

Tram Passenger Survey (TPS) – Nottingham Express Transit

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

This is the report for the Nottingham Express Transit tram system. Unlike the other systems we are unable to include comparisons for either bus or train in Nottingham.

Methodology – fieldwork

Tram Passenger Survey 2014 – Nottingham Express Transit

Nottingham Express Transit (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: 272 interviews (154 paper and 118 online)

In 2013 fieldwork took place between 28 October and 15 December

Methodology – data analysis

Tram Passenger Survey 2014 – Nottingham Express Transit

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

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

- Tram network
- Age: 16-25, 26-59, 60+
- Gender: male, female
- Time/day travelled: weekday peak, weekday off peak and weekend

The full details of the weighting matrix can be found in the TPS Autumn 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 Nottingham Express Transit system

Tram Passenger Survey 2014 – Nottingham Express Transit

- Nottingham Express Transit currently consists of a single line with 23 stops, covering 8.7 miles between Hucknall/Phoenix Park and Station Street. Additional routes are under construction, extending the network from Station Street to serve Clifton and Toton
- Approximately 7.9 million* passenger journeys were made in 2013/14
- During the TPS Autumn 2013 wave the trams ran with conductors and passengers could purchase tickets on board. In 2014 Nottingham Express Transit introduced ticket machines at stops and so conductors are no longer on board. This may explain some of the significant differences shown in this report

- All NET stops have Passenger Information Displays and information boards with tram times and local information

- Tram frequency is as follows:

Monday - Saturday	
Morning/evening	Every 10-20 mins
Daytime	Every 5-12 mins

Sunday	
Morning/evening	Every 15-30 mins
Daytime	Every 7-15 mins

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

Route map:



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

Tram Passenger Survey (TPS) 2014
– Nottingham Express Transit

Summary

Summary of key findings (1)

Tram Passenger Survey 2014 – Nottingham Express Transit

- Overall satisfaction for a journey on the Nottingham Express Transit (NET) was high (96 per cent). This is the same as 2013, and remains consistent across key passenger groups
- Amongst fare paying passengers seven out of ten passengers (70 per cent) said they were satisfied with the value for money of their journey. Again, this is consistent with 2013 (69 per cent)
- In passengers' evaluation of value for money, the cost of NET versus other modes of transport and the cost for the distance travelled were the main criteria used to make this evaluation
- The main factor that drives passengers to be very satisfied on NET is satisfaction with the length of time waited for the tram. More than nine in ten passengers (92 per cent) were satisfied with the length of time they waited for the tram (2013: 87 per cent), and only 2 per cent experienced a delay on their journey (2013: 4 per cent)
- Compared to last year there have been drops in passenger satisfaction for aspects relating to tram staff. This is likely related to the removal of conductors on board trams since fieldwork took place in 2013

Summary of key findings (2)

Tram Passenger Survey 2014 – Nottingham Express Transit

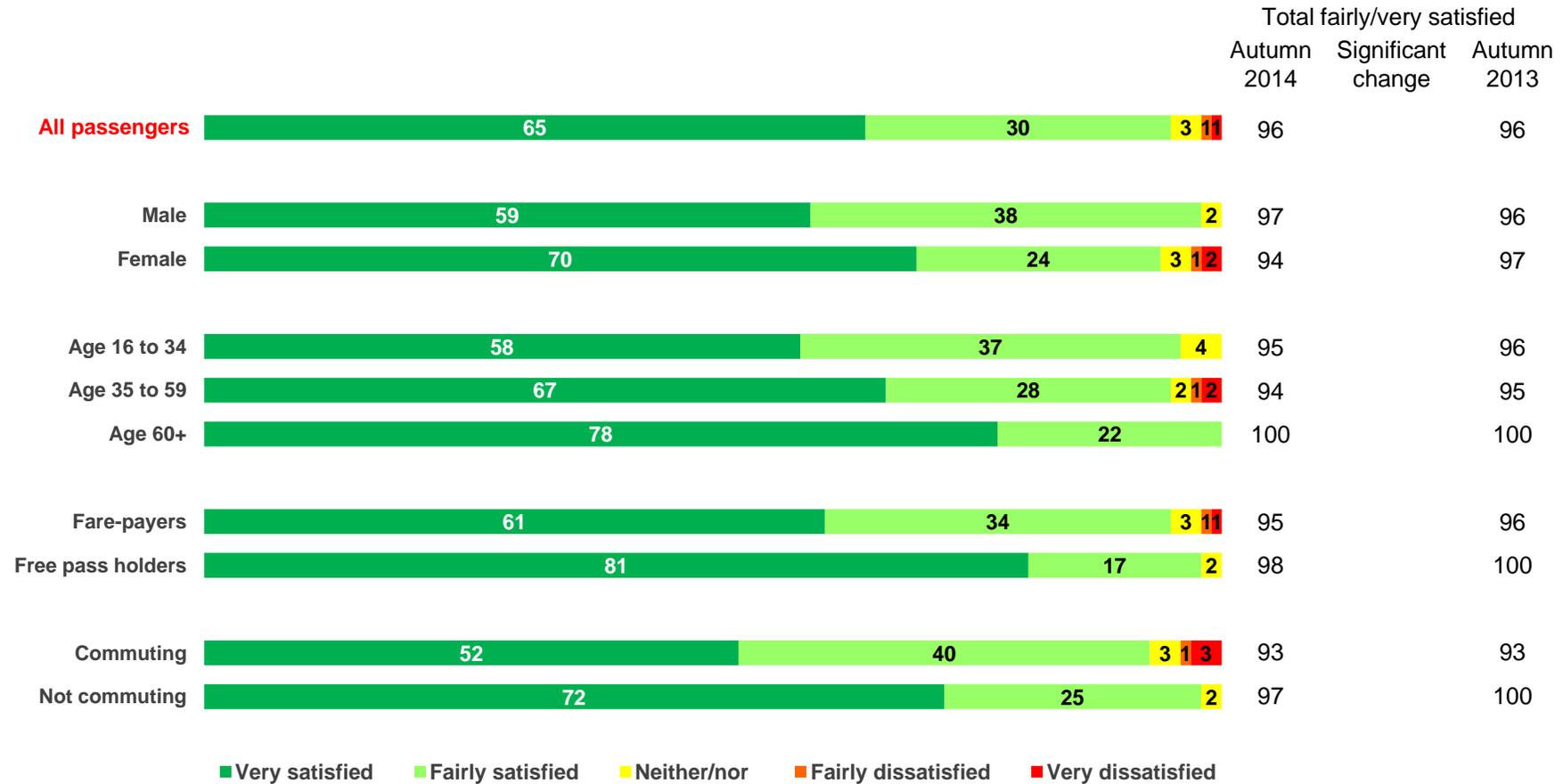
- Just over a quarter of passengers (27 per cent) spontaneously mentioned an improvement that could be made to their journey. This is significantly fewer than in 2013, when 36 per cent mentioned something. The most frequently mentioned improvement related to having more staff.
- Other improvements spontaneously mentioned concerned improvements to tram stops and the interior of the tram
- More than six in ten passengers (62 per cent) were using NET for leisure journeys: 25 per cent for leisure trips, 13 per cent for shopping and 11 per cent to visit friends or relatives. 30 per cent still use the tram to commute to work, but this has fallen significantly from 41 per cent in 2013
- Almost a fifth (19 per cent) of all passengers were travelling with a free pass/ticket

Tram Passenger Survey (TPS) 2014
– Nottingham Express Transit

Journey Satisfaction

Overall satisfaction (%) – by gender and age

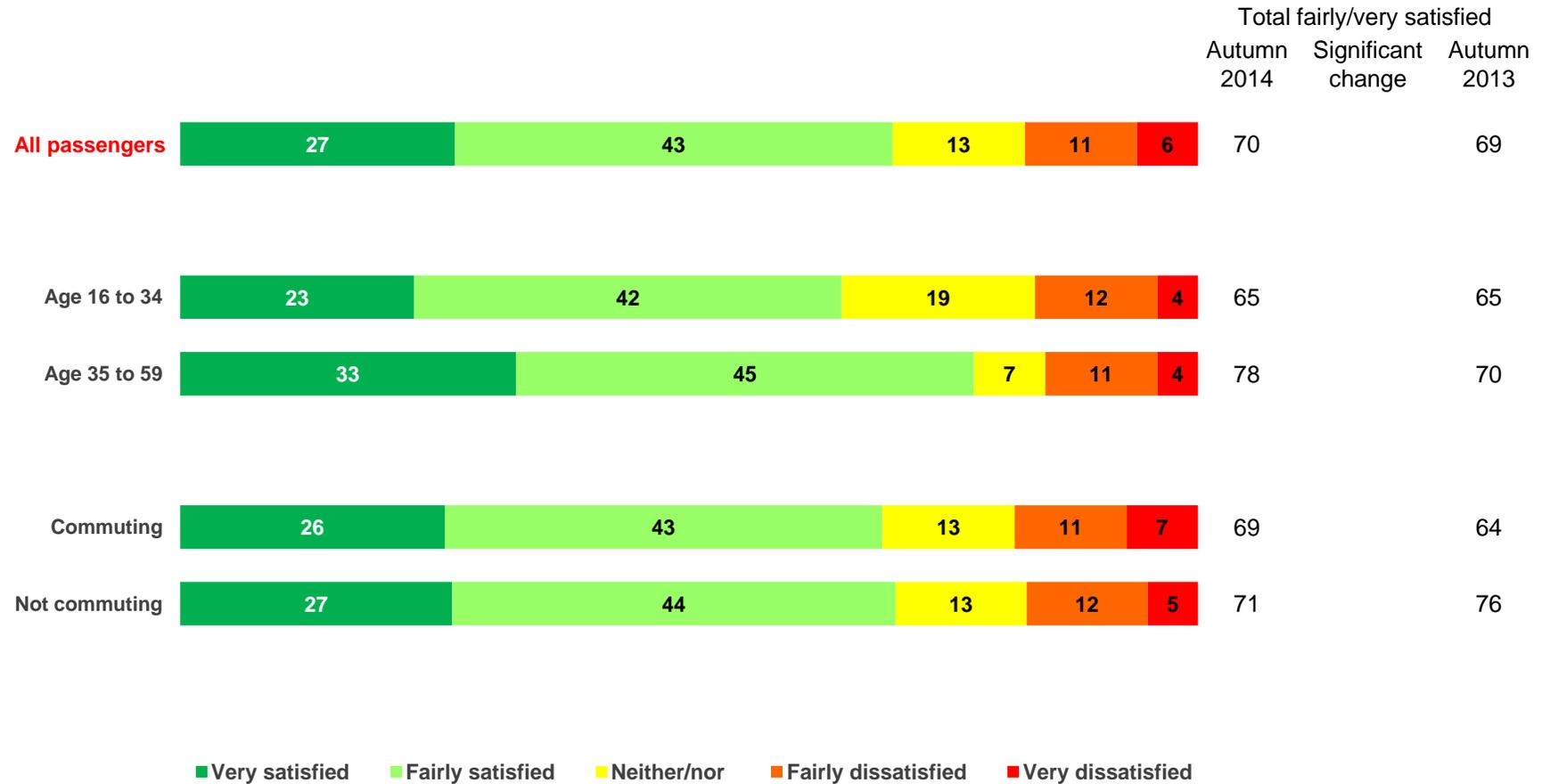
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
 Base: All passengers - 270

Value for money (%) – fare-payers only

Tram Passenger Survey 2014 – Nottingham Express Transit



Q. How satisfied were you with the value for money of your journey?
 Base: All fare paying passengers - 224

What influenced value for money rating (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



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

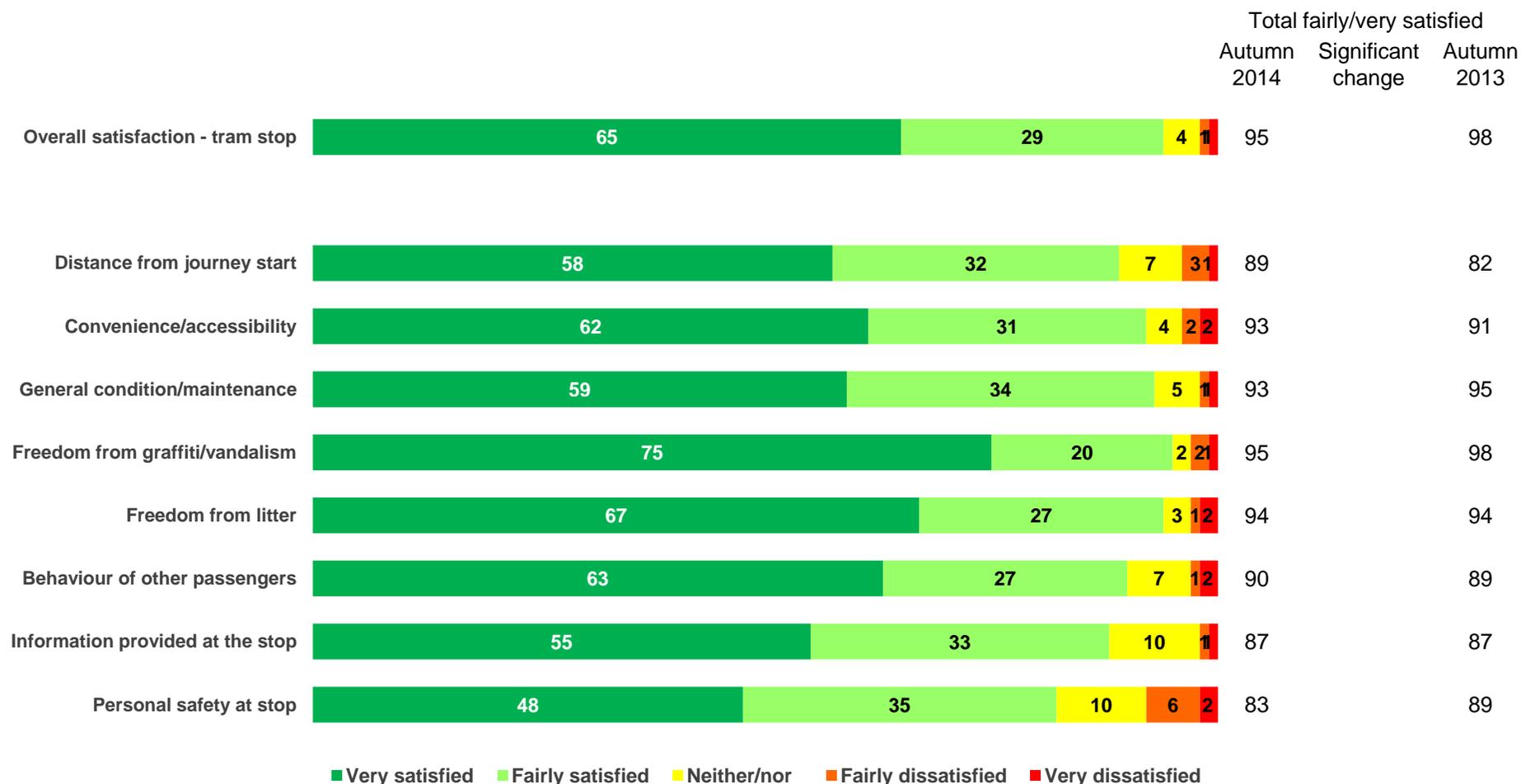
+/- symbols indicate a significant change since 2013

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

Base: All fare paying passengers - 214

Satisfaction with the tram stop (%)

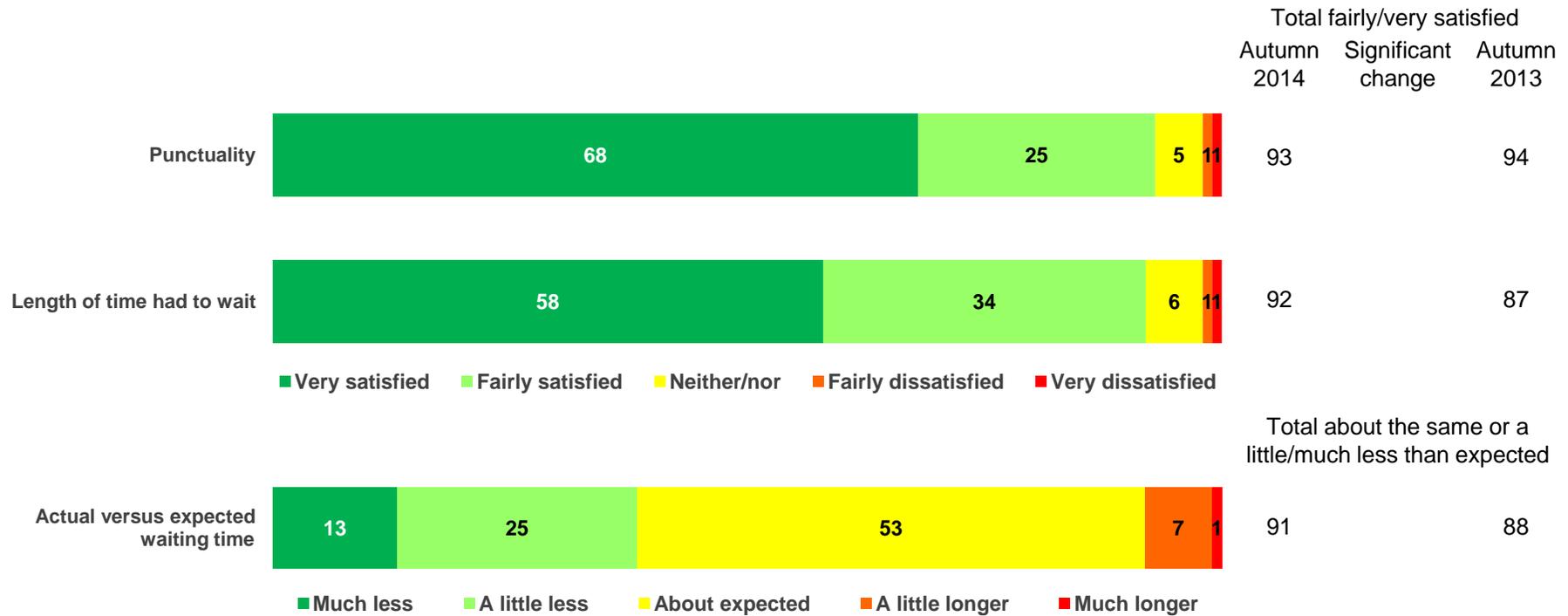
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. Overall, how satisfied were you with the tram stop? & Q. Thinking about the tram stop itself, how satisfied were you with the following:
 Base: All passengers - 265

Satisfaction with punctuality of the tram (%)

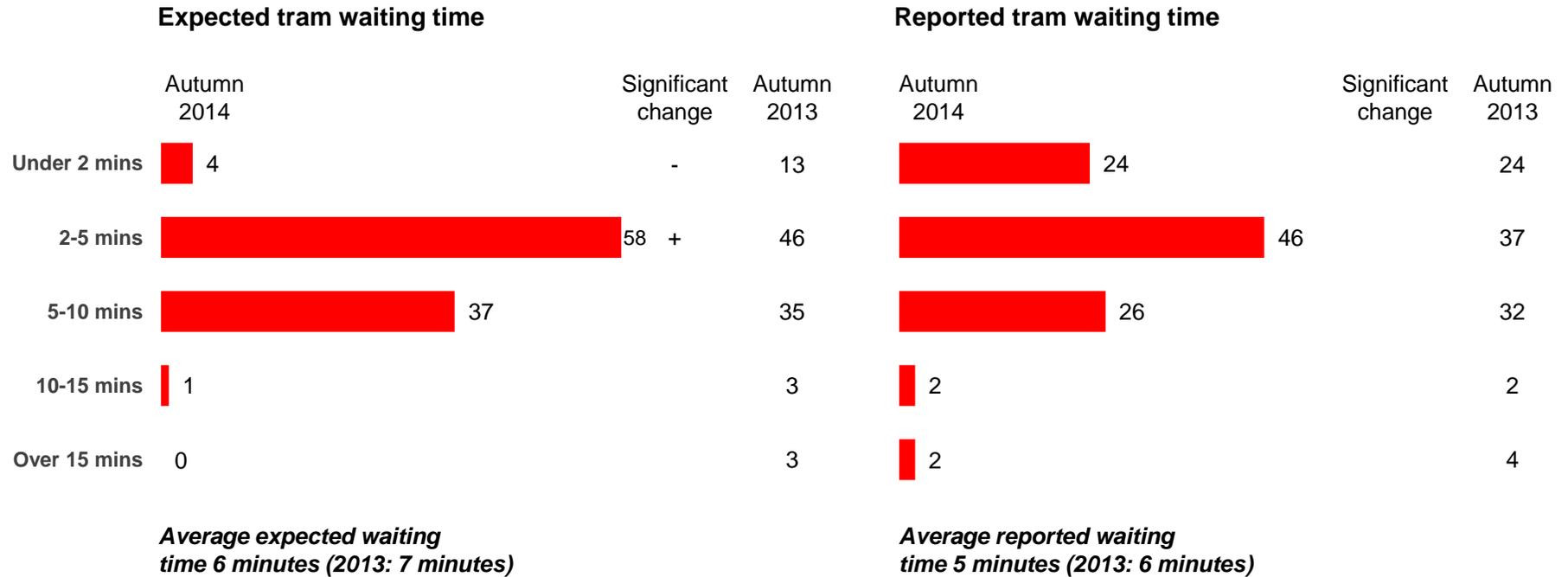
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. How satisfied were you with each of the following? & Q. Thinking about the time you waited for the tram today, was it [...] than expected?
 Base: All passengers - 266

Expected and reported waiting times (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



Q. Approximately how long did you expect to wait for the tram? & Q. Approximately, how long did you wait for your tram
 Base: All passengers - 259

How passengers checked tram times (%)

Tram Passenger Survey 2014 – Nottingham Express Transit

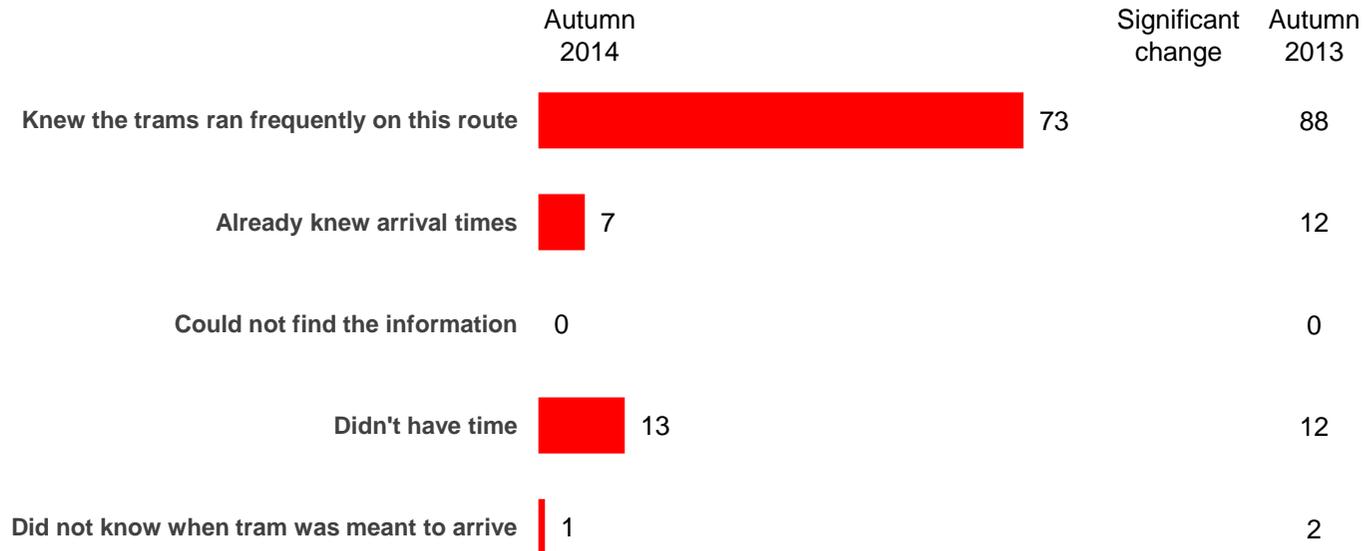
21 per cent of NET passengers did not check to find out when the tram was meant to arrive (2013: 15 per cent)

Before leaving for the tram stop				At the tram stop			
	Autumn 2014	Significant change	Autumn 2013		Autumn 2014	Significant change	Autumn 2013
Leaflet/paper timetable	5	-	10	Electronic display	67		75
Online	9		13	Information posters	2	-	6
Live tram locator/timings	4		3	Online	0		0
Disruption updates via social media	1		0	Live tram locator/timings	1		0
Other	8		9	Disruption updates via social media	0		0
				Other	1		1

Q. Did you check any of the following to find out when the tram was meant to arrive?
Base: All passengers - 272

Why passengers did not check tram times (%)

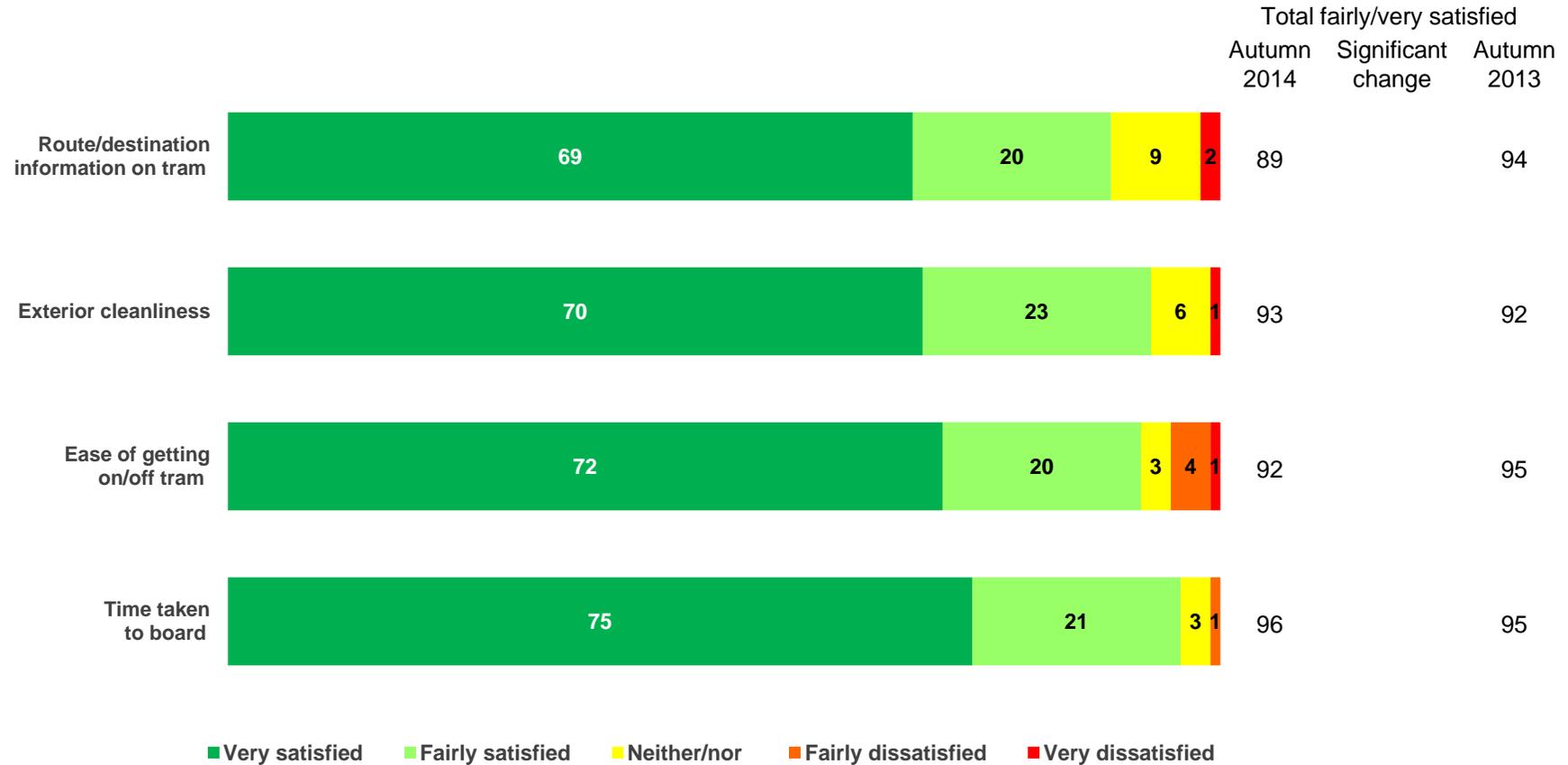
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. If you did not check to find out when the tram was meant to arrive, why was this?
 Base: All not checking tram arrival information - 56

Satisfaction with start of journey (%)

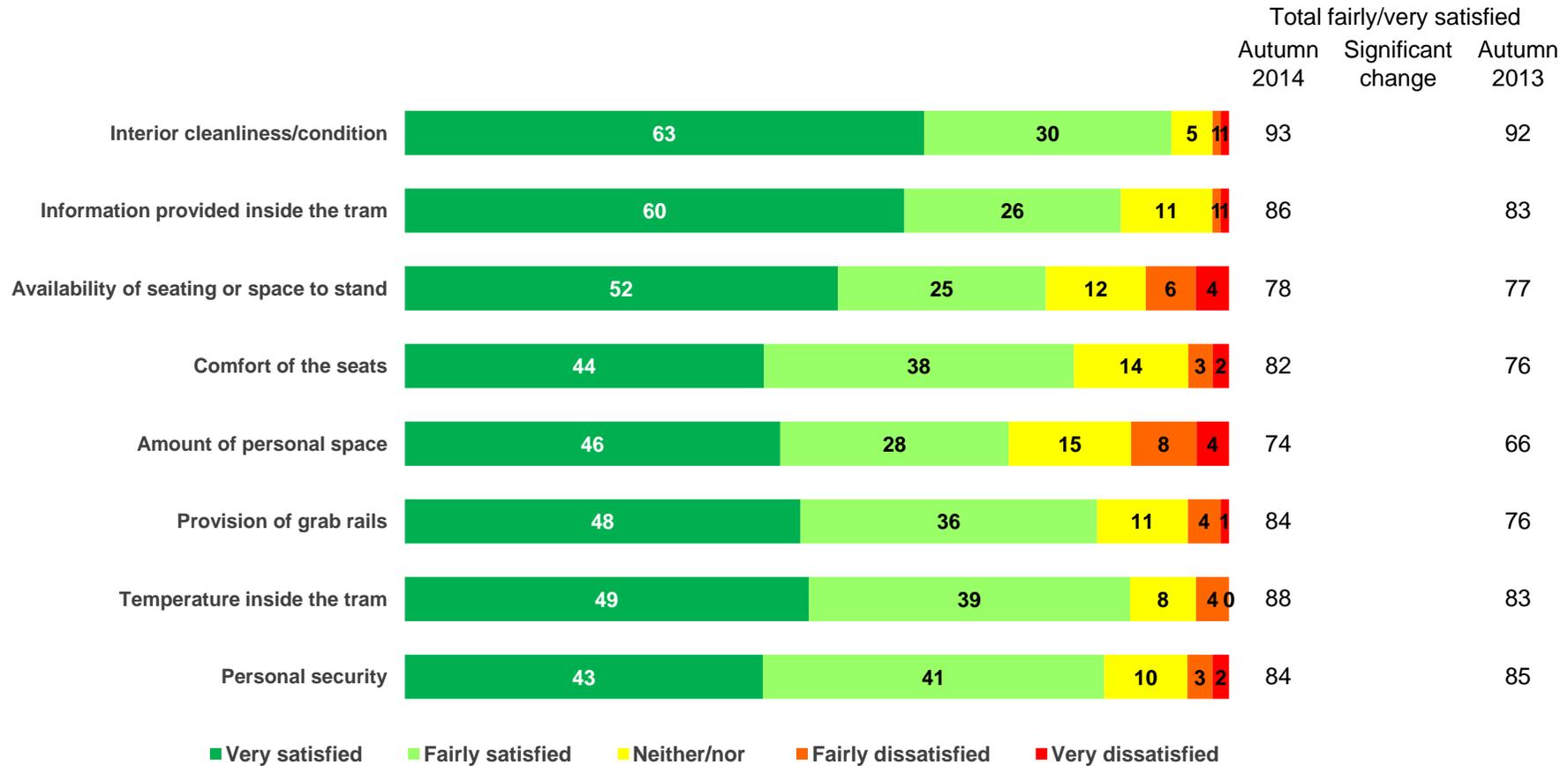
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
 Base: All passengers - 268

Satisfaction on the tram (%)

Tram Passenger Survey 2014 – Nottingham Express Transit

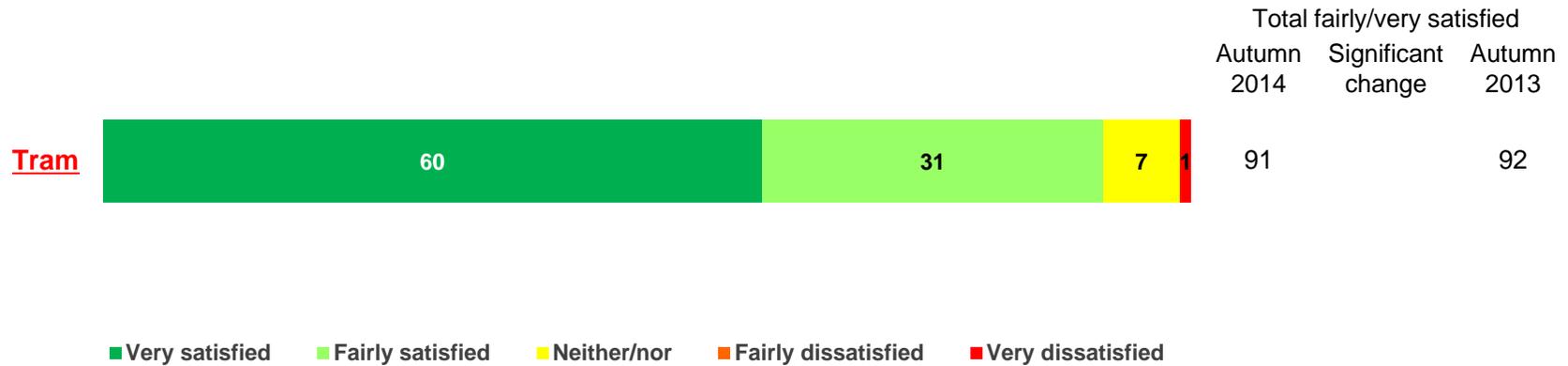


Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
 Base: All passengers - 267

Satisfaction with on-vehicle journey time (%)

Tram Passenger Survey 2014 – Nottingham Express Transit

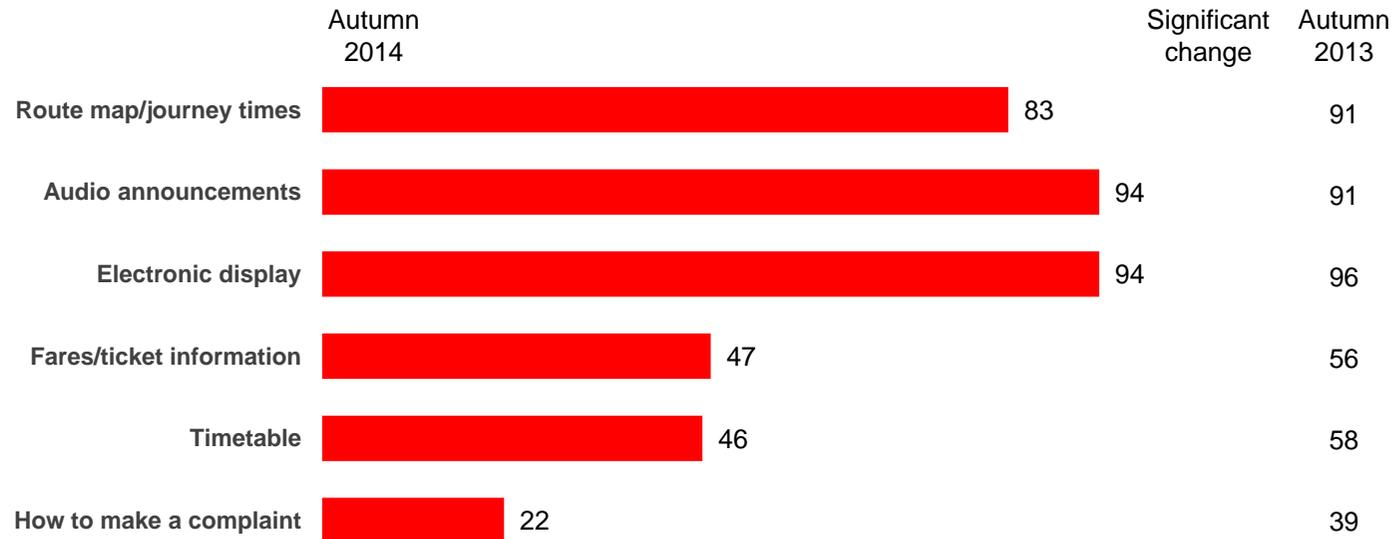
2 per cent of NET passengers experienced a delay (2013: 4 per cent). Typical length of delay was 8 minutes



Q. How satisfied were you with the amount of time your journey on the tram took?
 Base: All passengers - 268

Availability of information inside the tram (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



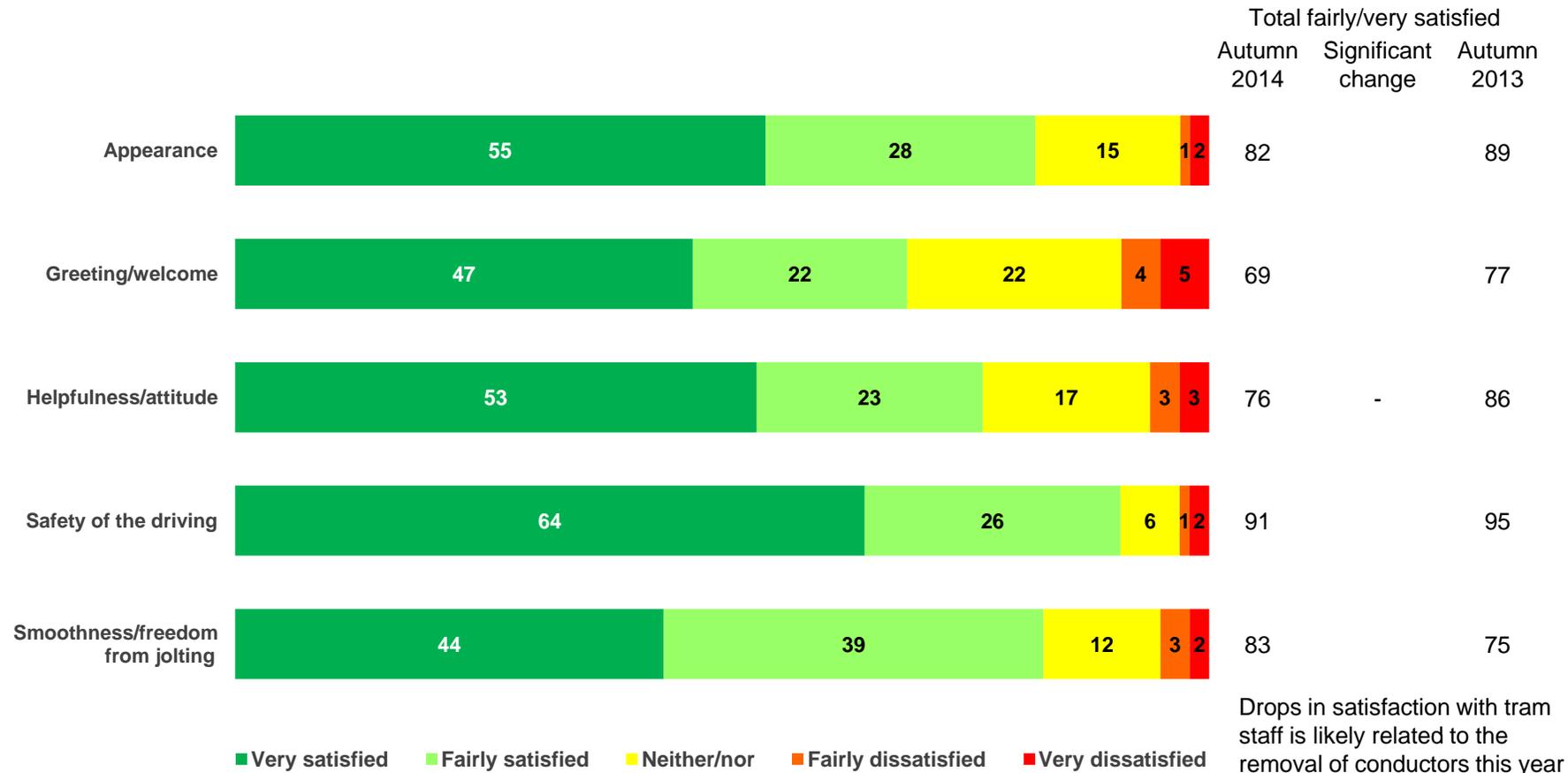
NOTE: Significant changes are not shown for this question. The question was changed between 2013 and 2014 (by the addition of a 'Don't know' option) and is not directly comparable

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

Base: All passengers - 261

Satisfaction with tram staff driver (%)

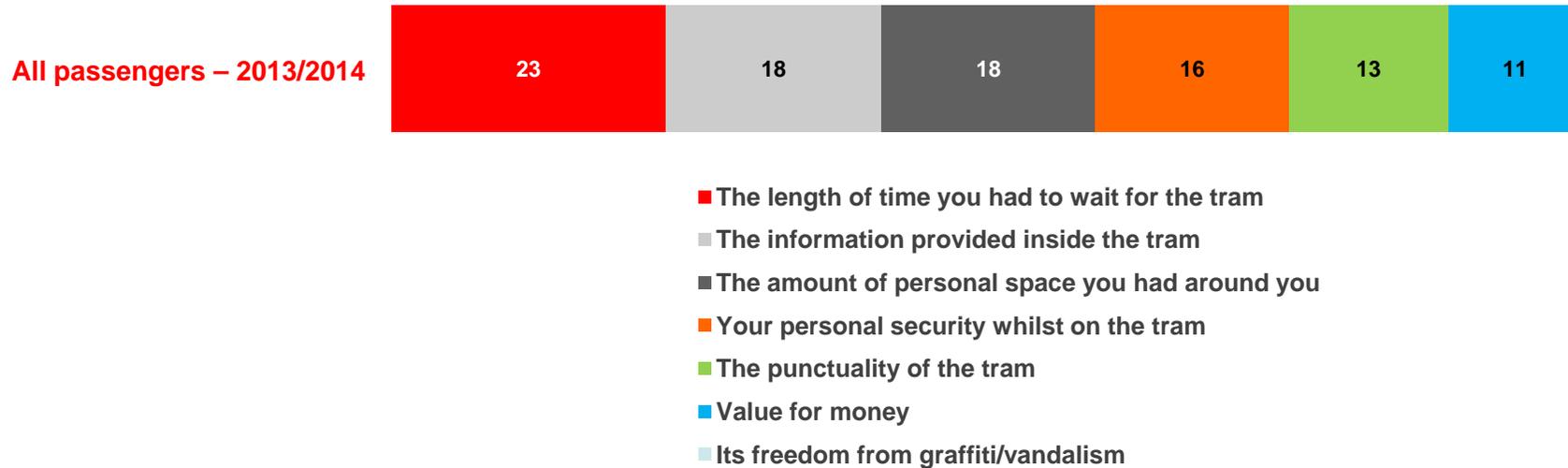
Tram Passenger Survey 2014 – Nottingham Express Transit



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 - 268

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

Tram Passenger Survey 2014 – Nottingham Express Transit



The key driver analysis uses Multiple Linear Regression and is performed in two stages. First, the drivers of satisfaction are identified. Satisfied passengers are defined as those who are either very or fairly satisfied with their journey. Once the drivers of satisfaction have been determined, the non-satisfied (very dissatisfied, fairly dissatisfied and neither/nor respondents) are removed, and a new regression analysis is run to determine which factors drive people to be very satisfied (rather than fairly or very satisfied). The key drivers displayed above are those that drive passengers to be very satisfied. 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 - 498 (2013 and 2014)

Worry or concern at other passengers' behaviour (%)

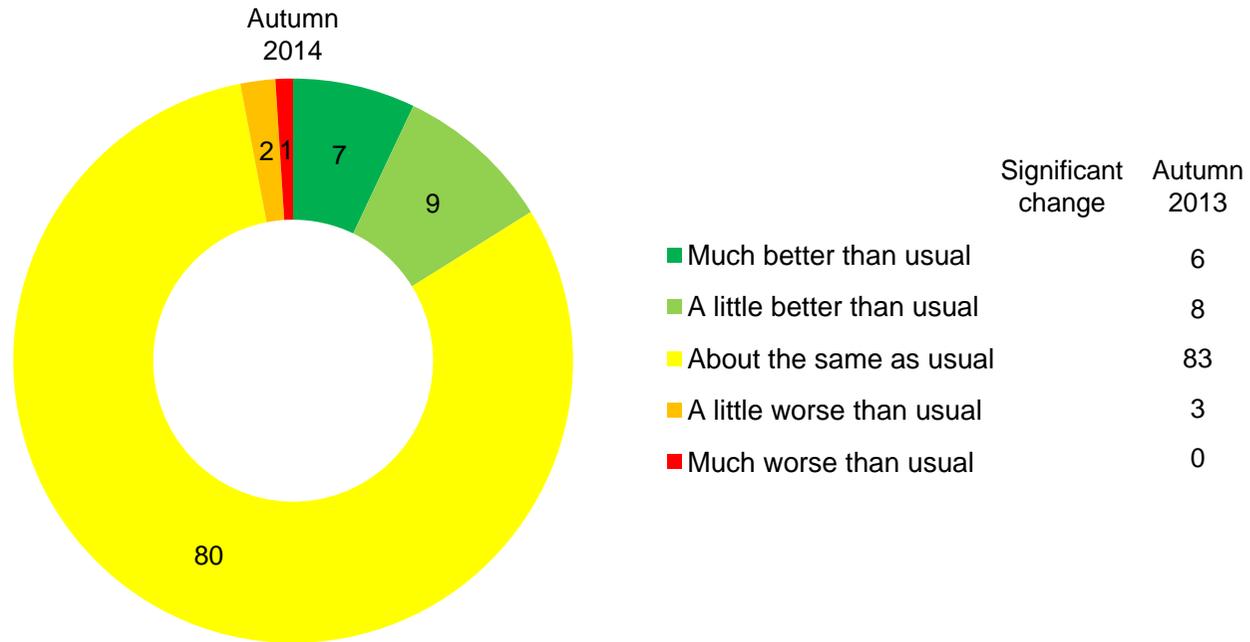
Tram Passenger Survey 2014 – Nottingham Express Transit

	Autumn 2014	Significant change	Autumn 2013
All passengers	4		6
Male	4		6
Female	3		5
Age 16 to 34	4		4
Age 35 to 59	4		10
Age 60+	1		3

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
 Base: All passengers - 266

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

Tram Passenger Survey 2014 – Nottingham Express Transit

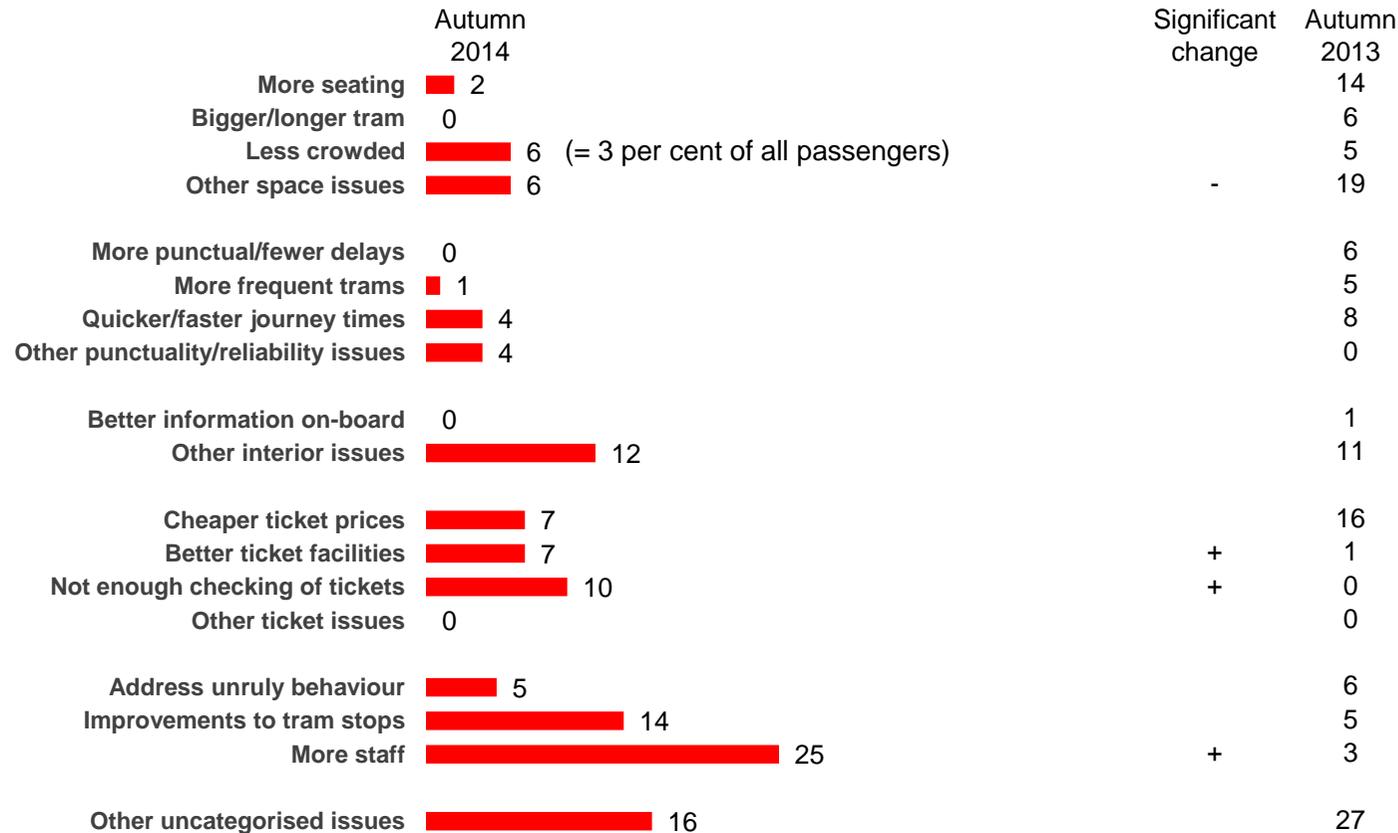


Q. If you have used the tram before, how typical would you say today's experience was?
Base: All previously using a tram - 263

Suggested improvements spontaneously mentioned by tram passengers (%)

Tram Passenger Survey 2014 – Nottingham Express Transit

73 per cent (+) of passengers could think of no improvement suggestions to make (2013: 64 per cent)
Of the 27 per cent (-) who did, their suggestions are shown below (2013: 36 per cent)



Q. If something could have been improved on your tram journey today, what would it have been?
Base: All suggesting an improvement - 77

Suggested improvements to the NET service – passenger verbatims

Tram Passenger Survey 2014 – Nottingham Express Transit

There is a peculiar odour when I go on the tram. It's like going into a public toilet which has been mopped with cheap disinfectant. Wish something could be done about that. Don't get it on London underground or Glasgows clockwork oranges. Glad of opportunity to say, thank you

Ticket inspectors always on the tram rather than snap inspections with "many" inspectors. Seats dirty

Free wifi

The electronic display was not working at first and staff just advised people to board the tram and then get off if it wasn't the right one. The display/announcements didn't start up until we got to Market Square. This would need to be improved

No greeting or human interaction, this has affected my experience of the trams in a negative way, not like it used to be. I also missed a tram whilst fiddling with the machine at the tram stop for a ticket where previously I would have boarded then purchased a ticket - this delayed my journey

Not all of the buttons on the tram work and so when pressed the driver didn't stop and so I had to get off at the stop after the one that I wanted

More staff around. Didn't see one member of staff during the whole journey, only the driver

When the ticket inspectors get on why does the tram have to wait at the same stop for them to get off, surely they could travel one stop and then get off so that the tram can get on with its journey

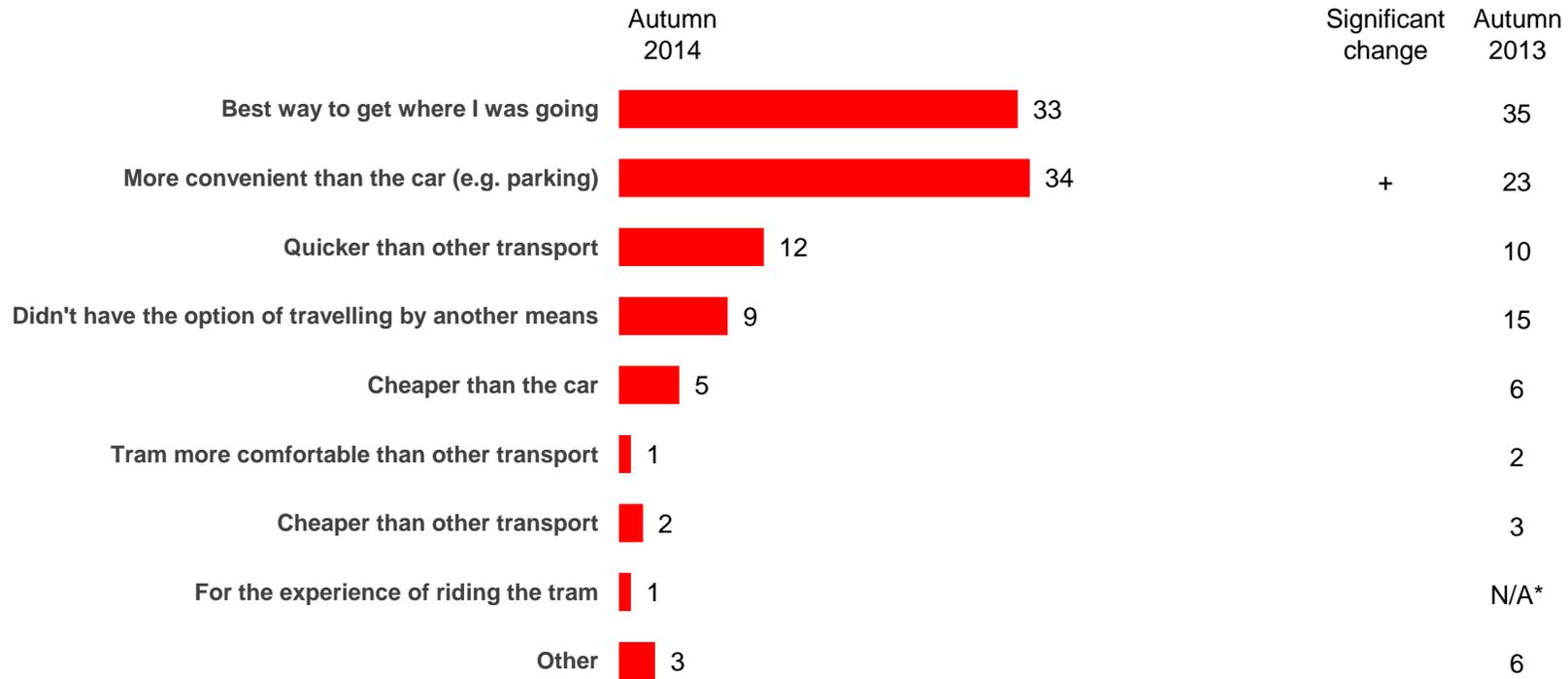
More staff checking tickets as I overheard people saying they didn't have any. It's not right when most pay and others don't

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Tram usage

Reasons for choosing the tram (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



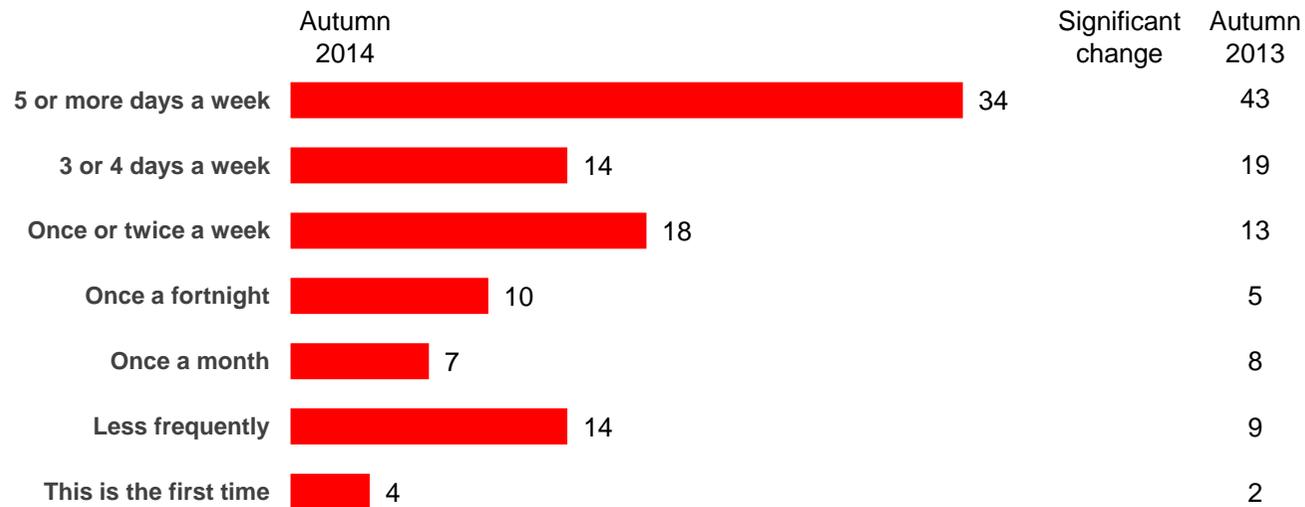
*Not asked in 2013

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

Base: All passengers - 264

Frequency of using Nottingham Express Transit (%)

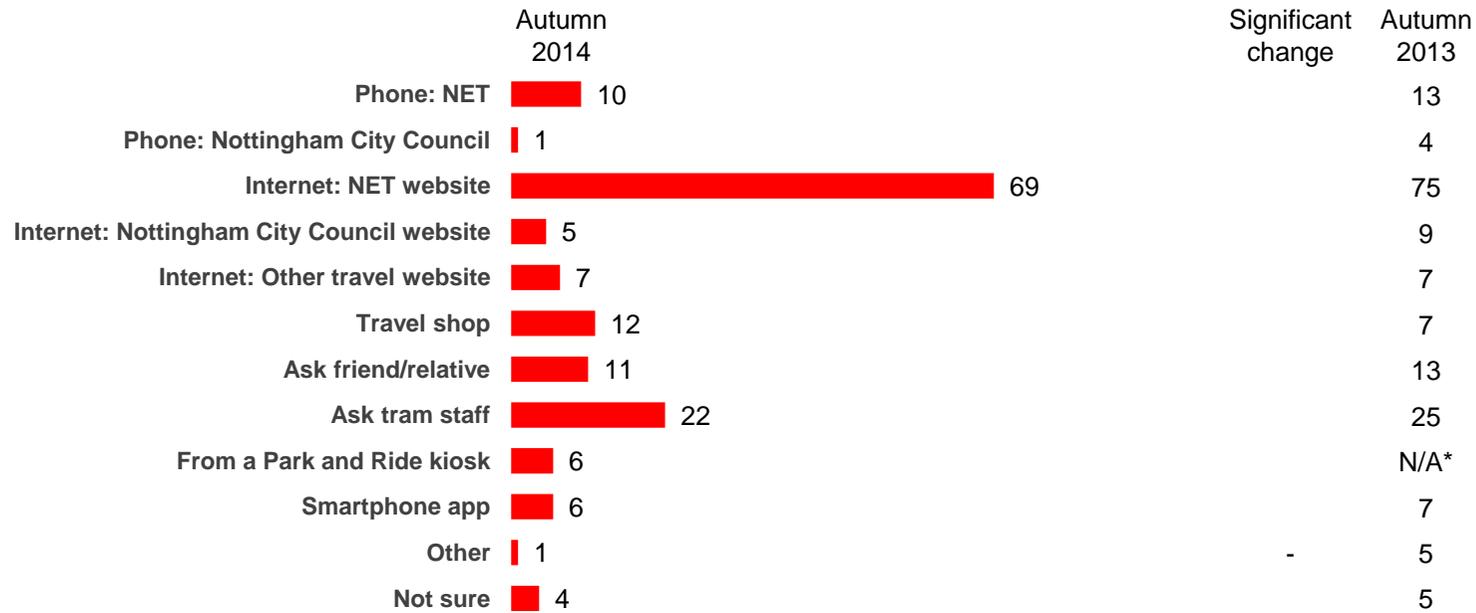
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. How often do you typically travel by tram?
 Base: All passengers - 272

Sources for tram information (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



*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 - 265

Factors preventing more journeys being made (%)

Tram Passenger Survey 2014 – Nottingham Express Transit

	Autumn 2014	Significant change	Autumn 2013
Places reachable	32	-	48
Frequency of trams	9		7
Reliability of trams	6		4
Cost of using trams	19		26
Understanding the fares	1		2
Understanding ticket machines	5	+	0
Journey times	9		11
Comfort of trams	6		8
Level of crowding	29		40
Concern for personal safety	9		7
Tram network improvement works	6		N/A*

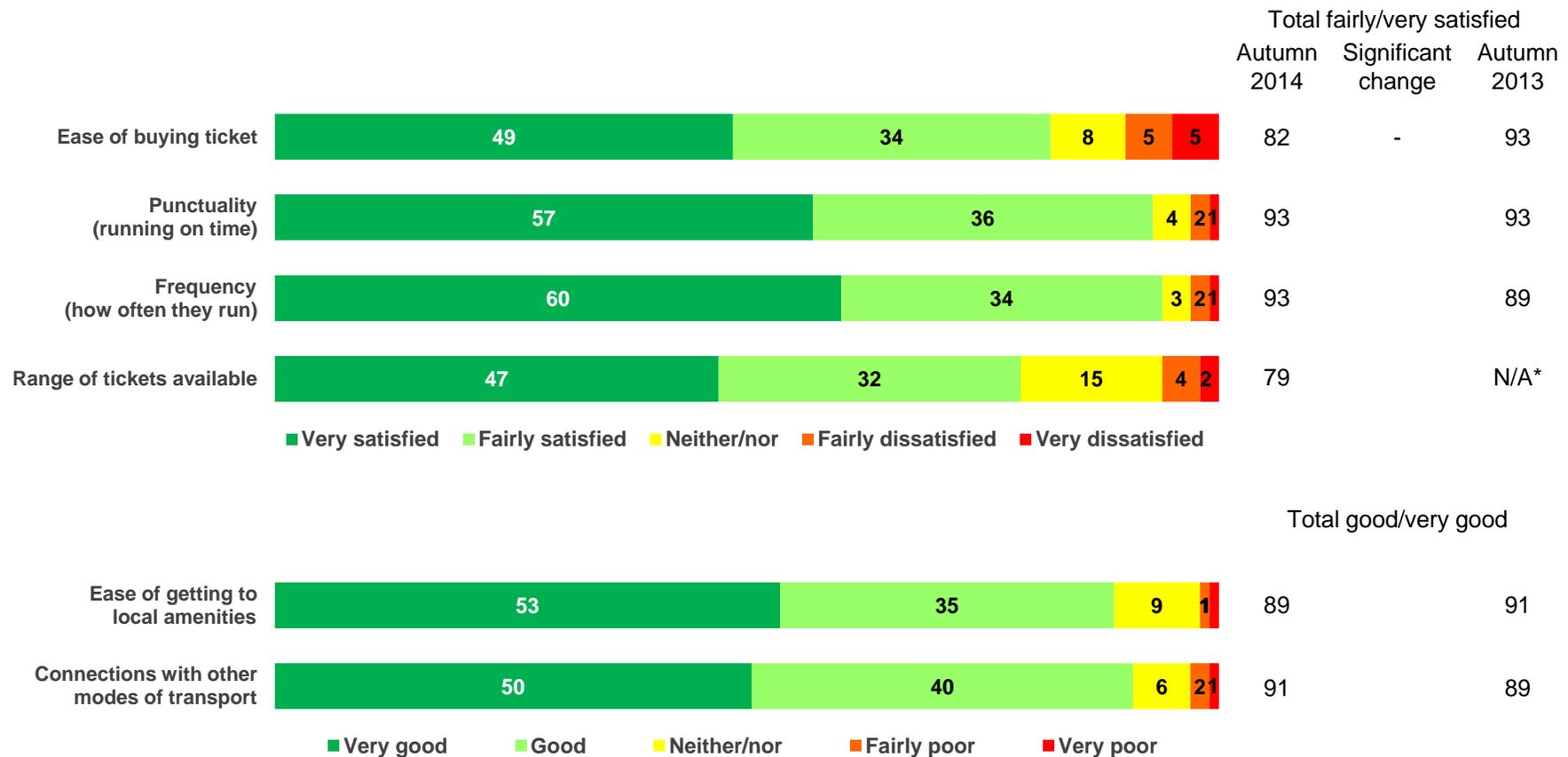
*Not asked in 2013. The addition of 'Tram network improvement works' in TPS 2014 could have caused the significant drops in other factors

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

Base: All previously using the tram - 208

Satisfaction with trams generally (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



*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 - 263

Tram Passenger Survey (TPS) 2014
– Nottingham Express Transit

Passenger and journey details

Passenger profile (%)

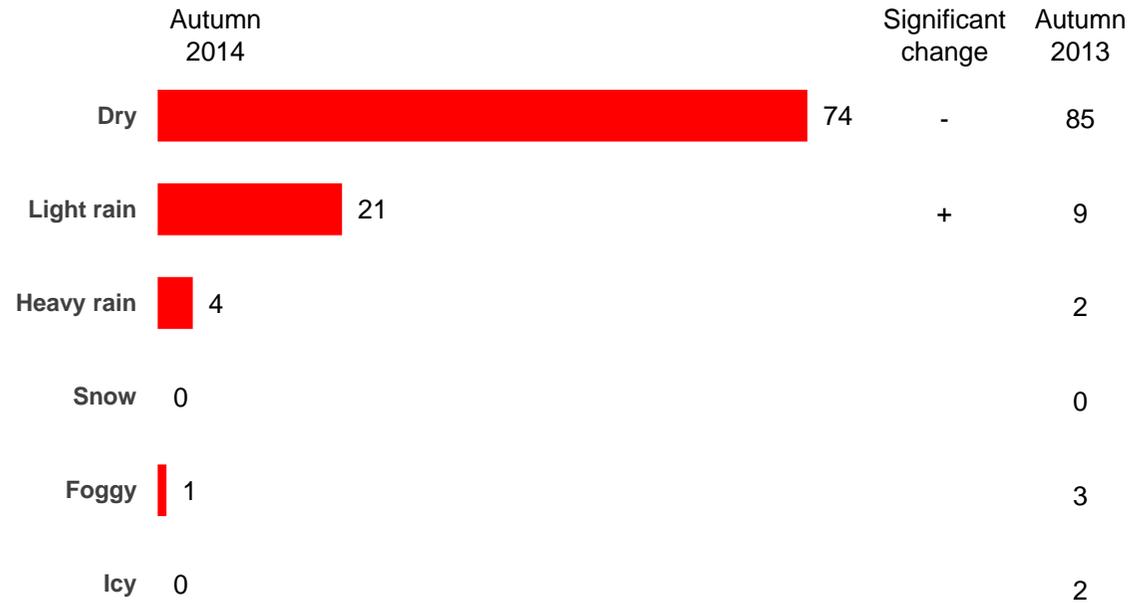
Tram Passenger Survey 2014 – Nottingham Express Transit

	Tram		
	Autumn 2014	Significant change	Autumn 2013
Age			
16-34	44		46
35-59	34		36
Over 60	23		18
Access to private transport			
Easy	47		40
Moderate	27	-	36
Limited/none	25		23
Has a disability			
Yes	15		12
Ticket type			
Free pass holders	19		15
Fare-payers	81		85

Base: All passengers - 272

Weather conditions when journey made (%)

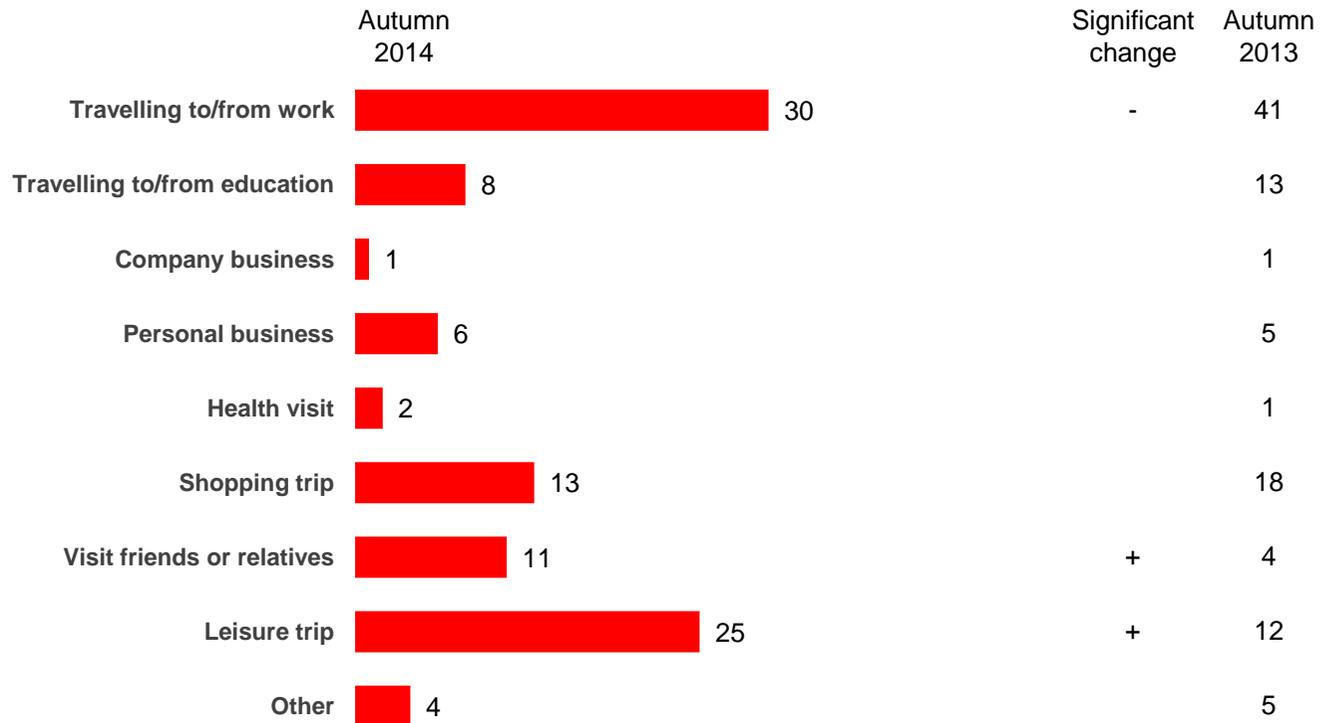
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. What was the weather like when you made your journey?
 Base: All passengers - 266

Journey purpose (%) – 1

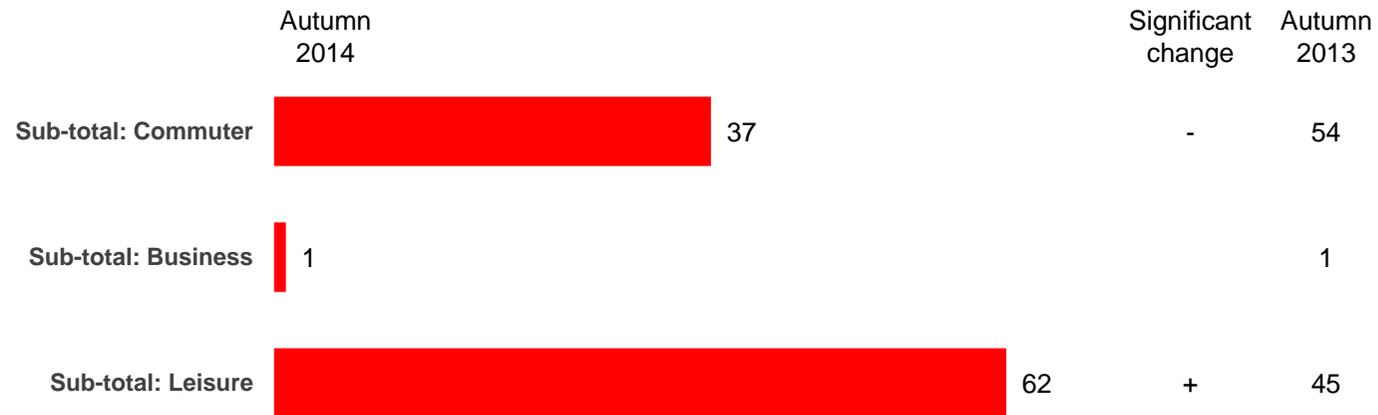
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. What is the main purpose of your tram journey today?
 Base: All passengers - 265

Journey purpose (%) – 2

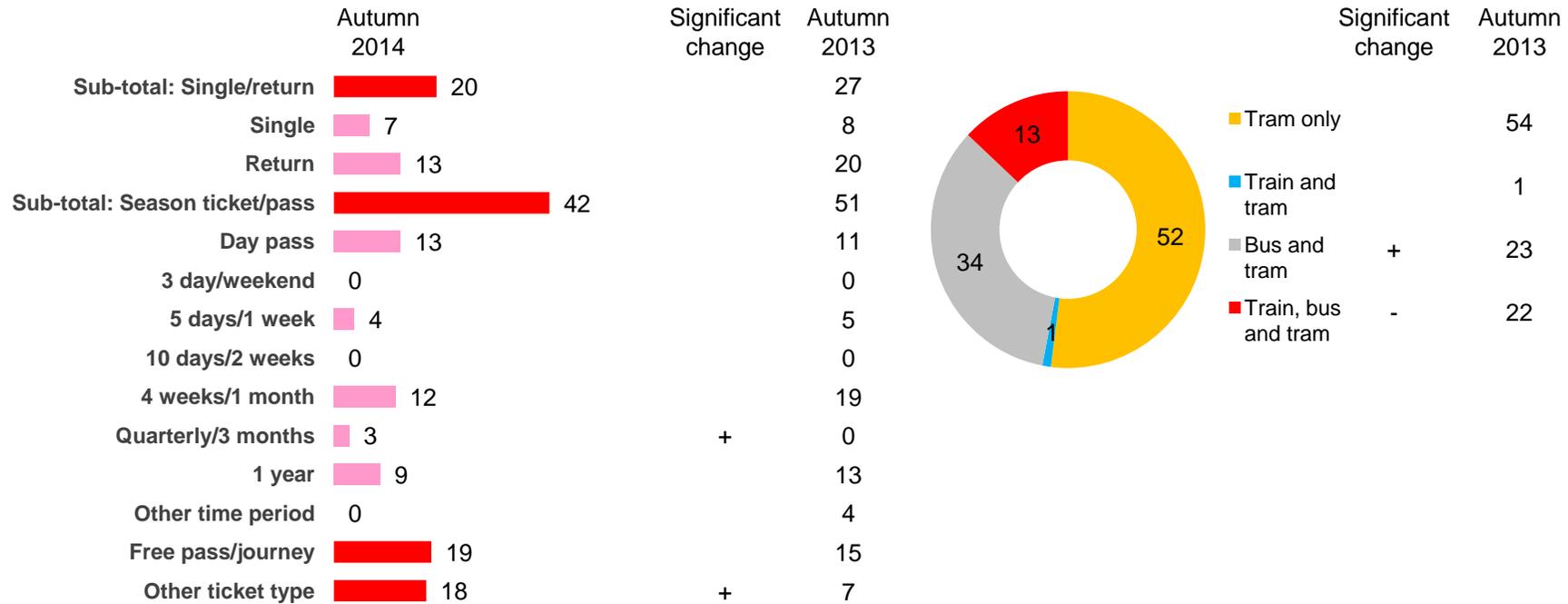
Tram Passenger Survey 2014 – Nottingham Express Transit



Q. What is the main purpose of your tram journey today?
Base: All passengers - 265

Ticket type and modes of transport permitted (%)

Tram Passenger Survey 2014 – Nottingham Express Transit

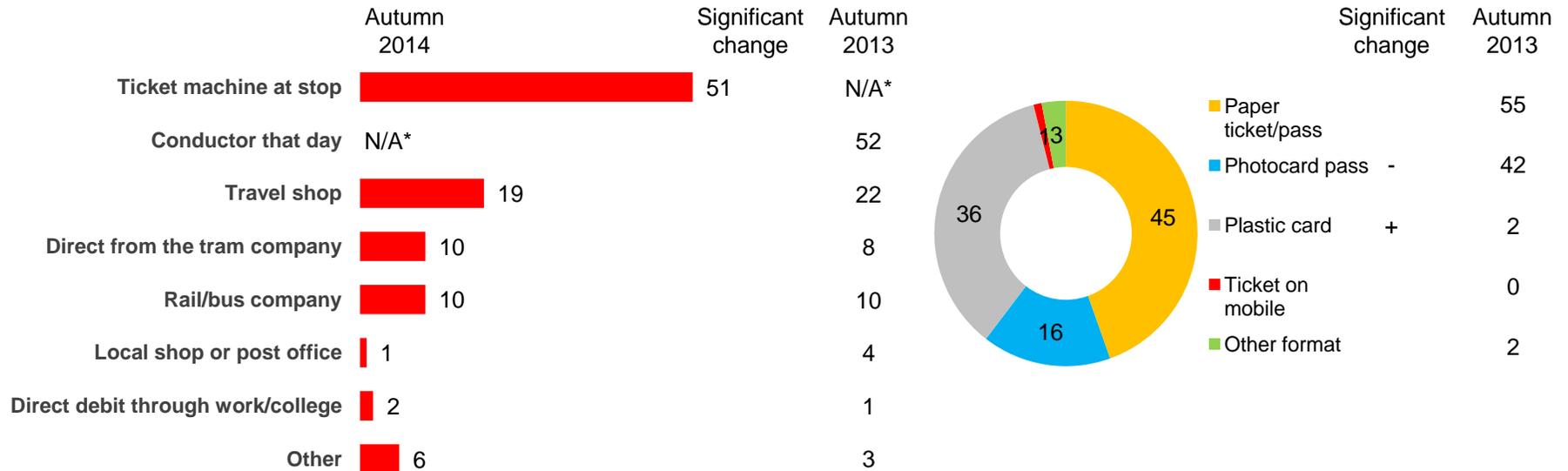


Q. What type of ticket/pass did you use for this tram journey today?
Base: All passengers - 266

Q. What modes of transport does your ticket allow you to travel on?
Base: All passengers - 268

Method of buying ticket and ticket format (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



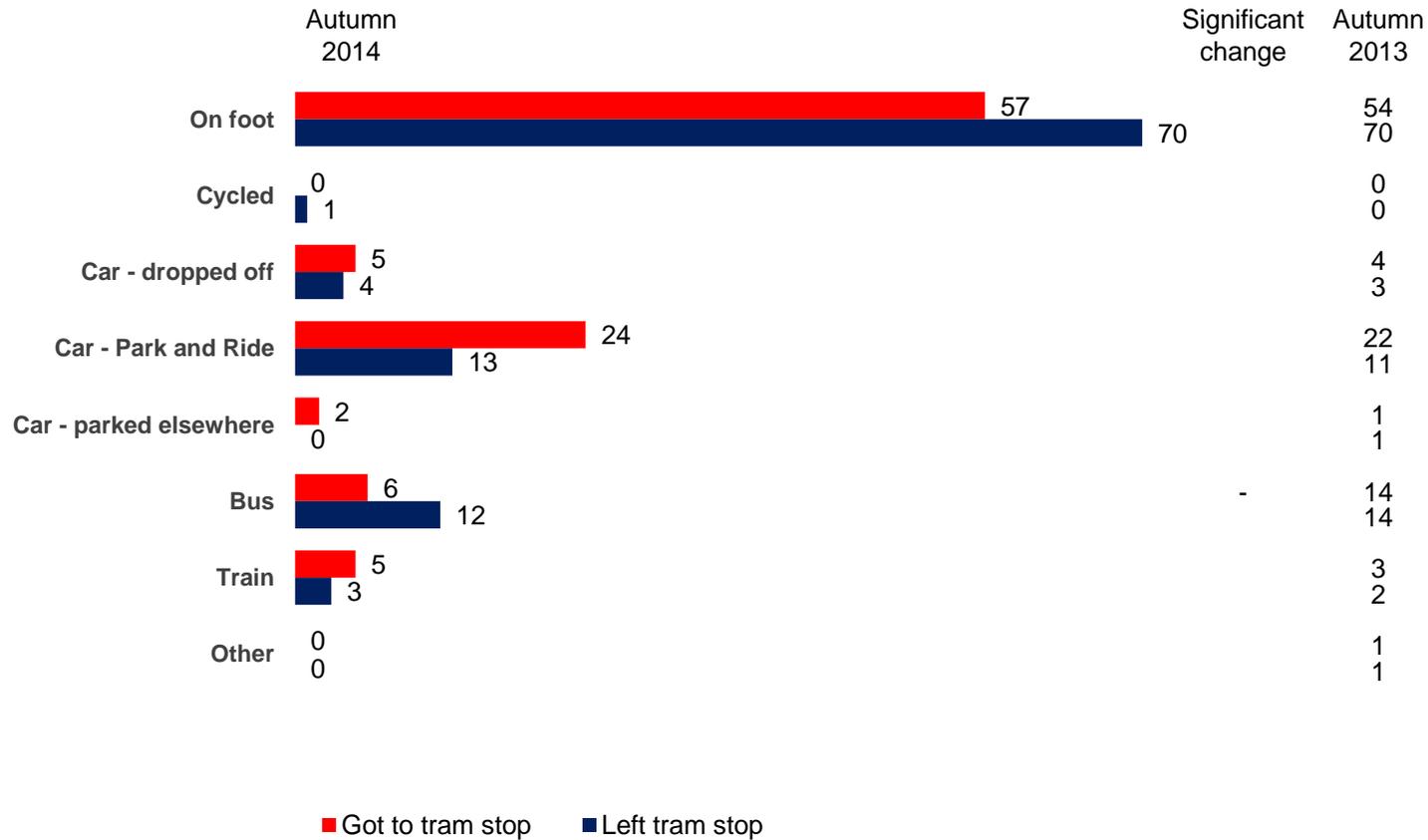
*Not asked for NET

Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 218

Q. In what format was your ticket?
Base: All passengers - 262

How got to and from the tram stop (%)

Tram Passenger Survey 2014 – Nottingham Express Transit



Q: How did you get to/from the tram stop where you boarded/left the tram today?
 Base: All passengers - 266

NET stops used by passengers surveyed (%)

Tram Passenger Survey 2014 – Nottingham Express Transit

54 per cent of passengers were on an outward journey, 39 per cent on a return and 8 per cent on a one-way trip (2013: 51 per cent, 45 per cent and 4 per cent respectively)

85 per cent of passengers had a seat for their whole journey. 3 per cent said they had to stand but would have liked to have a seat (2013: 82 per cent and 6 per cent)

Boarding

	Autumn 2014	Significant change	Autumn 2013
• Hucknall	14		20
• Station Street	14		19
• Phoenix Park	13		12
• Old Market Square	12		11
• David Lane	7	+	3
• Wilkinson Street	6	+	1
• Nottingham Trent University	5	+	1
• Royal Centre	5		3

Alighting

	Autumn 2014	Significant change	Autumn 2013
• Royal Centre	22	+	13
• Old Market Square	19		17
• Station Street	11		9
• Phoenix Park	9		6
• Hucknall	8		14
• Nottingham Trent University	5		4
• Lace Market	4		7
• The Forest	4		5
• Wilkinson Street	3		4

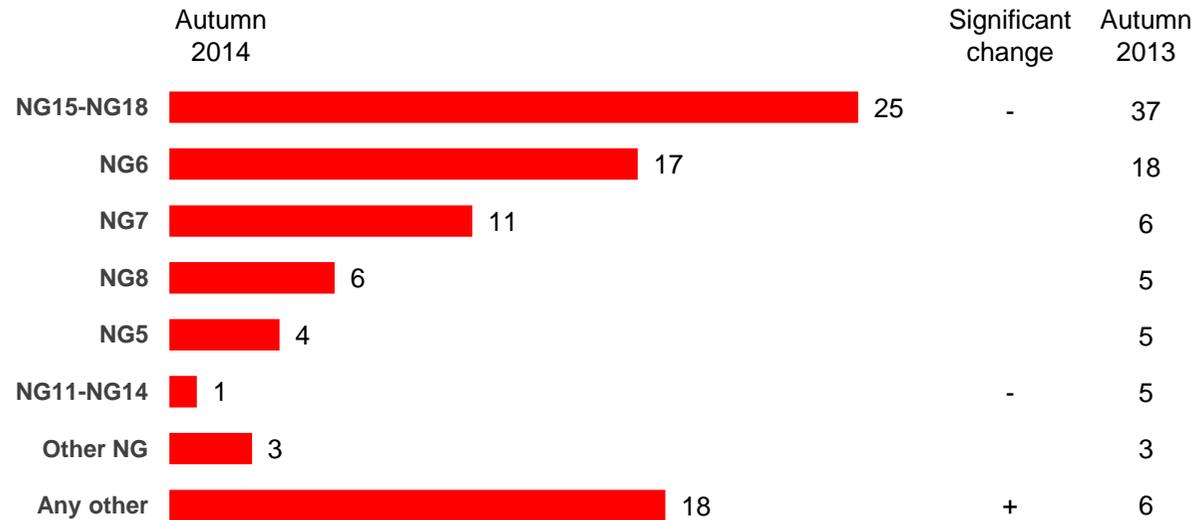
Any changes in tram stops used reflects the sample of passengers in this survey rather than actual usage of stops

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 - 272

Where NET passengers live (%) – by postcode

Tram Passenger Survey 2014 – Nottingham Express Transit



Q: What is your postcode?
 Base: All giving a postcode - 217

Tram Passenger Survey (TPS) 2014
– Nottingham Express Transit

Appendix – Questionnaire

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

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	<input type="checkbox"/>	Electronic display at the stop	<input type="checkbox"/>
Online tram times	<input type="checkbox"/>	Information posters at the stop	<input type="checkbox"/>
Live tram locator/timings (e.g. via mobile app/web)	<input type="checkbox"/>	Online tram times	<input type="checkbox"/>
Disruption updates (e.g. on Twitter/Facebook)	<input type="checkbox"/>	Live tram locator/timings (e.g. via mobile app/web)	<input type="checkbox"/>
Other	<input type="checkbox"/>	Disruption updates (e.g. on Twitter/Facebook)	<input type="checkbox"/>
		Other	<input type="checkbox"/>

Q16b. If you did not check to find out when the tram was meant to arrive, why was this?
(Please tick all that apply)

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

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

(Please write in the time in minutes)

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

Much longer than expected	<input type="checkbox"/>	A little less time than you expected	<input type="checkbox"/>
A little longer than you expected	<input type="checkbox"/>	Much less time than you expected	<input type="checkbox"/>
About the length of time you expected	<input type="checkbox"/>		

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

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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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	<input type="checkbox"/>	No – but you were happy to stand	<input type="checkbox"/>
Yes – for part of the journey	<input type="checkbox"/>	No – but you would have liked a seat	<input type="checkbox"/>

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

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----------	--------------------------	----------	--------------------------

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 NET 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 NET staff you encountered on your journey, please indicate how satisfied you were with each of the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The appearance of any staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 NET journey you made when given this questionnaire

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

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

- | | | | |
|---|--------------------------|----------------------------|--------------------------|
| 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 NET services for the following:

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

Q32b. And how satisfied are you overall with NET services for the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Ease of buying your ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality (running on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency (how often the trams run).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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: NET | <input type="checkbox"/> | Ask friend/relative | <input type="checkbox"/> |
| Phone: Nottingham City Council | <input type="checkbox"/> | From a Park and Ride kiosk | <input type="checkbox"/> |
| Internet: NET website | <input type="checkbox"/> | Smartphone app | <input type="checkbox"/> |
| Internet: Nottingham City Council 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 NET? (Please tick the closest to your frequency of tram use)

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

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

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

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

- | | | | |
|--|--------------------------|---|--------------------------|
| The places you can reach by NET | <input type="checkbox"/> | How long journeys take when going by NET | <input type="checkbox"/> |
| The frequency of trams in the area | <input type="checkbox"/> | The comfort of the trams | <input type="checkbox"/> |
| The reliability of the trams | <input type="checkbox"/> | The level of crowding on the trams | <input type="checkbox"/> |
| The cost of using NET | <input type="checkbox"/> | A concern for your personal safety on NET | <input type="checkbox"/> |
| Understanding the fares | <input type="checkbox"/> | Tram network improvement works | <input type="checkbox"/> |
| Understanding the ticket machines | <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 invited to 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 02020 816100 or www.mrs.org.uk who will verify bDRC Continental's status as a legitimate market research organisation. You may also contact Nick Orrell at bDRC Continental on 0207 490 9106.