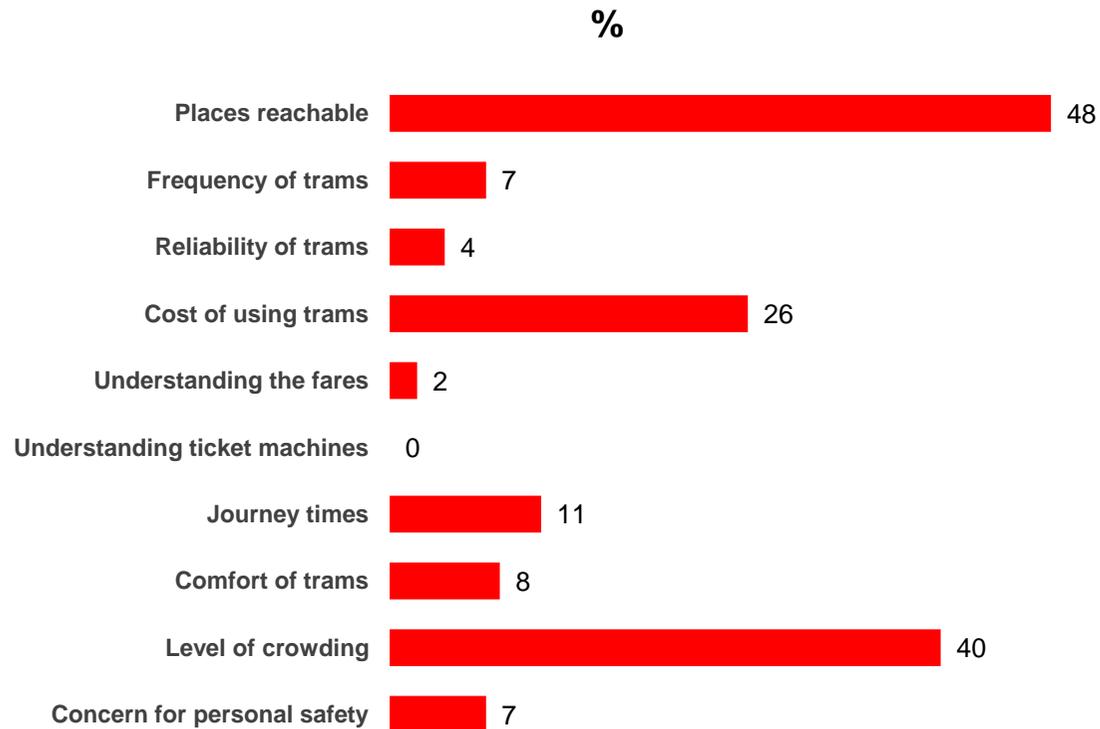
Tram Passenger Survey – Nottingham Express Transit



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

Factors preventing more journeys being made

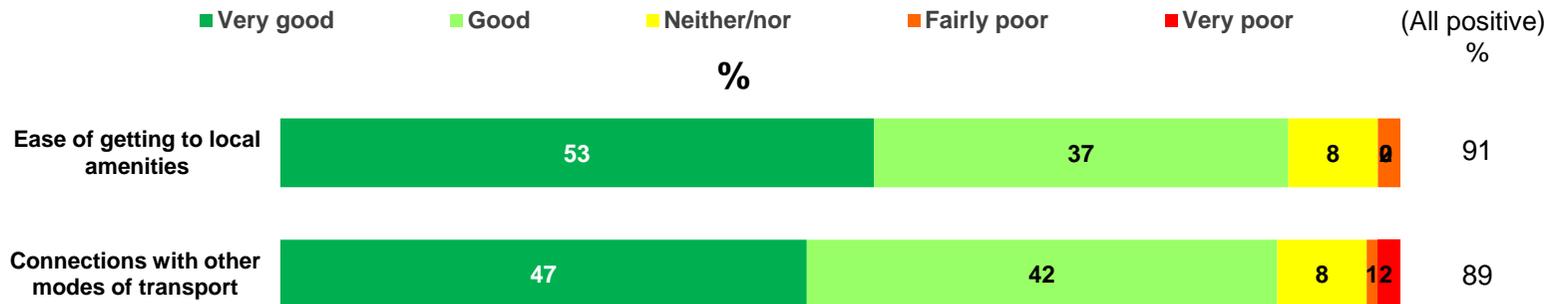
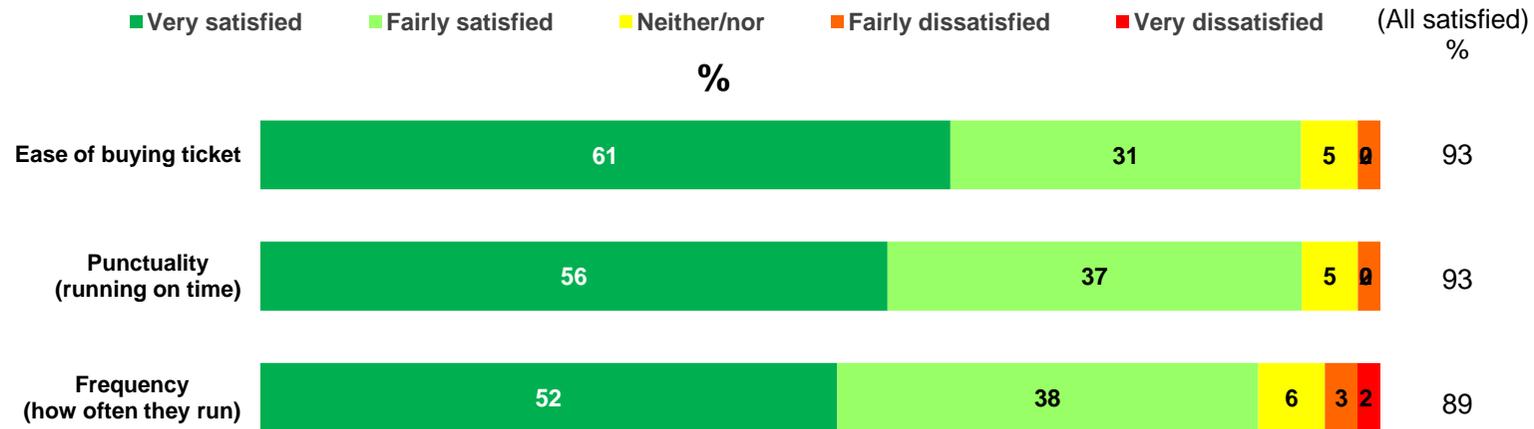
Tram Passenger Survey – Nottingham Express Transit



Q. Have any of the following frequently stopped you making journeys by tram? (More than one answer permissible)
Base (all passengers): 199

Satisfaction – with trams generally

Tram Passenger Survey – Nottingham Express Transit



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): 321

Tram Passenger Survey (TPS) – Nottingham Express Transit

Passenger and journey details

Passenger profile

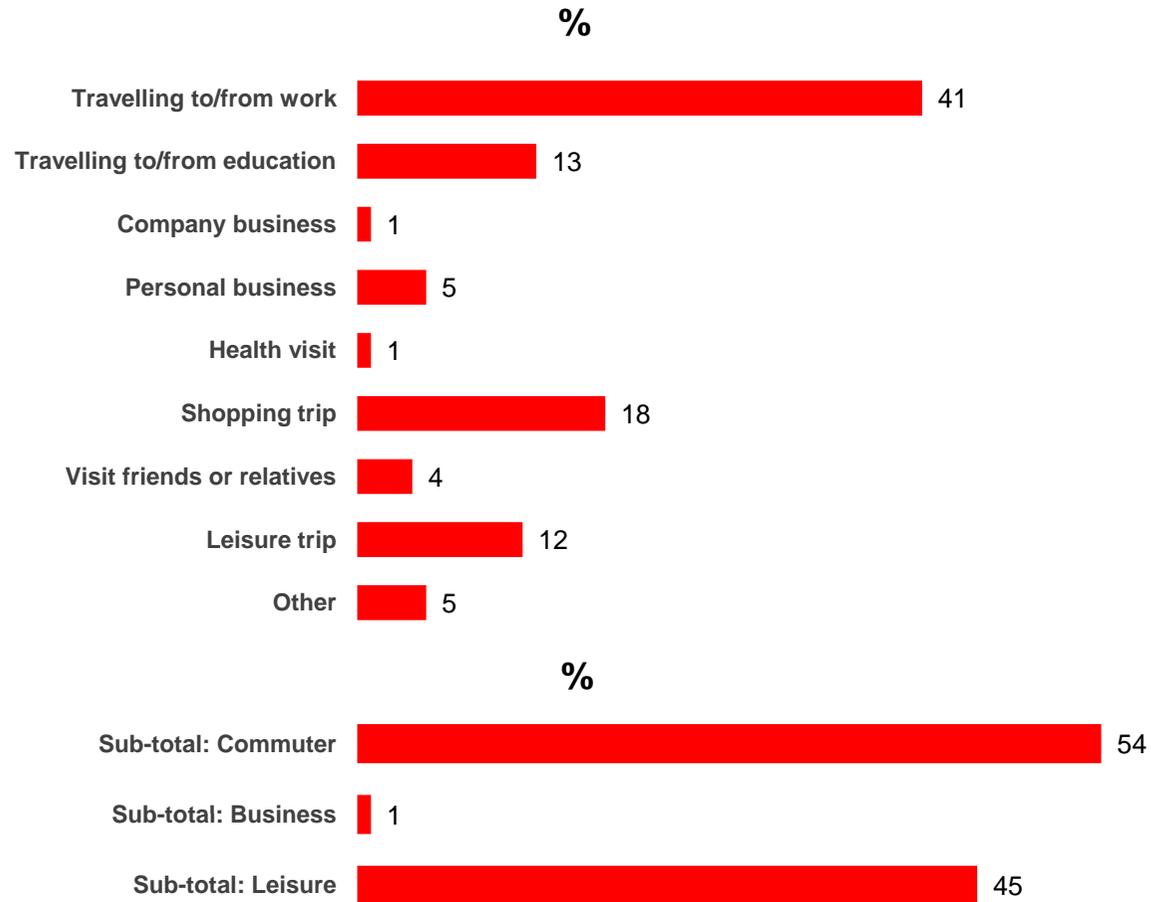
Tram Passenger Survey – Nottingham Express Transit

Age	%
16-34	46
35-59	36
Over 60	18
Access to private transport	
Easy	40
Moderate	36
Limited/none	23
Has a disability	
Yes	12
Ticket type	
Free pass holders	15
Fare-payers	78

Base (all passengers): 333

Journey purpose

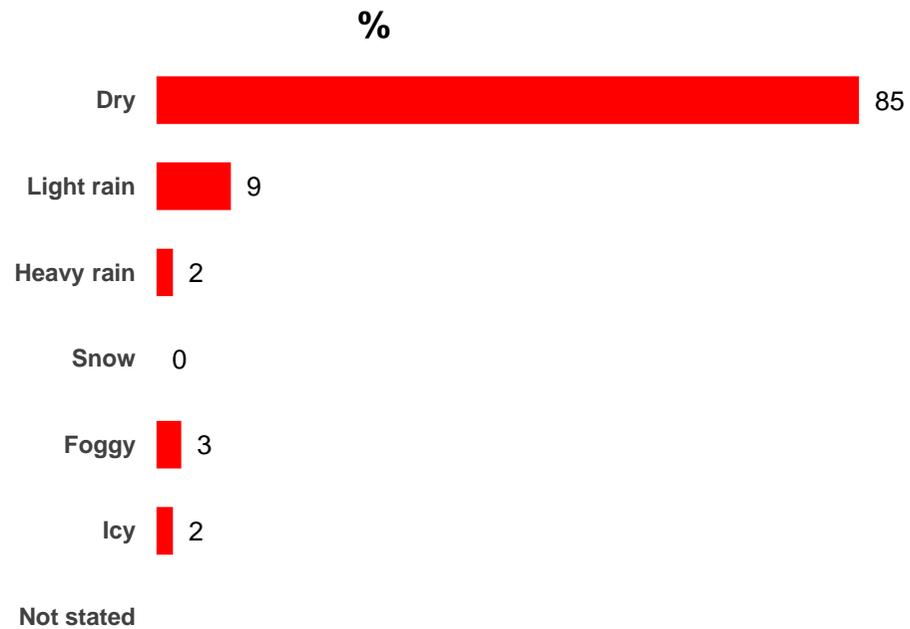
Tram Passenger Survey – Nottingham Express Transit



Q. What is the main purpose of your tram journey today?
Base (all passengers): 324

Weather conditions when journey made

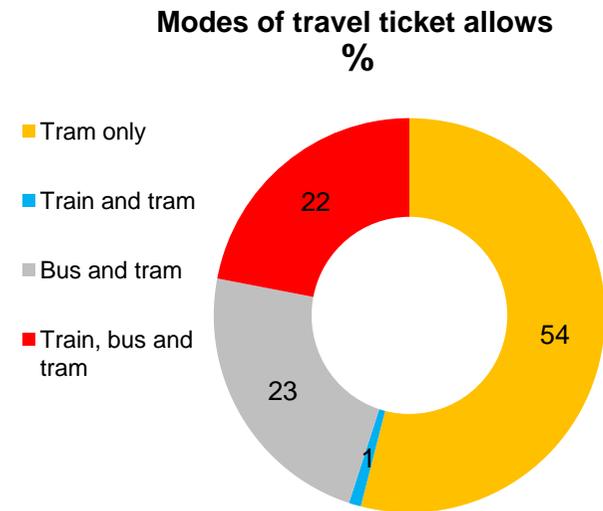
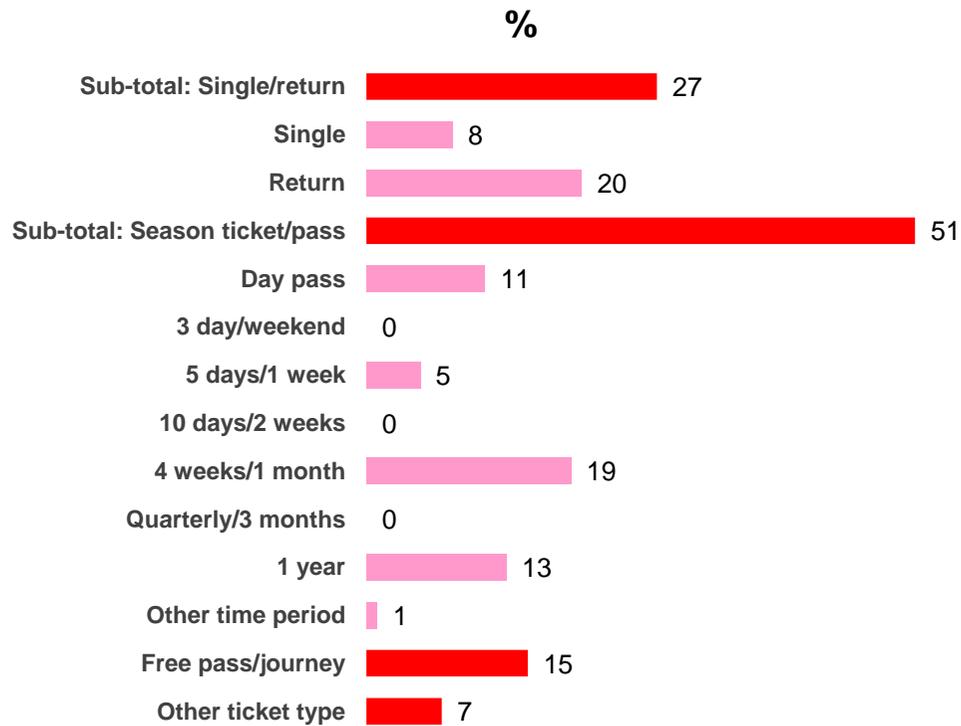
Tram Passenger Survey – Nottingham Express Transit



Q. What was the weather like when you made your journey ?
Base (all passengers): 326

Ticket type and modes of transport permitted

Tram Passenger Survey – Nottingham Express Transit

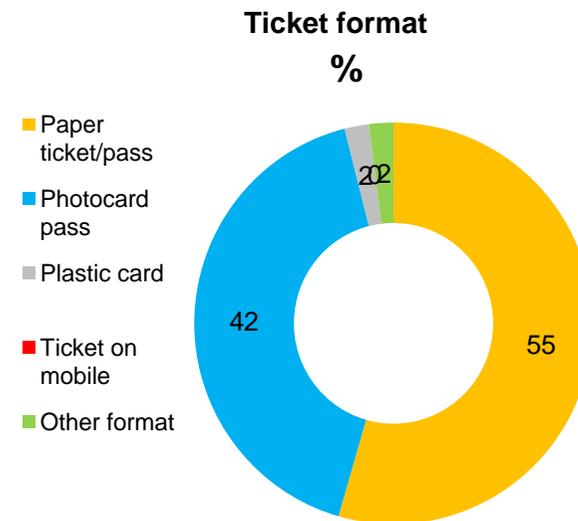
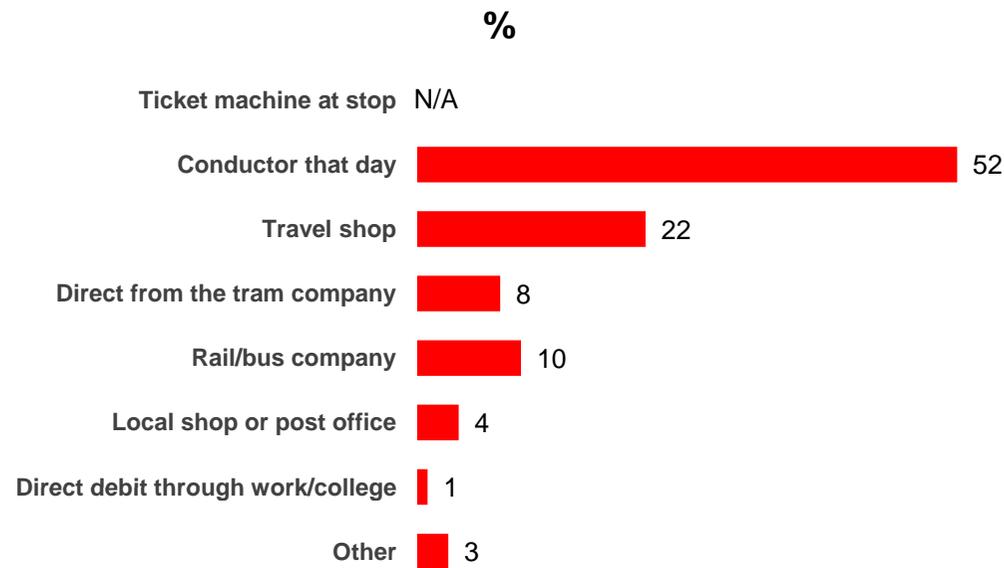


Q. What type of ticket/pass did you use for this tram journey today?
Base (all passengers): 333

Q. What modes of transport does your ticket allow you to travel on?
Base (all passengers): 321

Method of buying ticket and ticket format

Tram Passenger Survey – Nottingham Express Transit

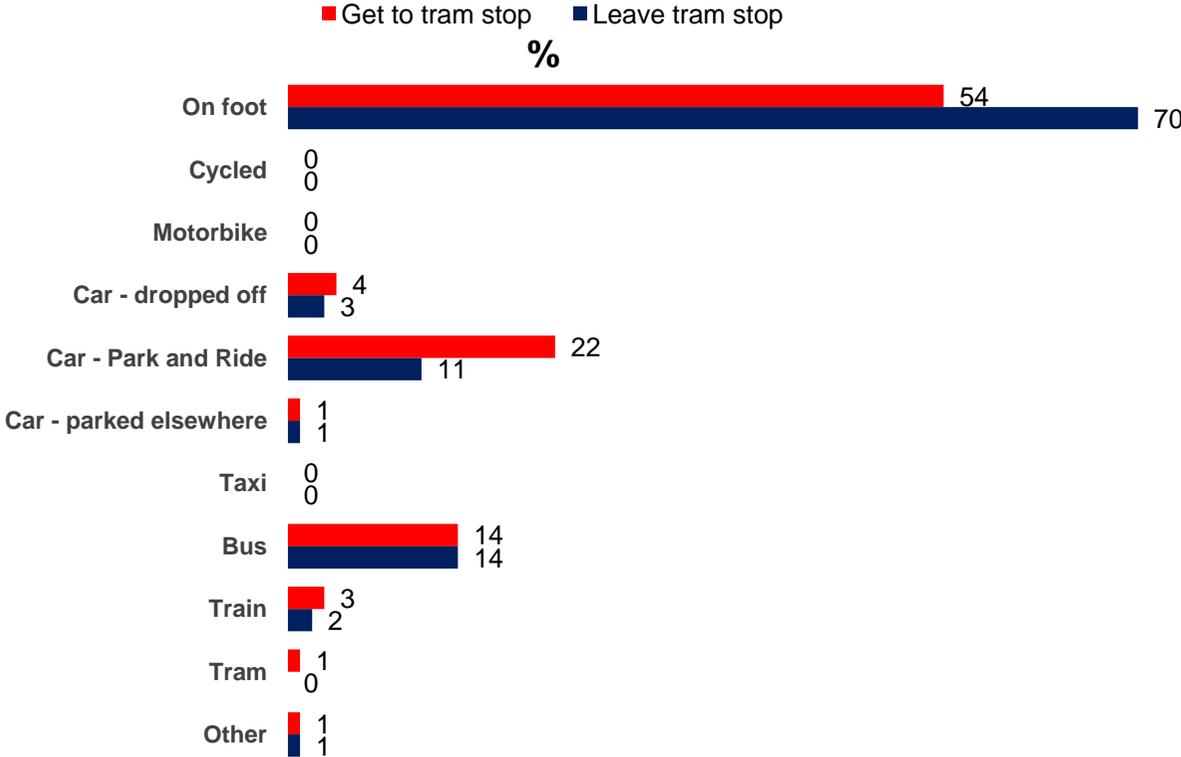


Q. How did you buy that ticket or pass?
Base (all fare paying passengers): 270

Q. In what format was your ticket?
Base (all passengers): 316

How got to and from the tram stop

Tram Passenger Survey – Nottingham Express Transit



Q: How did you get to/from the tram stop where you boarded/left the tram today?
Base (all passengers): 327

NET stops used by passengers surveyed

Tram Passenger Survey – Nottingham Express Transit

51 percent of passengers were on an outward journey, 45 percent on a return and 4 percent on a one-way trip

82 percent of passengers had a seat for their whole journey. 6 percent said they had to stand but would have liked to have a seat

Boarding	%
• Hucknall	20
• Station Street	19
• Phoenix Park	12
• Old Market Square	11
• Lace Market	9
• The Forest	5
• Bulwell	4
• Butler's Hill	4

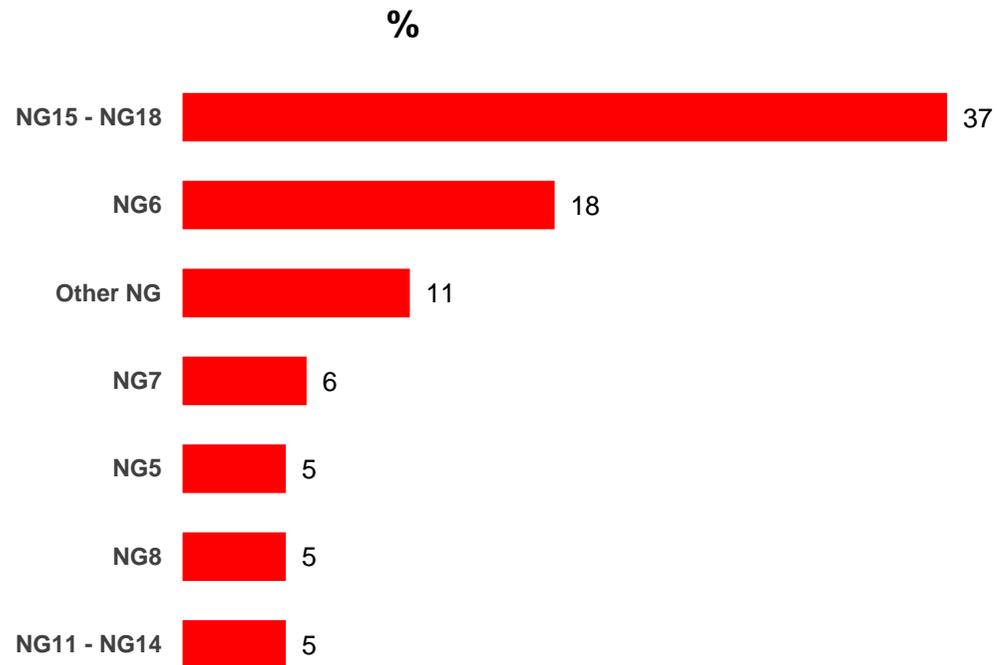
Alighting	%
• Old Market Square	17
• Hucknall	14
• Royal Centre	13
• Station Street	9
• Lace Market	7
• Bulwell	6
• Phoenix Park	6
• The Forest	5

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): 333

Where NET passengers live – by postcode

Tram Passenger Survey – Nottingham Express Transit



Q: What is your postcode?

Base (all passengers): 299

Tram Passenger Survey (TPS) – Nottingham Express Transit

Appendix – Questionnaire

- Q12. 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"/> |

2. About the tram stop where you boarded this tram

- Q13. Thinking about the NET 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..... | <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"/> |

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..... | Electronic display at the stop..... |
| Online tram times..... | Information posters at the stop..... |
| Live tram locator/timings (e.g. via mobile app/web)..... | Online tram times..... |
| Disruption updates (e.g. on Twitter/Facebook)..... | Live tram locator/timings (e.g. via mobile app/web)..... |
| Other..... | Disruption updates (e.g. on Twitter/Facebook)..... |
| | Other..... |
- 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..... | <input type="checkbox"/> | A little less time than you expected..... | <input type="checkbox"/> |
| A little longer than you expected..... | <input type="checkbox"/> | Much less time than you expected..... | <input type="checkbox"/> |
| About the length of time you expected.... | <input type="checkbox"/> | | |

- 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 NET 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 NET 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 NET 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 NET 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 NET journey today, what would it have been?

Q30. How satisfied were you with the value for money of your NET 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 NET 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"/> |

Q32b. And how satisfied are you overall with NET 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"/>

Q33. If you needed information about your local tram services, e.g. times, fares, where would you obtain that information? (Please tick all that apply)

Phone: NET	<input type="checkbox"/>	Travel shop	<input type="checkbox"/>
Phone: Nottingham City Council	<input type="checkbox"/>	Ask friend/relative	<input type="checkbox"/>
Phone: Other number	<input type="checkbox"/>	Ask tram staff	<input type="checkbox"/>
Internet: NET website	<input type="checkbox"/>	Text/SMS for information	<input type="checkbox"/>
Internet: Nottingham City Council website	<input type="checkbox"/>	Smartphone app.....	<input type="checkbox"/>
Internet: Other travel website.....	<input type="checkbox"/>	Other.....	<input type="checkbox"/>
		Not sure.....	<input type="checkbox"/>

Q34. How often do you typically travel by NET? (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 NET.....	<input type="checkbox"/>
Once a fortnight	<input type="checkbox"/>		

Q35. If you have used NET before, how typical would you say today's experience was? Was it...

Much better than usual	<input type="checkbox"/>	A little worse than usual	<input type="checkbox"/>
A little better than usual	<input type="checkbox"/>	Much worse than usual	<input type="checkbox"/>
About the same as usual	<input type="checkbox"/>		

Q36. Have any of the following frequently stopped you making journeys by tram? (Please tick all that apply)

The places you can reach by NET	<input type="checkbox"/>	How long journeys take when going by NET	<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 NET	<input type="checkbox"/>	A concern for your personal safety on NET.....	<input type="checkbox"/>
Understanding the fares	<input type="checkbox"/>		
Understanding the ticket machines	<input type="checkbox"/>		

7. About you

QA. Are you...?

Male.....	<input type="checkbox"/>	Female.....	<input type="checkbox"/>
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QB. In which age group are you?

16-18	<input type="checkbox"/>	55-59	<input type="checkbox"/>
19-25	<input type="checkbox"/>	60-64	<input type="checkbox"/>
26-34	<input type="checkbox"/>	65-69	<input type="checkbox"/>
35-44	<input type="checkbox"/>	70-79	<input type="checkbox"/>
45-54	<input type="checkbox"/>	80+.....	<input type="checkbox"/>

QC. Are you...?

Working full time (30+ hours).....	<input type="checkbox"/>	Retired	<input type="checkbox"/>
Working part time (under 30 hours)	<input type="checkbox"/>	Full time student.....	<input type="checkbox"/>
Not working – seeking work.....	<input type="checkbox"/>	Other	<input type="checkbox"/>

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

No - None	<input type="checkbox"/>	Yes - Eyesight	<input type="checkbox"/>
Yes - Mobility.....	<input type="checkbox"/>	Yes - Speech impairment.....	<input type="checkbox"/>
Yes - Wheelchair use.....	<input type="checkbox"/>	Yes - Learning difficulties.....	<input type="checkbox"/>
Yes - Hearing	<input type="checkbox"/>	Yes - Other.....	<input type="checkbox"/>

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

White	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Mixed.....	<input type="checkbox"/>	Asian or Asian British.....	<input type="checkbox"/>
Black or Black British.....	<input type="checkbox"/>	Other ethnic group.....	<input type="checkbox"/>

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

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

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

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

QH. 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)

<input type="text"/>	Live outside the UK.....	<input type="checkbox"/>							
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Please complete the contact details requested below if you would be happy to participate in future research projects about travel.

Name:	<input type="text"/>
Telephone number:	<input type="text"/>
Email address:	<input type="text"/>

Thank you for your help in completing this questionnaire.

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



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



This survey is being undertaken for Passenger Focus by BDR Continental, an independent market research agency who is bound by the Market Research Society's Code of Conduct. You were handed the questionnaire by an interviewer working for Perspective Research Services, a part of BDR Continental. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0800 5959 99 or www.mrs.org.uk who will verify BDR Continental Limited's status as a legitimate market research organisation. You may also contact Colin Sheppard at BDR Continental on 0207 4609 325.