

Tram Passenger Survey (TPS) – Manchester Metrolink

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

Research objectives

- To measure tram passenger journey satisfaction for the five tram systems within the Passenger Focus remit area in England:
 - Blackpool
 - Manchester Metrolink
 - Midland Metro (Birmingham/Wolverhampton)
 - Nottingham Express Transit (NET)
 - Sheffield Supertram.
- To provide cross-modal comparisons where possible with bus and train journeys as measured in our Bus and National Rail Passenger Surveys (BPS and NRPS)
- To explore barriers to tram use, opportunities to encourage usage, and potential improvements to the passenger experience

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

Methodology – fieldwork

Tram Passenger Survey – Manchester Metrolink

Manchester Metrolink (TPS)

Fieldwork: 28 October to 15 December 2013

Interviewer shifts: covered all days of the week and ran from 6am to 10pm. Each interviewer worked a three-hour shift

Method: Choice of paper or online self-completion questionnaire

Sample size: 2,904 interviews (2,153 paper, 751 online)

Bus (BPS) data for Transport for Greater Manchester area

Fieldwork: 8 September to 30 November 2013

Interviewer shifts: covered all days of the week and ran from 6am to 10pm. Each interviewer worked a three-hour shift

Method: Self-completion paper questionnaire

Sample size: 2,252 interviews

Train (NRPS) data for Transport for Greater Manchester area

Fieldwork: 2 September to 11 November 2013

Interviewer shifts: covered all days of the week and ran from 6am to 10pm. Each interviewer worked a three-hour shift

Method: Self-completion paper questionnaire

Sample size: 1,199 interviews

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

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

Methodology – data analysis

Tram Passenger Survey – Manchester Metrolink

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

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

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

The full details of the weighting matrix can be found in the TPS Autumn 2013 technical report

Waiver

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

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

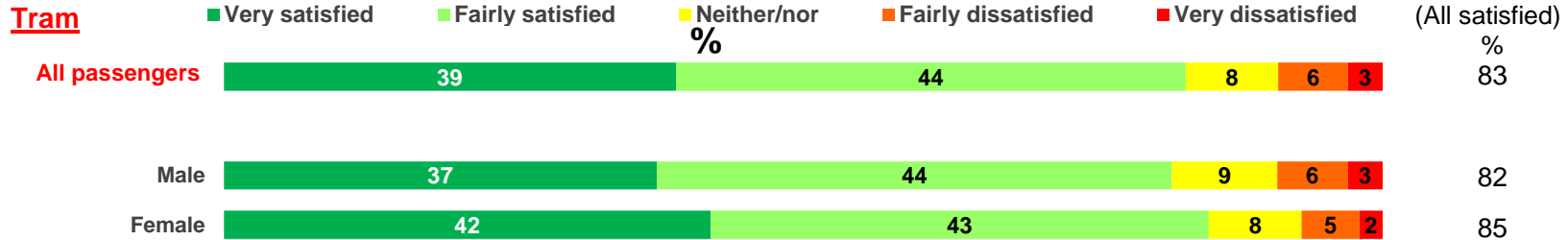
Tram Passenger Survey (TPS) – Manchester Metrolink

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

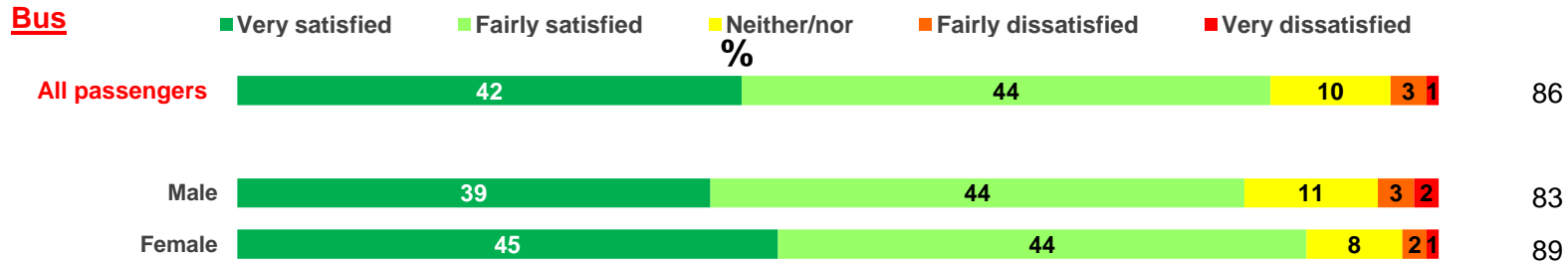
Overall satisfaction – by gender

Tram Passenger Survey – Manchester Metrolink

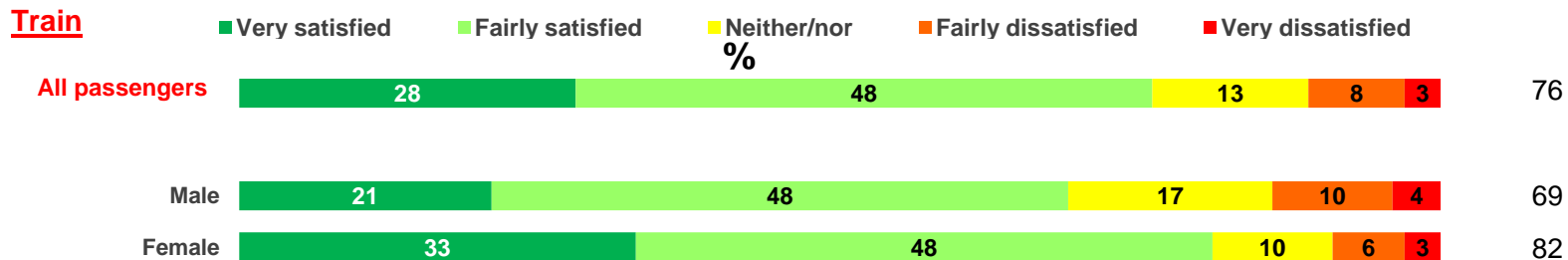
National
Average



90%



88%



83%

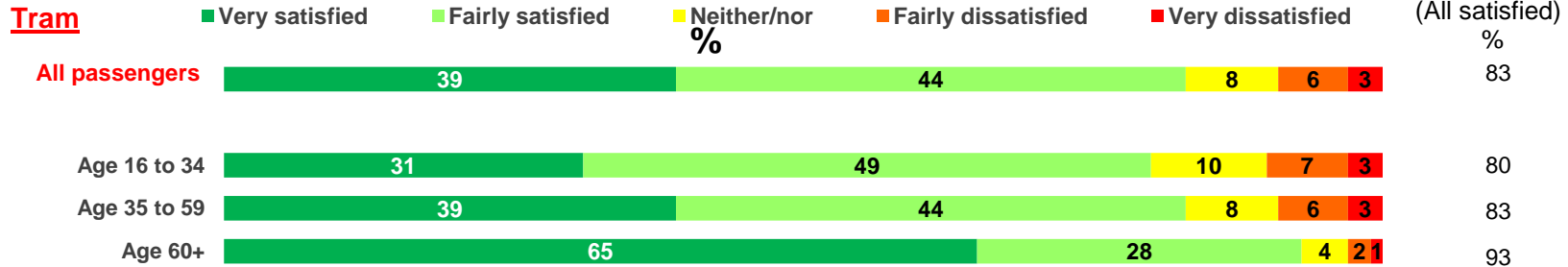
Q. Overall, taking everything into account from the start to the end of this tram/bus/train journey, how satisfied were you with your tram/bus/train journey?

Base (all passengers): 2891, 2212, 1168

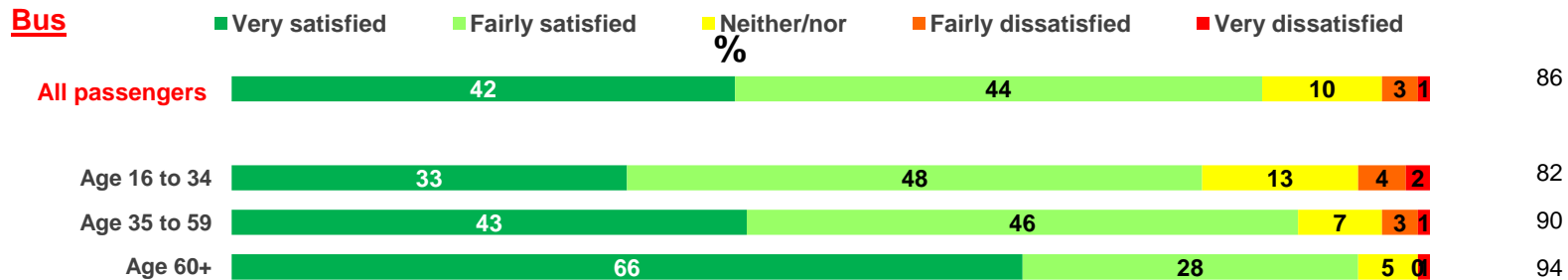
Overall satisfaction – by age

Tram Passenger Survey – Manchester Metrolink

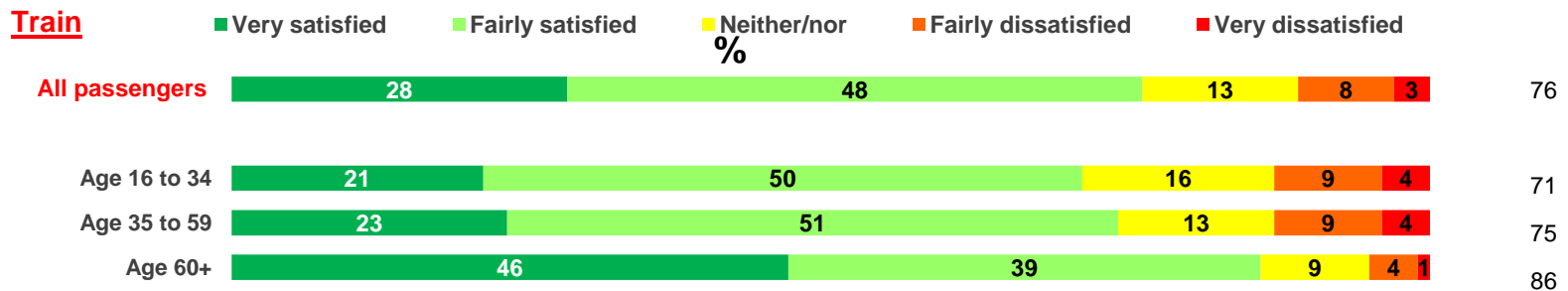
National
Average



90%



88%



83%

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

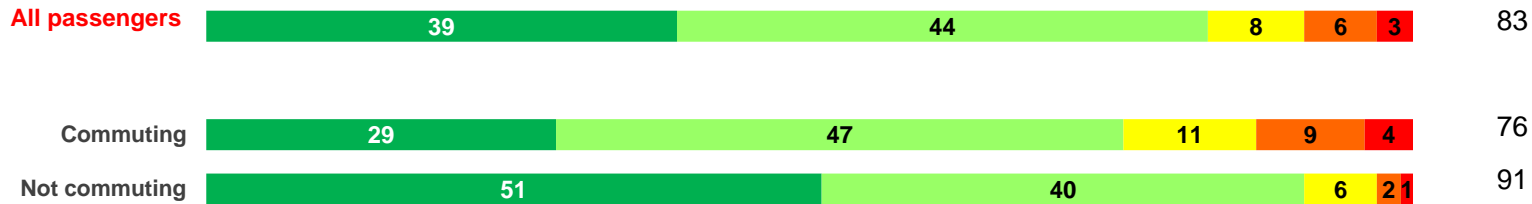
Base (all passengers): 2891, 2212, 1168

Overall satisfaction – by passenger type

Tram Passenger Survey – Manchester Metrolink

National
Average

Tram ■ Very satisfied ■ Fairly satisfied ■ Neither/nor % ■ Fairly dissatisfied ■ Very dissatisfied (All satisfied) %



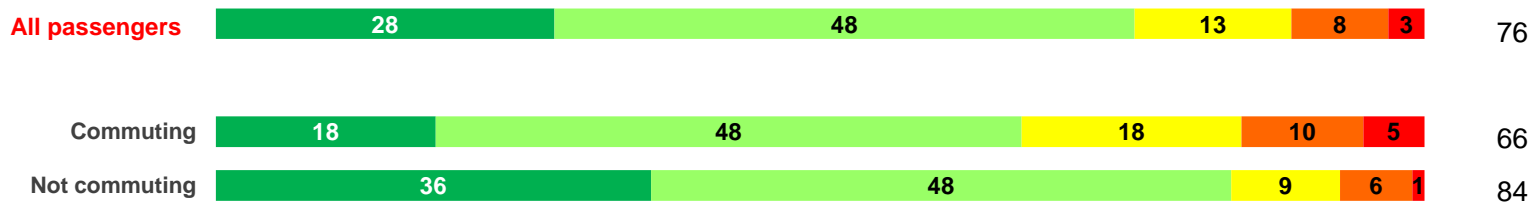
90%

Bus ■ Very satisfied ■ Fairly satisfied ■ Neither/nor % ■ Fairly dissatisfied ■ Very dissatisfied



88%

Train ■ Very satisfied ■ Fairly satisfied ■ Neither/nor % ■ Fairly dissatisfied ■ Very dissatisfied



83%

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

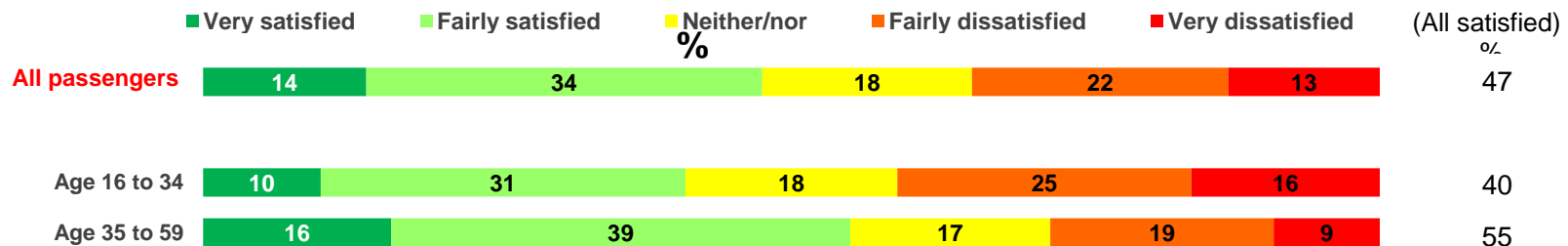
Base (all passengers): 2891, 2212, 1168

Value for money – by age

Tram Passenger Survey – Manchester Metrolink

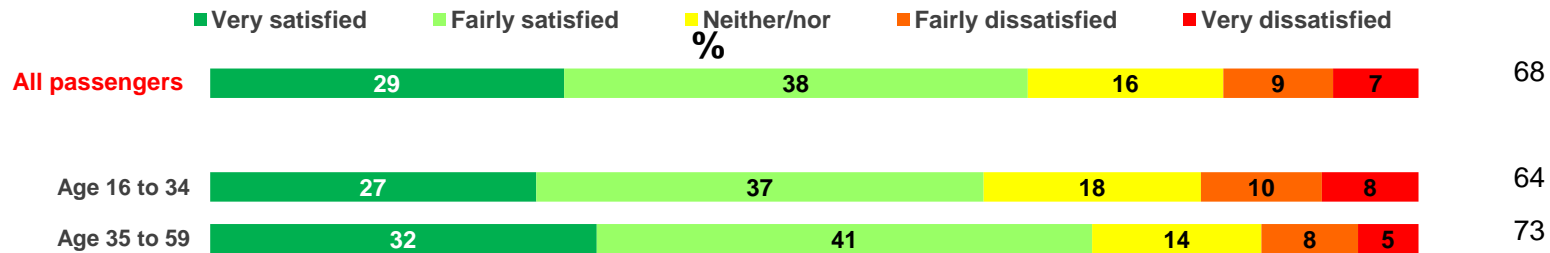
National
Average

Tram (fare-payers only)



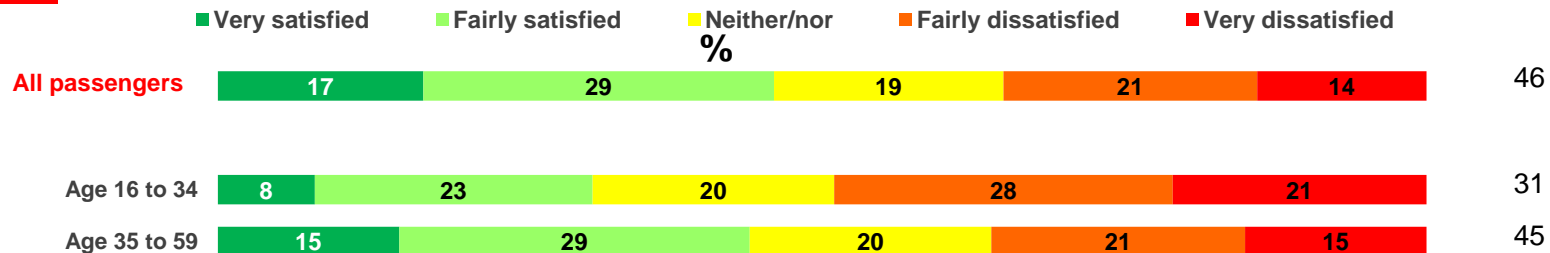
60%

Bus (fare-payers only)



61%

Train



45%

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

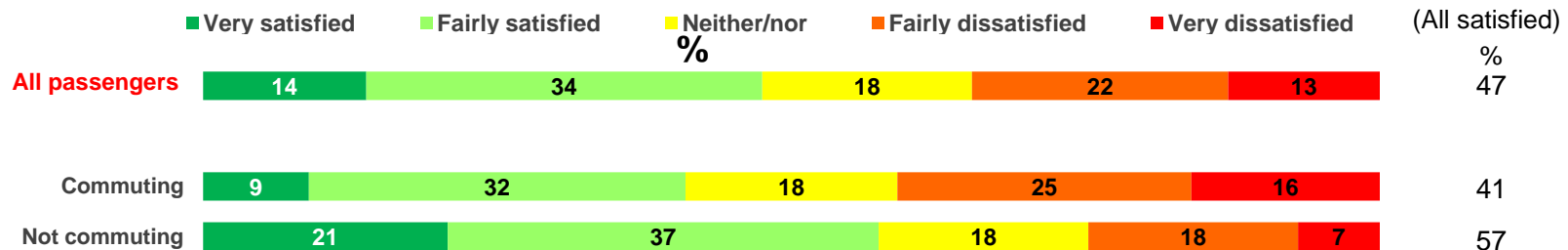
Base (all fare paying passengers): 2050, 1125, 1096

Value for money – by passenger type

Tram Passenger Survey – Manchester Metrolink

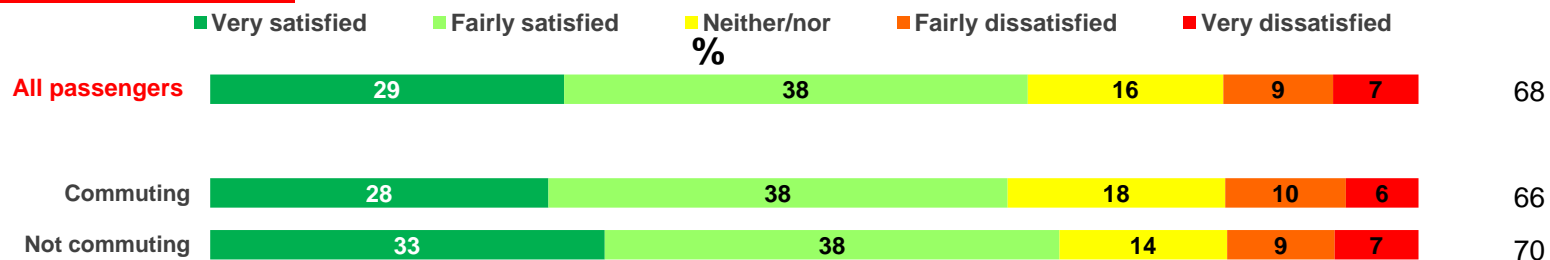
National
Average

Tram (fare-payers only)



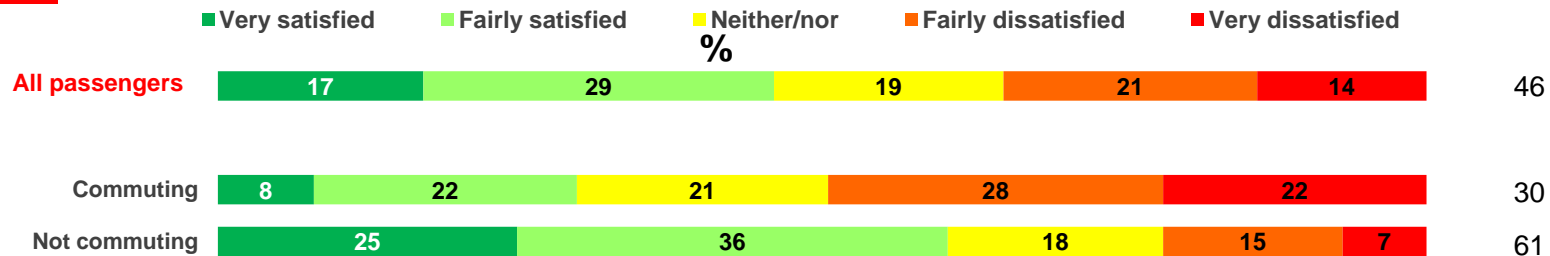
60%

Bus (fare-payers only)



61%

Train



45%

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

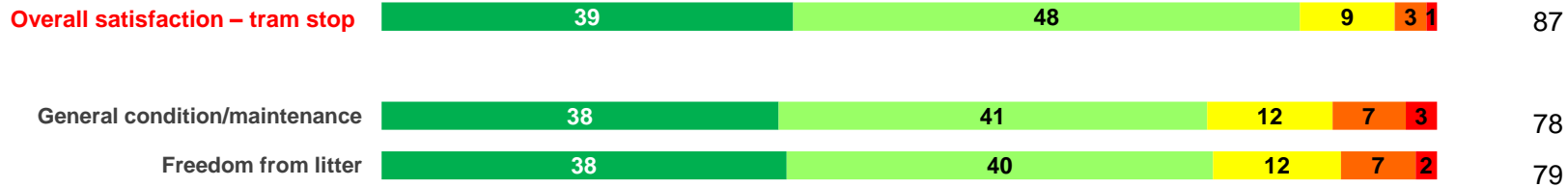
Base (all fare paying passengers): 2050, 1125, 1096

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

Tram Passenger Survey – Manchester Metrolink

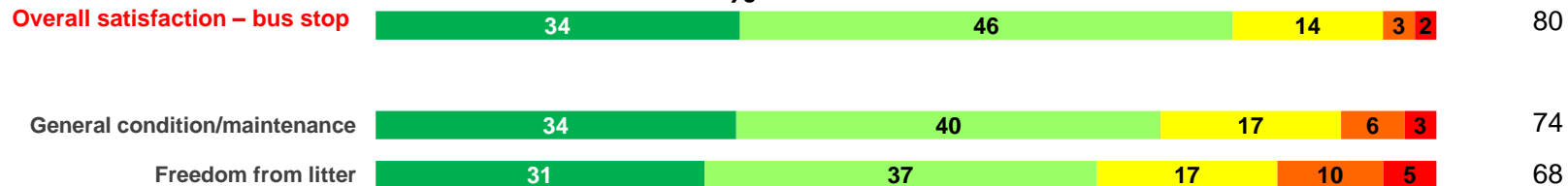
Tram

■ Very satisfied
■ Fairly satisfied
■ Neither/nor
■ Fairly dissatisfied
■ Very dissatisfied
(All satisfied)



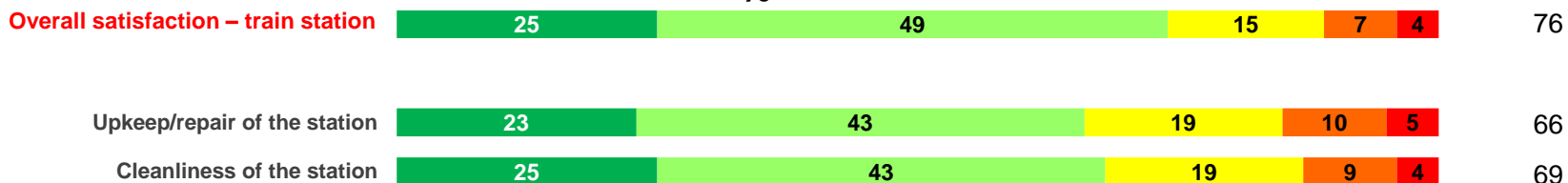
Bus

■ Very satisfied
■ Fairly satisfied
■ Neither/nor
■ Fairly dissatisfied
■ Very dissatisfied



Train

■ Very satisfied
■ Fairly satisfied
■ Neither/nor
■ Fairly dissatisfied
■ Very dissatisfied



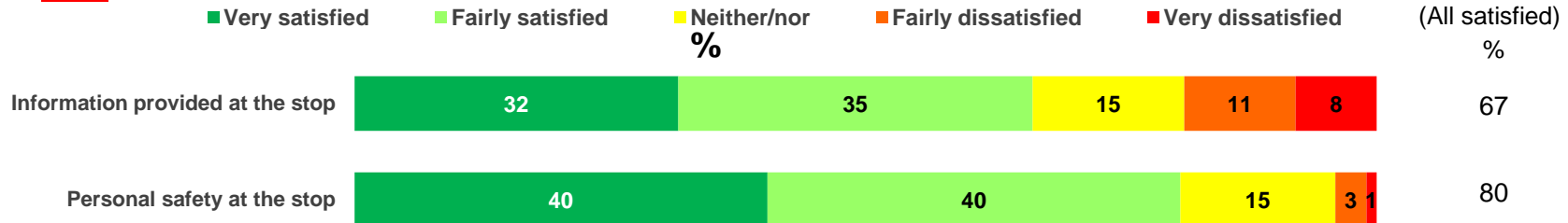
Q. Thinking about the tram/bus/train stop/station itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the bus/tram/train stop/station?

Base (all passengers): 2867, 2172, 853

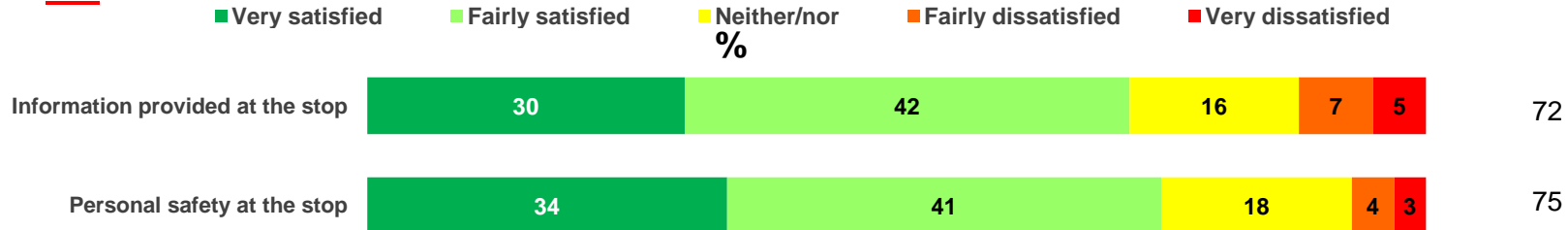
Satisfaction – with the tram/bus stop/train station (2)

Tram Passenger Survey – Manchester Metrolink

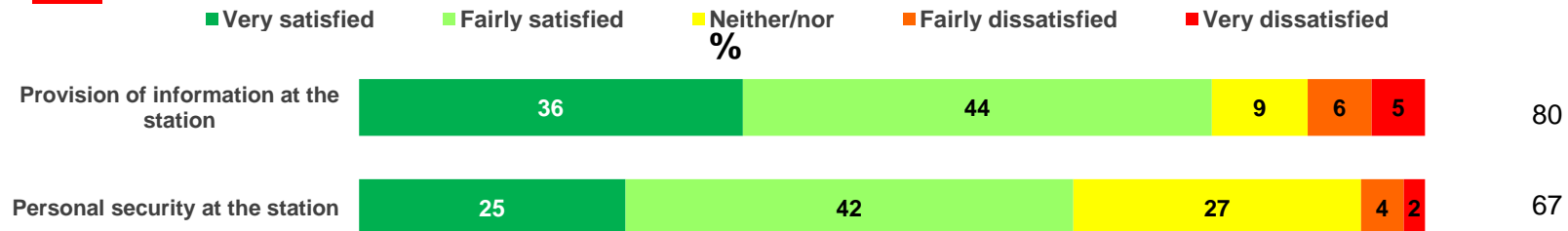
Tram



Bus



Train



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

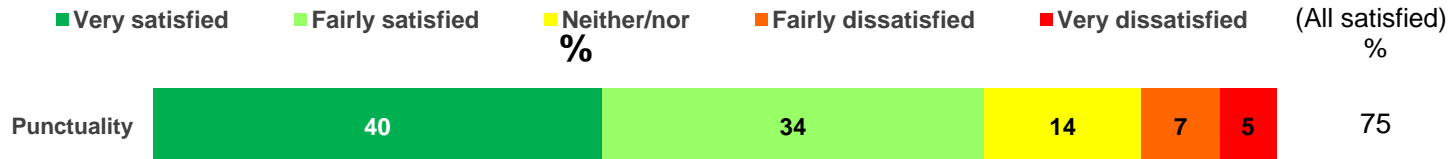
Base (all passengers): 2819, 1987, 617

Satisfaction – with tram/bus/train punctuality

Tram Passenger Survey – Manchester Metrolink

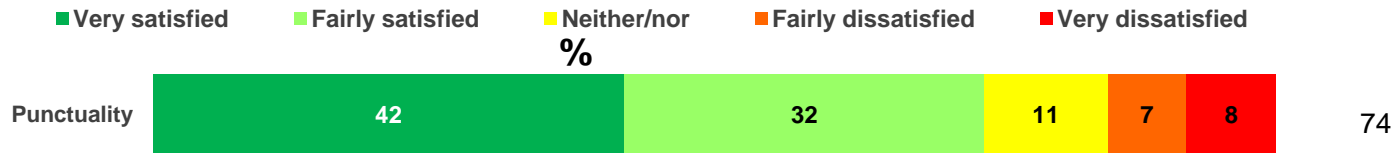
National
Average

Tram



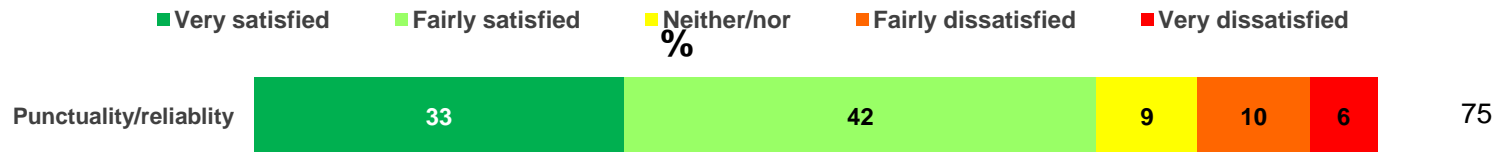
82%

Bus



76%

Train



78%

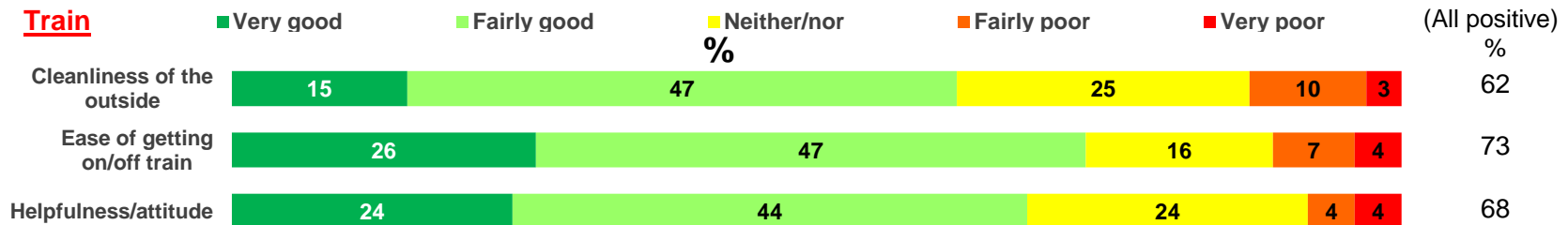
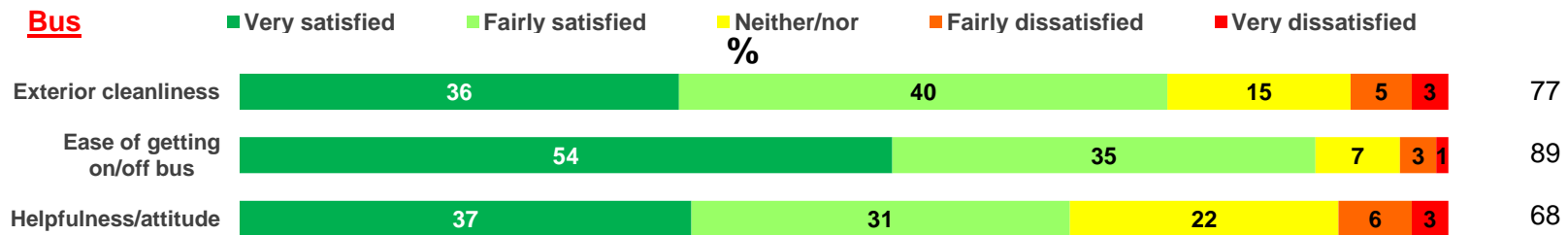
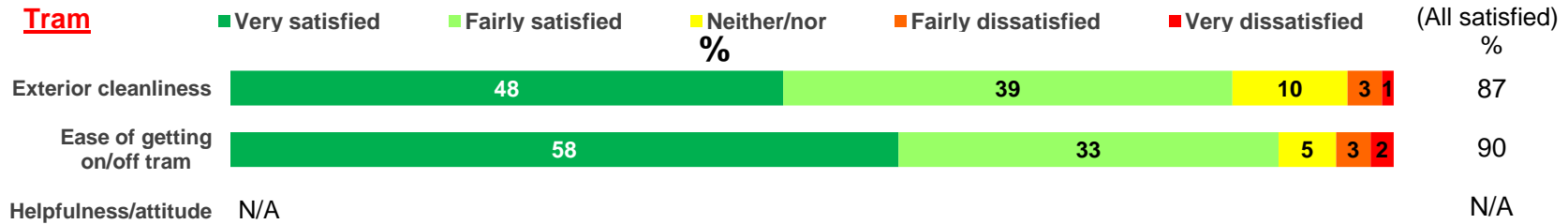
TPS/BPS: Q. How satisfied were you with tram/bus punctuality/running on time

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

Base (all passengers): 2693, 2011, 849

Satisfaction – with start of journey and on-board staff

Tram Passenger Survey – Manchester Metrolink



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

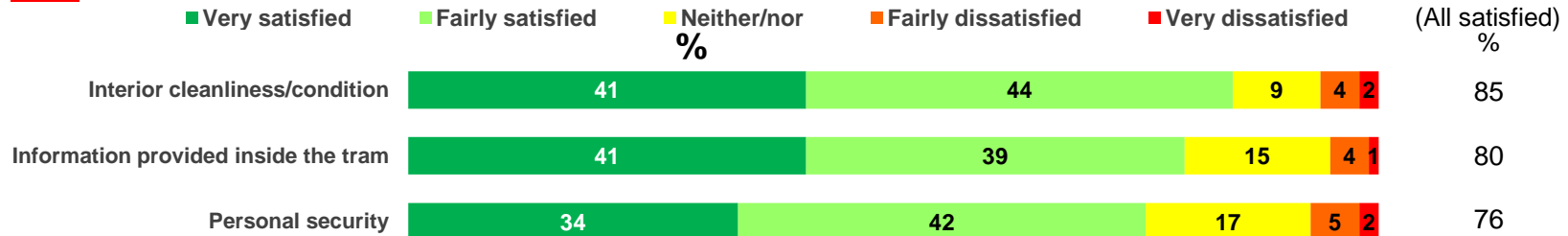
NRPS: Q. How would you rate the train you boarded in terms of:

Base (all passengers): 2874, 2167, 848

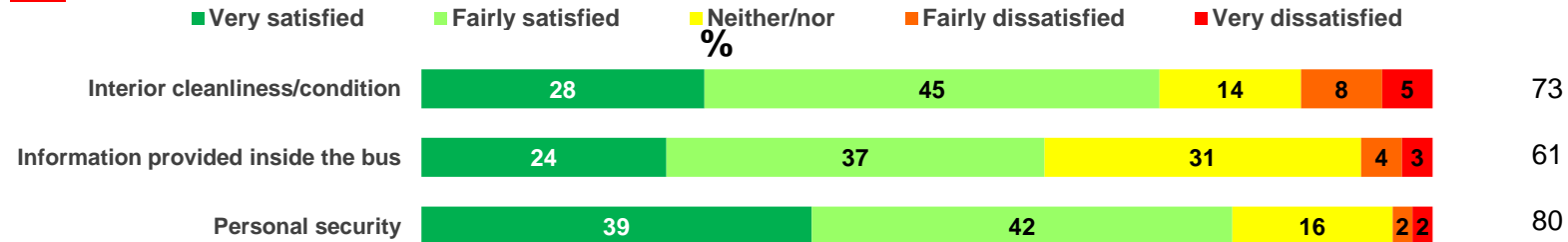
Satisfaction – on the tram/bus/train (1)

Tram Passenger Survey – Manchester Metrolink

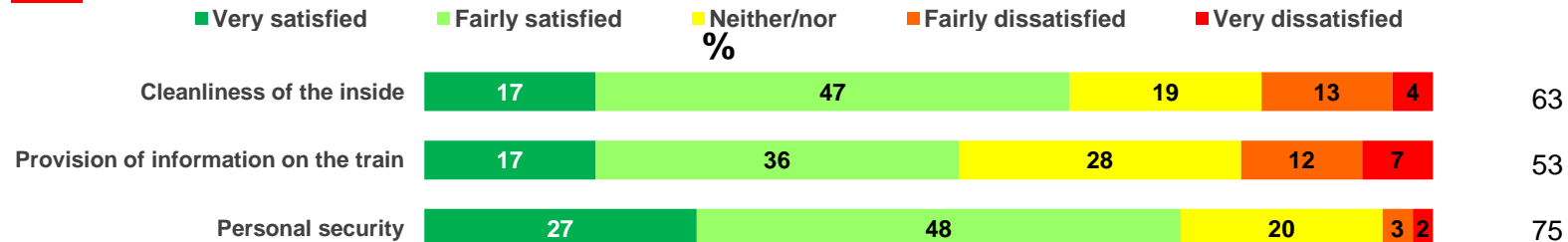
Tram



Bus



Train



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

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

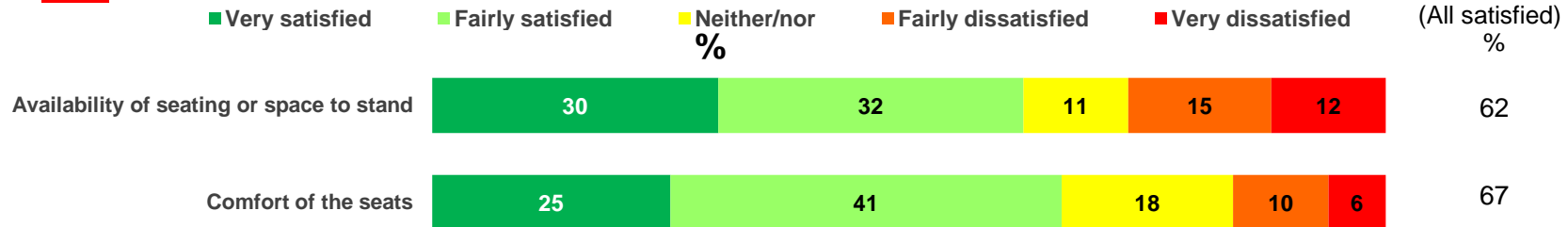
Base (all passengers): 2876, 2195, 850

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

Tram Passenger Survey – Manchester Metrolink

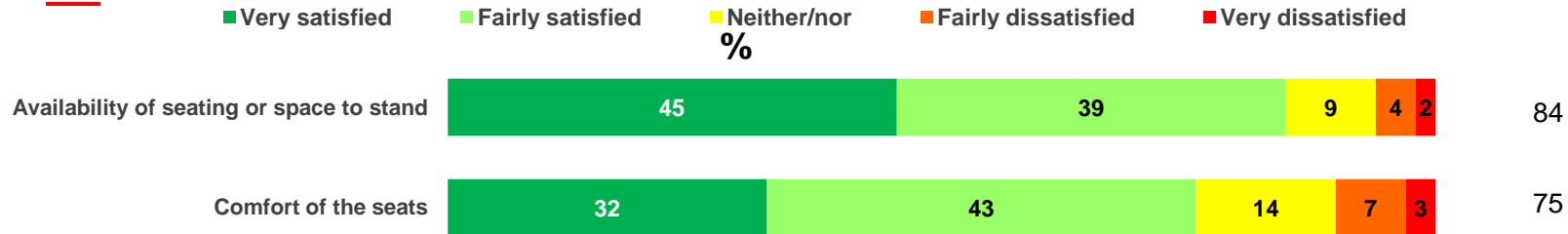
National
Average

Tram



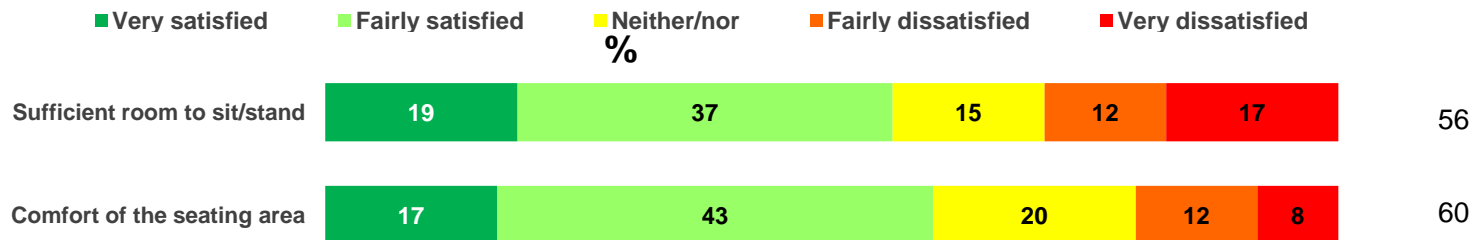
72%

Bus



85%

Train



67%

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

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

Base (all passengers): 2877, 2165, 843

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The Manchester Metrolink system

Tram Passenger Survey – Manchester Metrolink

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

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

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

* Additional trams every 12 mins from Media City

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

Fieldwork note:

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

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

The Manchester Metrolink route map

Tram Passenger Survey – Manchester Metrolink

