

Tram Passenger Survey (TPS) – Sheffield Supertram

Autumn 2014 results

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Research objectives

- To measure tram passenger journey satisfaction for six tram networks in Britain:
 - Blackpool
 - Edinburgh Trams
 - Manchester Metrolink – not including the Airport line which opened in November 2014
 - 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 Sheffield Supertram system, with relevant comparative data for bus and train for the South Yorkshire PTE area.

Methodology – fieldwork

Tram Passenger Survey 2014 – Sheffield Supertram

Sheffield Supertram (TPS)

Fieldwork: 24 September to 27 November 2014

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: 317 interviews (228 paper and 89 online)

In 2013 fieldwork took place between 28 October and 15 December

Bus (BPS) data for South Yorkshire PTE area

Fieldwork: 10 September to 30 November 2014

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: 1,660 interviews

Train (NRPS) data for South Yorkshire PTE area

Fieldwork: 1 September to 9 November 2014

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: 114 interviews

The stations sampled in Autumn 2014 and the number of interviews (unweighted) achieved are shown below:

Sheffield	53	Penistone	3
Doncaster	39	Adwick	1
Meadowhall	7	Conisbrough	1
Barnsley	4	Mexborough	1
Rotherham Central	4	Swinton (Yorkshire)	1

Note: TPS fieldwork had to be postponed for three weeks due to a hole near the track that disrupted services

Methodology – data analysis

Tram Passenger Survey 2014 – Sheffield Supertram

Base definitions: All charts are based on those who gave an answer to an individual question. Those who either left the question blank or said ‘don’t know’ have been excluded from the base. For this reason the base sizes for those charts based on ‘all passengers’ vary slightly between the different charts in this report.

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

- Tram network (for Sheffield 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 2014 technical report.

Waiver

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

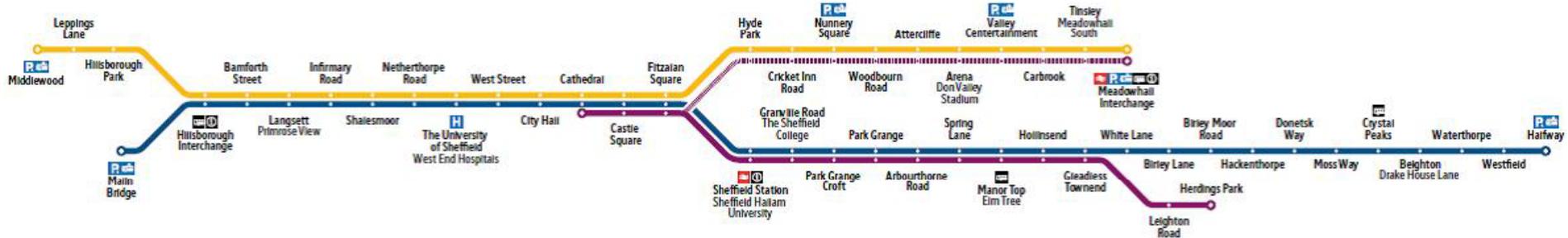
Passenger Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Passenger Focus does not guarantee that the information contained in TPS is fit for any particular purpose.

The Sheffield Supertram system



Tram Passenger Survey 2014 – Sheffield Supertram

Route map:



- Supertram consists of three lines with 48 stops in total, covering 18 miles in the city of Sheffield
- Approximately 12.6 million* passenger journeys were made in 2013/14
- The trams run with conductors and passengers may purchase tickets on board. There are no ticket machines at Supertram stops
- Supertram stops do not have Passenger Information Displays but do have information boards with timetables and fare information
- Tram frequency is as follows:

Monday - Saturday		Sunday	
Morning/evening	Every 10-20 mins	Morning/evening	Every 10-20 mins
Daytime	Every 5-10 mins	Daytime	Every 10 mins

*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2013/14

Tram Passenger Survey (TPS) 2014 – Sheffield Supertram

Summary

Summary of key findings (1)

Tram Passenger Survey 2014 – Sheffield Supertram

- Overall satisfaction for a journey on Sheffield Supertram remains high (92 per cent). This compares favourably to the same measure on the Bus Passenger Survey (87 per cent) and the National Rail Passenger Survey (82 per cent) in the South Yorkshire PTE area. This high score was relatively consistent across the main passenger groups, although lower among commuters and those aged 16-34
- Amongst fare paying passengers 69 per cent were satisfied with the value for money of their journey on Supertram. This is consistent with bus and rail passengers (69 per cent)
- When evaluating whether their journey represented value for money, the cost for the distance travelled was the biggest factor, followed closely by the cost of the tram versus other modes of transport
- The main factor that drives passengers to be very satisfied on Sheffield Supertram is satisfaction with the amount of time the journey takes. 85 per cent of passengers were satisfied with the journey length, although this has decreased significantly from 92 per cent in 2013
- Almost eight in ten (78 per cent) were satisfied with the punctuality of the tram (2013: 84 per cent), and only 7 per cent of passengers experienced a delay on their journey (2013: 8 per cent)

Summary of key findings (2)

Tram Passenger Survey 2014 – Sheffield Supertram

- Less than a third (29 per cent) of passengers spontaneously mentioned any improvement that could be made to their journey (2013: 29 per cent). Of those who did suggest an improvement the most frequently mentioned was improvements to tram stops, followed by issues relating to punctuality and reliability (e.g. more punctual trams, fewer delays)
- Only 1 per cent of passengers were worried or concerned about the behaviour of other passengers on board. This has decreased significantly since 2013 (5 per cent)
- The profile of Supertram passengers was quite young, with a third (37 per cent) aged 16-25
- Half of the journeys on Sheffield Supertram are made for commuting purposes: 35 per cent for work and 15 per cent for education
- Despite the young passenger profile, two in ten (22 per cent) were travelling with an elderly persons pass. This compares to a quarter (25 per cent) of passengers who travel by bus

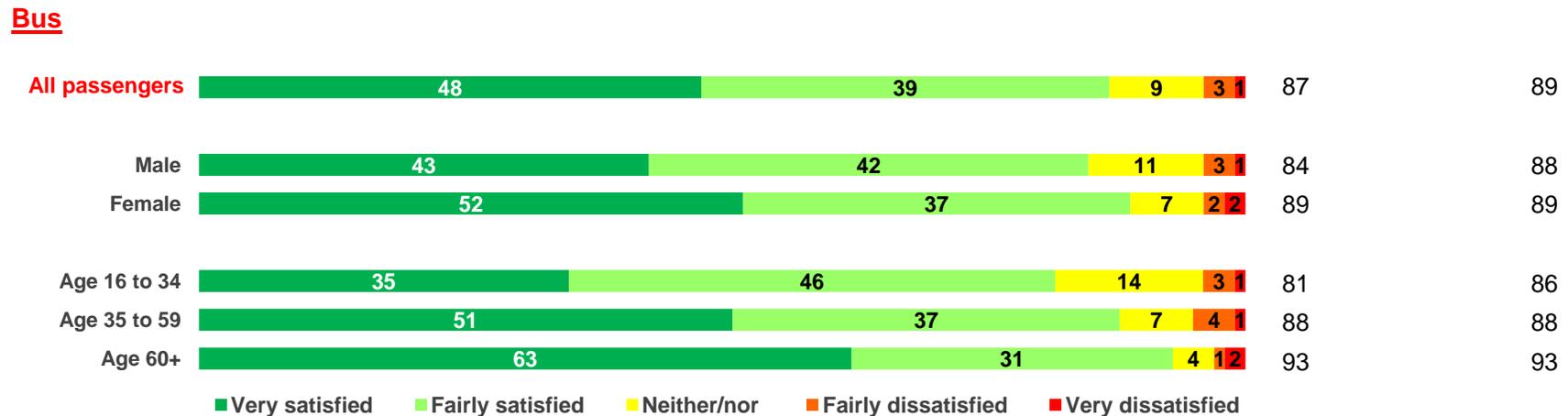
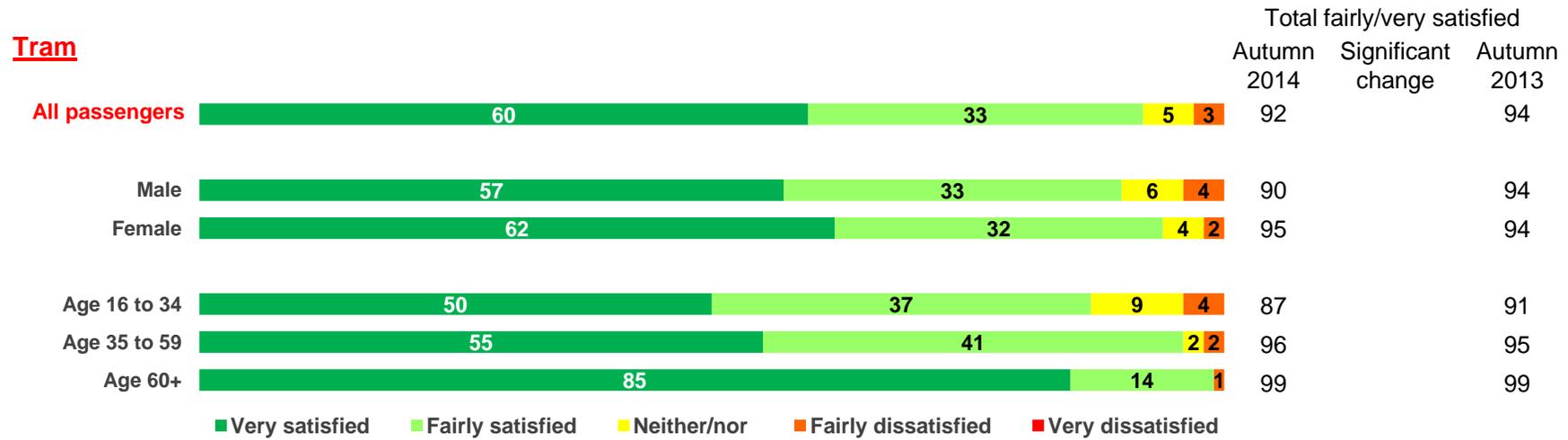
Tram Passenger Survey (TPS) 2014 – Sheffield Supertram

Journey Satisfaction

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

Overall satisfaction (%) – by gender and age

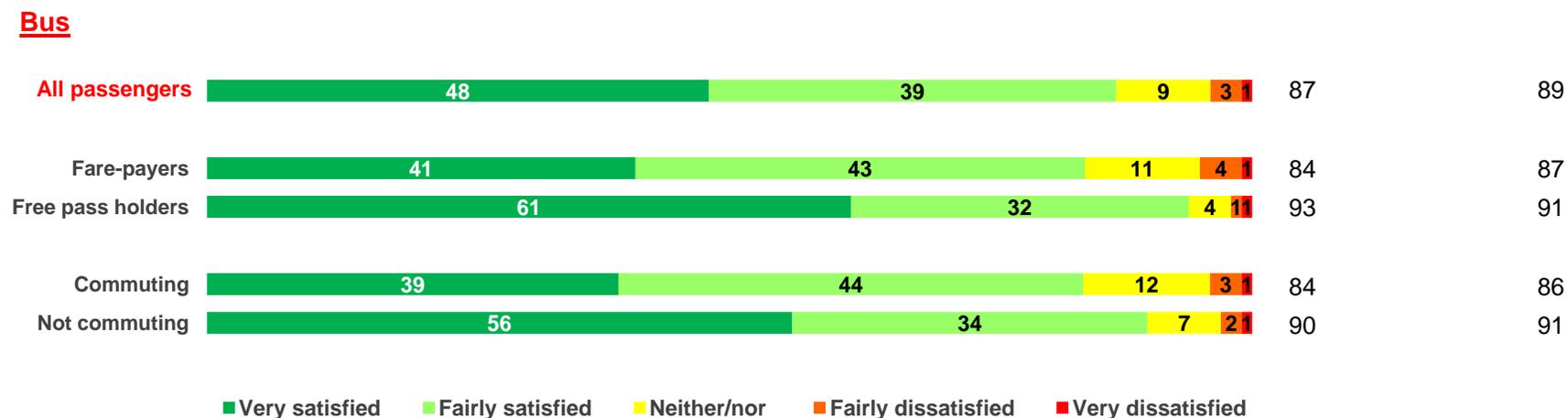
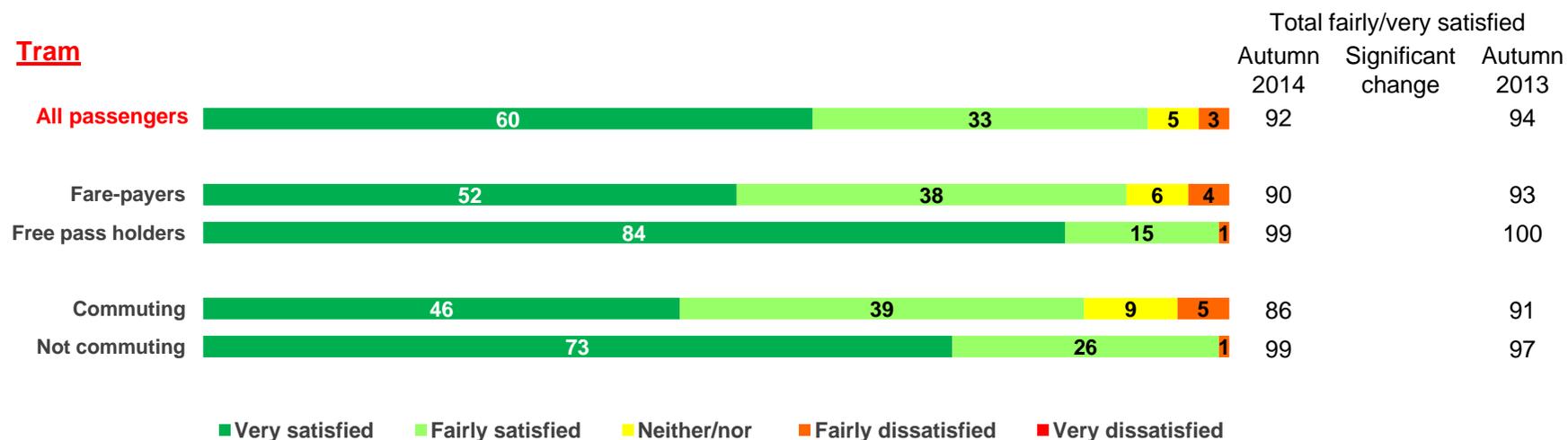
Tram Passenger Survey 2014 – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?
 Base: All passengers - 316 (Tram), 1652 (Bus)

Overall satisfaction (%) – by passenger type

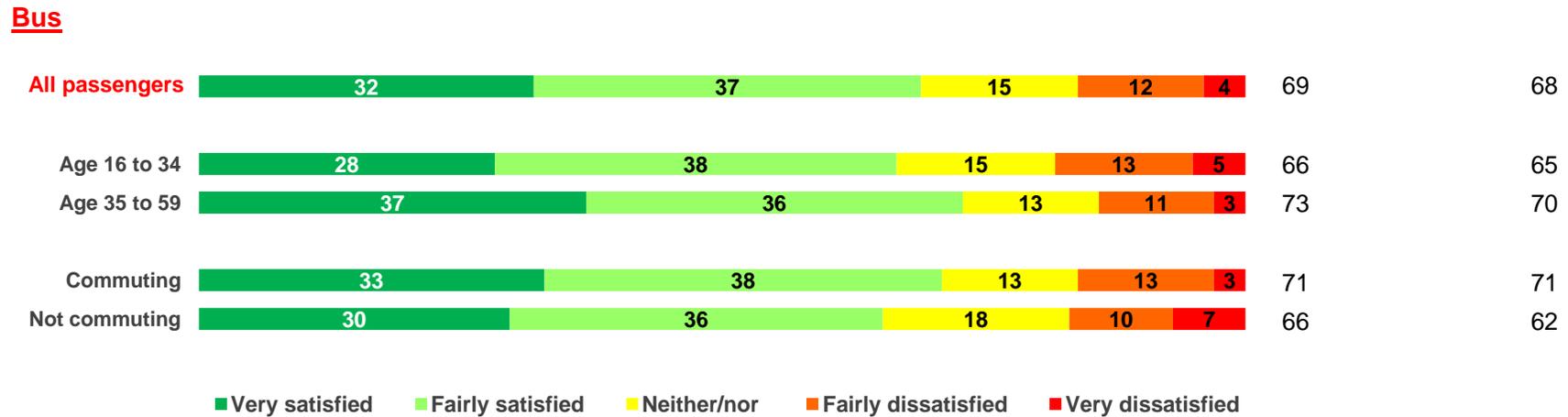
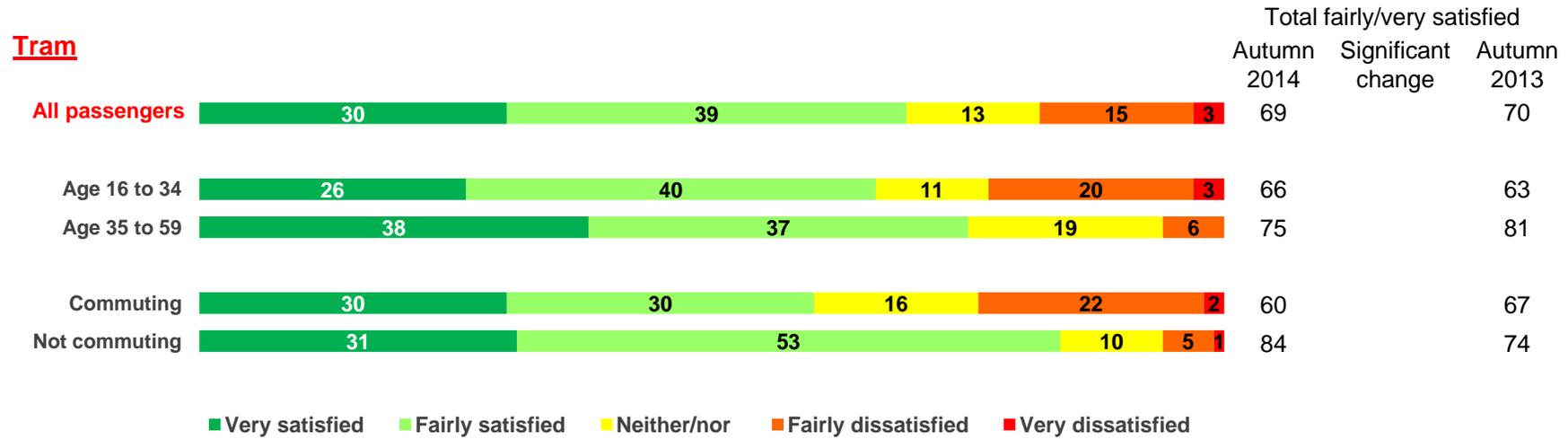
Tram Passenger Survey 2014 – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?
 Base: All passengers - 316 (Tram), 1652 (Bus)

Value for money (%) – fare-payers only

Tram Passenger Survey 2014 – Sheffield Supertram

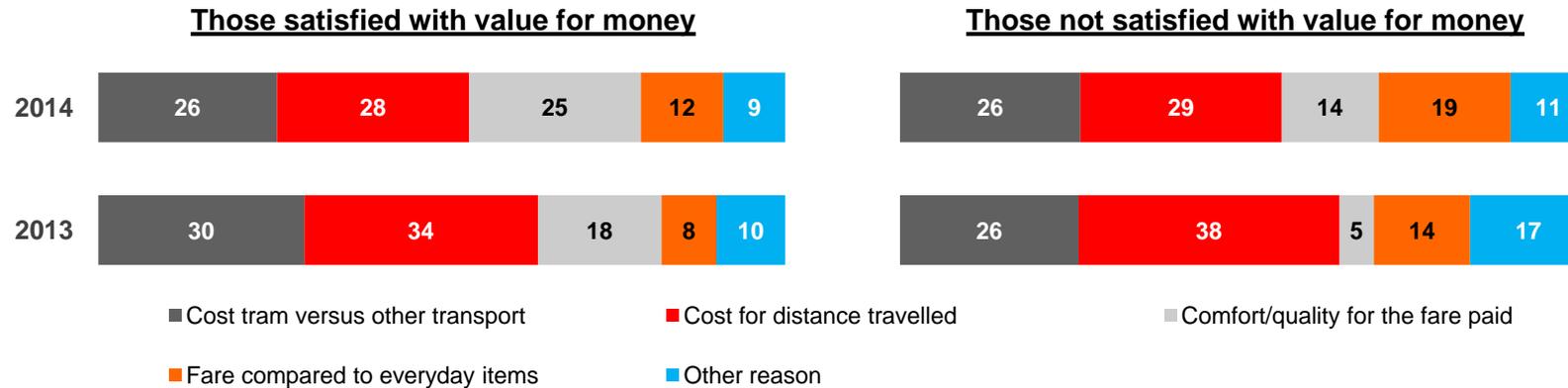


Q. How satisfied were you with the value for money of your journey?
 Base: All fare paying passengers - 214 (Tram), 804 (Bus)

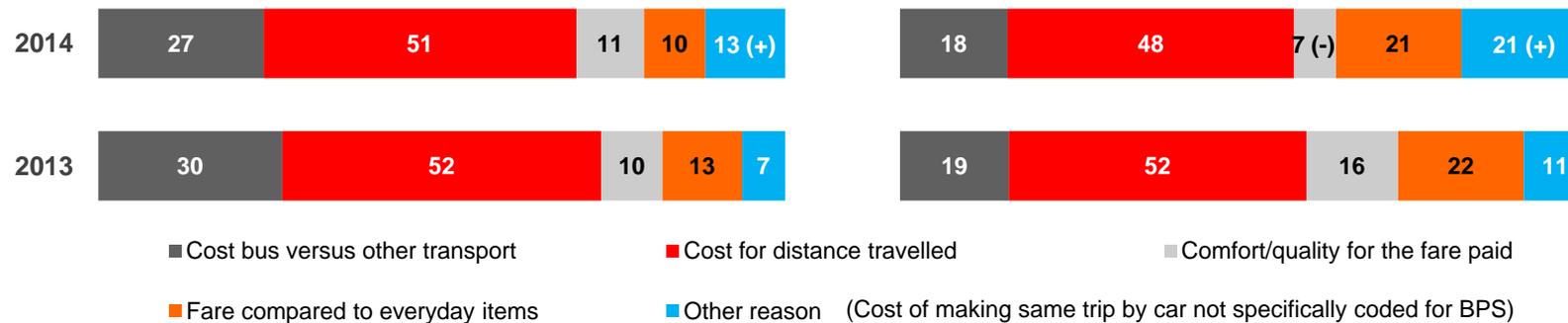
What influenced value for money rating (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram



Bus



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

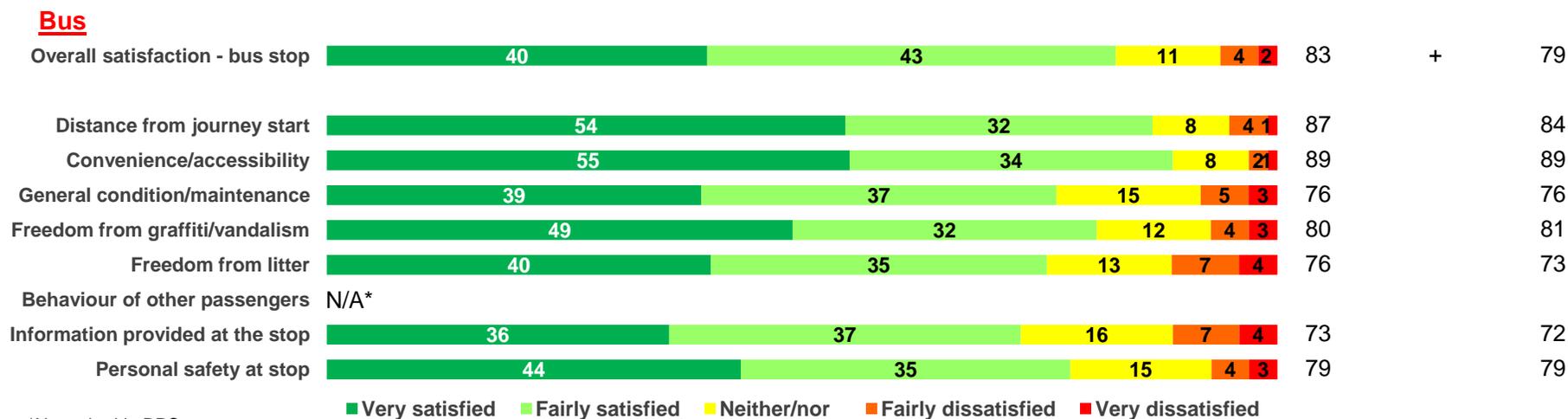
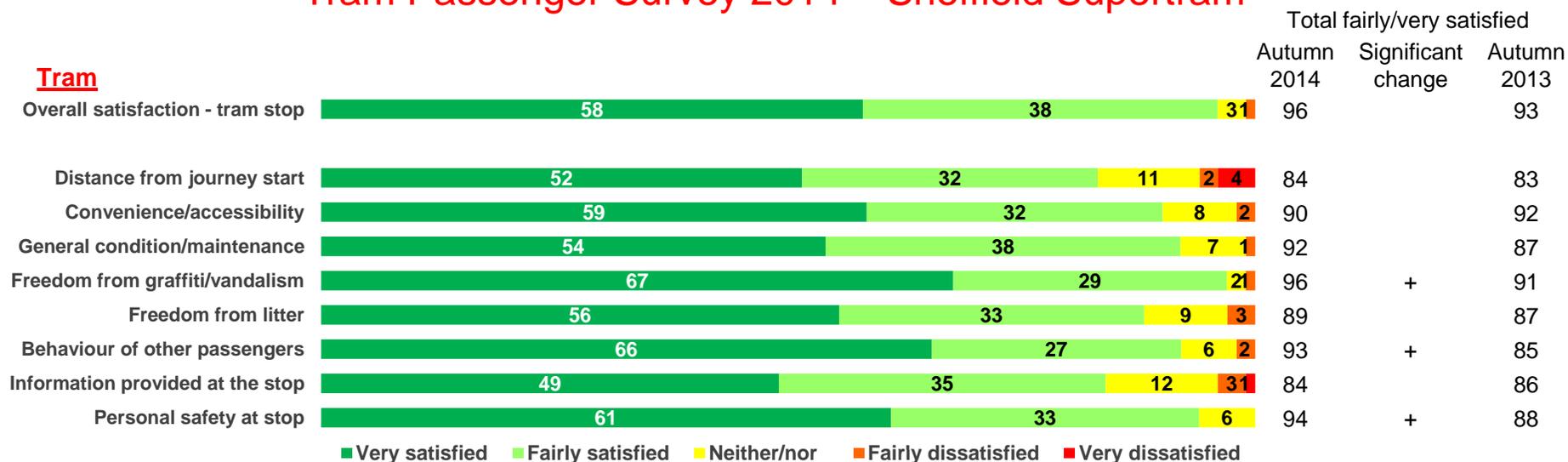
+/- symbols indicate a significant change since 2013

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

Base: All fare paying passengers - 206 (Tram), 776 (Bus)

Satisfaction with the tram/bus stop (%)

Tram Passenger Survey 2014 – Sheffield Supertram



*Not asked in BPS

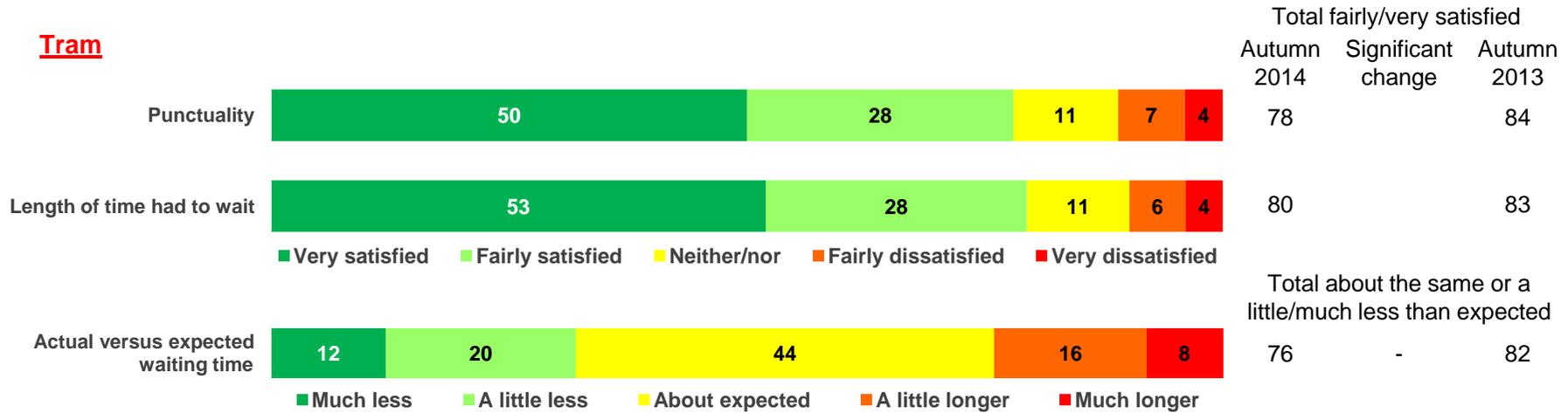
Q. Overall, how satisfied were you with the tram/bus stop? & Q. Thinking about the tram/bus stop itself, how satisfied were you with the following:

Base: All passengers - 309 (Tram), 1630 (Bus)

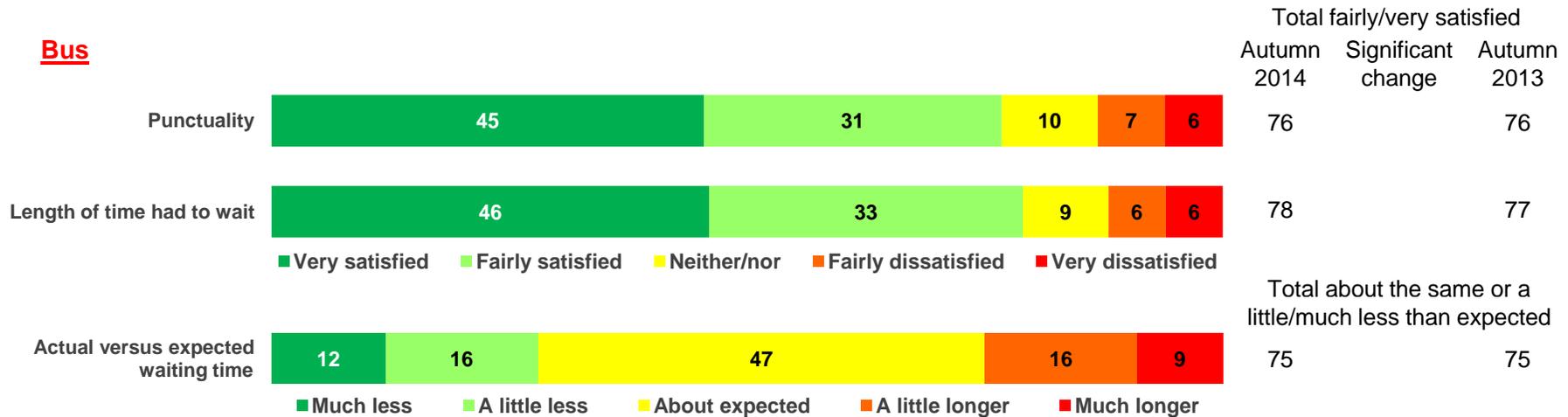
Satisfaction with punctuality of the tram/bus (%)

Tram Passenger Survey 2014 – Sheffield Supertram

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 - 313 (Tram), 1645 (Bus)

Expected and reported waiting times (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram

Expected tram waiting time

	Autumn 2014	Significant change	Autumn 2013
Under 2 mins	3		6
2-5 mins	45		45
5-10 mins	46		45
10-15 mins	4		3
Over 15 mins	2		1

Average expected waiting time 8 minutes (7 minutes)

Reported tram waiting time

	Autumn 2014	Significant change	Autumn 2013
Under 2 mins	18		18
2-5 mins	39		42
5-10 mins	24		30
10-15 mins	11	+	5
Over 15 mins	8		4

Average reported waiting time 8 minutes (2013: 7 minutes)

Bus

Expected bus waiting time

	Autumn 2014	Significant change	Autumn 2013
Under 2 mins	7		7
2-5 mins	43		44
5-10 mins	40		37
10-15 mins	6		6
Over 15 mins	5		5

Average expected waiting time 8 minutes (2013: 8 minutes)

Reported bus waiting time

	Autumn 2014	Significant change	Autumn 2013
Under 2 mins	11	+	5
2-5 mins	42	-	46
5-10 mins	29		28
10-15 mins	8		9
Over 15 mins	11		12

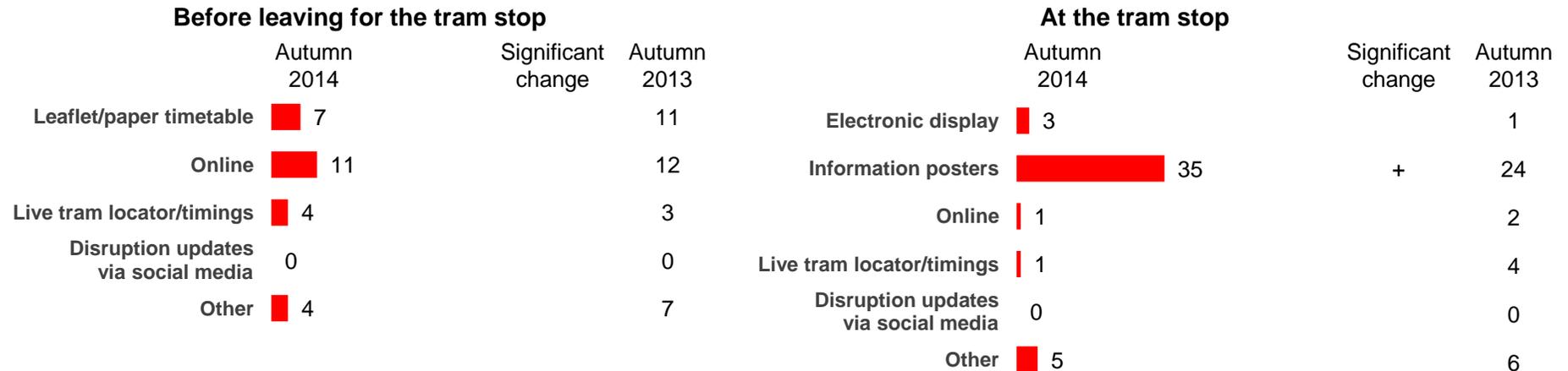
Average reported waiting time 8 minutes (2013: 9 minutes)

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 - 310 (Tram), 1688 (Bus)

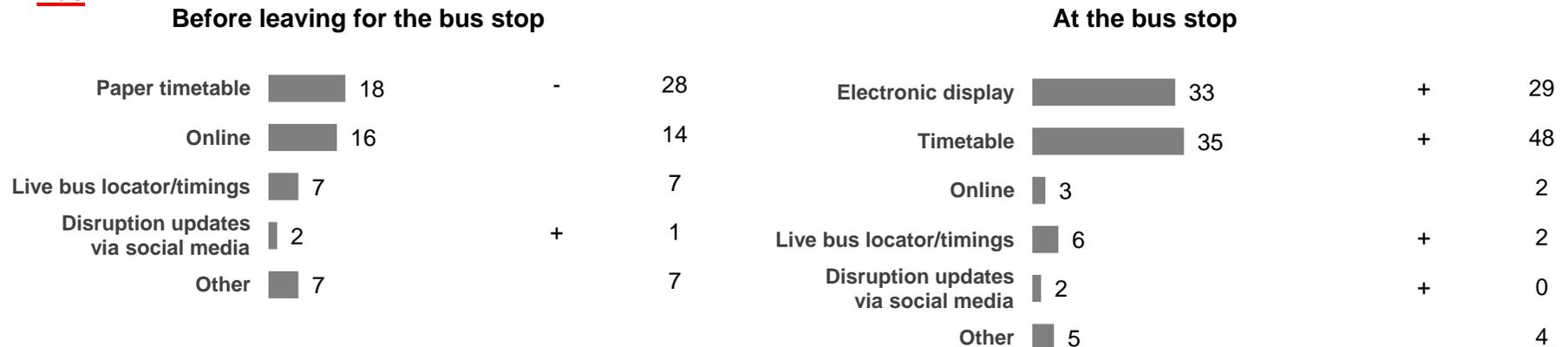
How passengers checked tram/bus times (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram 47 per cent of Sheffield Supertram passengers did not check to find out when the tram was meant to arrive (2013: 50 per cent)



Bus



Q. Did you check any of the following to find out when the tram/bus was meant to arrive?
Base: All passengers - 317 (Tram), 1025 (Bus)

Why passengers did not check tram/bus times (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram

	Autumn 2014	Significant change	Autumn 2013
Knew the trams ran frequently on this route	79		81
Already knew arrival times	13		18
Could not find the information	2		2
Didn't have time	4		3
Did not know when tram was meant to arrive	3		4

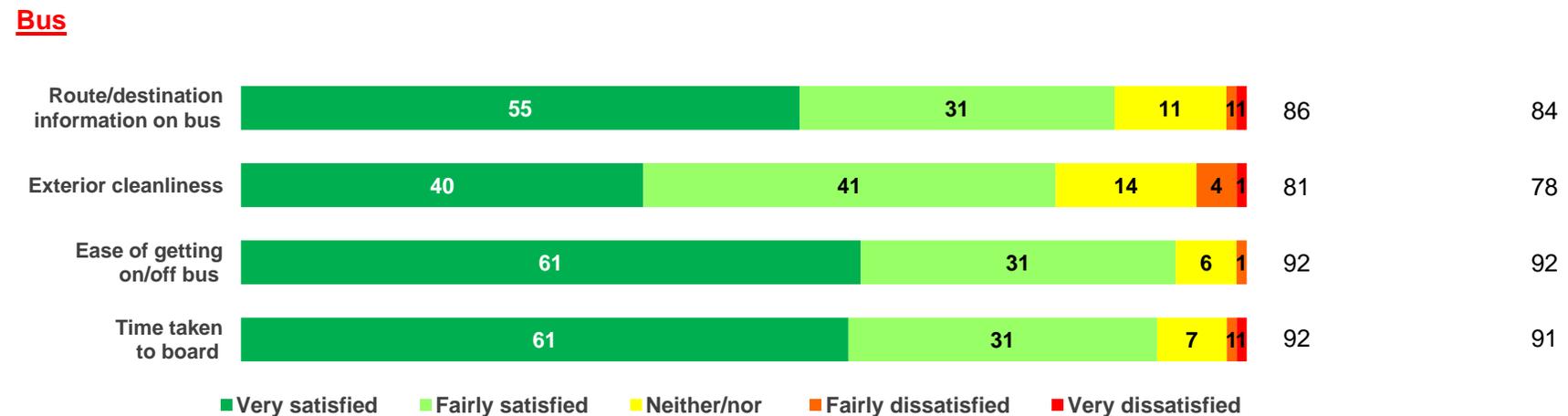
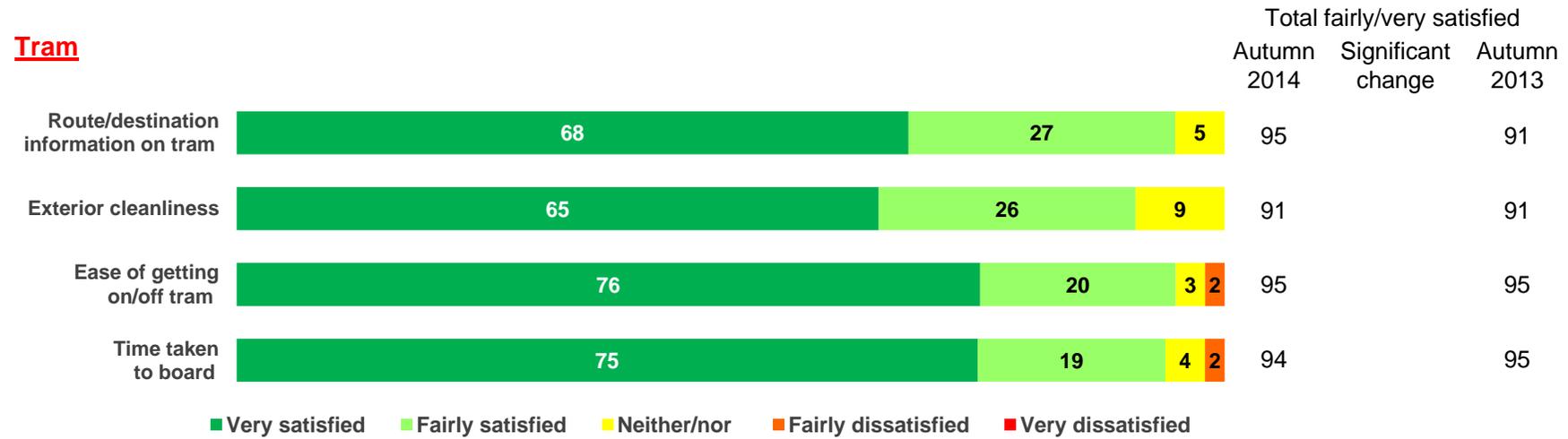
Bus

Knew service was frequent	60		59
Already knew arrival times	36		32
Could not find the information	2		2
Didn't have time	8		8
Other	5		5

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 - 174 (Tram), 621 (Bus)

Satisfaction with start of journey (%)

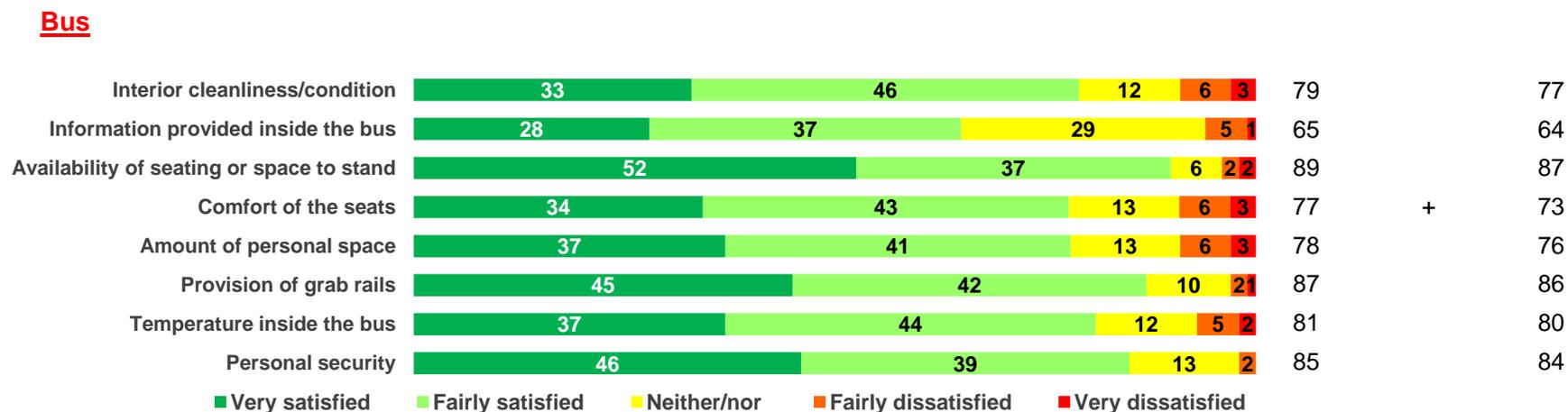
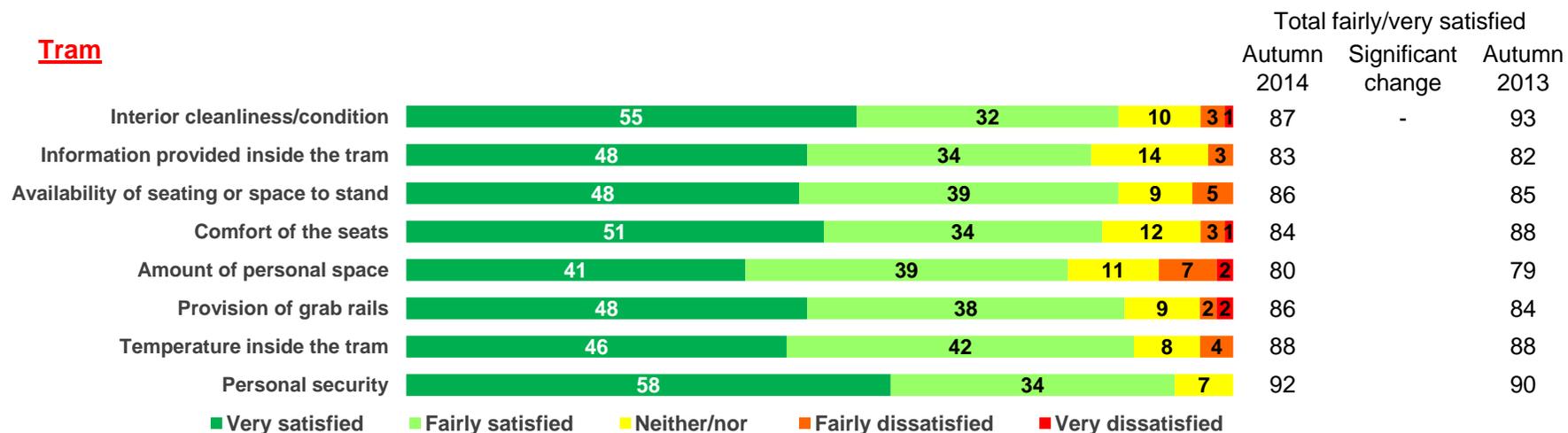
Tram Passenger Survey 2014 – Sheffield Supertram



Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
 Base: All passengers - 309 (Tram), 1607 (Bus)

Satisfaction on the tram/bus (%)

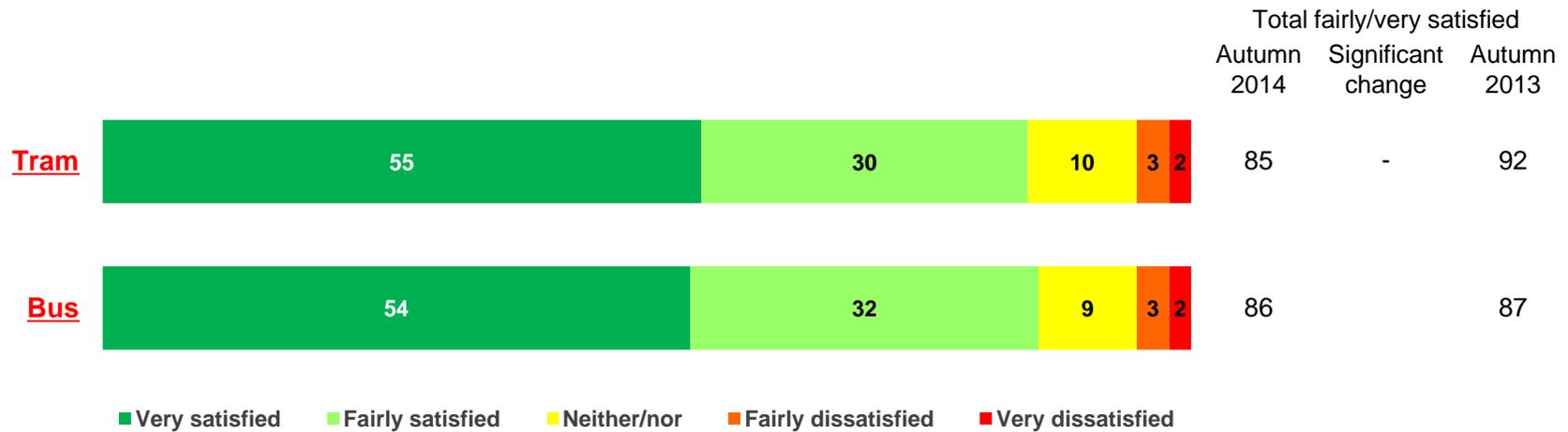
Tram Passenger Survey 2014 – Sheffield Supertram



Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
 Base: All passengers - 312 (Tram), 1618 (Bus)

Satisfaction with on-vehicle journey time (%)

Tram Passenger Survey 2014 – Sheffield Supertram

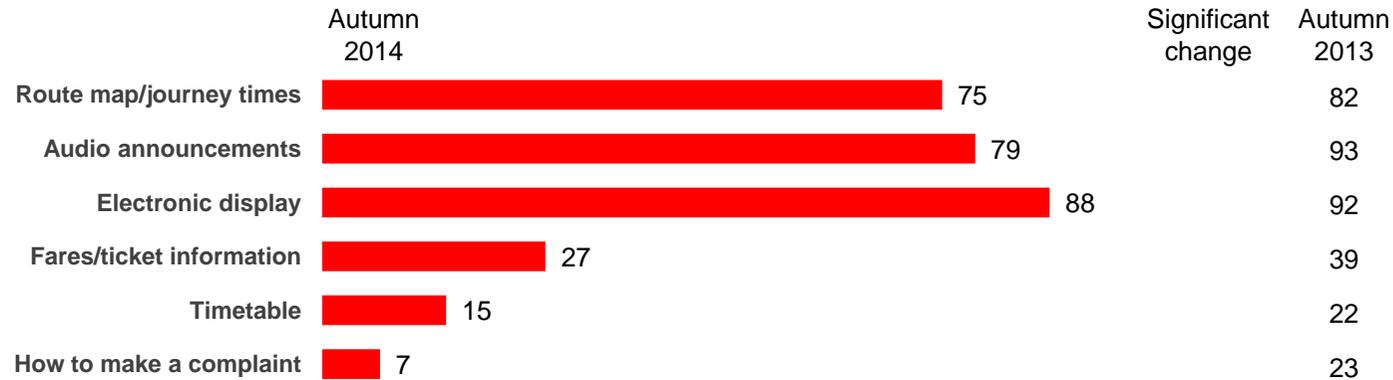


Q. How satisfied were you with the amount of time your journey on the tram/bus took?
 Base: All passengers - 310 (Tram), 1642 (Bus)

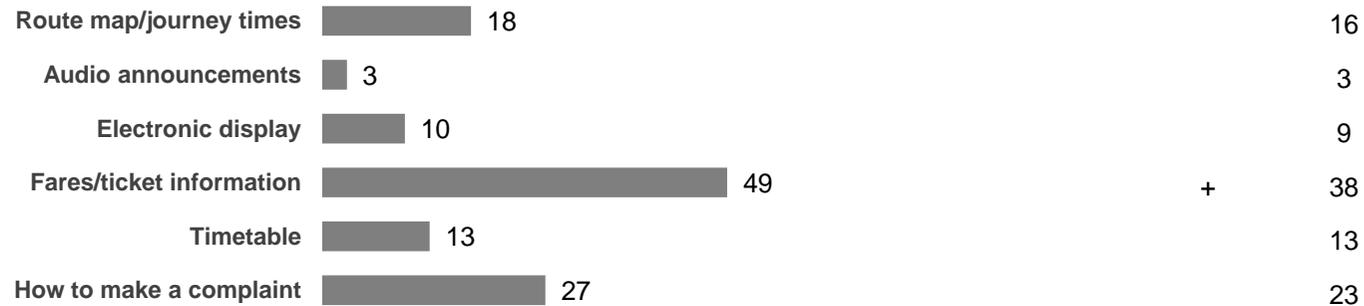
Availability of information inside the tram/bus (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram



Bus



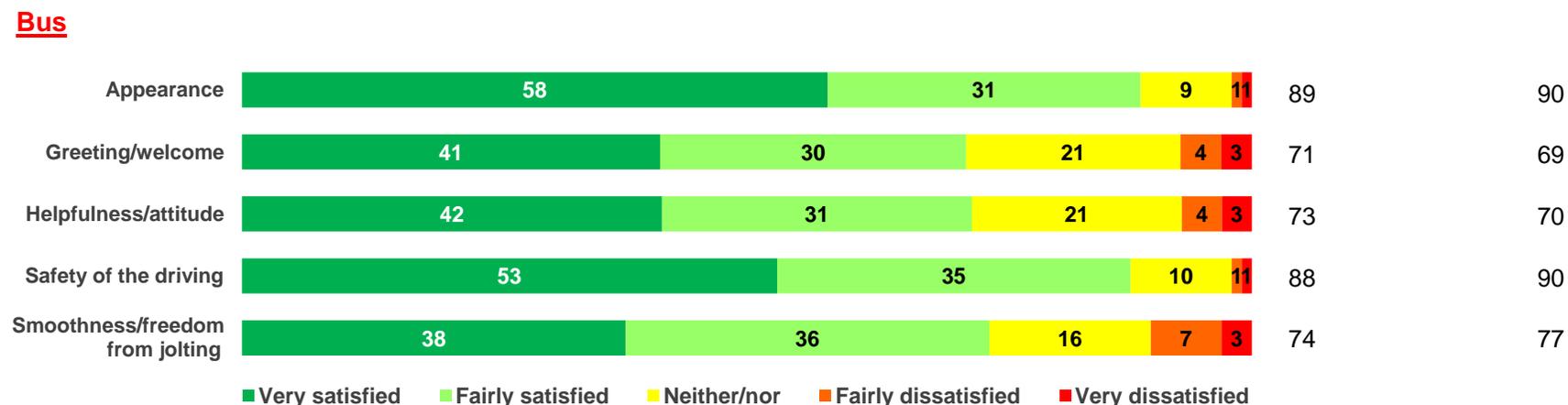
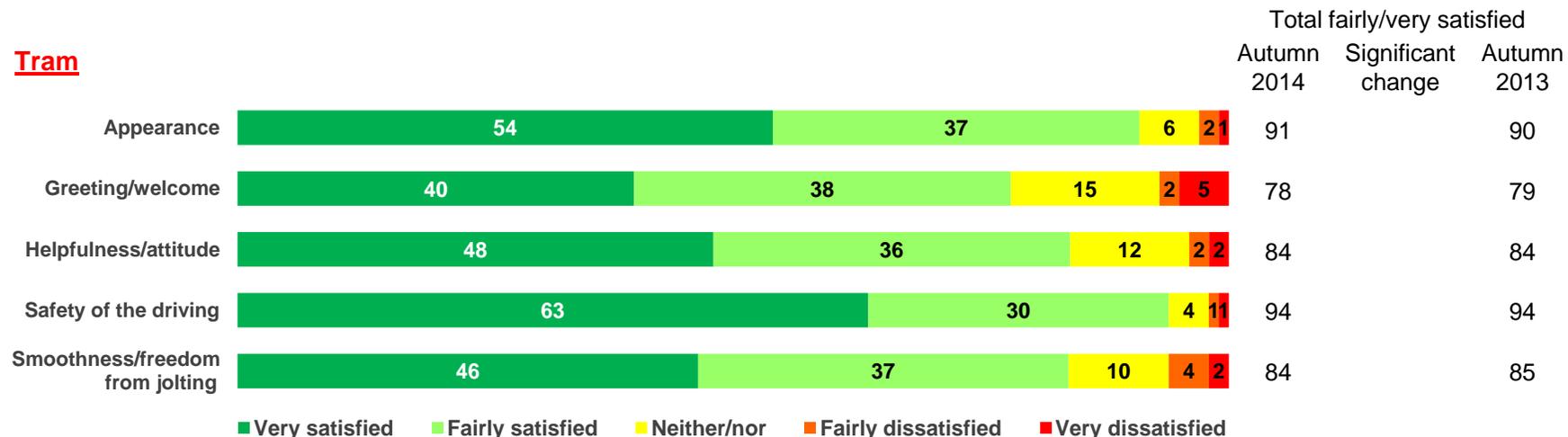
NOTE: Significant changes are not shown for this question. The question was changed between 2013 and 2014 (by the addition of a 'Don't know' option) and is not directly comparable

Q. Were any of these items of information present on the tram/bus?

Base: All passengers - 296 (Tram), 1406 (Bus)

Satisfaction with tram staff/bus driver (%)

Tram Passenger Survey 2014 – Sheffield Supertram



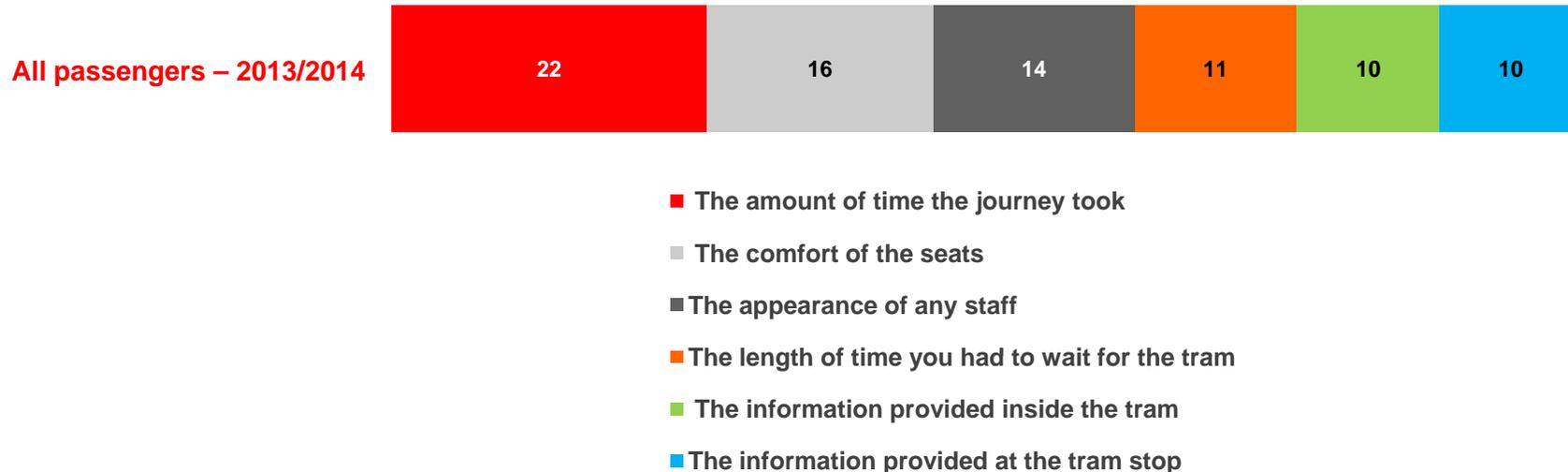
TPS: Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:

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

Base: All passengers - 311 (Tram), 1582 (Bus)

Key factors that drive tram passengers to be very satisfied (%)

Tram Passenger Survey 2014 – Sheffield Supertram



The key driver analysis uses Multiple Linear Regression and is performed in two stages. First, the drivers of satisfaction are identified. Satisfied passengers are defined as those who are either very or fairly satisfied with their journey. Once the drivers of satisfaction have been determined, the non-satisfied (very dissatisfied, fairly dissatisfied and neither/nor respondents) are removed, and a new regression analysis is run to determine which factors drive people to be very satisfied (rather than fairly or very satisfied). The key drivers displayed above are those that drive passengers to be very satisfied. In order to increase robustness the analysis combines data from 2013 and 2014. Please refer to the TPS technical report for a full explanation.

Base: All fare paying passengers - 729 (2013 and 2014)

Experience of delays (%)

Tram Passenger Survey 2014 – Sheffield Supertram

7 per cent of Sheffield Supertram passengers experienced a delay (2013: 8 per cent). Typical length of delay was 9 minutes

	Autumn 2014	Significant change	Autumn 2013
Tram			
Signal/points failure	0		2
Tram waiting too long at signals	0		10
Had to use bus replacement	0		18
Tram waiting too long at stops	24		12
Congestion/traffic jam	14		23
Tram failure	11		3
Poor weather	0		5
Time it took passengers to board	0		1
Planned engineering works	0		0
Other	12		33
No reason given for delay	30		N/A*
Not sure	32		28
Bus			
Congestion/traffic jams	48		47
Time it took passengers to board/pay for tickets	42		38
Road works	18	-	26
Bus waiting too long at stops	14		17
The bus driver driving too slowly	7	-	11
Poor weather conditions	15	+	9

* 'No reason given for delay' not asked in 2013. Its addition could have caused the significant drops in the other factors

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

Base: All experiencing a delay - 22 (Tram), 783 (Bus) **Caution small base**

Worry or concern at other passengers' behaviour (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram

	Autumn 2014	Significant change	Autumn 2013
All passengers	1	-	5
Male	0		5
Female	2		6
Age 16 to 34	1		7
Age 35 to 59	2		4
Age 60+	0	-	4

Bus

		Significant change	Autumn 2013
All passengers	5	-	7
Male	6		8
Female	4	-	6
Age 16 to 34	4	-	8
Age 35 to 59	6		8
Age 60+	4		6

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
 Base: All passengers - 313 (Tram), 1645 (Bus)

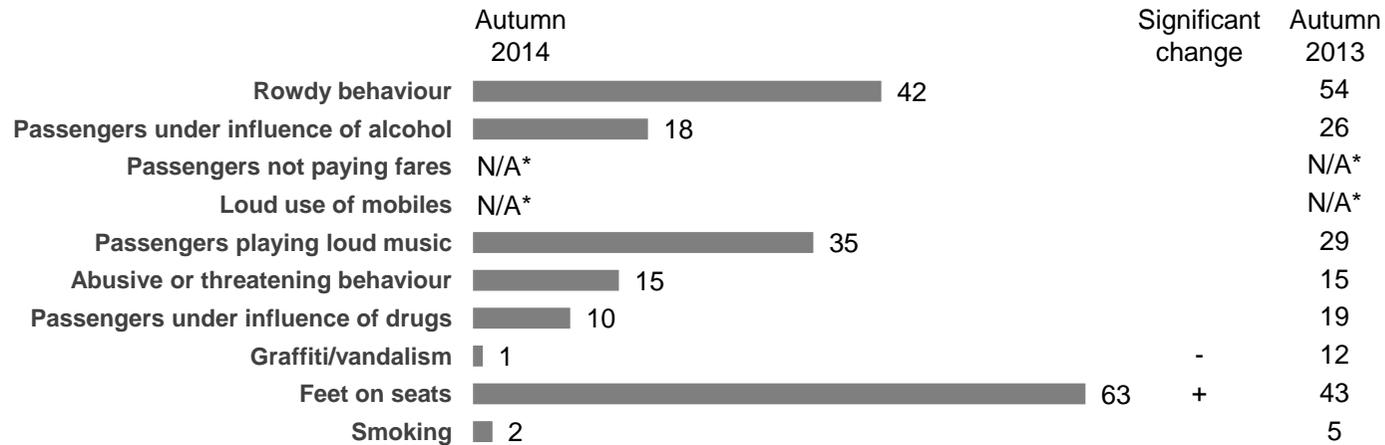
Types of worrying/concerning behaviour (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram

Base too small to report

Bus



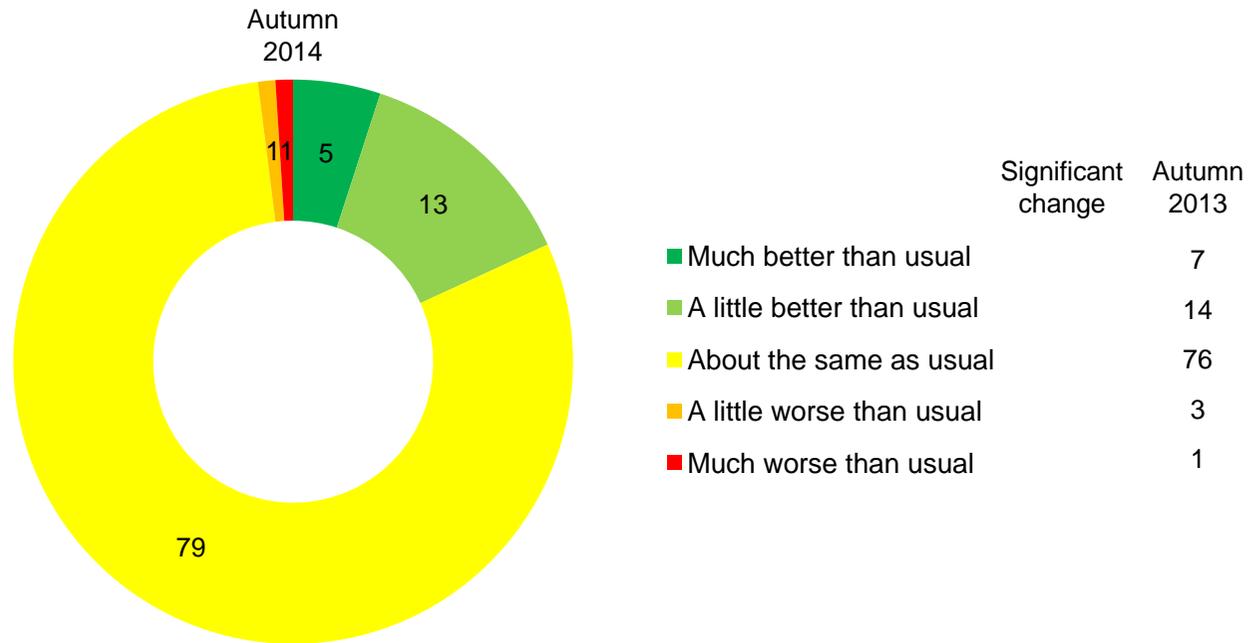
*Not asked in 2013/BPS

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

Base: All experiencing worrying/concerning behaviour - 2 (Tram), 63 (Bus) **Caution small base**

Whether tram journey was better or worse than usual (%)

Tram Passenger Survey 2014 – Sheffield Supertram

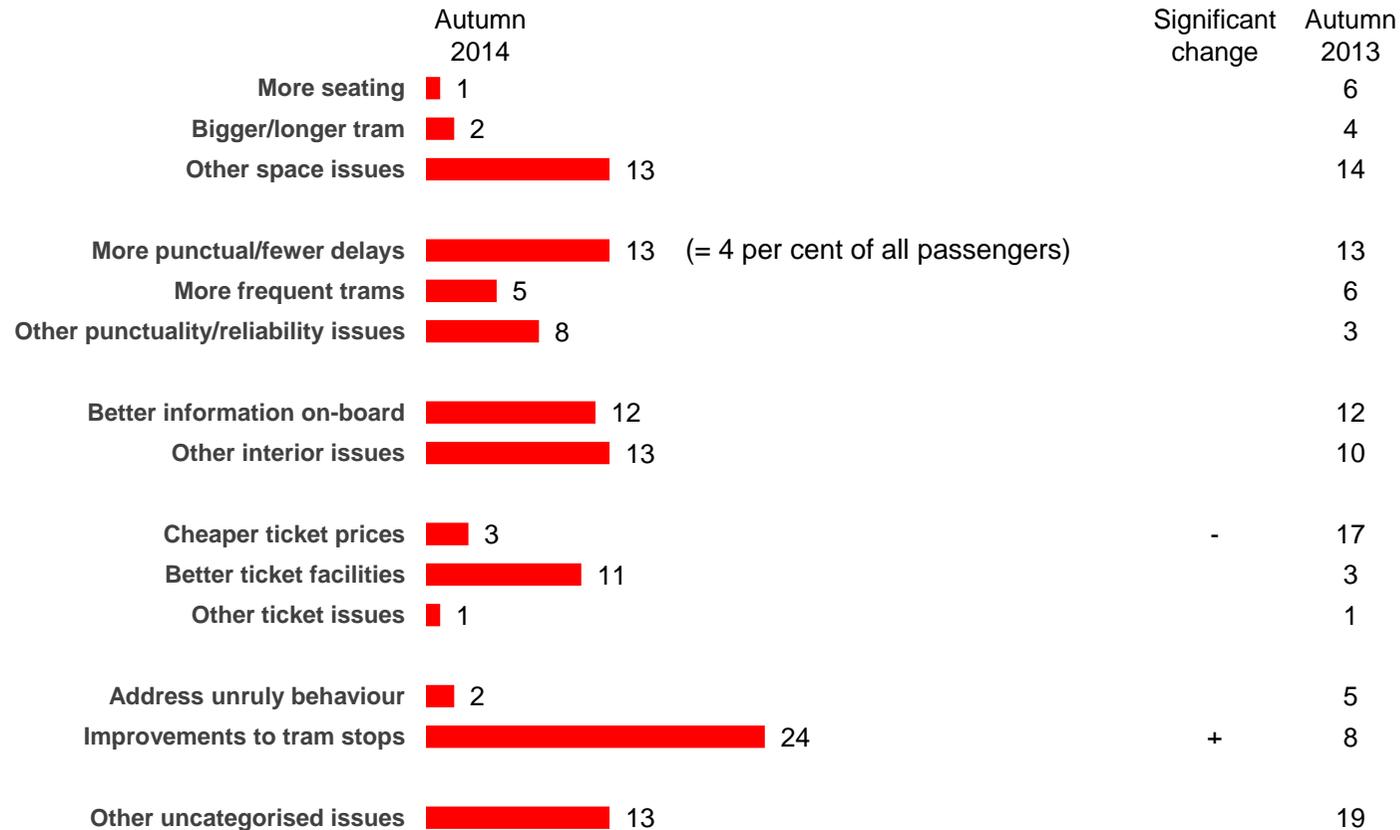


Q. If you have used the tram before, how typical would you say today's experience was?
Base: All previously using a tram - 311

Suggested improvements spontaneously mentioned by tram passengers (%)

Tram Passenger Survey 2014 – Sheffield Supertram

71 per cent of passengers could think of no improvement suggestions to make (2013: 71 per cent)
Of the 29 per cent who did, their suggestions are shown below (2013: 29 per cent)



Q. If something could have been improved on your tram journey today, what would it have been?
Base: All suggesting an improvement - 87

Suggested improvements to the Sheffield Supertram service – passenger verbatims

Tram Passenger Survey 2014 – Sheffield Supertram

There could be the electronic boards at the tram stop that indicate how long it will be until the next tram (like the ones at bus stops and train stations). Also, the trams do not seem to have the space to accommodate all the passengers - even when it isn't a peak period

Cleaning up the rubbish around the tram stop area, in particular the train line running behind the tram stop, as the bins were overflowing and the rubbish was falling on to the railway lines behind

More maps of tram routes as I couldn't see it from where I was sat. Dogs should be allowed on trams just as they are on buses!

Maybe an announcement over a speaker in the park and ride car park: "the next tram to arrive into the city will be in 5 mins" so I know if I need to run to the platform, walk fast, or can take it easy

When passengers approach doors when they have just closed, driver shows no regard and sets off when for the sake of a few seconds he could let them on. I know timetables have to be met but this happens regularly and I have seen old people and young suffer missing the tram because of this

I am entirely happy with the Supertram. I travelled around London for years, and the tram beats the tube any day!

An electronic information board telling you when the next tram is due on the platform would be good. Also, the amount of emergency braking the tram drivers seem to be doing recently is ridiculous

Electronic updates at the tram stop making passengers aware of live departure times and any delays e.g. broken down tram ahead causing delay

More frequent trams in busy times eg 7-9am and 4-6 pm

Wish it was faster and the posters informing about cheaper tickets (3 quid for tram only) removed from stops, since they were not on sale anymore on that day

Digital information board to keep you up to date with where the tram is i.e. what stop it is currently at

Key differences between the Blue/Purple and Yellow lines

Tram Passenger Survey 2014 – Sheffield Supertram

- Overall satisfaction was higher on the Yellow line: 96 per cent of passengers were satisfied with their journey overall, compared to 89 per cent on the Blue/Purple lines
- On the whole, satisfaction with different aspects of the journey was rated consistently between the different lines in Sheffield. However, there were some differences as shown below

	2014 (% satisfied)		2013 (% satisfied)	
	Blue/Purple lines	Yellow line	Blue/Purple lines	Yellow line
Value for money	64	74	72	69
The information provided at the tram stop	88	80	86	86
Length of time had to wait for the tram	74 -	86	83	83
Punctuality of the tram	67 -	87	86	83
The amount of time the journey took	78 -	92	94	91
Amount of personal space on board	77	83	83	77
The smoothness of the journey	80 -	87	90	81
The greeting/welcome from tram staff	73 -	82 +	86	73

Figures in green indicate the line with the highest score
+/- symbols indicate a significant change since 2013

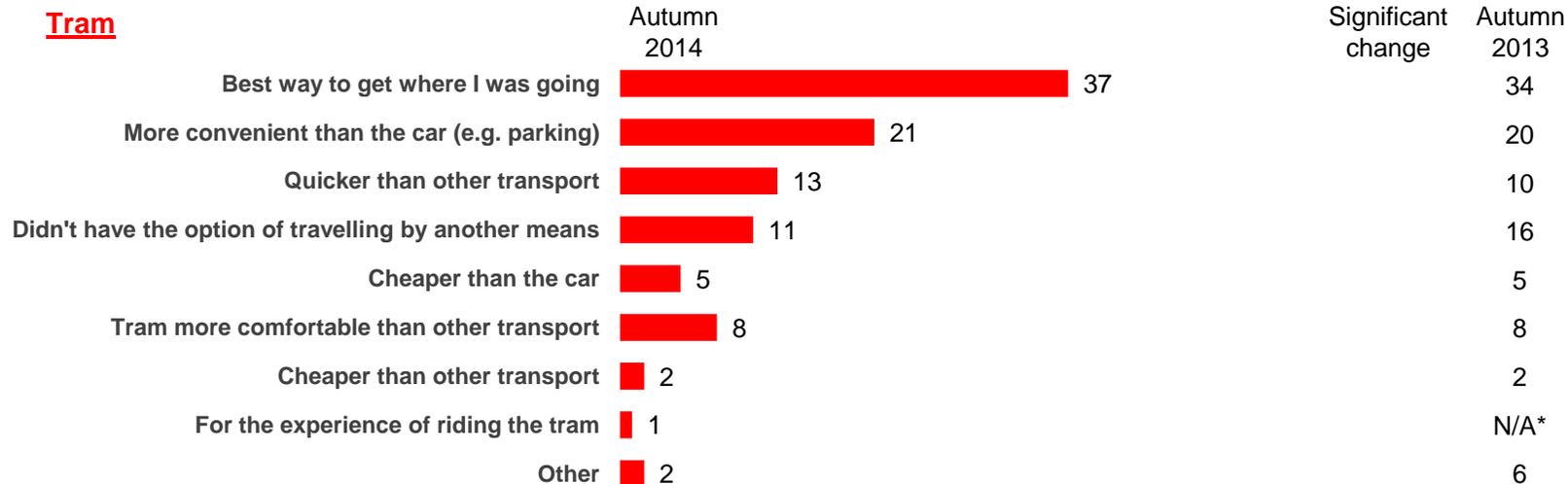
Base: All passengers - 135 (Blue/Purple), 182 (Yellow)

Tram Passenger Survey (TPS) 2014 – Sheffield Supertram

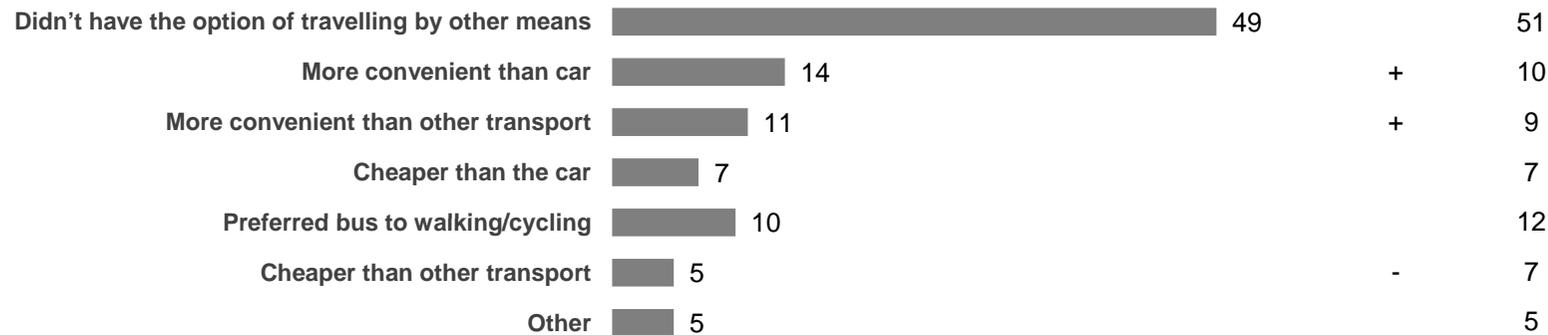
Tram usage

Reasons for choosing the tram/bus (%)

Tram Passenger Survey 2014 – Sheffield Supertram



Bus

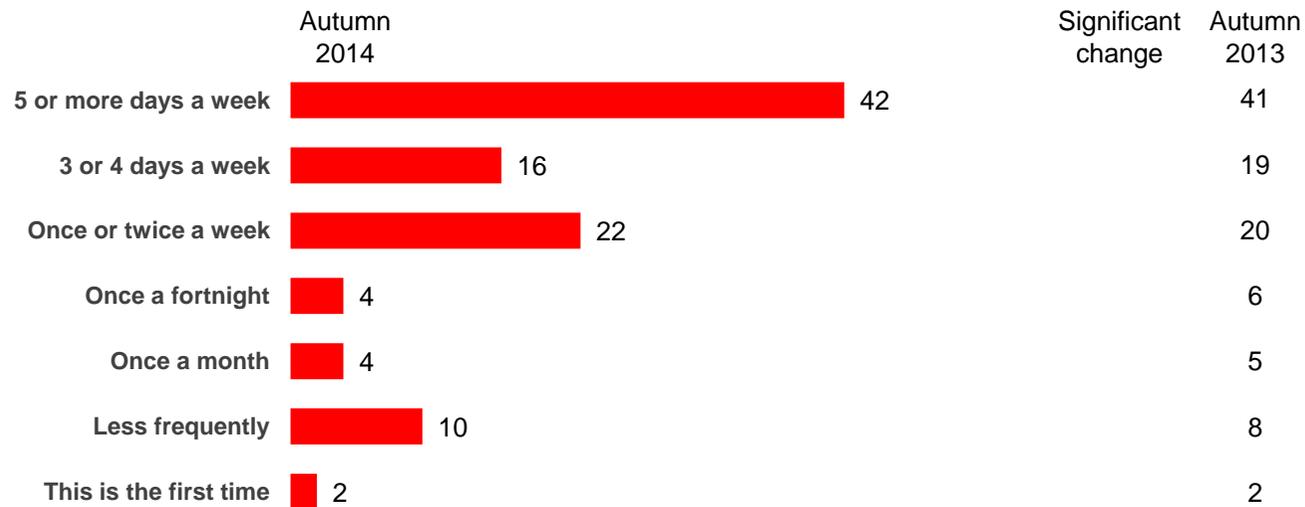


*Not asked in 2013

Q. What was the main reason you chose to take the tram/bus for this journey?
 Base: All passengers - 311 (Tram), 1626 (Bus)

Frequency of using Sheffield Supertram (%)

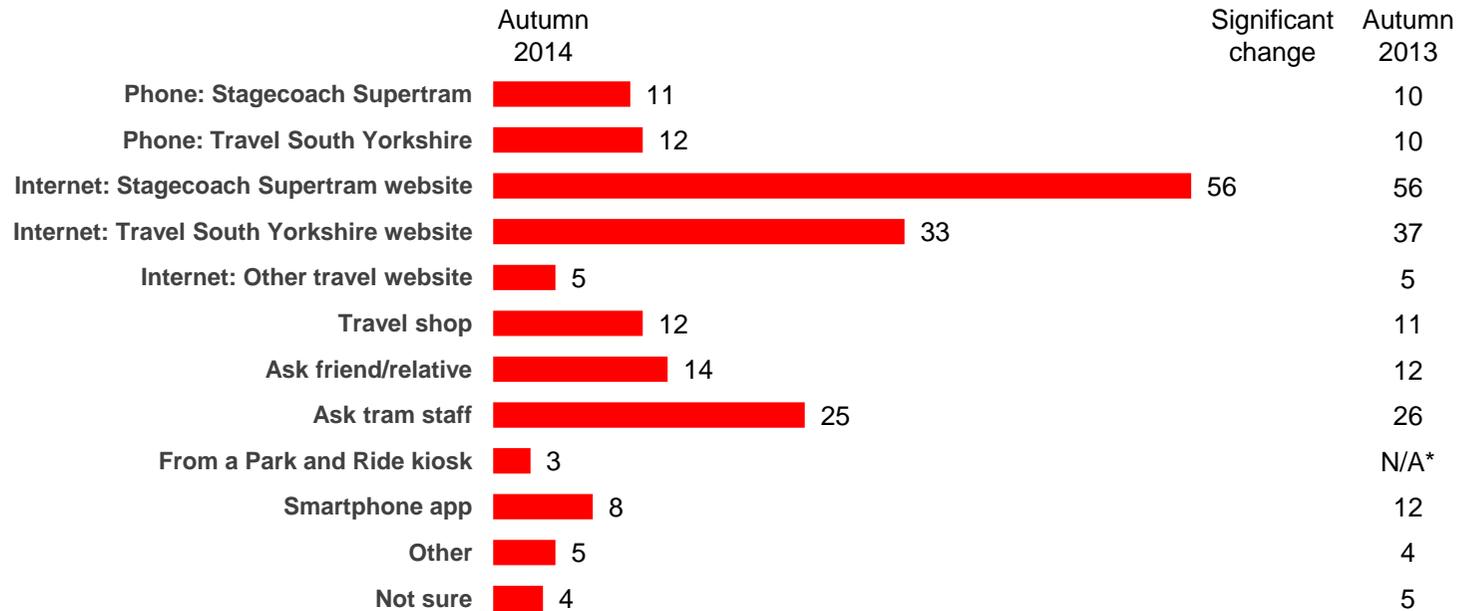
Tram Passenger Survey 2014 – Sheffield Supertram



Q. How often do you typically travel by tram?
 Base: All passengers - 317

Sources for tram information (%)

Tram Passenger Survey 2014 – Sheffield Supertram



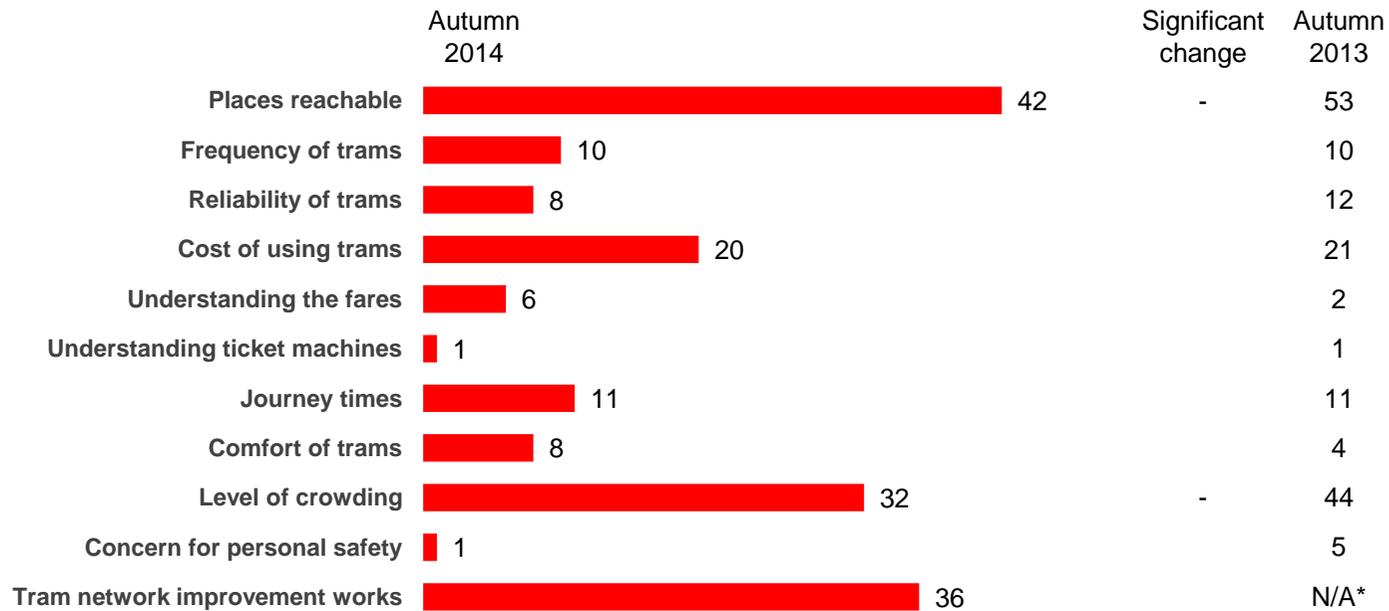
*Not asked in 2013

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

Base: All passengers - 313

Factors preventing more journeys being made (%)

Tram Passenger Survey 2014 – Sheffield Supertram



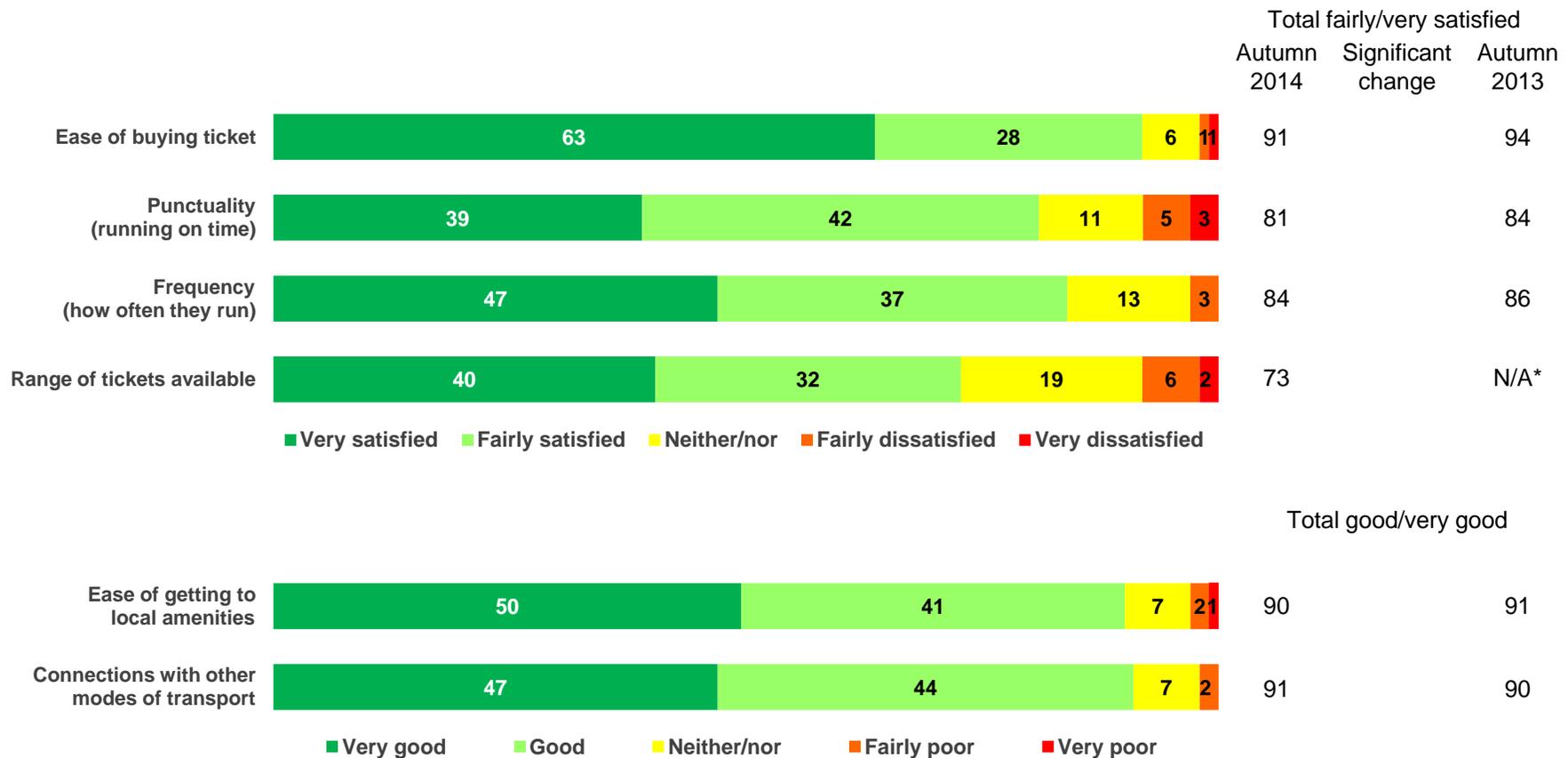
*Not asked in 2013/BPS. The addition of 'Tram network improvement works' in TPS 2014 could have caused the significant drops in other factors

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

Base: All previously using the tram - 242 (Tram)

Satisfaction with trams generally (%)

Tram Passenger Survey 2014 – Sheffield Supertram



*Not asked in 2013

Q. And how satisfied are you overall with tram services for the following: & Q: How would you rate your local tram services for the following:

Base: All passengers - 307

Tram Passenger Survey (TPS) 2014 – Sheffield Supertram

Passenger and journey details

Passenger profile (%)

Tram Passenger Survey 2014 – Sheffield Supertram

	Tram			Bus			Train		
	Autumn 2014	Significant change	Autumn 2013	Autumn 2014	Significant change	Autumn 2013	Autumn 2014	Significant change	Autumn 2013
Age									
16-34	51		50	41		42	31		23
35-59	25		29	29		28	44		35
Over 60	24		21	30		30	25	-	39
Access to private transport									
Easy	39		33	16		17	N/A*		N/A*
Moderate	33		34	10		9	N/A*		N/A*
Limited/none	29		34	75		74	N/A*		N/A*
Has a disability									
Yes	10		12	35	+	27	9		14
Ticket type									
Free pass holders	24		20	36		36	N/A*		N/A*
Fare-payers	76		80	64		64	N/A*		N/A*

*Not asked in NRPS

Base: All passengers - 317 (Tram), 1644 (Bus), 114 (Train)

Weather conditions when journey made (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram



Bus

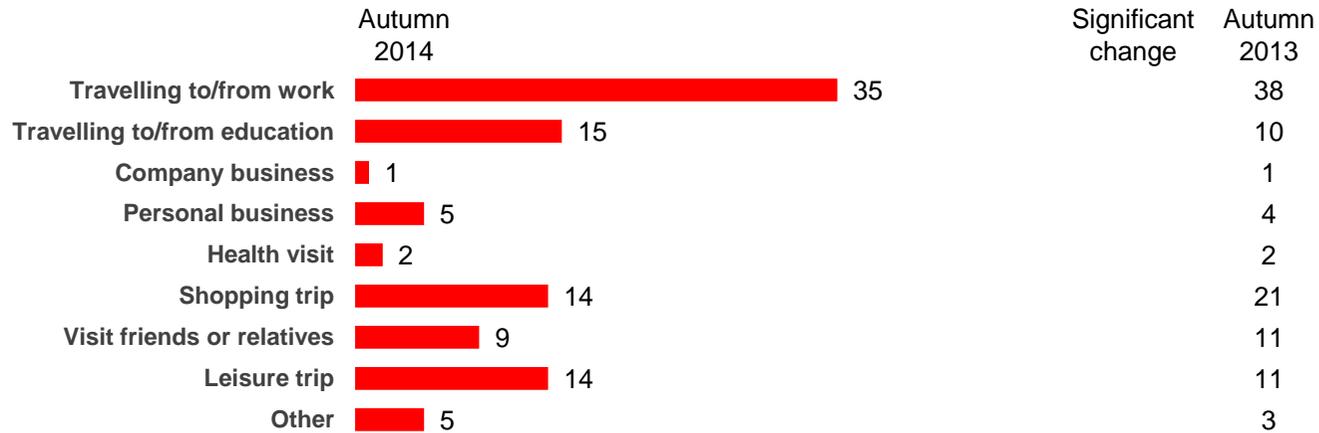


Q. What was the weather like when you made your journey?
 Base: All passengers - 313 (Tram), 1651 (Bus)

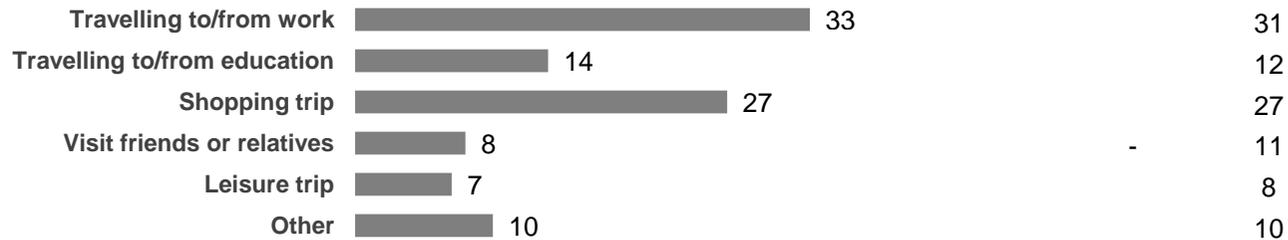
Journey purpose (%) – 1

Tram Passenger Survey 2014 – Sheffield Supertram

Tram



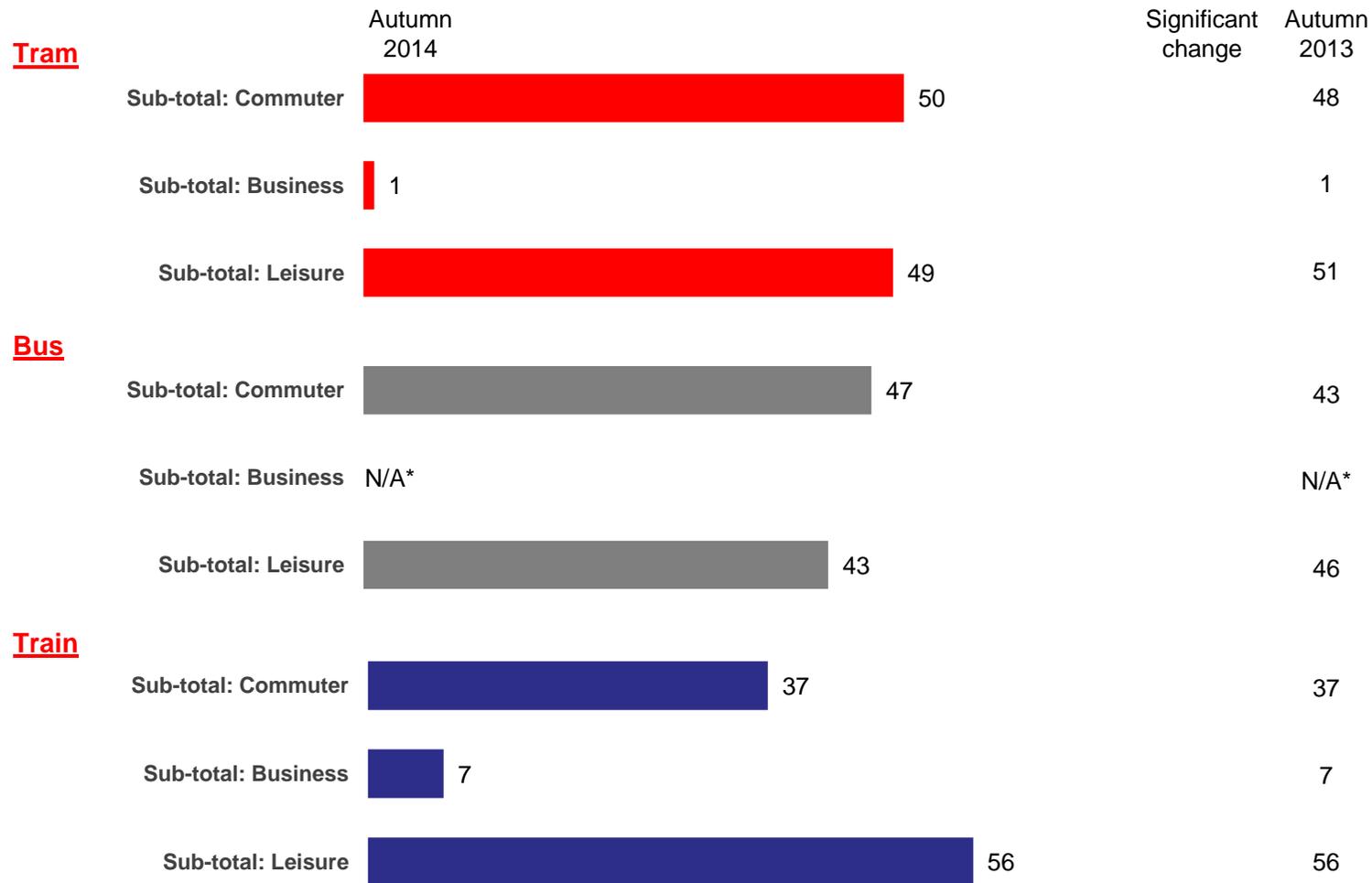
Bus



Q. What is the main purpose of your tram/bus journey today?
 Base: All passengers - 312 (Tram), 1639 (Bus)

Journey purpose (%) – 2

Tram Passenger Survey 2014 – Sheffield Supertram



*Not asked in BPS

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

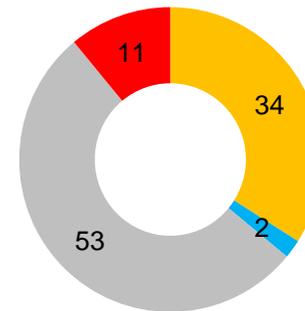
Base: All passengers - 312 (Tram), 1639 (Bus), 114 (Train)

Ticket type and modes of transport permitted (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram

	Autumn 2014	Significant change	Autumn 2013
Sub-total: Single/return	19		18
Single	13		13
Return	6		5
Sub-total: Season ticket/pass	50		58
Day pass	14		17
3 day/weekend	0		0
5 days/1 week	18		22
10 days/2 weeks	0		0
4 weeks/1 month	13		11
Quarterly/3 months	0		1
1 year	1		3
Other time period	0		0
Free pass/journey	24		20
Other ticket type	6		5



	Significant change	Autumn 2013
Tram only		28
Train and tram		2
Bus and tram		48
Train, bus and tram	-	23

Bus

Single/return	18	-	25
Day pass	8		9
Season ticket/pass for longer than a day	32	+	26
Free pass/journey	36		36
Other ticket type	2		2

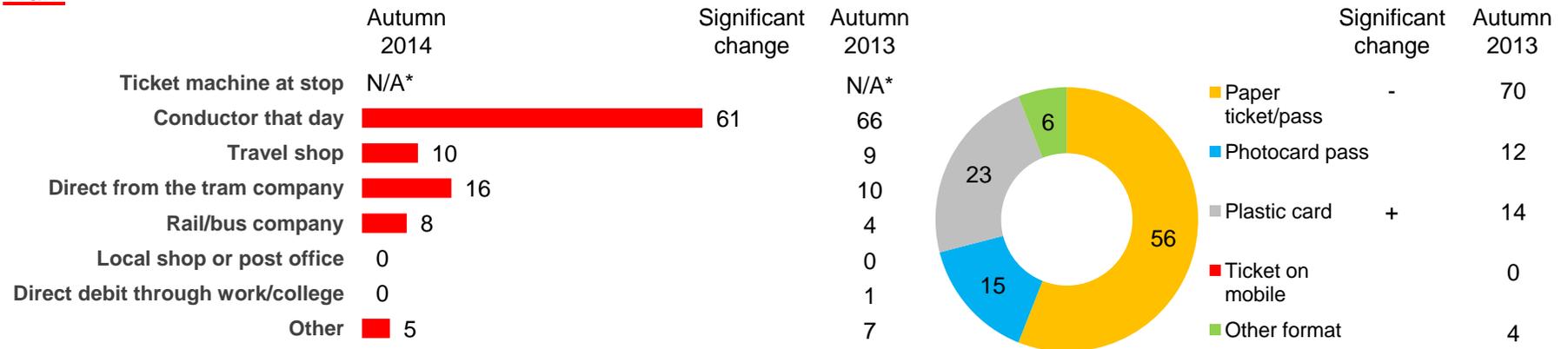
Q. What type of ticket/pass did you use for this tram/bus journey today?
Base: All passengers - 309 (Tram), 1660 (Bus)

Q. What modes of transport does your ticket allow you to travel on?
Base: All passengers - 306

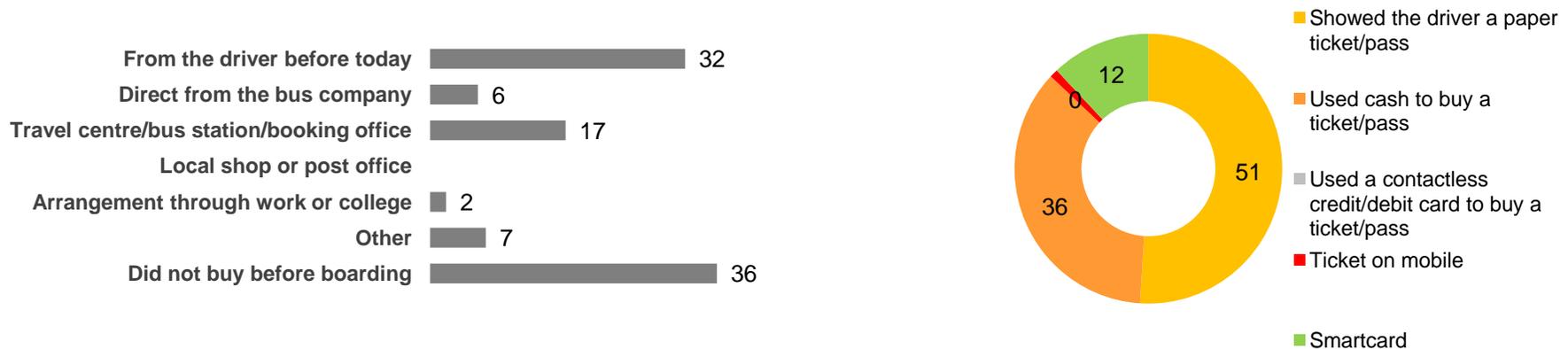
Method of buying ticket and ticket format (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram



Bus



*Not asked for Sheffield Supertram

Q. How did you buy that ticket or pass?

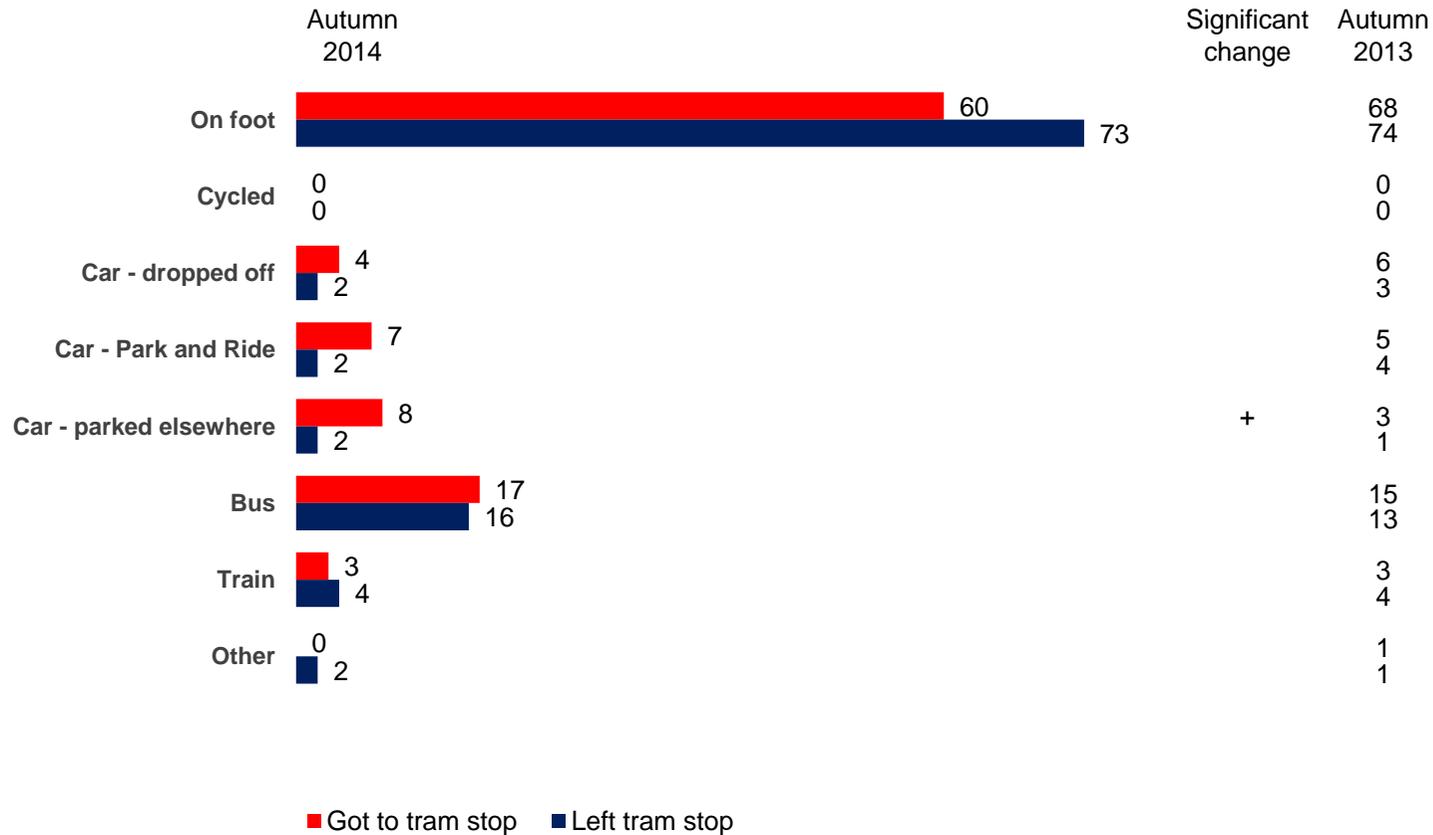
Base: All fare paying passengers - 208 (Tram), 976 (Bus)

Q. In what format was your ticket?

Base: All passengers - 302 (Tram), 1482 (Bus)

How got to and from the tram stop (%)

Tram Passenger Survey 2014 – Sheffield Supertram



Q: How did you get to/from the tram stop where you boarded/left the tram today?
 Base: All passengers - 313

Sheffield Supertram stops used by passengers surveyed (%)

Tram Passenger Survey 2014 – Sheffield Supertram

64 per cent of passengers were on an outward journey, 29 per cent (-) on a return and 7 per cent on a one-way trip (2013: 58 per cent, 38 per cent and 4 per cent respectively)

93 per cent of passengers had a seat for their whole journey. 1 per cent said they had to stand but would have liked to have a seat (2013: 87 per cent and 3 per cent)

Boarding

Autumn 2014 Significant change Autumn 2013

• Meadowhall Interchange	12		13
• Cathedral	9		9
• Halfway	9	+	3
• Malin Bridge	8		5
• Middlewood	7	-	14
• University of Sheffield	6		6
• Hillsborough Interchange	5		5

Alighting

Autumn 2014 Significant change Autumn 2013

• Cathedral	20	+	13
• University of Sheffield	10		9
• Sheffield Station/Sheffield Hallam	10		7
• City Hall	6		3
• Meadowhall Interchange	6		9
• Castle Square	5		5

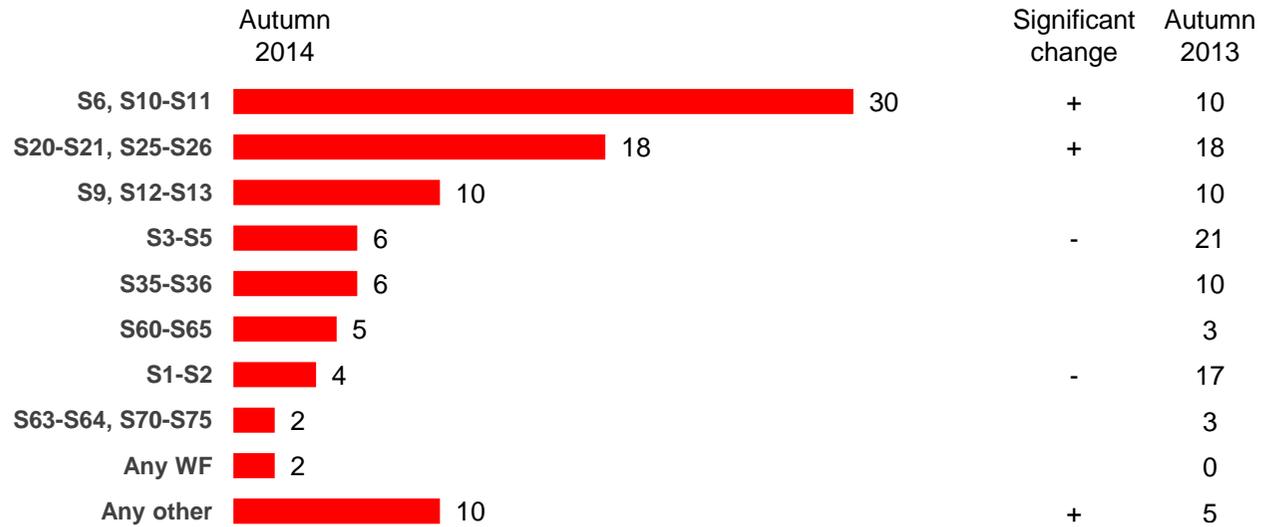
Any changes in tram stops used reflects the sample of passengers in this survey rather than actual usage of stops

Q: Were you on your outward or return journey? Q: Did you get a seat on the tram? Q: At which stop did you board/leave this tram?

Base: All passengers - 317

Where Sheffield Supertram passengers live (%) – by postcode

Tram Passenger Survey 2014 – Sheffield Supertram



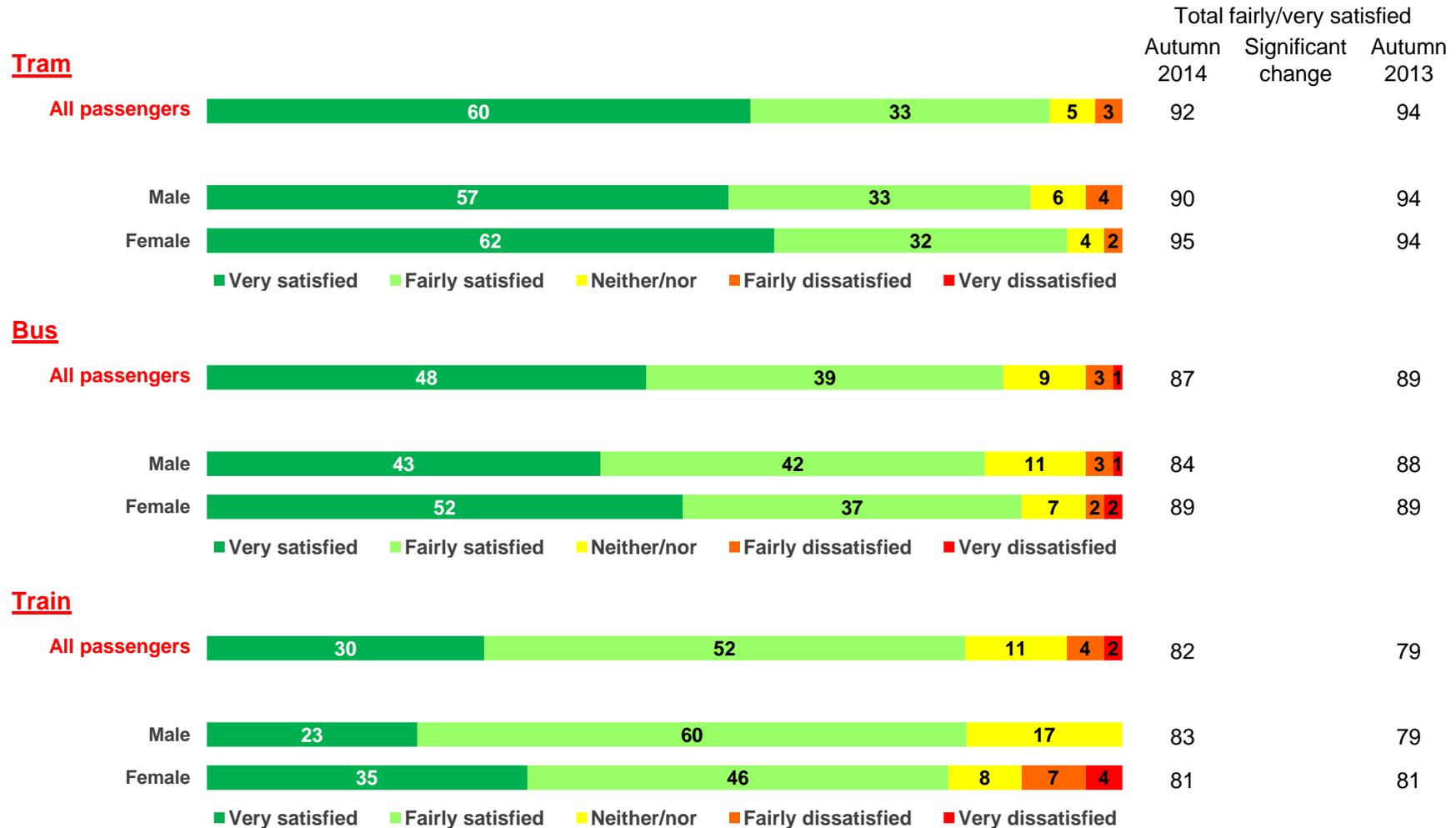
Q: What is your postcode?
 Base: All giving a postcode - 274

Tram Passenger Survey (TPS) 2014 – Sheffield Supertram

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

Overall satisfaction (%) – by gender

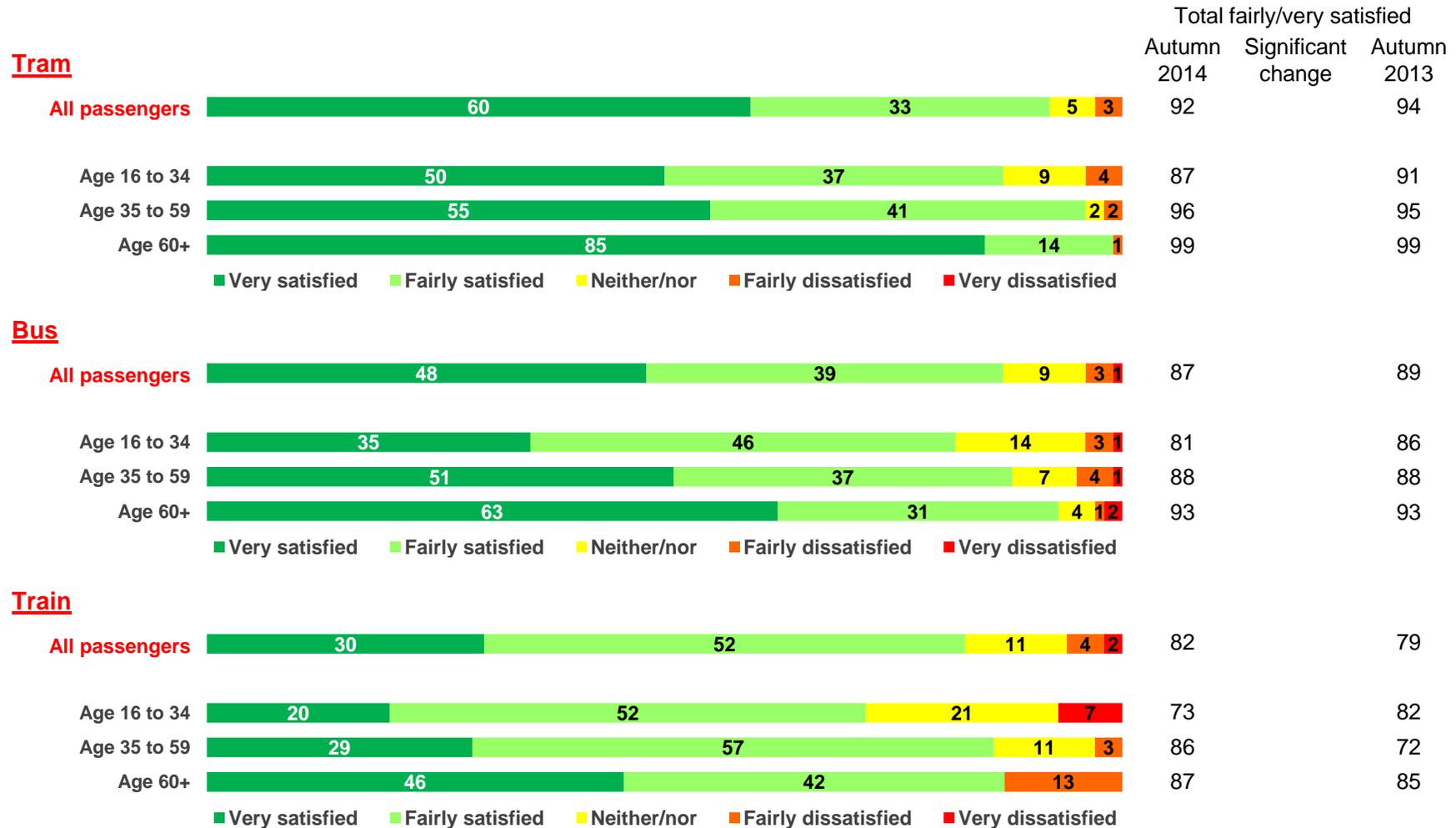
Tram Passenger Survey 2014 – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey today?
 Base: All passengers - 316 (Tram), 1652 (Bus), 112 (Train)

Overall satisfaction (%) – by age

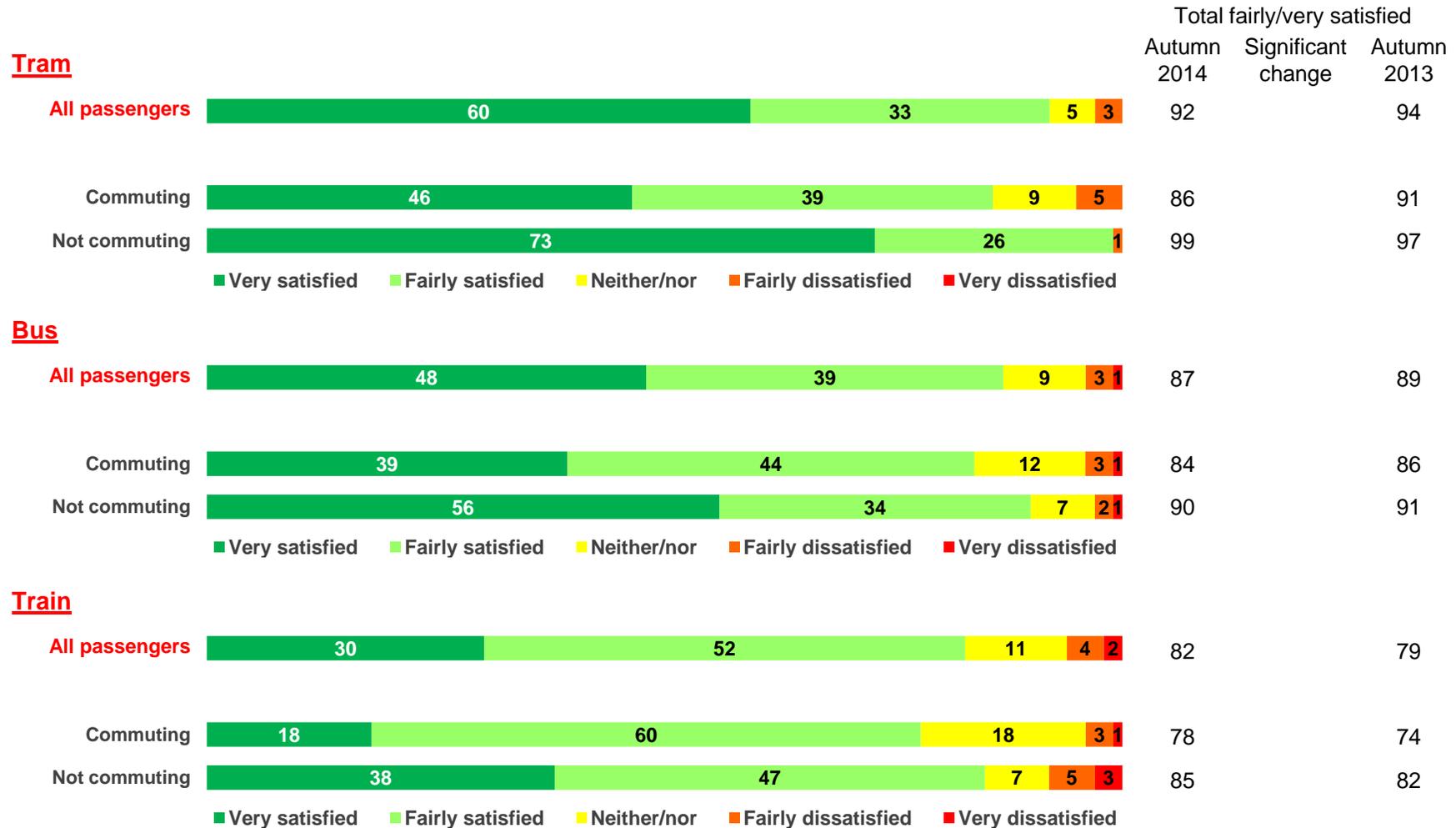
Tram Passenger Survey 2014 – Sheffield Supertram



Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey today?
 Base: All passengers - 316 (Tram), 1652 (Bus), 112 (Train)

Overall satisfaction (%) – by passenger type

Tram Passenger Survey 2014 – Sheffield Supertram

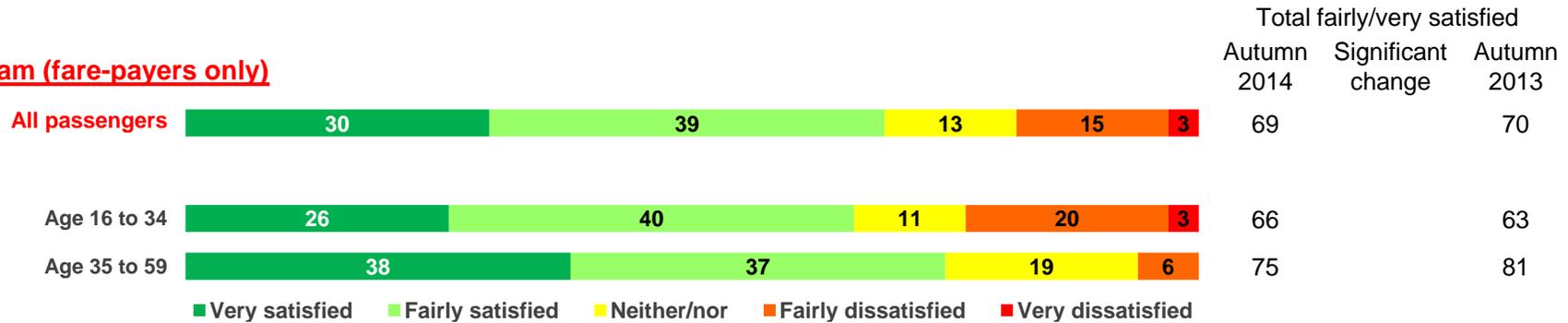


Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey today?
 Base: All passengers - 316 (Tram), 1652 (Bus), 112 (Train)

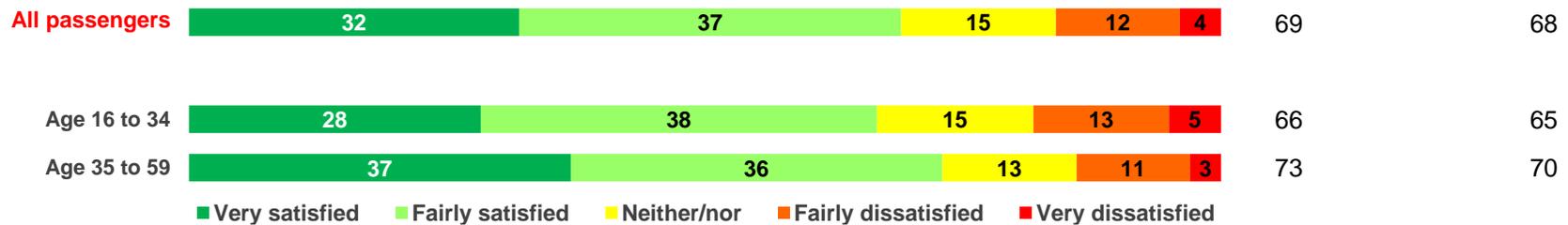
Value for money (%) – by age

Tram Passenger Survey 2014 – Sheffield Supertram

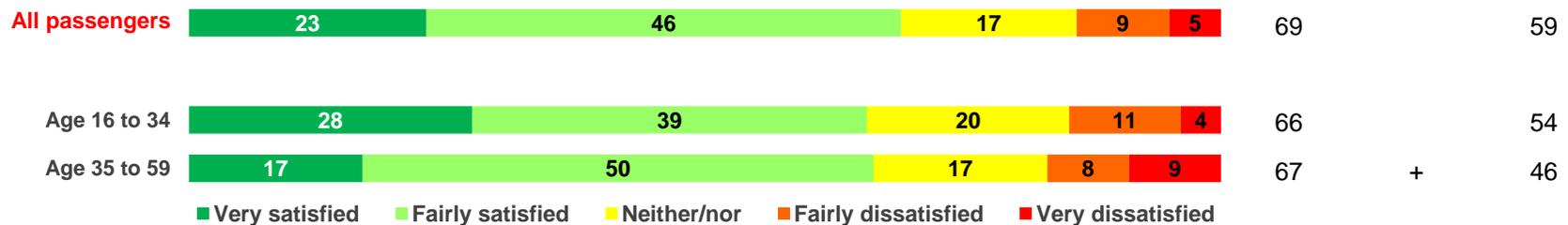
Tram (fare-payers only)



Bus (fare-payers only)



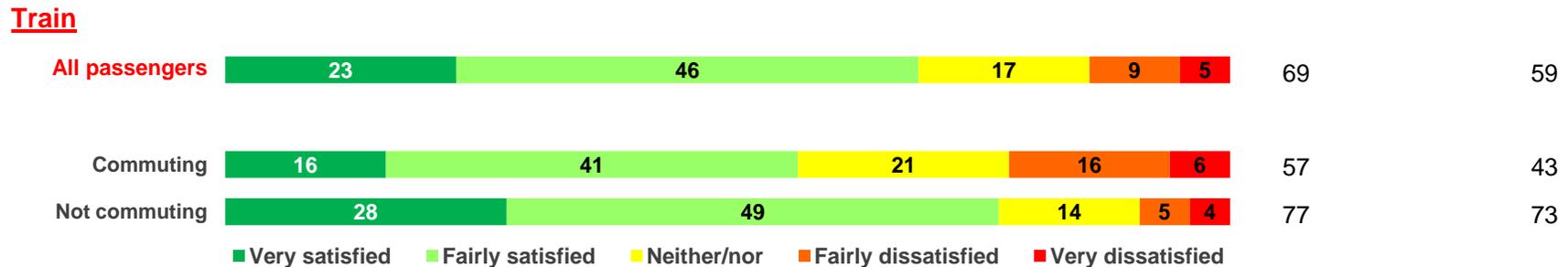
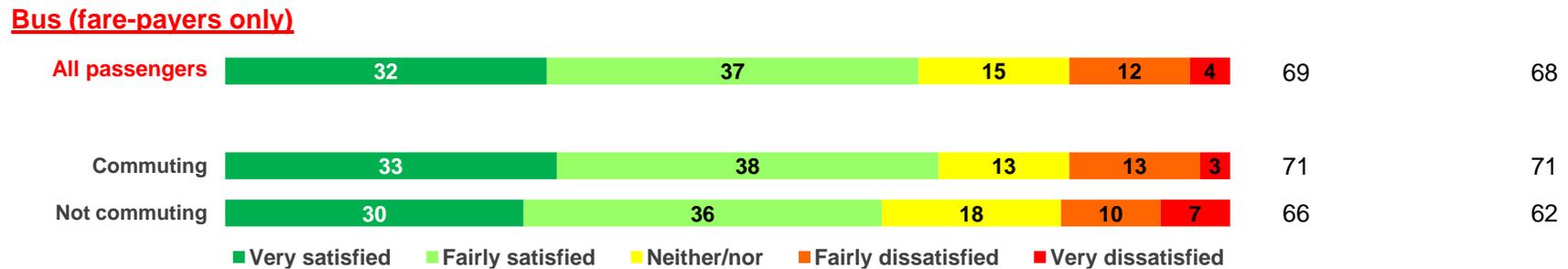
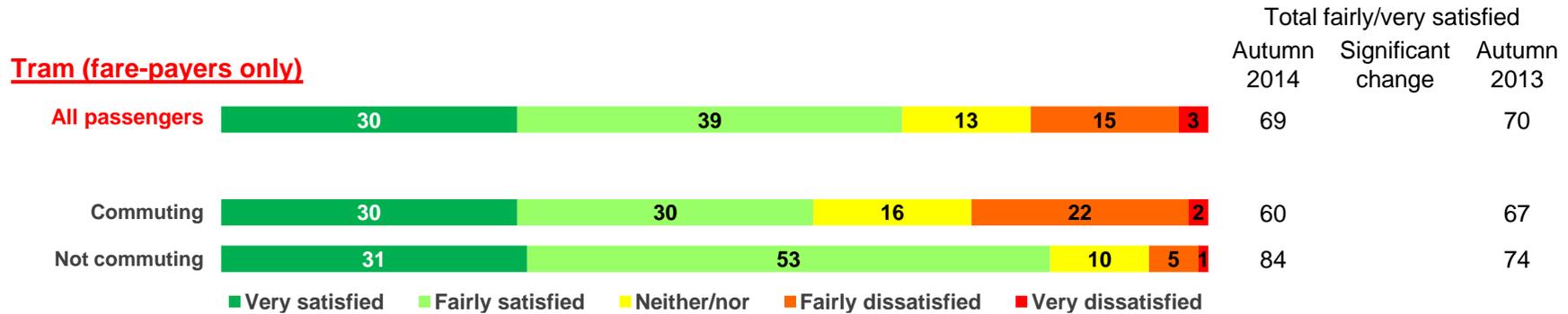
Train



Q. How satisfied were you with the value for money of your journey?
 Base: All fare paying passengers - 214 (Tram), 804 (Bus), All passengers - 105 (Train)

Value for money (%) – by passenger type

Tram Passenger Survey 2014 – Sheffield Supertram



Q. How satisfied were you with the value for money of your journey?
 Base: All fare paying passengers - 214 (Tram), 804 (Bus), 105 (Train)

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

Tram Passenger Survey 2014 – Sheffield Supertram

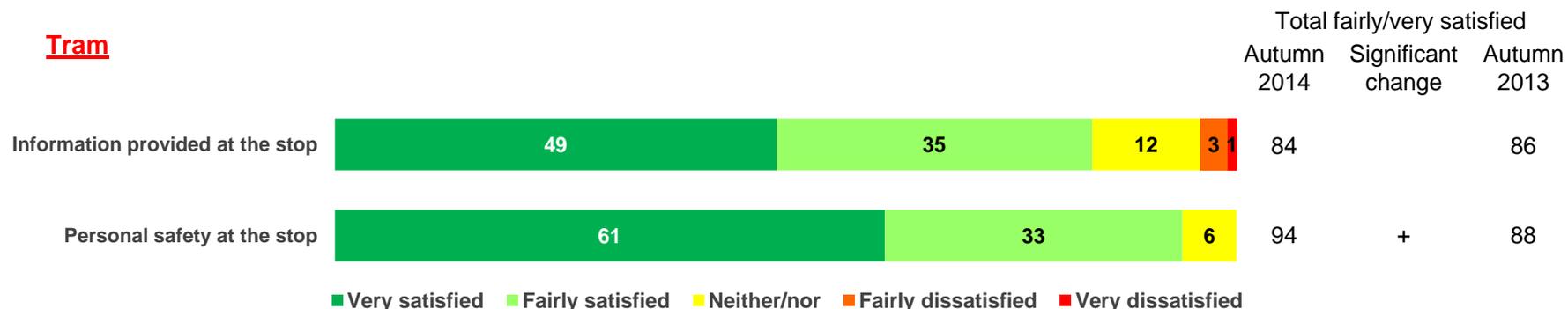


Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the bus/tram/train stop/station?
 Base: All passengers - 309 (Tram), 1630 (Bus), 112 (Train)

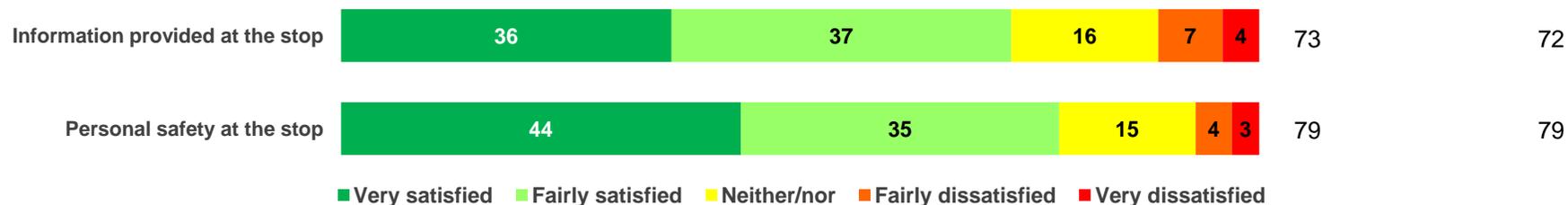
Satisfaction with the tram/bus stop/train station (%) – 2

Tram Passenger Survey 2014 – Sheffield Supertram

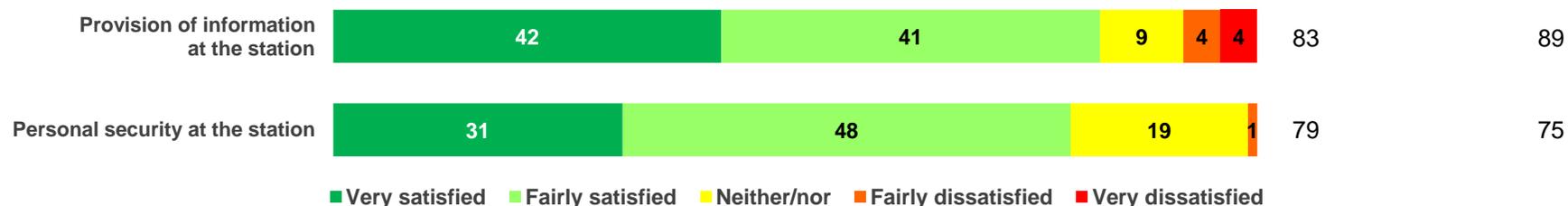
Tram



Bus



Train



Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following:
 Base: All passengers - 309 (Tram), 1501 (Bus), 105 (Train)

Satisfaction with tram/bus/train punctuality (%)

Tram Passenger Survey 2014 – Sheffield Supertram

Tram

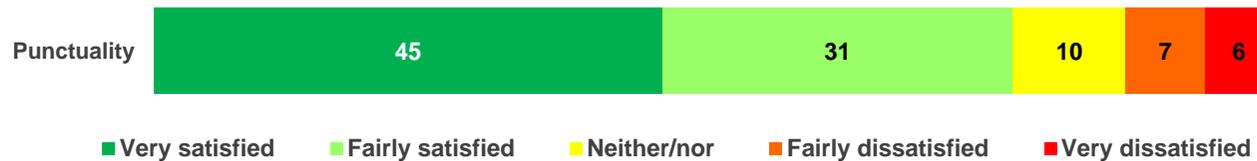
Total fairly/very satisfied
Autumn 2014 Significant change Autumn 2013



78

84

Bus



76

76

Train



81

75

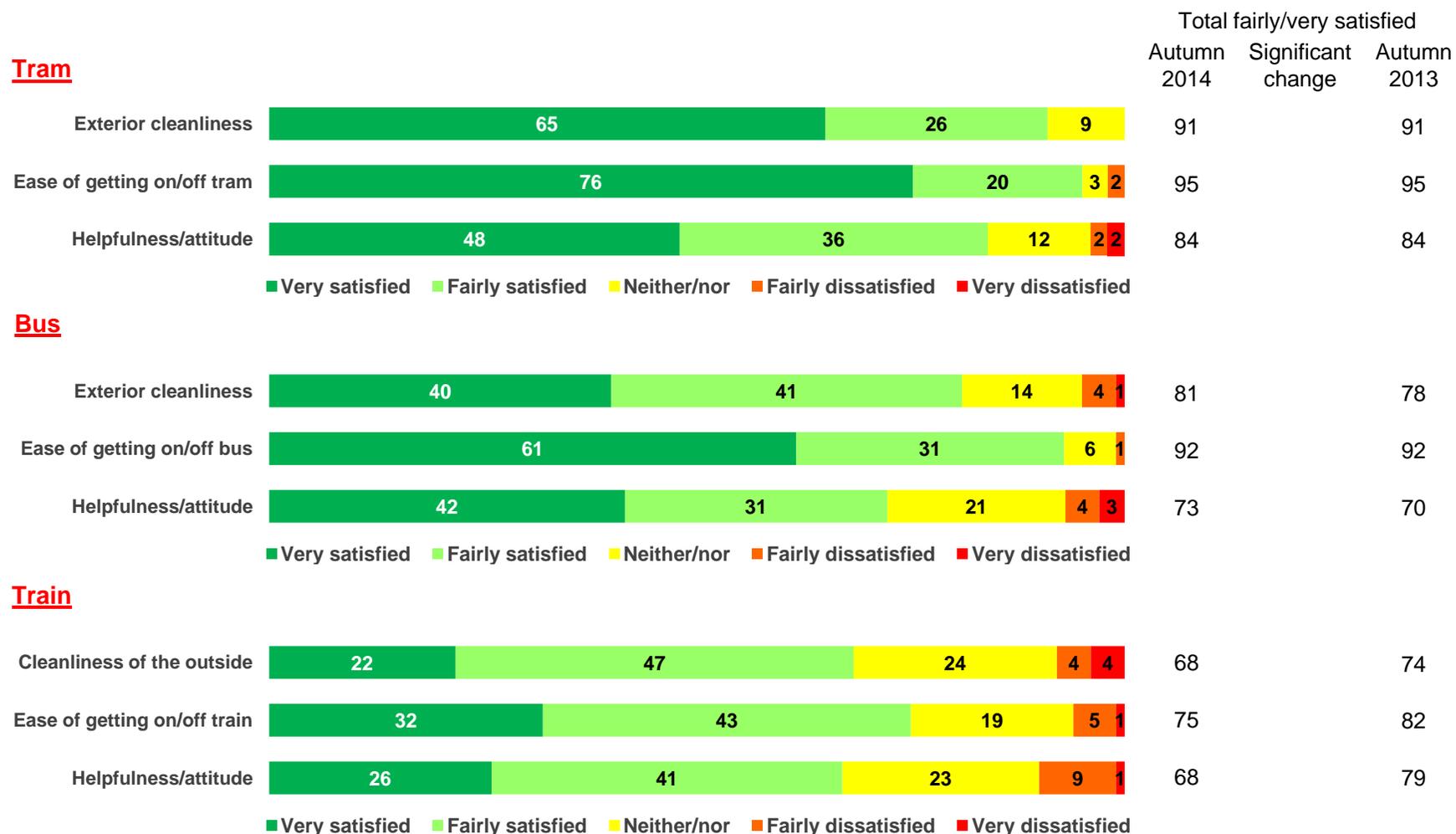
TPS/BPS: Q. How satisfied were you with tram/bus punctuality/running on time

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

Base: All passengers - 283 (Tram), 1478 (Bus), 110 (Train)

Satisfaction with start of journey and on-board staff (%)

Tram Passenger Survey 2014 – Sheffield Supertram



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

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

Base: All passengers - 309 (Tram), 1607 (Bus), 110 (Train)

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

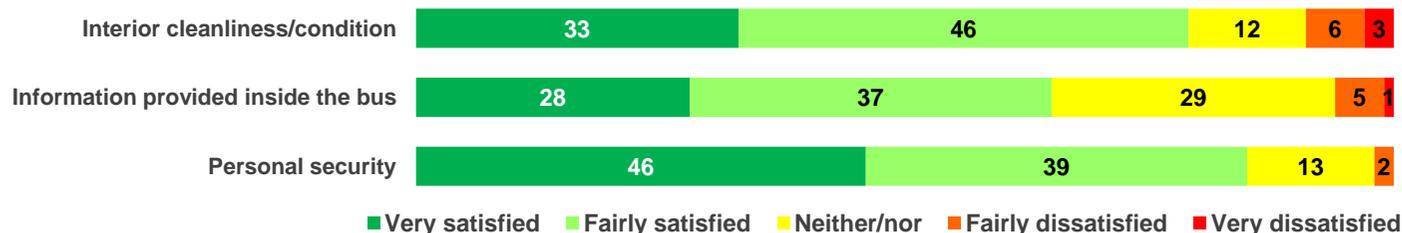
Tram Passenger Survey 2014 – Sheffield Supertram

Tram

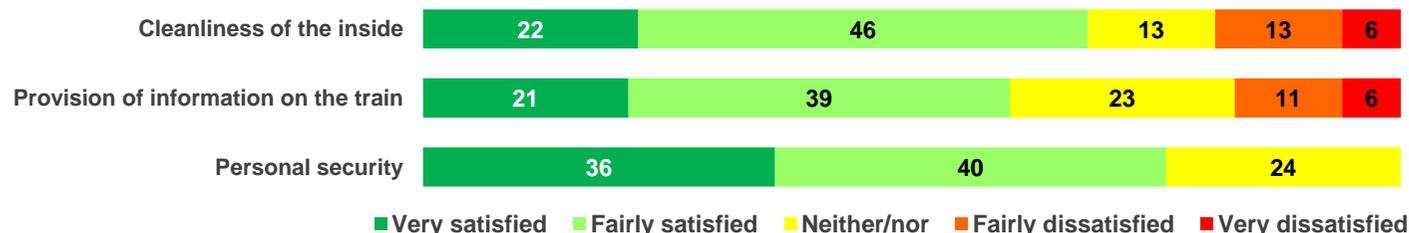
Total fairly/very satisfied
Autumn 2014 Significant change Autumn 2013



Bus



Train

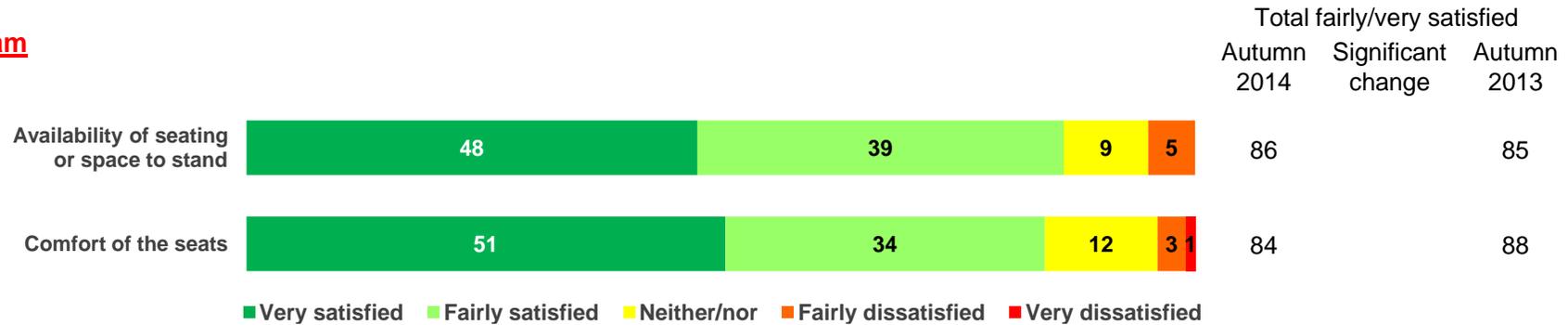


TPS/BPS: Q. Thinking about whilst you were on the tram/bus, please indicate how satisfied you were with the following:
NRPS: Q. How would you rate the train you boarded in terms of:
Base: All passengers - 312 (Tram), 1618 (Bus), 109 (Train)

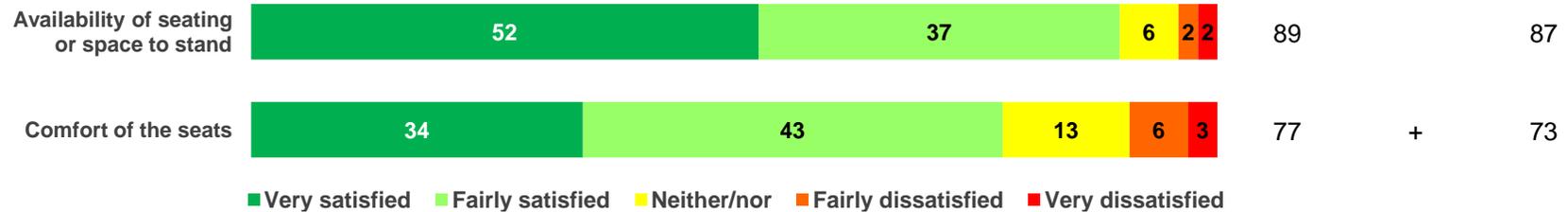
Satisfaction on the tram/bus/train (%) – 2

Tram Passenger Survey 2014 – Sheffield Supertram

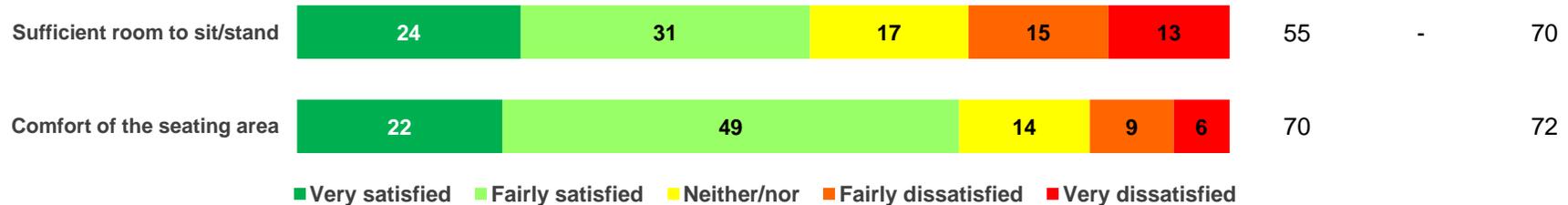
Tram



Bus



Train



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

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

Base: All passengers - 312 (Tram), 1613 (Bus), 108 (Train)

Tram Passenger Survey (TPS) 2014 – Sheffield Supertram

Appendix 2 – Questionnaire

2. About the tram stop where you boarded this Supertram

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

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

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

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

(Please write in the time in minutes)

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

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

Q18b. Were you able to board the first tram you wanted to travel on?

Yes	No
-----------	----------

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

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

4. On the tram

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

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

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

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

Q22. Did you get a seat on the tram?

Yes – for all of the journey

No – but you were happy to stand

Yes – for part of the journey

No – but you would have liked a seat

Q23a. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

Yes

No

Q23b. *If yes: Which of the following were the reason(s) for this? (Please tick all that apply)*

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

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 journey with Supertram 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 write in) | <input type="text"/> |
| Planned engineering works | <input type="checkbox"/> | No reason given | <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 | Don't know |
|---|--------------------------|--------------------------|--------------------------|
| A map of the tram route/journey times | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Audio announcements e.g. saying the next tram stop | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| An electronic display e.g. showing the next tram stop | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about tickets/fares | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A timetable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Details of how to make a complaint, if you had one | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

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

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

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

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

- | | | | |
|--|--------------------------|-----------------------------|--------------------------|
| 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 (please write in box) | <input type="checkbox"/> |
| The fare in comparison to the cost of everyday items | <input type="checkbox"/> | | |

6. Your opinion of trams generally

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

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

Q32b. And how satisfied are you overall with Supertram 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"/> |
| Range of tickets available | <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: Stagecoach Supertram..... | <input type="checkbox"/> | Ask friend/relative..... | <input type="checkbox"/> |
| Phone: Travel South Yorkshire..... | <input type="checkbox"/> | From a Park and Ride kiosk..... | <input type="checkbox"/> |
| Internet: Stagecoach Supertram website .. | <input type="checkbox"/> | Smartphone app..... | <input type="checkbox"/> |
| Internet: Travel South Yorkshire website.. | <input type="checkbox"/> | Ask tram staff..... | <input type="checkbox"/> |
| Internet: Other travel website..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |
| Travel shop..... | <input type="checkbox"/> | Not sure..... | <input type="checkbox"/> |

Q34. How often do you typically travel by Supertram? *(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 | |
| Once a fortnight..... | <input type="checkbox"/> | have used Supertram..... | <input type="checkbox"/> |

Q35. If you have used the Supertram 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 Supertram ... | <input type="checkbox"/> | How long journeys take | |
| The frequency of trams in the area..... | <input type="checkbox"/> | when going by Supertram..... | <input type="checkbox"/> |
| The reliability of the trams..... | <input type="checkbox"/> | The comfort of the trams..... | <input type="checkbox"/> |
| The cost of using Supertram..... | <input type="checkbox"/> | The level of crowding on the trams..... | <input type="checkbox"/> |
| Understanding the fares..... | <input type="checkbox"/> | A concern for your personal | |
| Understanding the ticket machines..... | <input type="checkbox"/> | safety on Supertram..... | <input type="checkbox"/> |
| | | Tram network improvement works..... | <input type="checkbox"/> |

7. About you

QA. Are you...?

- | | | | |
|-----------|--------------------------|-------------|--------------------------|
| Male..... | <input type="checkbox"/> | Female..... | <input type="checkbox"/> |
|-----------|--------------------------|-------------|--------------------------|

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"/> |

QDa. Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? *(Please tick all that apply)*

- | | |
|--|--------------------------|
| No - None..... | <input type="checkbox"/> |
| Yes – Vision (e.g. blindness or partial sight)..... | <input type="checkbox"/> |
| Yes – Hearing (e.g. deafness or partial hearing)..... | <input type="checkbox"/> |
| Yes – Mobility (e.g. only able to walk short distances or difficulty climbing stairs)..... | <input type="checkbox"/> |
| Yes – Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)..... | <input type="checkbox"/> |
| Yes – Learning or understanding or concentrating..... | <input type="checkbox"/> |
| Yes – Memory..... | <input type="checkbox"/> |
| Yes – Mental health..... | <input type="checkbox"/> |
| Yes – Stamina or breathing fatigue..... | <input type="checkbox"/> |
| Yes – Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)..... | <input type="checkbox"/> |
| A condition not mentioned above..... | <input type="checkbox"/> |

QDb. Does your condition or illness have an adverse effect on your ability to make journeys by tram?

- | | | | |
|-----------------|--------------------------|--------------------|--------------------------|
| Yes, a lot..... | <input type="checkbox"/> | Yes, a little..... | <input type="checkbox"/> |
| Not at all..... | <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 determine how near or far people live from the tram service)*

- | | | | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------|--------------------------|
| <input type="text"/> | Live outside the UK..... | <input type="checkbox"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------|--------------------------|

Please complete the contact details requested below if you would be happy to participate in future research projects about travel.

Name:

Telephone number:

Email address:

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-TSYG)
 Kingsbourne House
 229-231 High Holborn
 LONDON WC1V 7DA



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 this questionnaire by an interviewer working for Perspective Research Services, a part of BDRC Continental. If you have any concerns about the some items of the survey itself, you can contact the Market Research Society on 0203 0969 00 or www.mrs.org.uk who will verify BDRC Continental's status as a legitimate market research organisation. You may also contact Nick Origg at BDRC Continental on 0207 490 9166.