Tram Passenger Survey (TPS) – Manchester Metrolink

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

Methodology – fieldwork

Tram Passenger Survey 2014 – Manchester Metrolink

Manchester Metrolink (TPS)

Fieldwork: 10 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: 2,824 interviews (1,753 paper and 1,071 online)

In 2013 fieldwork took place between 28 October and 15 December

Bus (BPS) data for Transport for Greater Manchester 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: 2,133 interviews

Train (NRPS) data for Transport for Greater Manchester 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: 1,139 interviews

Note: the passenger journeys included for TfGM NRPS data in this report use a broader definition than that used in the main NRPS. All Journeys have either a start or end point within the Greater Manchester area. The opposite end of the journey must either be within Greater Manchester or the wider Travel to Work area.
This produces a greater sample size for more reliable cross-modal comparisons. 121 stations are covered in total.

Methodology – data analysis

Tram Passenger Survey 2014 – Manchester Metrolink

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

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

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

The full details of the weighting matrix can be found in the TPS Autumn 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.

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The Manchester Metrolink system

Tram Passenger Survey 2014 – Manchester Metrolink

- At the time the research was undertaken, Metrolink consisted of six lines with 76 stops in total, running 47.7 miles throughout the Greater Manchester area. (Please see network map on following page)
- The Airport line opened in November 2014 and was not included in the research
- Approximately 29.2 million* passenger journeys were made in 2013/14
- There are no conductors on board; tickets can be purchased from ticket vending machines at tram stops
- All Metrolink stops have information boards with timetables and fare information. City Centre stops and the Ashton, East Didsbury, Eccles and Rochdale lines have Passenger Information Displays
- Tram frequency is as follows:

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

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

† Additional trams every 12 mins from Media City

- During busy periods two trams may be coupled together (as a 'double tram') to increase passenger capacity. In 2014 new trams were added to the fleet, including more double trams. This may explain some of the significant differences shown in this report

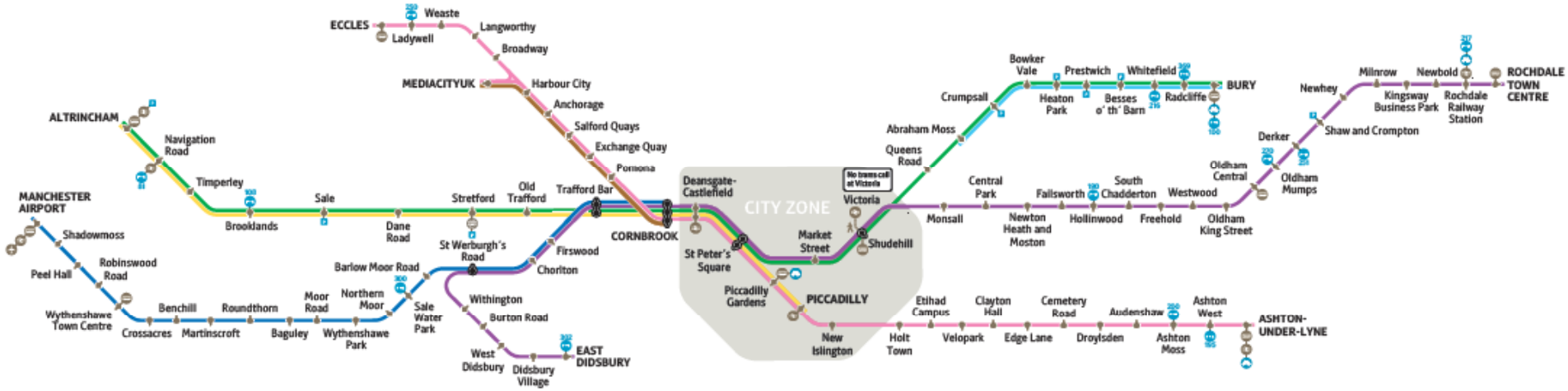
Fieldwork note:

- On-going engineering works ran through the fieldwork period. Fieldwork shifts were scheduled to avoid major tram network improvement works and large sporting events
- 1 shift on the Rochdale line was disrupted by a points failure on 6th November. This was rescheduled

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

The Manchester Metrolink route map

Tram Passenger Survey 2014 – Manchester Metrolink



Note: The research did not include the airport line which opened in November 2014

Tram Passenger Survey (TPS) 2014 – Manchester Metrolink

Summary

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Summary of key findings (1)

Tram Passenger Survey 2014 – Manchester Metrolink

- 85 per cent of Metrolink passengers were satisfied with their journey overall (2013: 83 per cent). This is identical to the same measure on the Bus Passenger Survey (85 per cent) and significantly higher than the National Rail Passenger Survey (69 per cent) in the Transport for Greater Manchester area
- Overall satisfaction with journeys on Metrolink has increased significantly amongst commuters and older age groups (35-59 and 60+) since 2013
- Amongst fare paying passengers less than half (48 per cent) were satisfied with the value for money of their journey (2013: 47 per cent). This compares to 73 per cent of bus passengers and 45 per cent of rail passengers in the Transport for Greater Manchester area
- When evaluating value for money the joint most important factors to passengers were the cost of the tram versus other modes of transport and the cost for the distance travelled
- The main factor that drives passengers to be very satisfied on Metrolink is satisfaction with the amount of time the journey took, followed closely by punctuality of trams. 81 per cent of passengers were satisfied with journey time (2013: 80 per cent) and 78 per cent were satisfied with punctuality (75 per cent).

Summary of key findings (2)

Tram Passenger Survey 2014 – Manchester Metrolink

- The best performing section of the Metrolink network is the Ashton line, with 90 per cent overall journey satisfaction and the highest passenger satisfaction levels on three other key measures. The Rochdale line has the lowest level of overall satisfaction (80 per cent) and the Bury line has the lowest levels of passenger satisfaction on four other key factors
- 44 per cent of passengers spontaneously mentioned improvements that could be made to Metrolink, which is significantly less than 2013 (51 per cent). The most mentioned was improvements to tram stops. Other factors mentioned related to the space on board trams (e.g. bigger or longer trams and more seating on board)
- Only 8 per cent experienced anti-social behaviour while travelling on Metrolink. Rowdy behaviour of other passengers was the greatest cause for concern
- The profile of passengers on Metrolink is relatively young, with 35 per cent aged 16-25
- 56 percent of passengers use Metrolink for commuting reasons: 48 per cent are commuting for work and 8 per cent for education
- As the profile of Metrolink passengers is quite young only one in ten (12 per cent) were travelling with a 60+ concessionary pass. This compares to 18 per cent on buses.

Tram Passenger Survey (TPS) 2014 – Manchester Metrolink

Journey Satisfaction

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

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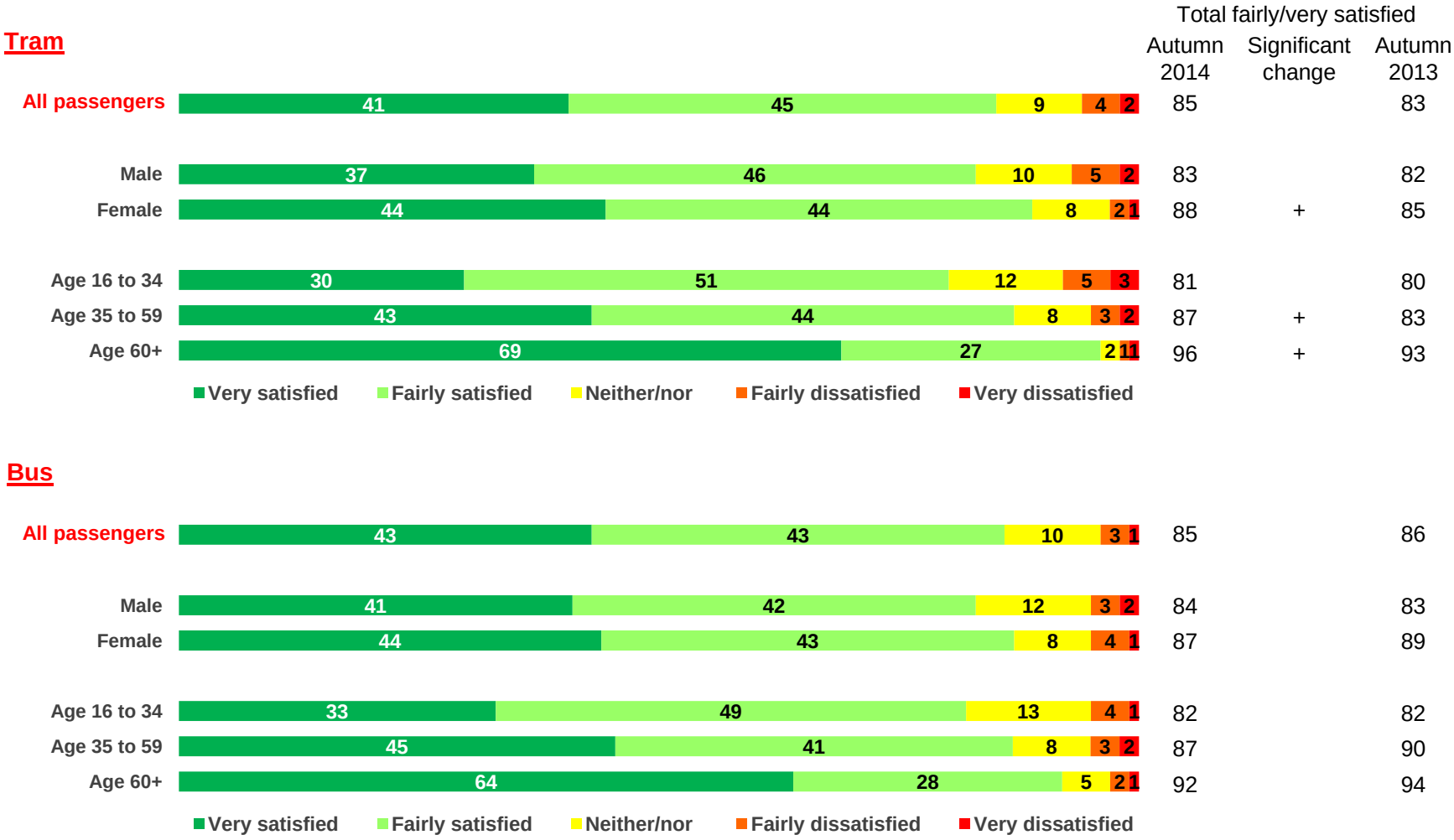
Overall satisfaction (%) – by gender and age

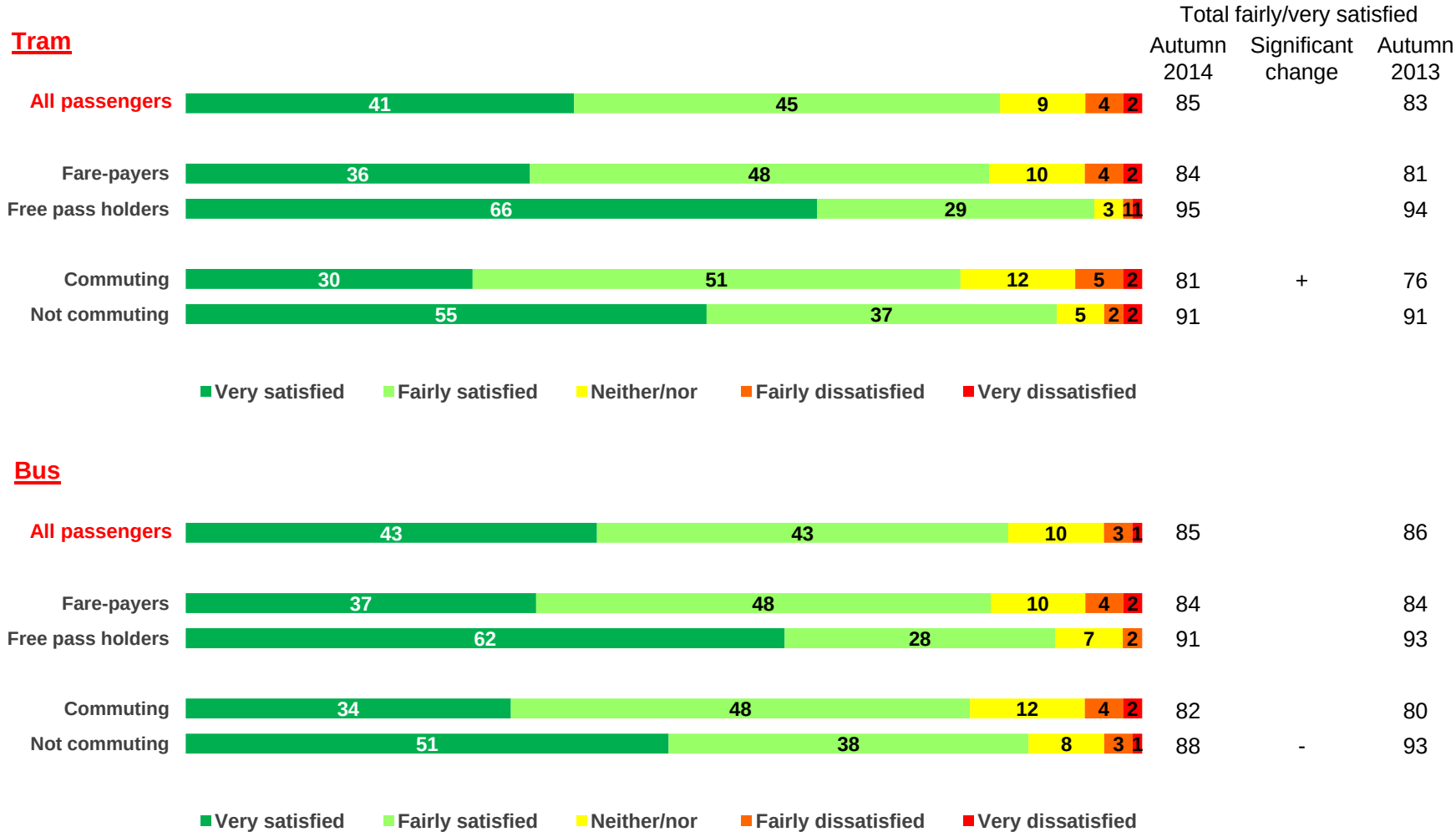
Tram Passenger Survey 2014 – Manchester Metrolink



Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?
Base: All passengers - 2801 (Tram), 2102 (Bus)

Overall satisfaction (%) – by passenger type

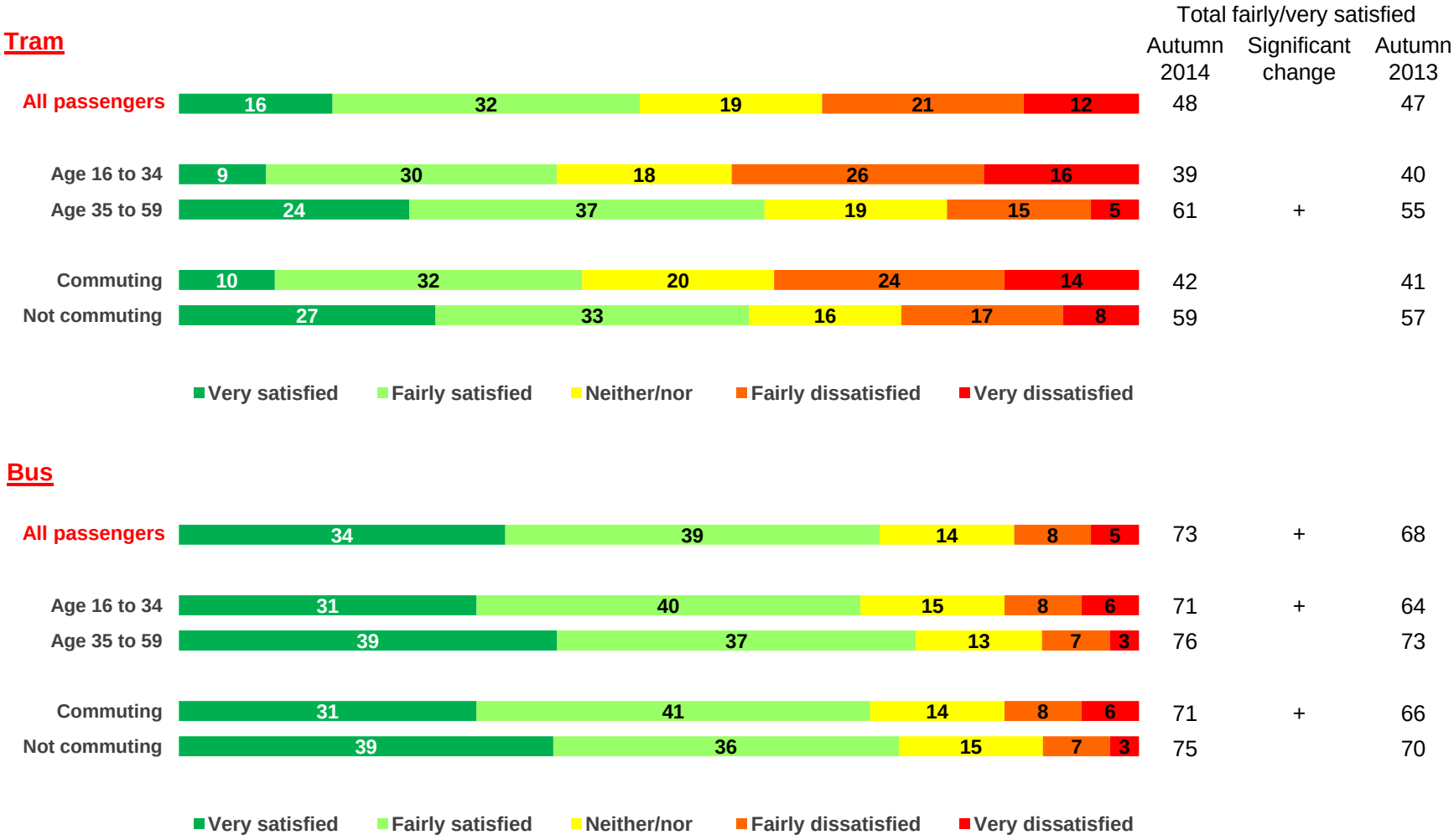
Tram Passenger Survey 2014 – Manchester Metrolink



Q. Overall, taking everything into account from the start to the end of this tram/bus journey, how satisfied were you with your tram/bus journey today?
Base: All passengers - 2824 (Tram), 2102 (Bus)

Value for money (%) – fare-payers only

Tram Passenger Survey 2014 – Manchester Metrolink

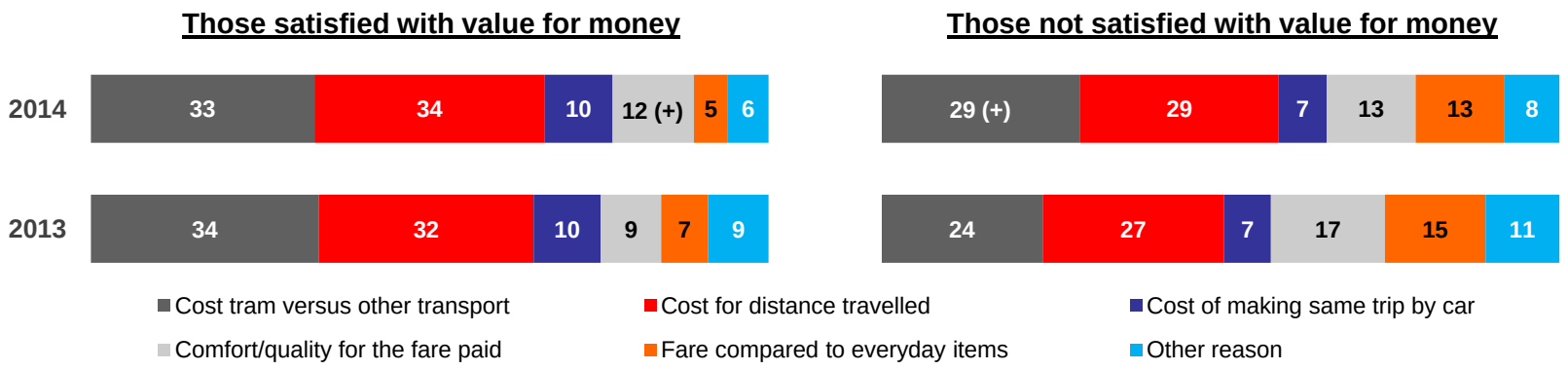


Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 2036 (Tram), 1167 (Bus)

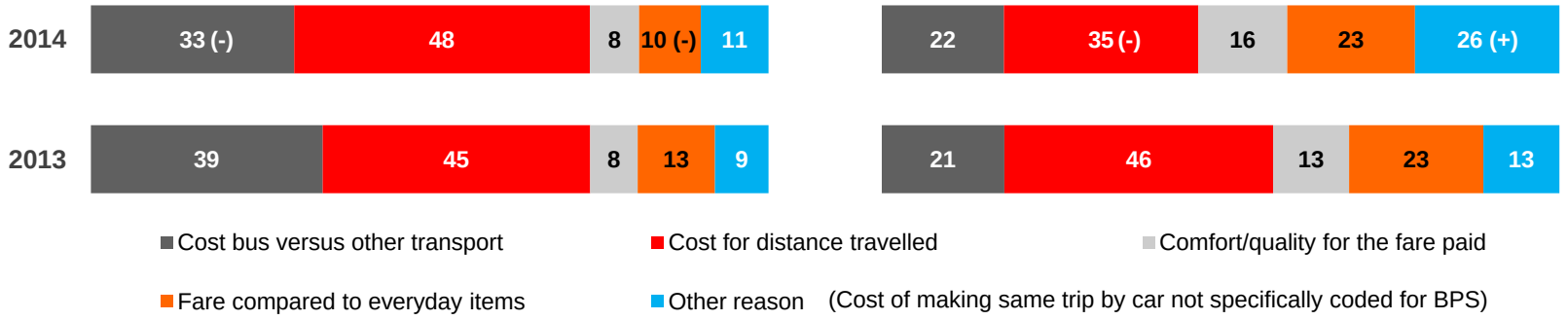
What influenced value for money rating (%)

Tram Passenger Survey 2014 – Manchester Metrolink

Tram



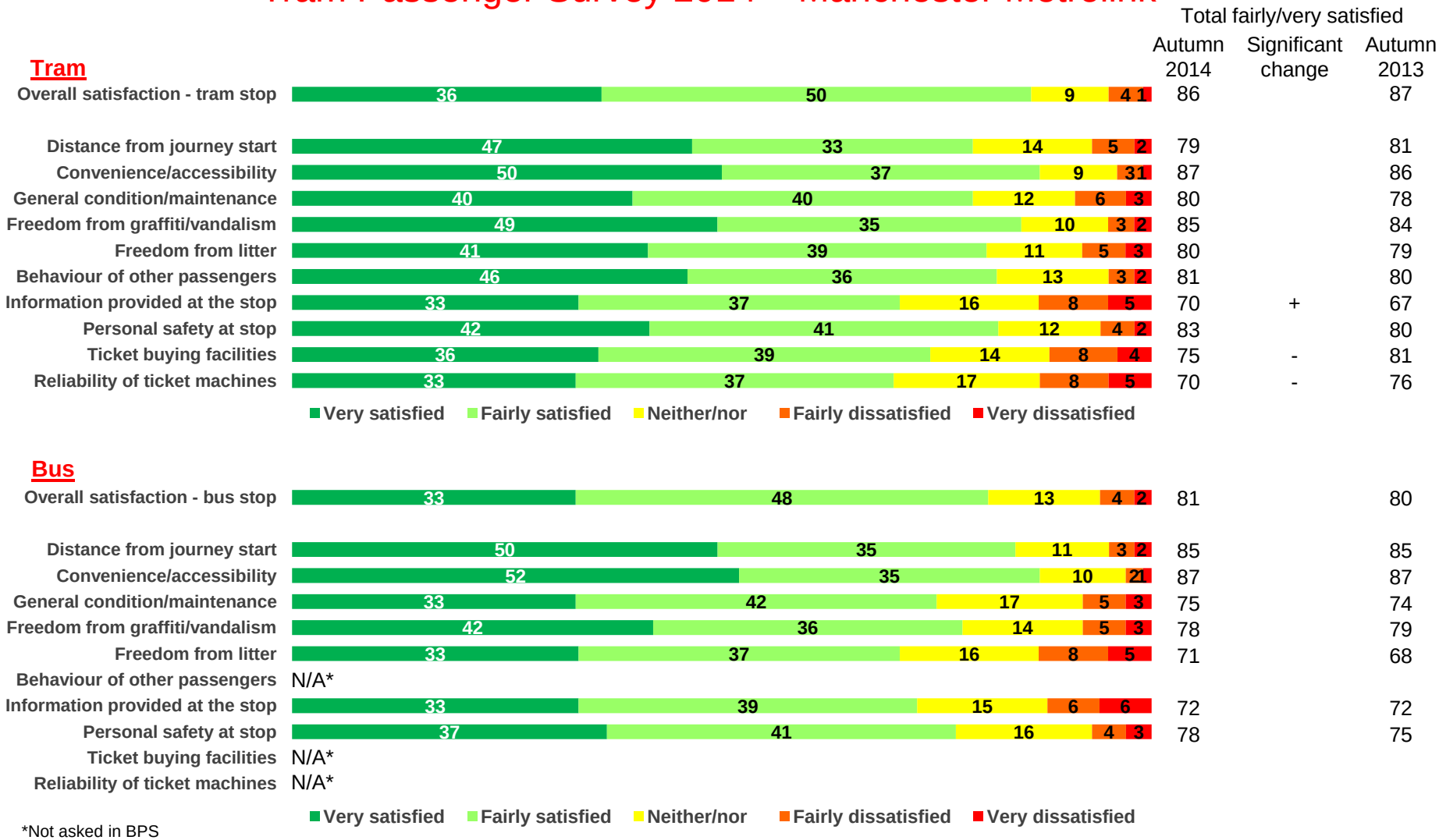
Bus



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 - 1989 (Tram), 1128 (Bus)

Satisfaction with the tram/bus stop (%)

Tram Passenger Survey 2014 – Manchester Metrolink

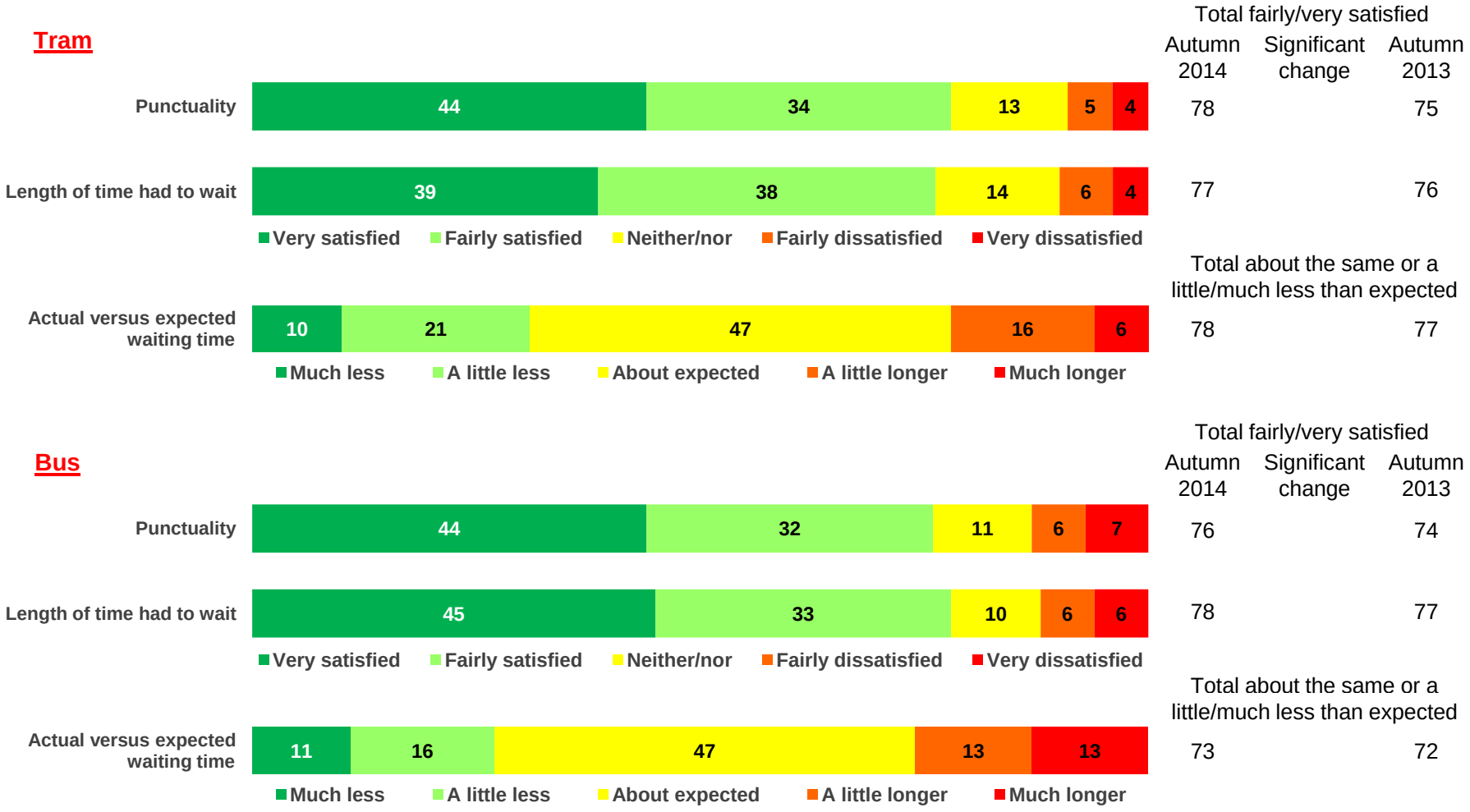


*Not asked in BPS

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 - 2796 (Tram), 1968 (Bus)

Satisfaction with punctuality of the tram/bus (%)

Tram Passenger Survey 2014 – Manchester Metrolink



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 - 2786 (Tram), 2093 (Bus)

Expected and reported waiting times (%)

Tram Passenger Survey 2014 – Manchester Metrolink

Tram

Expected tram waiting time

	Autumn 2014	Significant change	Autumn 2013
Under 2 mins	3		3
2-5 mins	38		38
5-10 mins	46		44
10-15 mins	11	-	13
Over 15 mins	1		2

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

Reported tram waiting time

	Autumn 2014	Significant change	Autumn 2013
Under 2 mins	13		13
2-5 mins	34		37
5-10 mins	39		36
10-15 mins	10		9
Over 15 mins	4		5

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

Bus

Expected bus waiting time

Under 2 mins	6	-	8
2-5 mins	43		41
5-10 mins	39		39
10-15 mins	6		7
Over 15 mins	5		4

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

Reported bus waiting time

Under 2 mins	12	+	4
2-5 mins	39	-	43
5-10 mins	30		31
10-15 mins	9		9
Over 15 mins	11		12

Average reported waiting time 9 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 - 2705 (Tram), 2188 (Bus)

How passengers checked tram/bus times (%)

Tram Passenger Survey 2014 – Manchester Metrolink

Tram 27 per cent (-) of Manchester Metrolink passengers did not check to find out when the tram was meant to arrive (2013: 32 per cent)

Before leaving for the tram stop

	Autumn 2014	Significant change	Autumn 2013
Leaflet/paper timetable	1		1
Online	8		8
Disruption information via Metrolink website	7	+	3
Disruption updates via social media	3		3
Other	6	-	8

At the tram stop

	Autumn 2014	Significant change	Autumn 2013
Electronic display	61	+	51
Information posters	4	-	7
Online	1	-	2
Disruption information via Metrolink website	1		2
Disruption updates via social media	1		2
Other	2	-	4

Bus

Before leaving for the bus stop

Paper timetable	26	-	31
Online	16		16
Live bus locator/timings	4		3
Disruption updates via social media	2		1
Other	9		9

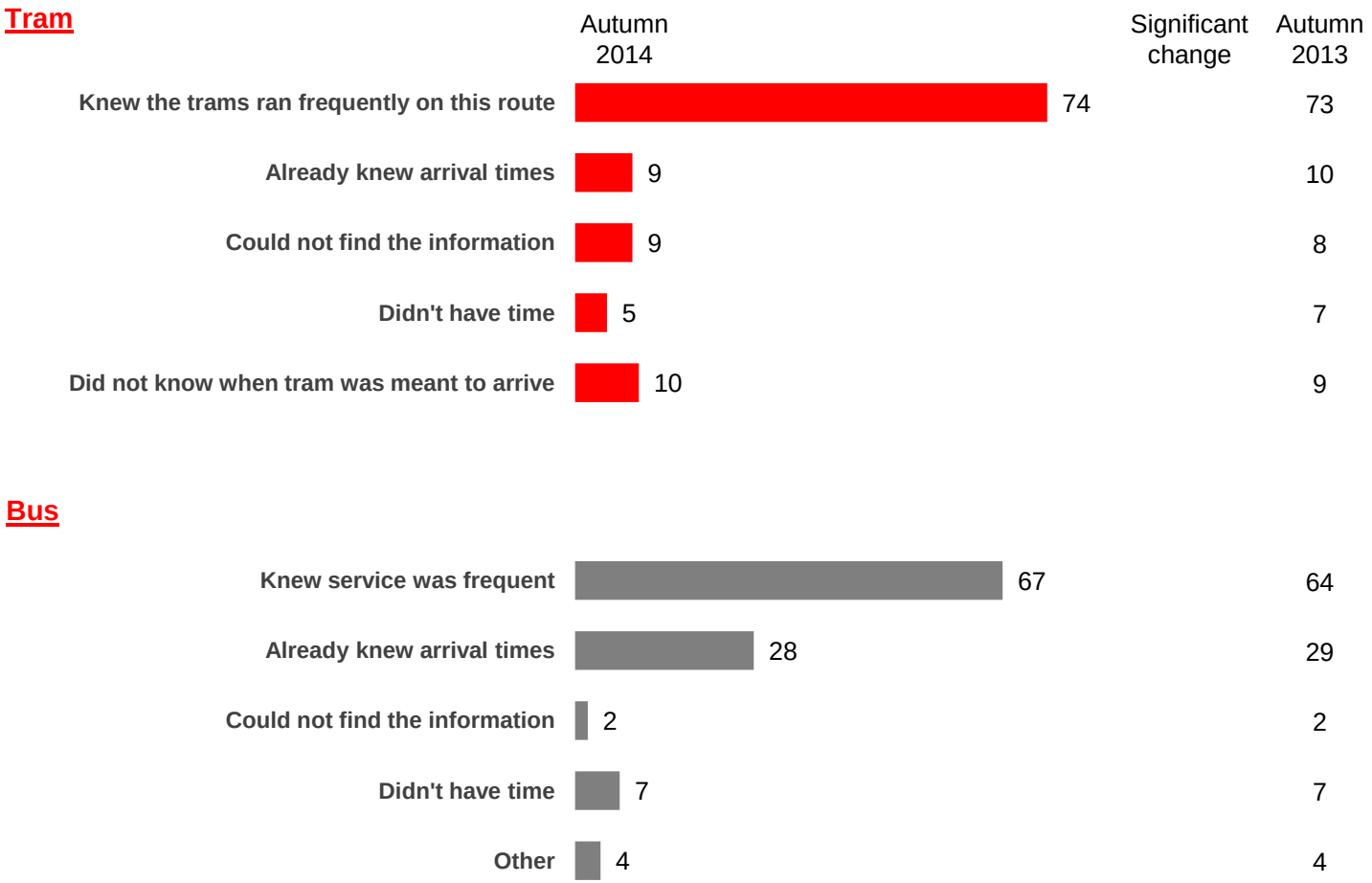
At the bus stop

Electronic display	6	+	4
Timetable	52	-	65
Online	4	+	1
Live bus locator/timings	3	+	1
Disruption updates via social media	2	+	1
Other	7		5

Q. Did you check any of the following to find out when the tram/bus was meant to arrive?
Base: All passengers - 2824 (Tram), 1237 (Bus)

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

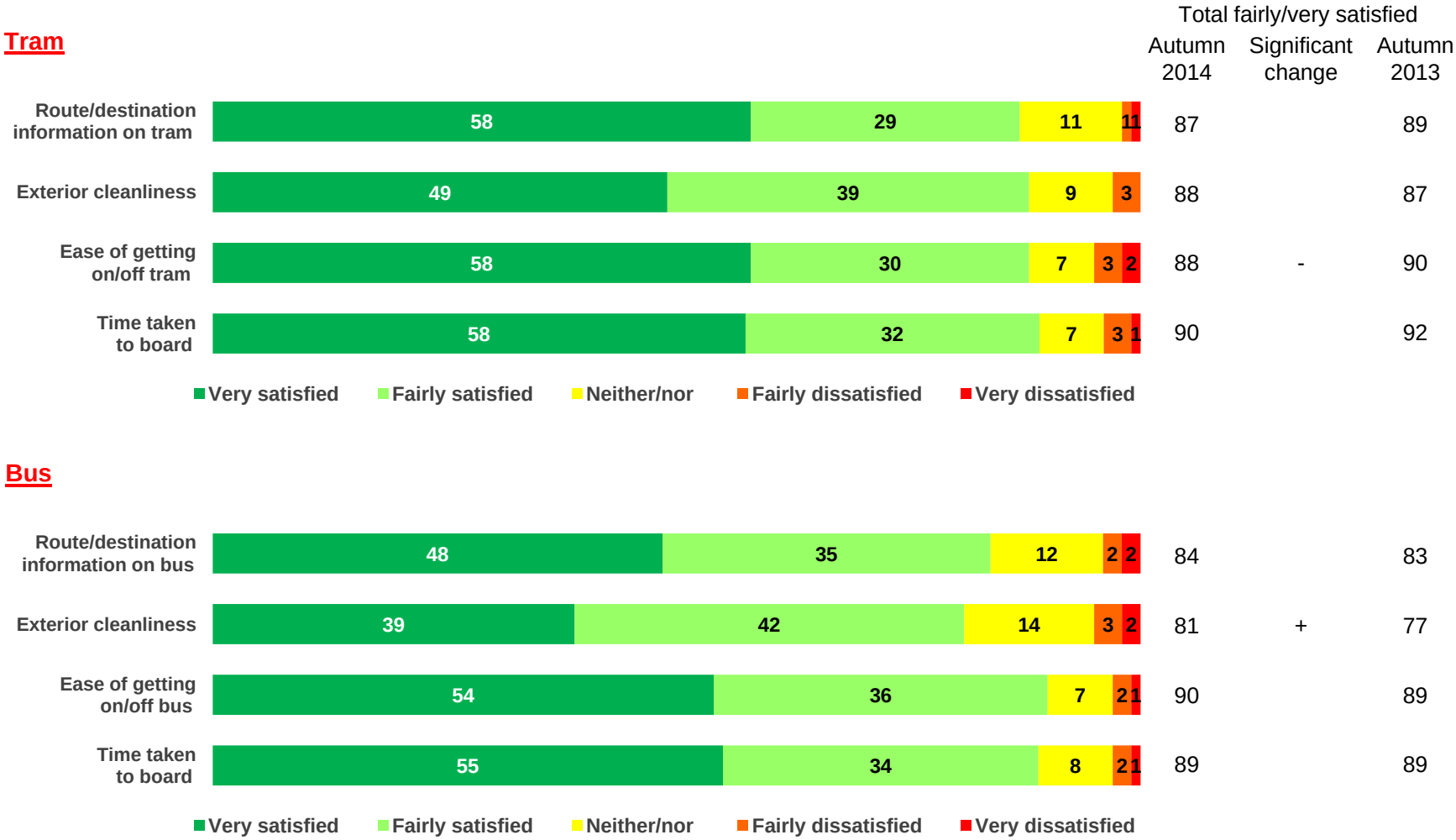
Tram Passenger Survey 2014 – Manchester Metrolink



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 - 677 (Tram), 861 (Bus)

Satisfaction with start of journey (%)

Tram Passenger Survey 2014 – Manchester Metrolink

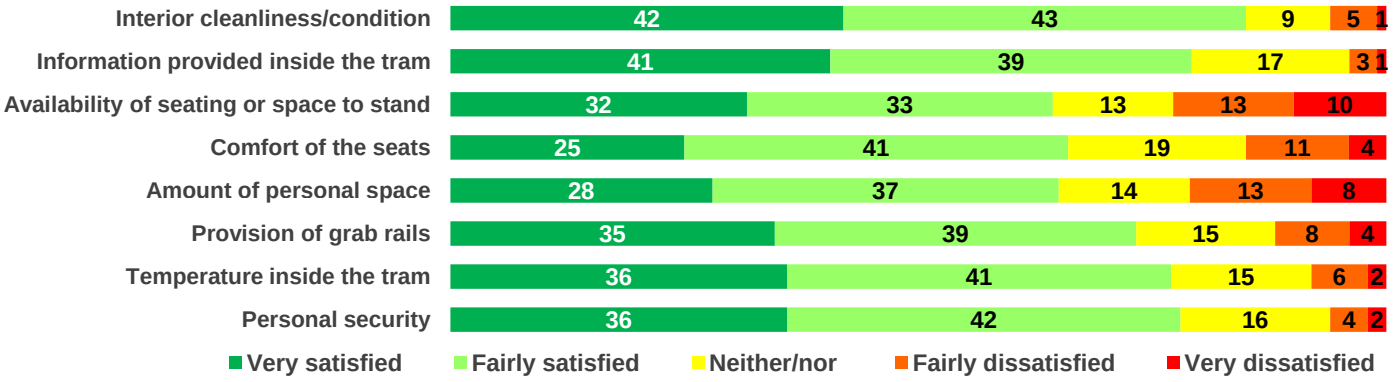


Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
Base: All passengers - 2778 (Tram), 2052 (Bus)

Satisfaction on the tram/bus (%)

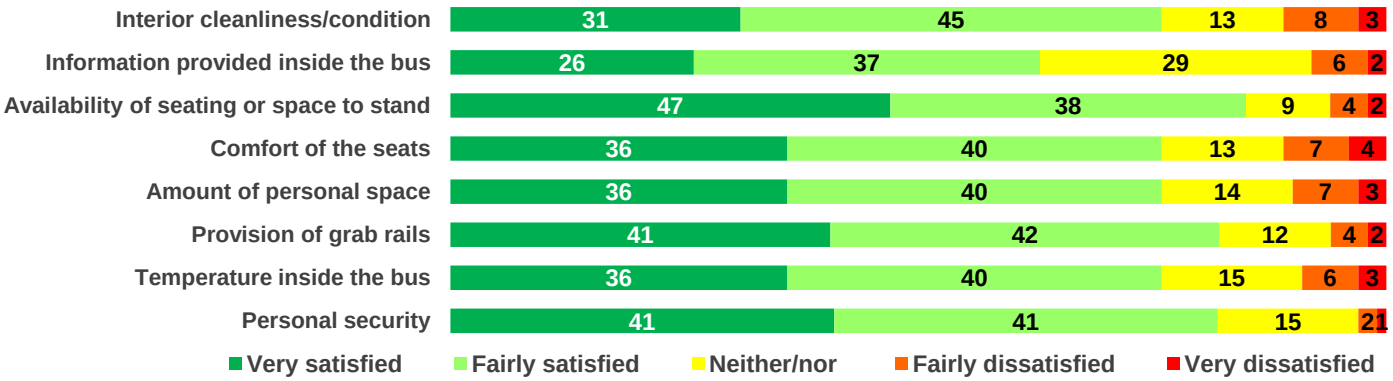
Tram Passenger Survey 2014 – Manchester Metrolink

Tram



	Total fairly/very satisfied Autumn 2014	Significant change	Autumn 2013
Interior cleanliness/condition	85		85
Information provided inside the tram	80		80
Availability of seating or space to stand	65		62
Comfort of the seats	66		67
Amount of personal space	65	+	61
Provision of grab rails	73		70
Temperature inside the tram	76		76
Personal security	78		76

Bus

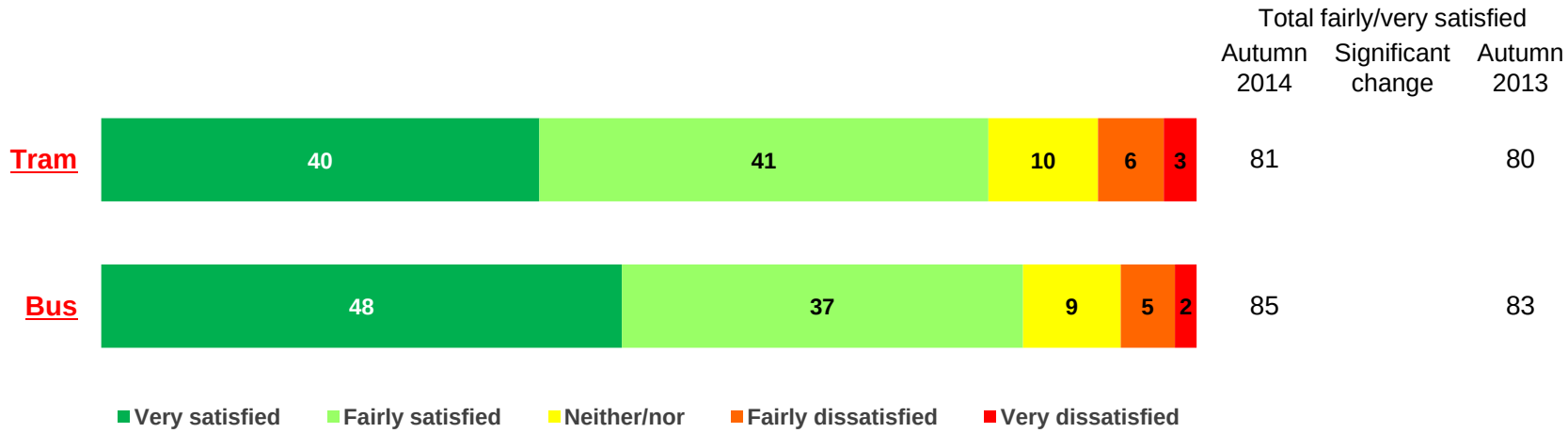


	Total fairly/very satisfied Autumn 2014	Significant change	Autumn 2013
Interior cleanliness/condition	76	+	73
Information provided inside the bus	63		61
Availability of seating or space to stand	85		84
Comfort of the seats	77		75
Amount of personal space	75		73
Provision of grab rails	83		82
Temperature inside the bus	76		77
Personal security	82		80

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers - 2790 (Tram), 2086 (Bus)

Satisfaction with on-vehicle journey time (%)

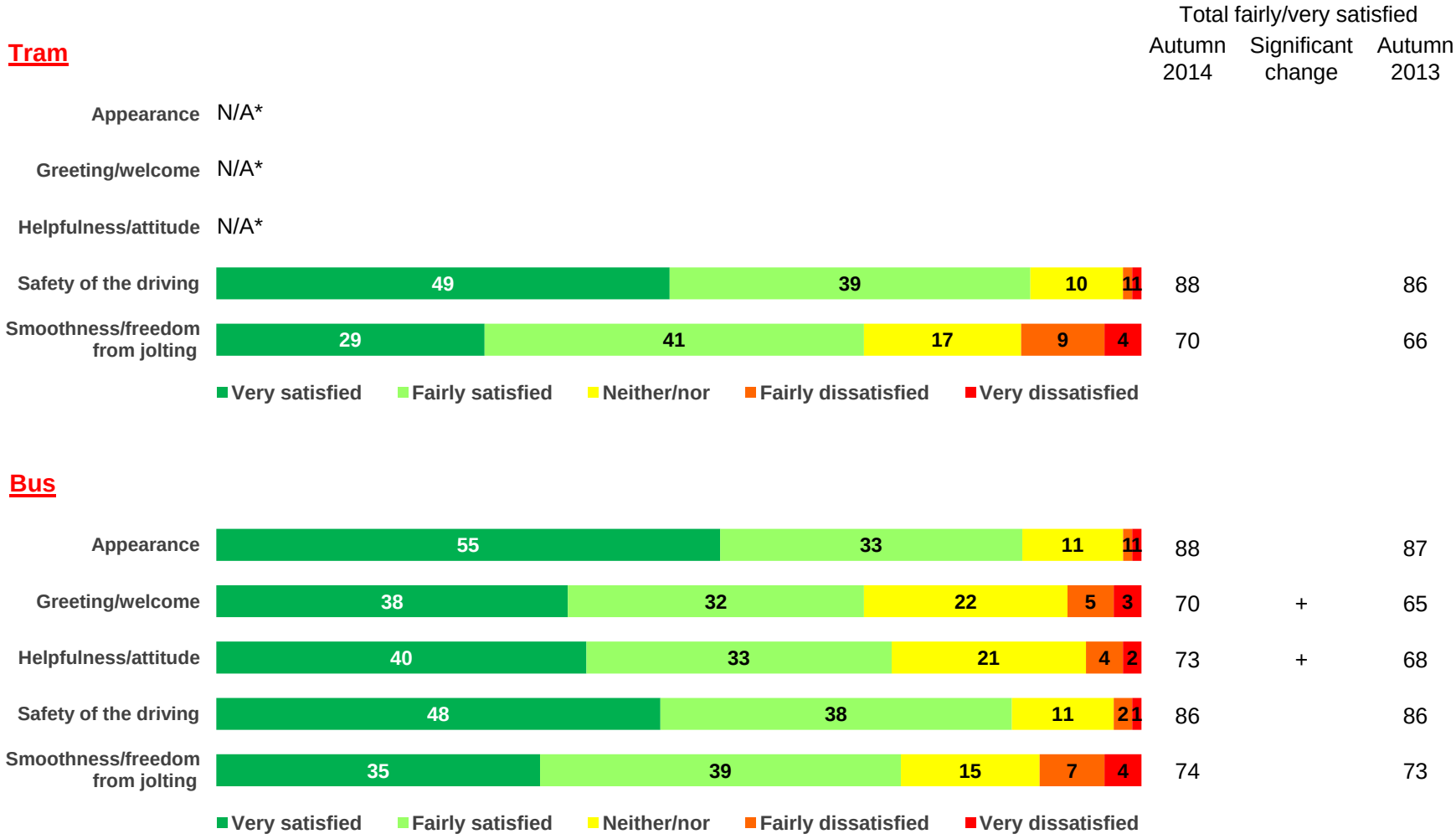
Tram Passenger Survey 2014 – Manchester Metrolink



Q. How satisfied were you with the amount of time your journey on the tram/bus took?
Base: All passengers - 2769 (Tram), 2122 (Bus)

Satisfaction with tram staff/bus driver (%)

Tram Passenger Survey 2014 – Manchester Metrolink



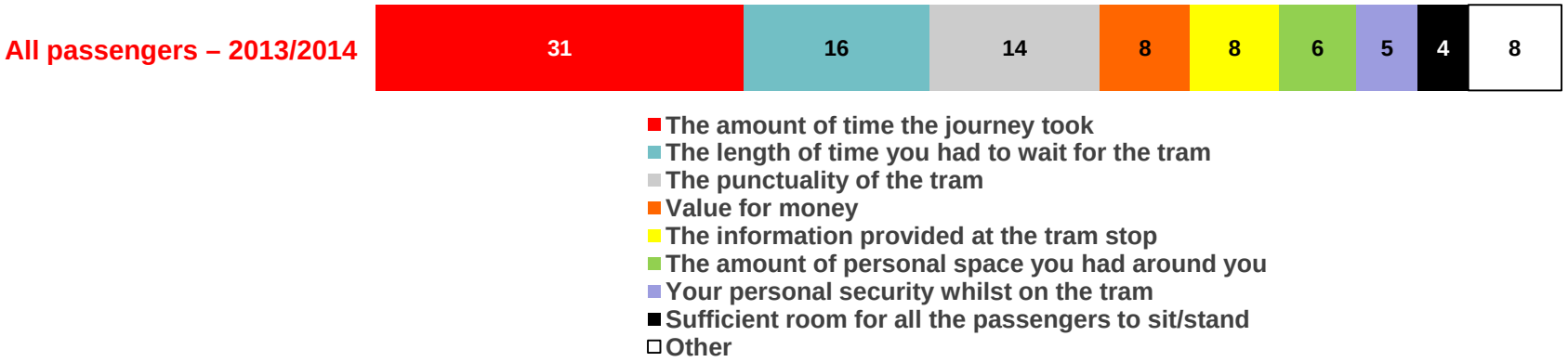
*Not asked for Manchester Metrolink

TPS: Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
BPS: Q. Thinking about the driver, please indicate how satisfied you were with the following:
Base: All passengers - 2778 (Tram), 1985 (Bus)

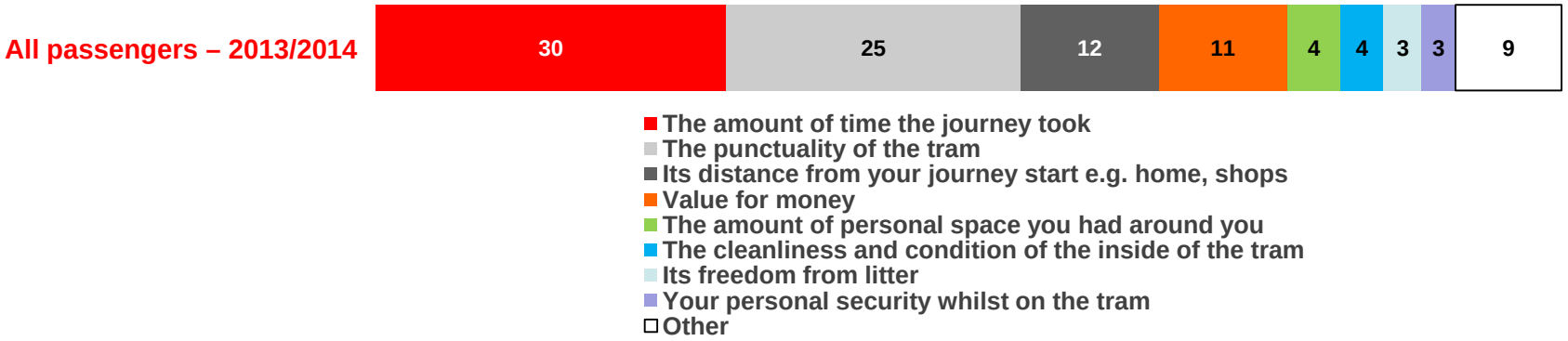
Key factors that drive tram passengers to be very satisfied (%)

Tram Passenger Survey 2014 – Manchester Metrolink

Key drivers of satisfaction



Key drivers that drive passengers to be very satisfied



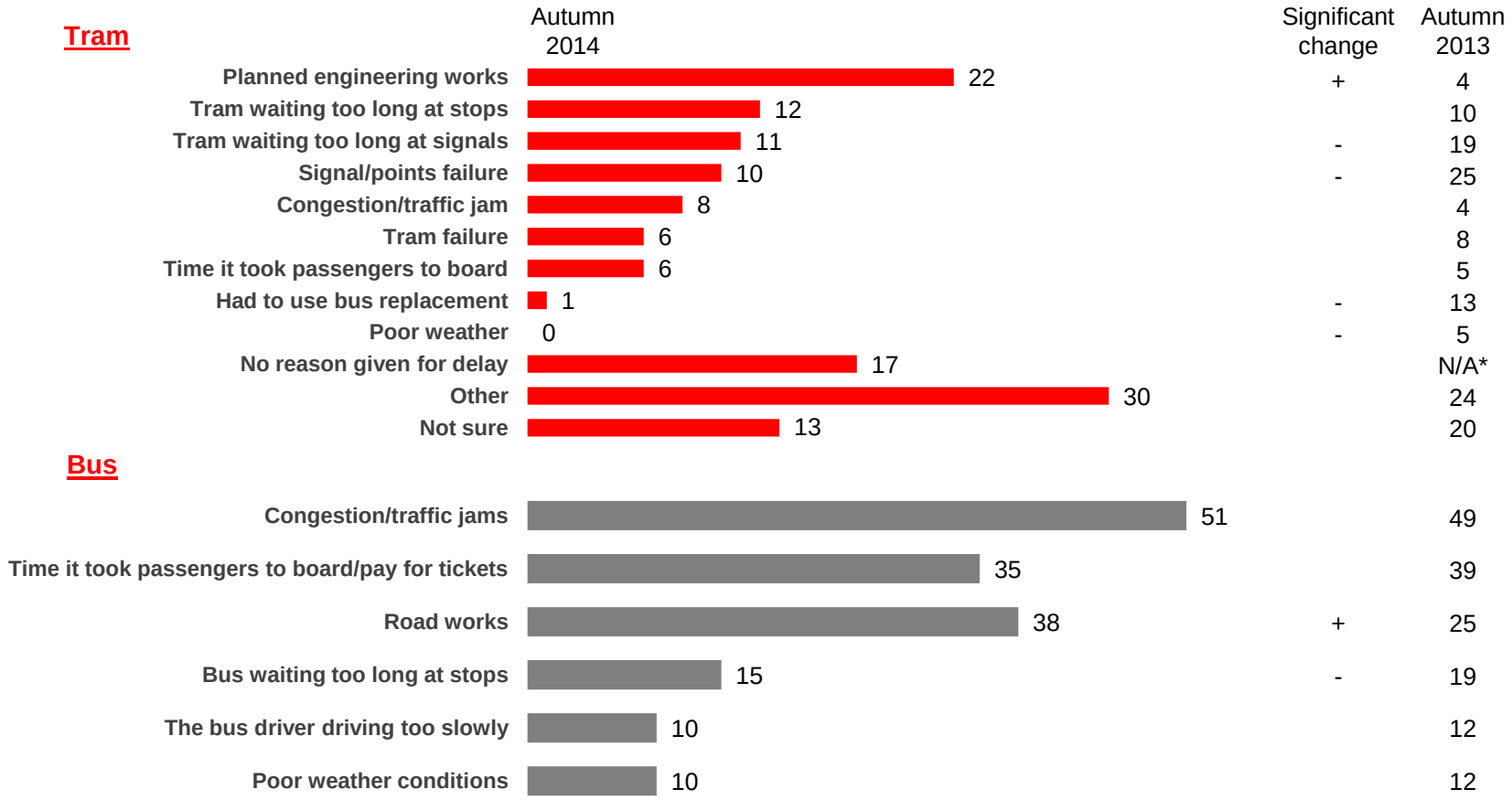
The key driver analysis uses Multiple Linear Regression and is performed in two stages. First, the drivers of satisfaction are identified. Satisfied passengers are defined as those who are either very or fairly satisfied with their journey. Once the drivers of satisfaction have been determined, the non-satisfied (very dissatisfied, fairly dissatisfied and neither/nor respondents) are removed, and a new regression analysis is run to determine which factors drive people to be very satisfied (rather than fairly or very satisfied). 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 - 4182 (2013 and 2014)

Experience of delays (%)

Tram Passenger Survey 2014 – Manchester Metrolink

13 per cent of Manchester Metrolink passengers experienced a delay (2013: 15 per cent). Typical length of delay was 10 minutes



* '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 - 337 (Tram), 1054 (Bus)

Worry or concern at other passengers' behaviour (%)

Tram Passenger Survey 2014 – Manchester Metrolink

Tram

	Autumn 2014	Significant change	Autumn 2013
All passengers	8		9
Male	9		9
Female	8		9
Age 16 to 34	10		9
Age 35 to 59	6	-	9
Age 60+	6		7

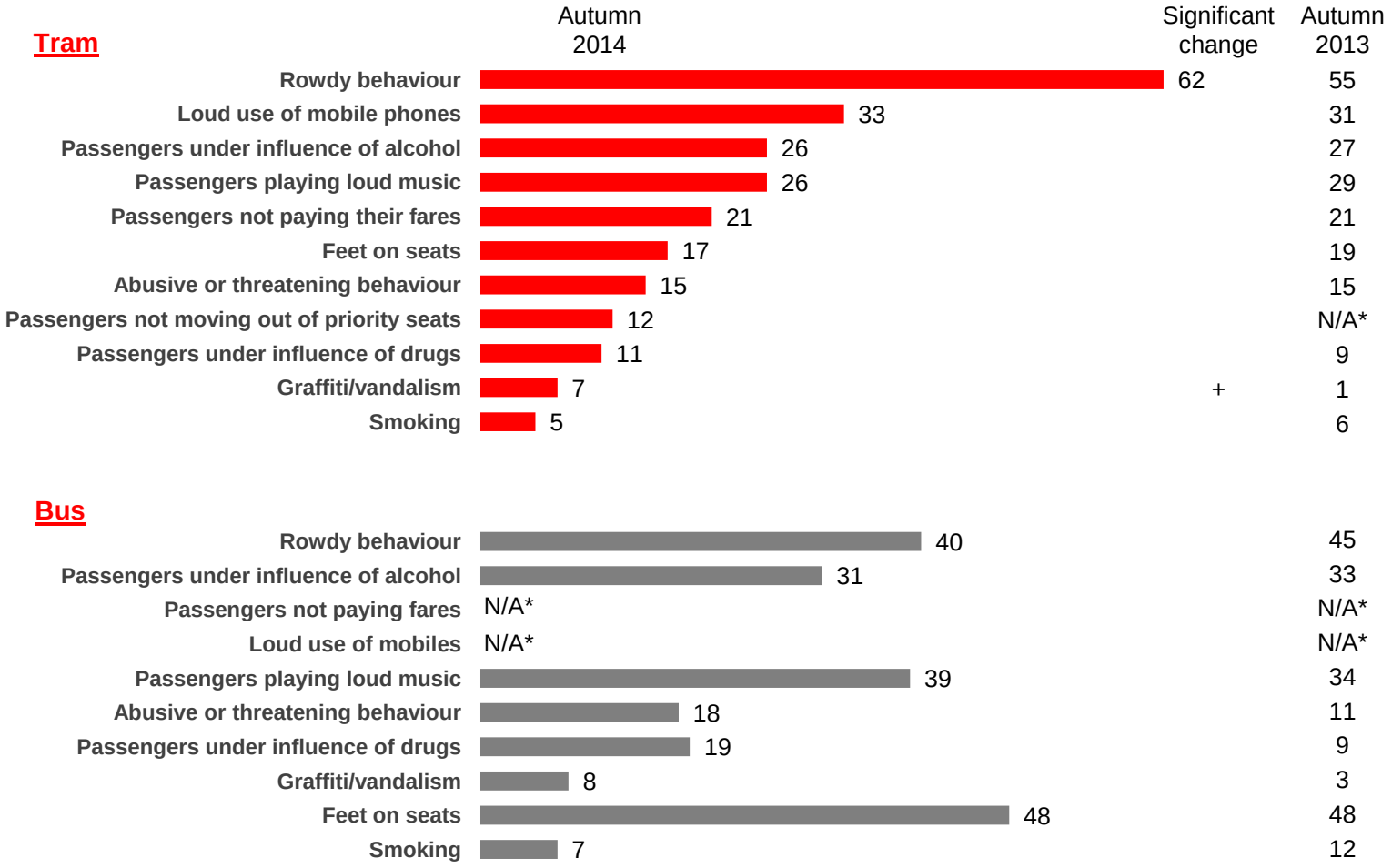
Bus

All passengers	7		9
Male	9		10
Female	6	-	8
Age 16 to 34	8		10
Age 35 to 59	7		9
Age 60+	5		4

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Base: All passengers - 2803 (Tram), 2119 (Bus)

Types of worrying/concerning behaviour (%)

Tram Passenger Survey 2014 – Manchester Metrolink



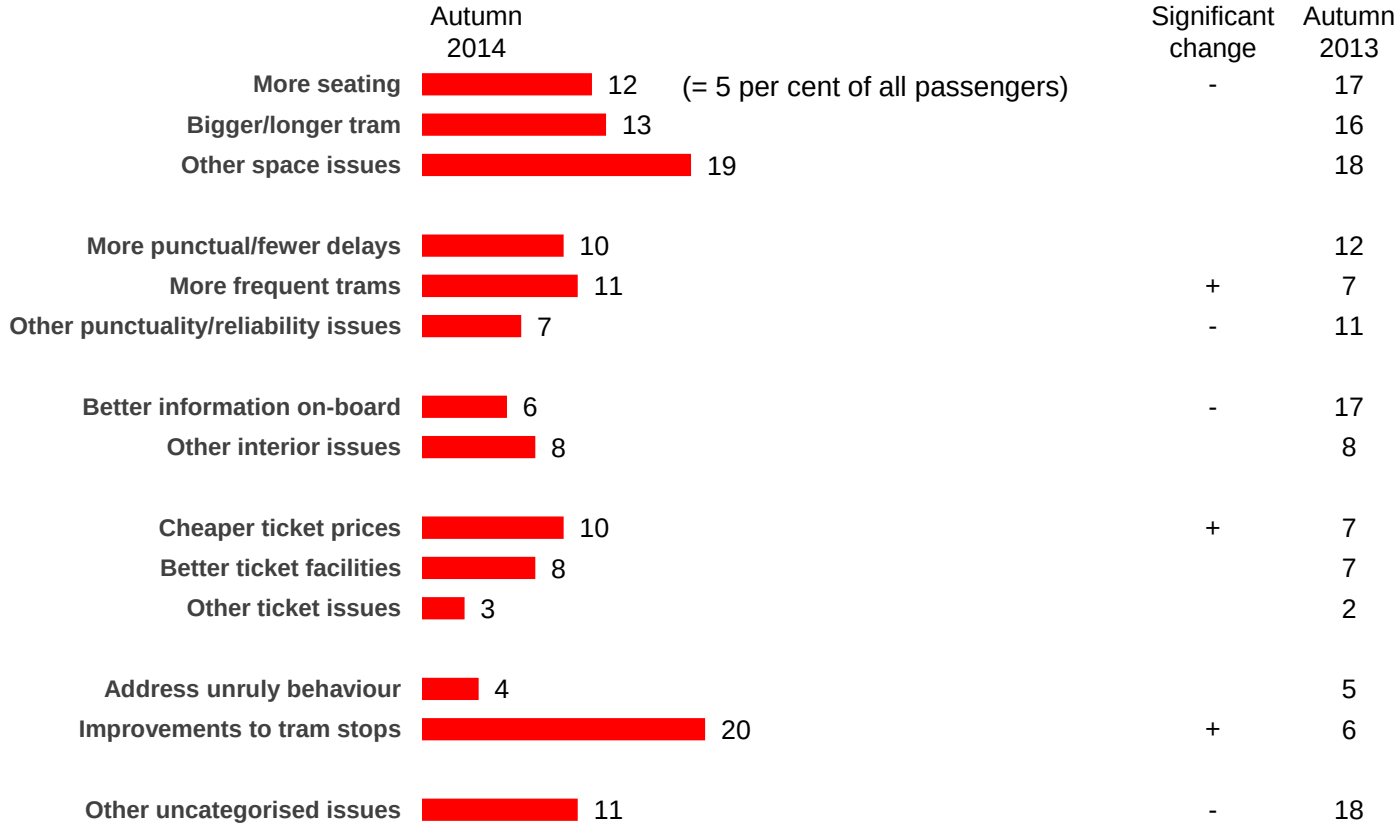
*Not asked in 2013/BPS

Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?
Base: All experiencing worrying/concerning behaviour - 216 (Tram), 128 (Bus)

Suggested improvements spontaneously mentioned by tram passengers (%)

Tram Passenger Survey 2014 – Manchester Metrolink

56 per cent (+) of passengers could think of no improvement suggestions to make (2013: 49 per cent)
Of the 44 per cent (-) who did, their suggestions are shown below (2013: 51 per cent)



Q. If something could have been improved on your tram journey today, what would it have been?
Base: All suggesting an improvement - 1139

Suggested improvements to the Manchester Metrolink service – passenger verbatims

Tram Passenger Survey 2014 – Manchester Metrolink

I find it absolutely absurd that you don't publish timetables for the trams. It's fine to say 'it is a regular, frequent service' if that is indeed the case but as you know it isn't, trams from East Didsbury go something like every 14 minutes, if you miss one through not knowing, you have to wait 13 minutes for the next one which I consider to be an incredibly long time to wait for a tram

More carriages to accommodate the number of passengers travelling during rush hour

More information at tram stops

Journey was fine on this occasion, however I was lucky to get a seat that day. Many times I do have to stand and feel claustrophobic as the tram can get very full during rush hour if there is even a delay of a few minutes. Also passengers on the platform can get rowdy

Speed to destination – too many stops close together on the Eccles line at Salford Quays

Slightly more frequent trams and connections would be better - I wait for up to 15 minutes to make a connection at Cornbrook usually, whereas I can drive all the way to work in under 15 minutes by car

I think that the single fare is extortionate, £3.60, when it is only £3.80 return is scandalous

Needs two ticket machines at the Heaton Park station per platform. The tap and scan way of paying by card would be faster too

The ability to sit down for the entirety of the journey, although I appreciate that this was at peak time for commuters into the city centre

More comfortable seat for tall people and WiFi

More comfortable seats (not much cushioning on the seat)

Fare is very high. Makes the car a good option, even considering parking charges

Greater frequency of service or advertised schedule of specific tram times. Just turning up and hoping you haven't just missed one and have a 12 minute wait is quite inconvenient

Trams should be more frequent during morning and evening rush hour. And there is a lack of information on live metro arrivals on your website. It is not possible to arrange to meet friends for want of further knowledge

Key differences between the Metrolink lines

Tram Passenger Survey – Manchester Metrolink

	Total	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone
Overall satisfaction (%)	**85**	**87 +**	**90**	**84**	**88**	**86**	**80**	**84**
Key drivers of satisfaction (%):								
Journey time	81	85 +	80	80	84	76	75	91
Punctuality	78	76 +	91	72	79	83 +	79	82
Distance from your journey start	79	79	81	77 -	81	83	79	92 +
Value for money	48	41	62	45	41	60	59	60 -
Amount of personal space	65 +	61 +	74	64 +	64	70	67	67
Interior cleanliness	85	86 +	88 -	79	91	84	88	83 -
Freedom from litter	80	79 +	85 -	73	89	81	84	91
Personal security	78	79	76 -	75 +	86	78	74	85 +

Figures in green/red indicate the Metrolink line with the highest/lowest score
+/- symbols indicate a significant change since 2013
Base: All passengers - 625 (Altrincham), 392 (Ashton), 512 (Bury), 469 (East Didsbury), 413 (Eccles), 413 (Rochdale), 118 (City Zone)

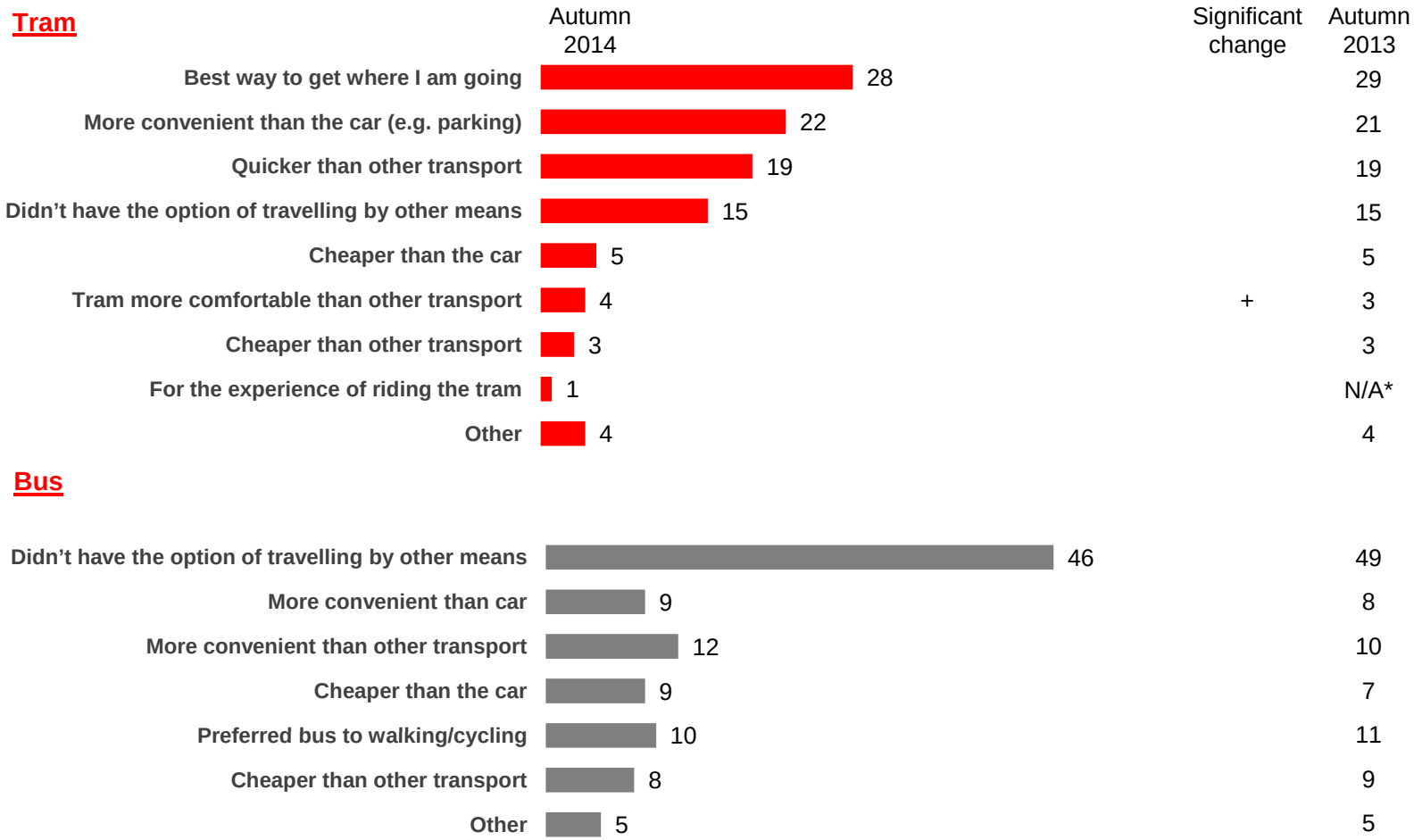
Tram Passenger Survey (TPS) 2014 – Manchester Metrolink

Tram usage

Passengerfocus
putting passengers first

Reasons for choosing the tram/bus (%)

Tram Passenger Survey 2014 – Manchester Metrolink

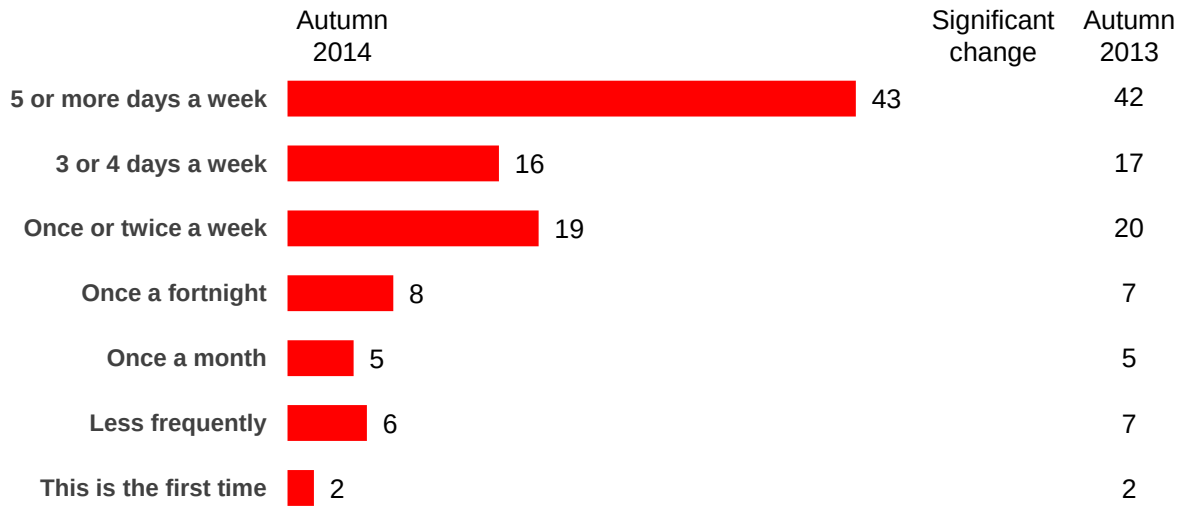


*Not asked in 2013

Q. What was the main reason you chose to take the tram/bus for this journey?
Base: All passengers - 2792 (Tram), 2069 (Bus)

Frequency of using Manchester Metrolink (%)

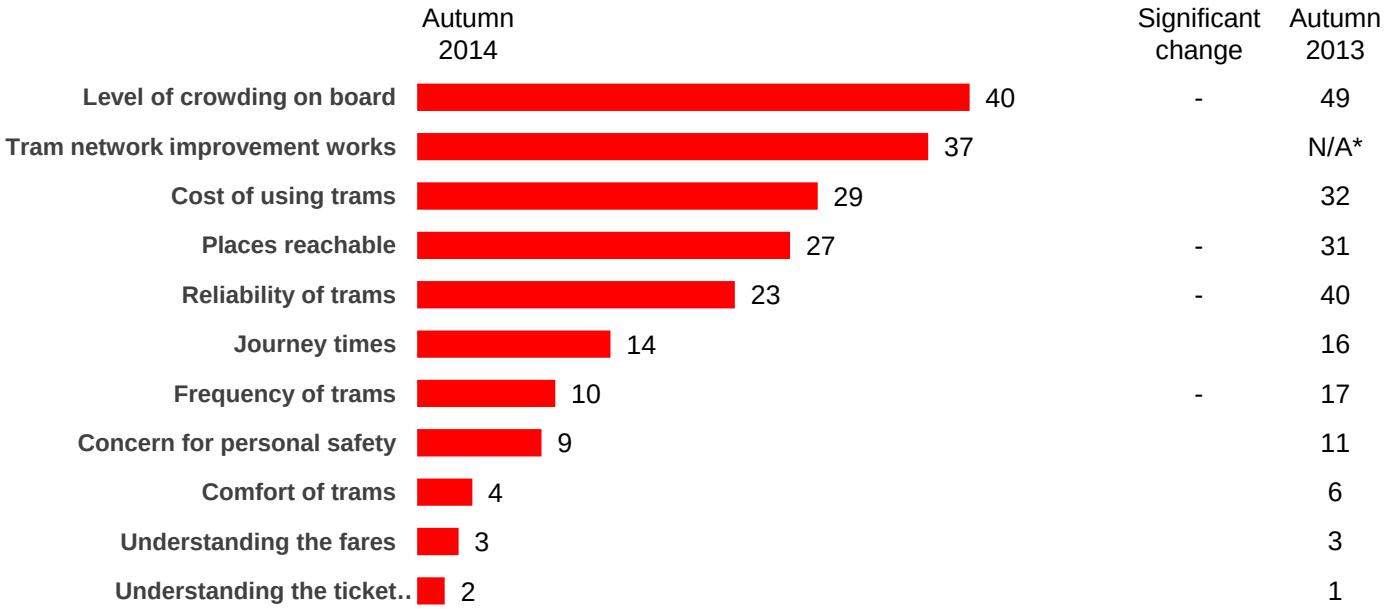
Tram Passenger Survey 2014 – Manchester Metrolink



Q. How often do you typically travel by tram?
Base: All passengers - 2808

Factors preventing more journeys being made (%)

Tram Passenger Survey 2014 – Manchester Metrolink

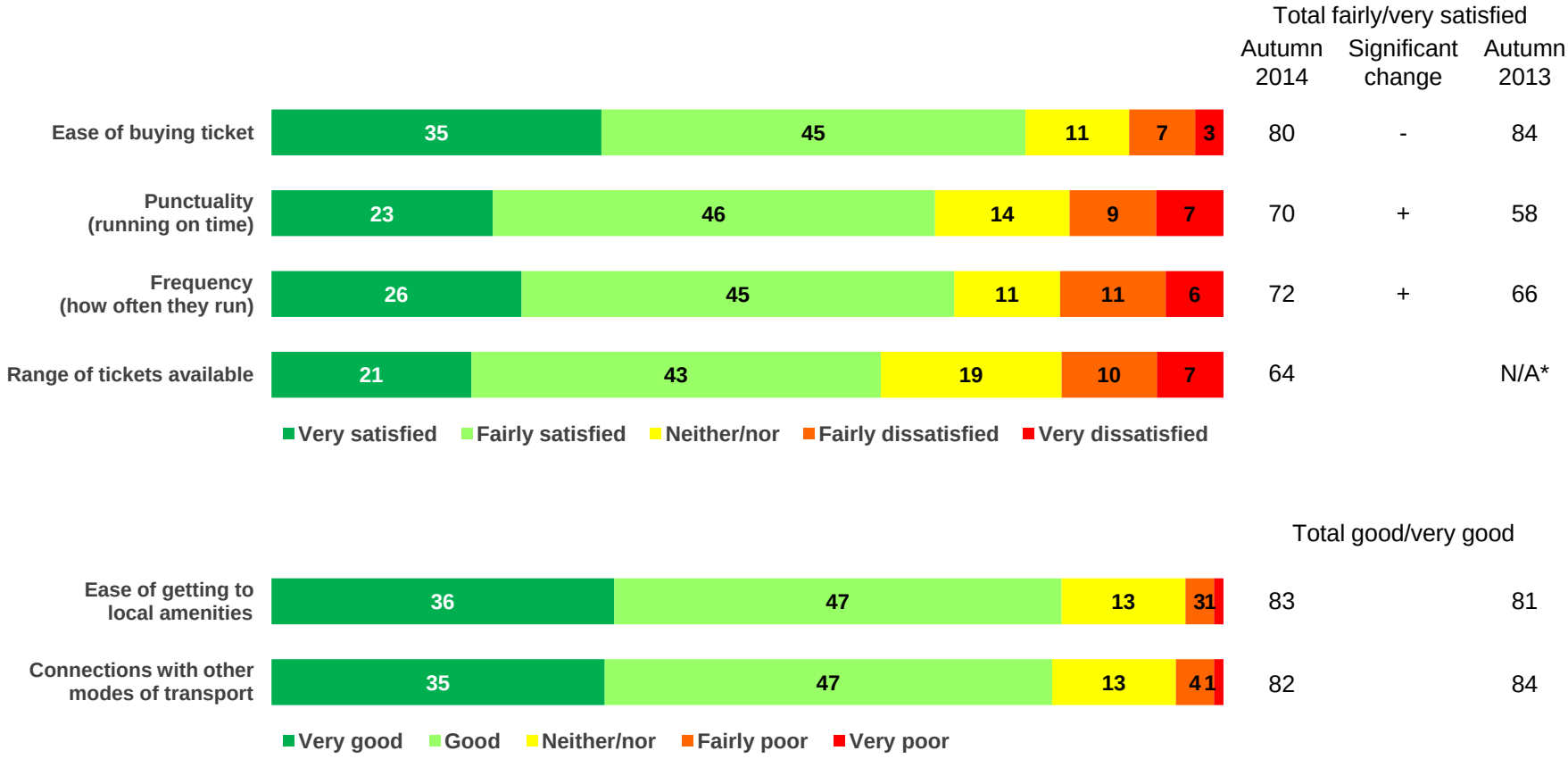


*Not asked in 2013. The addition of 'Tram network improvement works' in TPS 2014 could have caused the significant drops in other factors

Q. Have any of the following frequently stopped you making journeys by tram/bus? (More than one answer permissible)
Base: All previously using the tram - 2258 (Tram)

Satisfaction with trams generally (%)

Tram Passenger Survey 2014 – Manchester Metrolink



*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 - 2720

Tram Passenger Survey (TPS) 2014 – Manchester Metrolink

Passenger and journey details

Passengerfocus
putting passengers first

Passenger profile (%)

Tram Passenger Survey 2014 – Manchester Metrolink

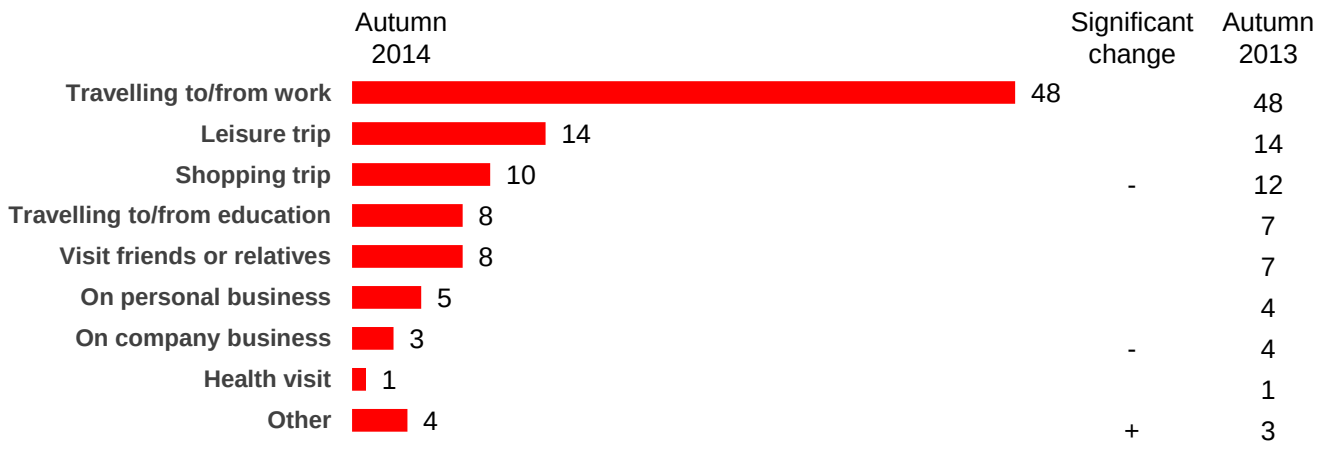
	Tram			Bus			Train		
	Autumn 2014	Significant change	Autumn 2013	Autumn 2014	Significant change	Autumn 2013	Autumn 2014	Significant change	Autumn 2013
Age									
16-34	50		48	51		53	29		29
35-59	34		35	29		30	46		47
Over 60	16		17	20		18	23		21
Access to private transport									
Easy	32		34	11		10	N/A*		N/A*
Moderate	30	-	34	9		10	N/A*		N/A*
Limited/none	38	+	32	80		80	N/A*		N/A*
Has a disability									
Yes	13	+	9	31	+	24	8	+	5
Ticket type									
Free pass holders	16		16	26		25	N/A*		N/A*
Fare-payers	84		81	74		75	N/A*		N/A*

*Not asked in NRPS
Base: All passengers - 2824 (Tram), 2099 (Bus), 1139 (Train)

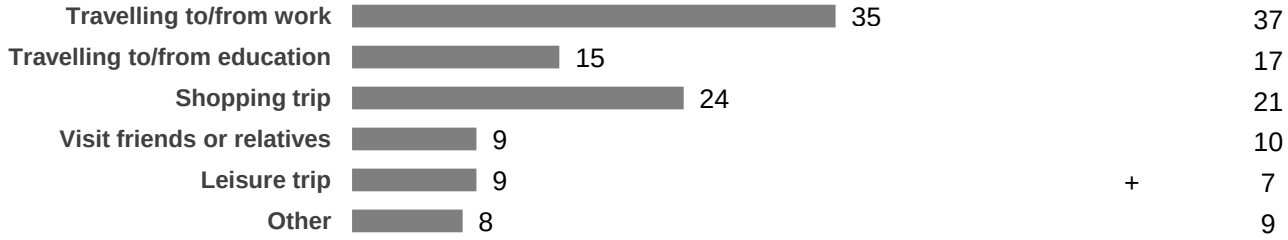
Journey purpose (%) – 1

Tram Passenger Survey 2014 – Manchester Metrolink

Tram



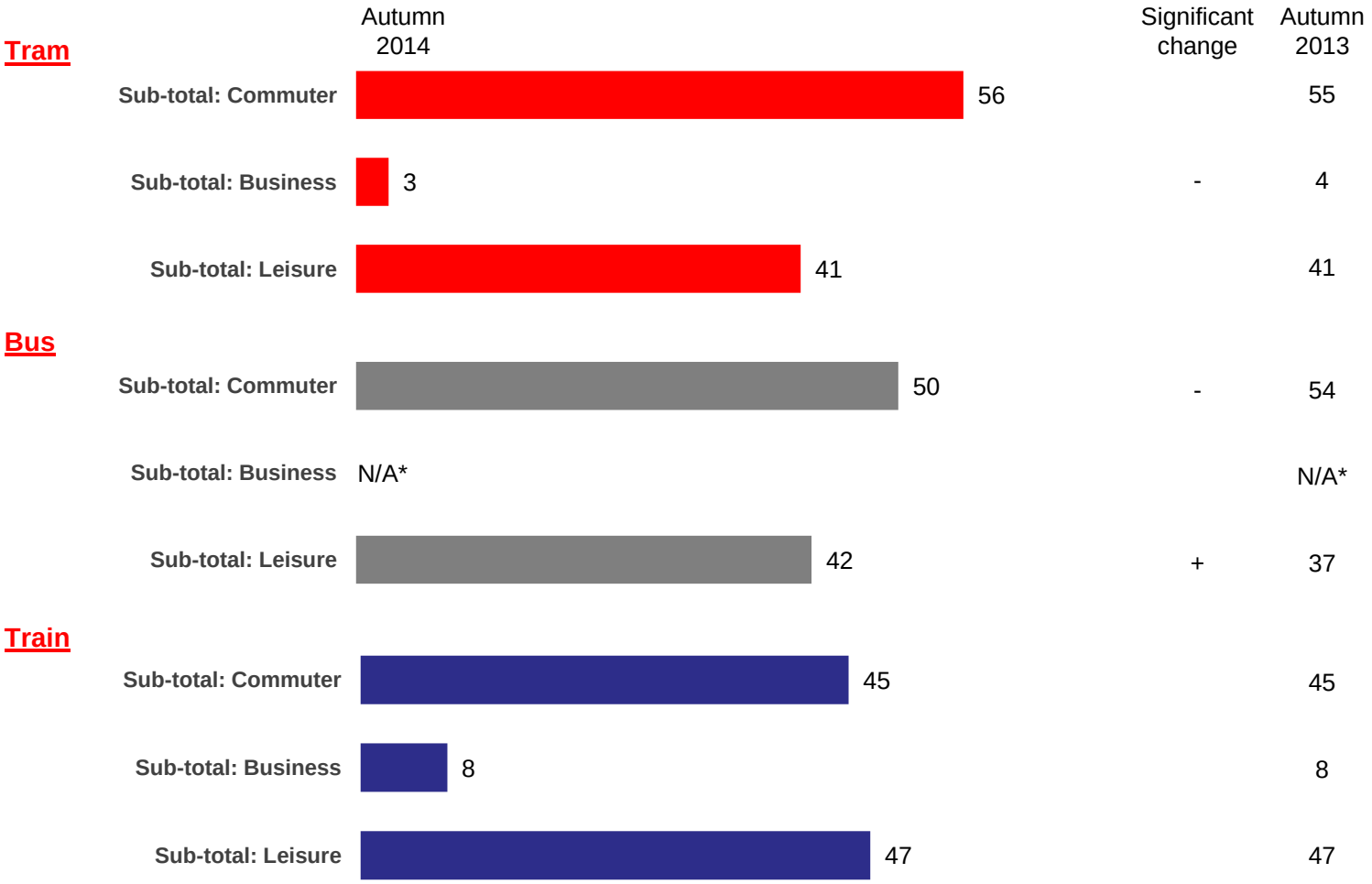
Bus



Q. What is the main purpose of your tram/bus journey today?
Base: All passengers - 2797 (Tram), 2095 (Bus)

Journey purpose (%) – 2

Tram Passenger Survey 2014 – Manchester Metrolink



*Not asked in BPS

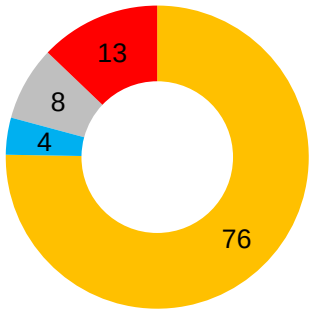
Q. What is the main purpose of your tram/bus/train journey today?
Base: All passengers - 2797 (Tram), 2095 (Bus), 1139 (Train)

Ticket type and modes of transport permitted (%)

Tram Passenger Survey 2014 – Manchester Metrolink

Tram

	Autumn 2014	Significant change	Autumn 2013
Sub-total: Single/return	42		40
Single	9		9
Return	33		31
Sub-total: Season ticket/pass	40		41
Day pass	8		9
3 day/weekend	1		1
5 days/1 week	12		13
10 days/2 weeks	0		0
4 weeks/1 month	15		11
Quarterly/3 months	0		2
1 year	3		4
Free pass/journey	16		16
Other ticket type	2		3



	Significant change	Autumn 2013
Tram only		75
Train and tram		5
Bus and tram		8
Train, bus and tram		13

Bus

		Significant change	
Single/return	16	+	13
Day pass	14		14
Season ticket/pass for longer than a day	37	-	45
Free pass/journey	26		25
Other ticket type	1		2

Q. What type of ticket/pass did you use for this tram/bus journey today?
Base: All passengers - 2792 (Tram), 2133 (Bus)

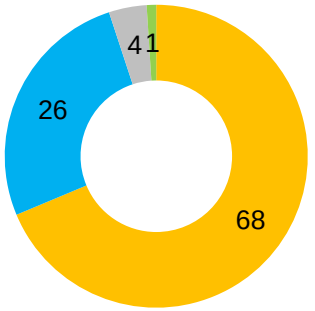
Q. What modes of transport does your ticket allow you to travel on?
Base: All passengers - 2772

Method of buying ticket and ticket format (%)

Tram Passenger Survey 2014 – Manchester Metrolink

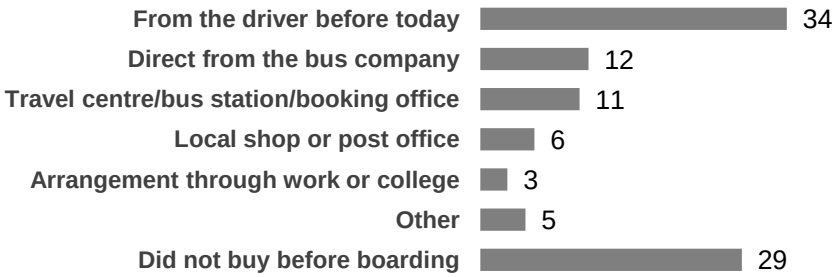
Tram

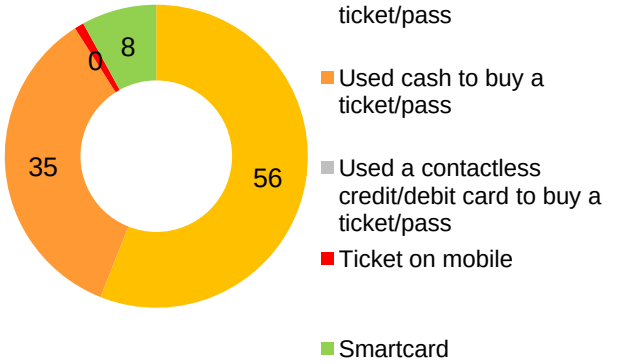
	Autumn 2014	Significant change	Autumn 2013
Ticket machine at stop	82		79
Conductor that day	N/A*		N/A*
Travel shop	10		11
Direct from the tram company	1	-	2
Rail/bus company	4		5
Local shop or post office	0		1
Direct debit through work/college	1		1
Other	1		1



	Significant change	Autumn 2013
Paper ticket/pass		68
Photocard pass		28
Plastic card	+	2
Ticket on mobile		0
Other format		2

Bus





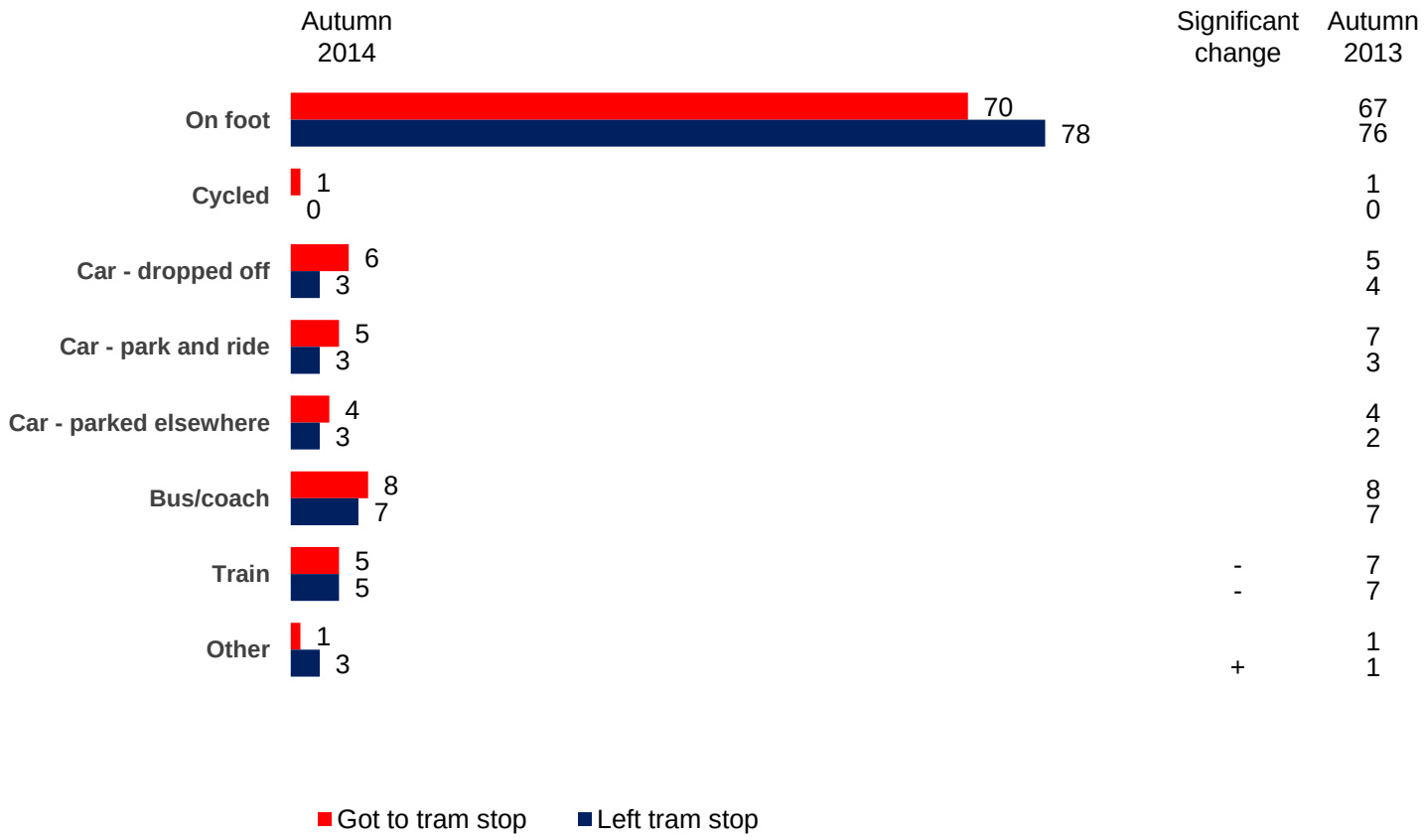
*Not asked for Manchester Metrolink

Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 2080 (Tram), 1372 (Bus)

Q. In what format was your ticket?
Base: All passengers - 2711 (Tram), 1942 (Bus)

How got to and from the tram stop (%)

Tram Passenger Survey 2014 – Manchester Metrolink



Q: How did you get to/from the tram stop where you boarded/left the tram today?
Base: All passengers - 2797

Manchester Metrolink stops used by passengers surveyed (%)

Tram Passenger Survey 2014 – Manchester Metrolink

59 per cent of passengers were on an outward journey, 36 per cent on a return and 6 per cent on a one-way trip (2013: 57 per cent, 39 per cent and 5 per cent respectively)

73 per cent had a seat for their whole journey, while 8 per cent said they had to stand but would have liked to have a seat (2013: 70 per cent and 10 per cent)

35 per cent (-) travelled on a single vehicle tram, 51 per cent (+) on a double tram and 14 per cent were unsure if it was a single or a double tram (2013: 52 per cent, 32 per cent and 16 per cent)

Boarding	Autumn 2014	Significant change	Autumn 2013
• Altrincham	8		8
• St Peter's Square	7	+	5
• Bury	7	-	11
• Market Street	7		6
• Piccadilly	5	-	9
• Shudehill	4	+	2
• East Didsbury	3		2
• MediaCity UK	3	+	2

Alighting	Autumn 2014	Significant change	Autumn 2013
• St Peter's Square	15		12
• Market Street	11	+	9
• Bury	6		6
• Shudehill	5	+	2
• Piccadilly Gardens	5		5
• Piccadilly	4	-	8
• Altrincham	4		4
• Cornbrook	3		2

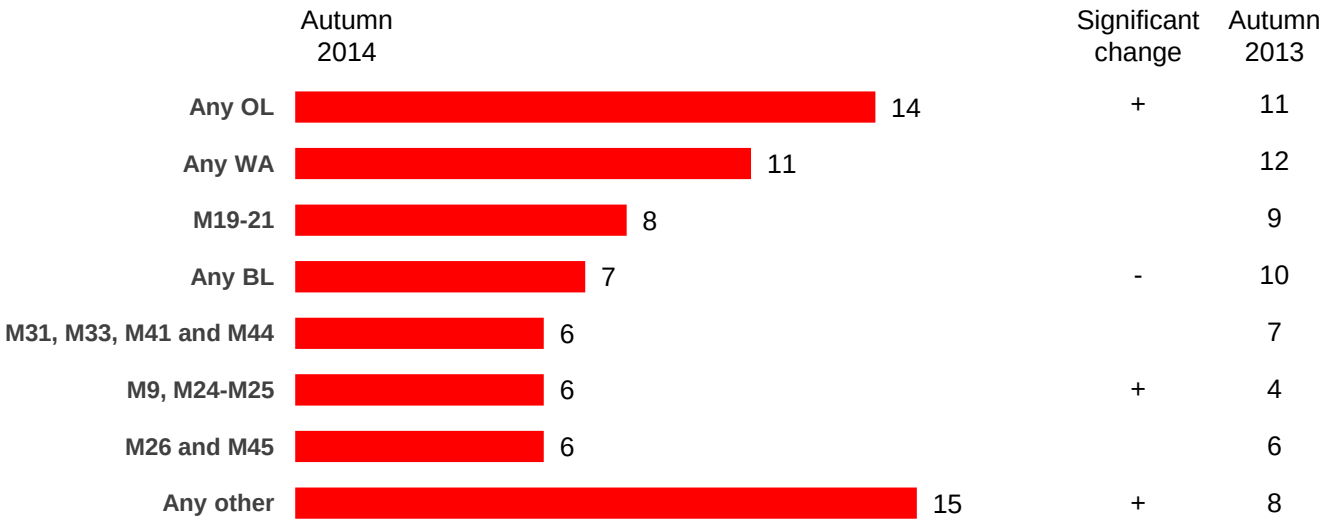
NOTE: The Airport line opened in November 2014 and was not included in the research

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 - 2824

Where Manchester Metrolink passengers live (%) – by postcode

Tram Passenger Survey 2014 – Manchester Metrolink



Q: What is your postcode?
Base: All giving a postcode - 2308

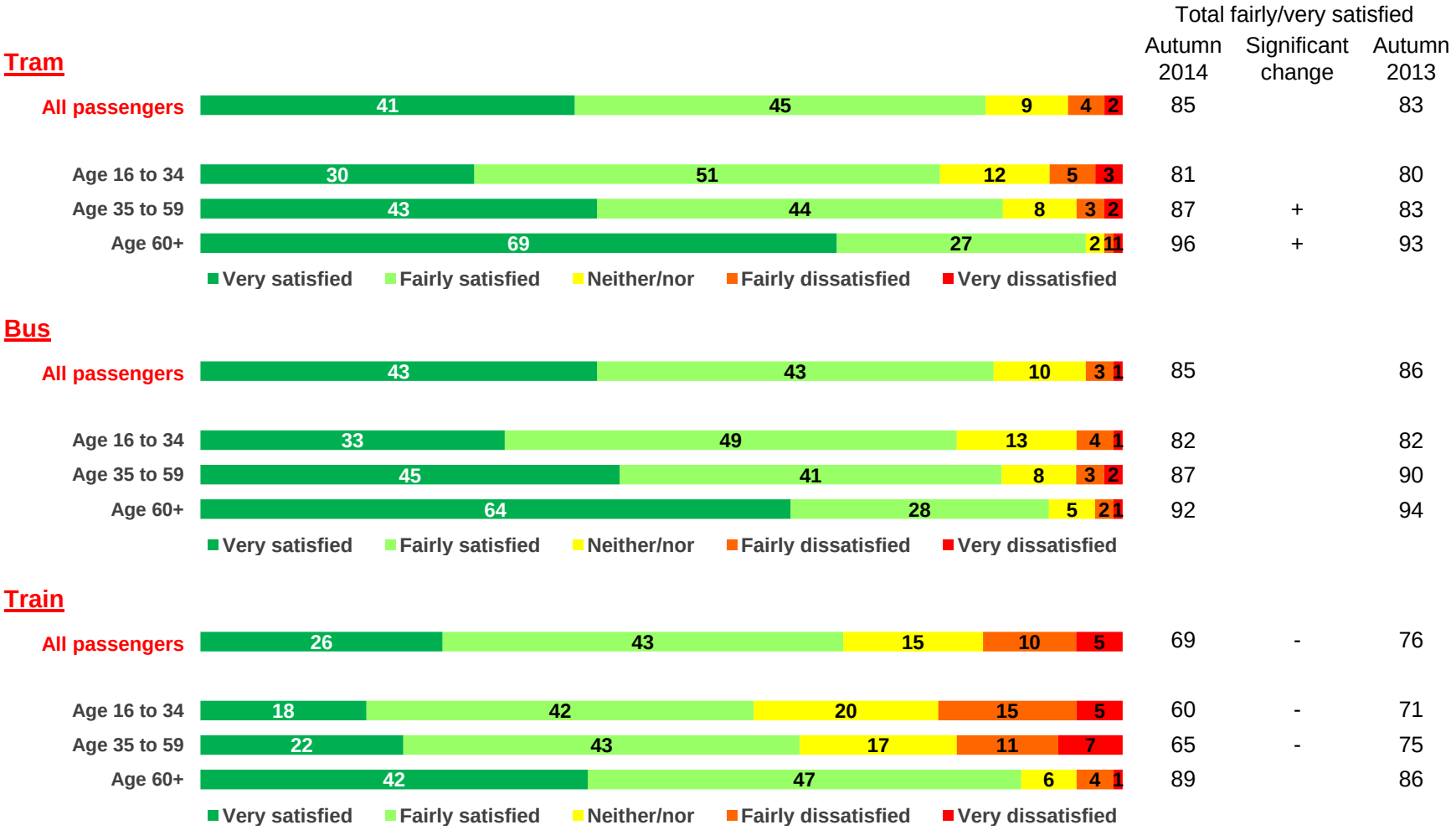
Tram Passenger Survey (TPS) 2014 – Manchester Metrolink

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

Passengerfocus
putting passengers first

Overall satisfaction (%) – by age

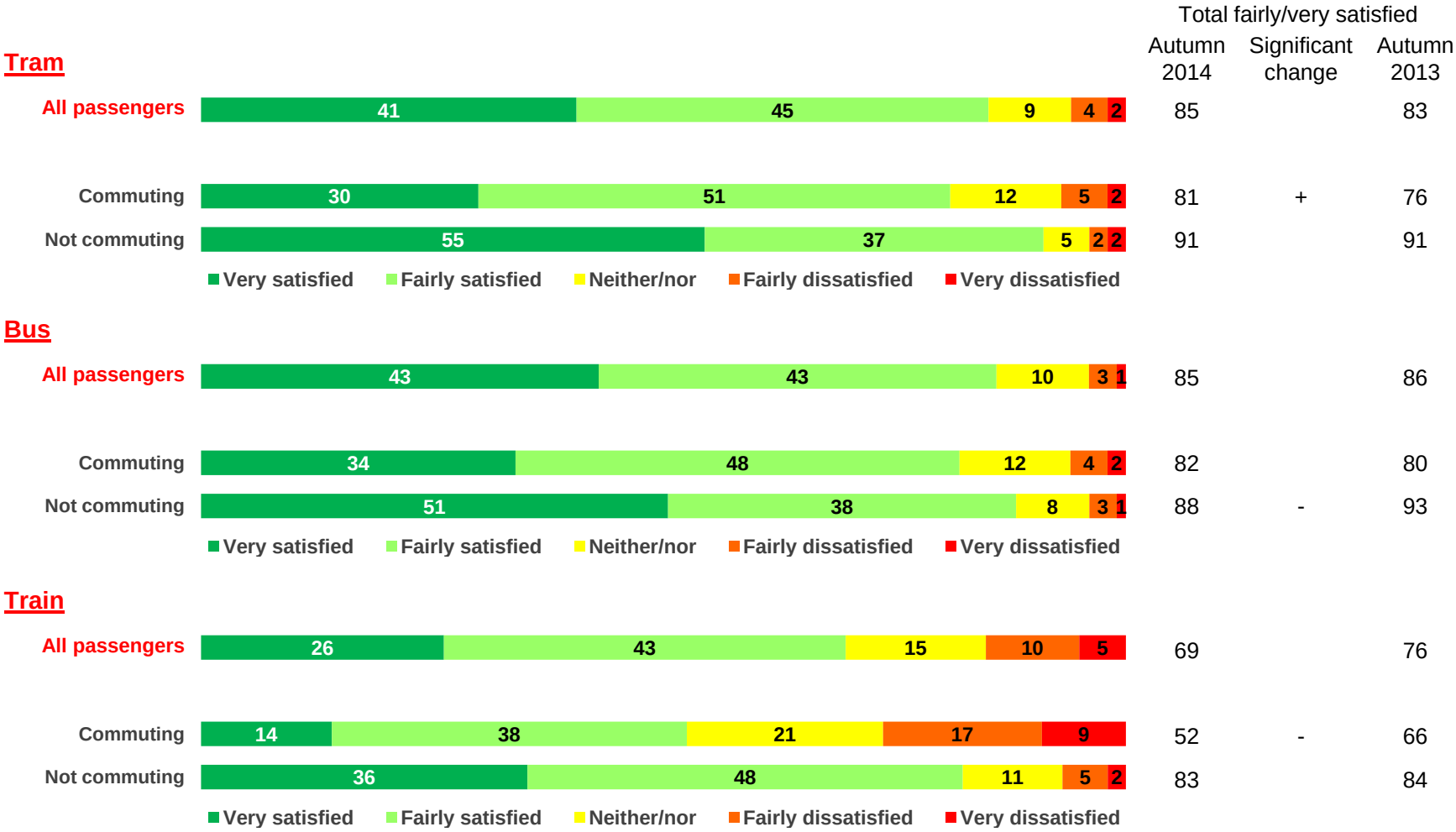
Tram Passenger Survey 2014 – Manchester Metrolink



Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey today?
Base: All passengers - 2801 (Tram), 2102 (Bus), 1139 (Train)

Overall satisfaction (%) – by passenger type

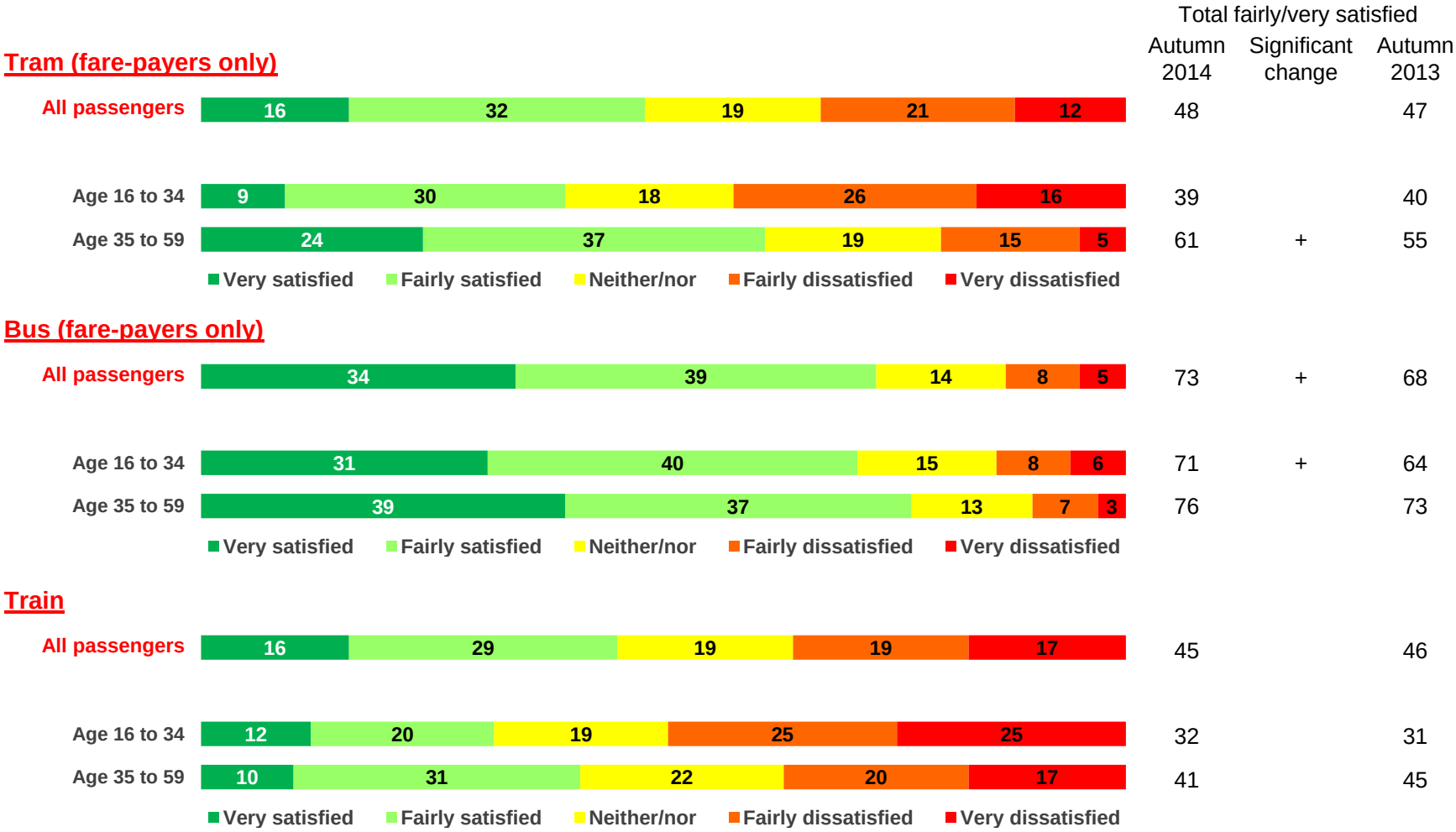
Tram Passenger Survey 2014 – Manchester Metrolink



Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey today?
Base: All passengers - 2801 (Tram), 2102 (Bus), 1139 (Train)

Value for money (%) – by age

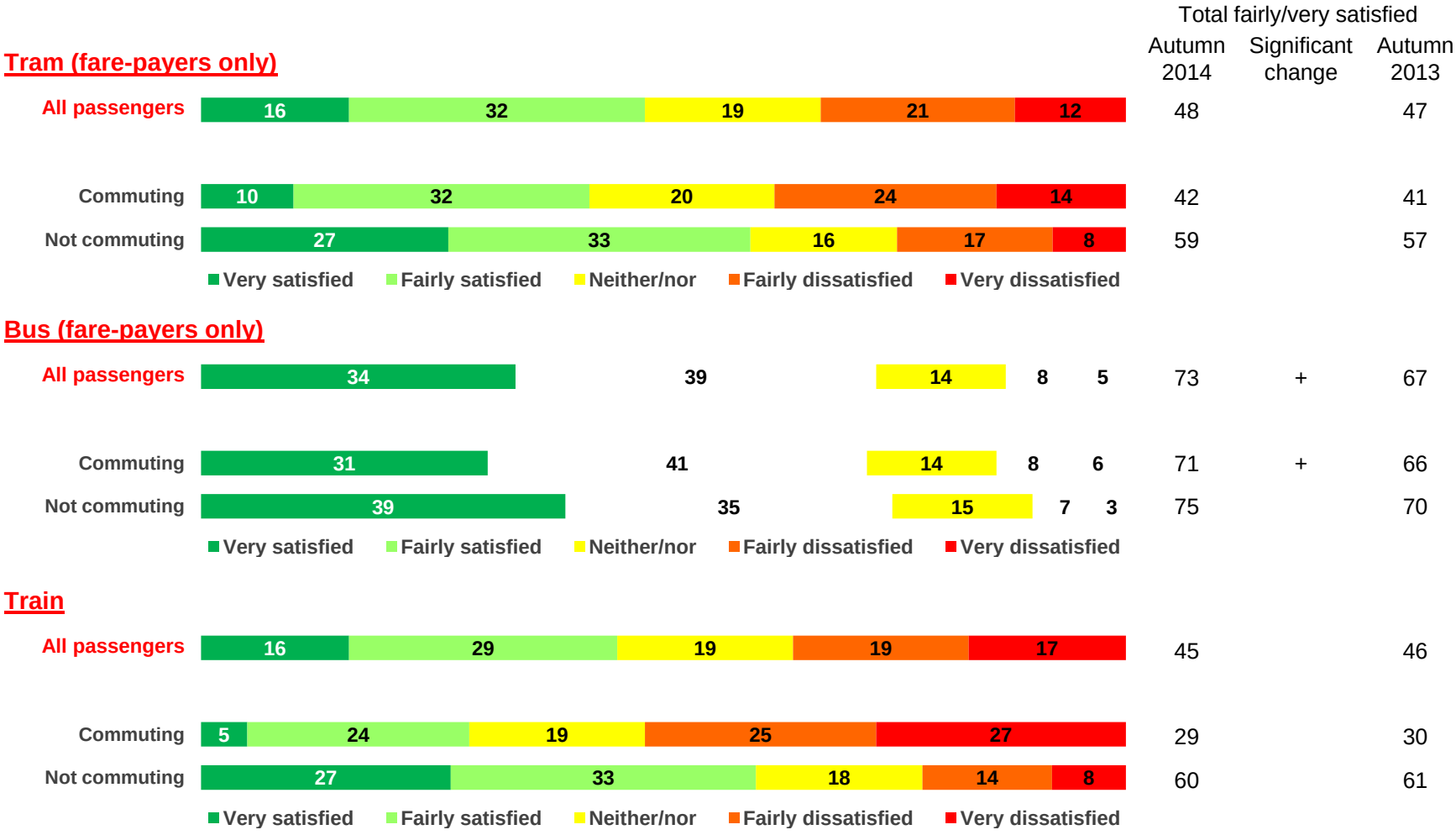
Tram Passenger Survey 2014 – Manchester Metrolink



Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 2036 (Tram), 1145 (Bus), All passengers - 1139 (Train)

Value for money (%) – by passenger type

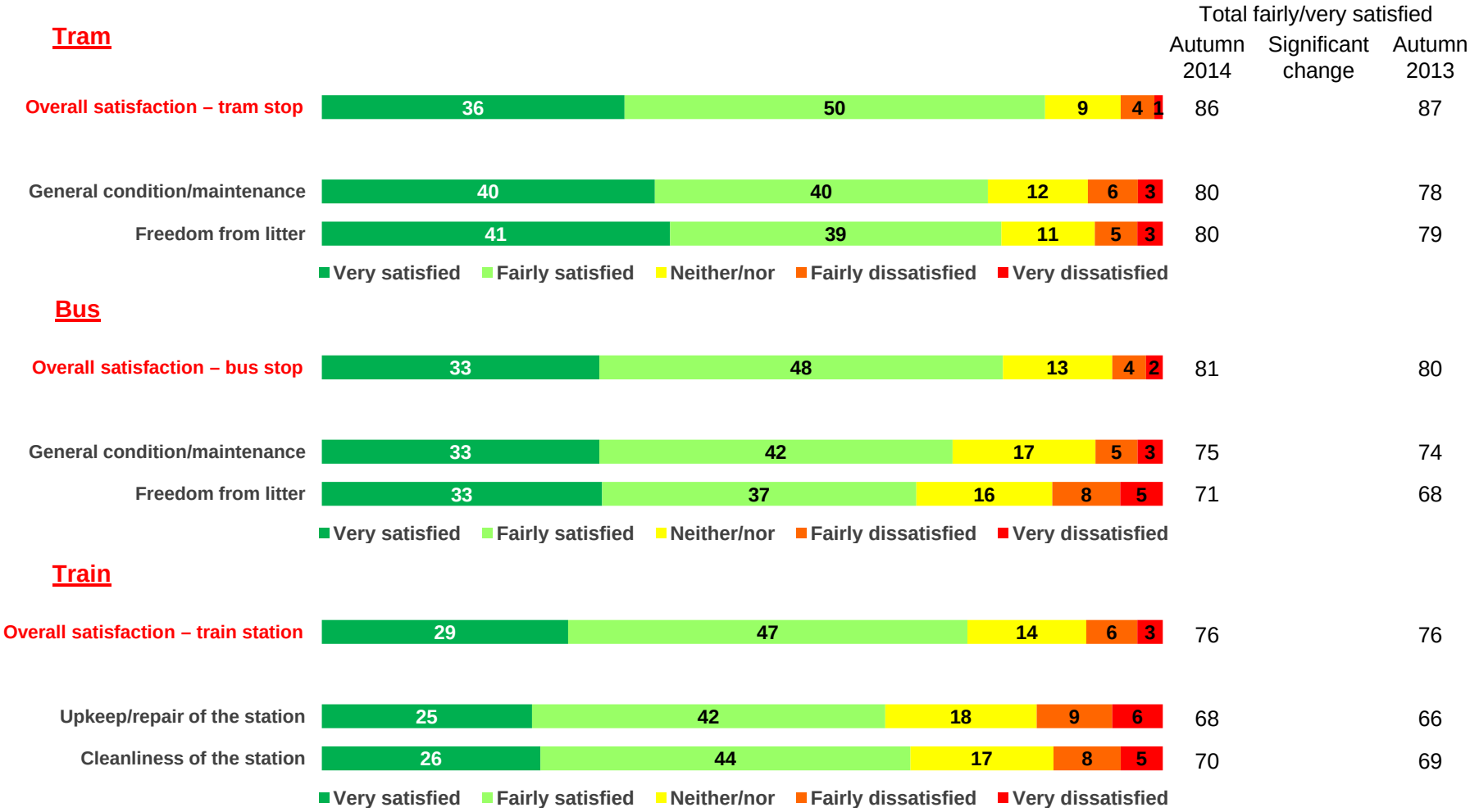
Tram Passenger Survey 2014 – Manchester Metrolink



Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 2036 (Tram), 1145 (Bus), All passengers - 1139 (Train)

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

Tram Passenger Survey 2014 – Manchester Metrolink



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 - 2796 (Tram), 2064 (Bus), 657 (Train)

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

Tram Passenger Survey 2014 – Manchester Metrolink

Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following:
Base: All passengers - 2743 (Tram), 1882 (Bus), 633 (Train)

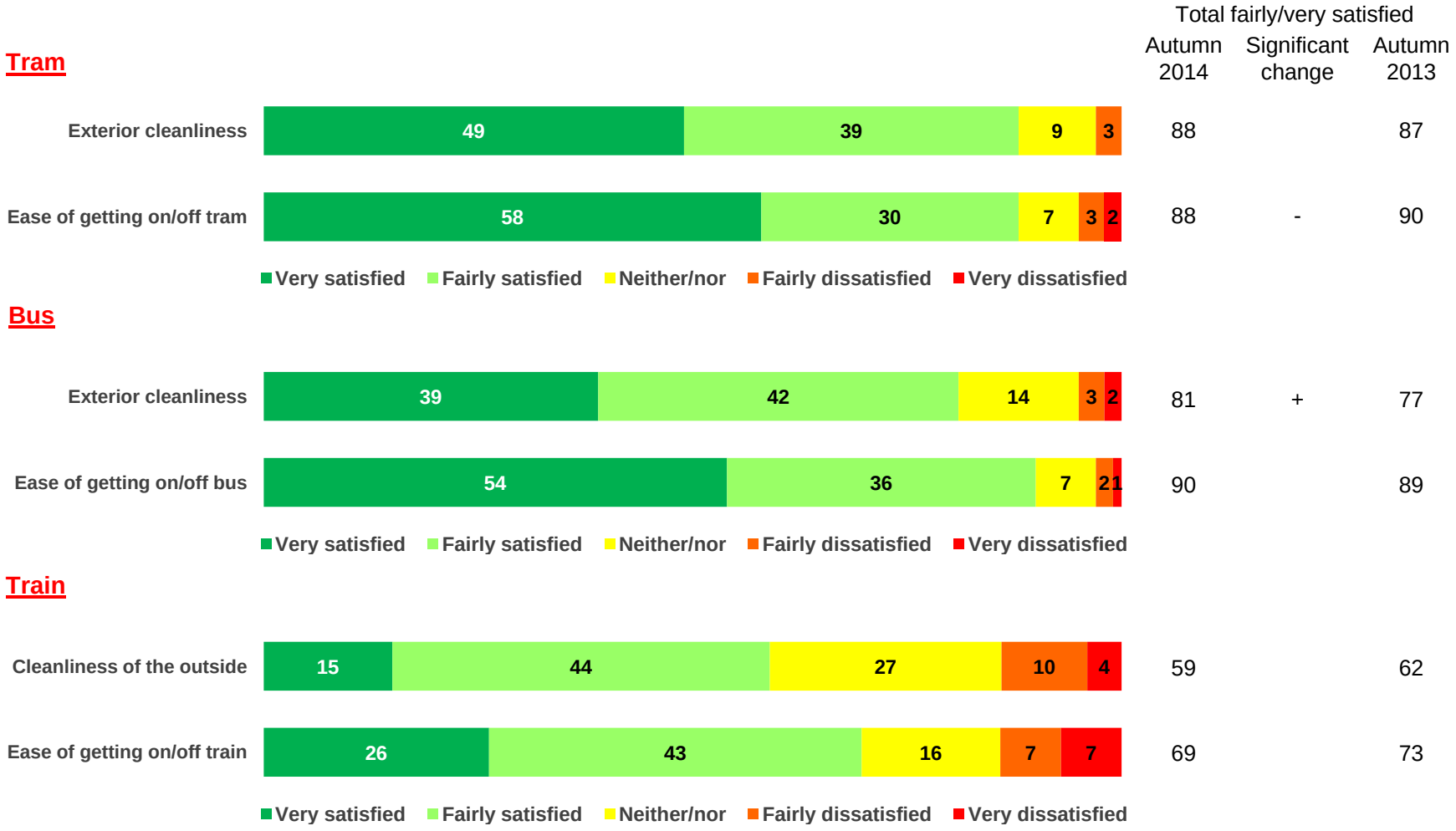
Satisfaction with tram/bus/train punctuality (%)

Tram Passenger Survey 2014 – Manchester Metrolink

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 - 2622 (Tram), 1923 (Bus), 1114 (Train)

Satisfaction with start of journey (%)

Tram Passenger Survey 2014 – Manchester Metrolink



TPS/BPS: Q. Thinking about when the tram/bus arrived, please indicate how satisfied you were with the following:
NRPS: Q. How would you rate the train you boarded in terms of:
Base: All passengers - 2778 (Tram), 2052 (Bus), 1089 (Train)

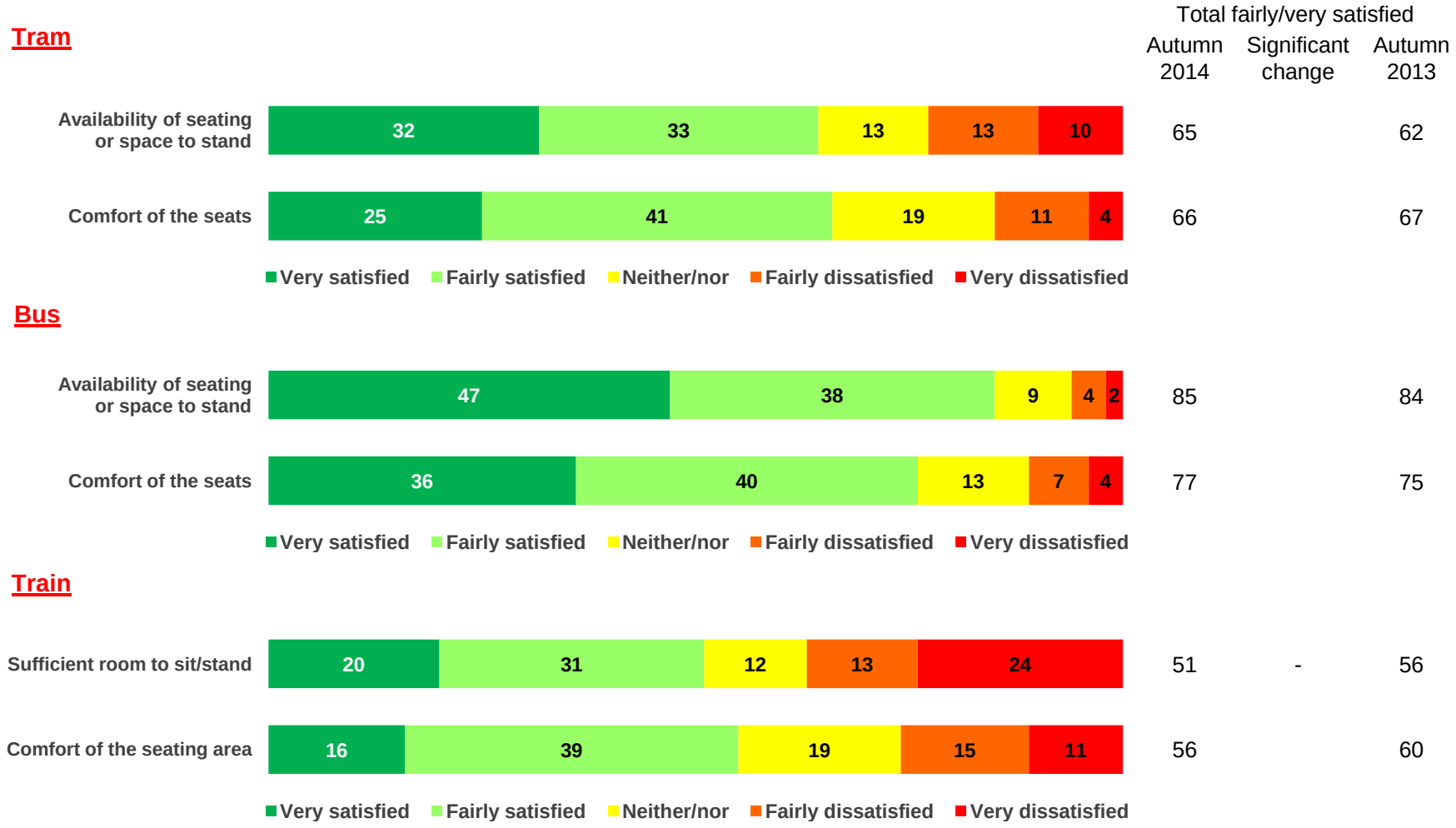
Satisfaction on the tram/bus/train (%) – 1

Tram Passenger Survey 2014 – Manchester Metrolink

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 - 2790 (Tram), 2043 (Bus), 1087 (Train)

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

Tram Passenger Survey 2014 – Manchester Metrolink



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 - 2774 (Tram), 2052 (Bus), 1076 (Train)

Tram Passenger Survey (TPS) 2014 – Manchester Metrolink

Appendix 2 – Questionnaire

Passengerfocus
putting passengers first

Passengerfocus Metrolink

Shift | D D M M Y Y: 1 4 Date

Tram Passenger Survey
(Greater Manchester)

Passenger Focus is the official, independent consumer organisation that represents Train, Bus and Tram passengers.

To help us represent the views of passengers in your area we would appreciate a little of your time to complete this questionnaire about your journey on Metrolink today as part of our national Tram Passenger Survey. In Greater Manchester we are working in co-operation with Transport for Greater Manchester (TfGM) and Metrolink. Tram companies, local authorities and Government pay close attention to the survey's results and the survey provides the evidence for us to seek improvements on your behalf.

To find out more about Passenger Focus's work please visit www.passengerfocus.org.uk. You can also follow us on Twitter @passengerfocus

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

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

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

1. About your journey on Metrolink

Q1a. At which stop did you board this tram?

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

Q1b. At which stop did you leave this tram?

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

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

1001001

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

Saver/Season Ticket
- 1 day ☐
- 3 day/Weekend ☐
- 5 days/1 week ☐
- 4 weeks/1 month ☐
- Quarterly/3 months ☐
- 1 year ☐
- Other time period (please write in) ☐

Single/return ticket
- Single ticket ☐
- Return ticket ☐

A free pass or free journey
- 60+ Concessionary pass ☐
- Disabled person's pass ☐
- Complimentary/free ticket ☐

Other ticket
- Family/Group ticket ☐
- Other ☐

Q3b. What modes of transport does your ticket allow you to travel on?
- Metrolink only ☐
- Train and Metrolink ☐
- Bus and Metrolink ☐
- Train, Bus and Metrolink ☐

Q4. In what format was your ticket?
- A standard paper ticket/pass ☐
- A photo card ticket/pass ☐
- A plastic card you touched on to the fare machine ☐
- An m-ticket (sent to your mobile phone) ☐
- Other format ☐

Q5. How did you buy that ticket or pass?
- Ticket machine at the Metrolink stop ☐
- Direct from Metrolink (website/phone) ☐
- Travelshop ☐
- Rail/bus company ☐
- From a local shop or post office ☐
- You had a free pass ☐
- Direct debit through work/college ☐
- Other ☐

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

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

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

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

- Outward ☐
- Return ☐
- One way trip only ☐

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

- Children in a buggy or pushchair ☐
- Children (under 12) who were walking ☐
- A wheelchair ☐
- A carer ☐
- Lots of bags or luggage ☐
- None of these ☐

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

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

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

- On foot/walked ☐
- Cycled ☐
- Car - picked up ☐
- Car - and used Park and Ride ☐
- Car - parked elsewhere ☐
- Bus ☐
- Train ☐
- Tram ☐
- Other ☐

Q14. What was the main reason you chose to take Metrolink for this journey?
(Please tick one box only)

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

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

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

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

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

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

Q17. Thinking about the tram stop itself, how satisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Its distance from your journey start e.g. home, shops	☐	☐	☐	☐	☐	☐
The convenience/accessibility of its location	☐	☐	☐	☐	☐	☐
Its general condition/standard of maintenance	☐	☐	☐	☐	☐	☐
Its freedom from graffiti/vandalism	☐	☐	☐	☐	☐	☐
Its freedom from litter	☐	☐	☐	☐	☐	☐
Behaviour of fellow passengers waiting at the stop	☐	☐	☐	☐	☐	☐
The information provided at the tram stop	☐	☐	☐	☐	☐	☐
Your personal safety whilst at the tram stop	☐	☐	☐	☐	☐	☐
Ticket buying facilities	☐	☐	☐	☐	☐	☐
Reliability of ticket machines	☐	☐	☐	☐	☐	☐

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

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

3. Waiting for the tram

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

(Please write in the time in minutes) ☐☐

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

(Please tick all that apply)

Before leaving for the tram stop

- Leaflet ☐
- Online tram times ☐
- Disruption information via Metrolink website ☐
- Disruption updates (e.g. on Twitter/Facebook) ☐
- Other ☐

At the tram stop

- Electronic display at the stop ☐
- Information posters at the stop ☐
- Online tram times ☐
- Disruption information via Metrolink website ☐
- Disruption updates (e.g. on Twitter/Facebook) ☐
- Other ☐

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

(Please tick all that apply)

- Knew the trams ran frequently on this route ☐
- Already knew arrival times ☐
- Could not find the information ☐
- Didn't have time ☐
- Did not know when the tram was meant to arrive ☐
- Other ☐

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

(Please write in the time in minutes) ☐☐

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

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

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

Yes ☐ No ☐

Q23. **How satisfied were you with each of the following?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The length of time you had to wait for the tram	☐	☐	☐	☐	☐	☐
The punctuality of the tram	☐	☐	☐	☐	☐	☐

4. On the tram

Q24. **Thinking about when the tram arrived, please indicate how satisfied you were with the following:**

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

Q25. **Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The cleanliness and condition of the inside of the tram	☐	☐	☐	☐	☐	☐
The information provided inside the tram	☐	☐	☐	☐	☐	☐
Sufficient room for all the passengers to sit/stand	☐	☐	☐	☐	☐	☐
The comfort of the seats	☐	☐	☐	☐	☐	☐
The amount of personal space you had around you	☐	☐	☐	☐	☐	☐
Provision of grab rails to hold on to when standing/ moving about the tram	☐	☐	☐	☐	☐	☐
The temperature inside the tram	☐	☐	☐	☐	☐	☐
Your personal security whilst on the tram	☐	☐	☐	☐	☐	☐
The amount of time the journey took	☐	☐	☐	☐	☐	☐
Smoothness/freedom from jolting during the journey	☐	☐	☐	☐	☐	☐
The safety of the driving (i.e. appropriateness of speed, driver concentrating)	☐	☐	☐	☐	☐	☐

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

- Yes – for all of the journey ☐
- Yes – for part of the journey ☐
- No – but you were happy to stand ☐
- No – but you would have liked a seat ☐

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

Yes ☐ No ☐

Q27b. *If yes:* **Which of the following were the reason(s) for this?** ***(Please tick all that apply)***

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

Q28a. **Was your journey with Metrolink today delayed at all?**

- Yes ☐
- No ☐

Q28b. *If yes:* **Why was this?** ***(Please tick all that apply)***

- Due to a signal/points failure ☐
- Road congestion/traffic jam ☐
- Due to a tram failure ☐
- Planned engineering works ☐
- Poor weather conditions ☐
- The tram waiting too long at stops ☐
- The tram waiting too long at signals ☐
- Time it took passengers to board ☐
- Had to use bus replacement service ☐
- Other (please write in)
- No reason given ☐
- Don't know ☐

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

(Please write in the time in minutes) ☐☐

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

Q30. **Overall, taking everything into account from start to end of this journey, how satisfied were you with your journey on Metrolink today?**

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

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

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

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

Q33. **What had the biggest influence on the 'value for money' rating you gave in the previous question?**

- The cost for the distance travelled ☐
- The cost of the tram versus other modes of transport ☐
- The fare in comparison to the cost of everyday items ☐
- Comfort/journey quality for the fare paid ☐
- The cost of making the same trip by car ☐
- A reason not mentioned above (please write in box) ☐

6. Your opinion of Metrolink generally

The previous questions were all about your journey today. In this section we would like you to think more generally about your Metrolink experiences.

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

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

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Ease of buying your ticket	☐	☐	☐	☐	☐	☐
Punctuality (running on time)	☐	☐	☐	☐	☐	☐
Frequency (how often the trams run)	☐	☐	☐	☐	☐	☐
Range of tickets available	☐	☐	☐	☐	☐	☐

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

- 5 or more days a week ☐
- 3 or 4 days a week ☐
- Once or twice a week ☐
- Once a fortnight ☐
- Once a month ☐
- Less frequently ☐
- This is the first time I have used Metrolink ☐

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

- The places you can reach by Metrolink ☐
- The frequency of trams in the area ☐
- The reliability of the trams ☐
- The cost of using Metrolink ☐
- Understanding the fares ☐
- Understanding the ticket machines ☐
- How long journeys take when going by Metrolink ☐
- The comfort of the trams ☐
- The level of crowding on the trams ☐
- A concern for your personal safety on Metrolink ☐
- Tram network improvement works ☐

7. About you

QA. Are you...?

Male ☐ Female ☐

QB. In which age group are you?

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

QC. Are you...?

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

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 ☐
Yes – Vision (e.g. blindness or partial sight) ☐
Yes – Hearing (e.g. deafness or partial hearing) ☐
Yes – Mobility (e.g. only able to walk short distances or difficulty climbing stairs) ☐
Yes – Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard) ☐
Yes – Learning or understanding or concentrating ☐
Yes – Memory ☐
Yes – Mental health ☐
Yes – Stamina or breathing fatigue ☐
Yes – Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome) ☐
A condition not mentioned above ☐

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

Yes, a lot ☐ Yes, a little ☐
Not at all ☐

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

White ☐ Chinese ☐
Mixed ☐ Asian or Asian British ☐
Black or Black British ☐ Other ethnic group ☐
Prefer not to say ☐

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

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

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

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

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

☐☐☐☐ ☐☐☐ Live outside the UK ☐

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

Name:
Telephone number:
Email address:

If you have a specific complaint about Metrolink that you want a response to please call 0161 205 2000 or email customerservices@metrolink.co.uk

Thank you for your help in completing this questionnaire.

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

bdrc continental

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

Passengerfocus

This survey is being undertaken for Passenger Focus by BDRC Continental, an independent market research agency who adhere to the Market Research Society's Code of Conduct. You were handed the questionnaire by an interviewer working for Perspective Research Services, a part of BDRC Continental. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 39 69 99 or www.mrs.org.uk who will verify BDRC Continental Limited's status as a legitimate market research organisation. You may also contact Nick Grigg at BDRC Continental on 0207 490 9166.