

Tram Passenger Survey (TPS) Manchester Metrolink

Autumn 2015 results

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TPS 2015 Manchester Metrolink

Context to the survey

Context 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 methodology

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 **28th September and 26th November 2015**

2954 surveys were completed for Manchester Metrolink in autumn 2015

For further details of the survey method, see Appendix

The Manchester Metrolink network in context

	The Network	Passenger Journeys*	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions / other notes
	7 lines 91 stops 57 miles	31.2 million	<div>✓ TVMs at stops</div> <div>✗ Conductors on board</div>	<div>✓ Info boards all stops (TTs, fares)</div> <div>✓ Passenger Info Displays <i>(Not all stops on Bury and Altrincham lines)</i></div>	<div>Mon-Sat: every 6-12 mins</div> <div>Sun: 12-15 mins</div>	<ul style="list-style-type: none"> • Second city works to provide direct link between St Peter's Square and Victoria • Fire around Victoria 12th Oct; some fieldwork rearranged for short period • Airport line opened late 2014, covered for first time in 2015 • No fieldwork on 10th Oct; 3 sporting events in one day including Rugby World Cup Fanzone • Increasing use of double carriage trams
	1 line 37 stops 11 miles	4.1 million	<div>✗ TVMs at stops</div> <div>✓ Conductors on board</div>	<div>✓ Info boards at stops (TTs, fares)</div> <div>✗ Passenger Info Displays</div>	<div>Mon-Sat: every 15-30 mins</div> <div>Sun: 20-30 mins</div>	<ul style="list-style-type: none"> • Blackpool illuminations 4th Sept – 8th Nov 2015 • Heritage trams operate bank holidays, weekends and summer; not covered in this research • No significant issues affected fieldwork
	1 line 15 stops 8.7 miles	4.9 million	<div>✓ TVMs at stops</div> <div>✗ Conductors on board</div>	<div>✗ Info boards at stops (TTs, fares)</div> <div>✓ Passenger Info Displays</div>	<div>Mon-Sat: every 8-10 mins</div> <div>Sun: 12-15 mins</div>	<ul style="list-style-type: none"> • Network opened 31st May 2014 • No significant issues affected fieldwork
	1 line 23 stops 12.5 miles	4.4 million	<div>✗ TVMs at stops</div> <div>✓ Conductors on board</div>	<div>✓ Info boards at some stops (TTs, fares)</div> <div>✓ Passenger Info Displays</div>	<div>Mon-Sat: every 6-15 mins</div> <div>Sun: 15 mins</div>	<ul style="list-style-type: none"> • 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
	2 lines 50 stops 20 miles	8.1 million	<div>✓ TVMs at stops</div> <div>✗ Conductors on board</div>	<div>✓ Info boards all stops (TTs, fares)</div> <div>✓ Passenger Info Displays</div>	<div>Mon-Sat: every 3-15 mins</div> <div>Sun: 5-15 mins</div>	<ul style="list-style-type: none"> • The phase two extension of the network opened July/August 2015 and was included in the TPS in 2015 • No significant issues affecting fieldwork
	3 lines 48 stops 18 miles	11.5 million	<div>✗ TVMs at stops</div> <div>✓ Conductors on board</div>	<div>✓ Info boards at stops (TTs, fares)</div> <div>✗ Passenger Info Displays</div>	<div>Mon-Sat: every 5-20 mins</div> <div>Sun: 10-20 mins</div>	<ul style="list-style-type: none"> • 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

TPS 2015 Manchester Metrolink

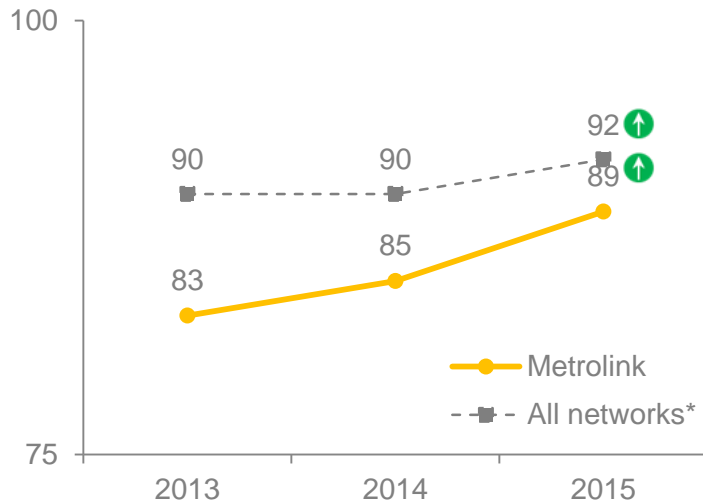
Summary of 2015 results

Passenger experience in Manchester 2015: a snapshot

Overall journey satisfaction: 2015



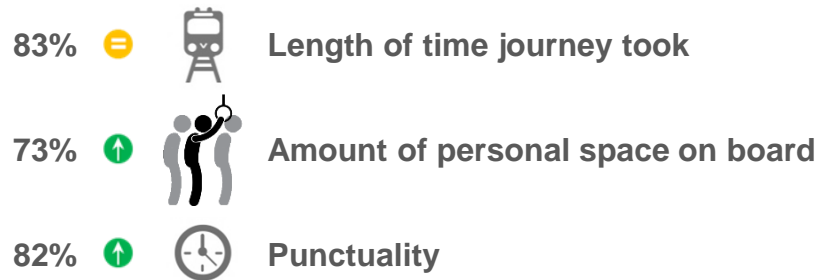
Overall journey satisfaction: trend



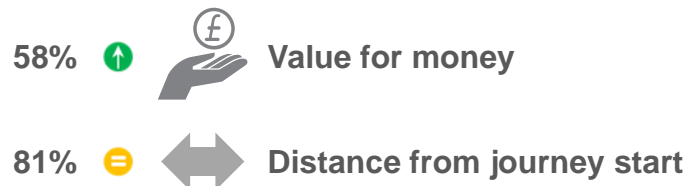
*The 2013 survey did not include Edinburgh Trams

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

For a satisfactory journey (very/fairly satisfied):



...and additional factors linked to a **very** satisfactory journey:



*Combines data from 2014 and 2015 surveys to increase robustness

Passenger experience in Manchester 2015: across the network



All Networks

Airport*

Altrincham

Ashton

Bury





East Didsbury

Eccles



Rochdale

City Zone*

Satisfaction with key measures:

Overall journey		89	↑	92	↑	91	89	=	93	↑	89	↑	87	=	89	=	83	=	93	=
Value for Money		58	↑	69	↑	55	53	↑	71	↑	57	↑	55	↑	62	=	60	=	84	↑
Punctuality		82	↑	86	↑	90	85	↑	85	↓	80	↑	77	=	78	=	80	=	81	=
Overall stop		88	=	91	=	90	86	=	96	↑	84	=	90	=	89	=	89	=	90	=

Satisfaction with other measures driving overall journey satisfaction in Manchester:

Amount of time journey took		83	=	87	↑	83	84	=	85	↑	86	↑	84	=	78	=	78	=	90	=
Amount of personal space on board		73	↑	76	↑	80	70	↑	82	↑	71	↑	75	↑	81	↑	66	=	81	↑

Satisfaction with other measures driving passengers to be very satisfied in Manchester:

Distance from journey start		81	=	83	=	84	81	=	82	=	79	=	84	=	79	=	78	=	87	=
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*Manchester Airport line new in 2015. No 2014 comparison available. The City Zone covers a number of stops in central Manchester; there is some overlap between the City Zone and other routes

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

Manchester 2015: summary of key findings (1)

- 89 per cent of Metrolink passengers were satisfied with their journey overall, significantly higher than last year (2014: 85 per cent). This is higher than the same measure on the Bus Passenger Survey (82 per cent) and significantly higher still than the National Rail Passenger Survey (72 per cent) in the Transport for Greater Manchester area
- The number of people that were 'very satisfied' with their journey on Metrolink overall has risen significantly since last year (from 41 per cent to 48 per cent)
- The main factor that drives passengers to be satisfied on Metrolink is satisfaction with the amount of time the journey took, followed closely by punctuality of trams. 83 per cent of passengers were satisfied with journey time (2014: 81 per cent) and 82 per cent were satisfied with punctuality, a significant increase compared to 2014 (78 per cent)
- Amongst fare paying passengers 58 per cent were satisfied with the value for money of their journey, up significantly compared to last year (48 per cent). This improvement has been driven by commuters and those in the 16-34 age group, whose satisfaction with value for money has increased significantly (commuters from 42 per cent in 2014 to 52 per cent, and 16-34 year olds from 39 per cent to 50 per cent)
- When evaluating value for money the joint most important factors to passengers were the cost of the tram versus other modes of transport and the cost for the distance travelled

Manchester 2015: summary of key findings (2)

- Passengers using the Ashton line were most satisfied, with 93 per cent satisfied overall and 71 per cent satisfied with value for money. The Rochdale line was rated the lowest, with 83 percent of passengers satisfied overall. The new airport line is rated very highly: 91 per cent of passengers were satisfied with their journey overall
- 43 per cent of passengers spontaneously mentioned improvements that could be made to Metrolink. The most commonly mentioned improvements related to tram stops (better information in particular), seating and capacity (bigger/longer trams) and the punctuality of the service (more frequent trams)
- 9 per cent experienced anti-social behaviour while travelling on Metrolink. Rowdy behaviour of other passengers was the greatest cause for concern
- The profile of passengers on Metrolink is relatively young, with 31 per cent aged 16-25
- 52 percent of passengers use Metrolink for commuting reasons: 43 per cent are commuting for work and 9 per cent for education

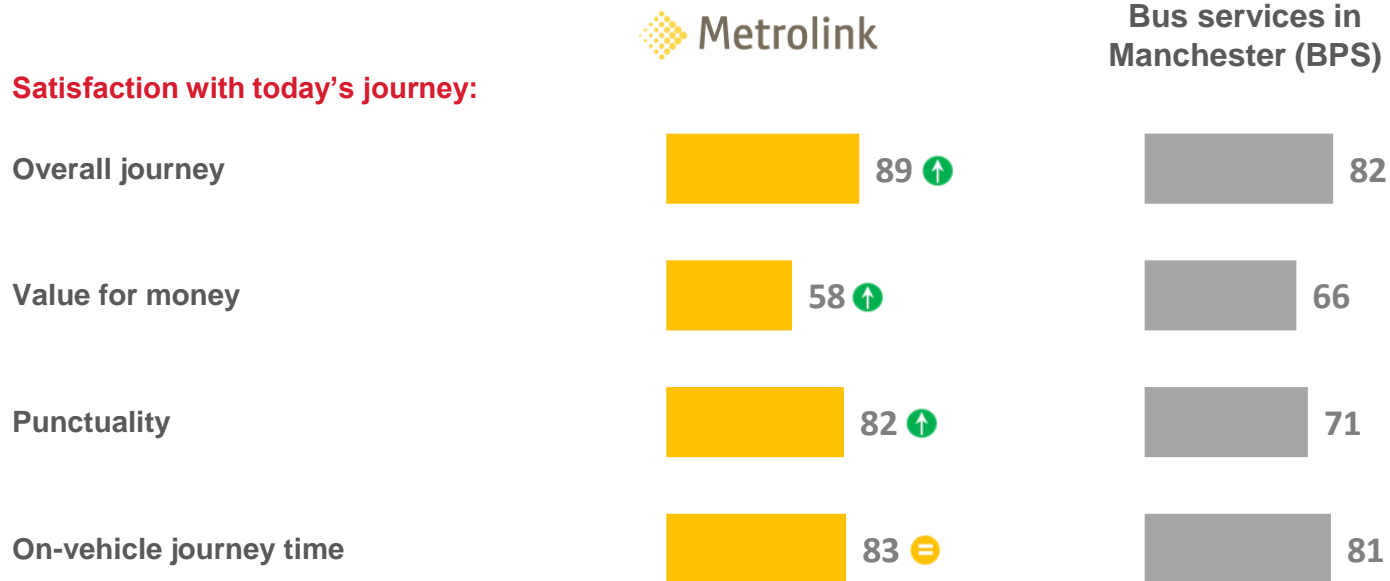
TPS 2015 Manchester Metrolink

Experience and opinions of the journey

This section includes comparisons between tram (TPS) and bus (BPS) where applicable.

Experience and opinions of the journey: summary

Satisfaction with today's journey:



Statistically significant increase since 2014



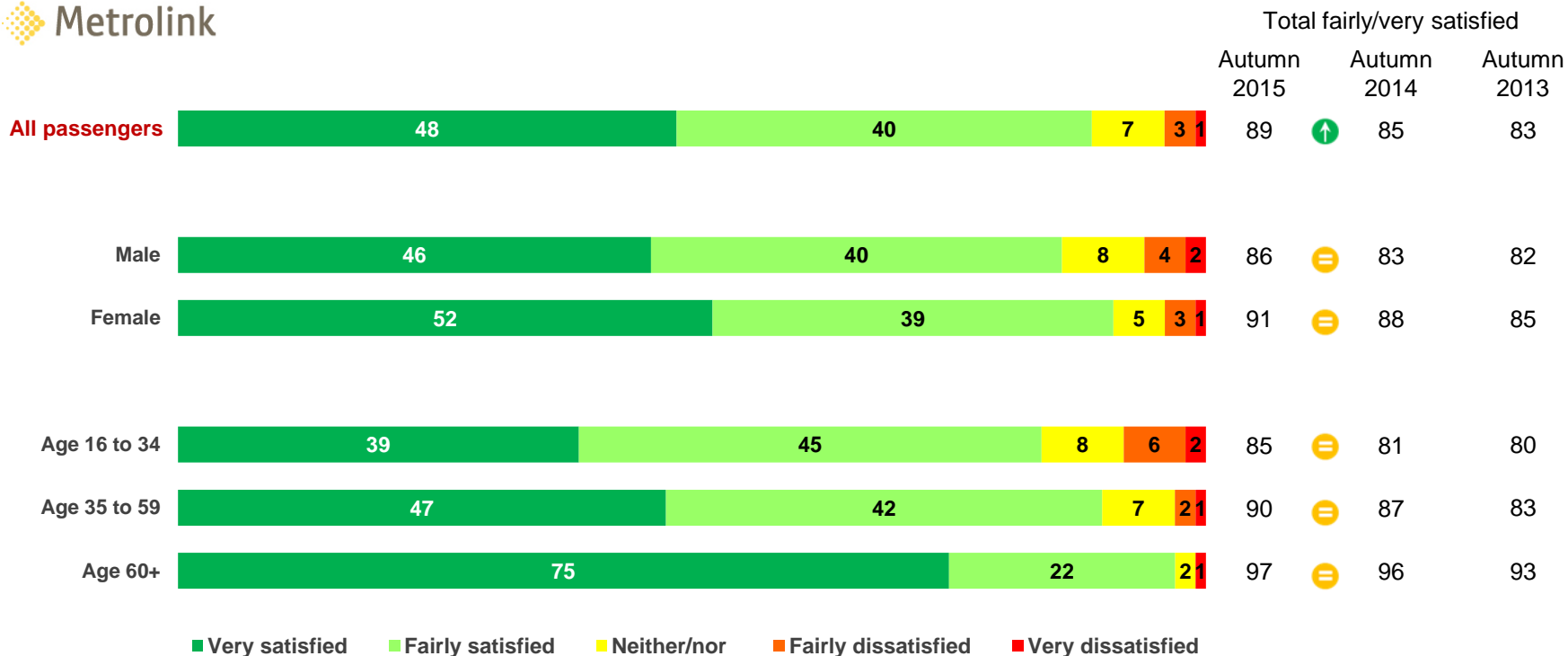
No change



Statistically significant decrease since 2014

Experience and opinions of the journey: the detail

Overall satisfaction: by gender and age

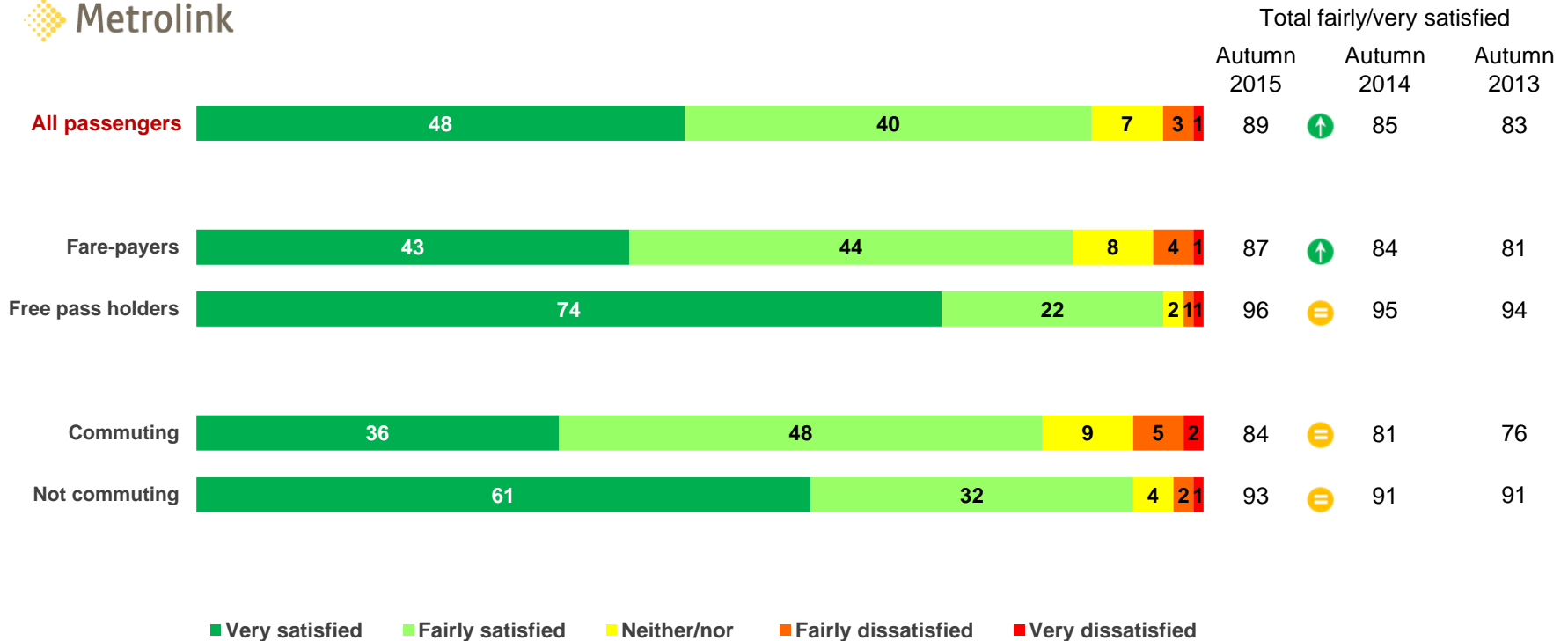


Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?

Base: All passengers - 2915

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

Overall satisfaction: by passenger type



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

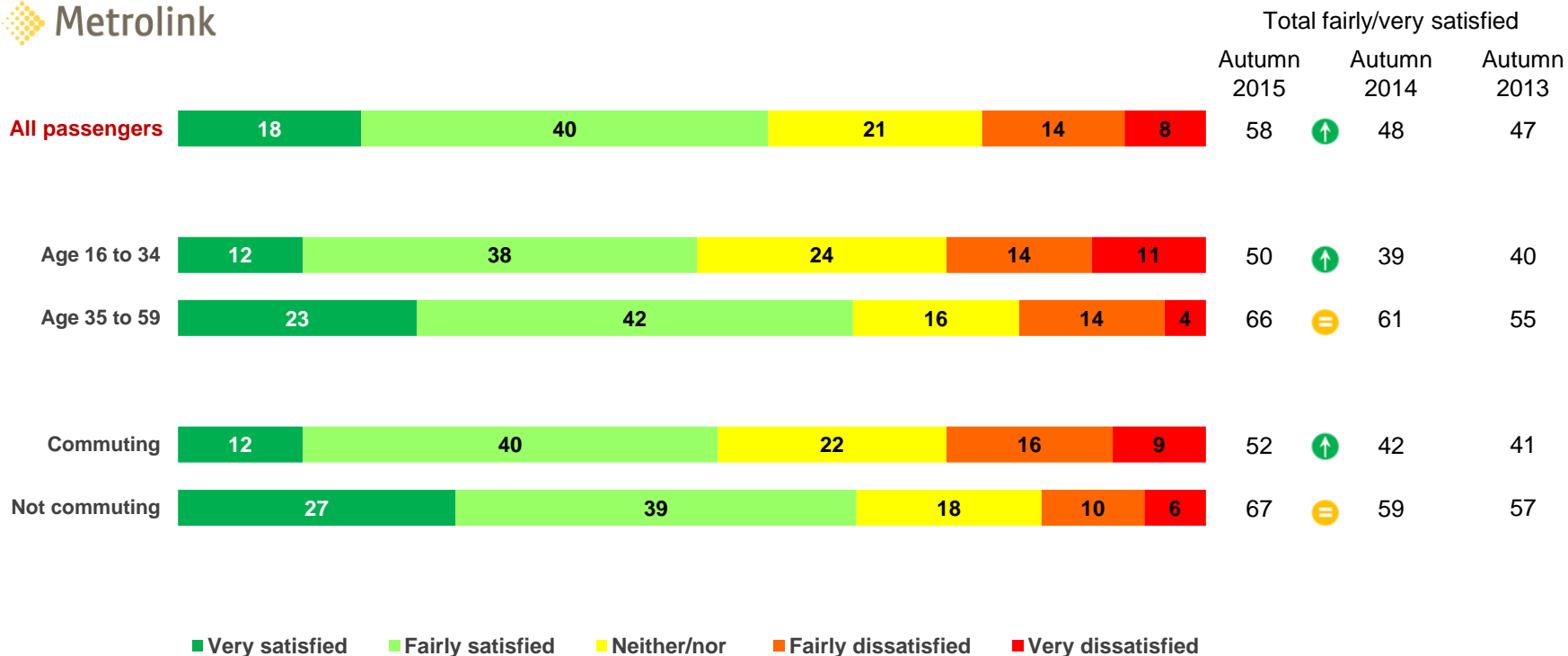
↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

Experience and opinions of the journey: the detail

Value for money (fare-payers only)



Q. How satisfied were you with the value for money of your journey?
 Base: All fare paying passengers - 1992

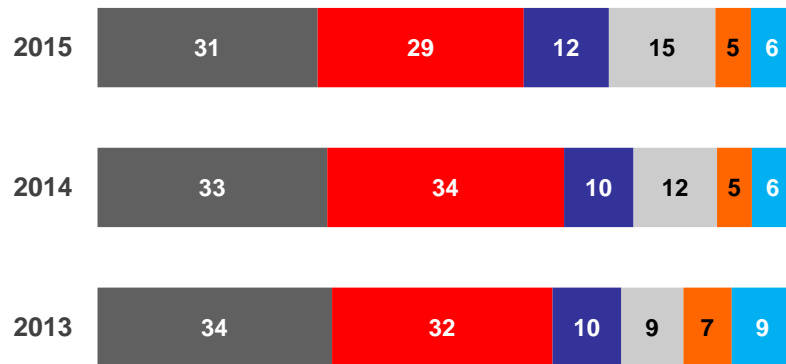
- ↑ Statistically significant **increase** since 2014
- = No change
- ↓ Statistically significant **decrease** since 2014

Experience and opinions of the journey: the detail

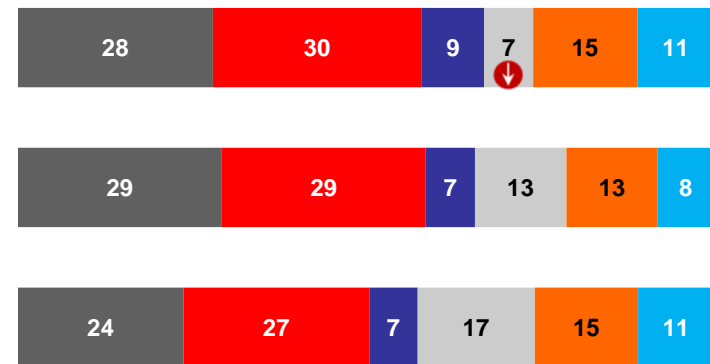
What influenced value for money rating



Those satisfied with value for money



Those not satisfied with value for money



■ Cost tram versus other transport

■ Cost for distance travelled

■ Cost of making same trip by car

■ Comfort/quality for the fare paid

■ Fare compared to everyday items

■ Other reason

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 satisfied with VFM - 1163; all fare paying passengers not satisfied with VFM - 771



Statistically significant **increase** since 2014

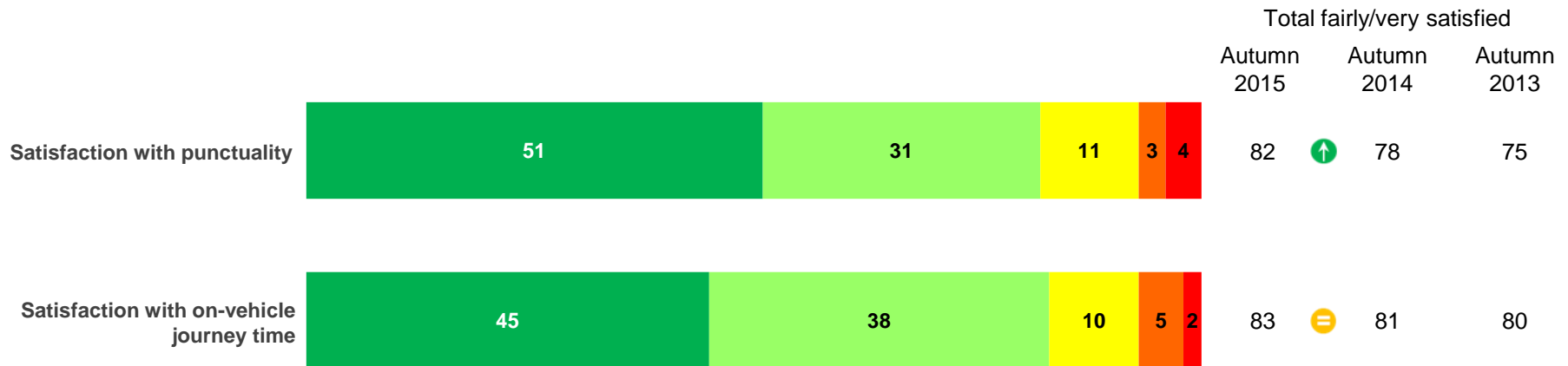


No change



Statistically significant **decrease** since 2014

Punctuality and on-vehicle journey time



Q. How satisfied were you with each of the following...Punctuality? Base: All passengers - 2755

Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers - 2882

↑ Statistically significant increase since 2014

= No change



↓ Statistically significant decrease since 2014

TPS 2015 Manchester Metrolink

Waiting at the stop

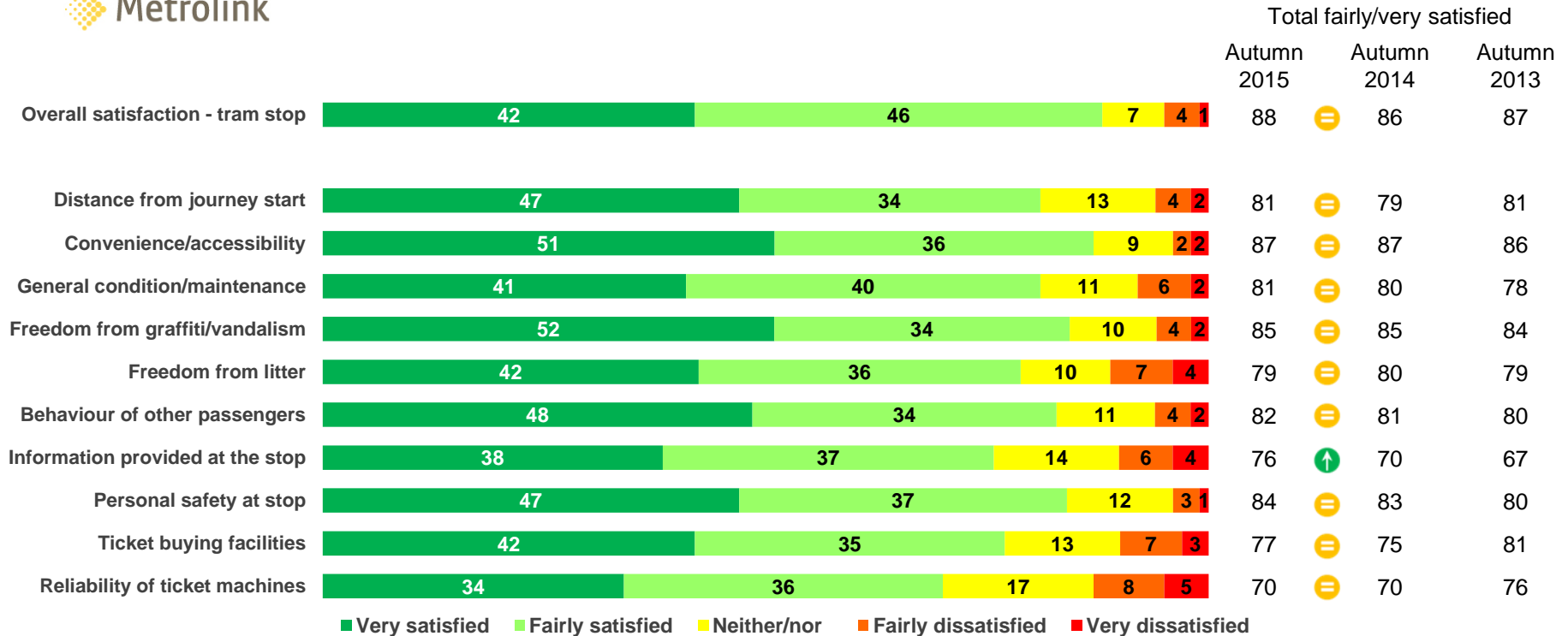
This section includes comparisons between tram (TPS) and bus (BPS) where applicable.

Waiting at the stop: summary

	 Metrolink	Buses in Manchester		 Metrolink	Buses in Manchester
Satisfaction with the stop:					
Overall satisfaction with stop	88 =	76	Satisfaction: waiting time	79 =	73
Distance from journey start	81 =	84	Expected wait time	7.6 mins =	7.9 mins
Convenience / accessibility	87 =	87	Actual reported wait time	6.7 mins ↓	9.0 mins
General condition and maintenance	81 =	71	Passengers who checked tram time	84% ↑	56%
Freedom from graffiti / vandalism	85 =	75	Info sources used before arriving at stop	Online tram times most common, then disruption info on Metrolink website	Paper timetables most common, then online
Freedom from litter	79 =	66	Info sources used at stop	76% electronic display	64% timetable at stop
Behaviour of other passengers	82 =	N/A*	Among those that didn't check...	78% knew service frequent	68% knew service frequent
Information provided	76 ↑	67			
Personal safety	84 =	75			
Ticket buying facilities	77 =	N/A*			
Reliability of ticket machines	70 =	N/A*			

*Not asked in BPS

Satisfaction with the tram stop



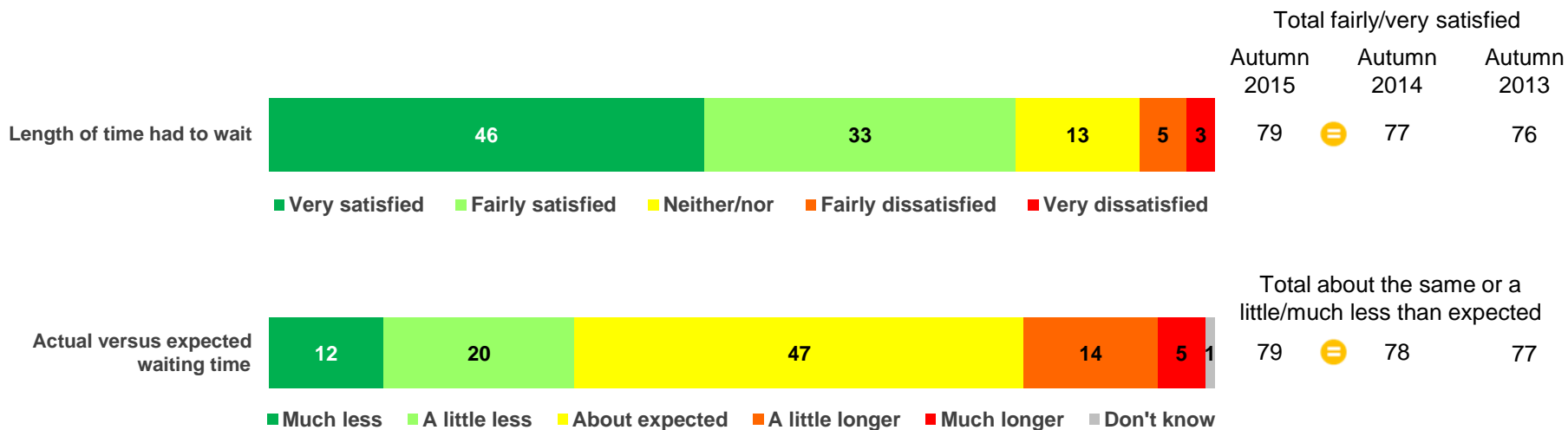
Q. Overall, how satisfied were you with the tram stop? & Q. Thinking about the tram stop itself, how satisfied were you with the following:

Base: All passengers - 2912

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

Waiting at the stop: the detail

Waiting time



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

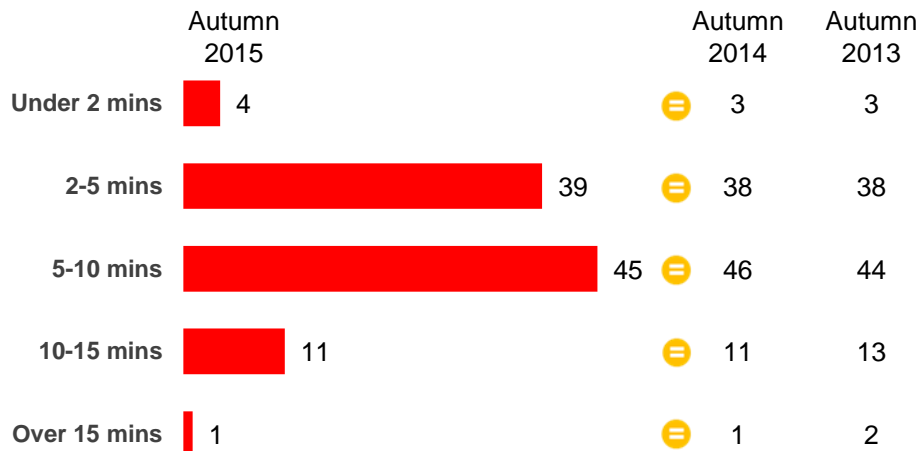
Base: All passengers - 2901

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

Expected and reported waiting times

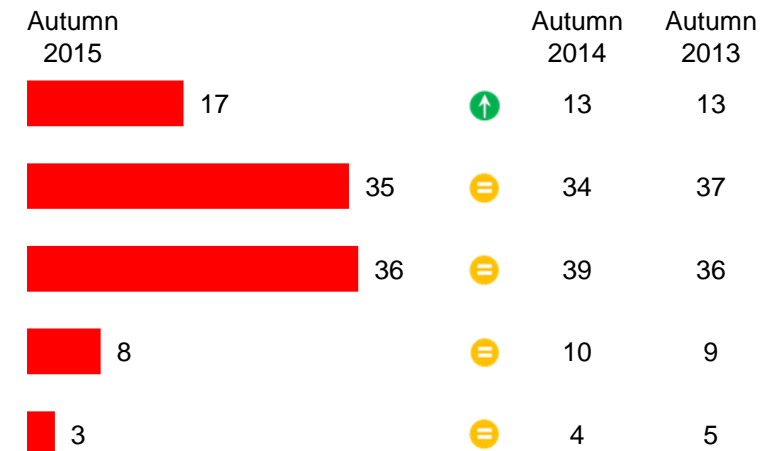


Expected tram waiting time



Average expected waiting time 7.6 minutes (2014: 7.7 minutes)

Reported tram waiting time



Average reported waiting time 6.7 minutes (2014: 7.3 minutes)

Q. Approximately how long did you expect to wait for the tram? & Q. Approximately, how long did you wait for your tram
Base: All passengers - 2824

How passengers checked tram times



16 per cent (↓) of Manchester Metrolink passengers did not check to find out when the tram was meant to arrive (2014: 27 per cent)

Before leaving for the tram stop

	Autumn 2015		Autumn 2014	Autumn 2013
Leaflet/paper timetable	1	=	1	1
Online	10	=	8	8
Disruption information via Metrolink website	6	=	7	3
Disruption updates via social media	3	=	3	3
Other	6	=	6	8

At the tram stop

	Autumn 2015		Autumn 2014	Autumn 2013
Electronic display	76	↑	61	51
Information posters	3	↓	4	7
Online	1	=	1	2
Disruption information via Metrolink website	2	=	1	2
Disruption updates via social media	2	=	1	2
Other	2	=	2	4

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

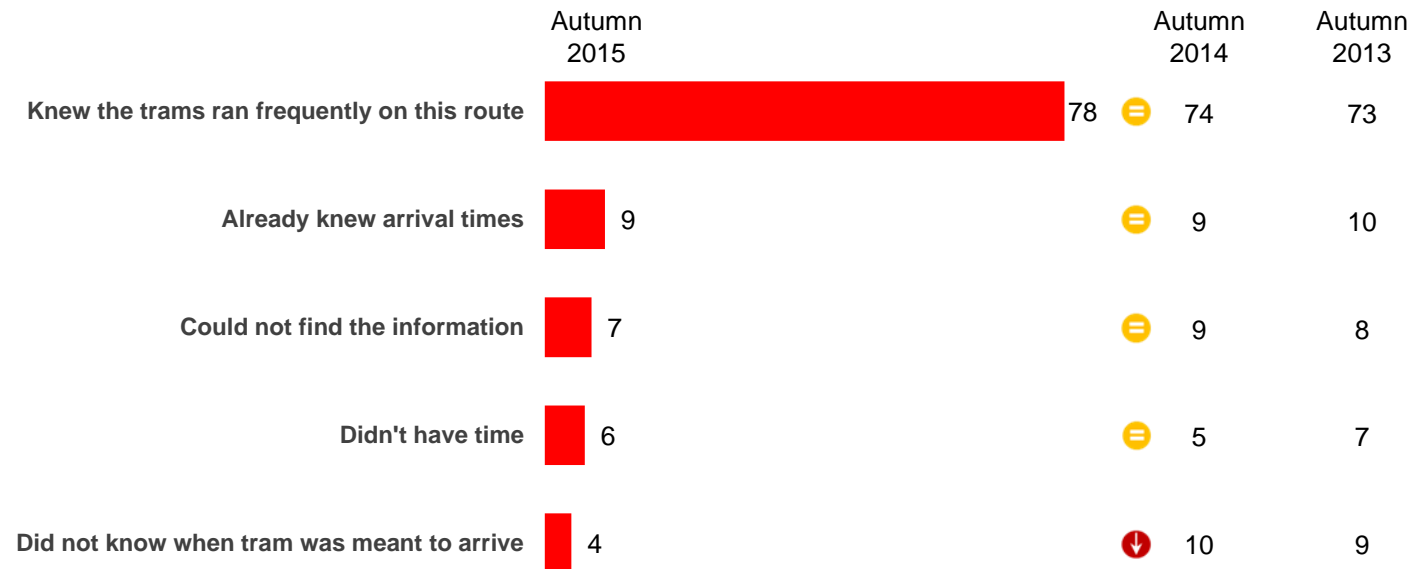
Base: All passengers - 2954

↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

Why passengers did not check tram times



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


















Base: All not checking tram arrival information - 381

TPS 2015 Manchester Metrolink

The tram

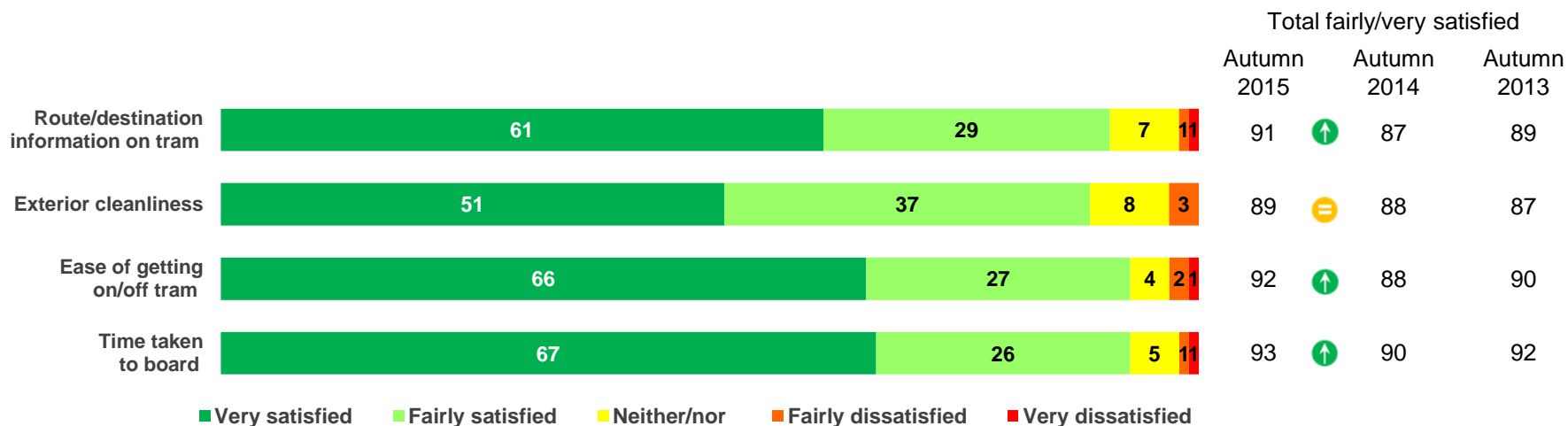
This section includes comparisons between tram (TPS) and bus (BPS) where applicable.

The tram: summary

	 Metrolink	Buses in Manchester		 Metrolink	Buses in Manchester		 Metrolink	Buses in Manchester
Start of journey			On board			The driver		
Route info on tram	91 	82	Interior cleanliness	86 	71	Appearance	*	88
Exterior cleanliness	89 	77	Info on board	81 	63	Greeting	*	66
Ease getting on	92 	89	Seat/standing space	76 	84	Helpfulness/attitude	*	67
Time taken to board	93 	88	Seat comfort	71 	73	Safety of driving	90 	85
			Personal space	73 	71	Smoothness journey	76 	70
			Provision grabrails	81 	82			
			Temperature	83 	72			
			Personal security	80 	79			

**Not asked for Metrolink*

Satisfaction with start of journey



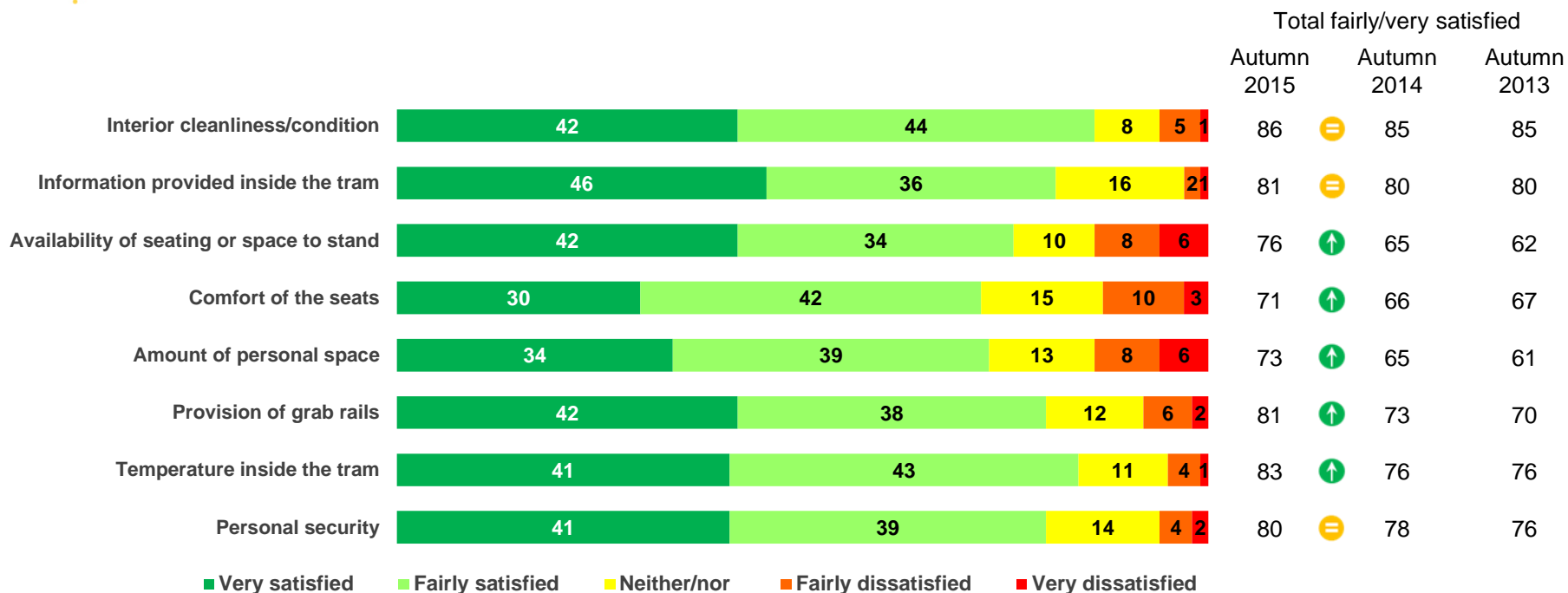
Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:

Base: All passengers - 2843

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

The tram: the detail

Satisfaction on the tram

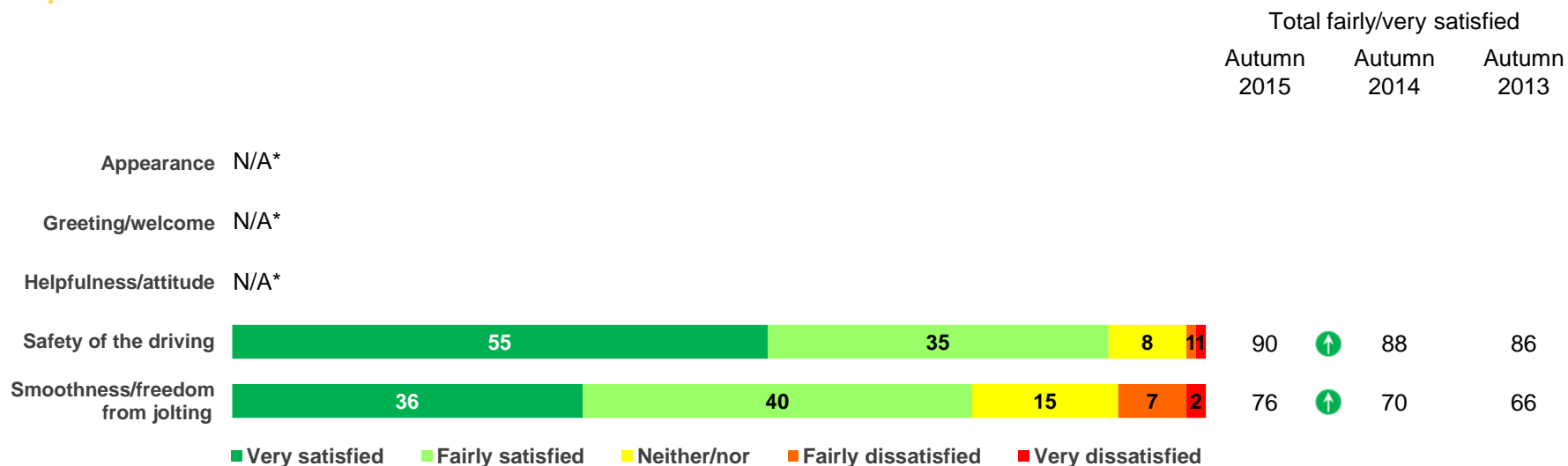


Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
 Base: All passengers - 2908

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

The tram: the detail

Satisfaction with tram staff



*Not asked for Manchester Metrolink

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

Base: All passengers - 2824

TPS 2015 Manchester Metrolink

Negative experiences during the journey

This section includes comparisons between tram (TPS) and bus (BPS) where applicable.

Negative experiences during the journey: summary



Passengers experiencing a delay to their journey



Average length of delay
(perceived)

↓
11 mins =



Most common cause of delay

Planned engineering works =



Passengers with worry or concern about others' behaviour on board



Statistically significant **increase** since 2014



No change



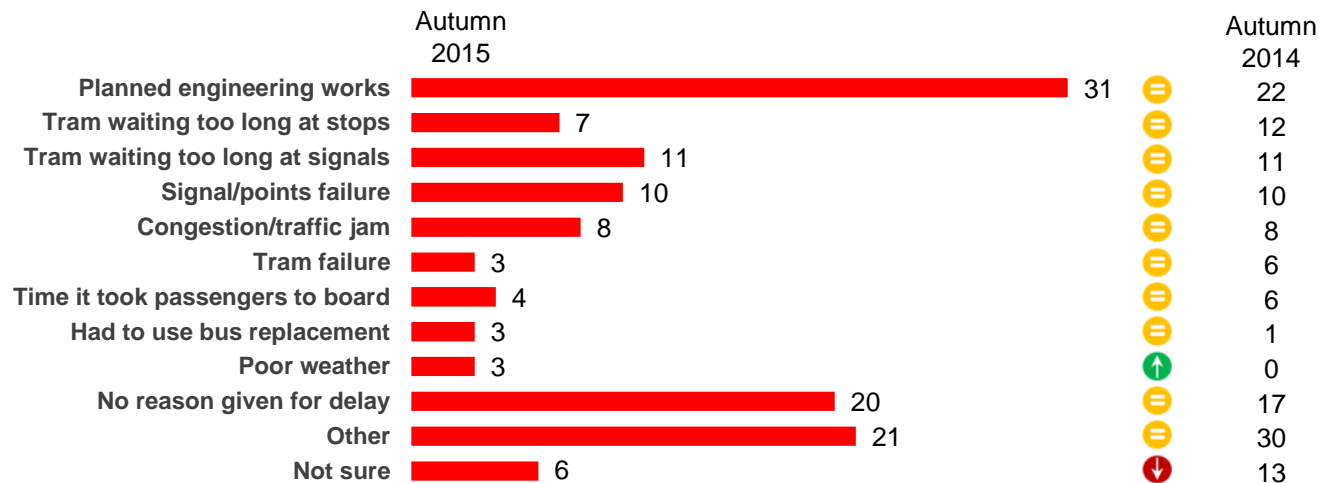
Statistically significant **decrease** since 2014

Negative experiences during the journey: the detail

Experience of delays



12 per cent (🟡) of Manchester Metrolink passengers experienced a delay (2014: 13 per cent). Average length of delay was 11 minutes (🟡)



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

TPS: Q. Why was your journey delayed?

Base: All experiencing a delay - 303



Statistically significant increase since 2014



No change



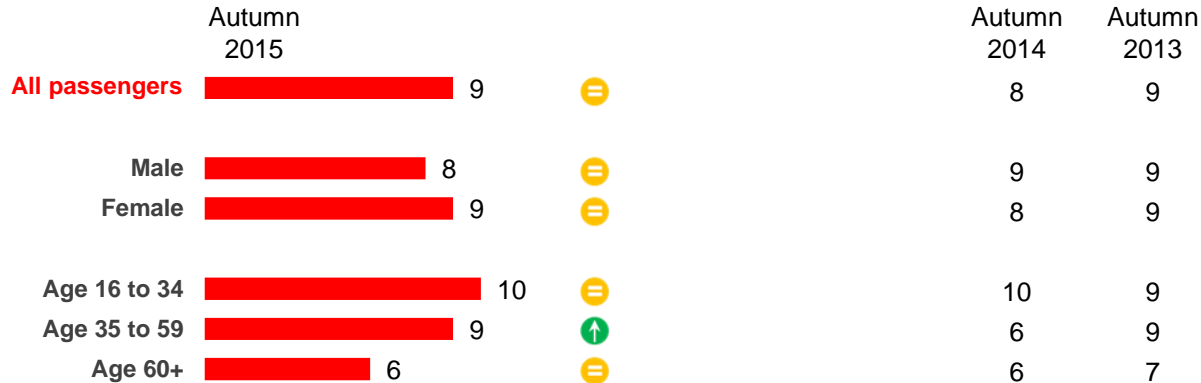
Statistically significant decrease since 2014

Negative experiences during the journey: the detail

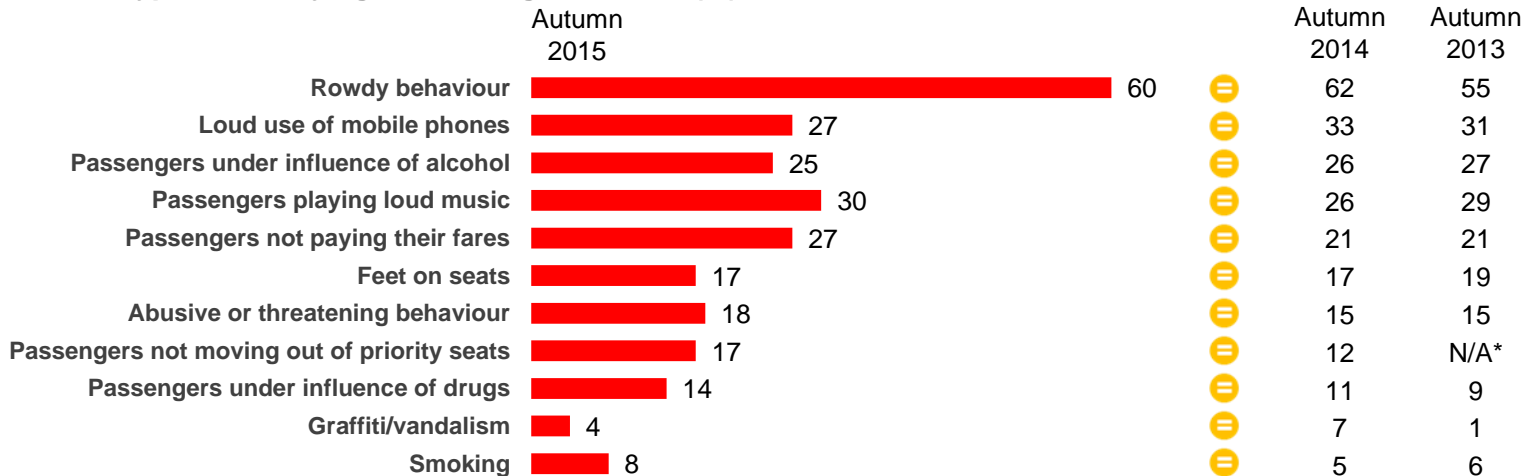
Worry or concern at other passengers' behaviour



% worried/concerned of other passengers' behaviour



Types of worrying/concerning behaviour (%)



*Not asked in 2013

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

Base: All passengers - 2904

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

Base: All experiencing worrying/concerning behaviour - 238



Statistically significant increase since 2014



No change



Statistically significant decrease since 2014

TPS 2015 Manchester Metrolink

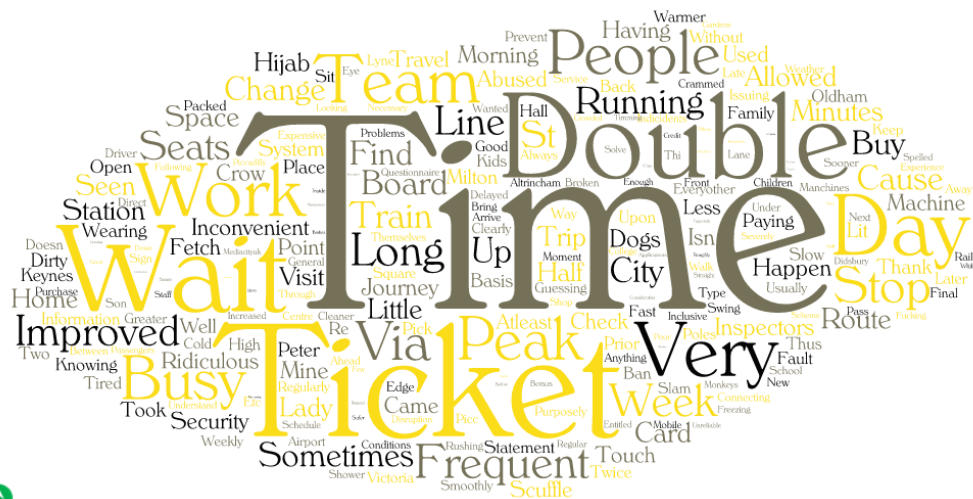
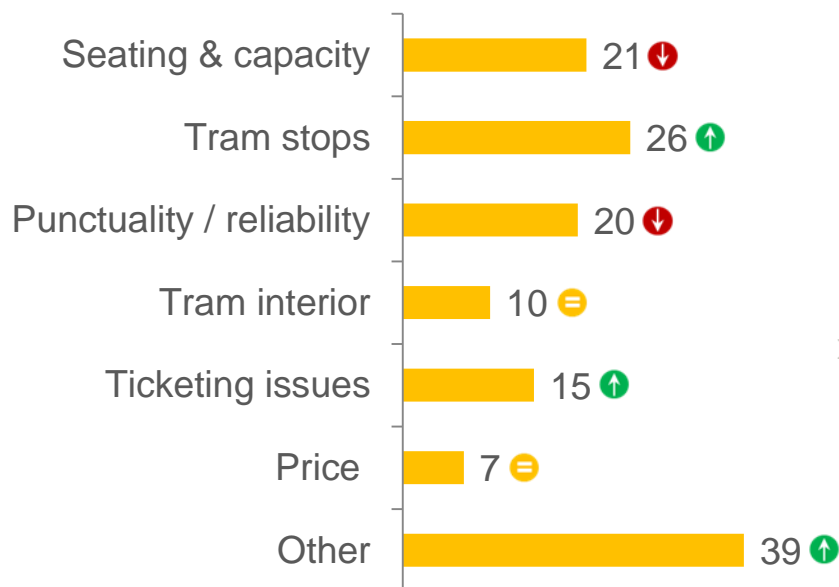
Passengers' suggested improvements

Passengers' suggested improvements: summary



57% ⁼ of Metrolink passengers in 2015 had no suggestions for improvements

...of the 43% that did, the most common service areas for improvement were:



Q. If something could have been improved on your tram journey today, what would it have been?
Base: All suggesting an improvement - 1217

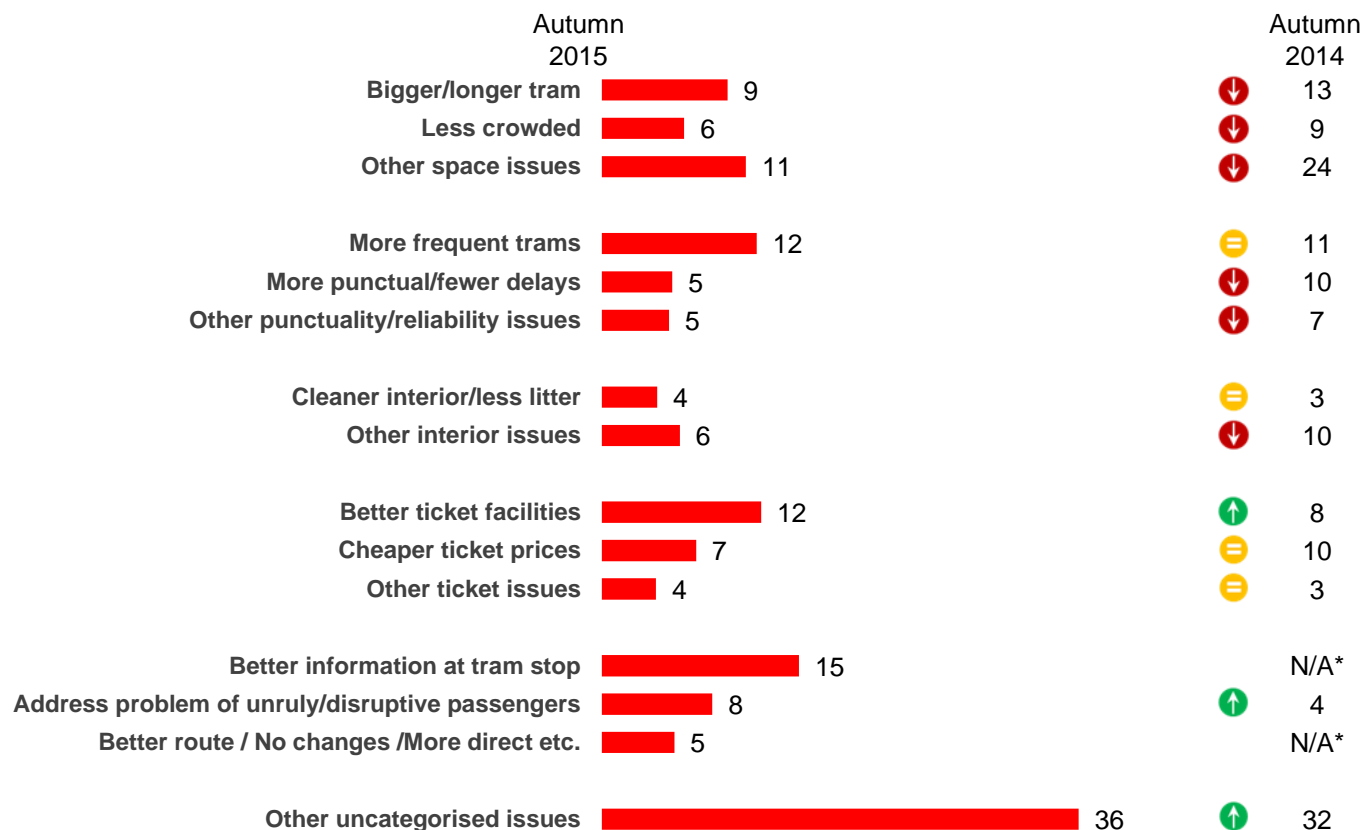
Note: word cloud based on responses to the online survey only

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

Suggested improvements spontaneously mentioned by tram passengers



57 per cent (=) of passengers could think of no improvement suggestions to make (2014: 56 per cent)
Of the 43 per cent (=) who did, their suggestions are shown below (2014: 44 per cent)



*New code in 2015

Q. If something could have been improved on your tram journey today, what would it have been?

Base: All suggesting an improvement - 1217

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

Passengers' suggested improvements: the detail

Selected verbatim comments

Too many people are fare dodging due to the fact there are limited inspectors. Match days you can guarantee there are none as they are used for the evening. If I travel before 0930 I pay, some people treat it as a free transport service so you are losing thousands of pounds.

Security & lighting at stops & on the tram itself. I have to use them but don't feel safe at all. The Newbold tram stop is particularly worrying when it is dark.

I would like the facility of a pass that only deducts for actual journeys similar to the Oyster card system used by Transport for London

Ticketing arrangements. either oyster card system or ability to purchase on board. it is possible to miss a tram whilst trying to purchase a ticket on the platform and missing a tram that is at the platform

Better communication of delay-there was no indication for over 45 minutes as to when the next tram would be or why there were delays.

More trams more frequently, I felt extremely hot and crammed on the tram and just about boarded due to how busy it was. I had a woman's head right in my face and I felt way too hot due to a great lack of room.

Stronger Wi-Fi signal

More information on what trams were running as it was unclear if the tram was cancelled or not. more carriages as it was a very busy journey, but this is a common problem and there is never enough space on the tram for the passengers.

Someone to control the rowdy, ticket less, gobby, swearing kids who swarm on to trams in Rochdale every night.

The ticket machines are difficult to operate, I find them confusing, too many options to choose. Notice boards are inaccurate and change frequently.

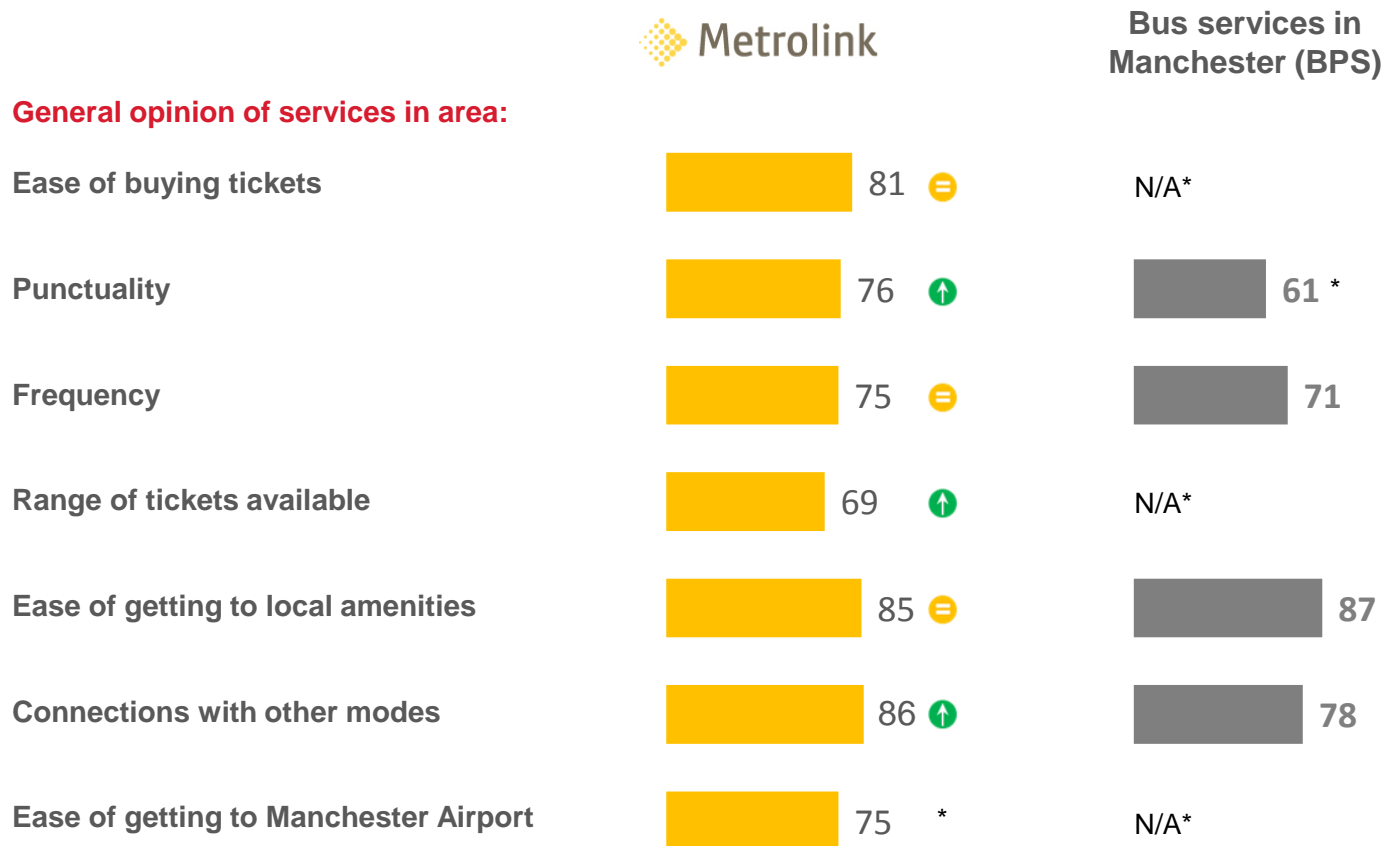
More physical presence of staff to check tickets and deal with rowdy passengers.

I would prefer to be able to purchase my ticket either in advance, before arriving at the station or actually on the tram, I find the machines stressful when they are slow or people queuing and the tram is about to go, as they don't wait!

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Opinion of trams in the local area

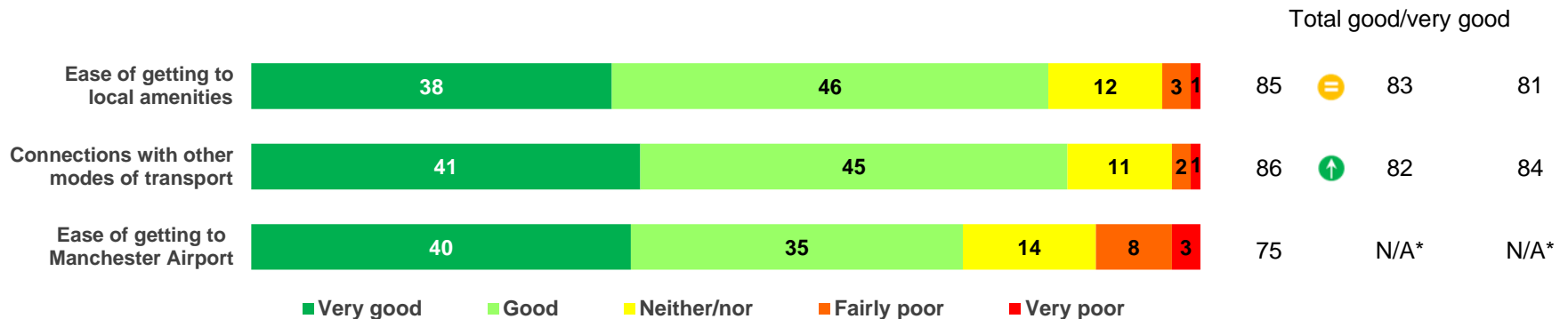
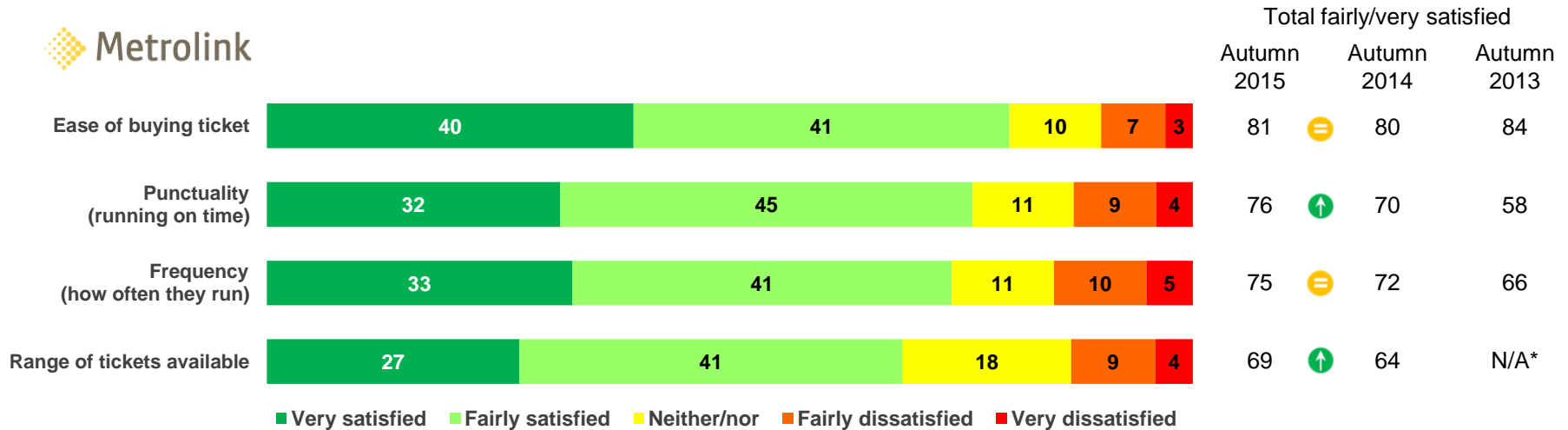
Opinion of trams in the local area: summary



*Airport question added in 2015 / Not asked in BPS. Punctuality refers to 'reliability' in BPS

Opinion of trams in the local area: the detail

Satisfaction with trams **generally**



*Not asked in 2013/2014

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

Base: All passengers - 2209

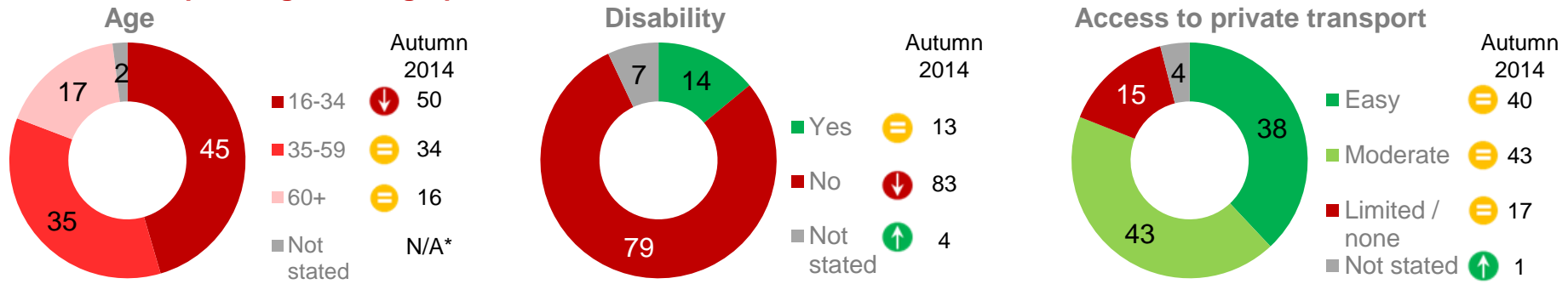
- ↑ Statistically significant **increase** since 2014
- = No change
- ↓ Statistically significant **decrease** since 2014

TPS 2015 Manchester Metrolink

Appendix 1: the passenger and journey context

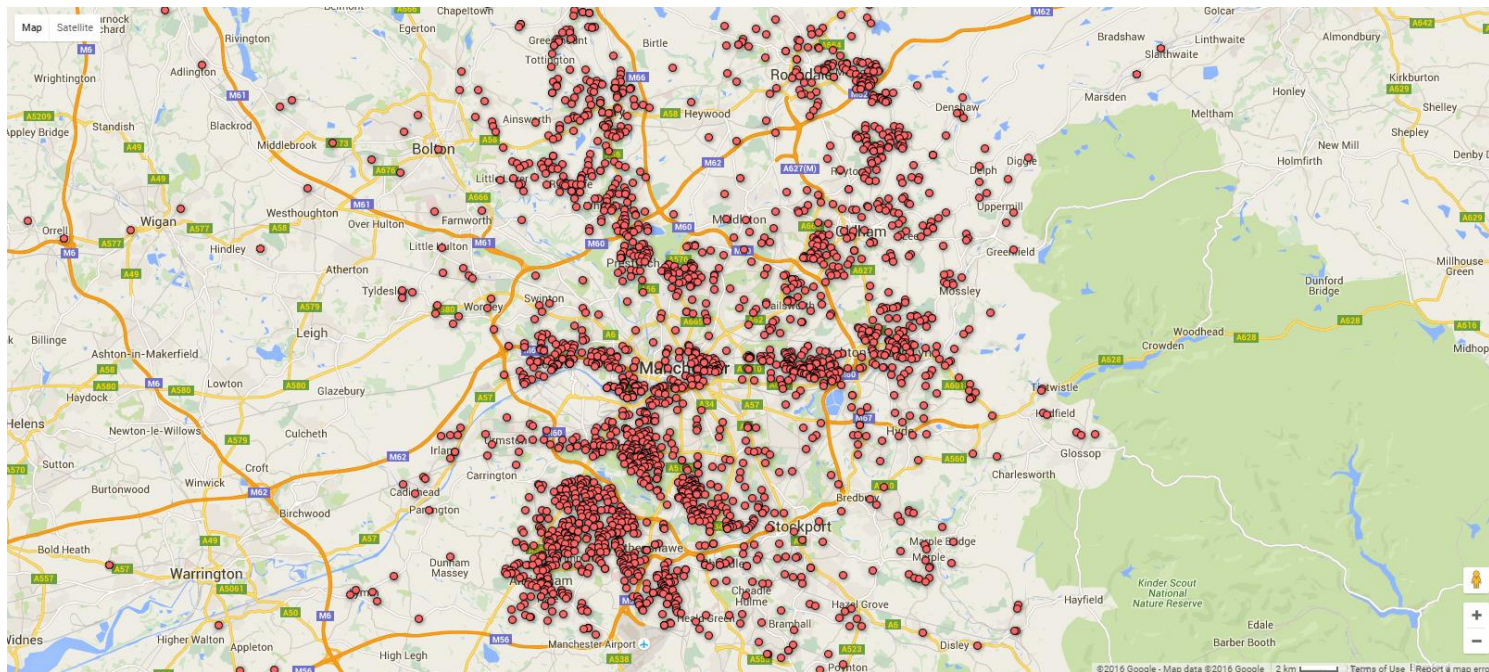
Metrolink passengers: summary

Overview of passenger demographics



*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

Passengers' postcodes relative to tram network: by route (1)

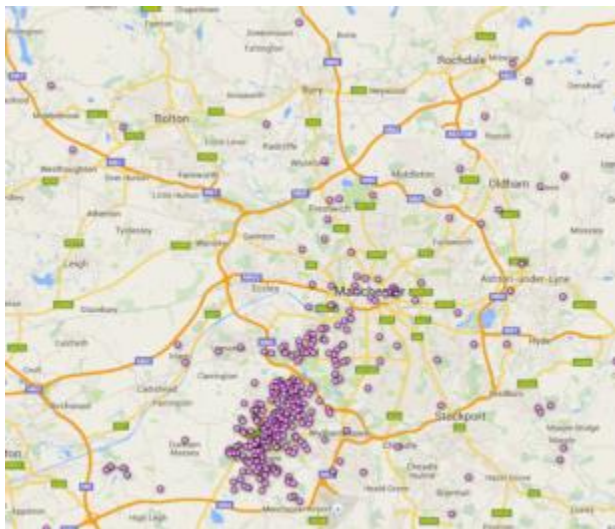
Airport



Ashton



Altrincham

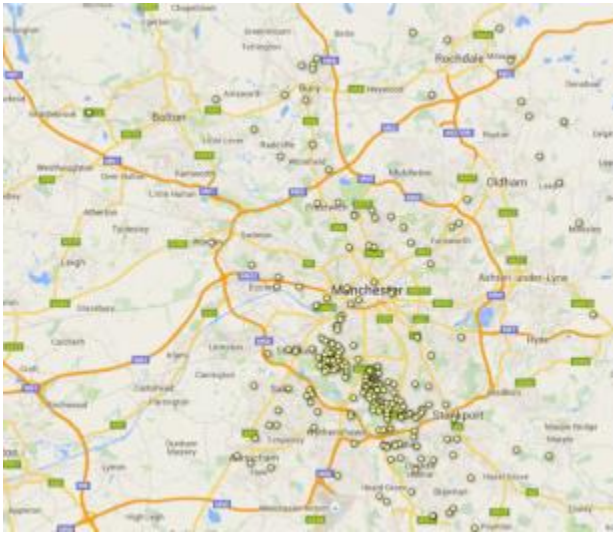


Bury

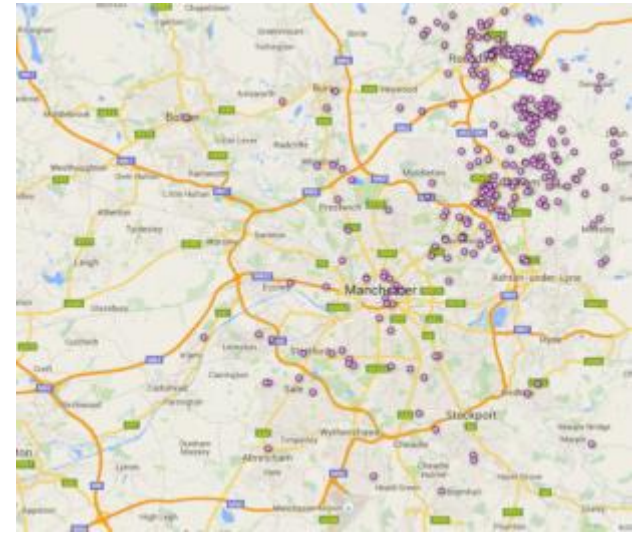


Passengers' postcodes relative to tram network: by route (2)

East Didsbury



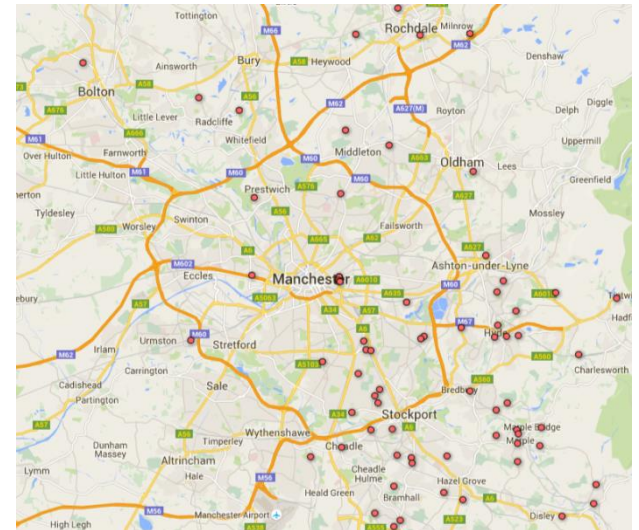
Rochdale



**Eccles/
MediaCityUK**



City Zone



Passenger and journey context: the detail

Passenger profile

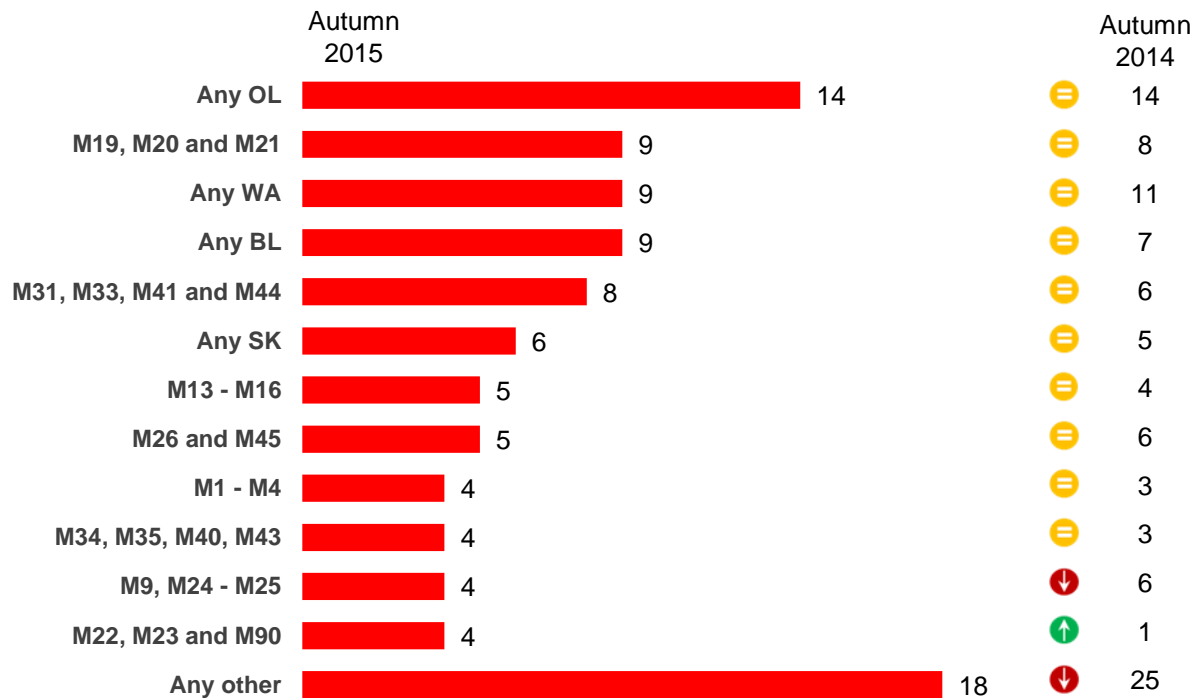
	Tram					Bus		
	Autumn 2015		Autumn 2014	Autumn 2013		Autumn 2015	Autumn 2014	Autumn 2013
Age								
16-34	45	↓	50	48		50	51	53
35-59	35	=	34	35		32	29	30
Over 60	17	=	16	17		13	20	18
Not stated*	2		N/A	N/A		5	0	0
Access to private transport								
Easy	38	=	40	40		15	16	15
Moderate	43	=	43	43		34	37	38
Limited/none	15	=	17	15		44	41	41
Not stated	4	↑	1	2		7	5	6
Has a disability								
Yes	14	=	13	9		21	31	24
Ticket type								
Free pass holders	18	=	16	16		18	26	25
Fare-payers	82	=	84	81		79	74	75

Base: All passengers - 2954 (Tram), 1188 (Bus)

*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

Where Manchester Metrolink passengers live



Q: What is your postcode?

Base: All giving a postcode - 2639



Statistically significant increase since 2014



No change

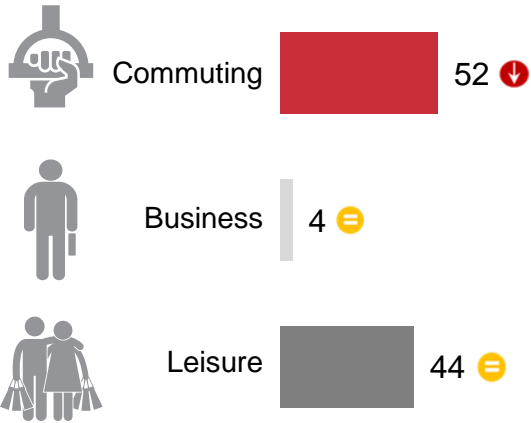


Statistically significant decrease since 2014

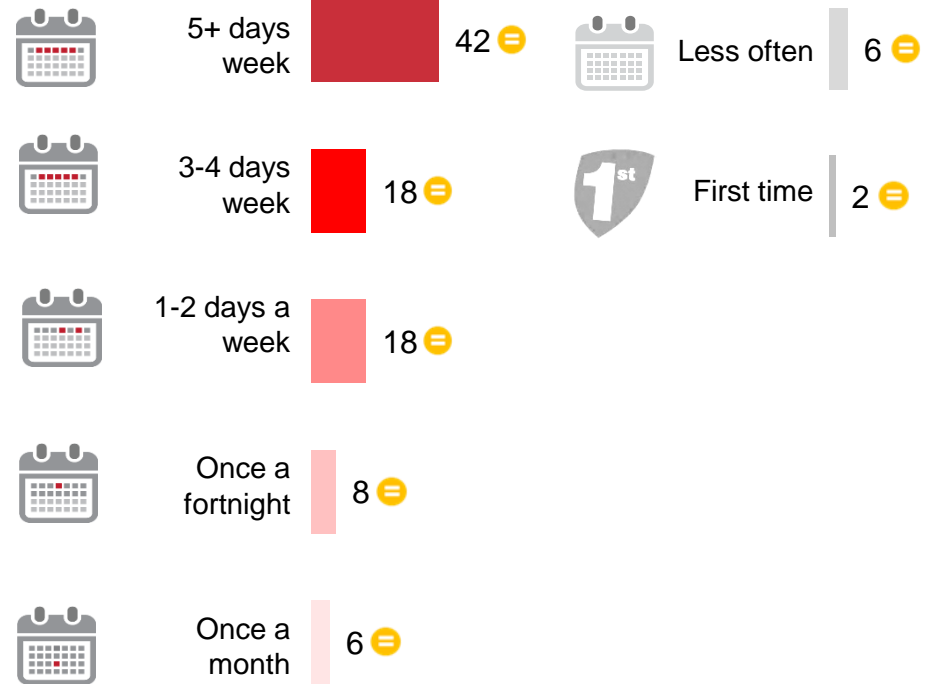
Metrolink journeys: summary (1)

Passenger journey details

Journey purpose



Frequency using trams in area



Metrolink journeys: summary (2)

Tickets used for today's journey

Free / fare payers



Fare payer



82 =



Free pass



18 =



Ticket type

Single / return

38 ↓

Season

41 =

Other

3 =



Mode permitted

Tram only

74 =



Multi-mode

26 =

Purchased ticket via...



Ticket machine



83 =



Travel shop



9 =



Rail/bus company



4

=



Other



4

=

Ticket format



Paper



67 =



Photocard



19

↓



Plastic card



13

↑



M-ticket

0

=

Metrolink: summary (3)

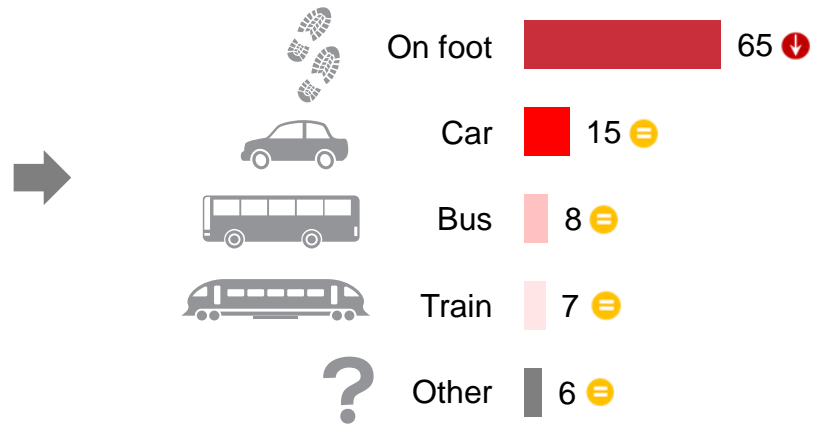
Most used tram stops: journey start

Piccadilly	9	↑
Bury	8	=
Piccadilly Gardens	6	↑
Altrincham	6	↓
Market Street	5	=
Deansgate-Castlefield	4	↑
Cornbrook	3	↑
Victoria	3	↑

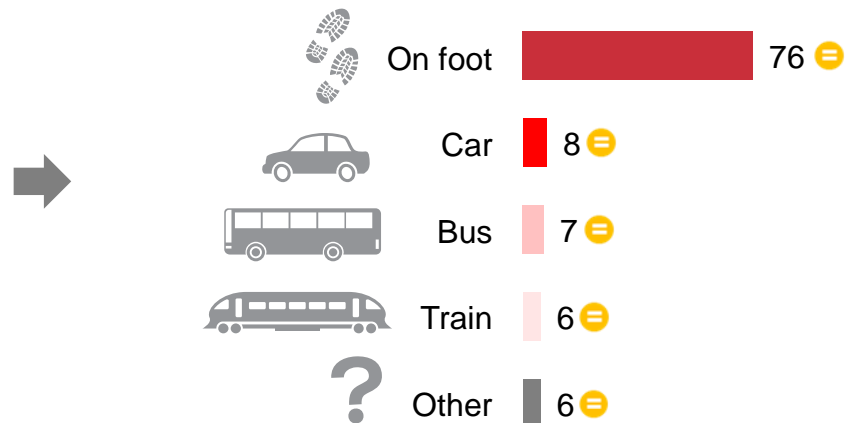
Most used tram stops: journey destination

Market Street	7	↓
Deansgate-Castlefield	7	↑
Piccadilly	6	↑
Piccadilly Gardens	6	=
Victoria	5	↑
Bury	5	=
Altrincham	4	=
Cornbrook	4	=

Mode used to arrive at starting stop (all stops)

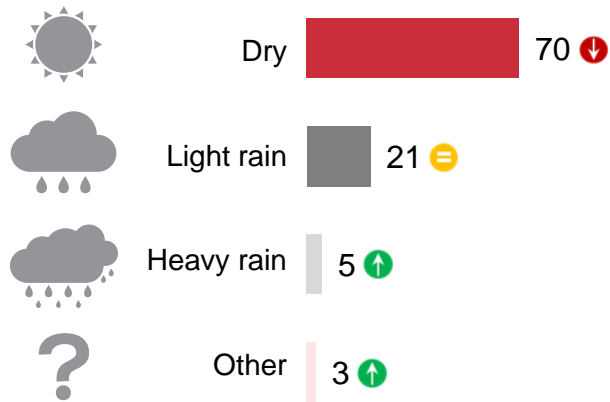


Mode used to travel on from destination stop (all stops)

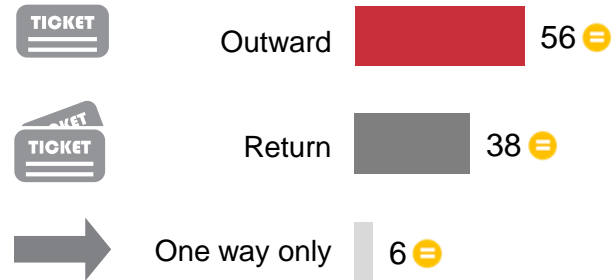


Metrolink journeys: summary (4)

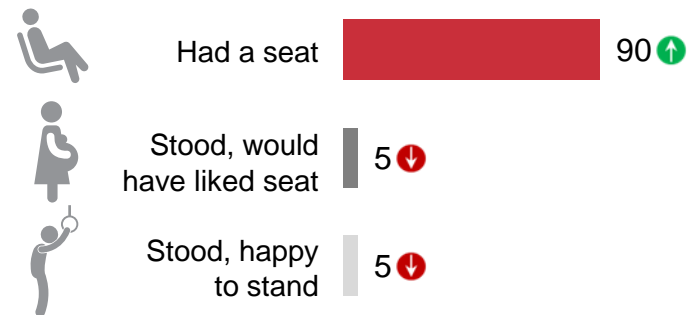
Weather on day of journey



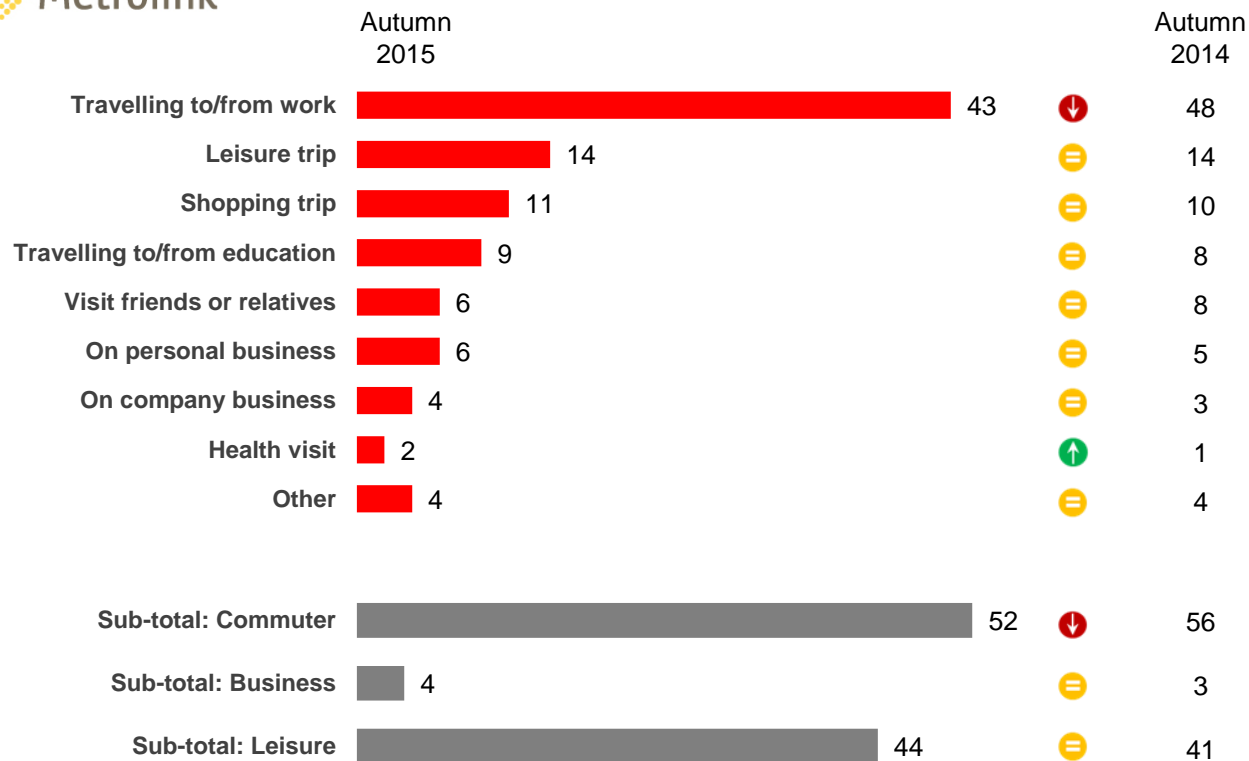
Journey direction



Sitting / standing



Journey purpose



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

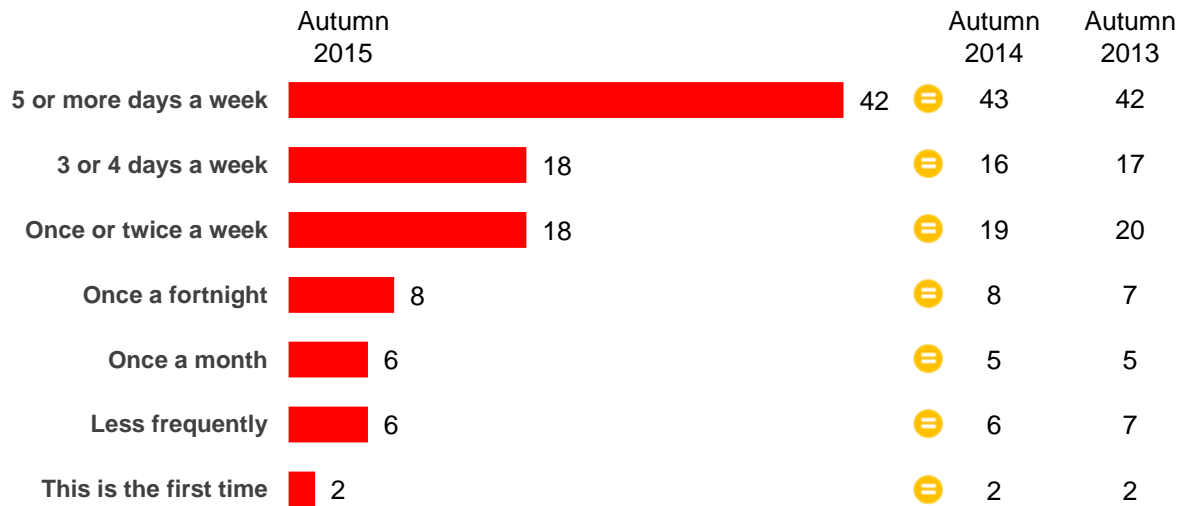
Base: All passengers - 2914

↑ Statistically significant increase since 2014

= No change

↓ Statistically significant decrease since 2014

Frequency of using Manchester Metrolink



Q. How often do you typically travel by tram?

Base: All passengers - 2893



Statistically significant increase since 2014

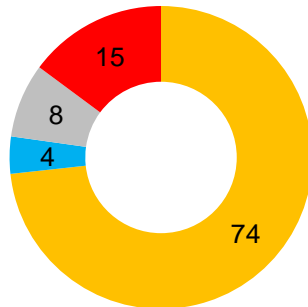
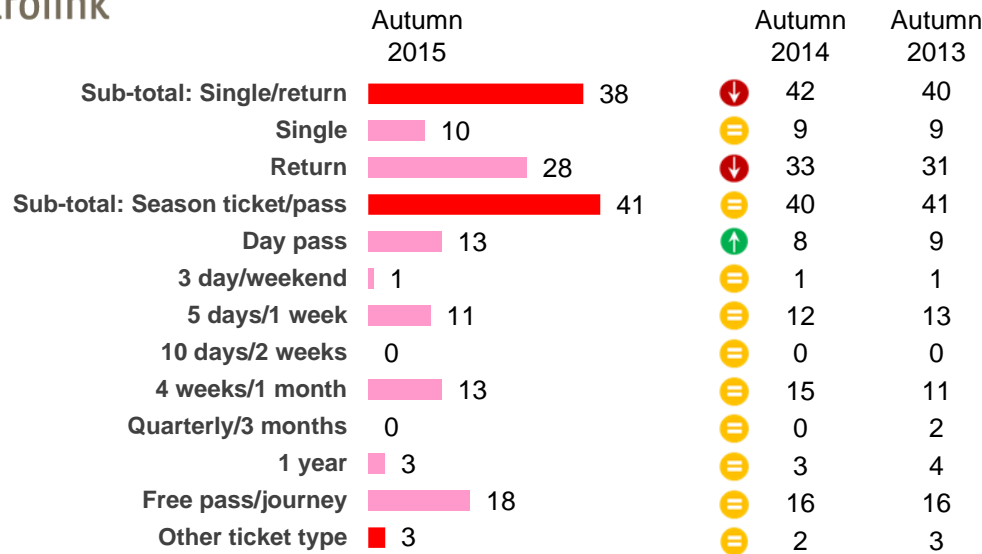


No change



Statistically significant decrease since 2014

Ticket type and modes of transport permitted



Tram only	76	75
Train and tram	4	5
Bus and tram	8	8
Train, bus and tram	13	13

Q. What type of ticket/pass did you use for this tram journey today?

Base: All passengers - 2906

Q. What modes of transport does your ticket allow you to travel on?

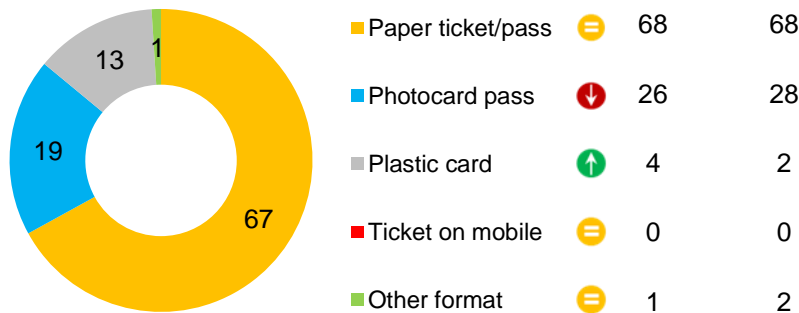
Base: All passengers - 2887

Passenger and journey context: the detail

Method of buying ticket and ticket format



	Autumn 2015		Autumn 2014	Autumn 2013
Ticket machine at stop	84	=	82	79
Conductor that day	N/A*		N/A*	N/A*
Travel shop	9	=	10	11
Direct from the tram company	1	=	1	2
Rail/bus company	4	=	4	5
Local shop or post office	0	=	0	1
Direct debit through work/college	1	=	1	1
Other	1	=	1	1



*Not asked for Manchester Metrolink
Q. How did you buy that ticket or pass?
Base: All fare paying passengers - 2039

Q. In what format was your ticket?
Base: All passengers - 2853

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

Manchester Metrolink stops used by passengers surveyed

56 per cent of passengers were on an outward journey, 38 per cent on a return and 6 per cent on a one-way trip (2014: 59 per cent, 36 per cent and 6 per cent respectively)

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

27 per cent (↓) travelled on a single vehicle tram, 59 per cent (↑) on a double tram and 13 per cent were unsure if it was a single or a double tram (2014: 35 per cent, 51 per cent and 14 per cent)

Boarding

Autumn 2015 Autumn 2014 Autumn 2013

• Piccadilly	9	↑	5	9
• Bury	8	=	7	11
• Piccadilly Gardens	6	↑	2	4
• Altrincham	6	↓	8	8
• Market Street	5	=	7	6
• Deansgate-Castlefield	4	↑	1	1
• Cornbrook	3	↑	2	2
• Victoria	3	↑	0	4

Alighting

Autumn 2015 Autumn 2014 Autumn 2013

• Market Street	7	↓	11	9
• Deansgate-Castlefield	7	↑	1	2
• Piccadilly	6	↑	4	8
• Piccadilly Gardens	6	=	5	5
• Victoria	5	↑	0	5
• Bury	5	=	6	6
• Altrincham	4	=	4	4
• Cornbrook	4	=	3	2

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

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

Base: All passengers - 2954



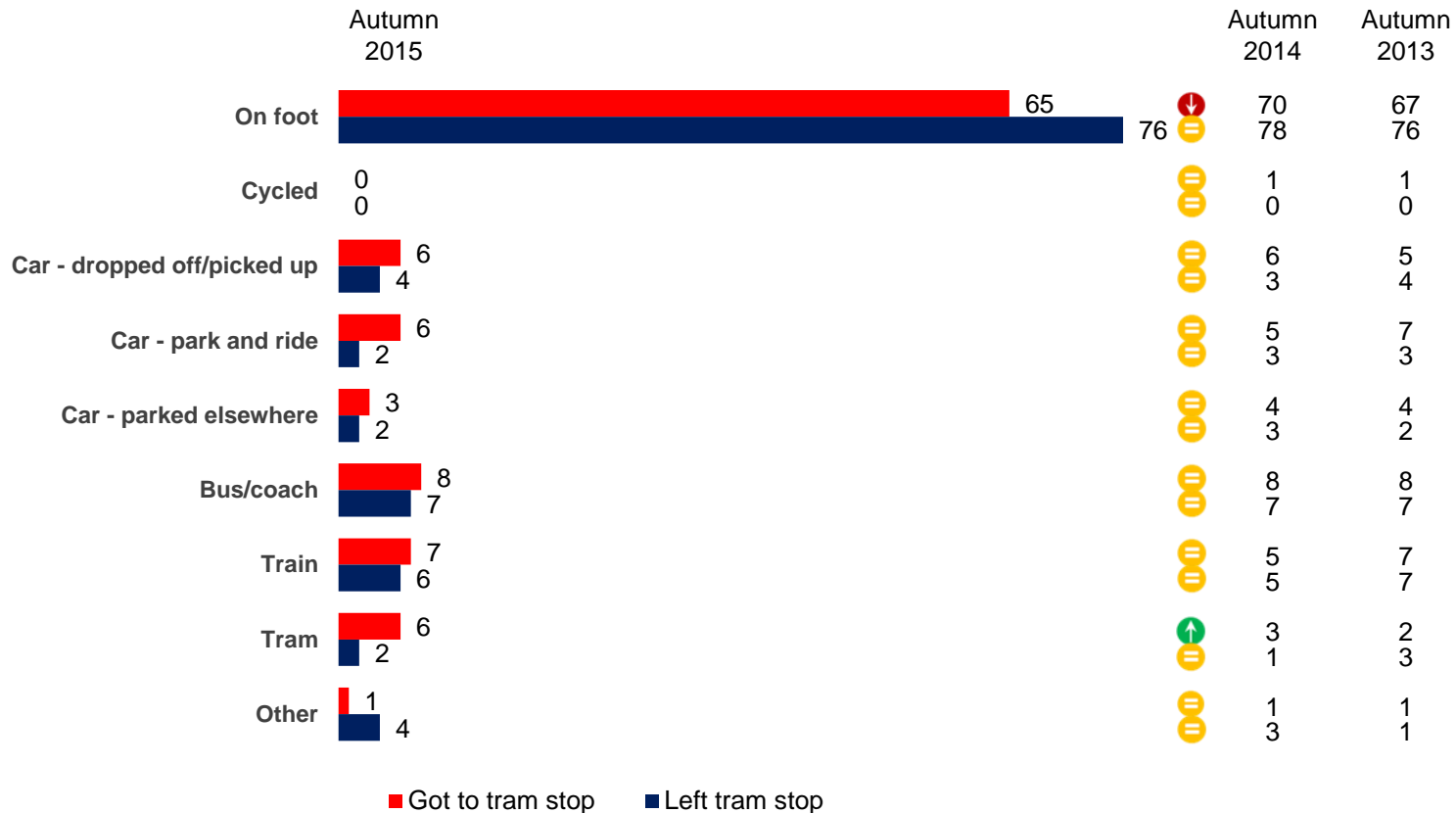
Statistically significant increase since 2014

No change

Statistically significant decrease since 2014

Passenger and journey context: the detail

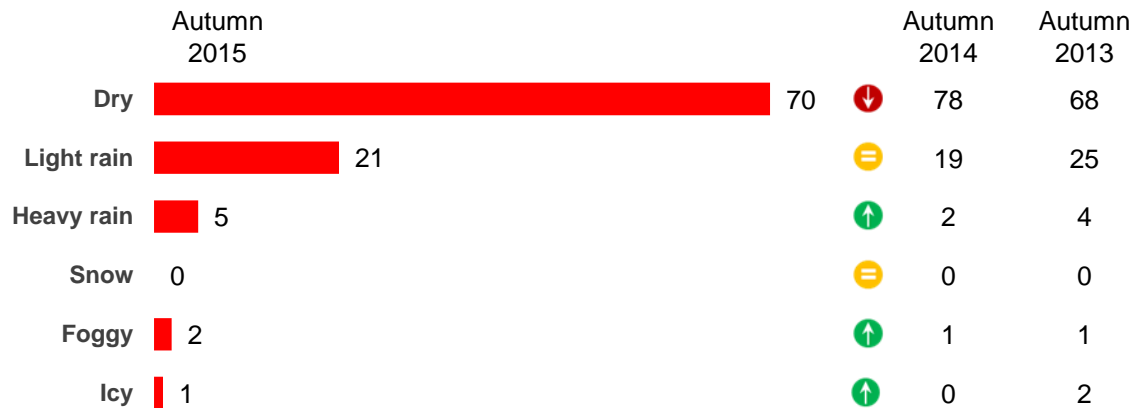
How got to and from the tram stop



Q: How did you get to/from the tram stop where you boarded/left the tram today?
 Base: All passengers - 2913

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

Weather conditions when journey made



Q. What was the weather like when you made your journey?

Base: All passengers - 2924



Statistically significant increase since 2014



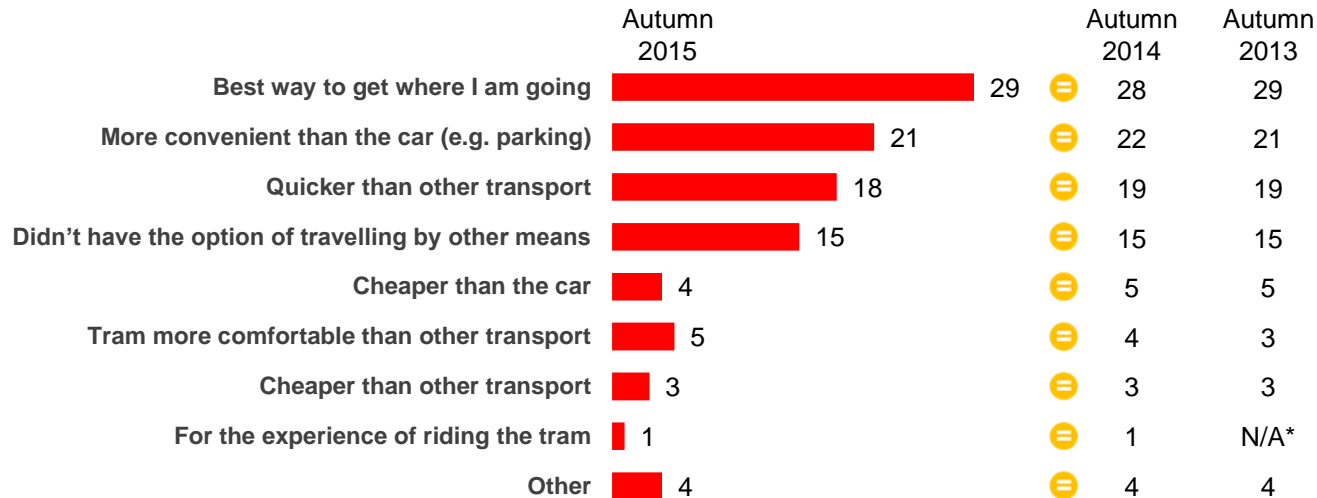
No change



Statistically significant decrease since 2014

Passenger and journey context: the detail

Reasons for choosing the tram



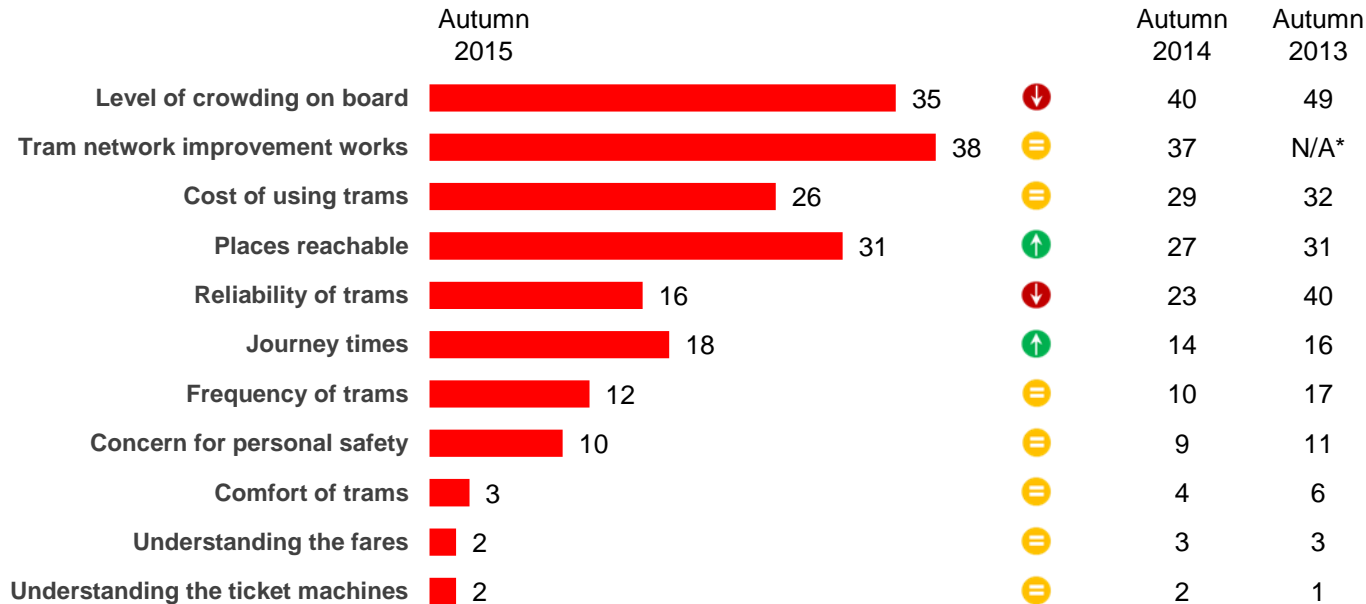
*Not asked in 2013

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

Base: All passengers - 2912

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

Factors preventing more journeys being made



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

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

Base: All previously using the tram - 2229

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

TPS 2015 Manchester Metrolink

Appendix 2: Further detail on survey background and method

Methodology – fieldwork

Manchester Metrolink (TPS)

Fieldwork: 28 September to 26 November 2015 (with a gap for half term from 24 October to 1 November). No interviewer shifts were conducted on 10th October due to three sporting events taking place at once causing atypical passenger volumes

Interviewer shifts: covered all days of the week and ran from 6am to 10pm. Each interviewer worked a three-hour shift; four hour shifts were conducted in a few cases.

Method: Choice of paper or online self-completion questionnaire

Sample size: 2954 interviews (2237 paper and 717 online)

In 2014 fieldwork took place between 10 September and 27 November

Bus (BPS) data for Transport for Greater Manchester area

Fieldwork: 7 September to 29 November 2015

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

Method: Choice of paper or online self-completion questionnaire

Sample size: 1188 interviews (1048 paper and 140 online)

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.

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

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

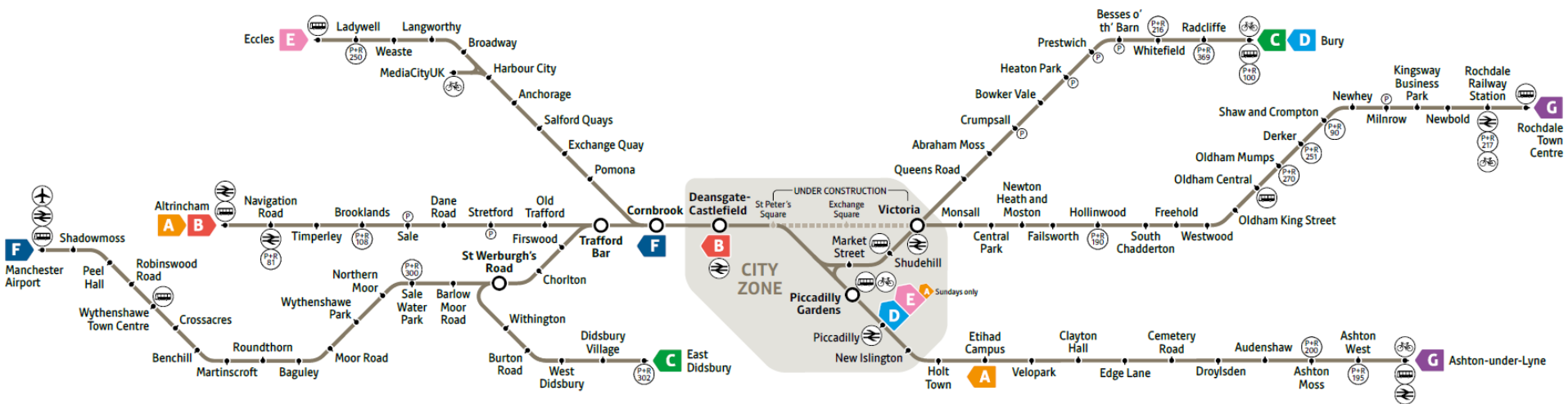
The full details of the weighting matrix can be found in the TPS Autumn 2015 technical report.

Waiver

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

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

The Manchester Metrolink route map



TPS 2015 Manchester Metrolink

Appendix 3: Questionnaire

Tram Passenger Survey (Greater Manchester)

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 after you have completed your journey with Metrolink.

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

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

1. About your journey on Metrolink

Q1a. At which stop did you board this tram?

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

Q1b. At which stop did you leave this tram?

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

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

1001001

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

Saver/Season Ticket

- 1 day..... ☐
3 day/Weekend..... ☐
5 days/1 week..... ☐
4 weeks/1 month..... ☐
Quarterly/3 months..... ☐
1 year..... ☐

Other time period (please write in)

Single/return ticket

- Single ticket..... ☐
Return ticket..... ☐

A free pass or free journey

- 60+ Concessionary pass..... ☐
Disabled person's pass..... ☐
Complimentary/free ticket..... ☐

Other ticket

- Family/Group ticket..... ☐
Other..... ☐

Q3b. What modes of transport does your ticket allow you to travel on?

- Metrolink only..... ☐ Bus and Metrolink..... ☐
Train and Metrolink..... ☐ Train, Bus and Metrolink..... ☐

Q4. In what format was your ticket?

- A standard paper ticket/pass..... ☐ An m-ticket (sent to your mobile phone)... ☐
A photo card ticket/pass..... ☐ Other format..... ☐
A plastic card you touched on to the card reader at the tram stop..... ☐

Q5. How did you buy that ticket or pass?

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

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

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

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

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

- | | |
|---------------------------------------|---|
| Outward..... <input type="checkbox"/> | One way trip only..... <input type="checkbox"/> |
| Return..... <input type="checkbox"/> | |

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

- | | |
|--|---|
| Children in a buggy or pushchair..... <input type="checkbox"/> | A carer..... <input type="checkbox"/> |
| Children (under 12) who were walking..... <input type="checkbox"/> | Lots of bags or luggage..... <input type="checkbox"/> |
| A wheelchair..... <input type="checkbox"/> | None of these..... <input type="checkbox"/> |

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

- | | |
|--|-------------------------------------|
| On foot/walked..... <input type="checkbox"/> | Bus..... <input type="checkbox"/> |
| Cycled..... <input type="checkbox"/> | Train..... <input type="checkbox"/> |
| Car - dropped off..... <input type="checkbox"/> | Tram..... <input type="checkbox"/> |
| Car - and used Park and Ride..... <input type="checkbox"/> | Other..... <input type="checkbox"/> |
| Car - parked elsewhere..... <input type="checkbox"/> | |

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

- | | |
|--|-------------------------------------|
| On foot/walked..... <input type="checkbox"/> | Bus..... <input type="checkbox"/> |
| Cycled..... <input type="checkbox"/> | Train..... <input type="checkbox"/> |
| Car - picked up..... <input type="checkbox"/> | Tram..... <input type="checkbox"/> |
| Car - and used Park and Ride..... <input type="checkbox"/> | Other..... <input type="checkbox"/> |
| Car - parked elsewhere..... <input type="checkbox"/> | |

Q14. What was the main reason you chose to take Metrolink for this journey?

(Please tick one box only)

- | | |
|--|--|
| Cheaper than the car..... <input type="checkbox"/> | Quicker than other transport..... <input type="checkbox"/> |
| Cheaper than other transport..... <input type="checkbox"/> | Best way to get where I am going..... <input type="checkbox"/> |
| More convenient than the car
(e.g. parking)..... <input type="checkbox"/> | Tram more comfortable than
other transport..... <input type="checkbox"/> |
| Didn't have the option of travelling
by another means..... <input type="checkbox"/> | For the experience of riding the tram..... <input type="checkbox"/> |
| | Other (please write in) <div style="border: 1px solid black; height: 20px; width: 150px;"></div> |

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

- | | |
|--|-------------------------------------|
| Dry..... <input type="checkbox"/> | Foggy..... <input type="checkbox"/> |
| Light rain..... <input type="checkbox"/> | Snow..... <input type="checkbox"/> |
| Heavy rain..... <input type="checkbox"/> | Icy..... <input type="checkbox"/> |

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

- | |
|---|
| A single tram..... <input type="checkbox"/> |
| A double tram..... <input type="checkbox"/> |
| Don't know..... <input type="checkbox"/> |

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

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

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

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

- | |
|--|
| Very satisfied..... <input type="checkbox"/> |
| Fairly satisfied..... <input type="checkbox"/> |
| Neither satisfied nor dissatisfied..... <input type="checkbox"/> |
| Fairly dissatisfied..... <input type="checkbox"/> |
| Very dissatisfied..... <input type="checkbox"/> |
| Don't know/no opinion..... <input type="checkbox"/> |

3. Waiting for the tram

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

(Please write in the time in minutes)

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

(Please tick all that apply)

Before leaving for the tram stop

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

At the tram stop

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

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

(Please tick all that apply)

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

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

(Please write in the time in minutes)

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

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

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

- Yes..... ☐ No..... ☐

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

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

4. On the tram

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

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

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

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

Q26. Did you get a seat on the tram?

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

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

- Yes..... ☐ No..... ☐

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

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

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

- Yes..... ☐ No..... ☐

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

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

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

(Please write in the time in minutes)

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

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

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

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

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

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

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

- | | |
|--|--|
| The cost for the distance travelled..... <input type="checkbox"/> | Comfort/journey quality for the fare paid..... <input type="checkbox"/> |
| The cost of the tram versus other modes of transport..... <input type="checkbox"/> | The cost of making the same trip by car.... <input type="checkbox"/> |
| The fare in comparison to the cost of everyday items..... <input type="checkbox"/> | A reason not mentioned above (please write in box)..... <input type="checkbox"/> |

6. Your opinion of Metrolink generally

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

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

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

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Ease of buying your ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality (running on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency (how often the trams run)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of tickets available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

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7. About you

QA. Are you...?

Male ☐ Female ☐

QB. In which age group are you?

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

QC. Are you...?

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

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

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

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

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

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

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

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

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

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

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

QJ. 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 ☐

This survey is being undertaken for Transport Focus by BDRC Continental, an independent market research agency which adheres to the Market Research Society's code of conduct. You were handed this questionnaire by an interviewer working for Perspective Research Services, a part of BDRC Continental.

The information that you have provided on this questionnaire is subject to the Data Protection Act 1998 and will not be used to identify you personally. The data will only be used for research purposes. Any organisations receiving the data will also be subject to the same restrictions and obligations under the Data Protection Act 1998.

If you have any queries about this survey or how your data will be used please contact Nick Grigg at BDRC Continental on 020 7490 9166.

If you would like to check that this survey is genuine, you can contact the Market Research Society on 0500 396999 or www.mrs.org.uk who will verify BDRC Continental's status as a legitimate market research organisation.

To find out more about the Tram Passenger Survey or Transport Focus' work visit our website or follow us on Twitter.

Web: www.transportfocus.org.uk

Twitter: @transportfocus

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 and Transport for Greater Manchester)

Name:

Email address:

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

Thank you for completing this questionnaire.

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

Tram Passenger Survey
 Perspective Research Services Ltd
 FREEPOST (RTLJ-YLTS-TGYY)
 12-20 Baron Street
 Angel, London N1 9LL



Tram Passenger Survey (TPS) Manchester Metrolink

Autumn 2015 results

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