**Tram Passenger Survey (TPS) – All networks**

**Autumn 2015 results**

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# Contents

**Tram Passenger Survey (TPS) – All networks**

**Context to the survey**

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# Background to the 2015 survey

**The Tram Passenger Survey (TPS)**

The TPS provides a consistent, robust measurement of passenger satisfaction with tram services in Britain

It also informs our understanding of barriers to (greater) tram use, how to encourage greater use, and how to improve the passenger experience

Comparisons can also be made with passenger experiences on buses and trains, as measured by the Bus Passenger Survey (BPS) and National Rail Passenger Survey (NRPS)

The 2015 TPS covered tram services in Manchester, Birmingham,Blackpool, Edinburgh, Nottingham and Sheffield

**The survey method**

Passengers are approached while making a journey; they answer the survey about that journey specifically

The questionnaire is self-completion, with passengers offered a choice of online or paper

Interviewers approached passengers on all days of the week between 6am and 10pm, between **17thSeptember and 25thNovember 2015**

**5707** surveys were completed across the six networks

*For further details of the survey method, see Appendix*

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# The networks in context

| | The Network | Passenger Journeys* | Ticket Purchasing | Information at stops | Frequency | Engineering disruptions / other notes |
|---|---|---|---|---|---|---|
| **Blackpool Transport** | 1 line<br>37 stops<br>11 miles | 4.1 million | ✗ TVMs at stops<br>✓ Conductors on board | ✓ Info boards at stops (TTs, fares)<br>✗ Passenger Info Displays | Mon-Sat: every 15-30 mins<br><br>Sun: 20-30 mins | • Blackpool illuminations 4th Sept – 8th Nov 2015<br>• Heritage trams operate bank holidays, weekends and summer; not covered in this research<br>• No significant issues affected fieldwork |
| **Edinburgh Trams** | 1 line<br>15 stops<br>8.7 miles | 4.9 million | ✓ TVMs at stops<br>✗ Conductors on board | ✗ Info boards at stops (TTs, fares)<br>✓ Passenger Info Displays | Mon-Sat: every 8-10 mins<br><br>Sun: 12-15 mins | • Network opened 31st May 2014<br>• No significant issues affected fieldwork |
| **Manchester Metrolink** | 7 lines<br>91 stops<br>57 miles | 31.2 million | ✓ TVMs at stops<br>✗ Conductors on board | ✓ Info boards all stops (TTs, fares)<br>✓ Passenger Info Displays<br>*(Not all stops on Bury and Altrincham lines)* | Mon-Sat: every 6-12 mins<br><br>Sun: 12-15 mins | • Second city works to provide direct link between St Peter's Square and Victoria<br>• Fire around Victoria 12th Oct; some fieldwork rearranged for short period<br>• Airport line opened late 2014, covered for first time in 2015<br>• No fieldwork on 10th Oct; 3 sporting events in one day including Rugby World Cup Fanzone<br>• Increasing use of double carriage trams |
| **Midland Metro** | 1 line<br>23 stops<br>12.5 miles | 4.4 million | ✗ TVMs at stops<br>✓ Conductors on board | ✓ Info boards at some stops (TTs, fares)<br>✓ Passenger Info Displays | Mon-Sat: every 6-15 mins<br><br>Sun: 15 mins | • Network improvement works took place from 26th October onwards; no fieldwork took place for a two week period from 26th Oct. Following this, shifts were conducted between Wolverhampton and St Paul's |
| **Nottingham NET** | 2 lines<br>50 stops<br>20 miles | 8.1 million | ✓ TVMs at stops<br>✗ Conductors on board | ✓ Info boards all stops (TTs, fares)<br>✓ Passenger Info Displays | Mon-Sat: every 3-15 mins<br><br>Sun: 5-15 mins | • The phase two extension of the network opened July/August 2015 and was included in the TPS in 2015<br>• No significant issues affecting fieldwork |
| **Sheffield Stagecoach SUPERTRAM** | 3 lines<br>48 stops<br>18 miles | 11.5 million | ✗ TVMs at stops<br>✓ Conductors on board | ✓ Info boards at stops (TTs, fares)<br>✗ Passenger Info Displays | Mon-Sat: every 5-20 mins<br><br>Sun: 10-20 mins | • Tram collision on 22/10/15 affected one shift; questionnaires distributed between Meadowhall Int. and Shalesmoor rather than to the end of the line at Middlewood |

*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2014/15*

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# Tram Passenger Survey (TPS) – All networks

## Key findings

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# Passenger experience: a snapshot

**Overall journey satisfaction: 2015**

All Networks **92** ⬆
Blackpool Transport* **96** ⬌
Edinburgh Trams **97** ⬌
Manchester Metrolink **89** ⬆
Midland Metro **81** ⬇
Nottingham NET **98** ⬌
Sheffield SUPERTRAM **97** ⬆

**The top factors linked to overall journey satisfaction and how they performed in 2015**

*For a satisfactory journey (very/fairly satisfied):*

**87%** ⬆ — **Length of time journey took**

**69%** ⬆ — **Value for money** *(Fare payers only)*

**86%** ⬆ — **Punctuality**
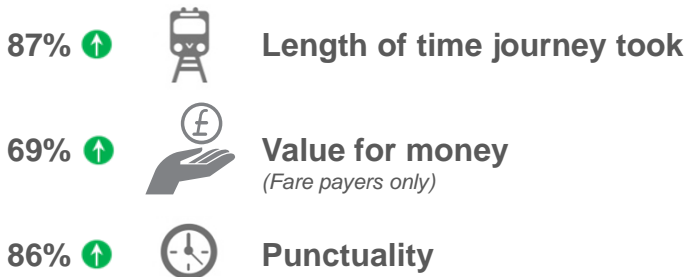
*…and additional factors linked to a **very** satisfactory journey:*

**86%** ⬆ — **Personal security on board**

**90%** ⬌ — **Convenience/accessibility of location**

**Overall journey satisfaction: trend**



100

90     90     92 ⬆

75

2013    2014    2015

All networks*

*The 2013 survey did not include Edinburgh Trams
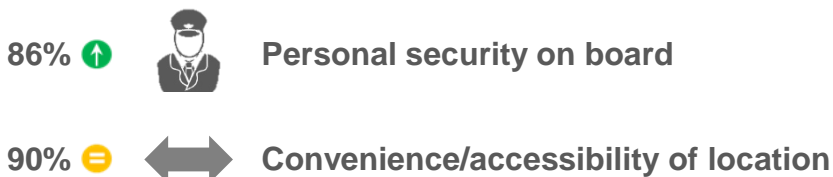
*Combines data from 2014 and 2015 surveys to increase robustness

⬆ Statistically significant increase since 2014
⬌ No change
⬇ Statistically significant decrease since 2014

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# Passenger experience in 2015: across the networks

| | All Networks | Blackpool Transport | Edinburgh Trams | Metrolink Manchester | Midland Metro | NET Nottingham | Stagecoach SUPERTRAM Sheffield |
|---|---|---|---|---|---|---|---|
| **Satisfaction with key measures:** | | | | | | | |
| **Overall journey** | 92 ⬆ | 96 ⬅ | 97 ⬅ | 89 ⬆ | 81 ⬇ | 98 ⬅ | 97 ⬆ |
| **Value for Money** | 69 ⬆ | 87 ⬅ | 82 ⬅ | 58 ⬆ | 62 ⬅ | 81 ⬅ | 83 ⬆ |
| **Punctuality** | 86 ⬆ | 93 ⬅ | 93 ⬅ | 82 ⬆ | 88 ⬅ | 93 ⬅ | 85 ⬅ |
| **Overall stop** | 91 ⬅ | 92 ⬅ | 96 ⬅ | 88 ⬅ | 90 ⬅ | 95 ⬅ | 94 ⬅ |
| **Satisfaction with other measures driving overall journey satisfaction*:** | | | | | | | |
| **Length of time journey took** | 87 ⬆ | 95 ⬆ | 89 ⬅ | 83 ⬅ | 89 ⬅ | 93 ⬅ | 93 ⬆ |
| **Satisfaction with other measures driving passengers to be <u>very</u> satisfied*:** | | | | | | | |
| **Personal security on board** | 86 ⬆ | 94 ⬆ | 96 ⬆ | 80 ⬅ | 86 ⬅ | 88 ⬅ | 95 ⬅ |
| **Convenience/accessibility of location** | 90 ⬅ | 94 ⬅ | 93 ⬆ | 87 ⬅ | 86 ⬅ | 94 ⬅ | 92 ⬅ |

*Drivers of satisfaction differ by network. The most common drivers across TPS are shown here

# Summary of key findings (1)

- Across all six tram networks overall journey satisfaction has increased significantly since 2014, from 90 to 92 per cent. The number of passengers saying they were 'very satisfied' with their journey has also increased significantly, from 53 per cent in 2014 to 57 per cent

  - Satisfaction is high across all networks although ratings of Midland Metro have decreased significantly since 2014 (to 81 per cent), likely influenced by network improvement works during the fieldwork period

  - Overall journey satisfaction has seen the greatest increase on the Metrolink and Supertram services (increasing from 85 to 89 per cent and 92 to 97 per cent respectively)

- The key factors which make tram journeys satisfactory are the length of time the journey takes, perceived value for money and punctuality of the trams. Satisfaction with all three of these factors has increased significantly compared to 2014

- Satisfaction with the length of time the journey takes has increased significantly since 2014 from 84 per cent to 87 per cent, driven by significant increases in Blackpool and Sheffield

- Amongst fare paying passengers 69 per cent were satisfied with the value for money of their journey, a significant increase since 2014 (61 per cent)

- When evaluating whether their journey represented value for money passengers' main criteria were the cost for the distance travelled and the cost of the tram versus other modes of transport

- 86 per cent of passengers were satisfied with the punctuality of the specific tram service on the day of interview, although 9 per cent did experience a delay to their journey. Delays were slightly more common on Midland Metro and Metrolink (14 per cent and 12 per cent of passengers respectively)

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# Summary of key findings (2)

- When thinking more generally about trams in the local area (rather than a specific journey) passengers are generally satisfied with a range of factors including connections with other modes of transport (88 per cent satisfied), ease of buying tickets (85 per cent), punctuality (82 per cent) and frequency of trams (82 per cent)

- Whilst overall journey satisfaction was high, 36 per cent of passengers did spontaneously suggest an improvement to their journey. These varied by network but mostly concerned seating and capacity issues, as well as improvements to tram stops

- Other improvements frequently mentioned included more frequent trams (especially in Manchester), better ticket facilities (very high in Edinburgh) and better information at tram stops (most important to passengers in Manchester)

- Only 7 per cent of passengers were troubled by the behaviour of other passengers. When there was cause for concern this related mostly to rowdy behaviour

- The profile of tram passengers remains quite young, with 29 per cent aged 16-25. Blackpool has the oldest profile with over a third (34 per cent) aged 60 or over

- Almost half (49 per cent) of all passengers were using the tram to commute to work or education

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**Tram Passenger Survey (TPS) – All networks**

**Experience and opinions of the journey**

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# Experience and opinions of the journey: summary


**All Networks**

**Satisfaction with today's journey:**

|  | Autumn 2015 | Autumn 2014 | Autumn 2013 |
|---|---|---|---|
| **Overall journey** | 92 ⬆ | 90 | 90 |
| **Value for money** | 69 ⬆ | 61 | 60 |
| **Punctuality** | 86 ⬆ | 83 | 82 |
| **On-vehicle journey time** | 87 ⬆ | 84 | 87 |

# Overall satisfaction (%)

Total fairly/very satisfied



|  | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **All networks** | 92 | ⬆ | 90 | 90 |
| **Blackpool** | 96 | ⏸ | 95 | 97 |
| **Edinburgh Trams** | 97 | ⏸ | 95 | N/A |
| **Metrolink** | 89 | ⬆ | 85 | 83 |
| **Midland Metro** | 81 | ⬇ | 90 | 92 |
| **NET** | 98 | ⏸ | 96 | 96 |
| **Supertram** | 97 | ⬆ | 92 | 94 |

**All networks:** Very Satisfied 57, Fairly satisfied 34, Neither/nor 5, Fairly dissatisfied 2, Very dissatisfied 2

**Blackpool:** Very Satisfied 76, Fairly satisfied 19, Neither/nor 2, Fairly dissatisfied 1, Very dissatisfied 1

**Edinburgh Trams:** Very Satisfied 74, Fairly satisfied 23, Neither/nor 2, Fairly dissatisfied 1

**Metrolink:** Very Satisfied 48, Fairly satisfied 40, Neither/nor 7, Fairly dissatisfied 3, Very dissatisfied 1

**Midland Metro:** Very Satisfied 50, Fairly satisfied 30, Neither/nor 8, Fairly dissatisfied 2, Very dissatisfied 9

**NET:** Very Satisfied 65, Fairly satisfied 33, Neither/nor 1, Fairly dissatisfied 1, Very dissatisfied 1

**Supertram:** Very Satisfied 67, Fairly satisfied 30, Neither/nor 2, Fairly dissatisfied 1

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

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 - 5600 (All networks), 588 (Blackpool), 713 (Edinburgh Trams), 2915 (Metrolink), 473 (Midland Metro), 318 (NET), 593 (Supertram)

⬆ Statistically significant increase since 2014
⏸ No change
⬇ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by gender and age – 1

**All networks**

Total fairly/very satisfied

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **All passengers** | 57 | 34 | 5 | 2 | 2 | 92 | ↑ | 90 | 90 |
| **Male** | 54 | 36 | 5 | 3 | 2 | 90 | ↑ | 88 | 88 |
| **Female** | 60 | 33 | 3 | 2 | 1 | 94 | ↑ | 92 | 91 |
| **Age 16 to 34** | 47 | 43 | 5 | 4 | 2 | 89 | ↑ | 86 | 87 |
| **Age 35 to 59** | 58 | 34 | 5 | 2 | 2 | 92 | = | 91 | 89 |
| **Age 60+** | 79 | 17 | 2 | 1 | | 97 | = | 97 | 97 |

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

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 - 4962

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by gender and age – 2

**Blackpool Transport**

Total fairly/very satisfied

| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| **All passengers** | 76 / 19 / 2 / 1 / 1 | 96 | = | 95 | 97 |
| **Male** | 70 / 24 / 2 / 3 / 1 | 94 | = | 96 | 97 |
| **Female** | 81 / 16 / 1 / 1 | 97 | = | 95 | 97 |
| **Age 16 to 34** | 63 / 28 / 3 / 3 / 2 | 91 | = | 94 | 93 |
| **Age 35 to 59** | 76 / 21 / 1 / 1 / 1 | 97 | = | 95 | 97 |
| **Age 60+** | 87 / 11 / 1 / 1 | 98 | = | 96 | 99 |

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

**Edinburgh Trams**

| | | Autumn 2015 | | Autumn 2014 | |
|---|---|---|---|---|---|
| **All passengers** | 74 / 23 / 2 / 1 | 97 | = | 95 | |
| **Male** | 69 / 27 / 3 / 1 | 96 | = | 95 | |
| **Female** | 80 / 19 / 1 | 99 | = | 96 | |
| **Age 16 to 34** | 69 / 28 / 2 / 1 | 97 | = | 96 | |
| **Age 35 to 59** | 76 / 21 / 1 / 1 | 98 | ↑ | 94 | |
| **Age 60+** | 79 / 17 / 4 | 96 | = | 97 | |

Not included in TPS 2013

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

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 - 588 (Blackpool), 713 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by gender and age – 3

## Metrolink Manchester

| | Total fairly/very satisfied | | |
|---|---|---|---|
| | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| All passengers | 89 ⬆ | 85 | 83 |
| Male | 86 🟰 | 83 | 82 |
| Female | 91 🟰 | 88 | 85 |
| Age 16 to 34 | 85 🟰 | 81 | 80 |
| Age 35 to 59 | 90 🟰 | 87 | 83 |
| Age 60+ | 97 🟰 | 96 | 93 |

**All passengers:** Very satisfied 48, Fairly satisfied 40, Neither/nor 7, Fairly dissatisfied 3, Very dissatisfied 1

**Male:** 46, 40, 8, 4, 2

**Female:** 52, 39, 5, 3, 1

**Age 16 to 34:** 39, 45, 8, 6, 2

**Age 35 to 59:** 47, 42, 7, 2, 1

**Age 60+:** 75, 22, 2, 1

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

## Midland Metro

| | Autumn 2015 | Autumn 2014 | Autumn 2013 |
|---|---|---|---|
| All passengers | 81 ⬇ | 90 | 92 |
| Male | 78 ⬇ | 87 | 91 |
| Female | 84 ⬇ | 92 | 92 |
| Age 16 to 34 | 79 🟰 | 87 | 90 |
| Age 35 to 59 | 76 ⬇ | 91 | 91 |
| Age 60+ | 92 🟰 | 94 | 99 |

**All passengers:** Very satisfied 50, Fairly satisfied 30, Neither/nor 8, Fairly dissatisfied 2, Very dissatisfied 9

**Male:** 47, 31, 9, 1, 11

**Female:** 53, 31, 7, 2, 7

**Age 16 to 34:** 39, 40, 9, 3, 10

**Age 35 to 59:** 47, 29, 10, 2, 12

**Age 60+:** 74, 18, 5, 3

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

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?
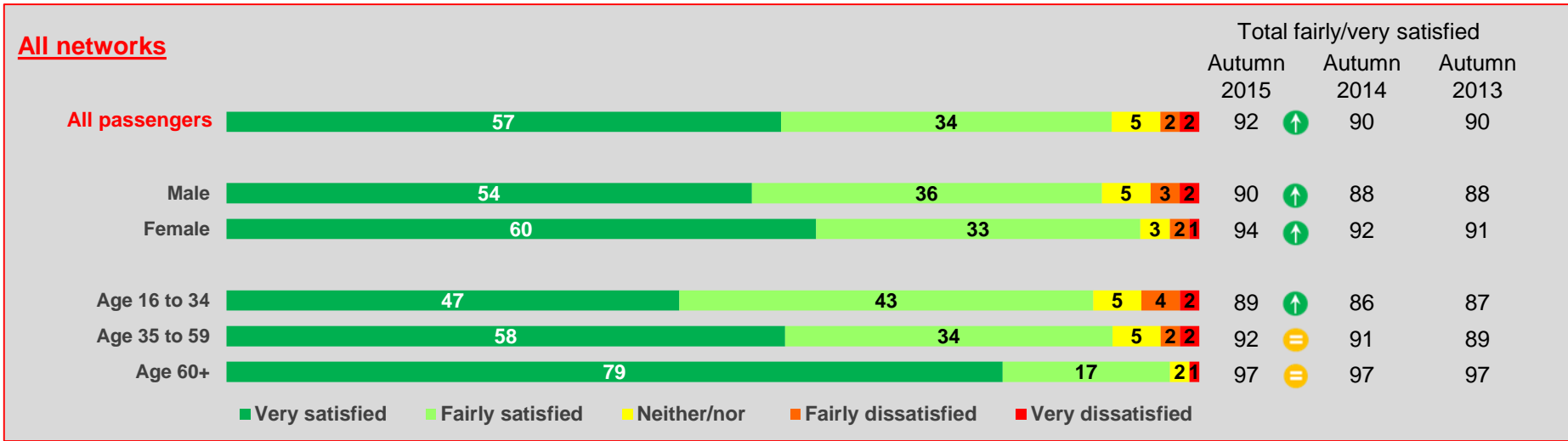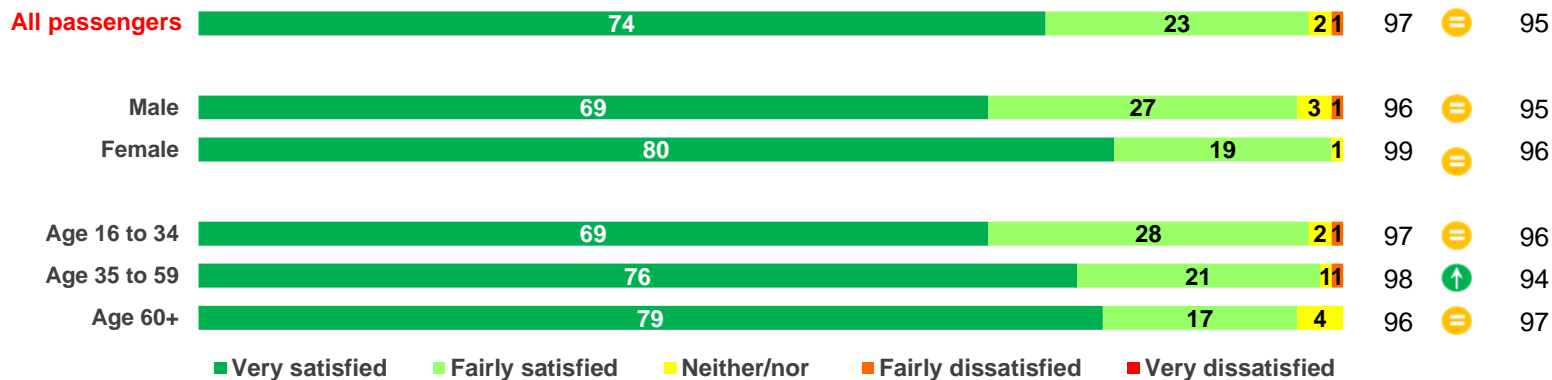Base: All passengers - 2915 (Metrolink), 473 (Midland Metro)

⬆ Statistically significant increase since 2014
🟰 No change
⬇ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by gender and age – 4

## NET Nottingham

| | Total fairly/very satisfied | | |
|---|---|---|---|
| | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **All passengers** — Very satisfied 65, Fairly satisfied 33, 1 1 1 | 98 = | 96 | 96 |
| **Male** — 71, 28, 1 | 99 = | 97 | 96 |
| **Female** — 59, 37, 1 1 1 | 97 = | 94 | 97 |
| **Age 16 to 34** — 49, 50, 1 | 99 = | 95 | 96 |
| **Age 35 to 59** — 72, 25, 1 1 1 | 97 = | 94 | 95 |
| **Age 60+** — 87, 11, 1 2 | 98 = | 100 | 100 |

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

## Stagecoach SUPERTRAM Sheffield

| | Autumn 2015 | Autumn 2014 | Autumn 2013 |
|---|---|---|---|
| **All passengers** — Very satisfied 67, Fairly satisfied 30, 2 1 | 97 ↑ | 92 | 94 |
| **Male** — 61, 35, 2 1 | 96 = | 90 | 94 |
| **Female** — 72, 26, 1 1 | 98 = | 95 | 94 |
| **Age 16 to 34** — 58, 40, 1 1 | 98 ↑ | 87 | 91 |
| **Age 35 to 59** — 67, 28, 3 2 | 96 = | 96 | 95 |
| **Age 60+** — 84, 14, 1 1 | 99 = | 99 | 99 |

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

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?
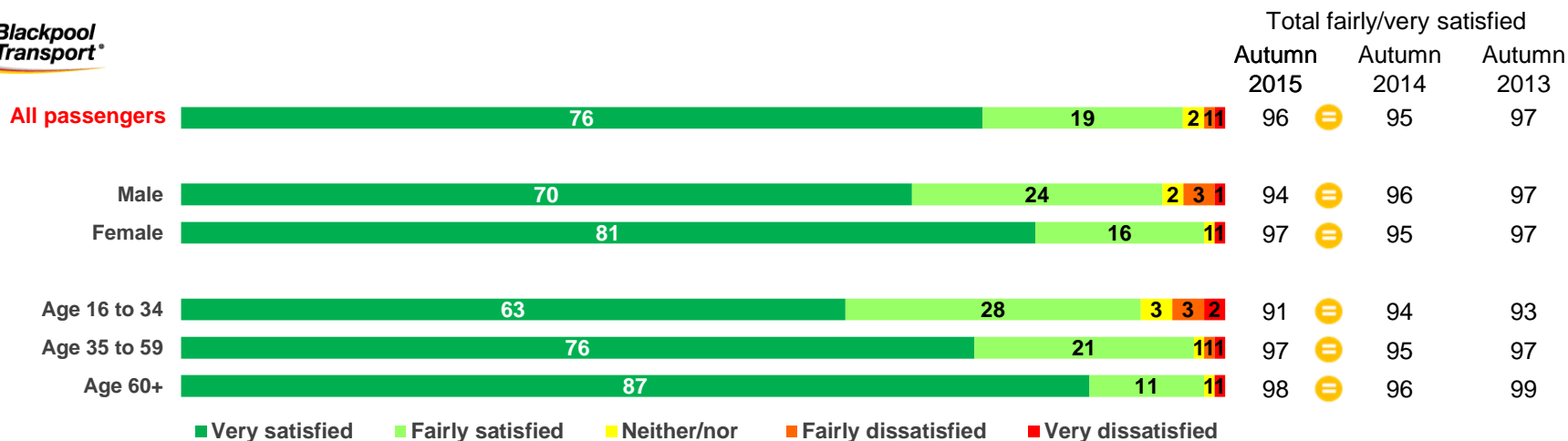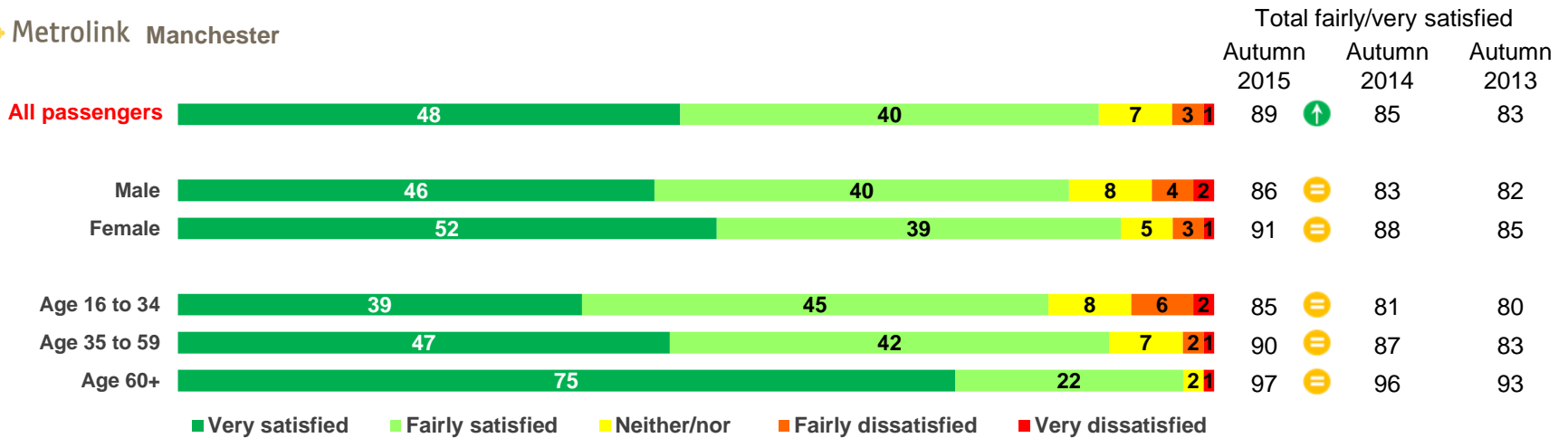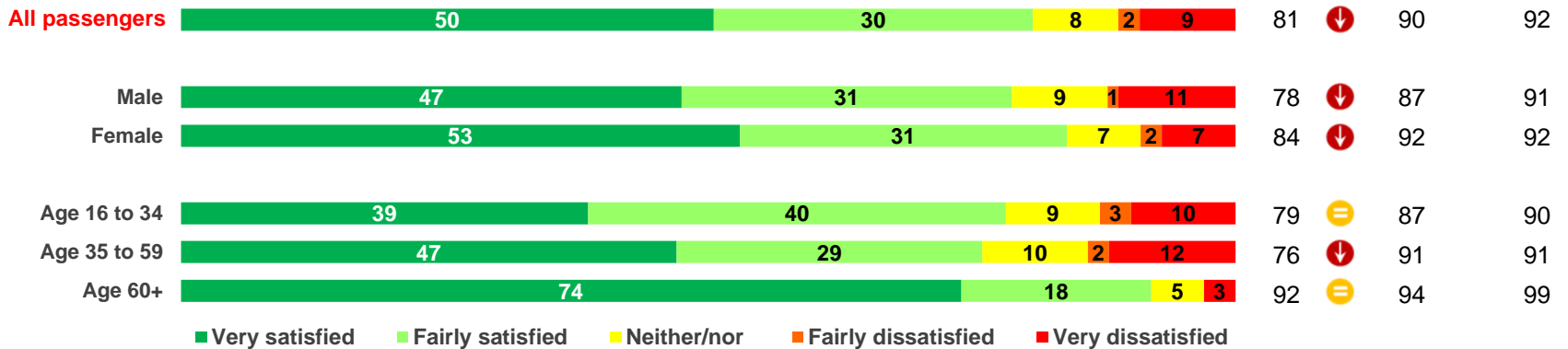Base: All passengers – 318 (NET), 593 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by passenger type – 1

**All networks**

Total fairly/very satisfied

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **All passengers** | 57 | 34 | 5 | 2 | 2 | 92 | ⬆ | 90 | 90 |
| **Fare-payers** | 47 | 41 | 7 | 3 | 2 | 88 | ⚌ | 88 | 88 |
| **Free pass holders** | 79 | 17 | 2 | 1 | | 97 | ⚌ | 97 | 97 |
| **Commuting** | 47 | 41 | 7 | 3 | 2 | 88 | ⬆ | 84 | 85 |
| **Not commuting** | 68 | 28 | 3 | 1 | 1 | 95 | ⚌ | 95 | 95 |

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

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?
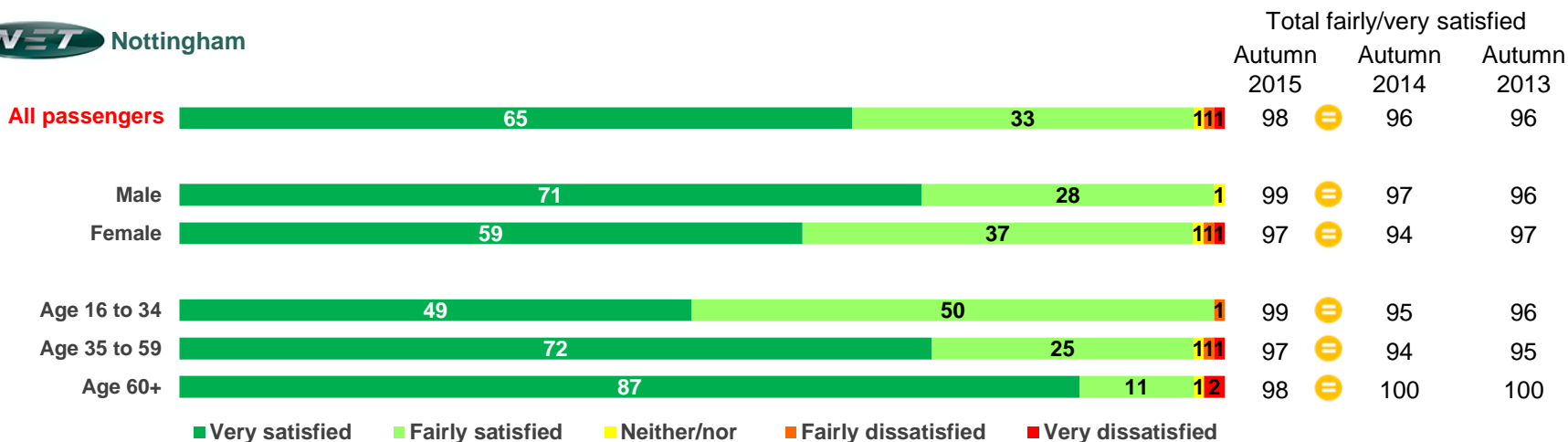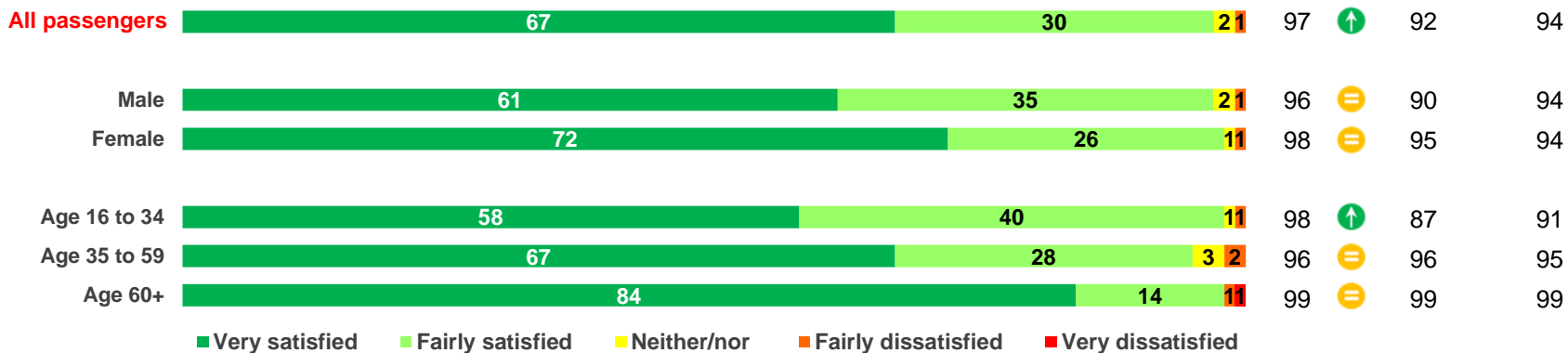Base: All passengers - 4962

⬆ Statistically significant increase since 2014
⚌ No change
⬇ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by passenger type – 2

**Blackpool Transport**

Total fairly/very satisfied

| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| **All passengers** | 76 / 19 / 2 / 1 / 1 | 96 | = | 95 | 97 |
| **Fare-payers** | 74 / 22 / 2 / 2 / 1 | 95 | = | 95 | 96 |
| **Free pass holders** | 89 / 8 / 3 / 1 | 97 | = | 98 | 100 |
| **Commuting** | 72 / 23 / 4 / 1 | 95 | = | 94 | 96 |
| **Not commuting** | 78 / 18 / 1 / 2 / 1 | 96 | = | 96 | 98 |

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

**Edinburgh Trams**

| | | Autumn 2015 | | Autumn 2014 | |
|---|---|---|---|---|---|
| **All passengers** | 74 / 23 / 2 / 1 | 97 | = | 95 | |
| **Fare-payers** | 74 / 24 / 1 / 1 | 98 | ↑ | 95 | |
| **Free pass holders** | 74 / 19 / 7 | 93 | = | 97 | |
| **Commuting** | 69 / 28 / 2 / 1 | 97 | = | 94 | |
| **Not commuting** | 79 / 19 / 2 | 98 | = | 96 | |

Not included in TPS 2013

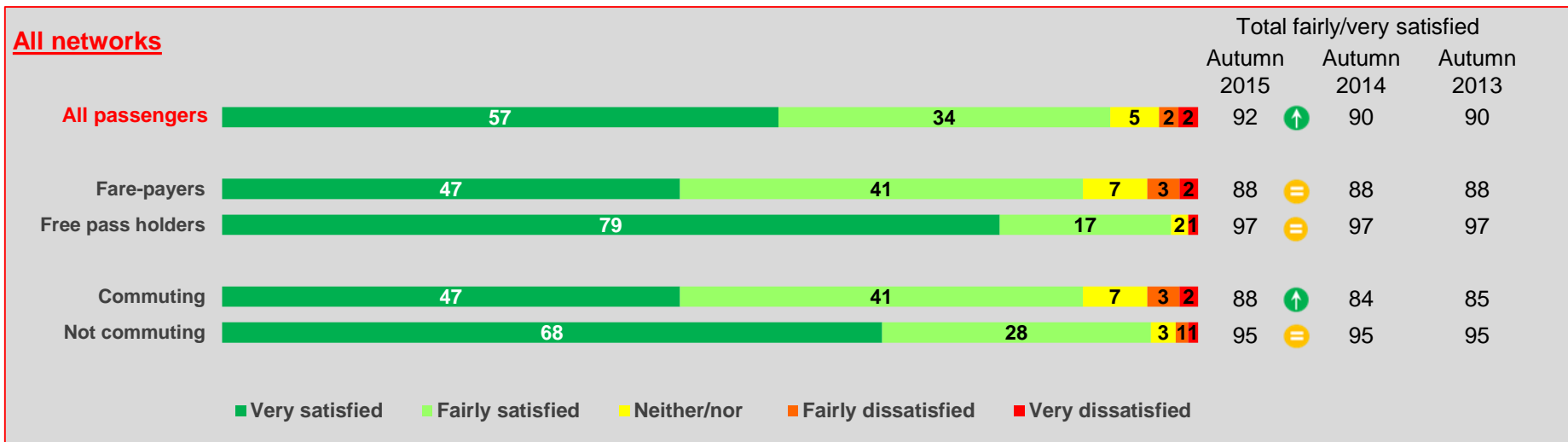■ Very satisfied  ■ Fairly satisfied  ■ Neither/nor  ■ Fairly dissatisfied  ■ Very dissatisfied

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?
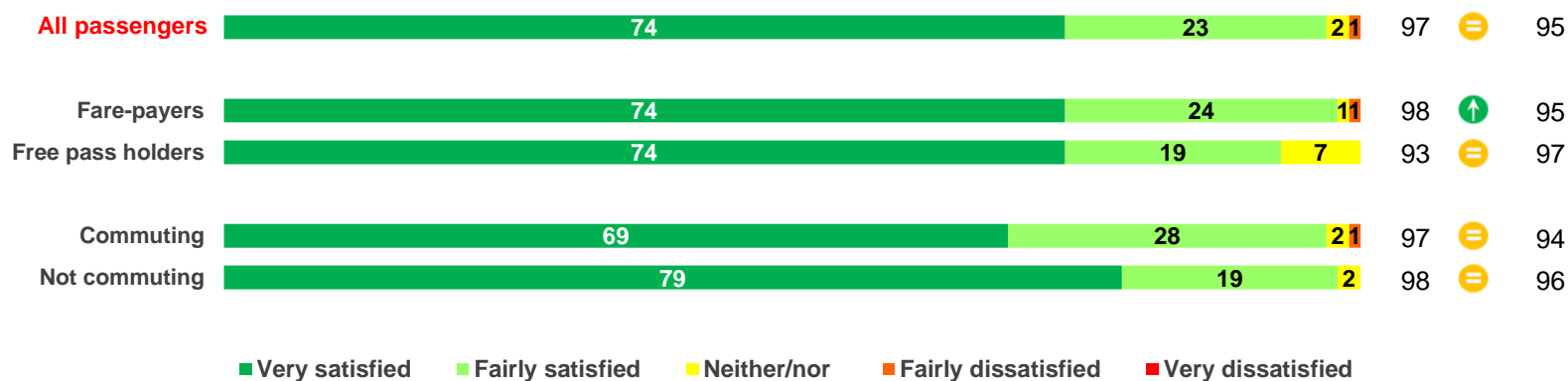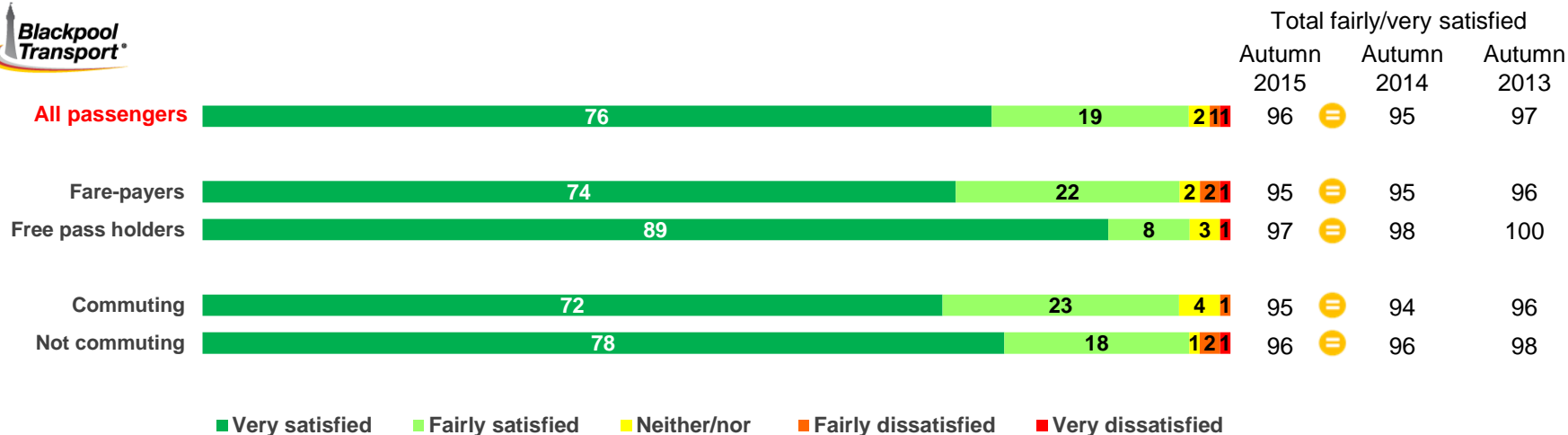Base: All passengers - 588 (Blackpool), 713 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by passenger type – 3

## Metrolink Manchester

| | | Total fairly/very satisfied | | |
|---|---|---|---|---|
| | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **All passengers** | 48 / 40 / 7 / 3 / 1 | 89 ⬆ | 85 | 83 |
| **Fare-payers** | 43 / 44 / 8 / 4 / 1 | 87 ⬆ | 84 | 81 |
| **Free pass holders** | 74 / 22 / 2 / 1 / 1 | 96 ⬅➡ | 95 | 94 |
| **Commuting** | 36 / 48 / 9 / 5 / 2 | 84 ⬅➡ | 81 | 76 |
| **Not commuting** | 61 / 32 / 4 / 2 / 1 | 93 ⬅➡ | 91 | 91 |

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

## Midland Metro

| | | Total fairly/very satisfied | | |
|---|---|---|---|---|
| | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **All passengers** | 50 / 30 / 8 / 2 / 9 | 81 ⬇ | 90 | 92 |
| **Fare-payers** | 42 / 36 / 10 / 2 / 11 | 77 ⬇ | 87 | 90 |
| **Free pass holders** | 79 / 13 / 4 / 4 | 92 ⬇ | 99 | 98 |
| **Commuting** | 41 / 36 / 9 / 3 / 11 | 77 ⬇ | 84 | 90 |
| **Not commuting** | 67 / 22 / 7 / 4 | 89 ⬇ | 98 | 95 |

■ Very satisfied  ■ Fairly satisfied  ■ Neither/nor  ■ Fairly dissatisfied  ■ Very dissatisfied
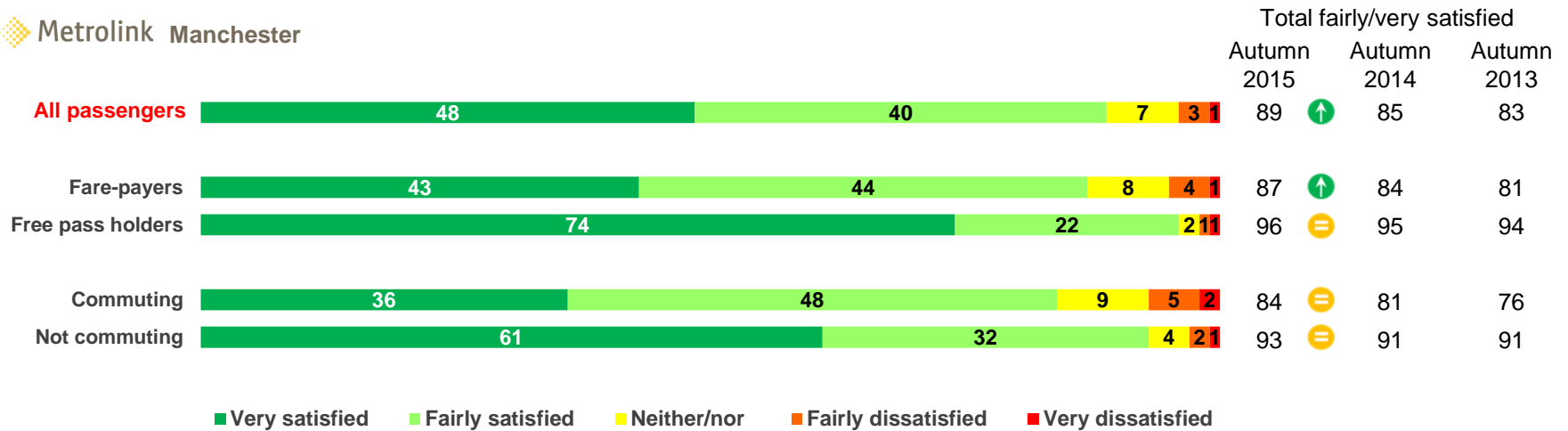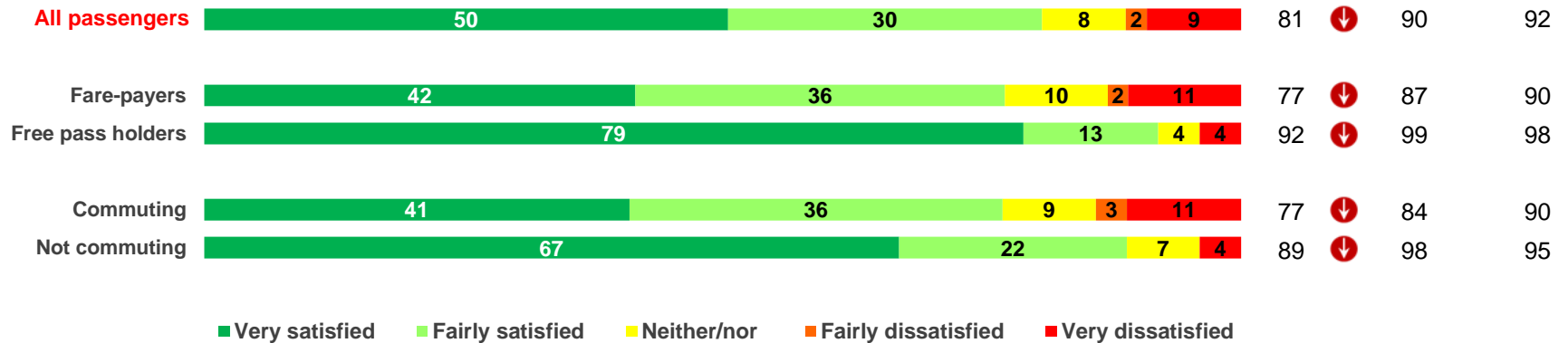
Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
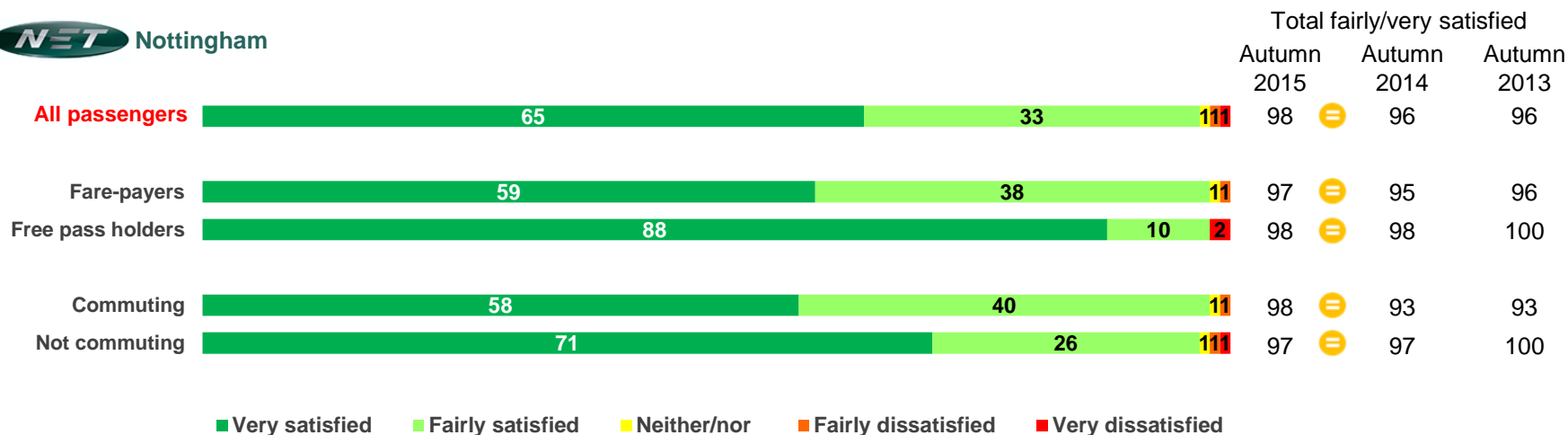Base: All passengers - 2915 (Metrolink), 473 (Midland Metro)

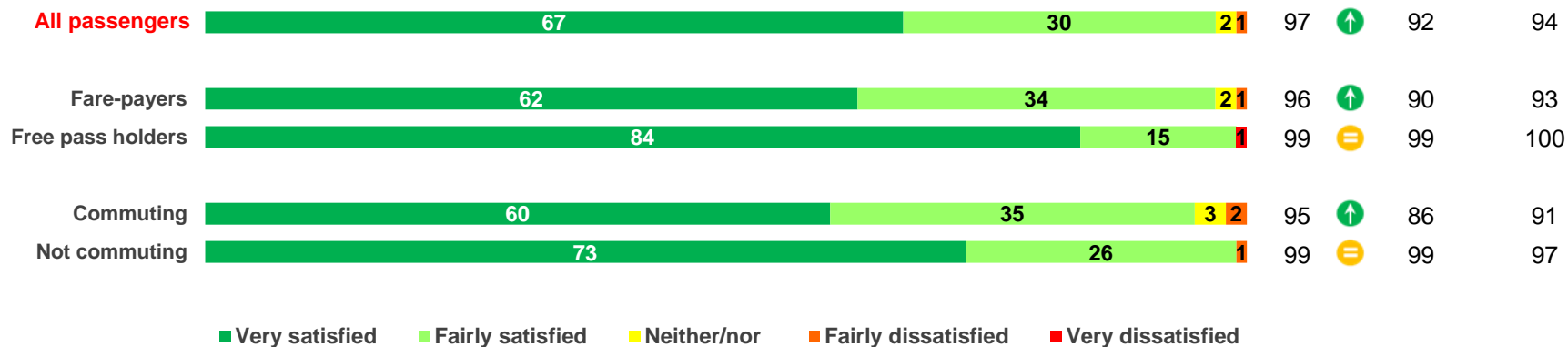⬆ Statistically significant increase since 2014
⬅➡ No change
⬇ Statistically significant decrease since 2014

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# Overall satisfaction (%) – by passenger type – 4

**NET Nottingham**

Total fairly/very satisfied

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **All passengers** — Very satisfied 65, Fairly satisfied 33, 1 1 1 | 98 | = | 96 | 96 |
| **Fare-payers** — 59, 38, 1 1 | 97 | = | 95 | 96 |
| **Free pass holders** — 88, 10, 2 | 98 | = | 98 | 100 |
| **Commuting** — 58, 40, 1 1 | 98 | = | 93 | 93 |
| **Not commuting** — 71, 26, 1 1 1 | 97 | = | 97 | 100 |

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

**SUPERTRAM Sheffield** (Stagecoach)

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **All passengers** — Very satisfied 67, Fairly satisfied 30, 2 1 | 97 | ↑ | 92 | 94 |
| **Fare-payers** — 62, 34, 2 1 | 96 | ↑ | 90 | 93 |
| **Free pass holders** — 84, 15, 1 | 99 | = | 99 | 100 |
| **Commuting** — 60, 35, 3 2 | 95 | ↑ | 86 | 91 |
| **Not commuting** — 73, 26, 1 | 99 | = | 99 | 97 |

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

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?
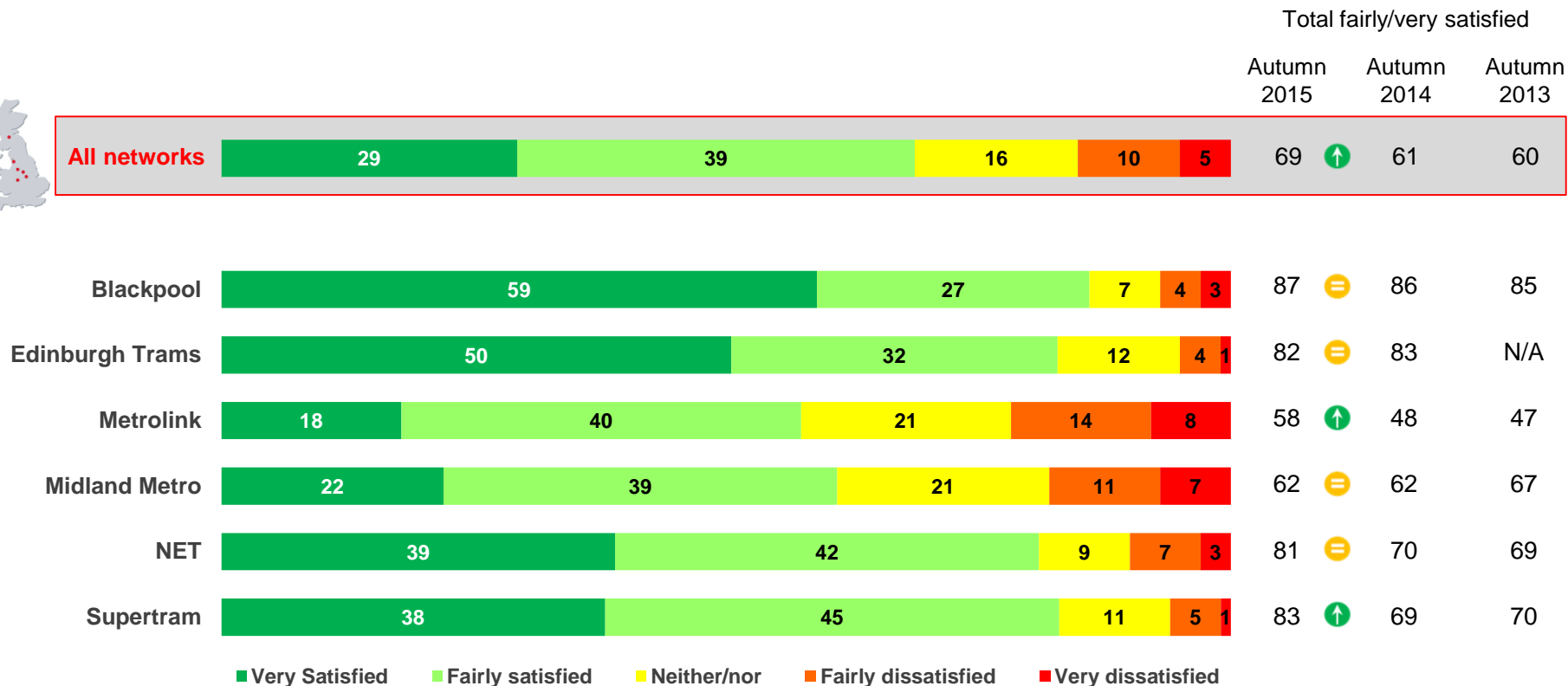Base: All passengers - 318 (NET), 593 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus
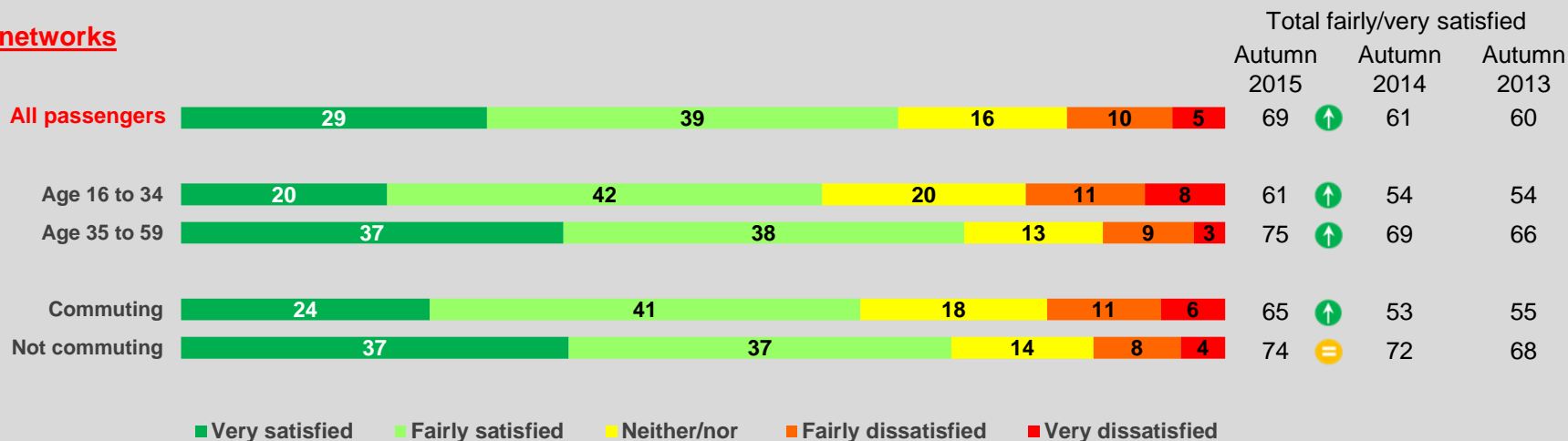
21

# Value for money – fare-payers only (%)

Total fairly/very satisfied

| Network | Very Satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **All networks** | 29 | 39 | 16 | 10 | 5 | 69 | ⬆ | 61 | 60 |
| **Blackpool** | 59 | 27 | 7 | 4 | 3 | 87 | ⬌ | 86 | 85 |
| **Edinburgh Trams** | 50 | 32 | 12 | 4 | 1 | 82 | ⬌ | 83 | N/A |
| **Metrolink** | 18 | 40 | 21 | 14 | 8 | 58 | ⬆ | 48 | 47 |
| **Midland Metro** | 22 | 39 | 21 | 11 | 7 | 62 | ⬌ | 62 | 67 |
| **NET** | 39 | 42 | 9 | 7 | 3 | 81 | ⬌ | 70 | 69 |
| **Supertram** | 38 | 45 | 11 | 5 | 1 | 83 | ⬆ | 69 | 70 |

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 4099 (All networks), 473 (Blackpool), 645 (Edinburgh Trams), 1992 (Metrolink), 363 (Midland Metro), 242 (NET), 384 (Supertram)

⬆ Statistically significant increase since 2014
⬌ No change
⬇ Statistically significant decrease since 2014

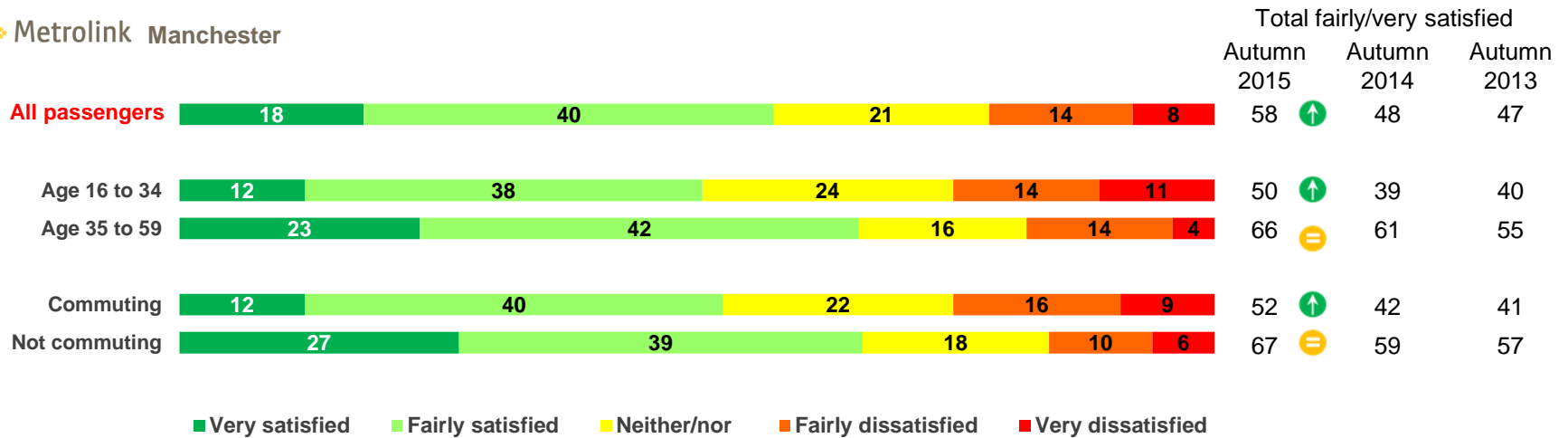transportfocus

# Value for money (%) – fare-payers only – 1

## All networks

| | | | Total fairly/very satisfied | | |
|---|---|---|---|---|---|
| | | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **All passengers** | Very satisfied 29 / Fairly satisfied 39 / Neither/nor 16 / Fairly dissatisfied 10 / Very dissatisfied 5 | | 69 ⬆ | 61 | 60 |
| Age 16 to 34 | 20 / 42 / 20 / 11 / 8 | | 61 ⬆ | 54 | 54 |
| Age 35 to 59 | 37 / 38 / 13 / 9 / 3 | | 75 ⬆ | 69 | 66 |
| Commuting | 24 / 41 / 18 / 11 / 6 | | 65 ⬆ | 53 | 55 |
| Not commuting | 37 / 37 / 14 / 8 / 4 | | 74 ⬇= | 72 | 68 |

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

Q. How satisfied were you with the value for money of your journey?
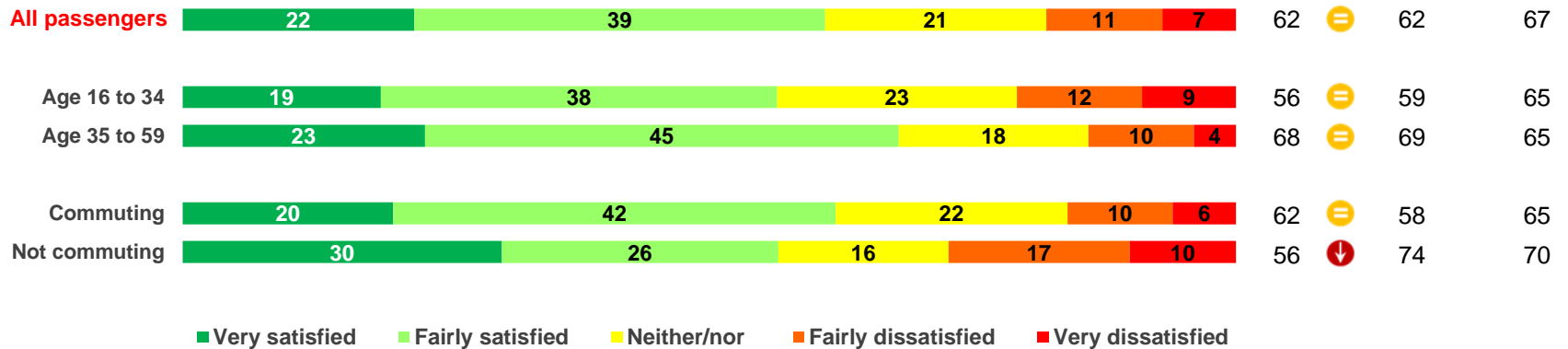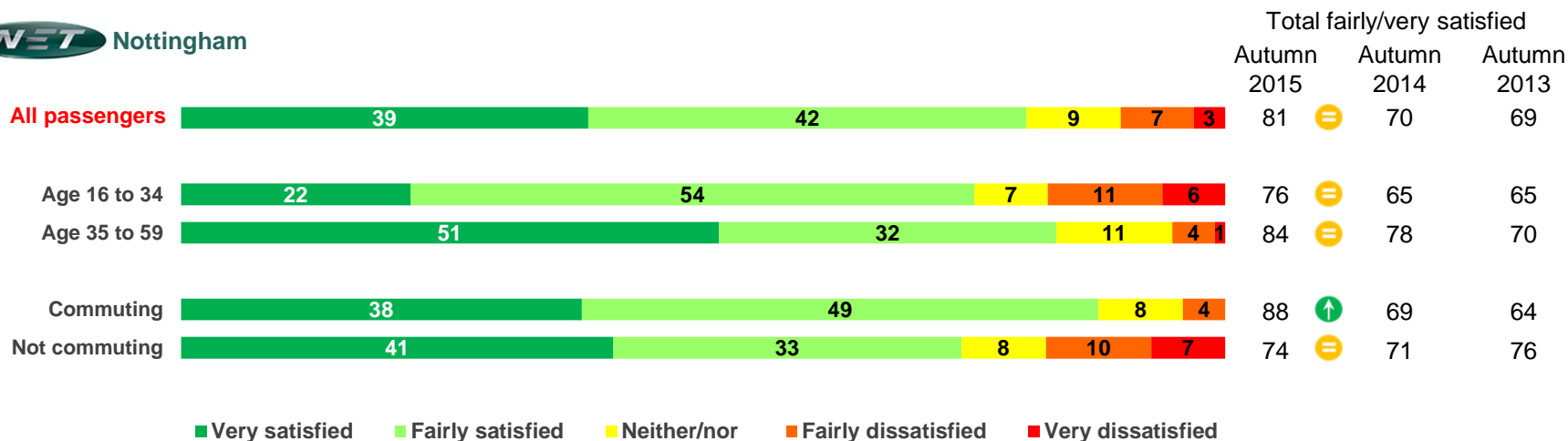Base: All fare paying passengers - 4099

Statistically significant increase since 2014
No change
Statistically significant decrease since 2014

transportfocus

# Value for money (%) – fare-payers only – 2

## Blackpool Transport

Total fairly/very satisfied

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| All passengers | 59 | 27 | 7 | 4 | 3 | 87 | = | 86 | 85 |
| Age 16 to 34 | 52 | 26 | 12 | 5 | 4 | 78 | = | 80 | 77 |
| Age 35 to 59 | 59 | 29 | 6 | 4 | 2 | 88 | = | 87 | 90 |
| Commuting | 53 | 31 | 7 | 6 | 3 | 84 | = | 80 | 81 |
| Not commuting | 63 | 25 | 8 | 3 | 2 | 87 | = | 89 | 87 |

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

## Edinburgh Trams

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | |
|---|---|---|---|---|---|---|---|---|---|
| All passengers | 50 | 32 | 12 | 4 | 1 | 82 | = | 83 | Not included in TPS 2013 |
| Age 16 to 34 | 45 | 33 | 15 | 5 | 2 | 77 | = | 81 | |
| Age 35 to 59 | 55 | 31 | 11 | 2 | 1 | 86 | = | 84 | |
| Commuting | 53 | 31 | 12 | 2 | 2 | 84 | = | 84 | |
| Not commuting | 48 | 33 | 12 | 6 | 1 | 81 | = | 82 | |

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 473 (Blackpool), 645 (Edinburgh Trams)

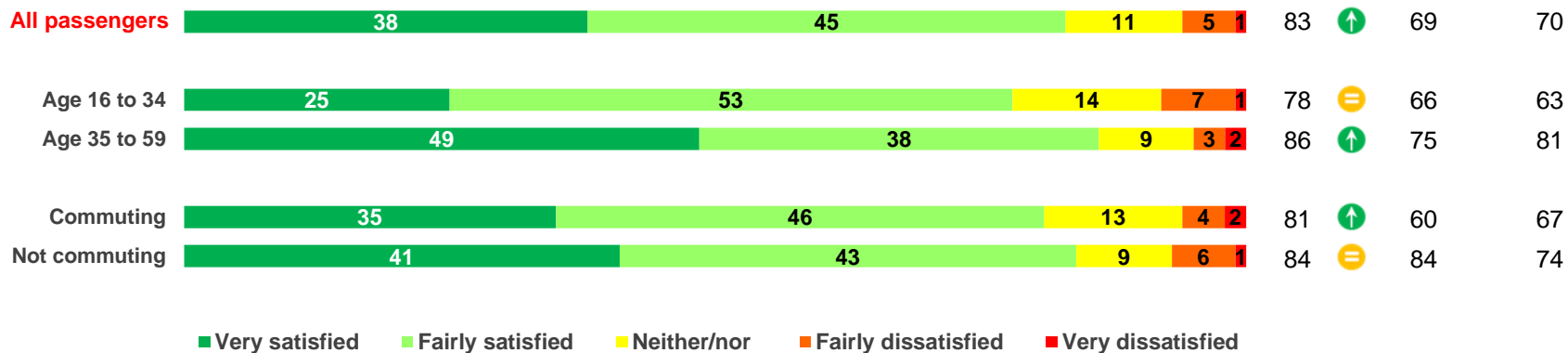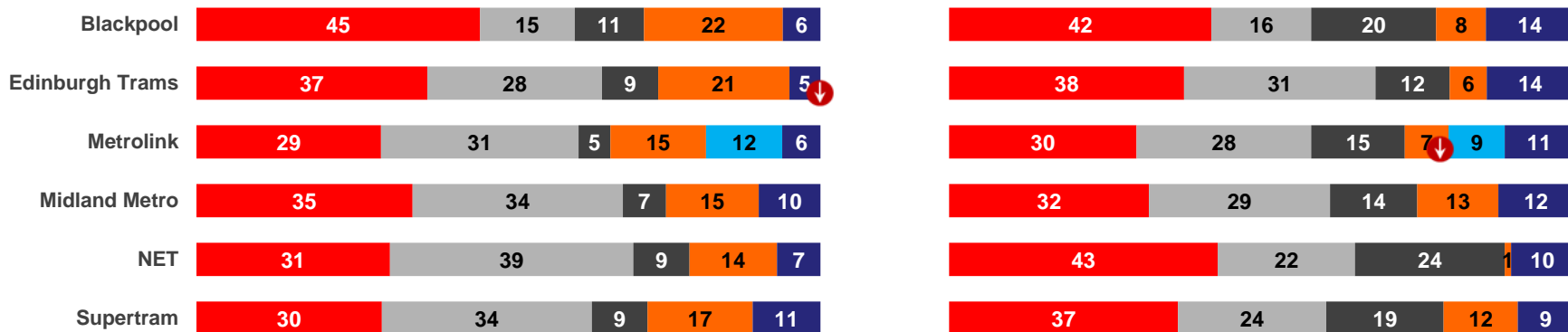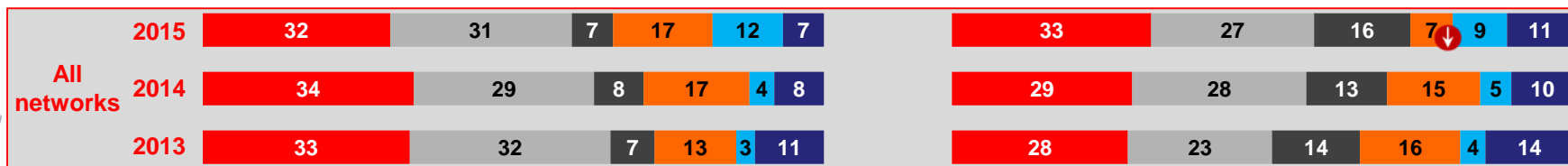↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Value for money (%) – fare-payers only – 3

## Metrolink Manchester

| | | Total fairly/very satisfied | | |
|---|---|---|---|---|
| | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **All passengers** | Very satisfied 18, Fairly satisfied 40, Neither/nor 21, Fairly dissatisfied 14, Very dissatisfied 8 | 58 ⬆ | 48 | 47 |
| Age 16 to 34 | 12, 38, 24, 14, 11 | 50 ⬆ | 39 | 40 |
| Age 35 to 59 | 23, 42, 16, 14, 4 | 66 ⟚ | 61 | 55 |
| Commuting | 12, 40, 22, 16, 9 | 52 ⬆ | 42 | 41 |
| Not commuting | 27, 39, 18, 10, 6 | 67 ⟚ | 59 | 57 |

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

## Midland Metro

| | | Total fairly/very satisfied | | |
|---|---|---|---|---|
| **All passengers** | 22, 39, 21, 11, 7 | 62 ⟚ | 62 | 67 |
| Age 16 to 34 | 19, 38, 23, 12, 9 | 56 ⟚ | 59 | 65 |
| Age 35 to 59 | 23, 45, 18, 10, 4 | 68 ⟚ | 69 | 65 |
| Commuting | 20, 42, 22, 10, 6 | 62 ⟚ | 58 | 65 |
| Not commuting | 30, 26, 16, 17, 10 | 56 ⬇ | 74 | 70 |

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 1992 (Metrolink), 363 (Midland Metro)

⬆ Statistically significant increase since 2014
⟚ No change
⬇ Statistically significant decrease since 2014

transportfocus

# Value for money (%) – fare-payers only – 4

## NET Nottingham

|  | Total fairly/very satisfied Autumn 2015 |  | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **All passengers** | 39 / 42 / 9 / 7 / 3 | 81 ⊜ | 70 | 69 |
| **Age 16 to 34** | 22 / 54 / 7 / 11 / 6 | 76 ⊜ | 65 | 65 |
| **Age 35 to 59** | 51 / 32 / 11 / 4 / 1 | 84 ⊜ | 78 | 70 |
| **Commuting** | 38 / 49 / 8 / 4 | 88 ⬆ | 69 | 64 |
| **Not commuting** | 41 / 33 / 8 / 10 / 7 | 74 ⊜ | 71 | 76 |

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

## SUPERTRAM Sheffield (Stagecoach)

|  | Total fairly/very satisfied Autumn 2015 |  | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **All passengers** | 38 / 45 / 11 / 5 / 1 | 83 ⬆ | 69 | 70 |
| **Age 16 to 34** | 25 / 53 / 14 / 7 / 1 | 78 ⊜ | 66 | 63 |
| **Age 35 to 59** | 49 / 38 / 9 / 3 / 2 | 86 ⬆ | 75 | 81 |
| **Commuting** | 35 / 46 / 13 / 4 / 2 | 81 ⬆ | 60 | 67 |
| **Not commuting** | 41 / 43 / 9 / 6 / 1 | 84 ⊜ | 84 | 74 |

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 242 (NET), 384 (Supertram)

⬆ Statistically significant increase since 2014
⊜ No change
⬇ Statistically significant decrease since 2014

transportfocus

# What influenced value for money rating (%)

**Those satisfied with value for money**

**Those not satisfied with value for money**

## All networks

| | Those satisfied with value for money | Those not satisfied with value for money |
|---|---|---|
| **2015** | 32 / 31 / 7 / 17 / 12 / 7 | 33 / 27 / 16 / 7 / 9 / 11 |
| **2014** | 34 / 29 / 8 / 17 / 4 / 8 | 29 / 28 / 13 / 15 / 5 / 10 |
| **2013** | 33 / 32 / 7 / 13 / 3 / 11 | 28 / 23 / 14 / 16 / 4 / 14 |

| | Those satisfied with value for money | Those not satisfied with value for money |
|---|---|---|
| **Blackpool** | 45 / 15 / 11 / 22 / 6 | 42 / 16 / 20 / 8 / 14 |
| **Edinburgh Trams** | 37 / 28 / 9 / 21 / 5 | 38 / 31 / 12 / 6 / 14 |
| **Metrolink** | 29 / 31 / 5 / 15 / 12 / 6 | 30 / 28 / 15 / 7 / 9 / 11 |
| **Midland Metro** | 35 / 34 / 7 / 15 / 10 | 32 / 29 / 14 / 13 / 12 |
| **NET** | 31 / 39 / 9 / 14 / 7 | 43 / 22 / 24 / 1 / 10 |
| **Supertram** | 30 / 34 / 9 / 17 / 11 | 37 / 24 / 19 / 12 / 9 |

- ■ Cost for distance travelled
- ■ Cost tram versus other transport
- ■ Fare compared to everyday items
- ■ Comfort/quality for the fare paid
- ■ The cost of making the same trip by car*
- ■ Other reason

* Only asked for Metrolink

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

Q. What had the biggest influence on the 'value for money' rating you gave in the previous question?
Base: All fare paying passengers - 3973 (All networks), 452 (Blackpool), 625 (Edinburgh Trams), 1949 (Metrolink), 341 (Midland Metro), 229 (NET), 377 (Supertram)

- ⬆ Statistically significant increase since 2014
- ⬅ No change
- ⬇ Statistically significant decrease since 2014

transportfocus

**Tram Passenger Survey (TPS) – All networks**

**Waiting at the stop**

transport**focus**

# Waiting at the stop: summary (1)

| | All Networks | Blackpool Transport | Edinburgh Trams | Metrolink Manchester | Midland Metro | NET Nottingham | Supertram Sheffield |
|---|---|---|---|---|---|---|---|
| **Satisfaction with the stop:** | | | | | | | |
| **Overall satisfaction with the stop** | 91 🟰 | 92 🟰 | 96 🟰 | 88 🟰 | 90 🟰 | 95 🟰 | 94 🟰 |

**All Networks**

**Waiting times:**

| | |
|---|---|
| **Satisfaction: expected waiting time** | 84% 🟰 |
| **Expected wait time** | 7.4 mins 🟰 |
| **Actual reported wait time** | 6.1 mins 🟢⬇ |

**Checking tram information:**

| | |
|---|---|
| **Passengers who checked tram time** | 79% 🟢⬆ |
| ⬇ | |
| **Info sources used before arriving at stop** | Mixed; Disruption info online the most common source |
| **Info sources used at stop** | 65% electronic display |
| **Among those that didn't check…** | 78% knew service frequent |

# Waiting at the stop: summary (2)

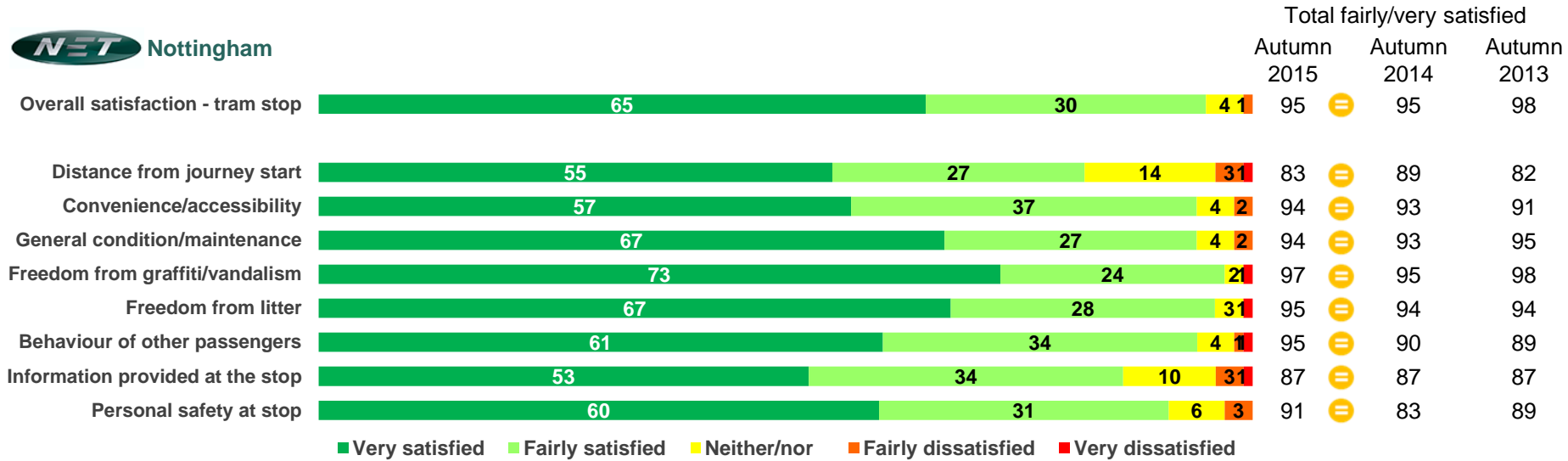| | All Networks | Blackpool Transport | Edinburgh Trams | Metrolink Manchester | Midland Metro | NET Nottingham | SUPERTRAM Sheffield |
|---|---|---|---|---|---|---|---|
| **Satisfaction with the stop:** | | | | | | | |
| Overall satisfaction with the stop | 91 ⊜ | 92 ⊜ | 96 ⊜ | 88 ⊜ | 90 ⊜ | 95 ⊜ | 94 ⊜ |
| Distance from journey start | 83 ⊜ | 90 ⊜ | 86 ⊜ | 81 ⊜ | 82 ⊜ | 83 ⊜ | 84 ⊜ |
| Convenience / accessibility | 90 ⊜ | 94 ⊜ | 93 ⬆ | 87 ⊜ | 86 ⊜ | 94 ⊜ | 92 ⊜ |
| General condition and maintenance | 86 ⊜ | 89 ⊜ | 97 ⊜ | 81 ⊜ | 85 ⊜ | 94 ⊜ | 91 ⊜ |
| Freedom from graffiti / vandalism | 89 ⊜ | 92 ⊜ | 98 ⊜ | 85 ⊜ | 91 ⊜ | 97 ⊜ | 91 ⬇ |
| Freedom from litter | 85 ⊜ | 87 ⊜ | 98 ⊜ | 79 ⊜ | 85 ⊜ | 95 ⊜ | 87 ⊜ |
| Behaviour of other passengers | 86 ⊜ | 93 ⊜ | 95 ⊜ | 82 ⊜ | 86 ⊜ | 95 ⊜ | 88 ⊜ |
| Information provided | 80 ⊜ | 89 ⊜ | 86 ⊜ | 76 ⬆ | 80 ⊜ | 87 ⊜ | 81 ⊜ |
| Personal safety | 87 ⊜ | 90 ⊜ | 94 ⊜ | 84 ⊜ | 85 ⊜ | 91 ⊜ | 90 ⊜ |

⬆ Statistically significant increase since 2014
⊜ No change
⬇ Statistically significant decrease since 2014

transportfocus

# Satisfaction – with the tram stop (%)



Total fairly/very satisfied

|  | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **All networks** | 91 | ⊜ | 91 | 91 |
| **Blackpool** | 92 | ⊜ | 92 | 93 |
| **Edinburgh Trams** | 96 | ⊜ | 97 | N/A |
| **Metrolink** | 88 | ⊜ | 86 | 87 |
| **Midland Metro** | 90 | ⊜ | 88 | 90 |
| **NET** | 95 | ⊜ | 95 | 98 |
| **Supertram** | 94 | ⊜ | 96 | 93 |

All networks: Very Satisfied 52, Fairly satisfied 39, Neither/nor 6, Fairly dissatisfied 3, Very dissatisfied 1
Blackpool: 65, 27, 4, 3, 2
Edinburgh Trams: 75, 21, 3, 1
Metrolink: 42, 46, 7, 4, 1
Midland Metro: 46, 43, 9, 1, 1
NET: 65, 30, 4, 1
Supertram: 57, 38, 4, 1

■ Very Satisfied  ■ Fairly satisfied  ■ Neither/nor  ■ Fairly dissatisfied  ■ Very dissatisfied
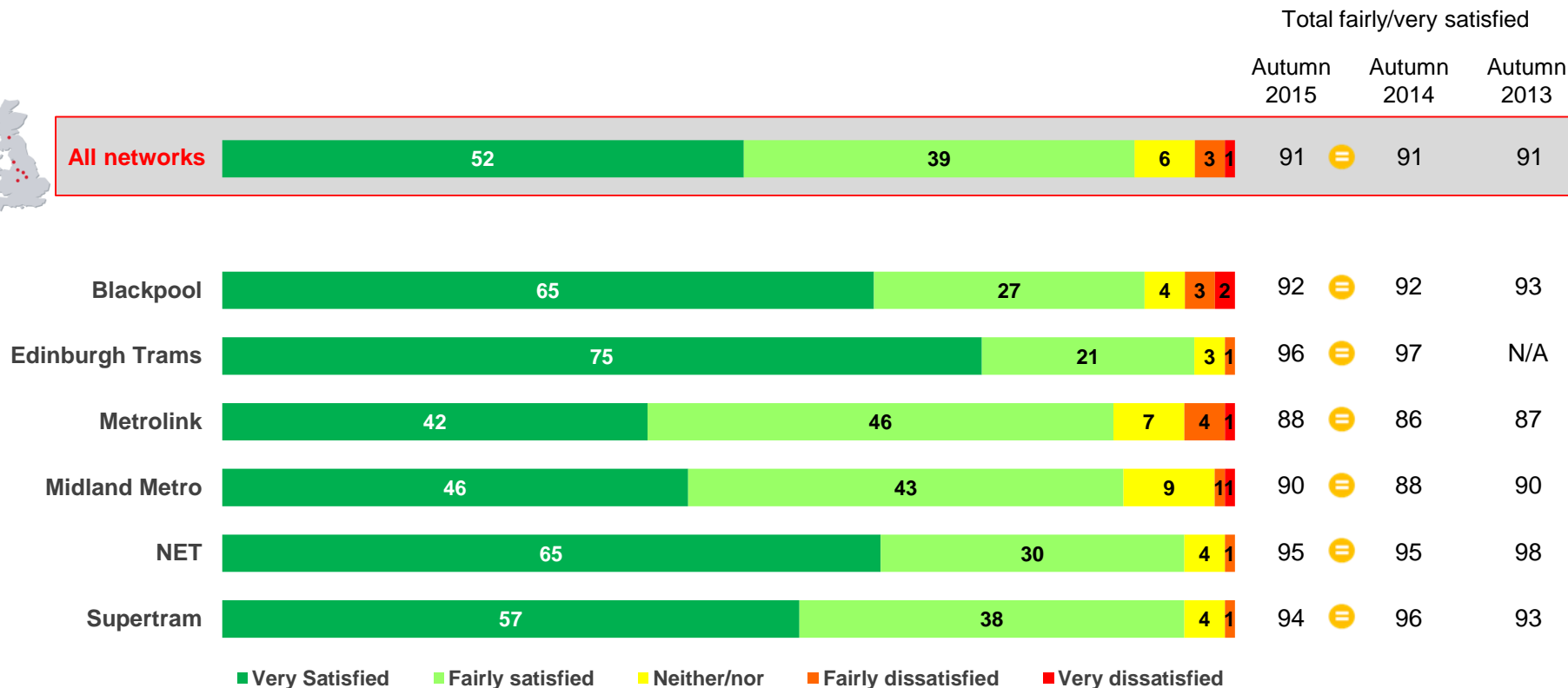
Q. Overall, how satisfied were you with the tram stop?
Base: All passengers - 5592 (All networks), 580 (Blackpool), 719 (Edinburgh Trams), 2912 (Metrolink), 478 (Midland Metro), 318 (NET), 585 (Supertram)

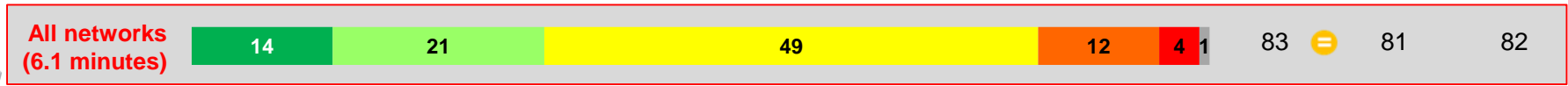↑ Statistically significant increase since 2014
= No change
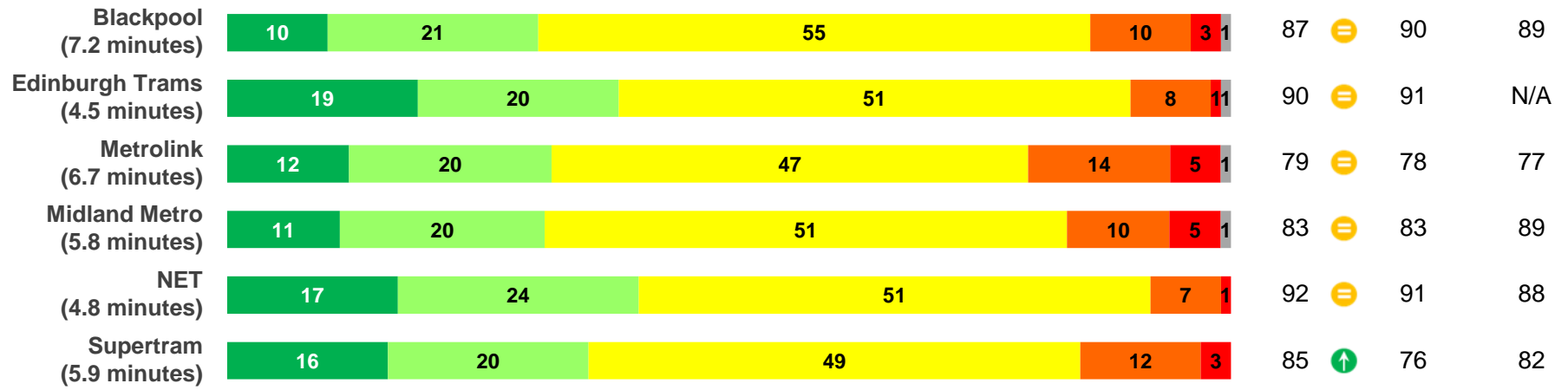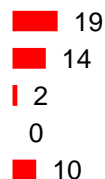↓ Statistically significant decrease since 2014

transport**focus**

# Satisfaction with the tram stop (%) – 1

## All networks

Total fairly/very satisfied

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **Overall satisfaction - tram stop** | Very satisfied 52, Fairly satisfied 39, Neither/nor 6, Fairly dissatisfied 3, Very dissatisfied 1 | 91 = | 91 | 91 |
| **Distance from journey start** | 51, 31, 12, 3, 2 | 83 = | 82 | 82 |
| **Convenience/accessibility** | 55, 35, 7, 2, 1 | 90 = | 88 | 89 |
| **General condition/maintenance** | 51, 36, 8, 4, 1 | 86 = | 86 | 85 |
| **Freedom from graffiti/vandalism** | 60, 29, 7, 2, 1 | 89 = | 90 | 89 |
| **Freedom from litter** | 51, 33, 8, 5, 3 | 85 = | 86 | 84 |
| **Behaviour of other passengers** | 55, 31, 9, 3, 1 | 86 = | 86 | 84 |
| **Information provided at the stop** | 45, 35, 12, 5, 3 | 80 = | 78 | 77 |
| **Personal safety at stop** | 53, 34, 10, 3, 1 | 87 = | 86 | 84 |

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

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

transport focus

# Satisfaction with the tram stop (%) – 2

**Blackpool Transport**

Total fairly/very satisfied

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Overall satisfaction - tram stop | Very satisfied 65, Fairly satisfied 27, Neither/nor 4, Fairly dissatisfied 3, Very dissatisfied 2 | 92 = | 92 | 93 |
| Distance from journey start | 69, 21, 6, 2, 2 | 90 = | 91 | 91 |
| Convenience/accessibility | 69, 25, 4, 1 | 94 = | 94 | 93 |
| General condition/maintenance | 60, 28, 7, 4, 1 | 89 = | 91 | 93 |
| Freedom from graffiti/vandalism | 70, 23, 5, 2, 1 | 92 = | 92 | 95 |
| Freedom from litter | 62, 25, 7, 3, 3 | 87 = | 87 | 92 |
| Behaviour of other passengers | 72, 21, 4, 2, 1 | 93 = | 90 | 94 |
| Information provided at the stop | 59, 29, 4, 3, 5 | 89 = | 86 | 86 |
| Personal safety at stop | 67, 23, 8, 2, 1 | 90 = | 90 | 93 |

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

**Edinburgh Trams**

| | Autumn 2015 | | Autumn 2014 |
|---|---|---|---|
| Overall satisfaction - tram stop | 75, 21, 3, 1 | 96 = | 97 |
| Distance from journey start | 53, 33, 10, 3, 1 | 86 = | 82 |
| Convenience/accessibility | 60, 33, 5, 2 | 93 ↑ | 84 |
| General condition/maintenance | 74, 23, 2, 1 | 97 = | 95 |
| Freedom from graffiti/vandalism | 81, 17, 1 | 98 = | 97 |
| Freedom from litter | 78, 20, 2, 1 | 98 = | 96 |
| Behaviour of other passengers | 74, 21, 4, 1 | 95 = | 93 |
| Information provided at the stop | 55, 30, 10, 2, 2 | 86 = | 87 |
| Personal safety at stop | 67, 27, 5 | 94 = | 94 |

*Not included in TPS 2013*

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

Q. Thinking about the tram stop itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the tram stop?
Base: All passengers - 580 (Blackpool), 719 (Edinburgh Trams)

↑ Statistically significant increase since 2014
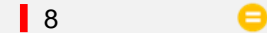= No change
↓ Statistically significant decrease since 2014

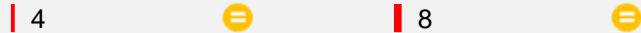transportfocus

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# Satisfaction with the tram stop (%) – 3

## Metrolink Manchester

Total fairly/very satisfied

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Overall satisfaction - tram stop | 88 | ⊜ | 86 | 87 |
| Distance from journey start | 81 | ⊜ | 79 | 81 |
| Convenience/accessibility | 87 | ⊜ | 87 | 86 |
| General condition/maintenance | 81 | ⊜ | 80 | 78 |
| Freedom from graffiti/vandalism | 85 | ⊜ | 85 | 84 |
| Freedom from litter | 79 | ⊜ | 80 | 79 |
| Behaviour of other passengers | 82 | ⊜ | 81 | 80 |
| Information provided at the stop | 76 | ⬆ | 70 | 67 |
| Personal safety at stop | 84 | ⊜ | 83 | 80 |

Overall satisfaction - tram stop: 42, 46, 7, 4, 1
Distance from journey start: 47, 34, 13, 4, 2
Convenience/accessibility: 51, 36, 9, 2, 2
General condition/maintenance: 41, 40, 11, 6, 2
Freedom from graffiti/vandalism: 52, 34, 10, 4, 2
Freedom from litter: 42, 36, 10, 7, 4
Behaviour of other passengers: 48, 34, 11, 4, 2
Information provided at the stop: 38, 37, 14, 6, 4
Personal safety at stop: 47, 37, 12, 3, 1

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

## Midland Metro

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Overall satisfaction - tram stop | 90 | ⊜ | 88 | 90 |
| Distance from journey start | 82 | ⊜ | 78 | 83 |
| Convenience/accessibility | 86 | ⊜ | 81 | 88 |
| General condition/maintenance | 85 | ⊜ | 84 | 83 |
| Freedom from graffiti/vandalism | 91 | ⊜ | 88 | 87 |
| Freedom from litter | 85 | ⊜ | 88 | 83 |
| Behaviour of other passengers | 86 | ⊜ | 87 | 84 |
| Information provided at the stop | 80 | ⊜ | 78 | 79 |
| Personal safety at stop | 85 | ⊜ | 80 | 79 |

Overall satisfaction - tram stop: 46, 43, 9, 1, 1
Distance from journey start: 44, 38, 12, 2, 4
Convenience/accessibility: 48, 38, 9, 4, 2
General condition/maintenance: 46, 39, 10, 3, 1
Freedom from graffiti/vandalism: 55, 36, 7, 1, 1
Freedom from litter: 46, 40, 10, 3, 2
Behaviour of other passengers: 47, 39, 10, 3, 1
Information provided at the stop: 39, 41, 12, 5, 3
Personal safety at stop: 44, 40, 12, 2, 1

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

Q. Thinking about the tram stop itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the tram stop?
Base: All passengers - 2912 (Metrolink), 478 (Midland Metro)

⬆ Statistically significant increase since 2014
⊜ No change
⬇ Statistically significant decrease since 2014

transportfocus

# Satisfaction with the tram stop (%) – 4

**Total fairly/very satisfied**

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|

## NET Nottingham

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **Overall satisfaction - tram stop** | 65 | 30 | 4 | 1 | | 95 | = | 95 | 98 |
| **Distance from journey start** | 55 | 27 | 14 | 3 | 1 | 83 | = | 89 | 82 |
| **Convenience/accessibility** | 57 | 37 | 4 | 2 | | 94 | = | 93 | 91 |
| **General condition/maintenance** | 67 | 27 | 4 | 2 | | 94 | = | 93 | 95 |
| **Freedom from graffiti/vandalism** | 73 | 24 | 2 | 1 | | 97 | = | 95 | 98 |
| **Freedom from litter** | 67 | 28 | 3 | 1 | | 95 | = | 94 | 94 |
| **Behaviour of other passengers** | 61 | 34 | 4 | 1 | | 95 | = | 90 | 89 |
| **Information provided at the stop** | 53 | 34 | 10 | 3 | 1 | 87 | = | 87 | 87 |
| **Personal safety at stop** | 60 | 31 | 6 | 3 | | 91 | = | 83 | 89 |

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

## Stagecoach SUPERTRAM Sheffield

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **Overall satisfaction - tram stop** | 57 | 38 | 4 | 1 | | 94 | = | 96 | 93 |
| **Distance from journey start** | 56 | 28 | 12 | 4 | 1 | 84 | = | 84 | 83 |
| **Convenience/accessibility** | 60 | 32 | 6 | 1 | | 92 | = | 90 | 92 |
| **General condition/maintenance** | 55 | 36 | 6 | 3 | | 91 | = | 92 | 87 |
| **Freedom from graffiti/vandalism** | 64 | 27 | 8 | 1 | | 91 | ↓ | 96 | 91 |
| **Freedom from litter** | 54 | 33 | 7 | 4 | 2 | 87 | = | 89 | 87 |
| **Behaviour of other passengers** | 62 | 26 | 10 | 2 | | 88 | = | 93 | 85 |
| **Information provided at the stop** | 51 | 30 | 13 | 3 | 3 | 81 | = | 84 | 86 |
| **Personal safety at stop** | 57 | 33 | 7 | 2 | 1 | 90 | = | 94 | 88 |

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

Q. Thinking about the tram stop itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the tram stop?
Base: All passengers - 318 (NET), 585 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus
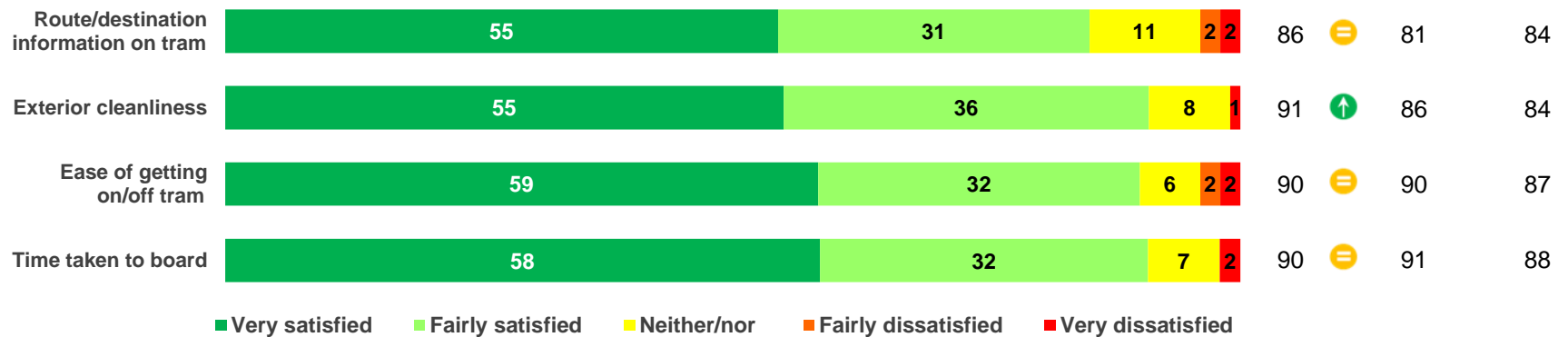
# Satisfaction with waiting time (%)



Total fairly/very satisfied
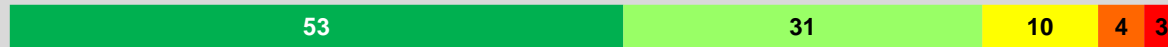
| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| **All networks (6.1 minutes)** | 53 / 31 / 10 / 4 / 3 | 84 | = | 82 | 81 |

**Average reported waiting time displayed in brackets**
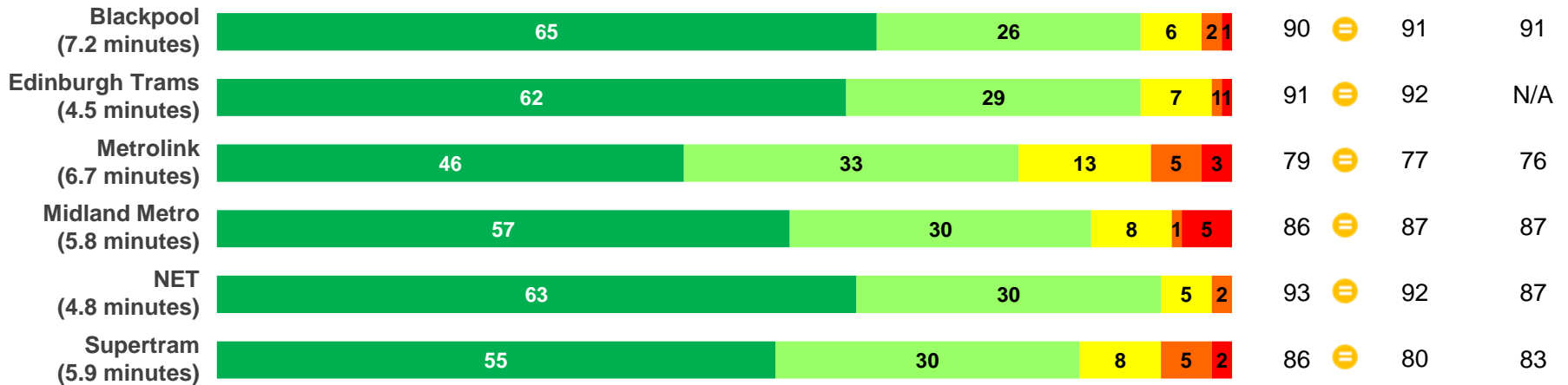
| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| **Blackpool (7.2 minutes)** | 65 / 26 / 6 / 2 / 1 | 90 | = | 91 | 91 |
| **Edinburgh Trams (4.5 minutes)** | 62 / 29 / 7 / 1 / 1 | 91 | = | 92 | N/A |
| **Metrolink (6.7 minutes)** | 46 / 33 / 13 / 5 / 3 | 79 | = | 77 | 76 |
| **Midland Metro (5.8 minutes)** | 57 / 30 / 8 / 1 / 5 | 86 | = | 87 | 87 |
| **NET (4.8 minutes)** | 63 / 30 / 5 / 2 | 93 | = | 92 | 87 |
| **Supertram (5.9 minutes)** | 55 / 30 / 8 / 5 / 2 | 86 | = | 80 | 83 |

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

Q. How satisfied were you with the length of time you had to wait for the tram?
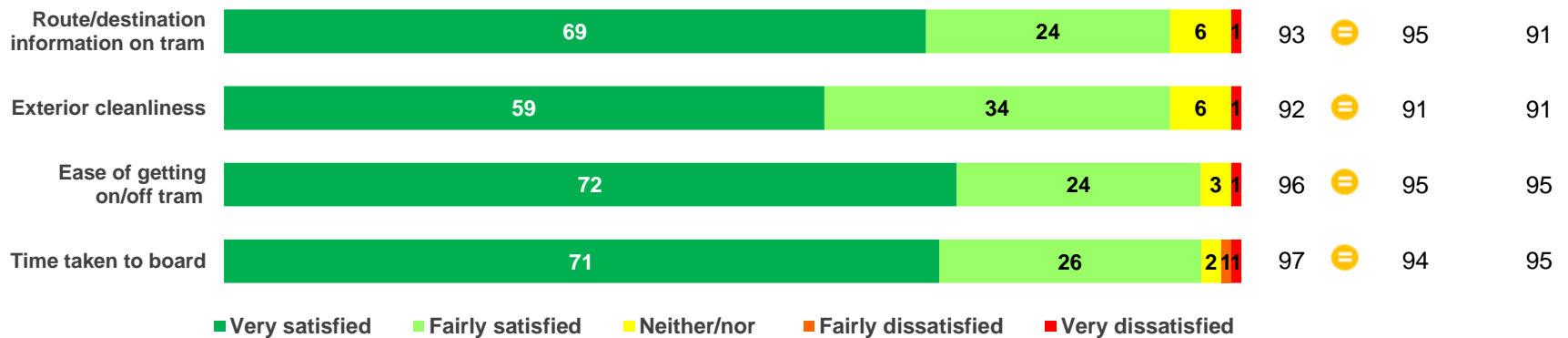Base: All passengers - 5571 (All networks), 572 (Blackpool), 714 (Edinburgh Trams), 2901 (Metrolink), 475 (Midland Metro), 322 (NET), 587 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# How actual waiting time compared to expected (%)

**Average reported waiting time displayed in brackets**

| Network | Much less than expected | A little less than expected | About the same | A little longer than expected | Much longer than expected | Don't know | Total about the same or a little/much less than expected Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|---|
| **All networks (6.1 minutes)** | 14 | 21 | 49 | 12 | 4 | 1 | 83 | = | 81 | 82 |
| **Blackpool (7.2 minutes)** | 10 | 21 | 55 | 10 | 3 | 1 | 87 | = | 90 | 89 |
| **Edinburgh Trams (4.5 minutes)** | 19 | 20 | 51 | 8 | 1 | 1 | 90 | = | 91 | N/A |
| **Metrolink (6.7 minutes)** | 12 | 20 | 47 | 14 | 5 | 1 | 79 | = | 78 | 77 |
| **Midland Metro (5.8 minutes)** | 11 | 20 | 51 | 10 | 5 | 1 | 83 | = | 83 | 89 |
| **NET (4.8 minutes)** | 17 | 24 | 51 | 7 | | 1 | 92 | = | 91 | 88 |
| **Supertram (5.9 minutes)** | 16 | 20 | 49 | 12 | 3 | | 85 | ↑ | 76 | 82 |

- ■ Much less than expected
- ■ A little less than expected
- ■ About the same
- ■ A little longer than expected
- ■ Much longer than expected
- ■ Don't know

Q. Thinking about the time you waited for the tram today, was it [ ] than expected?
Base: All passengers - 5577 (All networks), 581 (Blackpool), 718 (Edinburgh Trams), 2912 (Metrolink), 464 (Midland Metro), 315 (NET), 587 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# How passengers checked tram times (%) – 1

## All networks

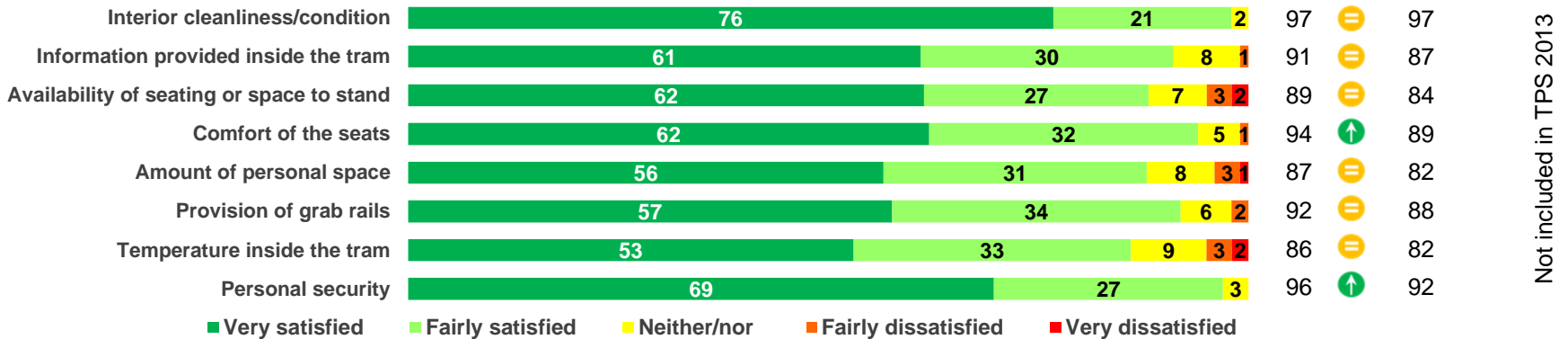| Before leaving | Autumn 2015 | | Autumn 2014 | Autumn 2013 | Blackpool Transport | Significant change | Edinburgh Trams | Significant change |
|---|---|---|---|---|---|---|---|---|
| Leaflet/paper timetable | 3 | = | 4 | 6 | 19 | = | 2 | = |
| Online | 12 | = | 12 | 11 | 14 | = | 10 | = |
| Live tram locator | 2 | = | 3 | 2 | 2 | = | 7 | ↓ |
| Disruption updates via social media | 2 | = | 2 | 2 | 0 | = | 1 | = |
| Other | 7 | = | 6 | 8 | 10 | = | 6 | = |

### At tram stop

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 | Blackpool Transport | Significant change | Edinburgh Trams | Significant change |
|---|---|---|---|---|---|---|---|---|
| Electronic display | 65 | ↑ | 47 | 41 | 3 | = | 61 | = |
| Posters at stop | 6 | ↓ | 12 | 12 | 38 | = | 1 | = |
| Online | 2 | ↑ | 1 | 2 | 3 | = | 1 | = |
| Live tram locator | 1 | = | 1 | 1 | 1 | ↑ | 1 | = |
| Disruption updates via social media | 1 | ↑ | 1 | 1 | 0 | ↓ | 0 | = |
| Other | 3 | = | 3 | 4 | 7 | = | 2 | = |
| Did not check | 19 | ↓ | 29 | 33 | 27 | = | 26 | ↑ |

### Main reasons for not checking times

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 | Blackpool Transport | Significant change | Edinburgh Trams | Significant change |
|---|---|---|---|---|---|---|---|---|
| Knew they ran frequently | 78 | = | 75 | 78 | 73 | = | 77 | = |
| Already knew times | 11 | = | 10 | 15 | 13 | = | 6 | = |
| Didn't have time | 5 | = | 6 | 5 | 4 | = | 8 | = |
| Could not find the information | 4 | = | 5 | 4 | 3 | = | 0 | = |
| Other | 8 | = | 6 | 4 | 4 | = | 7 | = |

Q. How did you know when the tram was meant to arrive? (More than one response permissible)
Base: All passengers - 5707 (All networks), 594 (Blackpool), 734 (Edinburgh Trams)

Q. If you did not check to find out when the tram was meant to arrive, why was this?
Base: All not checking arrival info - 1013 (All networks), 162 (Blackpool), 181 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

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# How passengers checked tram times (%) – 2

| | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| **Before leaving** | | | | | | | | |
| Leaflet/paper timetable | 1 | = | 5 | = | 7 | = | 4 | = |
| Online | 15 | = | 7 | = | 11 | = | 9 | = |
| Live tram locator | 0 | = | 7 | = | 5 | = | 5 | = |
| Disruption updates via social media | 3 | = | 5 | = | 1 | = | 1 | = |
| Other | 6 | = | 7 | ↓ | 10 | = | 9 | = |
| **At tram stop** | | | | | | | | |
| Electronic display | 76 | ↑ | 68 | = | 68 | = | 57 | ↑ |
| Posters at stop | 3 | ↓ | 3 | = | 2 | = | 10 | ↓ |
| Online | 3 | = | 1 | = | 1 | = | 3 | = |
| Live tram locator | 0 | = | 2 | = | 0 | = | 2 | = |
| Disruption updates via social media | 2 | = | 2 | = | 0 | = | 2 | = |
| Other | 2 | = | 4 | = | 1 | = | 4 | = |
| Did not check | 16 | ↓ | 13 | = | 18 | = | 25 | ↓ |
| **Main reasons for not checking times** | | | | | | | | |
| Knew they ran frequently | 78 | = | 76 | = | 85 | = | 77 | = |
| Already knew times | 9 | = | 17 | = | 5 | = | 16 | = |
| Didn't have time | 6 | = | 4 | = | 5 | = | 4 | = |
| Could not find the information | 7 | = | 2 | = | 0 | = | 2 | = |
| Other | 9 | = | 9 | = | 6 | = | 8 | = |

Q. How did you know when the tram was meant to arrive? (More than one response permissible)
Base: All passengers - 2954 (Metrolink) 494 (Midland Metro), 328 (NET), 603 (Supertram)

Q. If you did not check to find out when the tram was meant to arrive, why was this?
Base: All not checking arrival info - 381 (Metrolink), 64 (Midland Metro), 51 (NET), 174 (Sheffield)

↑ Statistically significant increase since 2014
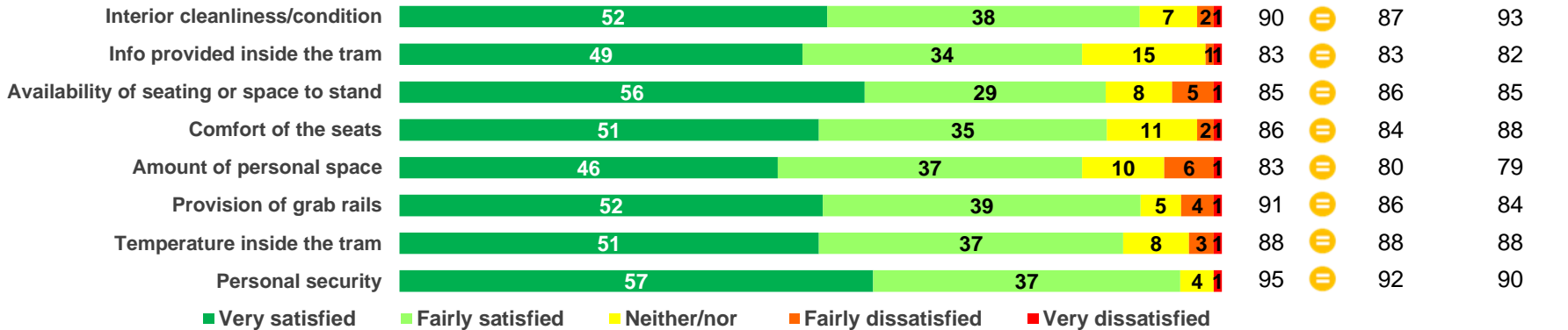= No change
↓ Statistically significant decrease since 2014

transportfocus

**Tram Passenger Survey (TPS) – All networks**

**The tram**

transportfocus

# The tram: summary (1)

**Start of journey**      All Networks

| | |
|---|---|
| **Route info on tram** | 91 ⬆️ |
| **Exterior cleanliness** | 91 🟰 |
| **Ease getting on** | 94 ⬆️ |
| **Time taken to board** | 95 ⬆️ |

**On board**      All Networks

| | |
|---|---|
| **Interior cleanliness** | 90 🟰 |
| **Info on board** | 84 ⬆️ |
| **Seat/standing space** | 80 ⬆️ |
| **Seat comfort** | 76 🟰 |
| **Personal space** | 76 ⬆️ |
| **Provision grabrails** | 83 ⬆️ |
| **Temperature** | 84 ⬆️ |
| **Personal security** | 86 ⬆️ |

**The driver**      All Networks

| | |
|---|---|
| **Appearance** | 92 🟰 |
| **Greeting** | 83 ⬆️ |
| **Helpfulness/attitude** | 87 ⬆️ |
| **Safety of driving** | 95 🟰 |
| **Smoothness journey** | 81 ⬆️ |

⬆️ Statistically significant increase since 2014
🟰 No change
⬇️ Statistically significant decrease since 2014

transportfocus

# The tram: summary (2)

| | All Networks | Blackpool Transport | Edinburgh Trams | Metrolink Manchester | Midland Metro | NET Nottingham | Supertram Sheffield |
|---|---|---|---|---|---|---|---|
| **Satisfaction with start of the journey:** | | | | | | | |
| Route info on tram | 91 ⬆ | 92 ⊜ | 90 ⊜ | 91 ⬆ | 86 ⊜ | 94 ⊜ | 93 ⊜ |
| Exterior cleanliness | 91 ⊜ | 94 ⊜ | 97 ⬆ | 89 ⊜ | 91 ⬆ | 90 ⊜ | 92 ⊜ |
| Ease getting on | 94 ⬆ | 97 ⬆ | 98 ⊜ | 92 ⬆ | 90 ⊜ | 95 ⊜ | 96 ⊜ |
| Time taken to board | 95 ⬆ | 97 ⊜ | 98 ⬆ | 93 ⬆ | 90 ⊜ | 97 ⊜ | 97 ⊜ |
| **Satisfaction with on board experience:** | | | | | | | |
| Interior cleanliness | 90 ⊜ | 94 ⊜ | 97 ⊜ | 86 ⊜ | 93 ⬆ | 95 ⊜ | 90 ⊜ |
| Info on board | 84 ⬆ | 92 ⊜ | 91 ⊜ | 81 ⊜ | 86 ⬆ | 91 ⊜ | 83 ⊜ |
| Seat/standing space | 80 ⬆ | 89 ⬆ | 89 ⊜ | 76 ⬆ | 74 ⊜ | 79 ⊜ | 85 ⊜ |
| Seat comfort | 76 ⊜ | 88 ⊜ | 94 ⬆ | 71 ⬆ | 52 ⬇ | 77 ⊜ | 86 ⊜ |
| Personal space | 76 ⬆ | 87 ⬆ | 87 ⊜ | 73 ⬆ | 67 ⊜ | 73 ⊜ | 83 ⊜ |
| Provision grabrails | 83 ⬆ | 91 ⊜ | 92 ⊜ | 81 ⬆ | 69 ⊜ | 83 ⊜ | 91 ⊜ |
| Temperature | 84 ⬆ | 89 ⊜ | 86 ⊜ | 83 ⬆ | 75 ⊜ | 84 ⊜ | 88 ⊜ |
| Personal security | 86 ⬆ | 94 ⬆ | 96 ⬆ | 80 ⊜ | 86 ⊜ | 88 ⊜ | 95 ⊜ |
| **Satisfaction with the driver:** | | | | | | | |
| Appearance | 92 ⊜ | 94 ⊜ | 95 ⊜ | NA | 89 ⊜ | 87 ⊜ | 94 ⊜ |
| Greeting | 83 ⬆ | 86 ⊜ | 89 ⊜ | NA | 78 ⊜ | 81 ⊜ | 82 ⊜ |
| Helpfulness/attitude | 87 ⬆ | 88 ⊜ | 92 ⊜ | NA | 83 ⊜ | 84 ⊜ | 89 ⊜ |
| Safety of driving | 95 ⊜ | 97 ⊜ | 97 ⊜ | 90 ⬆ | 89 ⊜ | 93 ⊜ | 97 ⊜ |
| Smoothness journey | 81 ⬆ | 94 ⬆ | 95 ⬆ | 76 ⬆ | 70 ⊜ | 82 ⊜ | 86 ⊜ |
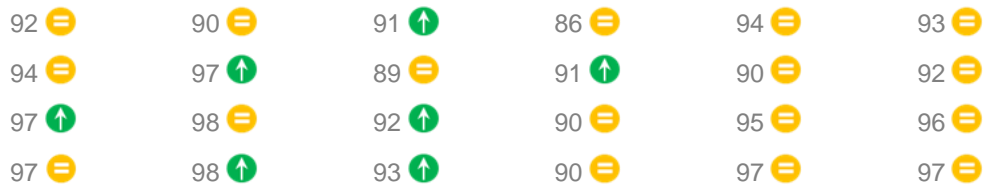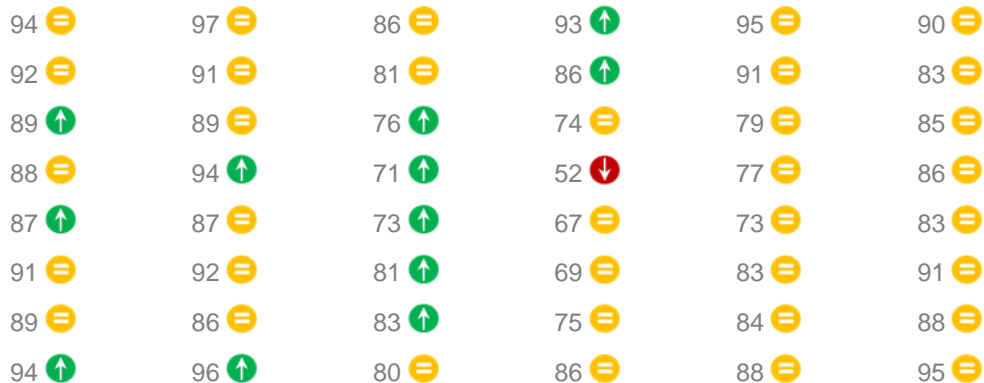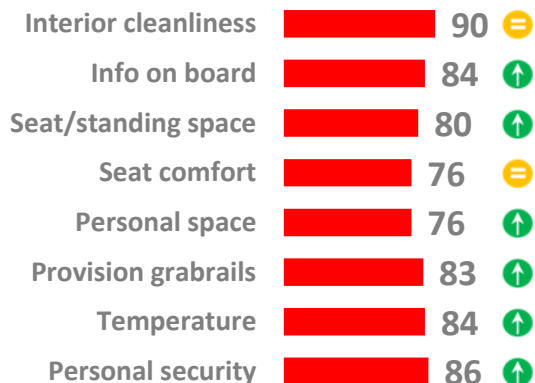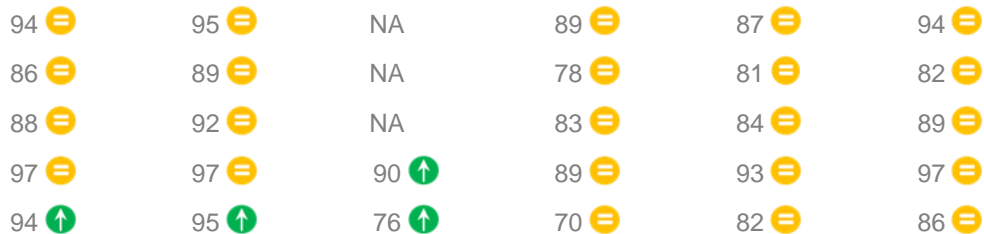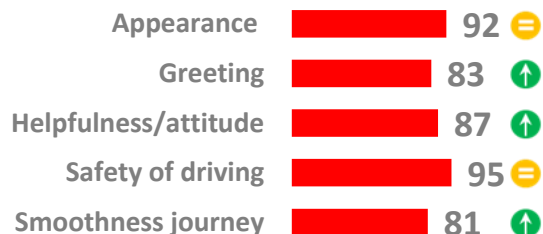
⬆ Statistically significant increase since 2014
⊜ No change
⬇ Statistically significant decrease since 2014

# Satisfaction with start of journey (%) – 1

## All networks

| | | Total fairly/very satisfied | | |
| --- | --- | --- | --- | --- |
| | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| Route/destination information on tram | Very satisfied 64, Fairly satisfied 27, Neither/nor 7, Fairly dissatisfied 1, Very dissatisfied 1 | 91 ⬆ | 89 | 90 |
| Exterior cleanliness | Very satisfied 57, Fairly satisfied 34, Neither/nor 7, Fairly dissatisfied 2, Very dissatisfied 1 | 91 ⬌ | 90 | 89 |
| Ease of getting on/off tram | Very satisfied 69, Fairly satisfied 25, Neither/nor 4, Fairly dissatisfied 1, Very dissatisfied 1 | 94 ⬆ | 91 | 92 |
| Time taken to board | Very satisfied 70, Fairly satisfied 25, Neither/nor 4, Fairly dissatisfied 1, Very dissatisfied 1 | 95 ⬆ | 92 | 93 |

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

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
Base: All passengers - 5434

⬆ Statistically significant increase since 2014
⬌ No change
⬇ Statistically significant decrease since 2014

transport**focus**

# Satisfaction with start of journey (%) – 2

**Blackpool Transport**

Total fairly/very satisfied

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Route/destination information on tram | 72 / 20 / 7 / 1 / 1 | 92 = | 90 | 93 |
| Exterior cleanliness | 72 / 22 / 4 / 1 / 1 | 94 = | 94 | 95 |
| Ease of getting on/off tram | 84 / 13 / 1 / 1 / 1 | 97 ↑ | 94 | 98 |
| Time taken to board | 83 / 14 / 2 / 1 / 1 | 97 = | 94 | 98 |

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

**Edinburgh Trams**

| | Autumn 2015 | | Autumn 2014 | |
|---|---|---|---|---|
| Route/destination information on tram | 60 / 30 / 9 | 90 = | 87 | Not included in TPS 2013 |
| Exterior cleanliness | 73 / 24 / 2 | 97 ↑ | 94 | |
| Ease of getting on/off tram | 78 / 20 / 2 | 98 = | 95 | |
| Time taken to board | 78 / 20 / 2 | 98 ↑ | 95 | |

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

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
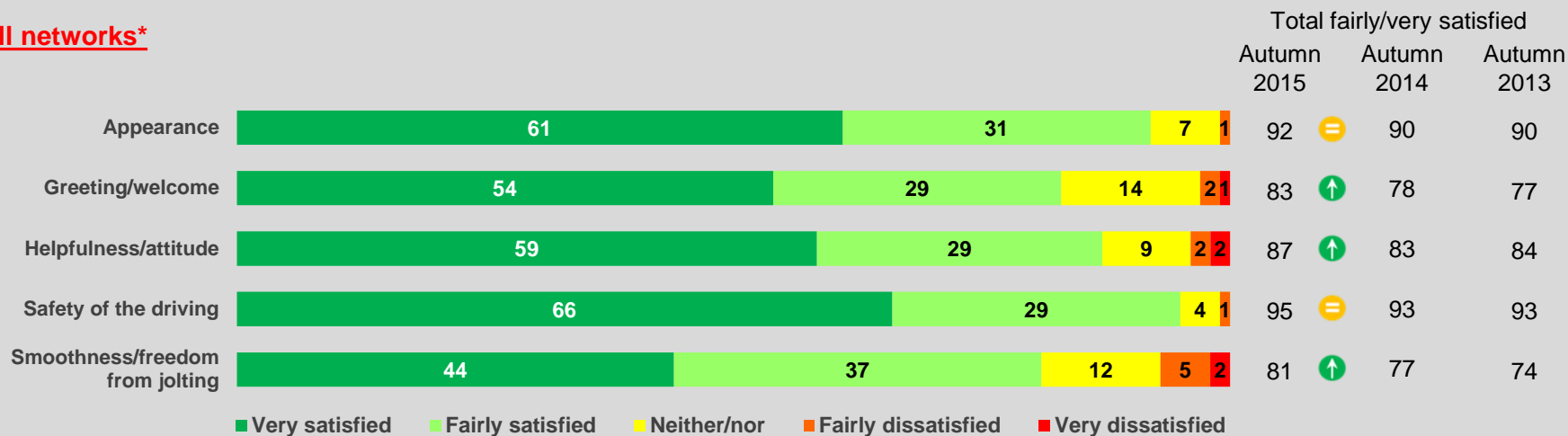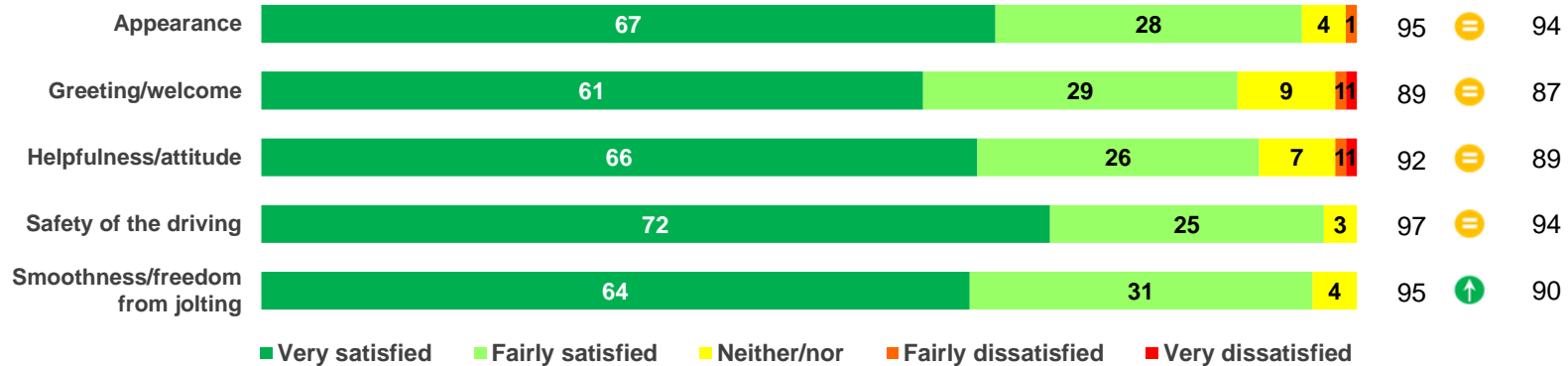Base: All passengers - 561 (Blackpool), 680 (Edinburgh Trams)
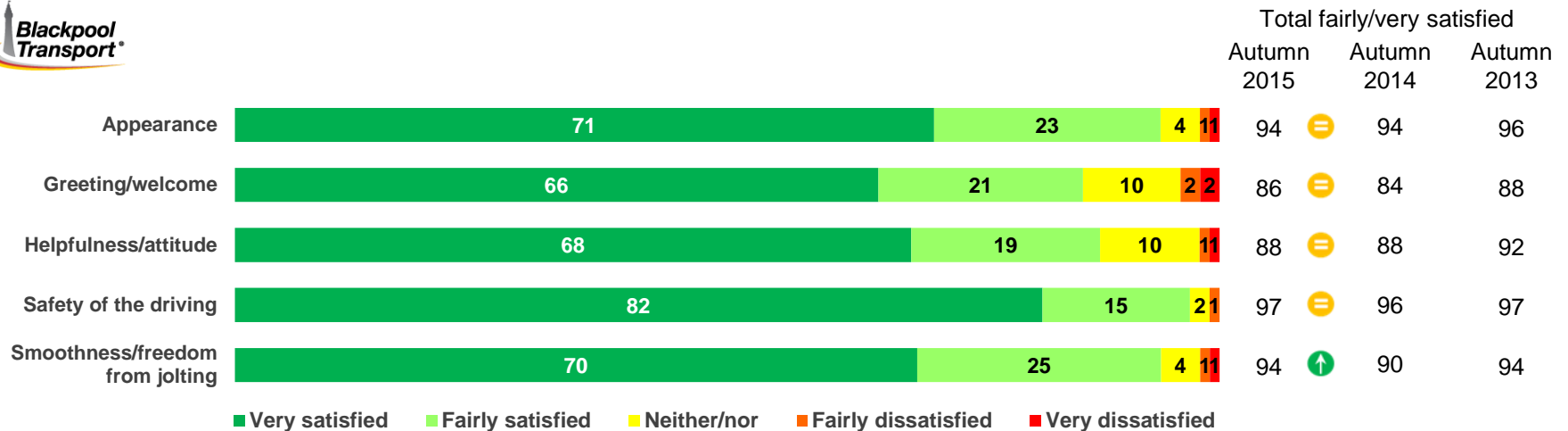
↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

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# Satisfaction with start of journey (%) – 3

## Metrolink Manchester

| | | | Total fairly/very satisfied | | |
|---|---|---|---|---|---|
| | | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| Route/destination information on tram | Very satisfied 61 \| Fairly satisfied 29 \| Neither/nor 7 \| 1 \| 1 | | 91 ↑ | 87 | 89 |
| Exterior cleanliness | 51 \| 37 \| 8 \| 3 | | 89 = | 88 | 87 |
| Ease of getting on/off tram | 66 \| 27 \| 4 \| 2 \| 1 | | 92 ↑ | 88 | 90 |
| Time taken to board | 67 \| 26 \| 5 \| 1 \| 1 | | 93 ↑ | 90 | 92 |

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

## Midland Metro

| | | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| Route/destination information on tram | 55 \| 31 \| 11 \| 2 \| 2 | | 86 = | 81 | 84 |
| Exterior cleanliness | 55 \| 36 \| 8 \| 1 | | 91 ↑ | 86 | 84 |
| Ease of getting on/off tram | 59 \| 32 \| 6 \| 2 \| 2 | | 90 = | 90 | 87 |
| Time taken to board | 58 \| 32 \| 7 \| 2 | | 90 = | 91 | 88 |

■ Very satisfied  ■ Fairly satisfied  ■ Neither/nor  ■ Fairly dissatisfied  ■ Very dissatisfied
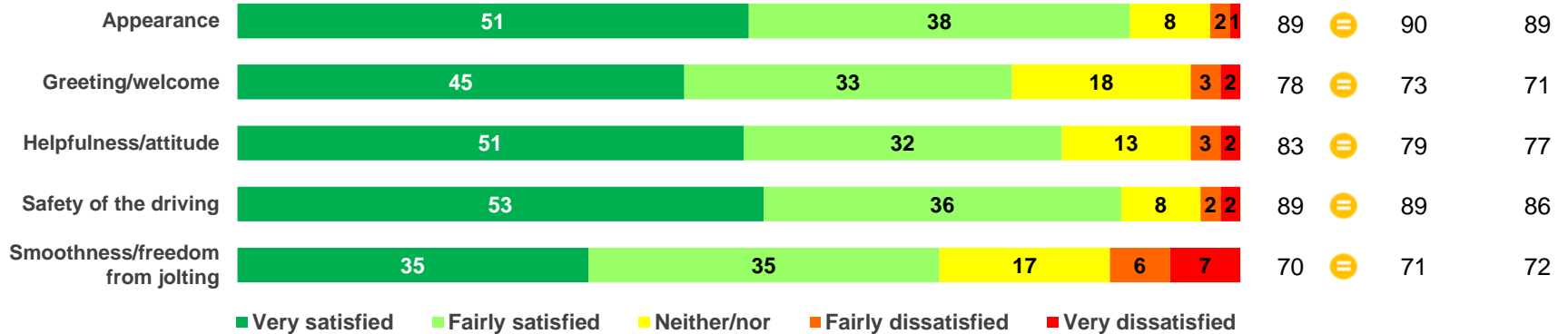
Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
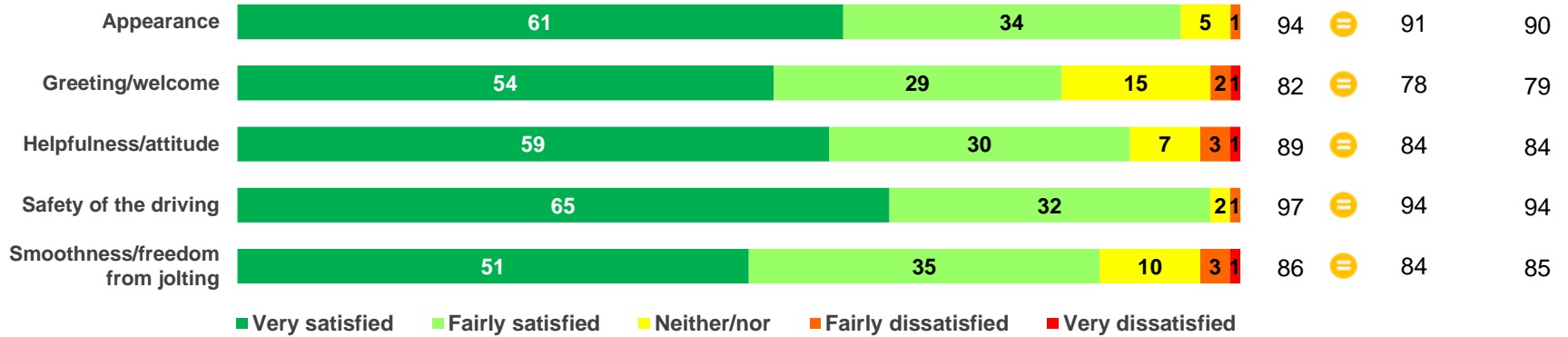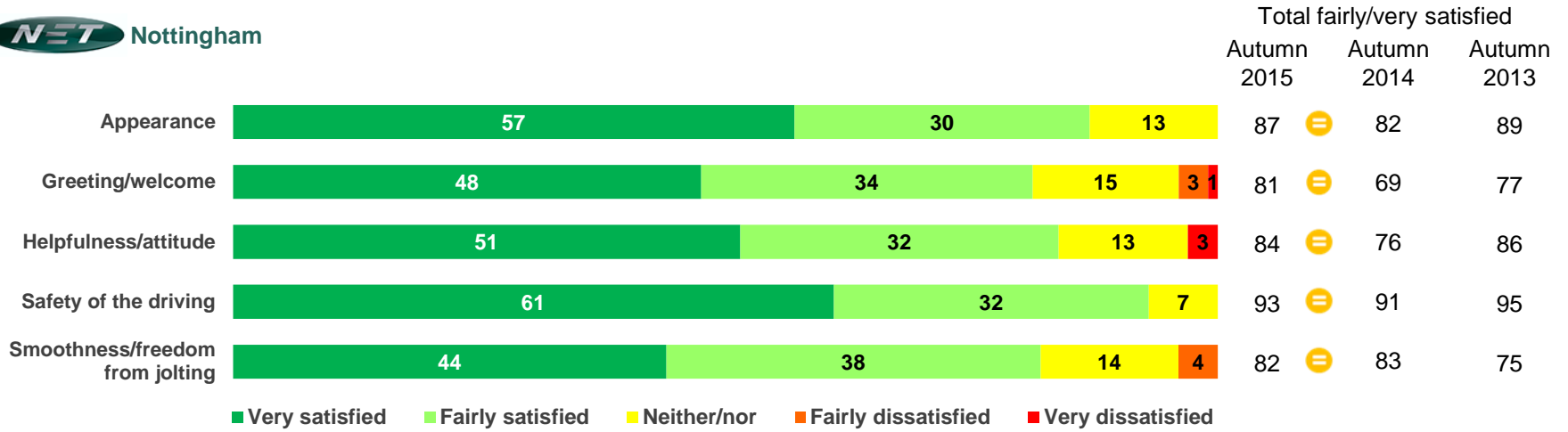Base: All passengers - 2843 (Metrolink), 451 (Midland Metro)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Satisfaction with start of journey (%) – 4

**NET Nottingham**

Total fairly/very satisfied

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **Route/destination information on tram** — 68 / 26 / 5 / 1 | 94 | = | 89 | 94 |
| **Exterior cleanliness** — 60 / 30 / 8 / 1 1 | 90 | = | 93 | 92 |
| **Ease of getting on/off tram** — 73 / 21 / 3 1 1 | 95 | = | 92 | 95 |
| **Time taken to board** — 73 / 24 / 2 1 | 97 | = | 96 | 95 |

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

**Stagecoach SUPERTRAM Sheffield**

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **Route/destination information on tram** — 69 / 24 / 6 / 1 | 93 | = | 95 | 91 |
| **Exterior cleanliness** — 59 / 34 / 6 / 1 | 92 | = | 91 | 91 |
| **Ease of getting on/off tram** — 72 / 24 / 3 1 | 96 | = | 95 | 95 |
| **Time taken to board** — 71 / 26 / 2 1 1 | 97 | = | 94 | 95 |

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

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
Base: All passengers - 315 (NET), 584 (Supertram)

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

transportfocus

# Satisfaction on the tram (%) – 1

## All networks

85 per cent (⬆) of passengers had a seat for their whole journey (2014: 81 per cent)
4 per cent (⬇) said they had to stand but would have liked to have a seat (2014: 5 per cent)

**Total fairly/very satisfied**

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| Interior cleanliness/condition | 52 | 38 | 7 | 3 | 1 | 90 | = | 88 | 89 |
| Information provided inside the tram | 51 | 34 | 13 | 2 | 1 | 84 | ⬆ | 82 | 82 |
| Availability of seating or space to stand | 48 | 31 | 10 | 7 | 4 | 80 | ⬆ | 74 | 72 |
| Comfort of the seats | 38 | 38 | 13 | 7 | 3 | 76 | = | 74 | 75 |
| Amount of personal space | 40 | 37 | 12 | 7 | 4 | 76 | ⬆ | 72 | 67 |
| Provision of grab rails | 46 | 37 | 10 | 5 | 1 | 83 | ⬆ | 80 | 75 |
| Temperature inside the tram | 46 | 39 | 10 | 4 | 2 | 84 | ⬆ | 81 | 81 |
| Personal security | 50 | 37 | 10 | 3 | 1 | 86 | ⬆ | 84 | 82 |

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

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers - 5597

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

transport**focus**

# Satisfaction on the tram (%) – 2

**Blackpool Transport**

92 per cent (⬆) of passengers had a seat for their whole journey (2014: 84 per cent)
2 per cent (⬇) said they had to stand but would have liked to have a seat (2014: 5 per cent)

### Total fairly/very satisfied

| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| Interior cleanliness/condition | 71 / 23 / 4 / 2 / 1 | 94 | = | 95 | 97 |
| Information provided inside the tram | 68 / 24 / 6 / 1 / 1 | 92 | = | 89 | 93 |
| Availability of seating or space to stand | 66 / 23 / 4 / 5 / 2 | 89 | ⬆ | 84 | 91 |
| Comfort of the seats | 56 / 31 / 7 / 4 / 2 | 88 | = | 84 | 92 |
| Amount of personal space | 61 / 26 / 7 / 3 / 3 | 87 | ⬆ | 82 | 91 |
| Provision of grab rails | 65 / 25 / 5 / 3 / 1 | 91 | = | 89 | 94 |
| Temperature inside the tram | 64 / 25 / 7 / 2 / 2 | 89 | = | 87 | 96 |
| Personal security | 72 / 22 / 4 / 1 / 1 | 94 | ⬆ | 90 | 96 |

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

**Edinburgh Trams**

95 per cent of passengers had a seat for their whole journey (2014: 94 per cent)
1 per cent said they had to stand but would have liked to have a seat (2014: 1 per cent)

| | | Autumn 2015 | | Autumn 2014 | |
|---|---|---|---|---|---|
| Interior cleanliness/condition | 76 / 21 / 2 | 97 | = | 97 | |
| Information provided inside the tram | 61 / 30 / 8 / 1 | 91 | = | 87 | |
| Availability of seating or space to stand | 62 / 27 / 7 / 3 / 2 | 89 | = | 84 | |
| Comfort of the seats | 62 / 32 / 5 / 1 | 94 | ⬆ | 89 | |
| Amount of personal space | 56 / 31 / 8 / 3 / 1 | 87 | = | 82 | |
| Provision of grab rails | 57 / 34 / 6 / 2 | 92 | = | 88 | |
| Temperature inside the tram | 53 / 33 / 9 / 3 / 2 | 86 | = | 82 | |
| Personal security | 69 / 27 / 3 | 96 | ⬆ | 92 | |

Not included in TPS 2013

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

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers - 581 (Blackpool), 716 (Edinburgh Trams)

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

transportfocus

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# Satisfaction on the tram (%) – 3

## Metrolink Manchester

81 per cent (↑) of passengers had a seat for their whole journey (2014: 73 per cent)
5 per cent (↓) said they had to stand but would have liked to have a seat (2014: 8 per cent)

**Total fairly/very satisfied**

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| Interior cleanliness/condition | 42 | 44 | 8 | 5 | 1 | 86 | = | 85 | 85 |
| Information provided inside the tram | 46 | 36 | 16 | 2 | 1 | 81 | = | 80 | 80 |
| Availability of seating or space to stand | 42 | 34 | 10 | 8 | 6 | 76 | ↑ | 65 | 62 |
| Comfort of the seats | 30 | 42 | 15 | 10 | 3 | 71 | ↑ | 66 | 67 |
| Amount of personal space | 34 | 39 | 13 | 8 | 6 | 73 | ↑ | 65 | 61 |
| Provision of grab rails | 42 | 38 | 12 | 6 | 2 | 81 | ↑ | 73 | 70 |
| Temperature inside the tram | 41 | 43 | 11 | 4 | 1 | 83 | ↑ | 76 | 76 |
| Personal security | 41 | 39 | 14 | 4 | 2 | 80 | = | 78 | 76 |

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

## Midland Metro

81 per (=) cent of passengers had a seat for their whole journey (2014: 83 per cent)
4 per cent (=) said they had to stand but would have liked to have a seat (2014: 6 per cent)

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| Interior cleanliness/condition | 59 | 34 | 4 | 2 | 1 | 93 | ↑ | 88 | 85 |
| Information provided inside the tram | 51 | 35 | 9 | 2 | 3 | 86 | ↑ | 77 | 83 |
| Availability of seating or space to stand | 42 | 32 | 10 | 9 | 7 | 74 | = | 76 | 61 |
| Comfort of the seats | 22 | 30 | 14 | 18 | 16 | 52 | ↓ | 64 | 69 |
| Amount of personal space | 32 | 35 | 15 | 11 | 7 | 67 | = | 69 | 56 |
| Provision of grab rails | 36 | 33 | 10 | 19 | 2 | 69 | = | 74 | 63 |
| Temperature inside the tram | 37 | 38 | 12 | 5 | 7 | 75 | = | 77 | 73 |
| Personal security | 45 | 41 | 10 | 2 | 1 | 86 | = | 83 | 81 |

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

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers - 2908 (Metrolink), 479 (Midland Metro)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

49

# Satisfaction on the tram (%) – 4

**NET Nottingham**

88 per cent (=) of passengers had a seat for their whole journey (2014: 85 per cent)
2 per cent (=) said they had to stand but would have liked to have a seat (2014: 3 per cent)

Total fairly/very satisfied

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| Interior cleanliness/condition | 62 | 33 | 4 | 1 | 1 | 95 | = | 93 | 92 |
| Info provided inside the tram | 58 | 32 | 9 | 1 | | 91 | = | 86 | 83 |
| Availability of seating or space to stand | 49 | 29 | 15 | 5 | 2 | 79 | = | 78 | 77 |
| Comfort of the seats | 36 | 41 | 17 | 5 | 1 | 77 | = | 82 | 76 |
| Amount of personal space | 39 | 35 | 16 | 8 | 3 | 73 | = | 74 | 66 |
| Provision of grab rails | 45 | 38 | 13 | 3 | 1 | 83 | = | 84 | 76 |
| Temperature inside the tram | 50 | 34 | 9 | 4 | 3 | 84 | = | 88 | 83 |
| Personal security | 54 | 34 | 10 | 1 | 1 | 88 | = | 84 | 85 |

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

**Stagecoach SUPERTRAM Sheffield**

92 per cent (=) of passengers had a seat for their whole journey (2014: 93 per cent)
1 per cent (=) said they had to stand but would have liked to have a seat (2014: 1 per cent)

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| Interior cleanliness/condition | 52 | 38 | 7 | 2 | 1 | 90 | = | 87 | 93 |
| Info provided inside the tram | 49 | 34 | 15 | 1 | 1 | 83 | = | 83 | 82 |
| Availability of seating or space to stand | 56 | 29 | 8 | 5 | 1 | 85 | = | 86 | 85 |
| Comfort of the seats | 51 | 35 | 11 | 2 | 1 | 86 | = | 84 | 88 |
| Amount of personal space | 46 | 37 | 10 | 6 | 1 | 83 | = | 80 | 79 |
| Provision of grab rails | 52 | 39 | 5 | 4 | 1 | 91 | = | 86 | 84 |
| Temperature inside the tram | 51 | 37 | 8 | 3 | 1 | 88 | = | 88 | 88 |
| Personal security | 57 | 37 | 4 | 1 | | 95 | = | 92 | 90 |

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

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers - 321 (NET), 592 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Satisfaction with on-tram journey time (%)
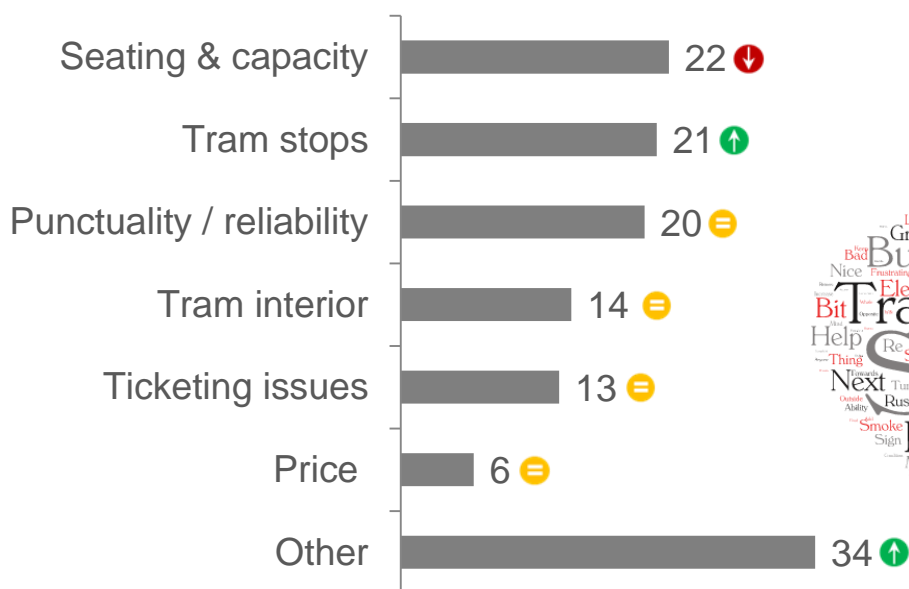
| | Total fairly/very satisfied | | |
|---|---|---|---|
| | Autumn 2015 | Autumn 2014 | Autumn 2013 |

| Network | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **All networks** | 52 | 36 | 7 | 4 | 1 | 87 | ⬆ | 84 | 87 |
| **Blackpool** | 71 | 24 | 3 | 1 | | 95 | ⬆ | 91 | 95 |
| **Edinburgh Trams** | 57 | 32 | 6 | 4 | 1 | 89 | ⬭ | 86 | N/A |
| **Metrolink** | 45 | 38 | 10 | 5 | 2 | 83 | ⬭ | 81 | 80 |
| **Midland Metro** | 53 | 36 | 5 | 2 | 4 | 89 | ⬭ | 85 | 86 |
| **NET** | 50 | 42 | 5 | 2 | | 93 | ⬭ | 91 | 92 |
| **Supertram** | 61 | 32 | 3 | 3 | 1 | 93 | ⬆ | 85 | 92 |

■ **Very satisfied**  ■ **Fairly satisfied**  ■ **Neither/nor**  ■ **Fairly dissatisfied**  ■ **Very dissatisfied**
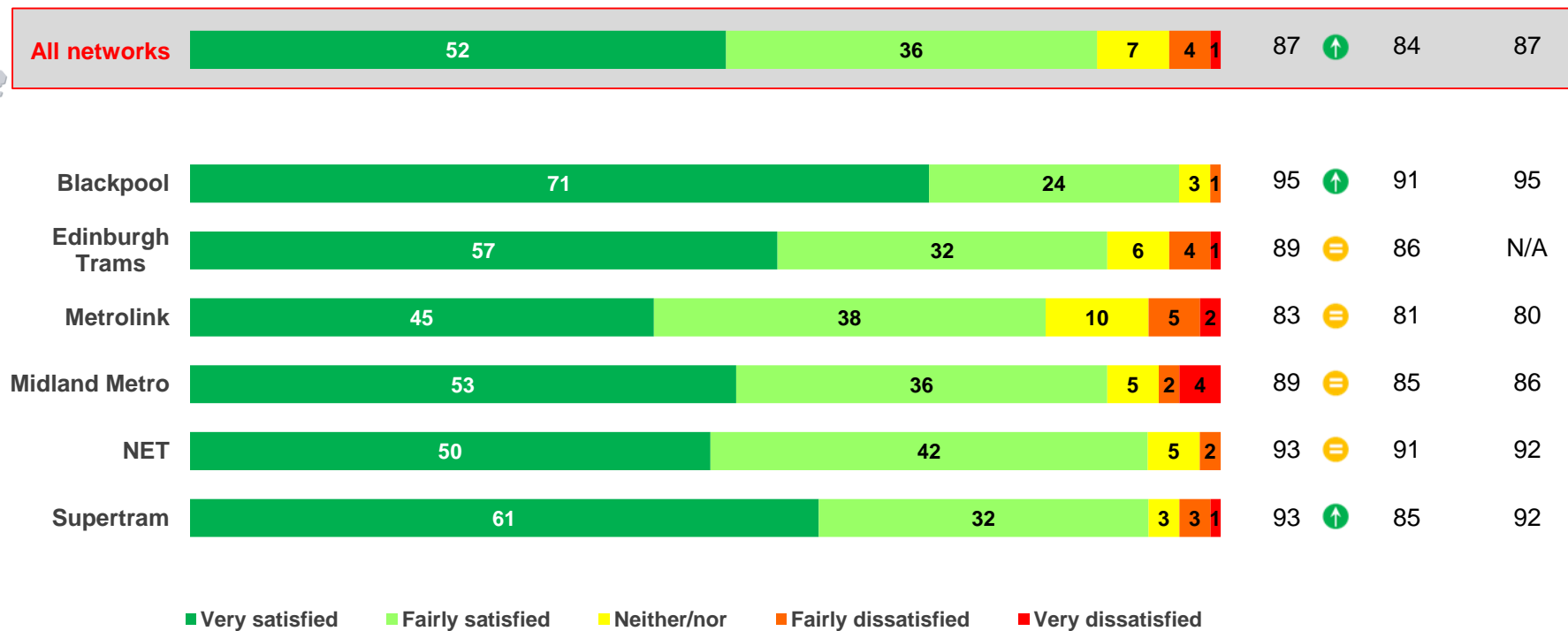
Q. How satisfied were you with the amount of time the journey took?
Base: All passengers - 5538 (All networks), 573 (Blackpool), 710 (Edinburgh Trams), 2882 (Metrolink), 467 (Midland Metro), 314 (NET), 592 (Supertram)

⬆ Statistically significant increase since 2014
⬭ No change
⬇ Statistically significant decrease since 2014

transportfocus

# Satisfaction with punctuality of the tram (%)

Total fairly/very satisfied

| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **All networks** | 57 | 29 | 9 | 3 | 3 | 86 | ⬆ | 83 | 82 |
| **Blackpool** | 70 | 23 | 4 | 1 | 1 | 93 | ⚊ | 90 | 93 |
| **Edinburgh Trams** | 70 | 23 | 6 | | 1 | 93 | ⚊ | 94 | N/A |
| **Metrolink** | 51 | 31 | 11 | 3 | 4 | 82 | ⬆ | 78 | 75 |
| **Midland Metro** | 59 | 28 | 6 | 2 | 4 | 88 | ⚊ | 88 | 87 |
| **NET** | 68 | 25 | 6 | | 1 | 93 | ⚊ | 93 | 94 |
| **Supertram** | 56 | 29 | 8 | 4 | 2 | 85 | ⚊ | 78 | 84 |

■ **Very satisfied**  ■ **Fairly satisfied**  ■ **Neither/nor**  ■ **Fairly dissatisfied**  ■ **Very dissatisfied**
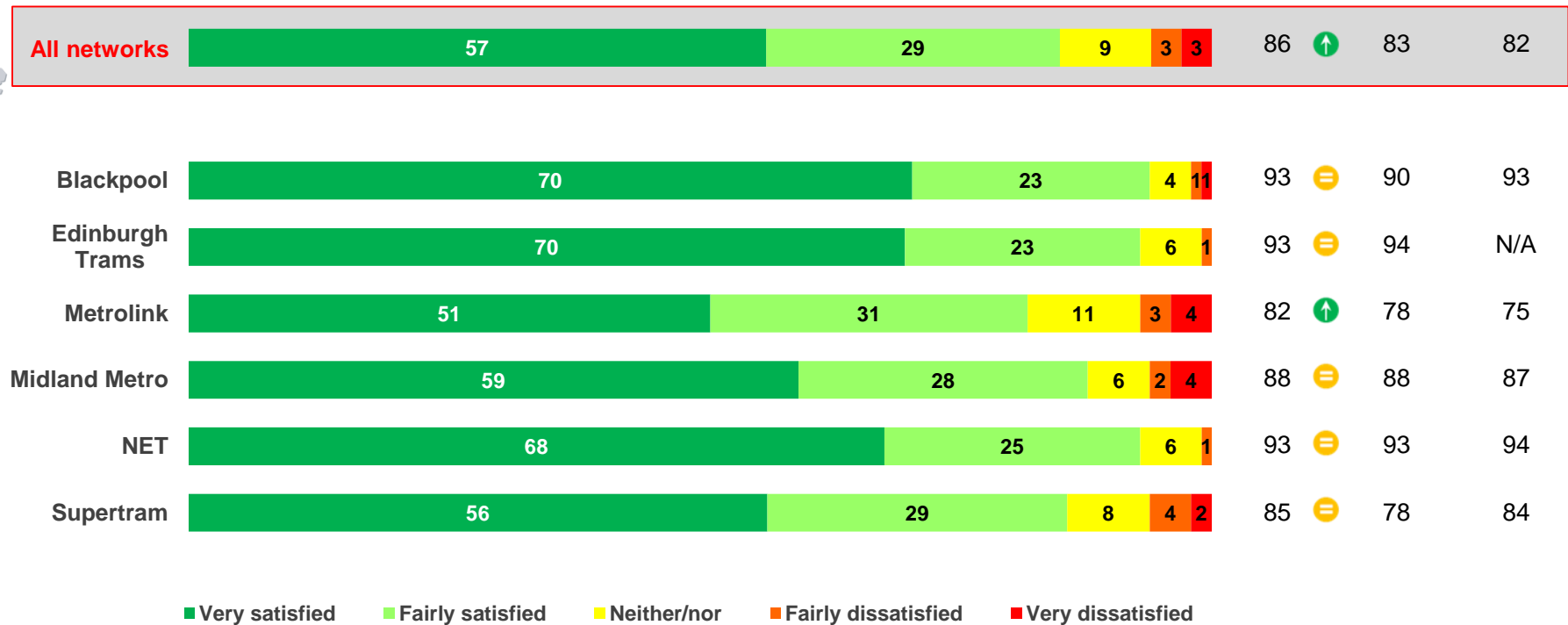
Q. How satisfied were you with the punctuality of the tram?
Base: All passengers - 5299 (All networks), 543 (Blackpool), 682 (Edinburgh Trams), 2755 (Metrolink), 448 (Midland Metro), 306 (NET), 565 (Supertram)

⬆ Statistically significant increase since 2014
⚊ No change
⬇ Statistically significant decrease since 2014

transportfocus

# Satisfaction – with availability of seating or space to stand (%)



Total fairly/very satisfied

| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| **All networks** | 48 / 31 / 10 / 7 / 4 | 80 | ↑ | 74 | 72 |
| **Blackpool** | 66 / 23 / 4 / 5 / 2 | 89 | ↑ | 84 | 91 |
| **Edinburgh Trams** | 62 / 27 / 7 / 3 / 2 | 89 | = | 84 | N/A |
| **Metrolink** | 42 / 34 / 10 / 8 / 6 | 76 | ↑ | 65 | 62 |
| **Midland Metro** | 42 / 32 / 10 / 9 / 7 | 74 | = | 76 | 61 |
| **NET** | 49 / 29 / 15 / 5 / 2 | 79 | = | 78 | 77 |
| **Supertram** | 56 / 29 / 8 / 5 / 1 | 85 | = | 86 | 85 |

■ Very Satisfied  ■ Fairly satisfied  ■ Neither/nor  ■ Fairly dissatisfied  ■ Very dissatisfied
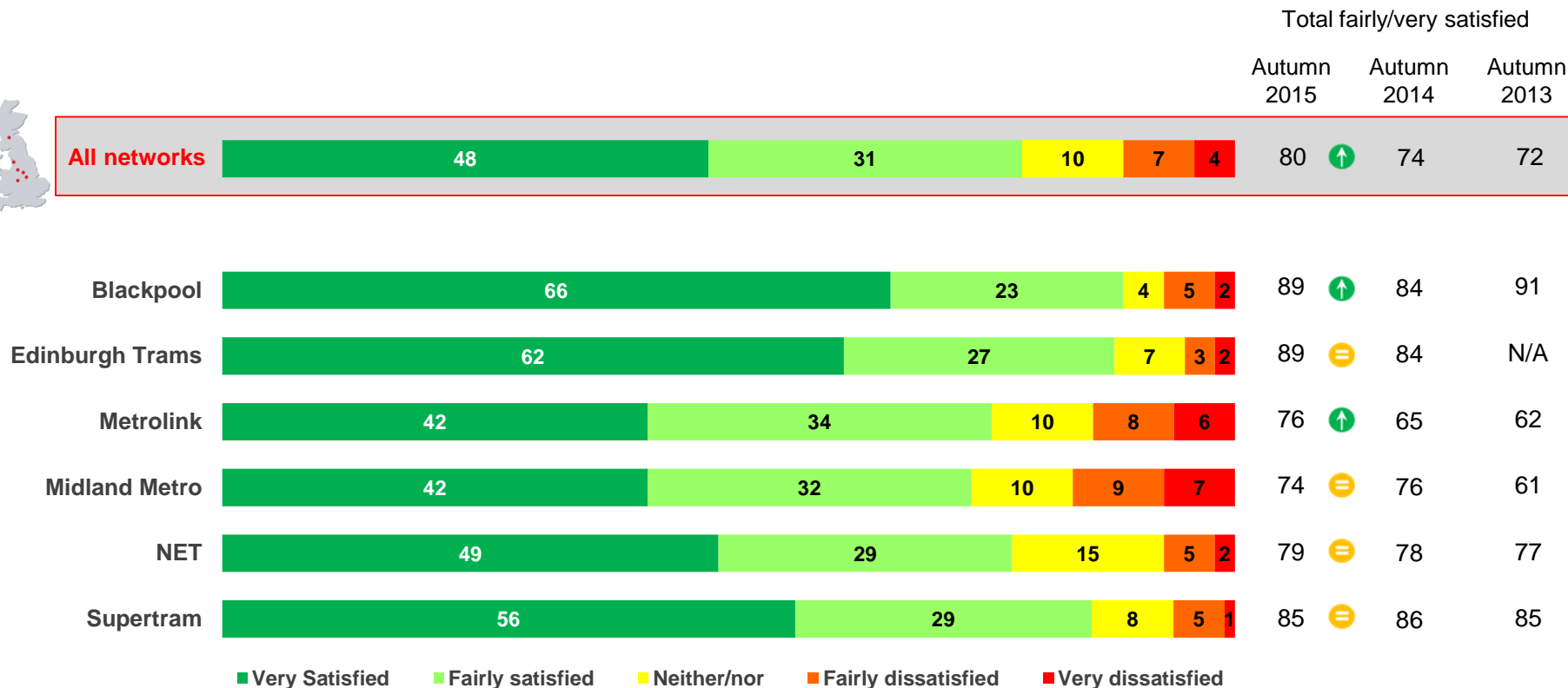
Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with sufficient room for all passengers to sit/stand?
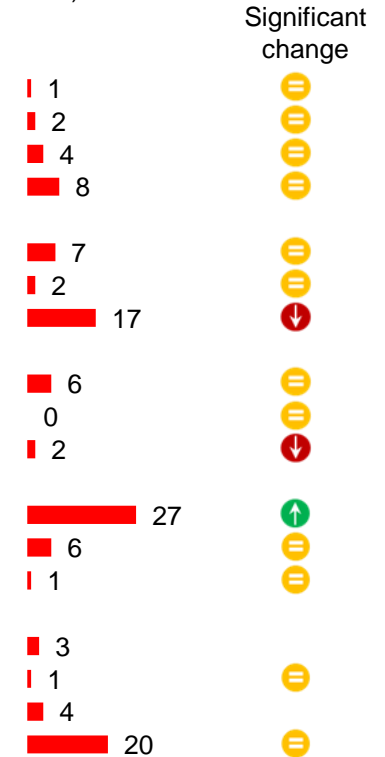Base: All passengers - 5555 (All networks), 580 (Blackpool), 718 (Edinburgh Trams), 2884 (Metrolink), 466 (Midland Metro), 318 (NET), 589 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transport**focus**

# Availability of information inside the tram (%) – 1

## All networks*

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Digital next-stop display | 94 | ⬆ | 90 | 93 |
| Audio announcements | 94 | ⬆ | 88 | 92 |
| Route map/journey times | 76 | = | 72 | 84 |
| Fares/ticket information | 36 | = | 38 | 44 |
| Timetable | 25 | = | 24 | 33 |
| How to make a complaint | 16 | = | 16 | 31 |

### Blackpool Transport

| | | Significant change |
|---|---|---|
| | 93 | = |
| | 98 | = |
| | 65 | = |
| | 54 | = |
| | 21 | = |
| | 19 | = |

### Edinburgh Trams
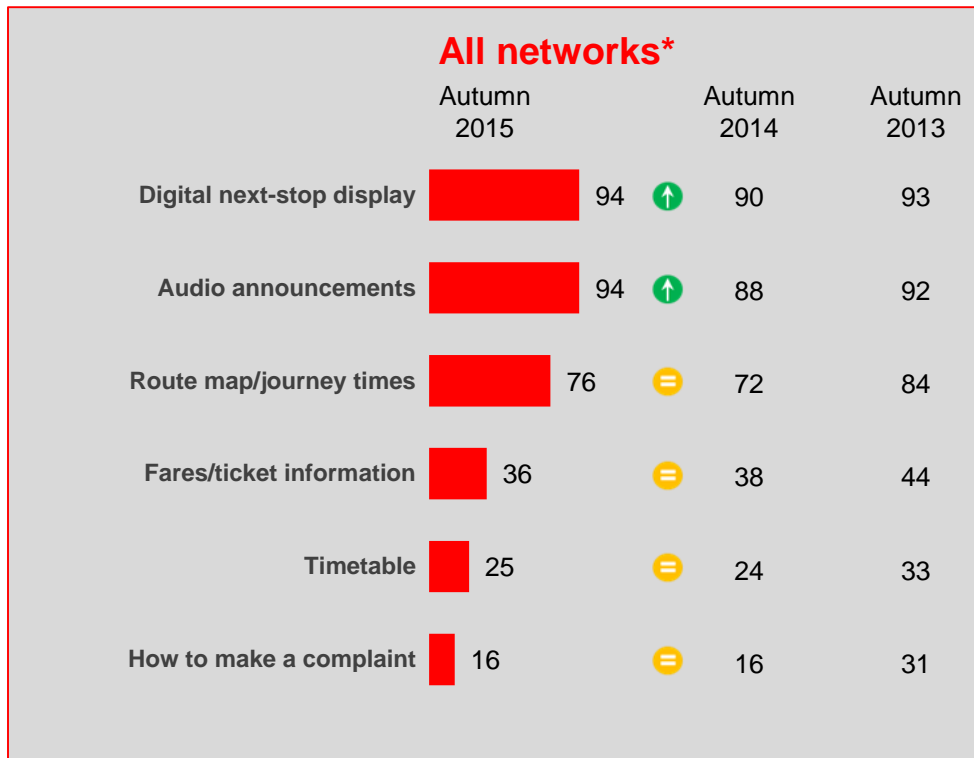
| | | Significant change |
|---|---|---|
| | 94 | = |
| | 93 | = |
| | 74 | = |
| | 45 | = |
| | 23 | ⬆ |
| | 24 | = |
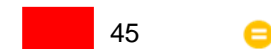
* Question not asked for Metrolink

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 - 2569 (All networks), 560 (Blackpool), 694 (Edinburgh Trams)

transportfocus

# Availability of information inside the tram (%) – 2

|  | Metrolink Manchester | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|
| Digital next-stop display | Question not asked for Metrolink | 92 | ⬆ | 98 | ⬆ | 91 | = |
| Audio announcements | | 89 | = | 96 | = | 93 | ⬆ |
| Route map/journey times | | 73 | ⬆ | 89 | = | 71 | = |
| Fares/ticket information | | 22 | = | 37 | = | 30 | = |
| Timetable | | 14 | = | 55 | = | 11 | = |
| How to make a complaint | | 23 | = | 19 | = | 7 | = |
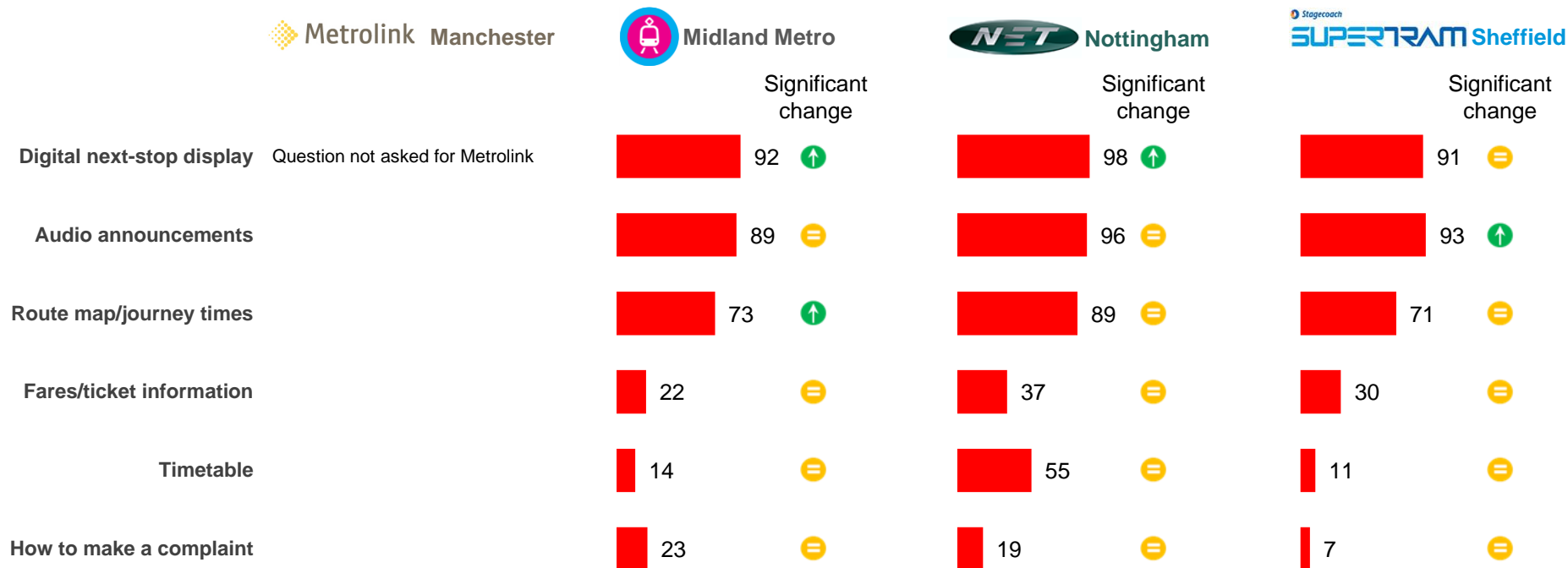
NOTE: Significant changes are not shown for this question. The question was changed between 2013 and 2014 (by the addition of a 'Don't know' option) and is not directly comparable

Q. Were any of these items of information present on the tram?
Base: All passengers - 436 (Midland Metro), 308 (NET), 571 (Supertram)

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

transportfocus

# Satisfaction with tram staff/driver (%) – 1

## All networks*

| | | Total fairly/very satisfied | | |
|---|---|---|---|---|
| | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **Appearance** | Very satisfied 61 / Fairly satisfied 31 / Neither 7 / 1 | 92 = | 90 | 90 |
| **Greeting/welcome** | 54 / 29 / 14 / 2 1 | 83 ↑ | 78 | 77 |
| **Helpfulness/attitude** | 59 / 29 / 9 / 2 2 | 87 ↑ | 83 | 84 |
| **Safety of the driving** | 66 / 29 / 4 / 1 | 95 = | 93 | 93 |
| **Smoothness/freedom from jolting** | 44 / 37 / 12 / 5 / 2 | 81 ↑ | 77 | 74 |

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

* Question not asked for Metrolink

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers - 2589

Statistically significant increase since 2014
No change
Statistically significant decrease since 2014

transportfocus

# Satisfaction with tram staff/driver (%) – 2

**Blackpool Transport**

Total fairly/very satisfied

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|

| Category | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| Appearance | 71 | 23 | 4 | 1 | 1 | 94 | = | 94 | 96 |
| Greeting/welcome | 66 | 21 | 10 | 2 | 2 | 86 | = | 84 | 88 |
| Helpfulness/attitude | 68 | 19 | 10 | 1 | 1 | 88 | = | 88 | 92 |
| Safety of the driving | 82 | 15 | 2 | 1 | | 97 | = | 96 | 97 |
| Smoothness/freedom from jolting | 70 | 25 | 4 | 1 | 1 | 94 | ↑ | 90 | 94 |

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

**Edinburgh Trams**

| Category | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Autumn 2015 | | Autumn 2014 | |
|---|---|---|---|---|---|---|---|---|---|
| Appearance | 67 | 28 | 4 | 1 | | 95 | = | 94 | Not included in TPS 2013 |
| Greeting/welcome | 61 | 29 | 9 | 1 | 1 | 89 | = | 87 | |
| Helpfulness/attitude | 66 | 26 | 7 | 1 | 1 | 92 | = | 89 | |
| Safety of the driving | 72 | 25 | 3 | | | 97 | = | 94 | |
| Smoothness/freedom from jolting | 64 | 31 | 4 | | | 95 | ↑ | 90 | |

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

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers - 583 (Blackpool), 703 (Edinburgh Trams)
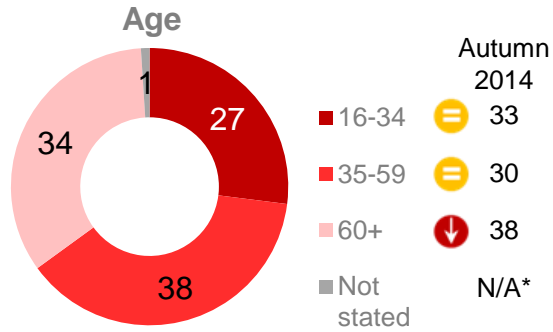
↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Satisfaction with tram staff/driver (%) – 3

## Metrolink Manchester
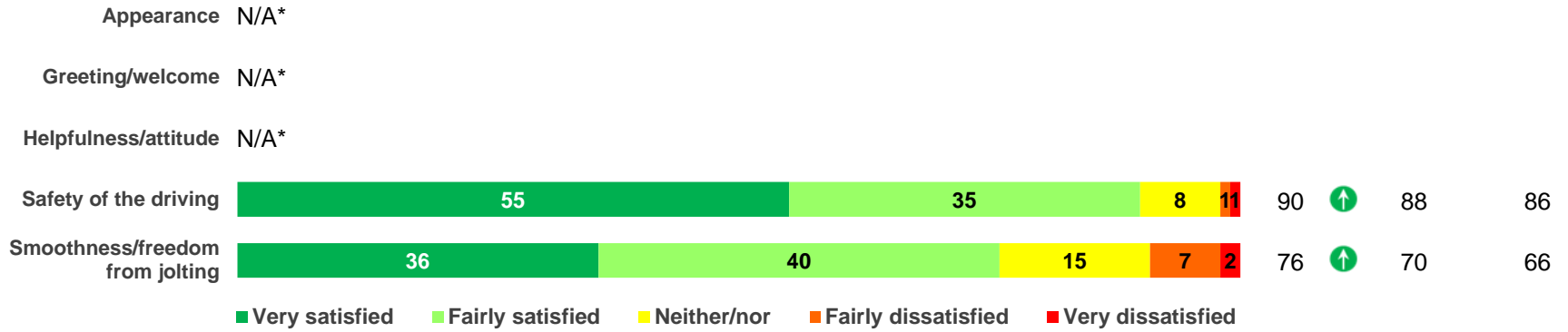
| | Total fairly/very satisfied |  |  |
|---|---|---|---|
| | Autumn 2015 | Autumn 2014 | Autumn 2013 |

**Appearance** N/A*

**Greeting/welcome** N/A*

**Helpfulness/attitude** N/A*

| | Chart | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| Safety of the driving | 55 / 35 / 8 / 1 / 1 | 90 | ↑ | 88 | 86 |
| Smoothness/freedom from jolting | 36 / 40 / 15 / 7 / 2 | 76 | ↑ | 70 | 66 |

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

## Midland Metro

| | Chart | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| Appearance | 51 / 38 / 8 / 2 / 1 | 89 | = | 90 | 89 |
| Greeting/welcome | 45 / 33 / 18 / 3 / 2 | 78 | = | 73 | 71 |
| Helpfulness/attitude | 51 / 32 / 13 / 3 / 2 | 83 | = | 79 | 77 |
| Safety of the driving | 53 / 36 / 8 / 2 / 2 | 89 | = | 89 | 86 |
| Smoothness/freedom from jolting | 35 / 35 / 17 / 6 / 7 | 70 | = | 71 | 72 |

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

*Question not asked for Metrolink

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers - 2876 (Metrolink), 467 (Midland Metro)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

58

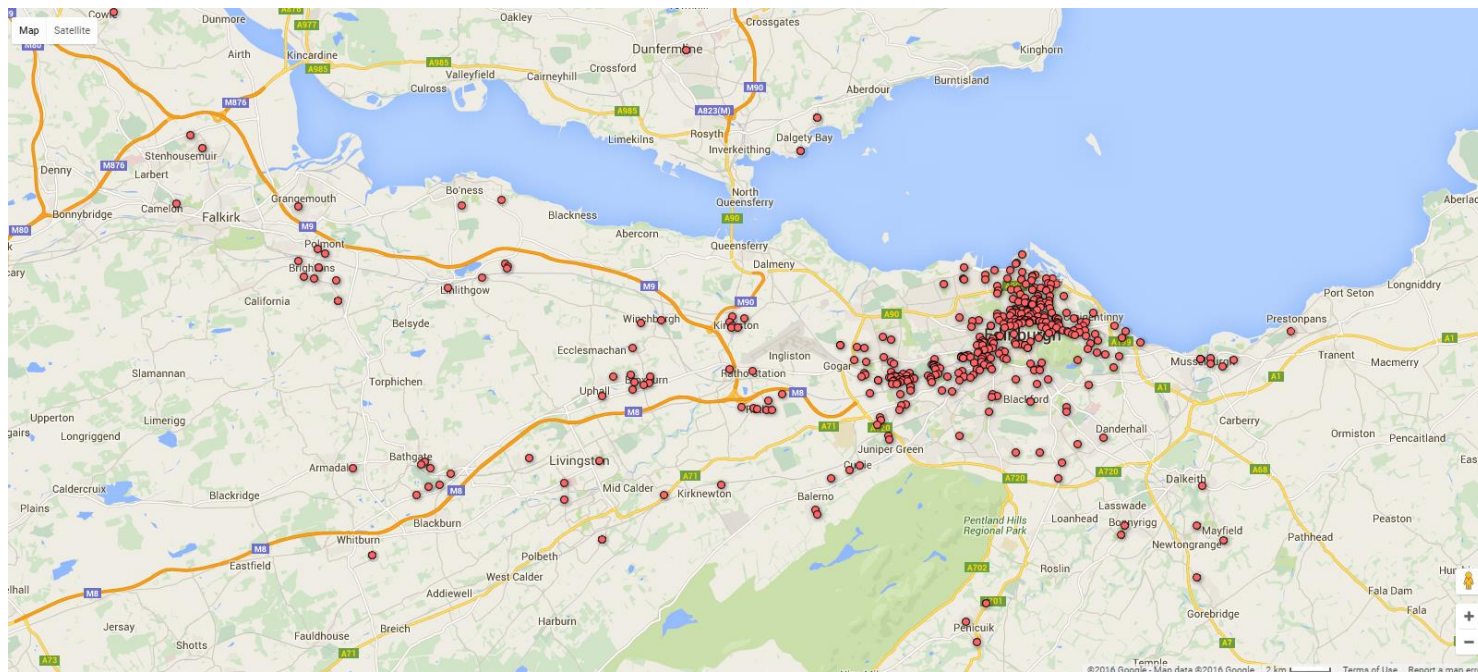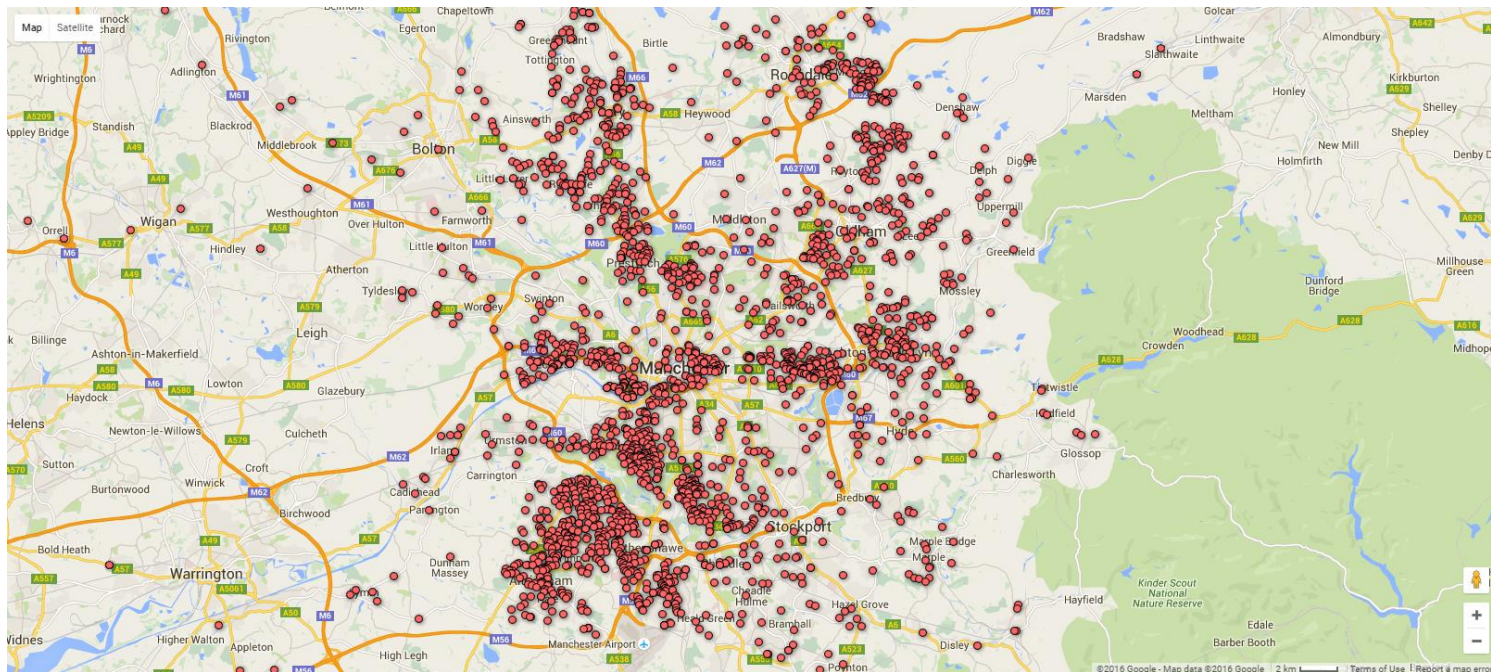# Satisfaction with tram staff/driver (%) – 4

**NET Nottingham**

Total fairly/very satisfied

| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| Appearance | Very satisfied 57 / Fairly satisfied 30 / Neither 13 | 87 | = | 82 | 89 |
| Greeting/welcome | 48 / 34 / 15 / 3 1 | 81 | = | 69 | 77 |
| Helpfulness/attitude | 51 / 32 / 13 / 3 | 84 | = | 76 | 86 |
| Safety of the driving | 61 / 32 / 7 | 93 | = | 91 | 95 |
| Smoothness/freedom from jolting | 44 / 38 / 14 / 4 | 82 | = | 83 | 75 |

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

**SUPERTRAM Sheffield**

| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| Appearance | 61 / 34 / 5 1 | 94 | = | 91 | 90 |
| Greeting/welcome | 54 / 29 / 15 / 2 1 | 82 | = | 78 | 79 |
| Helpfulness/attitude | 59 / 30 / 7 / 3 1 | 89 | = | 84 | 84 |
| Safety of the driving | 65 / 32 / 2 1 | 97 | = | 94 | 94 |
| Smoothness/freedom from jolting | 51 / 35 / 10 / 3 1 | 86 | = | 84 | 85 |

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

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers - 244 (NET), 592 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

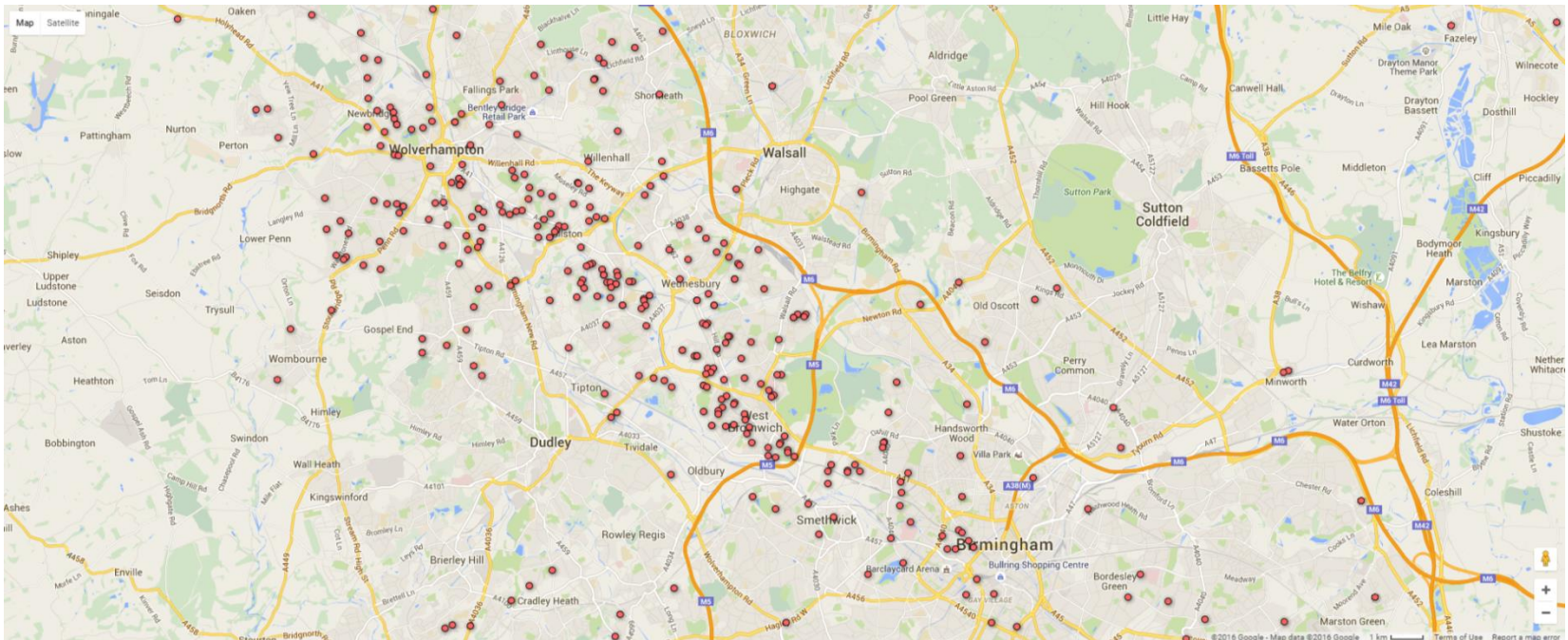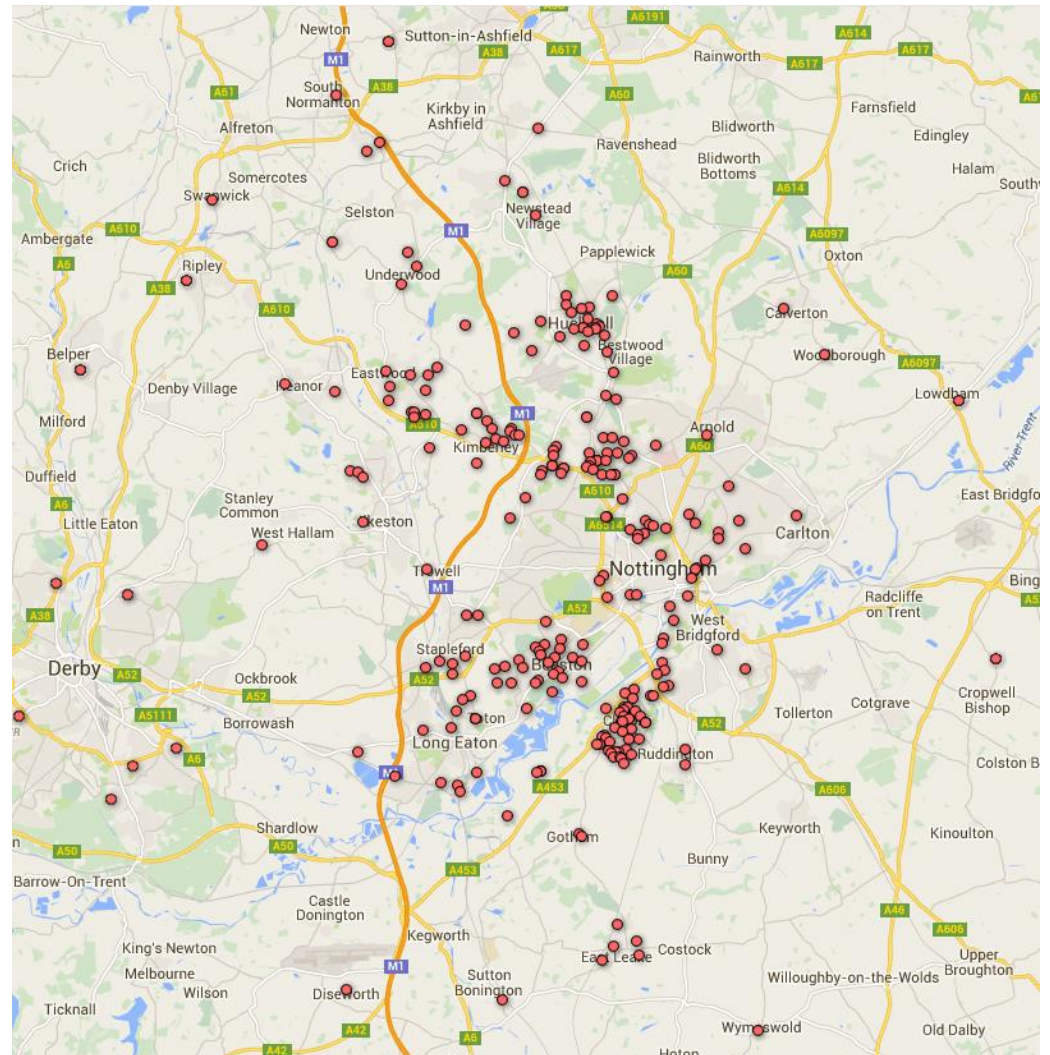**Tram Passenger Survey (TPS) – All networks**

**Negative experiences during the journey**

transportfocus

# Negative experiences during the journey: summary

| | All Networks | Blackpool Transport | Edinburgh Trams | Metrolink Manchester | Midland Metro | NET Nottingham | Supertram Sheffield |
|---|---|---|---|---|---|---|---|
| **Passengers experiencing a delay to their journey** | 9 ⊜ | 3 ⊜ | 4 ⊜ | 12 ⊜ | 14 ⊜ | 5 ⊜ | 7 ⊜ |
| **Typical length of delay** *(perceived)* | 12 mins | 10 mins | 10 mins | 11 mins | 23 mins | 13 mins | 6 mins |
| **Most common cause of delay** | Planned engineering works | Signal / tram failure (n=17) | Congestion (n=27) | Planned engineering work (n=303) | Signal / tram failure (n=48) | Tram failure (n=17) | Mixed, and a third did not know (n=35) |
| **Passengers with worry or concern about others' behaviour on board** | 7 ⊜ | 7 ⊜ | 1 ⊜ | 9 ⊜ | 5 ⊜ | 5 ⊜ | 3 ⊜ |

(Caution small base)

# Experience of delays (%) – 1

## All networks

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Signal/points failure | 11 | = | 8 | 19 |
| Tram waiting too long at signals | 7 | = | 7 | 14 |
| Had to use bus replacement | 3 | = | 2 | 14 |
| Tram waiting too long at stops | 6 | ↓ | 13 | 10 |
| Congestion/traffic jam | 10 | = | 9 | 9 |
| Tram failure | 7 | = | 8 | 6 |
| Poor weather | 3 | ↑ | 0 | 6 |
| Time it took passengers to board | 3 | = | 5 | 4 |
| Planned engineering works | 22 | = | 17 | 3 |
| Other | 21 | = | 27 | 27 |
| No reason given for delay | 21 | = | 18 | N/A* |
| Not sure | 10 | ↓ | 17 | 22 |

- 9 per cent of tram passengers experienced delay (2014: 9 per cent). Average length of the delay was 12 minutes
- 95 per cent were able to board the first tram they wanted to travel on (2014: 95 per cent)

## Blackpool Transport

| | | Significant change |
|---|---|---|
| Signal/points failure | 26 | = |
| Tram waiting too long at signals | 0 | = |
| Had to use bus replacement | 6 | = |
| Tram waiting too long at stops | 7 | = |
| Congestion/traffic jam | 5 | = |
| Tram failure | 29 | = |
| Poor weather | 10 | = |
| Time it took passengers to board | 8 | = |
| Planned engineering works | 0 | = |
| Other | 22 | = |
| No reason given for delay | 8 | = |
| Not sure | 0 | = |
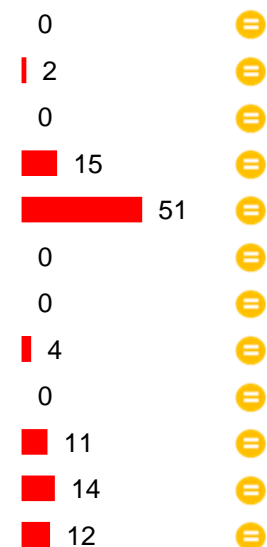
- 10 per cent of tram passengers experienced delay (2014: 3 per cent). Average length of the delay was 10 minutes
- 97 per cent were able to board the first tram they wanted to travel on (2014: 97 per cent)

## Edinburgh Trams

| | | Significant change |
|---|---|---|
| Signal/points failure | 0 | = |
| Tram waiting too long at signals | 2 | = |
| Had to use bus replacement | 0 | = |
| Tram waiting too long at stops | 15 | = |
| Congestion/traffic jam | 51 | = |
| Tram failure | 0 | = |
| Poor weather | 0 | = |
| Time it took passengers to board | 4 | = |
| Planned engineering works | 0 | = |
| Other | 11 | = |
| No reason given for delay | 14 | = |
| Not sure | 12 | = |

- 4 per cent of tram passengers experienced delay (2014: 3 per cent). Average length of the delay was 10 minutes
- 96 per cent were able to board the first tram they wanted to travel on (2014: 96 per cent)

*No reason given for delay not asked in 2013. Its addition could have caused the significant drops in the other factors
Q. Was the length of your journey affected by any of the following? (More than one response permissible)
Base: All experiencing a delay - 436 (All networks), 17 (Blackpool), 27 (Edinburgh) (Caution small base)

Statistically significant increase since 2014
No change
Statistically significant decrease since 2014

# Experience of delays (%) – 2

| | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| Signal/points failure | 10 | = | 28 | = | 6 | = | 4 | = |
| Tram waiting too long at signals | 11 | = | 0 | = | 0 | = | 0 | = |
| Had to use bus replacement | 3 | = | 13 | = | 0 | = | 0 | = |
| Tram waiting too long at stops | 7 | = | 6 | = | 0 | = | 5 | = |
| Congestion/traffic jam | 8 | = | 9 | = | 15 | = | 11 | = |
| Tram failure | 3 | = | 24 | = | 38 | = | 5 | = |
| Poor weather | 3 | ↑ | 1 | = | 0 | = | 0 | = |
| Time it took passengers to board | 4 | = | 0 | = | 0 | = | 0 | = |
| Planned engineering works | 31 | = | 15 | = | 0 | = | 0 | = |
| Other | 21 | = | 18 | = | 27 | = | 23 | = |
| No reason given for delay | 20 | = | 25 | ↑ | 18 | = | 29 | = |
| Not sure | 6 | ↓ | 9 | = | 4 | = | 34 | = |

- 12 per cent of tram passengers experienced delay (2014: 13 per cent). Average length of the delay was 11 minutes.
- 94 per cent were able to board the first tram they wanted to travel on (2014: 94 per cent).

- 14 per cent of tram passengers experienced delay (2014: 11 per cent). Average length of the delay was 23 minutes.
- 94 per cent were able to board the first tram they wanted to travel on (2014: 93 per cent).

- 5 per cent of tram passengers experienced delay (2014: 2 per cent). Average length of the delay was 13 minutes.
- 93 per cent were able to board the first tram they wanted to travel on (2014: 95 per cent).

- 7 per cent of tram passengers experienced delay (2014: 7 per cent). Average length of the delay was 6 minutes.
- 98 per cent were able to board the first tram they wanted to travel on (2014: 98 per cent).

Q. Was the length of your journey affected by any of the following? (More than one response permissible)
Base: All experiencing a delay - 303 (Metrolink), 48 (Midland Metro), 17 (NET), 35 (Supertram) (Caution small base)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Worry or concern at other passengers' behaviour (%) – 1

## All networks

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **All passengers** | 7 | = | 5 | 7 |
| **Male** | 6 | = | 6 | 7 |
| **Female** | 7 | = | 5 | 7 |
| **Age 16 to 34** | 8 | = | 7 | 7 |
| **Age 35 to 59** | 6 | = | 5 | 8 |
| **Age 60+** | 4 | = | 4 | 5 |

### Blackpool Transport

| | | Significant change |
|---|---|---|
| | 7 | = |
| | 7 | = |
| | 7 | = |
| | 11 | = |
| | 6 | = |
| | 5 | = |

### Edinburgh Trams

| | | Significant change |
|---|---|---|
| | 1 | = |
| | 1 | = |
| | 0 | = |
| | 2 | = |
| | 0 | = |
| | 0 | = |

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Base: All passengers – 5598 (All networks), 587 (Blackpool), 720 (Edinburgh Trams)

Statistically significant increase since 2014
No change
Statistically significant decrease since 2014

transportfocus

# Worry or concern at other passengers' behaviour (%) – 2
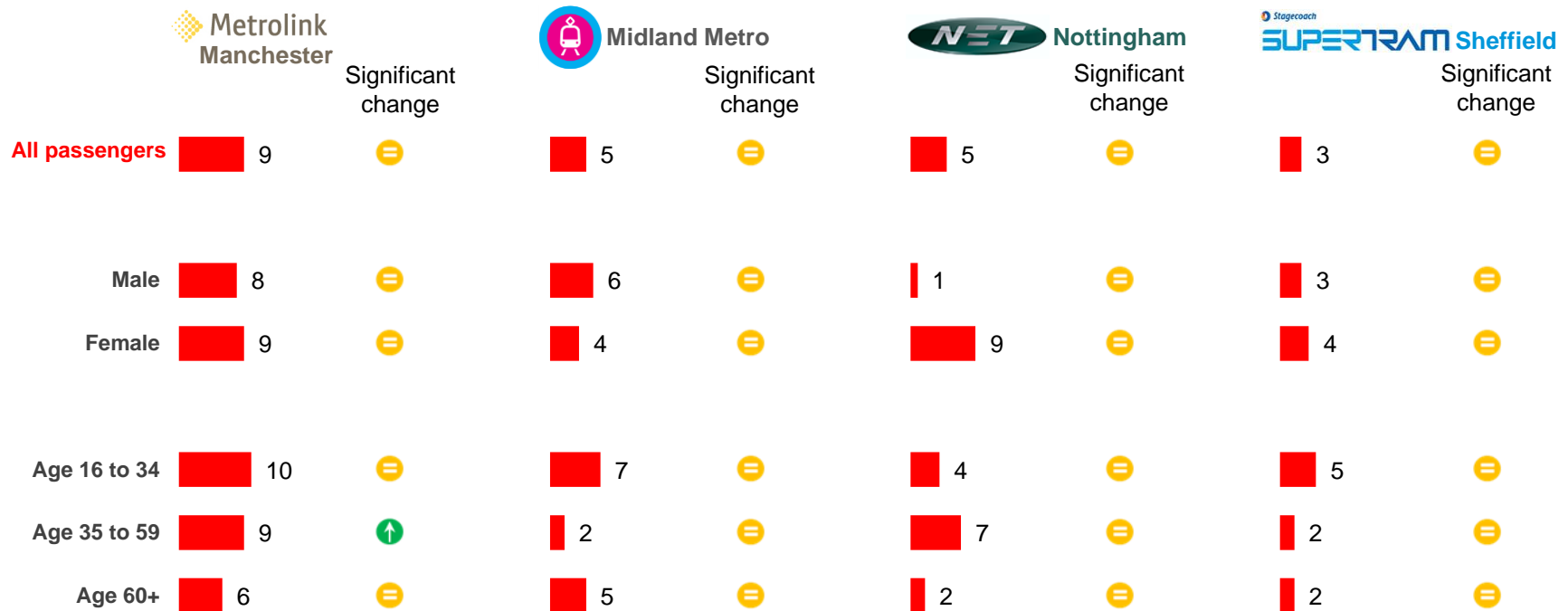
|  | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| **All passengers** | 9 | = | 5 | = | 5 | = | 3 | = |
| **Male** | 8 | = | 6 | = | 1 | = | 3 | = |
| **Female** | 9 | = | 4 | = | 9 | = | 4 | = |
| **Age 16 to 34** | 10 | = | 7 | = | 4 | = | 5 | = |
| **Age 35 to 59** | 9 | ↑ | 2 | = | 7 | = | 2 | = |
| **Age 60+** | 6 | = | 5 | = | 2 | = | 2 | = |

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Base: All passengers - 2904 (Metrolink), 474 (Midland Metro), 319 (NET), 594 (Supertram)

transportfocus

# Types of worrying/concerning behaviour (%) – 1

## All networks

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Rowdy behaviour | 51 | = | 56 | 51 |
| Passengers not paying fares | 23 | = | 21 | 20 |
| Loud use of mobiles | 27 | = | 34 | 27 |
| Passengers playing loud music | 28 | = | 27 | 24 |
| Passengers under influence of alcohol | 26 | = | 25 | 29 |
| Feet on seats | 19 | = | 20 | 18 |
| Abusive or threatening behaviour | 15 | = | 14 | 12 |
| Passengers under influence of drugs | 12 | = | 10 | 8 |
| Smoking | 6 | = | 7 | 4 |
| Graffiti/vandalism | 3 | = | 8 | 2 |
| Passengers not moving out of priority seats | 17 | = | 11 | N/A* |

**Blackpool Transport**

Sample size of concerned passengers too small to report upon

**Edinburgh Trams**

Sample size of concerned passengers too small to report upon

*Not asked in 2013

Q. Which of the following were the reasons for other passengers behaviour causing you concern?
Base: All experiencing worrying/concerning behaviour - 317 (All networks), 34 (Blackpool), 4 (Edinburgh Trams) (Caution small base)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Types of worrying/concerning behaviour (%) – 2

**Metrolink Manchester**

**Significant change**

**Midland Metro**

**NET Nottingham**

**SUPERTRAM Sheffield**

| Behaviour | Metrolink | Significant change |
|---|---|---|
| Rowdy behaviour | 60 | = |
| Passengers not paying fares | 27 | = |
| Loud use of mobiles | 27 | = |
| Passengers playing loud music | 30 | = |
| Passengers under influence of alcohol | 25 | = |
| Feet on seats | 17 | = |
| Abusive or threatening behaviour | 18 | = |
| Passengers under influence of drugs | 14 | = |
| Smoking | 7 | = |
| Graffiti/vandalism | 4 | = |
| Passengers not moving out of priority seats | 17 | = |

Sample size of concerned passengers too small to report upon (Midland Metro)

Sample size of concerned passengers too small to report upon (NET Nottingham)

Sample size of concerned passengers too small to report upon (Supertram Sheffield)

Q. Which of the following were the reasons for other passengers behaviour causing you concern?
Base: All experiencing worrying/concerning behaviour - 238 (Metrolink), 14 (Midland Metro), 13 (NET), 14 (Supertram) (Caution small base)

Statistically significant increase since 2014
No change
Statistically significant decrease since 2014

**Tram Passenger Survey (TPS) – All networks**

**Passengers' suggested improvements**

transport**focus**

# Passengers' suggested improvements: summary

**64%** = of all passengers in 2015 had no suggestions for improvements

…of the 36% that did, the most common service areas for improvement were:

| Category | Value | Trend |
|---|---|---|
| Seating & capacity | 22 | ↓ |
| Tram stops | 21 | ↑ |
| Punctuality / reliability | 20 | = |
| Tram interior | 14 | = |
| Ticketing issues | 13 | = |
| Price | 6 | = |
| Other | 34 | ↑ |

Note: word cloud based on responses to the online survey only

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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



Total a little/much better

| | | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|
| All networks* | 10 / 10 / 77 / 3 / 1 | 20 | ⊜ | 20 | 19 |
| Blackpool | 14 / 11 / 72 / 2 / 1 | 25 | ⊜ | 28 | 29 |
| Edinburgh Trams | 7 / 9 / 84 / 1 | 16 | ⊜ | 20 | N/A |
| Metrolink | *Question not asked for Metrolink | | | | |
| Midland Metro | 13 / 10 / 66 / 7 / 3 | 24 | ⊜ | 27 | 22 |
| NET | 11 / 10 / 76 / 3 / 1 | 21 | ⊜ | 16 | 14 |
| Supertram | 7 / 11 / 80 / 2 | 18 | ⊜ | 18 | 21 |

■ Much better   ■ A little better   ■ About the same   ■ A little worse   ■ Much worse
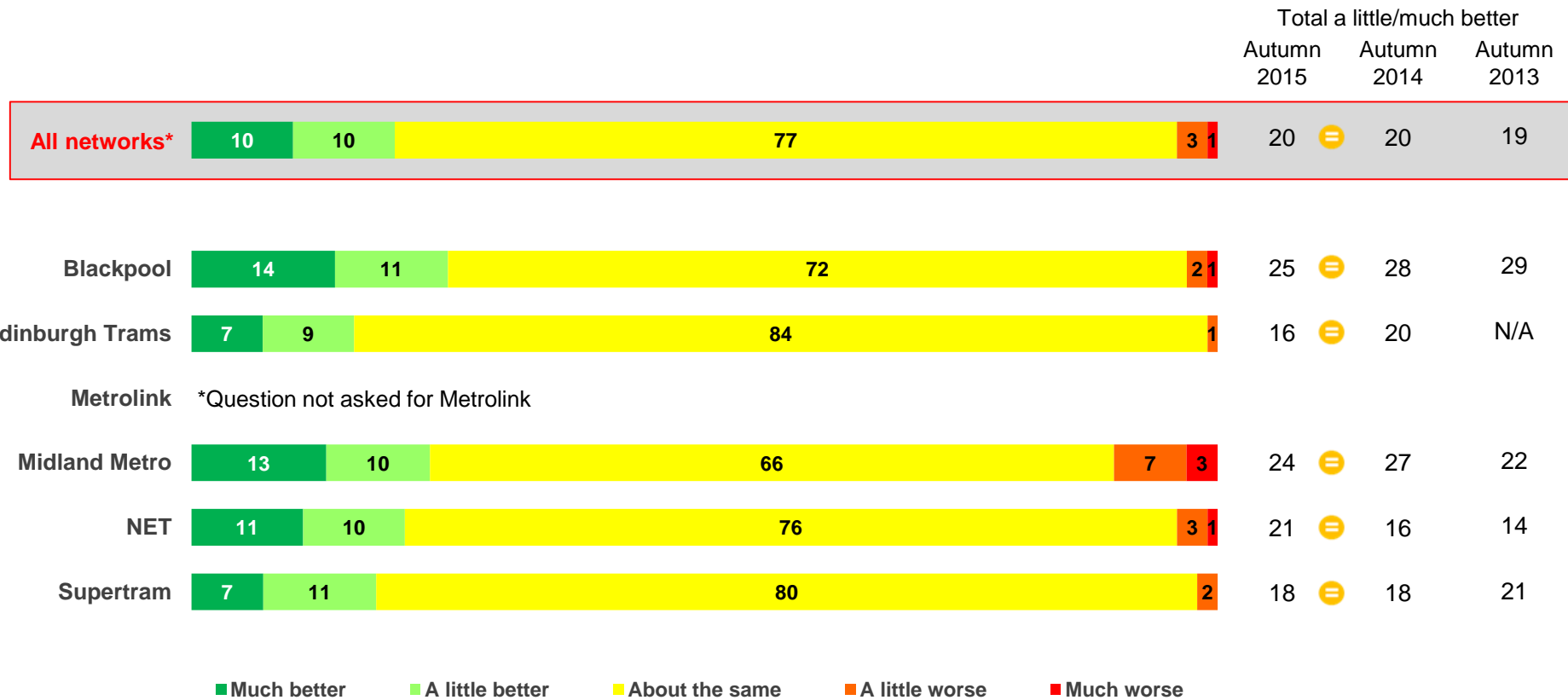
Q. If you have used the tram before, how typical would you say today's experience was?
Base: All passengers who have previously used the tram - 2445 (All networks), 491 (Blackpool), 612 (Edinburgh Trams), 457 (Midland Metro), 298 (NET), 587 (Supertram)

↑ Statistically significant increase since 2014
⊜ No change
↓ Statistically significant decrease since 2014

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# Suggested improvements spontaneously mentioned by passengers (%) – 1

## All networks

64 per cent (=) of passengers could think of no improvement suggestions to make (2014: 65 per cent). Of the 36 per cent (=) who did, their suggestions are shown below (2014: 35 per cent)

**Blackpool Transport**

31 per cent (=) of Blackpool passengers suggested an improvement (2014: 27 per cent)
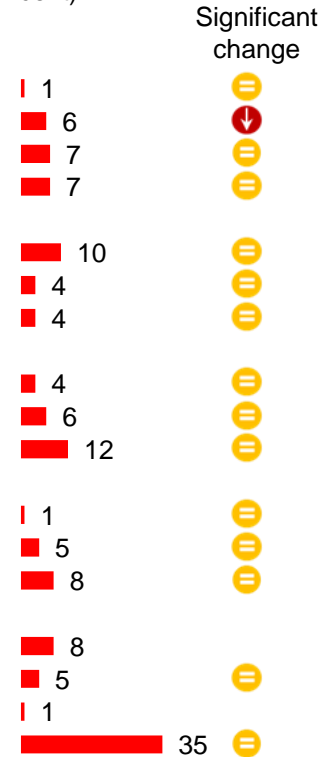
**Edinburgh Trams**

23 per cent (=) of Edinburgh Trams passengers suggested an improvement (2014: 27 per cent)

|  | Autumn 2015 | | Autumn 2014 | Autumn 2013 | | Significant change | | Significant change |
|---|---|---|---|---|---|---|---|---|
| Bigger/longer tram | 6 | ↓ | 8 | 14 | 1 | = | 1 | = |
| Less crowding | 6 | ↓ | 8 | 12 | 6 | ↓ | 2 | = |
| Better/more comfortable seats | 5 | = | 5 | 8 | 7 | = | 4 | = |
| Other space issues | 10 | ↓ | 15 | 11 | 7 | = | 8 | = |
| More frequent trams | 10 | ↑ | 8 | 11 | 10 | = | 7 | = |
| More punctual/fewer delays | 5 | ↓ | 8 | 7 | 4 | = | 2 | = |
| Other punctuality/reliability issues | 5 | ↓ | 9 | 5 | 4 | = | 17 | ↓ |
| | | | | 3 | | | | |
| Improved temperature | 4 | = | 3 | | 4 | = | 6 | = |
| Cleaner interior/less litter | 4 | = | 3 | 12 | 6 | = | 0 | = |
| Other interior issues | 6 | ↓ | 11 | 11 | 12 | = | 2 | ↓ |
| Better ticket facilities | 10 | = | 8 | 10 | 1 | = | 27 | ↑ |
| Cheaper ticket prices | 6 | = | 7 | 5 | 5 | = | 6 | = |
| Other ticket issues | 4 | = | 3 | 1 | 8 | = | 1 | = |
| Better info at stop | 11 | | N/A* | 5 | 8 | | 3 | |
| Address unruly behaviour | 6 | ↑ | 3 | 6 | 5 | = | 1 | = |
| Better direct route/No changes | 4 | | N/A* | | 1 | | 4 | |
| Other improvements | 34 | = | 35 | 20 | 35 | = | 20 | = |

*New code in 2015

Q. If something could have been improved on your tram journey today what would it have been?
Base: All passengers suggesting an improvement - 2006 (All networks), 178 (Blackpool), 200 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Suggested improvements spontaneously mentioned by passengers (%) – 2

**Metrolink Manchester**

43 per cent (=) of Metrolink passengers suggested an improvement (2014: 44 per cent)

**Midland Metro**

38 per cent (↑) of Midland Metro passengers suggested an improvement (2014: 31 per cent)

**NET Nottingham**

26 per cent (=) of NET passengers suggested an improvement (2014: 27 per cent)

**SUPERTRAM Sheffield**

26 per cent (=) of Supertram passengers suggested an improvement (2014: 29 per cent)

| | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| Bigger/longer tram | 9 | ↓ | 2 | = | 3 | = | 0 | = |
| Less crowding | 6 | ↓ | 6 | = | 5 | = | 5 | = |
| Better/more comfortable seats | 3 | ↓ | 27 | = | 8 | = | 2 | = |
| Other space issues | 8 | ↓ | 16 | = | 22 | ↑ | 9 | = |
| More frequent trams | 12 | = | 8 | = | 7 | = | 10 | = |
| More punctual/fewer delays | 5 | ↓ | 1 | ↓ | 3 | | 13 | = |
| Other punctuality/reliability issues | 5 | ↓ | 6 | = | 6 | | 3 | = |
| Improved temperature | 2 | = | 8 | = | 16 | ↑ | 3 | = |
| Cleaner interior/less litter | 4 | = | 2 | = | 0 | = | 7 | = |
| Other interior issues | 4 | ↓ | 6 | ↓ | 9 | = | 13 | = |
| Better ticket facilities | 12 | ↑ | 1 | = | 8 | = | 2 | ↓ |
| Cheaper ticket prices | 7 | = | 3 | = | 3 | = | 7 | = |
| Other ticket issues | 4 | = | 1 | = | 4 | = | 6 | = |
| Better info at stop | 15 | | 1 | | 3 | | 9 | |
| Address unruly behaviour | 8 | ↑ | 3 | = | 2 | = | 6 | = |
| Better direct route/No changes | 5 | | 1 | | 0 | | 2 | |
| Other improvements | 36 | ↑ | 38 | = | 26 | ↓ | 30 | = |

Q. If something could have been improved on your tram journey today what would it have been?
Base: All passengers suggesting an improvement - 1217 (Metrolink), 178 (Midland Metro), 93 (NET), 140 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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**Tram Passenger Survey (TPS) – All networks**

**Opinion of trams in the local area**

transport*focus*

# Experience and opinions of the journey: summary

**All Networks**

| General opinion of services in area: | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **Ease of buying tickets** | 85 | ⊜ | 84 | 89 |
| **Punctuality** | 82 | ⬆ | 79 | 75 |
| **Frequency** | 82 | ⊜ | 80 | 78 |
| **Range of tickets available** | 76 | ⬆ | 71 | N/A |
| **Ease of getting to local amenities** | 87 | ⊜ | 86 | 86 |
| **Connections with other modes** | 88 | ⬆ | 86 | 87 |

⬆ Statistically significant increase since 2014
⊜ No change
⬇ Statistically significant decrease since 2014

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# Satisfaction with the punctuality of service (running on time) (%)

| | Total fairly/very satisfied | | |
| :--- | :---: | :---: | :---: |
| | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **All networks** — Very satisfied 42, Fairly satisfied 40, Neither/nor 9, Fairly dissatisfied 6, Very dissatisfied 3 | 82 ⬆ | 79 | 75 |
| **Blackpool** — 66, 28, 3, 2, 1 | 94 ⬆ | 88 | 94 |
| **Edinburgh Trams** — 64, 30, 4, 1, 1 | 94 ⚌ | 94 | N/A |
| **Metrolink** — 32, 45, 11, 9, 4 | 76 ⬆ | 70 | 58 |
| **Midland Metro** — 42, 44, 8, 3, 2 | 86 ⚌ | 84 | 85 |
| **NET** — 57, 29, 10, 4 | 86 ⚌ | 93 | 93 |
| **Supertram** — 45, 40, 8, 5, 2 | 85 ⚌ | 81 | 84 |

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

Q. How satisfied are you overall with the punctuality (running on time) of tram services?
Base: All passengers - 5290 (All networks), 543 (Blackpool), 688 (Edinburgh Trams), 2748 (Metrolink), 441 (Midland Metro), 305 (NET), 565 (Supertram)

⬆ Statistically significant increase since 2014
⚌ No change
⬇ Statistically significant decrease since 2014

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# Satisfaction with the frequency of service (how often trams run) (%)



| | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Total fairly/very satisfied Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|---|---|---|---|---|
| **All networks** | 43 | 38 | 9 | 7 | 3 | 82 | = | 80 | 78 |
| **Blackpool** | 59 | 28 | 7 | 5 | 1 | 87 | = | 84 | 90 |
| **Edinburgh Trams** | 59 | 32 | 5 | 3 | 1 | 91 | = | 92 | N/A |
| **Metrolink** | 33 | 41 | 11 | 10 | 5 | 75 | = | 72 | 66 |
| **Midland Metro** | 48 | 41 | 7 | 3 | 1 | 89 | = | 85 | 87 |
| **NET** | 62 | 31 | 5 | 2 | | 93 | = | 93 | 89 |
| **Supertram** | 46 | 41 | 8 | 4 | 1 | 87 | = | 84 | 86 |

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

Q. How satisfied are you overall with the frequency (how often trams run)?
Base: All passengers - 5334 (All networks), 548 (Blackpool), 687 (Edinburgh Trams), 2774 (Metrolink), 445 (Midland Metro), 305 (NET), 575 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Connections with other forms of transport (%)

|  | | Total good/very good | | |
|---|---|---|---|---|
|  | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
| **All networks** | 45 / 43 / 9 / 2 / 1 | 88 ⬆ | 86 | 87 |
| **Blackpool** | 54 / 33 / 11 / 2 | 87 ⬌ | 88 | 85 |
| **Edinburgh Trams** | 53 / 38 / 7 / 2 / 1 | 90 ⬌ | 87 | N/A |
| **Metrolink** | 41 / 45 / 11 / 2 / 1 | 86 ⬆ | 82 | 84 |
| **Midland Metro** | 48 / 41 / 8 / 3 | 89 ⬌ | 86 | 89 |
| **NET** | 52 / 41 / 6 | 93 ⬌ | 91 | 89 |
| **Supertram** | 46 / 44 / 5 / 4 | 90 ⬌ | 91 | 90 |

■ Very good    ■ Good    ■ Neither/nor    ■ Poor    ■ Very poor
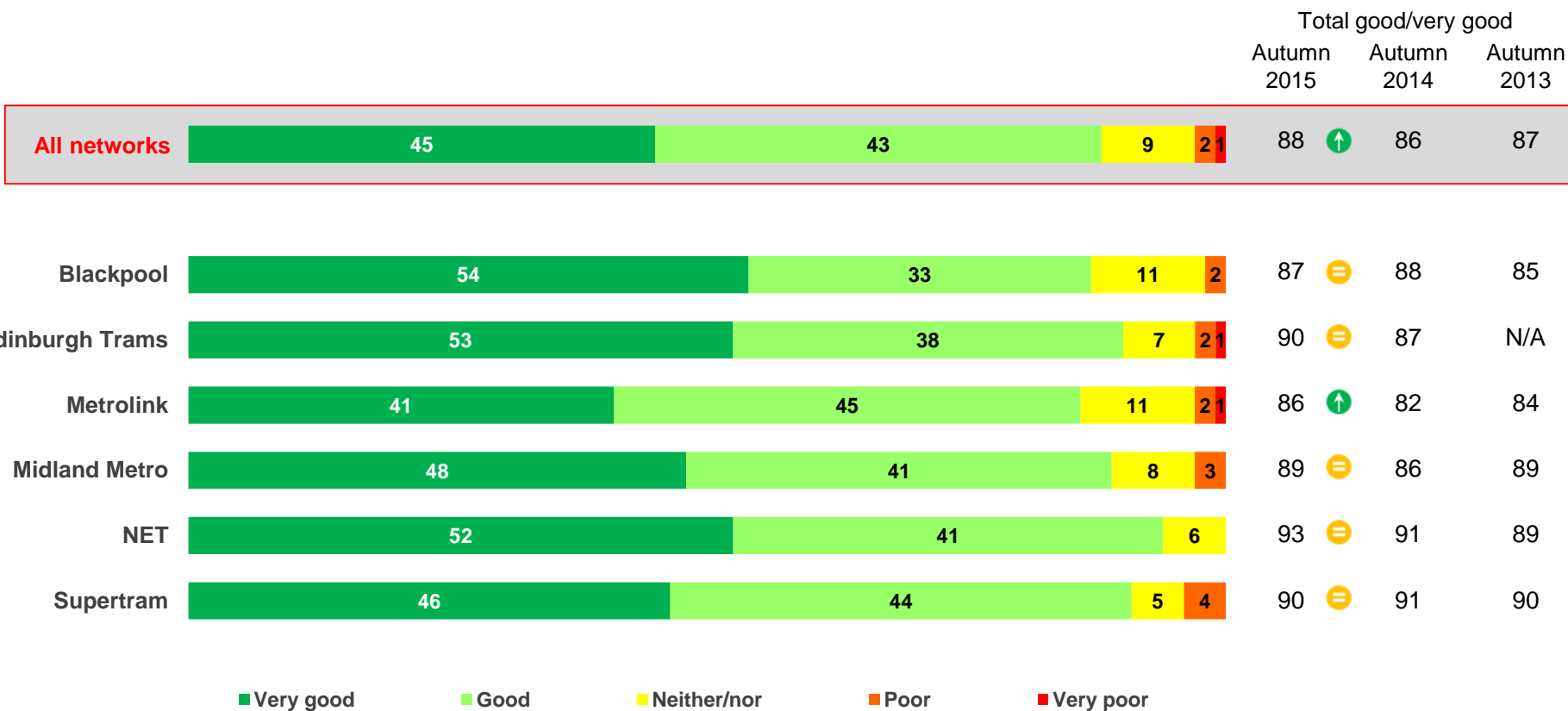
Q. How would you rate the tram service for connecting with other forms of public transport?
Base: All passengers - 5097 (All networks), 490 (Blackpool), 660 (Edinburgh Trams), 2691 (Metrolink), 427 (Midland Metro), 280 (NET), 549 (Supertram)

⬆ Statistically significant increase since 2014
⬌ No change
⬇ Statistically significant decrease since 2014

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**Tram Passenger Survey (TPS) – All networks**

**Appendix 1: the passenger and journey context**

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# Blackpool passengers: summary
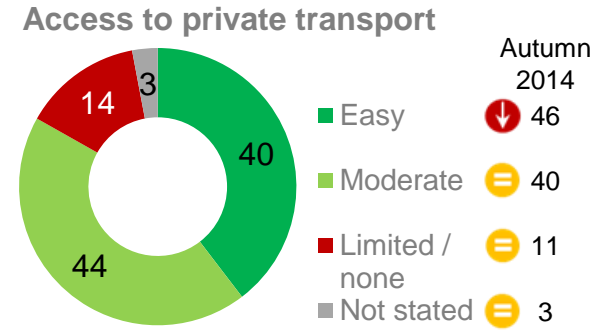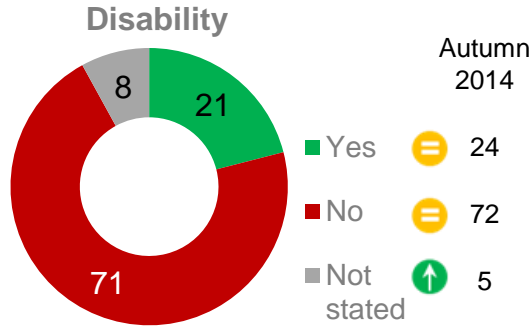
## Overview of passenger demographics

### Age



Autumn 2014

- ■ 16-34 = 33
- ■ 35-59 = 30
- ■ 60+ ↓ 38
- ■ Not stated N/A*

### Disability



Autumn 2014

- ■ Yes = 24
- ■ No = 72
- ■ Not stated ↑ 5

### Access to private transport



Autumn 2014

- ■ Easy ↓ 46
- ■ Moderate = 40
- ■ Limited / none = 11
- ■ Not stated = 3

*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

## Passengers' postcodes relative to tram network





- ↑ Statistically significant increase since 2014
- = No change
- ↓ Statistically significant decrease since 2014

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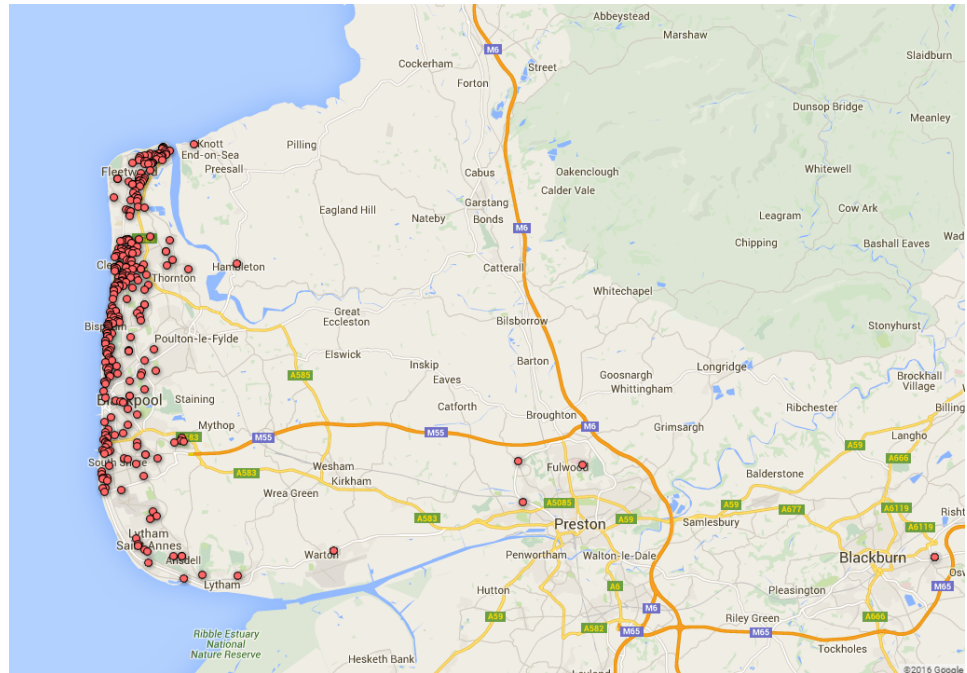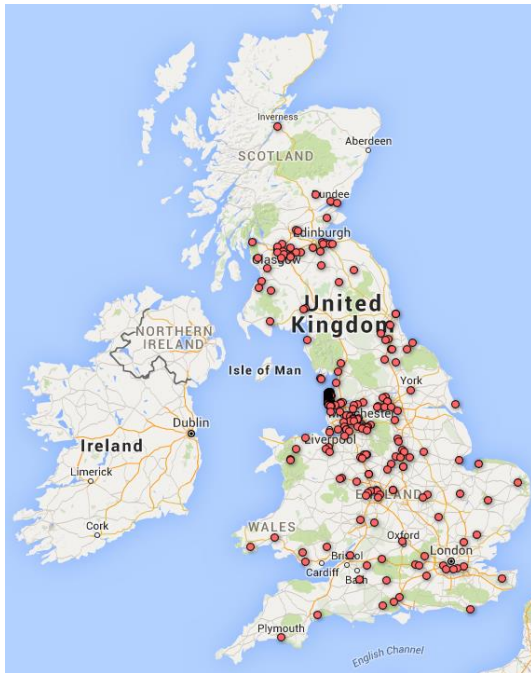
# Edinburgh passengers: summary

## Overview of passenger demographics

### Age



| | Autumn 2014 |
|---|---|
| ■ 16-34 | ⬇ 47 |
| ■ 35-59 | ⬆ 35 |
| ■ 60+ | ⬌ 18 |
| ■ Not stated | N/A* |

Values in chart: 40, 41, 16, 4

### Disability



| | Autumn 2014 |
|---|---|
| ■ Yes | ⬌ 7 |
| ■ No | ⬇ 89 |
| ■ Not stated | ⬆ 4 |

Values in chart: 8, 84, 9

### Access to private transport



| | Autumn 2014 |
|---|---|
| ■ Easy | ⬌ 44 |
| ■ Moderate | ⬇ 44 |
| ■ Limited / none | ⬌ 9 |
| ■ Not stated | ⬆ 2 |

Values in chart: 49, 36, 10, 6

*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

## Passengers' postcodes relative to tram network



⬆ Statistically significant increase since 2014
⬌ No change
⬇ Statistically significant decrease since 2014

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# Metrolink passengers: summary

## Overview of passenger demographics

### Age

- **16-34**: 45
- **35-59**: 35
- **60+**: 17
- **Not stated**: 2

Autumn 2014
- 16-34: ↓ 50
- 35-59: = 34
- 60+: = 16
- Not stated: N/A*

### Disability

- **Yes**: 14
- **No**: 79
- **Not stated**: 7

Autumn 2014
- Yes: = 13
- No: ↓ 83
- Not stated: ↑ 4

### Access to private transport

- **Easy**: 38
- **Moderate**: 43
- **Limited / none**: 15
- **Not stated**: 4

Autumn 2014
- Easy: = 40
- Moderate: = 43
- Limited / none: = 17
- Not stated: ↑ 1

*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

## Passengers' postcodes relative to tram network



↑ Statistically significant increase since 2014
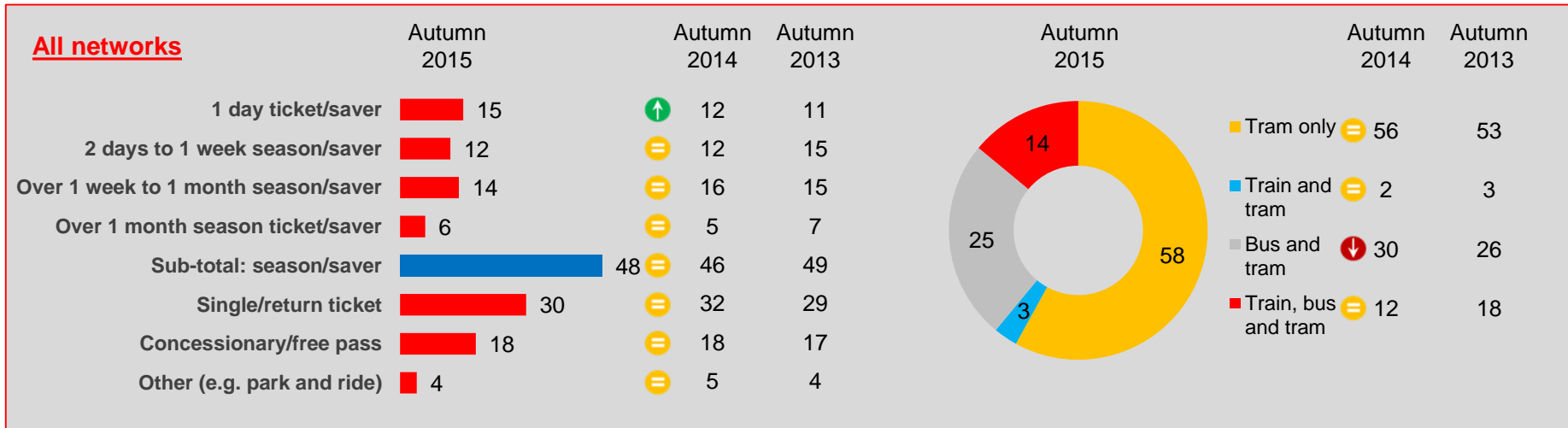= No change
↓ Statistically significant decrease since 2014

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# Midland Metro passengers: summary

## Overview of passenger demographics

### Age



Autumn 2014

- ■ 16-34 ⬇ 50
- ■ 35-59 ⚌ 27
- ■ 60+ ⚌ 24
- ■ Not stated N/A*

### Disability



Autumn 2014

- ■ Yes ⚌ 13
- ■ No ⚌ 79
- ■ Not stated ⚌ 8

### Access to private transport



Autumn 2014

- ■ Easy ⬇ 32
- ■ Moderate ⚌ 54
- ■ Limited / none ⚌ 12
- ■ Not stated ⬆ 3

*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

## Passengers' postcodes relative to tram network



⬆ Statistically significant increase since 2014

⚌ No change

⬇ Statistically significant decrease since 2014

transportfocus

# Nottingham passengers: summary

## Overview of passenger demographics

### Age



| | Autumn 2014 |
|---|---|
| ■ 16-34 | = 44 |
| ■ 35-59 | ⬆ 34 |
| ■ 60+ | ⬇ 23 |
| ■ Not stated | N/A* |

(Chart values: 39, 43, 16, 2)

### Disability



| | Autumn 2014 |
|---|---|
| ■ Yes | = 15 |
| ■ No | = 78 |
| ■ Not stated | = 7 |

(Chart values: 11, 81, 8)

### Access to private transport



| | Autumn 2014 |
|---|---|
| ■ Easy | = 52 |
| ■ Moderate | = 34 |
| ■ Limited / none | = 12 |
| ■ Not stated | = 2 |

(Chart values: 48, 36, 13, 3)

## Passengers' postcodes relative to tram network



*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

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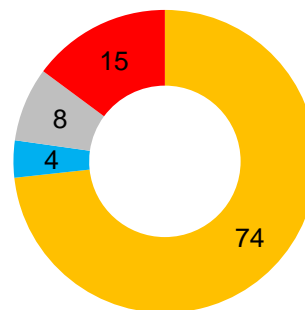# Sheffield passengers: summary

## Overview of passenger demographics

### Age



| | | Autumn 2014 |
|---|---|---|
| ■ 16-34 | ⬇ | 52 |
| ■ 35-59 | ⬆ | 25 |
| ■ 60+ | ⬌ | 24 |
| ■ Not stated | | N/A* |

### Disability



| | | Autumn 2014 |
|---|---|---|
| ■ Yes | ⬆ | 10 |
| ■ No | ⬇ | 85 |
| ■ Not stated | ⬌ | 5 |

### Access to private transport



| | | Autumn 2014 |
|---|---|---|
| ■ Easy | ⬇ | 45 |
| ■ Moderate | ⬆ | 42 |
| ■ Limited / none | ⬌ | 11 |
| ■ Not stated | ⬌ | 3 |

## Passengers' postcodes relative to tram network



*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

⬆ Statistically significant increase since 2014
⬌ No change
⬇ Statistically significant decrease since 2014

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# Passenger profile (%)

| | All networks | | | Blackpool Transport | Edinburgh Trams | Metrolink Manchester | Midland Metro | NET Nottingham | Supertram Sheffield |
|---|---|---|---|---|---|---|---|---|---|
| | Autumn 2015 | Autumn 2014 | Autumn 2013 | | | | | | |
| **Age** | | | | | | | | | |
| 16 to 34 | **42** ↓ | **48** | **48** | 27 ＝ | 40 ↓ | 45 ↓ | 40 ↓ | 39 ＝ | 40 ↓ |
| 35 to 59 | **37** ↑ | **31** | **33** | 38 ↑ | 41 ↑ | 35 ＝ | 32 ＝ | 43 ↑ | 37 ↑ |
| Over 60 | **19** ＝ | **20** | **19** | 34 ＝ | 16 ＝ | 17 ＝ | 22 ＝ | 16 ↓ | 21 ＝ |
| Not stated* | **2** | **N/A** | **N/A** | 1 | 4 | 2 | 6 | 2 | 2 |
| **Access to private transport** | | | | | | | | | |
| Easy | **39** ↓ | **42** | **40** | 40 ↓ | 49 ＝ | 38 ＝ | 25 ↓ | 48 ＝ | 35 ↓ |
| Moderate | **44** ＝ | **42** | **44** | 44 ＝ | 36 ↓ | 43 ＝ | 51 ＝ | 36 ＝ | 52 ↑ |
| Limited/none | **13** ＝ | **14** | **14** | 14 ＝ | 10 ＝ | 15 ＝ | 11 ＝ | 13 ＝ | 11 ＝ |
| Not stated | **4** ↑ | **2** | **2** | 3 ＝ | 6 ↑ | 4 ↑ | 13 ↑ | 3 ＝ | 2 ＝ |
| **Has a disability** | | | | | | | | | |
| Yes | **14** ＝ | **13** | **10** | 21 ＝ | 8 ＝ | 14 ＝ | 16 ＝ | 11 ＝ | 18 ↑ |
| **Ticket type** | | | | | | | | | |
| Free pass holders | **18** ＝ | **18** | **17** | 16 ↑ | 12 ＝ | 18 ＝ | 21 ＝ | 13 ＝ | 24 ＝ |
| Fare-payers | **82** ＝ | **82** | **83** | 84 ↓ | 88 ＝ | 82 ＝ | 79 ＝ | 87 ＝ | 76 ＝ |

*The weighting process for 2015 was adapted to include passengers choosing not to provide their age and gender, in line with BPS. This allows their answers to not be wasted

Base: All passengers – 5707 (All networks), 594 (Blackpool), 734 (Edinburgh Trams), 2954 (Metrolink), 494 (Midland Metro), 328 (NET), 603 (Supertram)

↑ Statistically significant increase since 2014
＝ No change
↓ Statistically significant decrease since 2014

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# Journey purpose (%) – 1

| | All networks | | | Blackpool Transport | | Edinburgh Trams | |
|---|---|---|---|---|---|---|---|
| | Autumn 2015 | Autumn 2014 | Autumn 2013 | | Significant change | | Significant change |
| Travelling to/from work | 41 = | 40 | 44 | 24 | = | 44 | ↑ |
| Leisure trip | 16 = | 18 | 12 | 39 | ↓ | 15 | ↓ |
| Shopping trip | 13 = | 11 | 16 | 17 | ↑ | 7 | = |
| Visit friends or relatives | 7 = | 8 | 9 | 8 | ↑ | 12 | ↑ |
| Travelling to/from education | 9 = | 10 | 8 | 2 | ↓ | 3 | ↓ |
| On personal business | 5 = | 5 | 4 | 3 | = | 5 | = |
| On company business | 3 = | 2 | 3 | 0 | ↓ | 6 | = |
| Health visit | 2 = | 1 | 1 | 1 | = | 0 | = |
| Other | 4 = | 4 | 3 | 5 | = | 8 | = |

Q. What is the main purpose of your tram journey today?
Base: All passengers - 5612 (All networks), 580 (Blackpool), 725 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
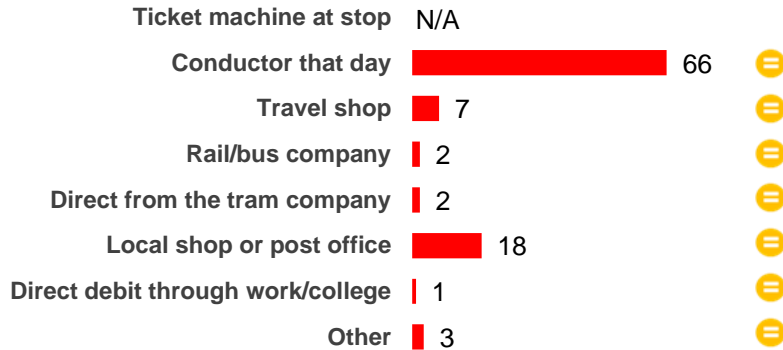↓ Statistically significant decrease since 2014

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# Journey purpose (%) – 2

| | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| Travelling to/from work | 43 | ⬇ | 55 | ⬆ | 42 | ⬆ | 37 | = |
| Leisure trip | 14 | = | 6 | = | 20 | = | 14 | = |
| Shopping trip | 11 | = | 12 | = | 13 | = | 18 | = |
| Visit friends or relatives | 6 | = | 6 | = | 6 | = | 9 | = |
| Travelling to/from education | 9 | = | 11 | ⬇ | 10 | = | 10 | = |
| On personal business | 6 | = | 3 | ⬇ | 4 | = | 5 | = |
| On company business | 4 | = | 2 | = | 1 | = | 1 | = |
| Health visit | 2 | ⬆ | 2 | = | 1 | = | 2 | = |
| Other | 4 | = | 3 | = | 3 | = | 4 | = |
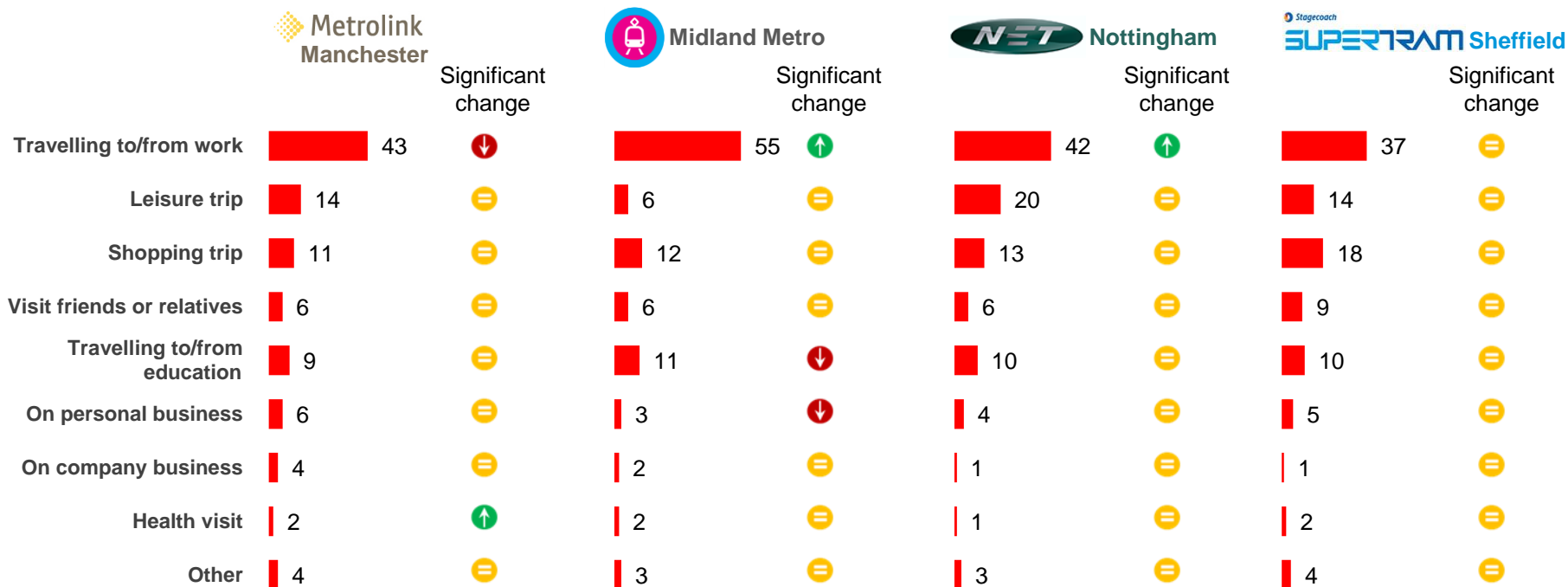
Q. What is the main purpose of your tram journey today?
Base: All passengers - 2914 (Metrolink), 483 (Midland Metro), 321 (NET), 589 (Supertram)

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

transport focus

# Frequency of using the tram (%) – 1

| | All networks | | | Blackpool Transport | Significant change | Edinburgh Trams | Significant change |
|---|---|---|---|---|---|---|---|
| | Autumn 2015 | Autumn 2014 | Autumn 2013 | | | | |
| 5 or more days a week | 40 = | 40 | 43 | 28 | = | 30 | = |
| 3 or 4 days a week | 18 ↑ | 16 | 18 | 17 | ↑ | 15 | = |
| Once or twice a week | 18 = | 18 | 18 | 18 | ↑ | 11 | = |
| Once a fortnight | 7 = | 7 | 6 | 3 | = | 8 | = |
| Once a month | 5 = | 5 | 5 | 3 | = | 7 | = |
| Less frequently | 8 ↓ | 10 | 8 | 18 | ↓ | 16 | = |

Q. How often do you typically travel by tram?
Base: All passengers - 5558 (All networks), 578 (Blackpool), 706 (Edinburgh Trams)

↑ Statistically significant increase since 2014
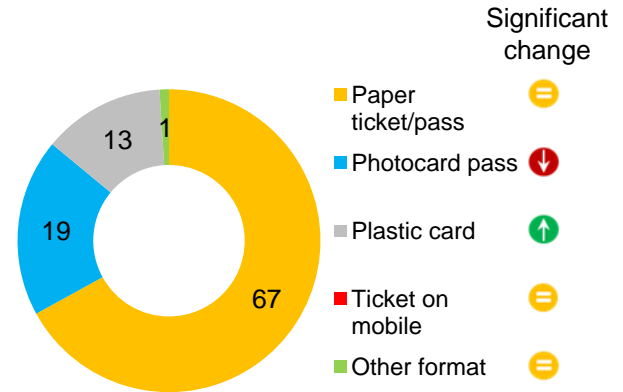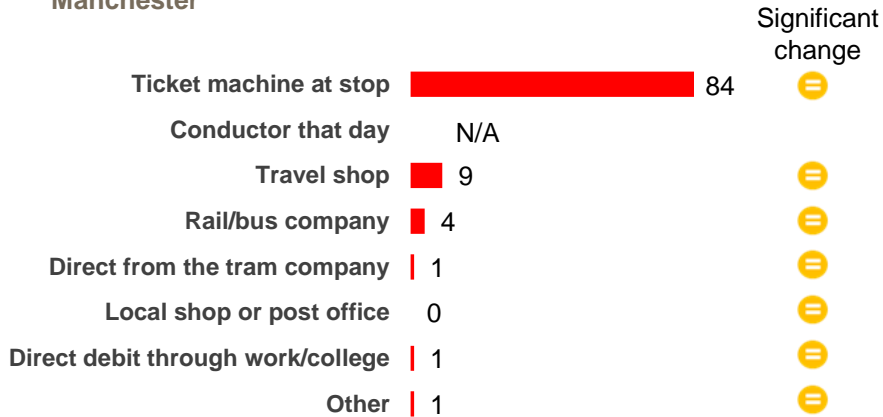= No change
↓ Statistically significant decrease since 2014

transportfocus

# Frequency of using the tram (%) – 2

|  | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| 5 or more days a week | 42 | = | 51 | = | 39 | = | 43 | = |
| 3 or 4 days a week | 18 | = | 21 | = | 17 | = | 19 | = |
| Once or twice a week | 18 | = | 14 | = | 18 | = | 20 | = |
| Once a fortnight | 8 | = | 3 | = | 9 | = | 6 | = |
| Once a month | 6 | = | 4 | = | 7 | = | 5 | = |
| Less frequently | 6 | = | 5 | ↓ | 7 | = | 8 | = |
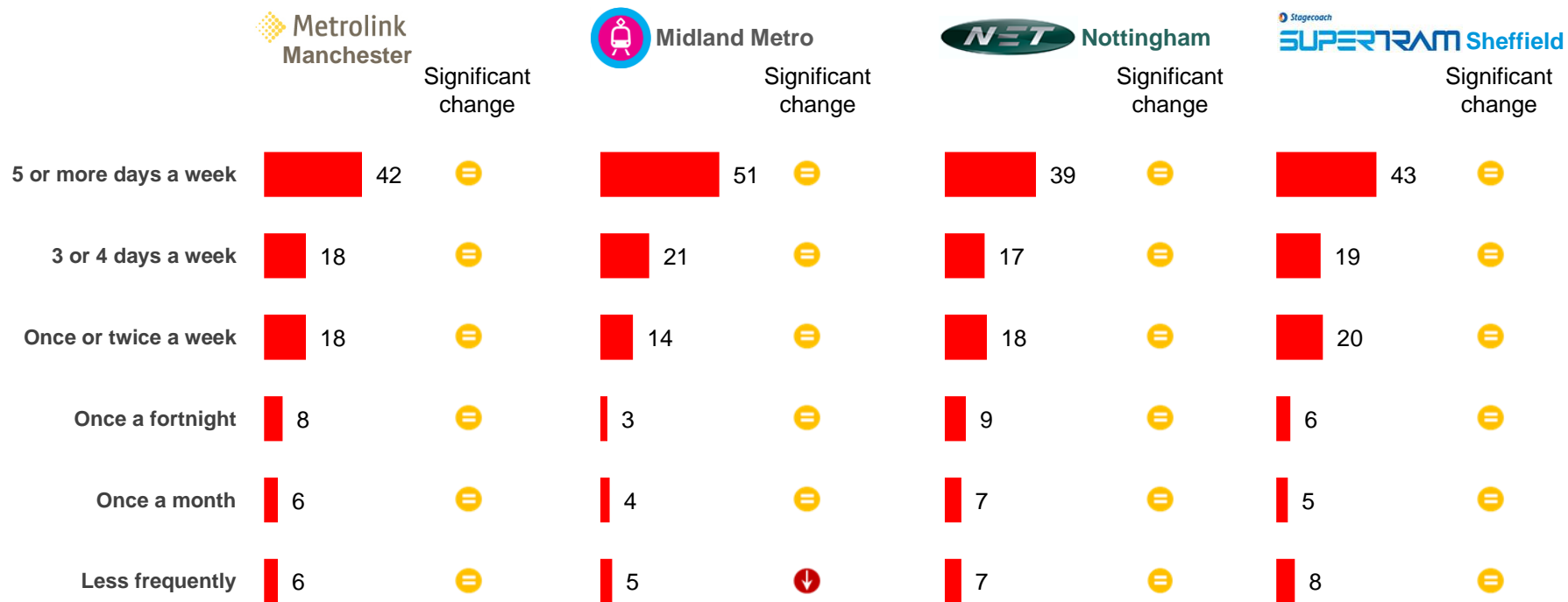
Q. How often do you typically travel by tram?
Base: All passengers - 2893 (Metrolink), 468 (Midland Metro), 318 (NET), 595 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Ticket type and modes of transport permitted on (%) – 1

| All networks | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| 1 day ticket/saver | 15 | ⬆ | 12 | 11 |
| 2 days to 1 week season/saver | 12 | = | 12 | 15 |
| Over 1 week to 1 month season/saver | 14 | = | 16 | 15 |
| Over 1 month season ticket/saver | 6 | = | 5 | 7 |
| Sub-total: season/saver | 48 | = | 46 | 49 |
| Single/return ticket | 30 | = | 32 | 29 |
| Concessionary/free pass | 18 | = | 18 | 17 |
| Other (e.g. park and ride) | 4 | = | 5 | 4 |

Autumn 2015 (donut chart): 58, 3, 25, 14

| | | Autumn 2015 | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Tram only | = | 58 | 56 | 53 |
| Train and tram | = | 3 | 2 | 3 |
| Bus and tram | ⬇ | 25 | 30 | 26 |
| Train, bus and tram | = | 14 | 12 | 18 |

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

transportfocus

# Ticket type and modes of transport permitted on (%) – 2

**Blackpool Transport**

Significant change

| Ticket type | Value | Change |
|---|---|---|
| 1 day ticket/saver | 24 | ⬇ |
| 2 days to 1 week season/saver | 24 | = |
| Over 1 week to 1 month season/saver | 7 | = |
| Over 1 month season ticket/saver | 1 | = |
| Sub-total: season/saver | 55 | ⬇ |
| Single/return ticket | 23 | = |
| Concessionary/free pass | 16 | ⬆ |
| Other (e.g. park and ride) | 5 | = |

Significant change

- Tram only: 26 — =
- Train and tram: 1 — =
- Bus and tram: 72 — =
- Train, bus and tram: 2 — =

**Edinburgh Trams**

| Ticket type | Value | Change |
|---|---|---|
| 1 day ticket/saver | 15 | = |
| 2 days to 1 week season/saver | 1 | = |
| Over 1 week to 1 month season/saver | 19 | ⬇ |
| Over 1 month season ticket/saver | 9 | = |
| Sub-total: season/saver | 44 | = |
| Single/return ticket | 42 | = |
| Concessionary/free pass | 12 | = |
| Other (e.g. park and ride) | 2 | = |

Significant change

- Tram only: 43 — =
- Train and tram: 2 — =
- Bus and tram: 52 — =
- Train, bus and tram: 3 — =

Q. What type of ticket or pass did you use for this journey?
Base: All passengers – 588 (Blackpool), 721 (Edinburgh Trams)

Q: What modes of transport does your ticket allow you to travel on?
Base: All passengers - 584 (Blackpool), 712 (Edinburgh Trams)

⬆ Statistically significant increase since 2014
= No change
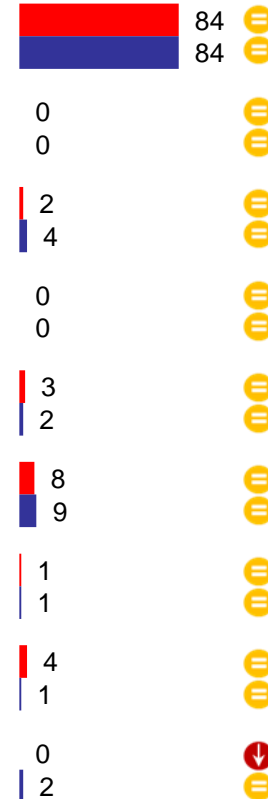⬇ Statistically significant decrease since 2014

transportfocus

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# Ticket type and modes of transport permitted on (%) – 3

## Metrolink Manchester

| Ticket type | Value | Significant change |
|---|---|---|
| 1 day ticket/saver | 13 | ↑ |
| 2 days to 1 week season/saver | 12 | = |
| Over 1 week to 1 month season/saver | 13 | = |
| Over 1 month season ticket/saver | 3 | = |
| Sub-total: season/saver | 41 | = |
| Single/return ticket | 38 | ↓ |
| Concessionary/free pass | 18 | = |
| Other (e.g. park and ride) | 3 | = |

Significant change

Donut chart:
- Tram only: 74 =
- Train and tram: 4 =
- Bus and tram: 8 =
- Train, bus and tram: 15 =

## Midland Metro

| Ticket type | Value | Significant change |
|---|---|---|
| 1 day ticket/saver | 5 | = |
| 2 days to 1 week season/saver | 6 | = |
| Over 1 week to 1 month season/saver | 34 | = |
| Over 1 month season ticket/saver | 14 | = |
| Sub-total: season/saver | 59 | = |
| Single/return ticket | 16 | = |
| Concessionary/free pass | 21 | = |
| Other (e.g. park and ride) | 4 | = |

Significant change

Donut chart:
- Tram only: 35 =
- Train and tram: 2 =
- Bus and tram: 32 =
- Train, bus and tram: 31 =

Q. What type of ticket or pass did you use for this journey?
Base: All passengers – 2906 (Metrolink), 484 (Midland Metro)

Q: What modes of transport does your ticket allow you to travel on?
Base: All passengers - 2887 (Metrolink), 477 (Midland Metro)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Ticket type and modes of transport permitted on (%) – 4

## NET Nottingham

| Ticket type | % | Significant change |
|---|---|---|
| 1 day ticket/saver | 21 | = |
| 2 days to 1 week season/saver | 4 | = |
| Over 1 week to 1 month season/saver | 11 | = |
| Over 1 month season ticket/saver | 19 | = |
| Sub-total: season/saver | 57 | ↑ |
| Single/return ticket | 23 | = |
| Concessionary/free pass | 13 | = |
| Other (e.g. park and ride) | 6 | ↓ |

Significant change (donut chart):
- Tram only — 53 = 
- Train and tram — 1 = 
- Bus and tram — 31 = 
- Train, bus and tram — 15 = 

## Stagecoach SUPERTRAM Sheffield

| Ticket type | % | Significant change |
|---|---|---|
| 1 day ticket/saver | 14 | = |
| 2 days to 1 week season/saver | 21 | = |
| Over 1 week to 1 month season/saver | 14 | = |
| Over 1 month season ticket/saver | 4 | = |
| Sub-total: season/saver | 55 | = |
| Single/return ticket | 14 | = |
| Concessionary/free pass | 24 | = |
| Other (e.g. park and ride) | 7 | = |

Significant change (donut chart):
- Tram only — 45 ↑ 
- Train and tram — = 
- Bus and tram — 43 ↓ 
- Train, bus and tram — 12 = 

Q. What type of ticket or pass did you use for this journey?
Base: All passengers – 298 (NET), 594 (Supertram)

Q: What modes of transport does your ticket allow you to travel on?
Base: All passengers - 318 (NET), 587 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Method of buying ticket and ticket format (%) – 1

**All networks*** *85 per cent ( ⊜ ) were very or fairly satisfied with the ease of buying a ticket (2014: 84 per cent)*

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| *** Ticket machine at stop** | 68 | ⊜ | 68 | 66 |
| ***Conductor that day** | | | | |
| **Travel shop** | 12 | ⊜ | 14 | 13 |
| **Rail/bus company** | 6 | ⊜ | 6 | 7 |
| **Direct from the tram company** | 7 | ⊜ | 6 | 6 |
| **Local shop or post office** | 2 | ⊜ | 3 | 3 |
| **Direct debit through work/college** | 2 | ⬆ | 1 | 1 |
| **Other** | 4 | ⊜ | 2 | 3 |

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Paper ticket/pass | 59 | ⊜ | 60 | 63 |
| Photocard pass | 19 | ⬇ | 22 | 29 |
| Plastic card | 19 | ⬆ | 15 | 6 |
| Ticket on mobile | 1 | ⬆ | 0 | 0 |
| Other format | 1 | ⬇ | 2 | 2 |

\* Ticket machines asked only for Metrolink, Edinburgh Trams and NET (in 2014). Conductors asked only for Blackpool, Midland Metro and Supertram (plus NET in 2013)

Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 4185

Q. In what format was your ticket?
Base: All passengers - 5496

⬆ Statistically significant increase since 2014
⊜ No change
⬇ Statistically significant decrease since 2014

transportfocus

# Method of buying ticket and ticket format (%) – 2

**Blackpool Transport**

*95 per cent (=) were very or fairly satisfied with the ease of buying a ticket (2014: 95 per cent)*

Significant change

| Method | Value | Significant change |
|---|---|---|
| Ticket machine at stop | N/A | |
| Conductor that day | 66 | = |
| Travel shop | 7 | = |
| Rail/bus company | 2 | = |
| Direct from the tram company | 2 | = |
| Local shop or post office | 18 | = |
| Direct debit through work/college | 1 | = |
| Other | 3 | = |

Significant change

- Paper ticket/pass — 79 — ▼
- Photocard pass — 9 — =
- Plastic card — 8 — ▲
- Ticket on mobile — = 
- Other format — 3 — =

**Edinburgh Trams**

*85 per cent (=) were very or fairly satisfied with the ease of buying a ticket (2014: 87 per cent)*

| Method | Value | Significant change |
|---|---|---|
| Ticket machine at stop | 55 | = |
| Conductor that day | N/A | |
| Travel shop | 22 | = |
| Rail/bus company | 6 | = |
| Direct from the tram company | 7 | = |
| Local shop or post office | 5 | = |
| Direct debit through work/college | 1 | = |
| Other | 5 | = |

- Paper ticket/pass — 55 — =
- Photocard pass — 13 — =
- Plastic card — 28 — =
- Ticket on mobile — 5 — =
- Other format — =

Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 476 (Blackpool), 659 (Edinburgh Trams)

Q. In what format was your ticket?
Base: All passengers - 572 (Blackpool), 715 (Edinburgh Trams)

- ▲ Statistically significant increase since 2014
- = No change
- ▼ Statistically significant decrease since 2014

transport**focus**

# Method of buying ticket and ticket format (%) – 3

**Metrolink Manchester**

*75 per cent (=) were very or fairly satisfied with the ease of buying a ticket (2014: 80 per cent)*

Significant change

| Method | % | Significant change |
|---|---|---|
| Ticket machine at stop | 84 | = |
| Conductor that day | N/A | |
| Travel shop | 9 | = |
| Rail/bus company | 4 | = |
| Direct from the tram company | 1 | = |
| Local shop or post office | 0 | = |
| Direct debit through work/college | 1 | = |
| Other | 1 | = |

Significant change

- Paper ticket/pass — 67 — =
- Photocard pass — 19 — ↓
- Plastic card — 13 — ↑
- Ticket on mobile — =
- Other format — 1 — =

**Midland Metro**

*88 per cent (=) were very or fairly satisfied with the ease of buying a ticket (2014: 87 per cent)*

Significant change

| Method | % | Significant change |
|---|---|---|
| Ticket machine at stop | N/A | |
| Conductor that day | 23 | = |
| Travel shop | 21 | ↓ |
| Rail/bus company | 12 | = |
| Direct from the tram company | 26 | ↑ |
| Local shop or post office | 9 | = |
| Direct debit through work/college | 8 | ↑ |
| Other | 2 | = |

Significant change

- Paper ticket/pass — 28 — =
- Photocard pass — 58 — =
- Plastic card — 13 — =
- Ticket on mobile — =
- Other format — 1 — =

Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 2039 (Metrolink), 381 (Midland Metro)

Q. In what format was your ticket?
Base: All passengers - 2853 (Metrolink), 467 (Midland Metro)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

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# Method of buying ticket and ticket format (%) – 4

## NET Nottingham

*86 per cent ( ⚌ ) were very or fairly satisfied with the ease of buying a ticket (2014: 82 per cent)*

**Significant change**

| Method | Value | Significant change |
|---|---|---|
| Ticket machine at stop | 44 | ⚌ |
| Conductor that day | N/A | |
| Travel shop | 20 | ⚌ |
| Rail/bus company | 12 | ⚌ |
| Direct from the tram company | 11 | ⚌ |
| Local shop or post office | 0 | ⚌ |
| Direct debit through work/college | 7 | ⚌ |
| Other | 6 | ⚌ |

**Significant change**

Ticket format (donut chart):
- Paper ticket/pass: 38 — ⚌
- Photocard pass: 18 — ⚌
- Plastic card: 40 — ⚌
- Ticket on mobile: 3 — ⚌
- Other format: — ⚌

## Stagecoach SUPERTRAM Sheffield

*93 per cent ( ⚌ ) were very or fairly satisfied with the ease of buying a ticket (2014: 91 per cent)*

**Significant change**

| Method | Value | Significant change |
|---|---|---|
| Ticket machine at stop | N/A | |
| Conductor that day | 61 | ⚌ |
| Travel shop | 7 | ⚌ |
| Rail/bus company | 5 | ⚌ |
| Direct from the tram company | 15 | ⚌ |
| Local shop or post office | 1 | ⚌ |
| Direct debit through work/college | 1 | ⚌ |
| Other | 10 | ⚌ |

**Significant change**

Ticket format (donut chart):
- Paper ticket/pass: 60 — ⚌
- Photocard pass: 12 — ⚌
- Plastic card: 27 — ⚌
- Ticket on mobile: — ⚌
- Other format: 1 — ⬇
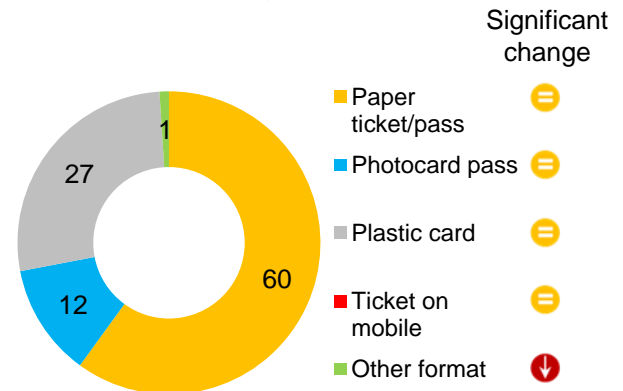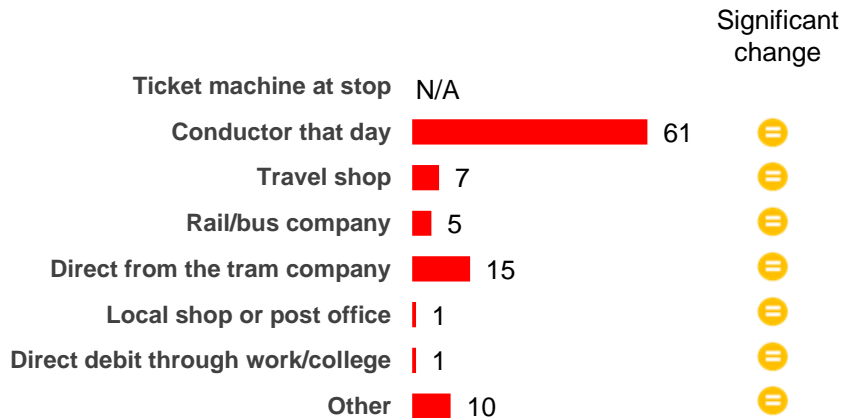
Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 247 (NET), 383 (Supertram)

Q. In what format was your ticket?
Base: All passengers - 318 (NET), 571 (Supertram)

⬆ Statistically significant increase since 2014
⚌ No change
⬇ Statistically significant decrease since 2014

transportfocus

# How got to and from the tram stop (%) – 1

## All networks

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| **On foot** | 63 (=) | | 65 (=) | 64 |
| | 74 (=) | | 75 (=) | 74 |
| **Cycled** | 0 (=) | | 0 (=) | 0 |
| | 0 (=) | | 0 (=) | 0 |
| **Car - picked up / dropped off** | 5 (=) | | 5 (=) | 5 |
| | 4 (=) | | 3 (=) | 3 |
| **Car - park and ride** | 9 (=) | | 8 (=) | 8 |
| | 4 (=) | | 4 (=) | 4 |
| **Car - parked elsewhere** | 2 (↓) | | 5 (=) | 3 |
| | 2 (=) | | 2 (=) | 2 |
| **Bus/coach** | 12 (=) | | 12 (=) | 13 |
| | 10 (=) | | 12 (=) | 12 |
| **Train** | 6 (↑) | | 4 (=) | 5 |
| | 5 (=) | | 4 (=) | 5 |
| **Tram** | 4 (↑) | | 2 (=) | 2 |
| | 2 (=) | | 2 (=) | 2 |
| **Other** | 1 (=) | | 1 (=) | 1 |
| | 3 (=) | | 2 (=) | 1 |

■ Got to tram stop    ■ Left tram stop

## Blackpool Transport — Significant change

| On foot | 84 (=) |
| | 84 (=) |
| Cycled | 0 (=) |
| | 0 (=) |
| Car - picked up / dropped off | 2 (=) |
| | 4 (=) |
| Car - park and ride | 0 (=) |
| | 0 (=) |
| Car - parked elsewhere | 3 (=) |
| | 2 (=) |
| Bus/coach | 8 (=) |
| | 9 (=) |
| Train | 1 (=) |
| | 1 (=) |
| Tram | 4 (=) |
| | 1 (=) |
| Other | 0 (↓) |
| | 2 (=) |

## Edinburgh Trams — Significant change

| On foot | 63 (=) |
| | 73 (=) |
| Cycled | 1 (=) |
| | 1 (=) |
| Car - picked up / dropped off | 3 (=) |
| | 2 (=) |
| Car - park and ride | 12 (=) |
| | 5 (=) |
| Car - parked elsewhere | 2 (=) |
| | 2 (=) |
| Bus/coach | 16 (=) |
| | 13 (=) |
| Train | 3 (=) |
| | 5 (=) |
| Tram | 0 (=) |
| | 4 (=) |
| Other | 3 (=) |
| | 1 (=) |

Q: How did you get to/from the tram stop where you boarded/left the tram today?
Base: All passengers - 5613 (All networks), 585 (Blackpool), 723 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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transportfocus

# How got to and from the tram stop (%) – 2
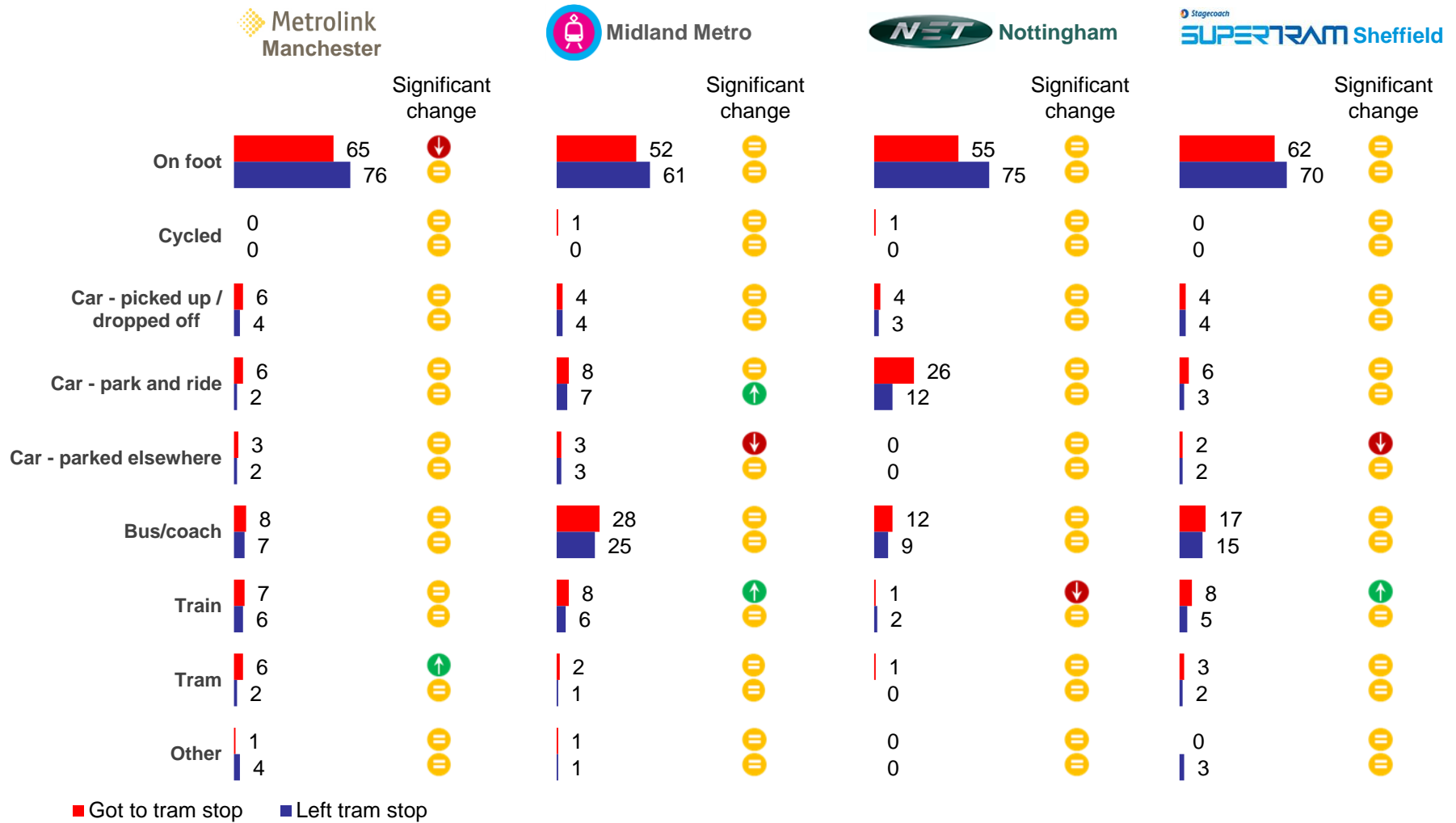
|  | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| On foot | 65 / 76 | ↓ / = | 52 / 61 | = / = | 55 / 75 | = / = | 62 / 70 | = / = |
| Cycled | 0 / 0 | = / = | 1 / 0 | = / = | 1 / 0 | = / = | 0 / 0 | = / = |
| Car - picked up / dropped off | 6 / 4 | = / = | 4 / 4 | = / = | 4 / 3 | = / = | 4 / 4 | = / = |
| Car - park and ride | 6 / 2 | = / = | 8 / 7 | = / ↑ | 26 / 12 | = / = | 6 / 3 | = / = |
| Car - parked elsewhere | 3 / 2 | = / = | 3 / 3 | ↓ / = | 0 / 0 | = / = | 2 / 2 | ↓ / = |
| Bus/coach | 8 / 7 | = / = | 28 / 25 | = / = | 12 / 9 | = / = | 17 / 15 | = / = |
| Train | 7 / 6 | = / = | 8 / 6 | ↑ / = | 1 / 2 | ↓ / = | 8 / 5 | ↑ / = |
| Tram | 6 / 2 | ↑ / = | 2 / 1 | = / = | 1 / 0 | = / = | 3 / 2 | = / = |
| Other | 1 / 4 | = / = | 1 / 1 | = / = | 0 / 0 | = / = | 0 / 3 | = / = |

■ Got to tram stop   ■ Left tram stop

Q: How did you get to/from the tram stop where you boarded/left the tram today?
Base: All passengers - 2913 (Metrolink), 482 (Midland Metro), 321 (NET), 589 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

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# Sources for tram information (%) – 1

| All networks* | | | Autumn 2015 | | Autumn 2014 | Autumn 2013 | Blackpool Transport | Significant change | Edinburgh Trams | Significant change |
|---|---|---|---|---|---|---|---|---|---|---|
| Phone tram operator | | | 12 | = | 12 | 12 | 18 | = | 11 | = |
| Phone council | | | 6 | = | 6 | 7 | 3 | = | 0 | = |
| Tram operator website | | | 60 | ↑ | 55 | 58 | 61 | = | 70 | ↑ |
| Council website | | | 23 | = | 20 | 29 | 8 | = | 0 | = |
| Other travel website | | | 9 | ↑ | 6 | 6 | 14 | ↑ | 11 | = |
| Travel shop | | | 11 | = | 12 | 10 | 13 | = | 10 | = |
| Ask friend/relative | | | 10 | = | 11 | 12 | 7 | = | 5 | = |
| From a Park and Ride kiosk | | | 4 | = | 3 | N/A | N/A | = | 5 | = |
| Ask tram staff | | | 26 | = | 25 | 25 | 33 | = | 17 | = |
| Smartphone app | | | 13 | = | 11 | 10 | 10 | ↑ | 22 | = |
| Other | | | 5 | ↑ | 3 | 4 | 4 | = | 0 | ↓ |

*Question not asked for Metrolink; Park and Ride not asked in Blackpool, nor in 2013

Q. If you needed information about your local tram services, e.g. times, fares, where would you obtain that information? (Multiple answers allowed)
Base: All passengers - 2635 (All networks), 581 (Blackpool), 697 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Sources for tram information (%) – 2

| | Metrolink Manchester | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|
| Phone tram operator | Question not asked for Metrolink | 11 | = | 9 | = | 12 | = |
| Phone council | | 6 | = | 0 | = | 13 | = |
| Tram operator website | | 20 | = | 75 | = | 61 | = |
| Council website | | 54 | ↑ | 9 | = | 35 | = |
| Other travel website | | 8 | ↑ | 8 | = | 8 | = |
| Travel shop | | 15 | = | 12 | = | 10 | = |
| Ask friend/relative | | 9 | = | 11 | = | 14 | = |
| From a Park and Ride kiosk | | 2 | = | 8 | = | 4 | = |
| Ask tram staff | | 29 | = | 17 | = | 34 | ↑ |
| Smartphone app | | 17 | = | 6 | = | 14 | ↑ |
| Other | | 3 | = | 5 | = | 8 | = |

Q. If you needed information about your local tram services, e.g. times, fares, where would you obtain that information?
Base: All passengers - 462 (Midland Metro), 309 (NET), 586 (Supertram)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

# Reasons for choosing the tram (%) – 1

## All networks

| | Autumn 2015 | Significant change | Autumn 2014 | Autumn 2013 | Blackpool Transport | Significant change | Edinburgh Trams | Significant change |
|---|---|---|---|---|---|---|---|---|
| Best way to get where I am going | 31 | = | 30 | 31 | 26 | = | 28 | = |
| More convenient than the car (e.g. parking) | 19 | = | 22 | 20 | 14 | = | 16 | ↑ |
| Quicker than other transport | 18 | = | 17 | 15 | 13 | = | 21 | = |
| Didn't have the option of travelling by other means | 14 | = | 13 | 15 | 16 | = | 7 | = |
| Cheaper than the car | 4 | = | 4 | 5 | 3 | = | 4 | = |
| Tram more comfortable than other transport | 5 | = | 5 | 4 | 11 | = | 11 | = |
| Cheaper than other transport | 3 | = | 3 | 3 | 2 | = | 6 | = |
| For the experience of riding the tram | 2 | = | 2 | N/A* | 10 | ↑ | 4 | ↓ |
| Other | 3 | = | 4 | 6 | 5 | = | 3 | = |

*Not asked in 2013

Q. What was the main reason you chose to take the tram for this journey?
Base: All passengers - 5589 (All networks), 569 (Blackpool), 726 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

transportfocus

# Reasons for choosing the tram (%) – 2

| | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | SUPERTRAM Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| Best way to get where I am going | 29 | = | 28 | = | 36 | = | 37 | = |
| More convenient than the car (e.g. parking) | 21 | = | 13 | = | 22 | ⬇ | 17 | = |
| Quicker than other transport | 18 | = | 30 | = | 17 | = | 16 | = |
| Didn't have the option of travelling by other means | 15 | = | 14 | = | 8 | = | 16 | = |
| Cheaper than the car | 4 | = | 6 | = | 5 | = | 3 | = |
| Tram more comfortable than other transport | 5 | = | 2 | = | 4 | = | 6 | = |
| Cheaper than other transport | 3 | = | 4 | = | 2 | = | 1 | = |
| For the experience of riding the tram | 1 | = | 0 | = | 4 | = | 0 | = |
| Other | 4 | = | 2 | = | 3 | = | 2 | = |

Q. What was the main reason you chose to take the tram for this journey?
Base: All passengers - 2912 (Metrolink), 471 (Midland Metro), 321 (NET), 590 (Supertram)

⬆ Statistically significant increase since 2014
= No change
⬇ Statistically significant decrease since 2014

# Factors preventing more journeys being made (%) – 1

## All networks

| | Autumn 2015 | | Autumn 2014 | Autumn 2013 |
|---|---|---|---|---|
| Level of crowding on board | 32 | = | 35 | 46 |
| Places reachable | 37 | ↑ | 34 | 41 |
| Cost of using trams | 21 | = | 23 | 26 |
| Reliability of trams | 13 | ↓ | 16 | 25 |
| Journey times | 14 | = | 12 | 13 |
| Frequency of trams | 10 | = | 10 | 13 |
| Concern for personal safety | 7 | = | 6 | 8 |
| Comfort of trams | 4 | = | 6 | 6 |
| Understanding the fares | 3 | = | 3 | 3 |
| Understanding the ticket machines | 2 | = | 2 | 1 |
| Tram network improvement works* | 33 | ↑ | 29 | N/A* |

## Blackpool Transport

| | | Significant change |
|---|---|---|
| Level of crowding on board | 36 | = |
| Places reachable | 34 | = |
| Cost of using trams | 13 | = |
| Reliability of trams | 6 | = |
| Journey times | 7 | = |
| Frequency of trams | 8 | = |
| Concern for personal safety | 3 | = |
| Comfort of trams | 5 | = |
| Understanding the fares | 3 | = |
| Understanding the ticket machines | 1 | = |
| Tram network improvement works* | 3 | = |

## Edinburgh Trams

| | | Significant change |
|---|---|---|
| Level of crowding on board | 17 | = |
| Places reachable | 61 | = |
| Cost of using trams | 9 | = |
| Reliability of trams | 5 | = |
| Journey times | 14 | = |
| Frequency of trams | 12 | = |
| Concern for personal safety | 0 | = |
| Comfort of trams | 5 | = |
| Understanding the fares | 2 | = |
| Understanding the ticket machines | 4 | = |
| Tram network improvement works* | 2 | ↓ |

*Improvement works not asked in 2013. Its addition could have caused the significant drops in the 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 - 3958 (All networks), 353 (Blackpool), 430 (Edinburgh Trams)

↑ Statistically significant increase since 2014
= No change
↓ Statistically significant decrease since 2014

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# Factors preventing more journeys being made (%) – 2
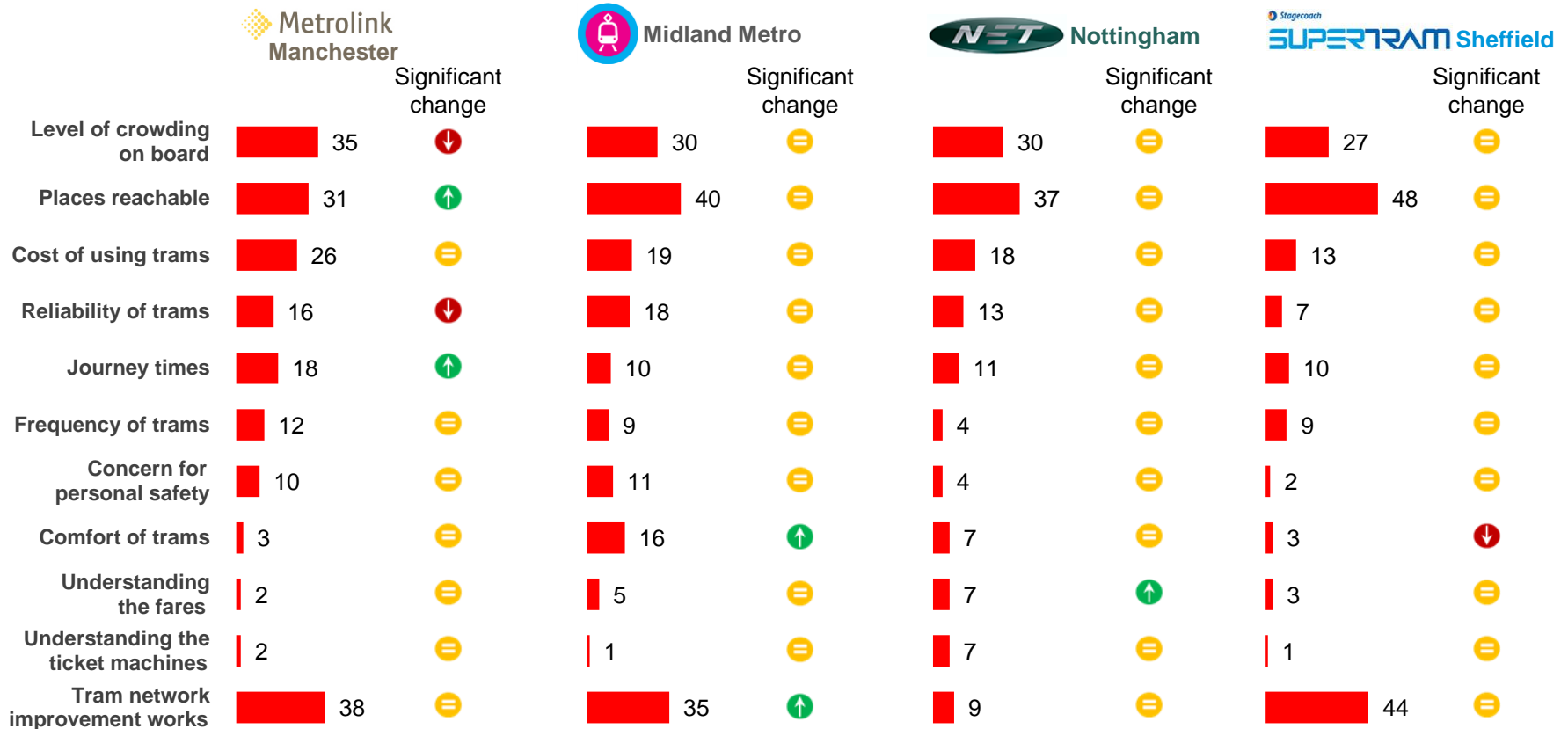
| | Metrolink Manchester | Significant change | Midland Metro | Significant change | NET Nottingham | Significant change | Supertram Sheffield | Significant change |
|---|---|---|---|---|---|---|---|---|
| Level of crowding on board | 35 | ▼ (decrease) | 30 | = | 30 | = | 27 | = |
| Places reachable | 31 | ▲ (increase) | 40 | = | 37 | = | 48 | = |
| Cost of using trams | 26 | = | 19 | = | 18 | = | 13 | = |
| Reliability of trams | 16 | ▼ (decrease) | 18 | = | 13 | = | 7 | = |
| Journey times | 18 | ▲ (increase) | 10 | = | 11 | = | 10 | = |
| Frequency of trams | 12 | = | 9 | = | 4 | = | 9 | = |
| Concern for personal safety | 10 | = | 11 | = | 4 | = | 2 | = |
| Comfort of trams | 3 | = | 16 | ▲ (increase) | 7 | = | 3 | ▼ (decrease) |
| Understanding the fares | 2 | = | 5 | = | 7 | ▲ (increase) | 3 | = |
| Understanding the ticket machines | 2 | = | 1 | = | 7 | = | 1 | = |
| Tram network improvement works | 38 | = | 35 | ▲ (increase) | 9 | = | 44 | = |

*Improvement works not asked in 2013. Its addition could have caused the significant drops in the other factors

Q. Have any of the following frequently stopped you making journeys by tram? (More than one answer permissible)
Base: All passengers - 2229 (Metrolink), 315 (Midland Metro), 169 (NET), 462 (Supertram)

▲ Statistically significant increase since 2014
= No change
▼ Statistically significant decrease since 2014

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**Tram Passenger Survey (TPS)**

**Appendix 2 – Further details on survey background and method**

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# Methodology – fieldwork

Fieldwork: 17th September to 25th November 2015 (with a gap for half term from 24 October to 1 November)

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

Method: choice of either paper questionnaire or online self-completion questionnaire.

Sample size:

- Blackpool: 594 interviews (410 paper and 184 online)
- Edinburgh Trams: 734 interviews (607 paper and 127 online)
- Manchester Metrolink: 2,954 interviews (2,237 paper and 717 online)
- Midland Metro: 494 interviews (423 paper and 71 online)
- Nottingham Express Transit: 328 interviews (285 paper and 43 online)
- Sheffield Supertram: 603 interviews (463 paper and 140 online)

Research agency: BDRC Continental.

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# Methodology – data analysis

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.

Autumn 2014 comparison: this report shows results from Autumn 2014 at the 'All networks' level only. Full 2014 comparisons for each network can be found in the individual network reports.

Significant changes are shown at the 95% confidence level. ⬆/⬛/⬇ symbols are used throughout this report to indicate positive or negative significant changes.

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 and Sheffield Supertram this was by line)
• Age: 16-25, 26-59, 60+
• Gender: male, female
• Time/day travelled: weekday peak, weekday off peak and weekend

A rim weight by volume of passengers using each network was also applied. This was sourced from Department for Transport (DfT) data for Blackpool, Midland Metro, NET and Sheffield Supertram. No DfT data exists for Edinburgh Trams so an estimate of passenger numbers for 2015 was used. Data for Metrolink was sourced from Transport for Greater Manchester (TfGM) statistics which provided passenger volume data for their six lines.

The full details of the weighting matrix can be found in the TPS Autumn 2015 technical report.

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**Tram Passenger Survey (TPS)**

**Appendix 3 – Example of standard questionnaire**

Individual network questionnaires differed slightly to reflect local geography, presence of conductors and/or ticket machines, ticket types available, etc

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## Tram Passenger Survey (Centro)

| | D D M M Y Y |
|---|---|
| **Shift** | 1 5 |
| | **Date** |

Thank you for agreeing to take part in our survey.

Transport Focus is the official, independent consumer watchdog that represents rail, 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 survey. It asks about the tram journey you made when given this questionnaire.

Tram companies, local authorities and governments pay close attention to the survey's results. These results provide Transport Focus with the evidence to seek improvements on behalf of passengers.

Please fill in the questionnaire <u>after</u> you have completed your journey with Midland Metro.

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 Midland Metro

**Q1a. At which stop did you board this tram?**

**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)*

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

**Season Ticket/Midland Metro Card/Student**
1 day ☐
3 day/weekend ☐
5 days/1 week ☐
10 days/2 weeks ☐
4 weeks/1 month ☐
Quarterly/3 months ☐
1 year ☐
Other time period (please write in)

**A free pass or free journey**
Elderly person's pass ☐
Disabled person's pass ☐
Complimentary/free ticket ☐

**Other ticket**
Park and Ride ☐
Family/Group ticket ☐
Other ☐

**Single/return ticket**
Single ticket ☐
Return ticket ☐

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

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**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?**
From Conductor ☐
Direct from Network West Midlands (website/phone) ☐
Travel shop ☐
Rail/bus company ☐
From a local shop or post office ☐
You had a free pass ☐
Direct debit through work/college ☐
Other ☐

**Q6. What is the main purpose of your journey on Midland Metro 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 ☐

**Q7. Were you on your outward or return journey when you were given a questionnaire?**
Outward ☐
Return ☐
One way trip only ☐

**Q8. Were you travelling with...?** *(Please tick all that apply)*
Children in a buggy or pushchair ☐
Children (under 12) who were walking ☐
A wheelchair/mobility scooter ☐
A carer ☐
Lots of bags or luggage ☐
None of these ☐

**Q9. How did you get to the Midland Metro 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 ☐

**Q10. 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 ☐

**Q11. What was the main reason you chose to take Midland Metro 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)

**Q12. What was the weather like when you made your journey, was it?**
Dry ☐
Light rain ☐
Heavy rain ☐
Foggy ☐
Snow ☐
Icy ☐

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## 2. About the tram stop where you boarded this Midland Metro 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**Q14.** Overall, how satisfied were you with the tram stop?

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

## 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**
Leaflet/paper timetable ☐
Online tram times ☐
Live tram locator/timings (e.g. via mobile app/web) ☐
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 ☐
Live tram locator/timings (e.g. via mobile app/web) ☐
Disruption updates (e.g. on Twitter/Facebook) ☐
Other ☐

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

Knew the trams ran frequently on this route ☐
Already knew arrival times ☐
Could not find the information ☐

Didn't have time ☐
Did not know when the tram was meant to arrive ☐
Other ☐

**Q17.** Approximately how long did you expect to wait for the tram?
*(Please write in the time in minutes)* ☐☐

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

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

A little less time than you expected ☐
Much less time than you expected ☐

**Q18b.** Were you able to board the first tram you wanted to travel on?
Yes ☐   No ☐

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

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

## 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**Q22.** 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 ☐

**Q23a.** Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Yes ☐   No ☐

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

Passengers drinking/under the influence of alcohol ☐
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)

**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 Midland Metro today delayed at all?

Yes................................ ☐          No.......................................... ☐

**Q24b.** *If yes:* Why was this? *(Please tick all that apply)*

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

**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......................... | ☐ | ☐ | ☐ |
| Audio announcements e.g. saying the next tram stop...................... | ☐ | ☐ | ☐ |
| An electronic display e.g. showing the next tram stop........................ | ☐ | ☐ | ☐ |
| Information about tickets/fares............................ | ☐ | ☐ | ☐ |
| A timetable.......................... | ☐ | ☐ | ☐ |
| Details of how to make a complaint, if you had one ........................... | ☐ | ☐ | ☐ |

**Q27.** Thinking about any Midland Metro 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............................. | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Any greeting/welcome you got from the staff.......... | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| The helpfulness and attitude of the staff.................. | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| The safety of the driving (i.e. appropriateness of speed, driver concentrating)........................ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

### 5. Your overall opinion of the Midland Metro 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 Midland Metro today?

| | |
|---|---|
| Very satisfied........................... ☐ | Fairly dissatisfied............................... ☐ |
| Fairly satisfied.......................... ☐ | Very dissatisfied................................. ☐ |
| Neither satisfied nor dissatisfied.............. ☐ | Don't know/No opinion............................ ☐ |

**Q29.** If something could have been improved on your journey on Midland Metro today, what would it have been?

[ ]

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

| | |
|---|---|
| Very satisfied............................... ☐ | Fairly dissatisfied....................................... ☐ |
| Fairly satisfied............................. ☐ | Very dissatisfied......................................... ☐ |
| Neither satisfied nor dissatisfied.............. ☐ | Don't know/No opinion............................... ☐ |

**Q31.** 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............. ☐ | Comfort/journey quality for the fare paid......................... ☐ |
| The fare in comparison to the cost of everyday items .................................. ☐ | A reason not mentioned above (please write in box)............................ ☐ |

[ ]

### 6. Your opinion of trams generally

**Q32a.** How would you rate Midland Metro 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)...................... | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**Q32b.** And how satisfied are you overall with Midland Metro 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................... | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**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: Centro ............................ ☐ | Ask friend/relative................................ ☐ |
| Phone: Traveline............................ ☐ | From a Park and Ride kiosk........................ ☐ |
| Internet: Centro website..................... ☐ | Smartphone app........................... ☐ |
| Internet: The Metro website.................... ☐ | Ask tram staff.......................................... ☐ |
| Internet: Network West Midlands website ☐ | Other ......................................... ☐ |
| Internet: Other travel website................... ☐ | Not sure.................................................. ☐ |
| Travel shop......................................... ☐ | |

**Q34.** How often do you typically travel by Midland Metro? *(Please tick the closest to your frequency of tram use)*

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

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

| | |
|---|---|
| Much better than usual.................. ☐ | A little worse than usual..................... ☐ |
| A little better than usual........................... ☐ | Much worse than usual ............................ ☐ |
| About the same as usual .......................... ☐ | |

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

The places you can reach
   by Midland Metro ☐
The frequency of trams in the area ☐
The reliability of the trams ☐
The cost of using Midland Metro ☐
Understanding the fares ☐
Understanding the ticket machines ☐

How long journeys take
   when going by Midland Metro ☐
The comfort of the trams ☐
The level of crowding on the trams ☐
A concern for your personal
   safety on Midland Metro ☐
Tram network improvement works ☐

**Q37a.** Are you aware that the tram is being extended into Birmingham City Centre?

*(Further information is available at www.centro.org.uk/transport/metro)*

Yes ☐    No ☐

**Q37b.** Which of the new stops would you be most likely to use for your journey to Birmingham?

Snowhill ☐
Bull Street ☐
Corporation Street ☐
Grand Central (for New Street Station) ☐
Unsure ☐

**Q37c.** Do you think dogs (beyond guide dogs) should be allowed on the tram?

Yes ☐    No ☐
Unsure ☐

---

### 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 ☐

**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 don't have a car available ☐
You have a car available but
   prefer not to drive ☐

**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 ☐

**QH.** To help us get a better picture of tram services at a local level, it would be helpful if you could provide us with your home postcode. *(If you provide it, this will be used to help understand tram usage and make improvements locally. Your postcode will not be used to identify you personally and will only be used for research purposes)*

Please write in your home postcode here:

☐ ☐ ☐ ☐  ☐ ☐ ☐    Live outside the UK ☐

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If you would be happy to participate in future research projects about the tram industry please complete the contact details below (this will only be available to Transport Focus)

Name: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Email address: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

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**Thank you for completing this questionnaire.**
Please return it in the envelope provided or use the following Freepost address:
Tram Passenger Survey
Perspective Research Services Ltd
FREEPOST (RTLU-YLTS-TGYY)
12-20 Baron Street
Angel, London N1 9LL

bdrc continental        transport**focus**