Tyne and Wear Metro:

What passengers want from new trains

Full report – Chime Insight and Engagement

February 2017

Methodology

Quantitative research

971 face-to-face interviews were conducted with passengers at Metro stations between 19 September and 9 October 2016. Interviews lasted approximately 10 minutes and were administered by mobile Computer-assisted Personal Interviewing (mCAPI).

Research was collected by day, time and station based on passenger flow data provided by Nexus. A balanced spread of passengers was sought across demographics, journey type, route, time and day of week.

Qualitative research

Six focus groups were conducted among passengers and six face-to-face in-depth interviews lasting 90 minutes were conducted with passengers with additional needs (hearing loss, sight loss and mobility impaired). Fieldwork was conducted between 19 and 30 September 2016.

Participants were asked to complete a pre-group task. This involved travelling on the Metro and recording their observations. Some of the photographs have been included in this report.

Focus group participants were selected to represent a number of factors including: frequency of travel, age, route and city (Newcastle and Sunderland).

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10 key findings

The area around the doors can become crowded at peak times, contributing to a sense of limited space

Travelling with items, especially luggage and heavy shopping bags, can be problematic due to limited space

A carriage design with predominantly linear seating was preferred overall to other design options

The look and feel of the interior and exterior of the trains, including the existing colours, are seen to be dated

Temperature is important to passengers. Air conditioning is typically preferred to windows, but divides opinion among passengers

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10 key findings (2)

Mixed experiences of priority seating observed among passengers with additional needs

There is variable cleanliness across Metro (floors and seats). The amount of litter negatively impacted on journeys

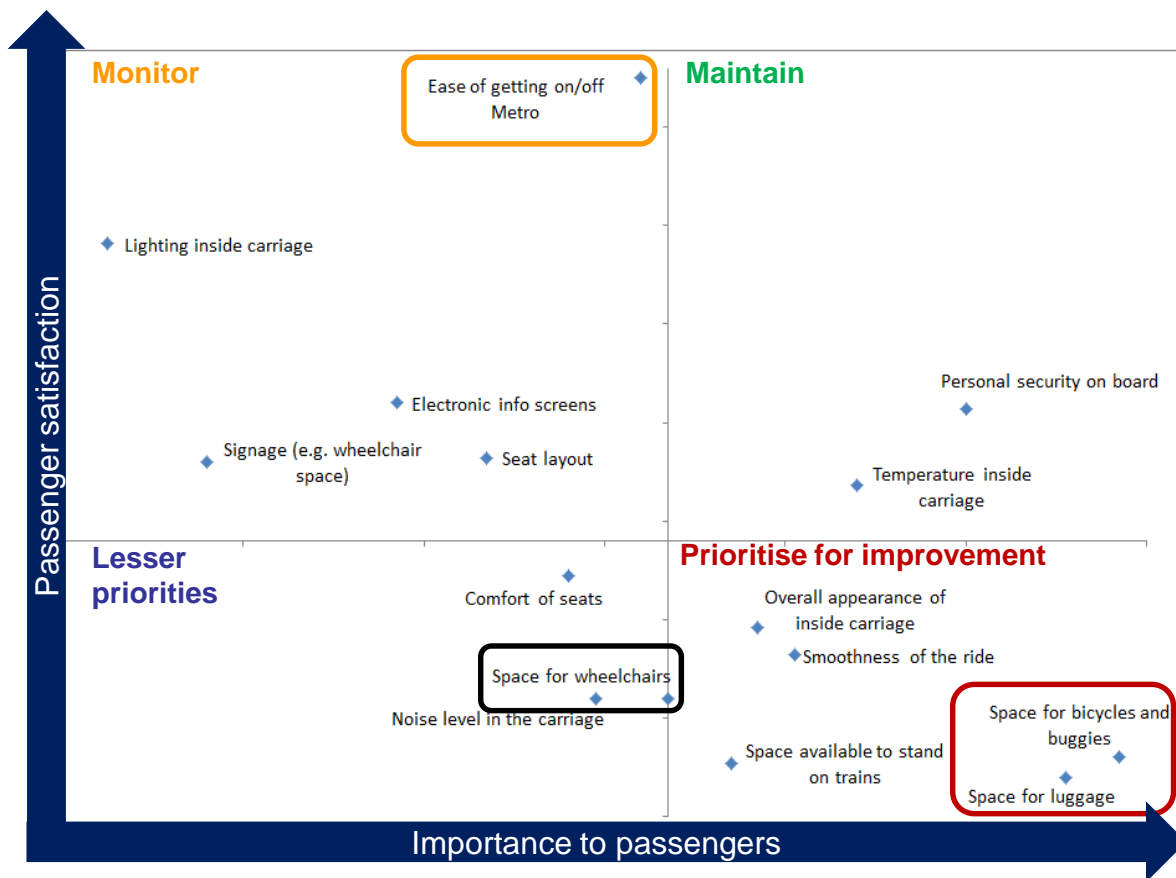Wi-Fi and charging points for devices were desired on the next generation of trains

Litter bins were considered, but participants appreciate that this may not be the best solution to address cleanliness

Personal safety and the issue of anti-social behaviour on the Metro is a concern to passengers

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Space and layout

Space for large items is important to passengers

The quadrant analysis presented in the chart below shows different aspects of train carriage design and how passengers rate these in terms of levels of satisfaction and importance for improvement. This creates a quadrant which shows the *relative* position of each aspect of the carriage. Providing space for large items such as bicycles, buggies and luggage is important to passengers and has relatively low satisfaction, indicating that this should be prioritised for improvement. The ease of getting on and off the Metro is rated positively and is of moderate importance relative to other features. Space for wheelchairs is rated less positively than others, and borders the line between 'improve' and 'lesser priorities'.

Maintain = Aspects that passengers feel are important to prioritise and that they are currently satisfied with. It is important that these aspects are maintained so that satisfaction does not fall.

Prioritise for improvement **=** Aspects that passengers feel are important to prioritise and that they are currently *less* satisfied with. These aspects are the most urgent to focus on because they perform less well than others and have more value to passengers.

Monitor = Aspects that passengers feel are less important to prioritise but are currently satisfied with them. These aspects should be monitored, but they are not a priority.

Lesser priorities = Aspects that customers feel are less important to prioritise and they are less satisfied with. Given they are relatively less important to customers, these aspects are less of a priority to improve.

C1. And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects. Base all with an opinion: 813 – 971; C5b. How would you rate the following in relation to standing on Metro trains. Base all who stand on trains with an opinion: 205 – 209; C3. And which one of those features which you think should be improved, is the most important to you personally? Base all with an opinion: 827

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Availability of space for items in carriages and crowding around doors is a concern among some passengers

Passengers are relatively satisfied with the ease of getting on and off the Metro. However participants in the qualitative research commonly mentioned that the areas around the doors became crowded during peak times and other passengers did not move along the carriages. Some participants with mobility impairments also said that they felt anxious about getting off the Metro when there was congestion around the doors.

Passengers are less satisfied with available space for items such as wheelchairs, bicycles, buggies and luggage. The issue of available space for items is most negative amongst passengers who are mobility impaired and/or passengers who typically travel during the weekend.

"When there is a lot of people on everybody seems to congest towards the doors and you haven't got time to get off the Metro before the doors close." **Frequent passenger**

	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
Ease of getting on/off Metro	2%	4%		40%	53%
Space for wheelchairs	10%	19%	14%	36%	21%
Space for bicycles and buggies	9%	25%	16%	32%	18%
Space for luggage	11%	22%	18%	32%	17%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good
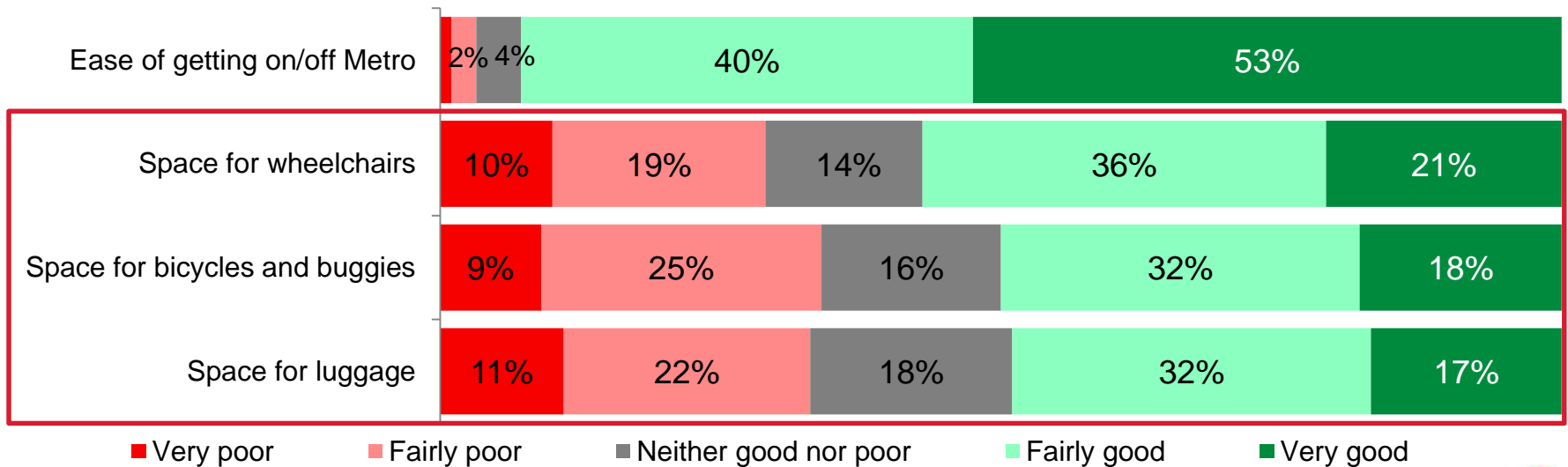
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C1. And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects. Base all with an opinion: 813 – 971

There is a desire for additional storage space in carriages

Limited storage means seats are being used to deposit luggage, shopping. This prevents other passengers from using them. In the qualitative groups, passengers suggested that it would be important to have luggage space nearby for security reasons, particularly under seats or overhead if it were possible. The lack of luggage space was felt to be a particular issue on the Airport and Central Station lines where travelling with luggage was felt to be more common.

"At the minute it's creating a bottleneck, where the seats come in together, so by removing that and having a linear module, you've got more space in the middle to manoeuvre."
Frequent passenger

"Getting to the airport. You've not got anywhere to put your cases. If you've got a couple with a big case they've got to take two sets of seats."
Frequent passenger

"I think there could be more for people with luggage, especially because I've used it before for going to the airport and…Longbenton. There's a lot of people travelling from the main central lines to Longbenton or to Tyne View Park who have suitcases, a lot of other people travel. There's just not that space for them."
Infrequent passenger

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Layout designs

The current seating layout causes a number of issues. The focus groups revealed the perception that there is a lack of space in the middle of the carriage which results in overcrowding at the door area and facing seats (bay seating) leads to some passengers putting their feet on the seats, others do not like travelling backwards.

In the quantitative research, passengers were randomly allocated one of three layout designs to rate: linear seating, mixed seating 02 and mixed seating 03. In the focus groups, participants were shown all three designs to discuss and evaluate. The quantitative and qualitative research pointed towards similar findings. The three designs that were shown to passengers in the survey and participants in the focus groups are shown below:

Linear seating
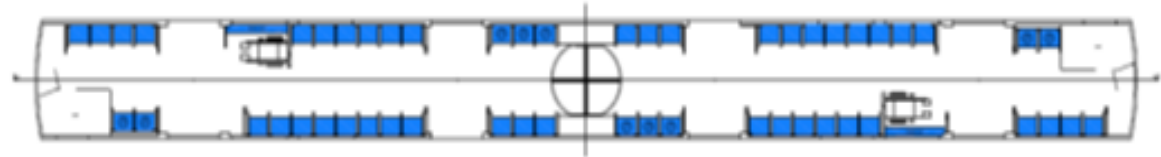
Mixed layout

Mixed layout

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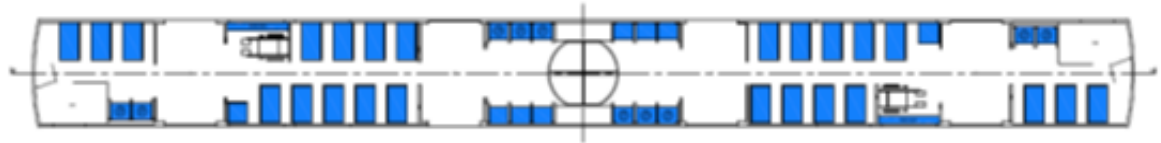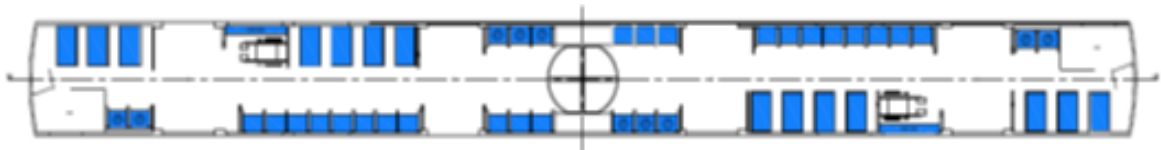
Linear seating is favoured among passengers

The Linear seating layout was most favoured amongst passengers in the survey and participants in the focus groups. Of the three layout designs, it had the highest rating for being 'better than the current layout' and 'plenty of space for luggage/standing passengers. The linear seating design was rated as second highest out of the three designs after Mixed Seating 03 for 'getting a seat that I like'.

Based on findings from both the survey and focus groups, it was clear that this design is most beneficial for commuters because it provides additional space for items (backpacks, suitcases) and standing compared to the other options. Participants in the qualitative research who were younger (under 40) and used the Metro during peak times typically preferred the linear seating configuration as they felt that this would allow the maximum number of passengers to board the trains. Some participants did not like linear seats for a number of reasons – some did not want to face other passengers and others preferred facing forward or sitting with others on the 2 x 2 facing seats.
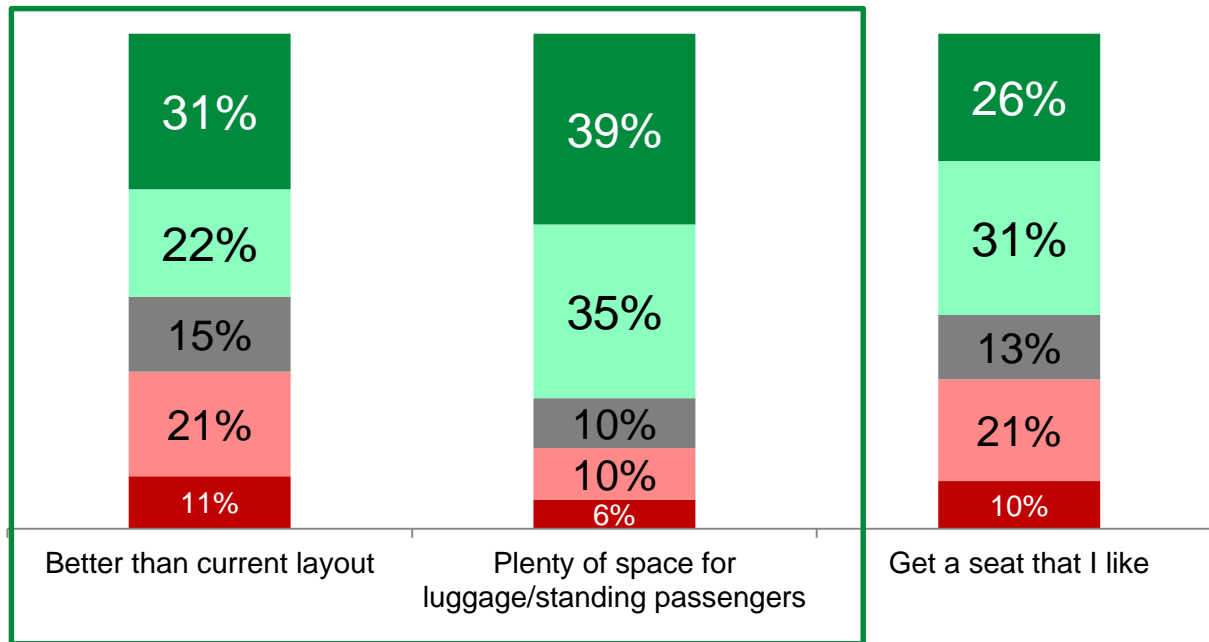
> "I like the first one with the seats up the side-, It's actually busy times, they just look less claustrophobic."
> **Frequent passenger**

> "I like the linear one, because if you do get on when it's really busy, there are plenty of spaces to stand."
> **Frequent passenger**

Chart — Better than current layout:
- Strongly disagree: 11%
- Disagree: 21%
- Neither agree nor disagree: 15%
- Agree: 22%
- Strongly agree: 31%

Chart — Plenty of space for luggage/standing passengers:
- Strongly disagree: 6%
- Disagree: 10%
- Neither agree nor disagree: 10%
- Agree: 35%
- Strongly agree: 39%

Chart — Get a seat that I like:
- Strongly disagree: 10%
- Disagree: 21%
- Neither agree nor disagree: 13%
- Agree: 31%
- Strongly agree: 26%

Legend: ■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

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Mixed seating 02 is the least favoured layout among passengers

Mixed Seating 02 was rated less positively than Linear Seating and Mixed Seating 03. In the survey, it was especially viewed negatively by those who traveled with heavy shopping bags, reflecting the more limited space to put bags and other items.

Focus group participants felt that this layout did not have enough capacity for commuters as it had the same drawbacks as the current carriages i.e. having very limited space between the seats. Some participants did not like the facing seats as they felt there was not enough room between them and that it made it easy for some passengers put their feet up on them.

	Better than current layout	Plenty of space for luggage/standing passengers	Get a seat that I like
Strongly agree	16%	19%	23%
Agree	26%	41%	41%
Neither agree nor disagree	30%	21%	20%
Disagree	18%	14%	11%
Strongly disagree	10%	6%	5%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree
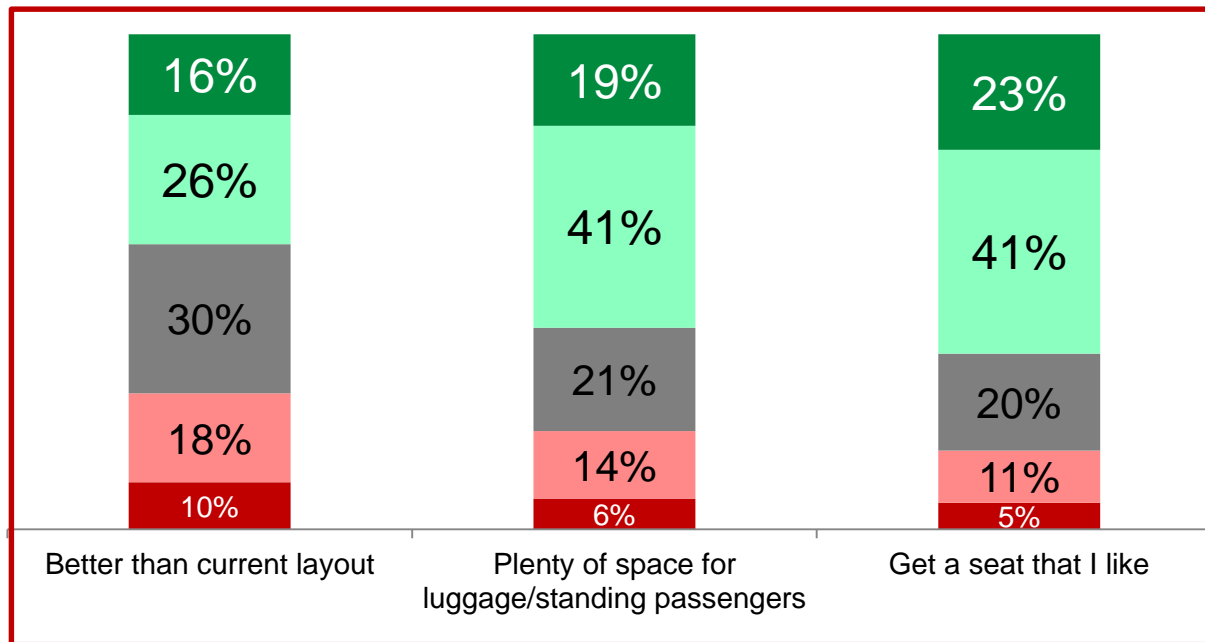
"I don't like the seats where there are two seats facing each other because you feel like you're on top of people." **Frequent passenger**

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C7. I'd like to ask you some questions about a possible new layout for seating on the Metro… Base all who rated mixed seating 2 with an opinion: 292-296

Mixed seating 03 represents a compromise between linear seating and mixed Seating 02

Mixed Seating 03 has a balanced mix between linear seats and facing (bay) seats. This was reflected in the quantitative findings, with it rating second best in 'better than current layout' and 'plenty of space for luggage/standing passengers'. In short, Mixed Seating 03 was perceived as having a good variety of seats whilst still being spacious.

This finding was also reflected in the qualitative research. Focus group participants found this layout to be preferred by some (predominantly older – 40+) participations who were more likely to want a seat and by those who had a preference for non-linear seats.

Better than current layout
- 25% — Strongly agree
- 30% — Agree
- 24% — Neither agree nor disagree
- 15% — Disagree
- 8% — Strongly disagree

Plenty of space for luggage/standing passengers
- 29% — Strongly agree
- 46% — Agree
- 13% — Neither agree nor disagree
- 8% — Disagree
- 4% — Strongly disagree

Get a seat that I like
- 27% — Strongly agree
- 42% — Agree
- 16% — Neither agree nor disagree
- 11% — Disagree
- 5% — Strongly disagree

"I like [option] three because it seems that you've got more seats in the back, and people will sit together privately and you've still got a lot of space in the middle." **Frequent passenger**

Legend: ■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

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Passengers have a preference for two carriages coupled rather than single carriage design

Participants in the focus groups were asked about their preferences for a single carriage, or two carriages coupled design. As this issue was not covered in the quantitative survey we recommend that other research should inform the decisions around the number of carriages. Participants typically preferred a design with two carriages. This is a format that is familiar and has not been problematic to them. The reasons centred around passenger safety and choice. Some felt that with two carriages you could choose a carriage that did not have passengers who were behaving in an anti-social manner. Some also said that they would have the opportunity of switching carriage if passengers were being anti-social at the next station. Clearly security issues can be tackled in other ways, for example by showing CCTV images on the train or having a greater staff presence on trains.

"I think, as well, some things, if you see a big group on one carriage, and you want to avoid that, you've got a choice to pick a different carriage."
Infrequent passenger

"Yes, I quite like the two, but again, that's just something that we've got used to over the years."
Infrequent passenger

"I think it's good having two carriages, because if you're waiting and there is, like, a group of people going on, you know, that are maybe a bit drunk, or a group of teenagers, you can then just choose to go into the other carriage."
Frequent passenger

"If you're on the other side of these two and it's a bit rowdy on one, you can go on the other one, you know."
Frequent passenger

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There was a preference for flexible seats to be available on the trains to meet needs at peak and off-peak times

Participants in the qualitative research were strongly in favour of fold down seats due to the flexibility they offered. Additional standing space was required at peak times and fold down seats were felt to free up space to stand whereas at off-peak times fold down seats increased the seating capacity allowing more passengers the opportunity of sitting.

> *"I think if you travel during the day you've got more seats than there are people, but if you're travelling peak times you've got not enough space for people to stand. So it's almost like you need a flexible arrangement, you know, where you've got collapsible seats and things."*
> **Frequent passenger**

There were mixed views to the on-board signage

The quantitative findings indicated that passengers are broadly satisfied with signage, including that related to wheelchair space. However, passengers who are mobility impaired typically rated signage more negatively. Some participants in the qualitative phase felt that the signage on the seats for passengers with additional needs was poor and that it was often ignored by passengers when those with additional needs required them.

Signage (e.g. wheelchair space) | 8% | 14% | 43% | 33%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

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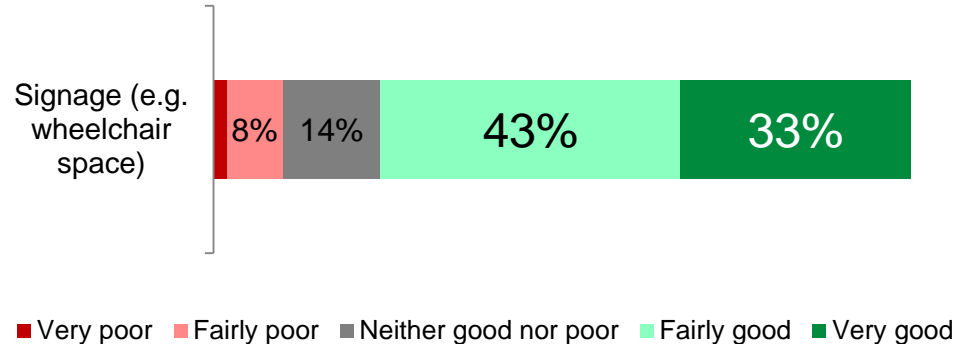
Standing

Space available to stand is an area for improvement

Satisfaction with the experience of standing on the train is presented in the quadrant analysis below for those passengers who typically stand on the train. Plotting levels of satisfaction against ratings of importance for improvement shows that space available to stand has scope for improvement and is a feature that is important to passengers.

Participants in the qualitative research were less concerned about having to stand and more concerned about the lack of space to stand due to the configuration of the carriages.

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The space available for standing and experience of standing is regarded less positively among passengers

The aspects below were rated by those who typically stand during their journey. 16% of all passengers who were interviewed typically stand on the Metro (10% who have to stand and 6% who choose to stand). Passengers who have to stand are typically commuters, below the age of 65, travel during peak times and/or travel with a buggy. 16% of all passengers agreed that they adapted their journey in order to get a seat, most notably older passengers, those who travel for leisure and travel during weekends.

This area rated less positively than other aspects of the environment. The results reflect the wider concern among passengers of limited space in carriages. Women tended to have the most negative experience of standing.

In the qualitative research, participants felt that having only one pole to hold onto in the area near the door was insufficient and there were requests to increase the number of poles (or other handles to grab onto) throughout the carriage. Focus group participants didn't mind standing for shorter journeys. Getting a seat was preferred for longer journeys.
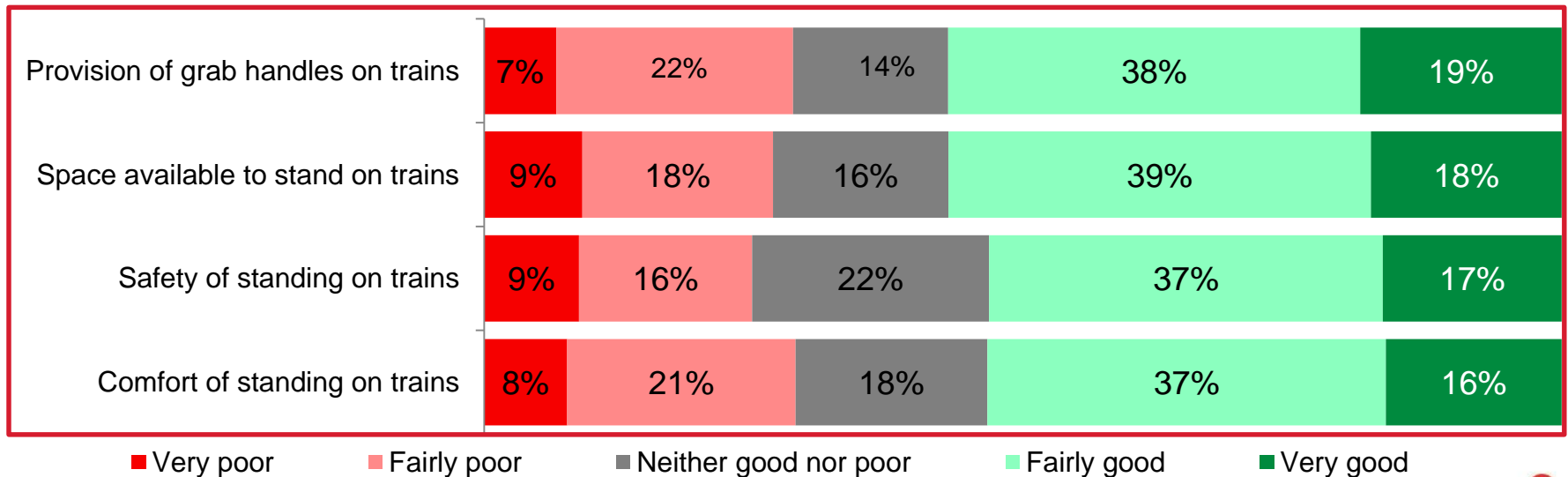
	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
Provision of grab handles on trains	7%	22%	14%	38%	19%
Space available to stand on trains	9%	18%	16%	39%	18%
Safety of standing on trains	9%	16%	22%	37%	17%
Comfort of standing on trains	8%	21%	18%	37%	16%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

How would you rate the following in relation to standing on Metro trains. Base all who stand on trains with an opinion: 205 - 209

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Internal environment

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Overall appearance and smoothness are areas to prioritise

The overall appearance of inside the carriage and smoothness of the ride are aspects to prioritise. The temperature inside the carriage is rated as a higher priority to improve. However, the qualitative findings found temperature divided opinion, with some participants feeling it was more of an issue than others. Lighting inside the carriage is rated highly, so was understandably considered the least important priority for improvement. The noise level in the carriage, which was often linked with smoothness, is rated relatively poorly but is generally less important as a priority for improvement than other aspects.

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Cleanliness of seats was mentioned as problematic on the current carriages

Participants in the qualitative research often mentioned that they felt current cloth seats were not clean. Some worried that the pattern on the upholstery made it difficult to see if the seats were clean.

Leather type upholstery was preferred over cloth seats because they can be wiped clean and it was felt to be easy to determine if the seats are clean or not. Participants also mentioned that they had seen other passengers putting their feet on seats, making them dirty.

Passengers in the quantitative stage were generally satisfied with comfort of the seats, although some felt that there was still room for improvement in terms of tight legroom and overall comfort.

| Comfort of seats | 4% | 10% | 58% | 27% |

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good
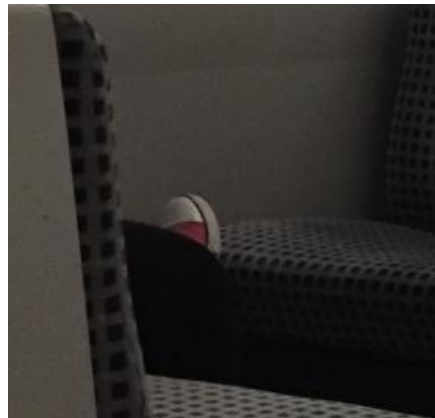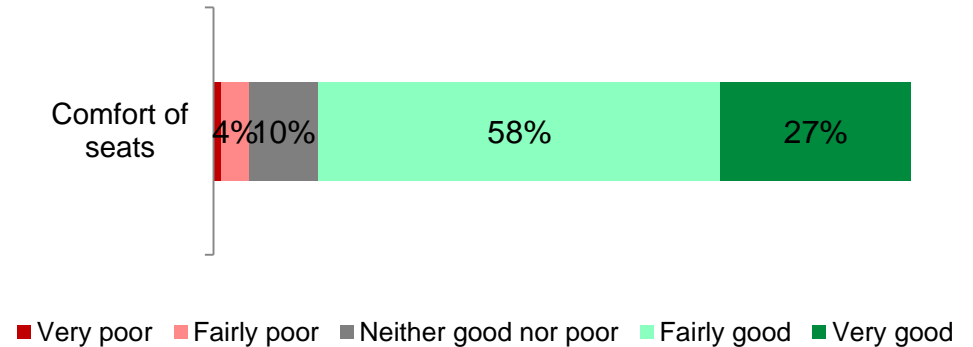
"I was on one a couple of weeks ago and somebody must have had their feet on the seats, and I ended up with dirt all over the back of my jeans."
Frequent passenger

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Lighting is rated most positively in the internal environment

Compared to other aspects, lighting inside the carriage is highly rated. However, as noted on the previous page, it is an aspect that is relatively unimportant as an area for improvement to passengers.

The quantitative research revealed that temperature is an aspect which is important to passengers and especially to those using the Longbenton to Cullercoats line. Temperature divides opinion, with older passengers being more likely to rate the temperature positively than younger passengers. This finding was reflected in the focus groups, where some participants felt that the temperature was fine and others noting that it was too hot.

Overall appearance is an aspect that is important across the board. In the qualitative research, appearance was linked closely with the issue of littering, specifically of the seats and flooring. It was also linked with the general look and feel of both the interior and exterior of the train, with some participants regarding the current look and feel as dated. Some mentioned that the colours inside the train could be updated to look more modern and the trains themed with different aspects of Tyne and Wear to give a local feel and sense of pride.

In the minds' of participants, smoothness and noise are closely associated with one another. This was most prominently an issue for passengers when they go through tunnels.

Aspect	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
Lighting inside carriage			3%	51%	44%
Temperature inside carriage	5%		12%	49%	32%
Overall appearance of inside carriage	7%		11%	56%	25%
Smoothness of the ride	8%		20%	47%	23%
Noise level in the carriage	2%	10%	25%	42%	21%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

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C1. And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects. Base all with an opinion: 813 – 971

Litter bins is an improvement that is initially preferred, but then questioned when considered further

Passengers were asked to select three features to be introduced on new rolling stock that they would most like to see. The most commonly selected feature was litter bins, with nearly half of passengers (48%) selecting this. Initially, this suggests that litter bins is an important new feature to introduce. This was most likely to be selected by those who usually get a seat, echoing the point that seats can sometimes be a place where cleanliness and litter is an issue.

Although litter bins were clearly top of mind for passengers completing the survey, participants in the focus groups were given more time to consider this feature. Participants felt that litter bins may not be the solution because they may smell, especially in Summer and could also be a security risk. Some also thought that those dropping litter may continue to do this despite the presence of bins. Fundamentally, the findings suggest that cleanliness is the underlying issue.

Top three features

Feature	Percentage
Litter bins	48%
Wi-fi in the carriages	39%
Air conditioning	29%
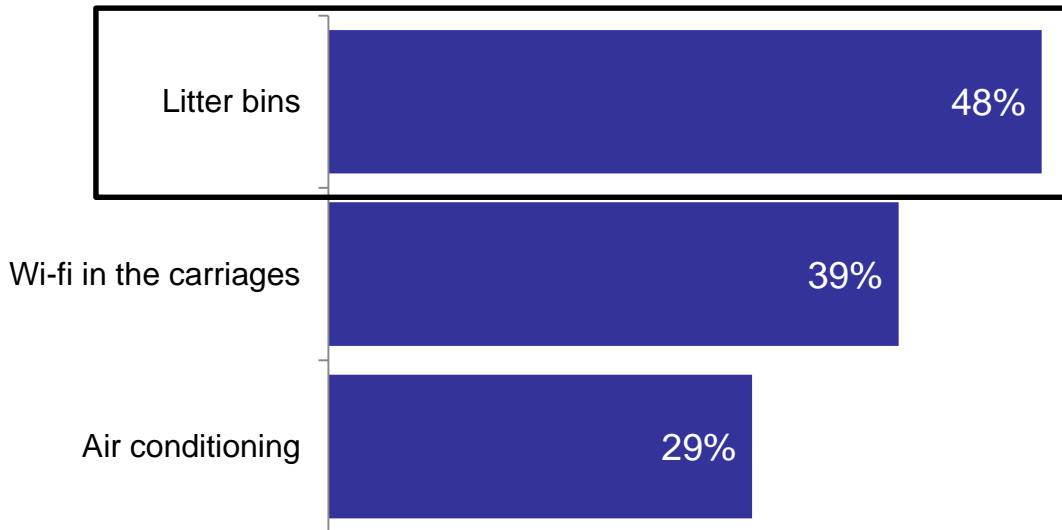
"A bin could potentially be a security risk."
Frequent passenger

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C8.Which three of the following features which could be included on Metro carriages in the future would you most like to see? Base all : 971

Wi-Fi in carriages is associated with a wider desire for technology

The second most common feature selected by passengers in the survey was Wi-Fi in carriages. This was most likely to be selected by those aged below 35, passengers who have to stand on the train and those travelling on the Pelaw to South Gosforth line, with the last characteristic due to the prominence of tunnels.

The demand for Wi-Fi reflected a wider desire for technology: 26% of passengers selected charging facilities for devices. Some participants in the focus groups had noticed that some of the new local buses had installed Wi-Fi and thought that the new Metro Trains should offer this. Participants observed that passengers spent a lot of time on their phones and other electronic devices requiring access to the internet and that it would be beneficial if this was enabled via Wi-Fi, especially on sections of the line that were underground. It was noted in the focus groups that Wi-Fi may reduce anti-social behaviour because of the distraction it creates.

Top three features

Feature	Percentage
Litter bins	48%
Wi-fi in the carriages	39%
Air conditioning	29%
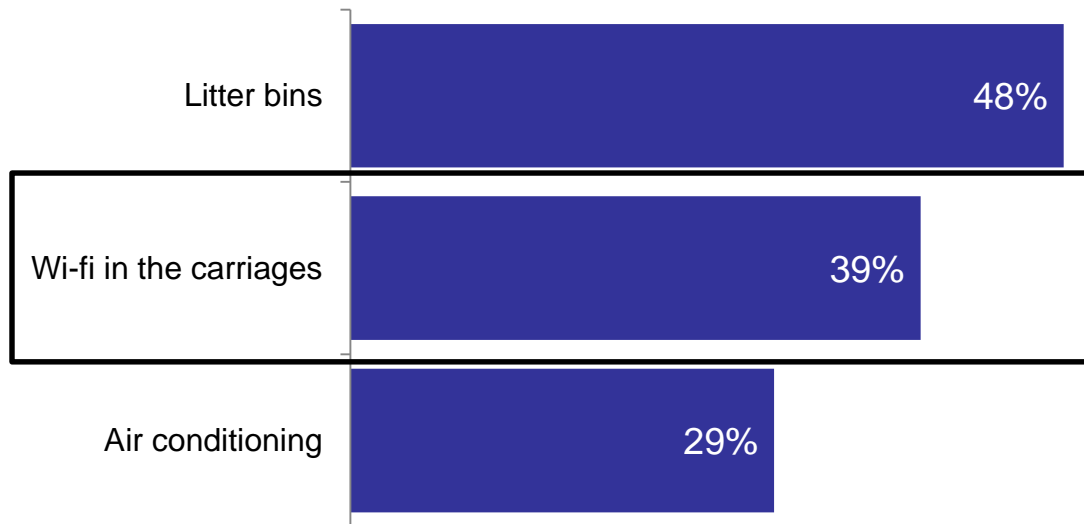
"Everybody has technology don't they, so, you know, if you're on a journey and you're using it constantly, you think, 'Oh, I'll just plug it in the mains.' Everybody's looking for an outlet, aren't' they?" **Infrequent passenger**

transport**focus**

C8.Which three of the following features which could be included on Metro carriages in the future would you most like to see? Base all : 971

Air conditioning divides opinion

Air conditioning was the third most cited feature desired by survey participants. This was a feature most important to commuters and those who have a journey longer than 10 minutes.

Air conditioning as a solution to the temperature issue, was contentious. Some older participants felt that the temperature didn't need to change and/or preferred natural air from the window, whereas younger participants had a preference for air conditioning. The findings suggest that there is not a clear consensus on whether a problem exists or what the solution should be.

Top three features

Feature	%
Litter bins	48%
Wi-fi in the carriages	39%
Air conditioning	29%
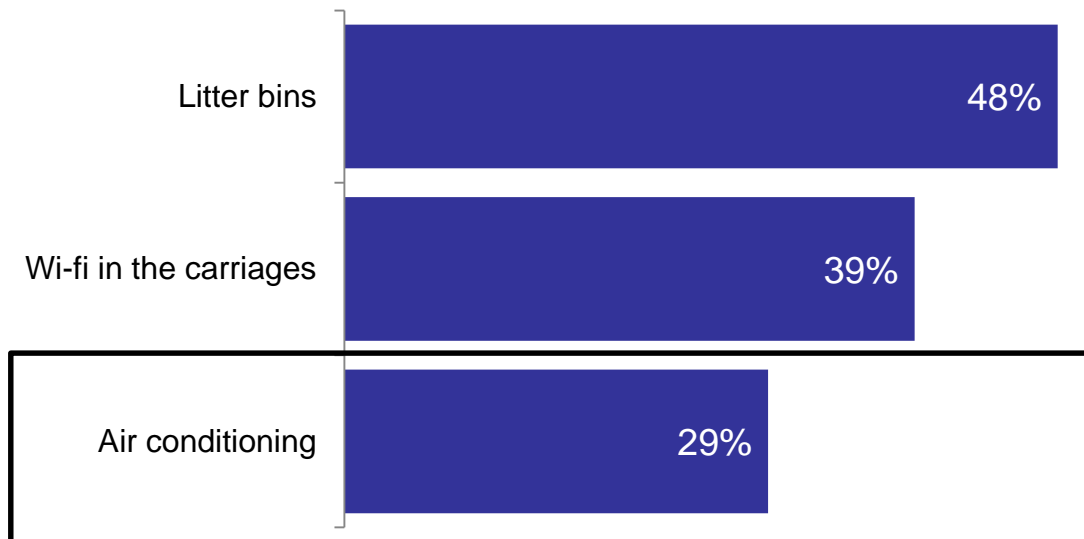
"Air conditioning when it's hot. I've been on before and we've been delayed when we've been stuck, and I have been sweating."
Infrequent passenger

C8.Which three of the following features which could be included on Metro carriages in the future would you most like to see?
Base all : 971

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Personal security

Personal security on board the train is important to passengers

Despite scoring relatively highly in terms of satisfaction, personal security was also considered an important priority for improvement. This was strongly reflected in the qualitative findings where security was a serious concern among some participants, though few had ever experienced problems. Personal security is perceived to be a particularly serious issue because of the impact of seeing / being caught up in anti-social behaviour. From the quantitative findings, personal security was most important to female passengers.

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Lesser priorities = Aspects that customers feel are less important to prioritise and they are less satisfied with. Given they are relatively less important to customers, these aspects are less of a priority to improve.

Passenger satisfaction

Monitor

Ease of getting on/off Metro

Maintain

Lighting inside carriage

Personal security on board

Electronic info screens

Signage (e.g. wheelchair space)

Seat layout

Temperature inside carriage

Lesser priorities

Prioritise for improvement

Comfort of seats

Overall appearance of inside carriage

Smoothness of the ride

Space for wheelchairs

Noise level in the carriage

Space for bicycles and buggies

Space available to stand on trains

Space for luggage

Importance to passengers

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Personal security is associated with the issue of anti-social behavior

Passengers are generally satisfied with personal security compared to many other aspects, suggesting it is an area that passengers feel comfortable with. Despite this, it was an area that was raised as a concern in focus groups and was cited as an area for improvement in the survey. This reflects the aspect as being one where perception is key: although passengers rarely experience it as an issue, they perceive it as being a wider problem affecting Metro journeys.

Among participants, the issue of personal security was closely associated with anti-social behaviour. This manifested itself as other passengers swearing, putting feet on seats and littering. It was understood in focus groups that putting police or guards on every train wasn't a feasible solution, however it was suggested that introducing a police presence might be a more appropriate means to provide a sense of security. Participants felt that Metro drivers were typically less involved in policing anti-social behaviour than bus drivers. Participants also felt that there was little deterrent for those committing anti-social behaviour and that CCTV monitors on board could help to achieve this.

> "Yobs at night throwing chips and cans about. There should be guards in to stop them."
> *Infrequent passenger*

> "Put guards on when it's crowded, like on match day or Saturday afternoons."
> *Frequent passenger*

Personal security on board — 3% 4% 8% 49% 36%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

transport**focus**

C1. And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects. Base all with an opinion: 813 – 971
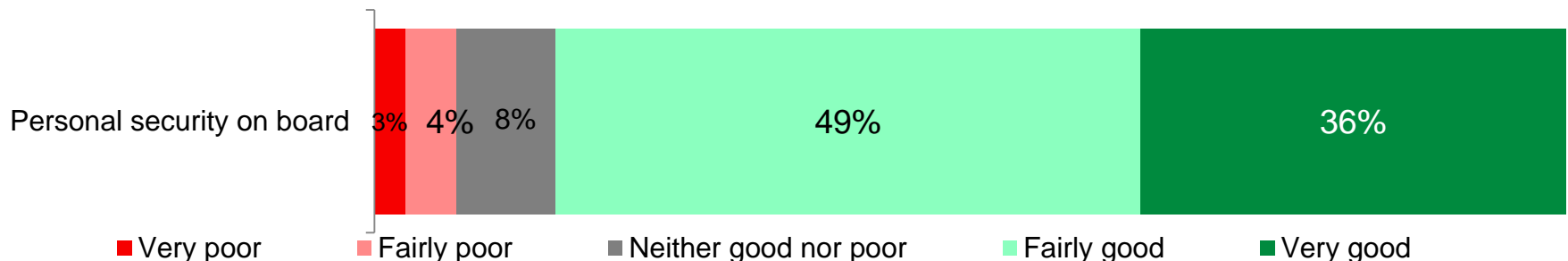
Information

Signage and electronic information screens are relatively less of a priority to improve than other aspects

Signage and electronic information screens are considered to be relatively less important to improve in the minds' of passengers. Levels of satisfaction with this aspect is comparatively high. Electronic information screens are typically more important to passengers under the age of 35.

Maintain = Aspects that passengers feel are important to prioritise and that they are currently satisfied with. It is important that these aspects are maintained so that satisfaction does not fall.

Prioritise for improvement = Aspects that passengers feel are important to prioritise and that they are currently *less* satisfied with. These aspects are the most urgent to focus on because they perform less well than others and have more value to passengers.

Monitor = Aspects that passengers feel are less important to prioritise but are currently satisfied with them. These aspects should be monitored, but they are not a priority.

Lesser priorities = Aspects that customers feel are less important to prioritise and they are less satisfied with. Given they are relatively less important to customers, these aspects are less of a priority to improve.

C1. And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects. Base all with an opinion: 813 – 971; C5b. How would you rate the following in relation to standing on Metro trains. Base all who stand on trains with an opinion: 205 – 209; C3. And which one of those features which you think should be improved, is the most important to you personally? Base all with an opinion: 827

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Participants were favorable towards electronic screens showing different types of information

Both electronic information screens and signage were rated highly among passengers in the quantitative survey. Electronic information screens were rated particularly high by older passengers (60 years or older), leisure travellers, those that travel infrequently (less often than once a week) and/or passengers who travel on the Felgate to South Hylton or South Shields to Hebburn.

Passengers with mobility issues or those who travel with items are less likely to be satisfied with signage. Those in the qualitative research who had mobility issues expressed frustration that the signage on the seats was not sufficiently prominent to result in people giving up their seats to those less able to stand.

Participants in the focus groups and in-depth interviews felt the signage for priority seating was poor and that contributed to these seats not always being available to those who needed them.

In the focus groups and depth interviews, participants were favourable towards electronic screens showing next stop/duration, news in the local area and images of the carriage. Real time footage of the carriage was regarded as a potential way to reduce anti-social behavior because it highlights to passengers that they are being monitored.

	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
Electronic info screens		6%	11%	44%	36%
Signage (e.g. wheelchair space)		8%	14%	43%	33%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

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C1. And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects. Base all with an opinion: 813 – 971

Passengers with additional needs

Signage and electronic information screens are working well for hearing impaired passengers

Participants with hearing impairments said that the information screens were clear and that they could be easily seen from inside the carriage, allowing them to keep track of their journey. The announcements were felt to be clear and loud so that the participants with hearing impairments could hear these over the other noise in the carriage. It was felt that having TV screens with visual information about the next stop and duration would be useful.

"Travelling on the Metro doesn't give me a problem. I can hear the announcements fine as they are in a loud clear voice."
Passenger with hearing impairment

Buying tickets and getting on and off trains can be difficult for visually impaired participants

The brightly coloured interior of the current trains enabled some of those with sight impairments to distinguish between different aspects of the carriage. The current announcements were felt to be loud and clear allowing visually impaired participants to track their journey

The screens on the ticket machines were difficult to read for visually impaired participants. Being able to pay on the trains with contactless technology would help enable independent travel

Observing the gap between the train and the platform could be difficult to for some sight impaired passengers. Passengers suggested that this could be overcome by having a brightly coloured step that extends from the train to the platform.

"I have to have somebody with me to find out what I've got to put in to the ticket machine and when you've got to catch the change and there's no change, and you've got to have the right change, and that's a nuisance for me."
Passenger with sight impairment

"I like the fact that there is the voice over to tell you where your points are getting on."
Passenger with sight impairment

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Getting on and off the trains can be problematic for passengers with a mobility impairment

The current trains are felt to be accessible to wheelchair users as there is little gap between the train doors to the platform and this is at the same height. Having a dedicated area for wheelchair users is beneficial as they have an area where they are not competing for space with other passengers.

Getting on and off the train at busy times is difficult for passengers with a mobility impairment due to congestion near the door which can cause anxiety.

Passengers typically offered seats to people who have an obvious mobility impairment e.g. using a stick, however some felt that the younger generation were less likely to offer up their seats than older passengers.

Having more linear seating was felt to make it easier to get on and off the train for mobility impaired passengers as they felt that other passengers would move down the train. Having more grab rails was felt to be beneficial when those who are mobility impaired are unable to get a seat. Some also mentioned that it can be difficult to press the buttons to open the doors.

"Sometimes I find that the buttons that you've got to press to open the doors are a bit stiff, with having the arthritis."
Passenger with mobility impairment

"Probably a few more grab rails , yes, because with my disabilities I need something to get on and to get off."
Passenger with mobility impairment

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Recommendations for future designs

Finding	Recommendation

The area around the doors can become crowded at peak times, contributing to a sense of limited space

A carriage design with predominantly linear seating was preferred overall to other design options

Design carriages which encourage passengers to move down inside the carriage. Ensure a range of types of seating, but the majority should be linear style in order to provide additional space. Consider installing additional poles in the middle of carriages for passengers to hold onto.

Travelling with items, especially luggage and heavy shopping bags, can be problematic due to limited space

Consider overhead additional storage e.g. under seats

There is variable cleanliness across Metro (floors and seats). The amount of litter negatively impacted on journeys

Install seats that can be wiped clean e.g. leatherette

Litter bins were considered, but participants appreciate that this may not be the best solution to address cleanliness

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Finding	**Recommendation**
The look and feel of the interior and exterior of the trains, including the existing colours, are seen to be dated	
Temperature is important to passengers. Air conditioning is typically preferred to windows, but divides opinion among passengers	Consider updating the internal décor. Consider including the following in the carriages: air conditioning and points for charging, screens with the time to the next station.
Wi-Fi and charging points for devices were desired on the next generation of trains.	
Personal safety and the issue of anti-social behaviour on the Metro is a concern to passengers.	Install screens in the carriages which show images of the carriage. Include additional staff presence on trains if possible or consider other options e.g. having a greater police presence.
Mixed experiences of priority seating observed among passengers with additional needs.	Ensure signage around priority seating is clear.

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Sample profile

Quantitative sample profile

Gender

- Male 44%
- Female 56%

Age

- <35 42%
- 35-59 30%
- 60+ 28%

Travel with items

- None 50%
- Backpack / laptop bag / briefcase 28%
- Heavy / bulky shopping bags 13%
- Buggy/pushchair/pram 6%
- Suitcase(s) 4%
- Other heavy / bulky luggage 3%
- Walking aid 1%
- Wheelchair 1%
- Animal (including guide dog) 1%
- Other heavy/bulky items 1%
- Bicycle 1%
- Large sports / musical equipment 1%
- Mobility scooter 0%
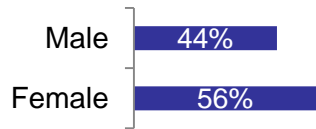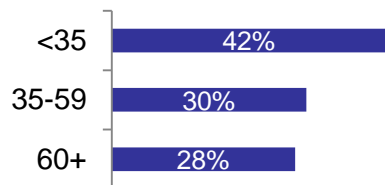
Typical times of day travelled on the Metro

- Before 7.30am 13%
- 7.30am - 9.30am 43%
- 9:30am - 1pm 57%
- 1pm - 4pm 44%
- 4pm - 6pm 47%
- 6pm - 9pm 22%
- After 9pm 12%

Typical length of journey

- < 10 min 12%
- 10-20 min 37%
- 21-30min 33%
- 31-40min 12%
- 41-60min 4%
- 1 hour+ 1%
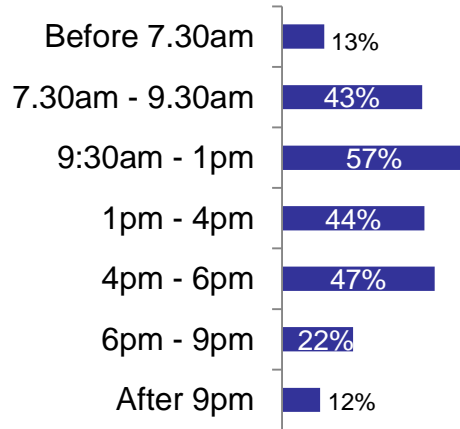
Parts of Metro network travelled most often

- Fellgate to South Hylton 25%
- Longbenton to Cullercoats 27%
- Pelaw to South Gosforth 34%
- Regent Centre to Airport 15%
- South Shields to Hebburn 20%
- Tynemouth to St James 26%

Ticket type

- Single/return ticket 31%
- Weekly, monthly or annual ticket 69%

Main journey type

- Commuter 53%
- Business 1%
- Leisure 47%

transport focus
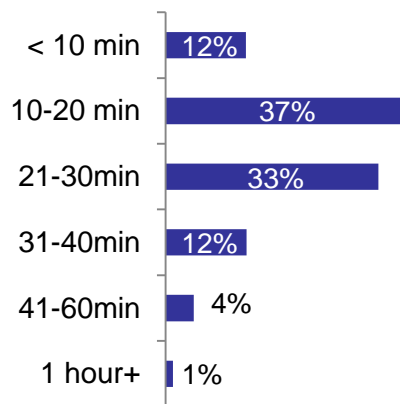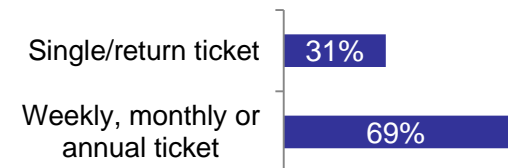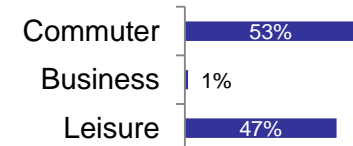
Qualitative sample – focus groups

Focus group	Type	Age	Location
1	Commuter (over 20 mins)	18-40	Newcastle
2	Leisure travellers	40+	Sunderland
3	Business travellers	18-65	Newcastle
4	Commuter (under 20 mins)	18-65	Newcastle
5	Commuter (over 20 mins)	40+	Sunderland
6	Leisure travellers	18-40	Newcastle

Mix of the following in each group
- Journey length
- Time of use
- Frequency of use
- Variety of reasons for travel
- Travel with children / luggage / buggies etc.
- Those who have alternative modes of transport available for the journeys they make by Metro and those who do not
- Those using range of ticket types
- Network coverage
- Demographics

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Qualitative sample – in-depth interviews

Depth interview	Impairment type	Location
1	Sight loss	Newcastle
2	Sight Loss	Sunderland
3	Hearing Loss	Sunderland
4	Hearing Loss	Sunderland
5	Mobility	Newcastle
6	Mobility	Sunderland

Mix of the following:
- Journey length
- Time of use
- Frequency of use
- Variety of reasons for travel
- Network coverage

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Appendix

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Ease of getting on/off the Metro. Total (907)
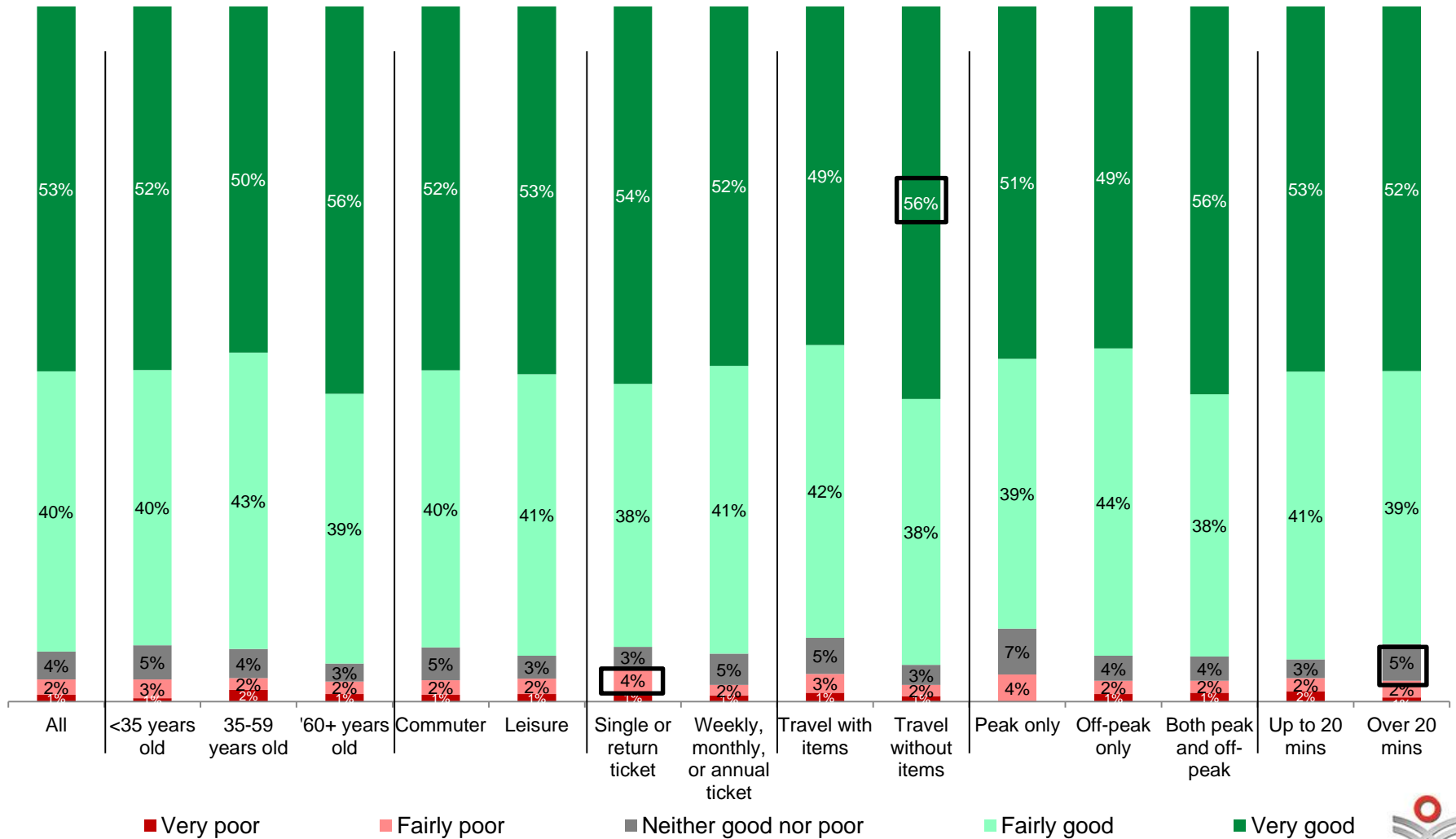
	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
All	1%	2%	4%	40%	53%
<35 years old	1%	3%	5%	40%	52%
35-59 years old	2%	2%	4%	43%	50%
'60+ years old	1%	2%	3%	39%	56%
Commuter	1%	2%	5%	40%	52%
Leisure	1%	2%	3%	41%	53%
Single or return ticket	1%	4%	3%	38%	54%
Weekly, monthly, or annual ticket	1%	2%	5%	41%	52%
Travel with items	1%	3%	5%	42%	49%
Travel without items	1%	2%	3%	38%	56%
Peak only		4%	7%	39%	51%
Off-peak only	1%	2%	4%	44%	49%
Both peak and off-peak	1%	2%	4%	38%	56%
Up to 20 mins	2%	2%	3%	41%	53%
Over 20 mins	1%	2%	5%	39%	52%

Legend: ■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

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☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? The temperature inside the carriage. Total (970)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	32%	28%	28%	42%	27%	38%	31%	32%	33%	31%	25%	28%	37%	32%	32%
Fairly good	49%	53%	47%	46%	51%	46%	52%	48%	49%	49%	52%	51%	46%	51%	47%
Neither good nor poor	12%	14%	14%	8%	13%	11%	11%	13%	11%	14%	14%	14%	11%	12%	13%
Fairly poor	5%	4%	9%	3%	7%	4%	5%	6%	6%	5%	6%	6%	5%	5%	6%
Very poor	2%	2%	2%	3%	2%	1%	1%	2%	2%	1%	3%	1%	2%	1%	2%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

☐ = significant difference at 95% confidence interval

transportfocus

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Space for wheelchairs. Total (813)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	21%	20%	22%	22%	19%	24%	26%	19%	17%	26%	18%	23%	21%	25%	18%
Fairly good	36%	38%	34%	35%	37%	35%	36%	36%	33%	39%	32%	40%	35%	38%	35%
Neither good nor poor	14%	17%	14%	10%	16%	13%	17%	13%	14%	15%	18%	18%	10%	14%	15%
Fairly poor	19%	17%	21%	18%	21%	16%	16%	20%	22%	15%	23%	12%	22%	16%	21%
Very poor	10%	8%	9%	15%	8%	12%	7%	12%	14%	6%	10%	7%	13%	8%	12%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Comfort of the seats. Total (969)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	27%	23%	29%	32%	24%	31%	30%	26%	24%	30%	22%	27%	30%	29%	26%
Fairly good	58%	60%	54%	59%	60%	55%	53%	60%	61%	55%	59%	57%	58%	57%	59%
Neither good nor poor	10%	13%	9%	6%	10%	9%	12%	9%	10%	10%	15%	11%	8%	9%	11%
Fairly poor	4%	4%	6%	3%	5%	3%	4%	4%	4%	4%	3%	5%	4%	4%	4%
Very poor	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%

Legend: ■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

□ = significant difference at 95% confidence interval

transportfocus

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? The layout of the seats. Total (970)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	33%	31%	34%	36%	31%	36%	37%	32%	32%	34%	27%	33%	36%	37%	30%
Fairly good	54%	54%	54%	55%	54%	54%	49%	56%	55%	53%	56%	55%	53%	52%	56%
Neither good nor poor	8%	11%	8%	5%	10%	6%	10%	8%	8%	9%	12%	7%	8%	7%	9%
Fairly poor	4%	4%	4%	4%	4%	3%	3%	4%	4%	3%	5%	5%	3%	3%	4%
Very poor	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transport**focus**

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Space for bicycles and buggies. Total (842)

	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
All	9%	25%	16%	32%	18%
<35 years old	7%	24%	19%	33%	18%
35-59 years old	10%	26%	14%	33%	17%
'60+ years old	10%	24%	13%	32%	21%
Commuter	8%	28%	17%	31%	16%
Leisure	9%	21%	14%	35%	21%
Single or return ticket	6%	23%	18%	31%	21%
Weekly, monthly, or annual ticket	10%	25%	15%	33%	17%
Travel with items	12%	29%	15%	30%	14%
Travel without items	5%	20%	17%	35%	23%
Peak only	13%	31%	17%	24%	15%
Off-peak only	6%	21%	15%	38%	20%
Both peak and off-peak	10%	25%	16%	31%	18%
Up to 20 mins	7%	21%	15%	35%	21%
Over 20 mins	10%	28%	17%	30%	16%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Space for luggage.
Total (884)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	17%	16%	19%	17%	14%	21%	20%	16%	14%	21%	15%	19%	17%	21%	14%
Fairly good	32%	33%	31%	31%	31%	32%	35%	31%	27%	36%	26%	38%	30%	37%	27%
Neither good nor poor	18%	24%	14%	12%	20%	16%	21%	17%	18%	18%	20%	18%	17%	17%	19%
Fairly poor	22%	18%	27%	24%	25%	18%	16%	25%	25%	19%	30%	17%	23%	18%	26%
Very poor	11%	9%	10%	16%	9%	13%	7%	13%	15%	7%	9%	8%	14%	7%	14%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Signage (e.g. for wheelchair space). Total (819)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	33%	33%	31%	36%	31%	36%	37%	31%	32%	34%	30%	35%	33%	35%	32%
Fairly good	43%	41%	47%	40%	43%	41%	38%	44%	38%	47%	49%	43%	40%	44%	41%
Neither good nor poor	14%	17%	12%	13%	15%	14%	14%	15%	17%	12%	16%	15%	14%	14%	15%
Fairly poor	8%	7%	8%	9%	8%	8%	9%	7%	11%	5%	3%	6%	11%	6%	9%
Very poor	2%	2%	2%	3%	3%	2%	2%	2%	3%	2%	2%	2%	3%	2%	3%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Your personal security whilst on board the train. Total (963)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	36%	39%	33%	36%	37%	35%	40%	34%	35%	37%	32%	35%	38%	39%	33%
Fairly good	49%	47%	49%	51%	48%	50%	44%	51%	50%	47%	49%	49%	49%	47%	50%
Neither good nor poor	8%	8%	9%	7%	8%	9%	8%	9%	8%	9%	10%	10%	7%	8%	9%
Fairly poor	4%	3%	6%	5%	4%	5%	4%	4%	4%	4%	5%	4%	4%	4%	4%
Very poor	3%	3%	4%	1%	4%	2%	4%	2%	3%	3%	4%	3%	2%	2%	3%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

transport**focus**

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Space for standing in the carriage. Total (959)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	28%	28%	26%	29%	26%	31%	34%	25%	24%	31%	27%	29%	27%	32%	24%
Fairly good	45%	46%	44%	44%	44%	45%	46%	44%	40%	49%	30%	54%	42%	47%	42%
Neither good nor poor	12%	13%	14%	9%	14%	10%	9%	14%	15%	10%	18%	8%	13%	10%	15%
Fairly poor	13%	12%	12%	15%	14%	12%	10%	14%	18%	8%	18%	8%	15%	9%	16%
Very poor	3%	2%	4%	3%	3%	2%	1%	3%	3%	2%	6%	1%	2%	2%	3%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? The lighting inside the carriage. Total (965)
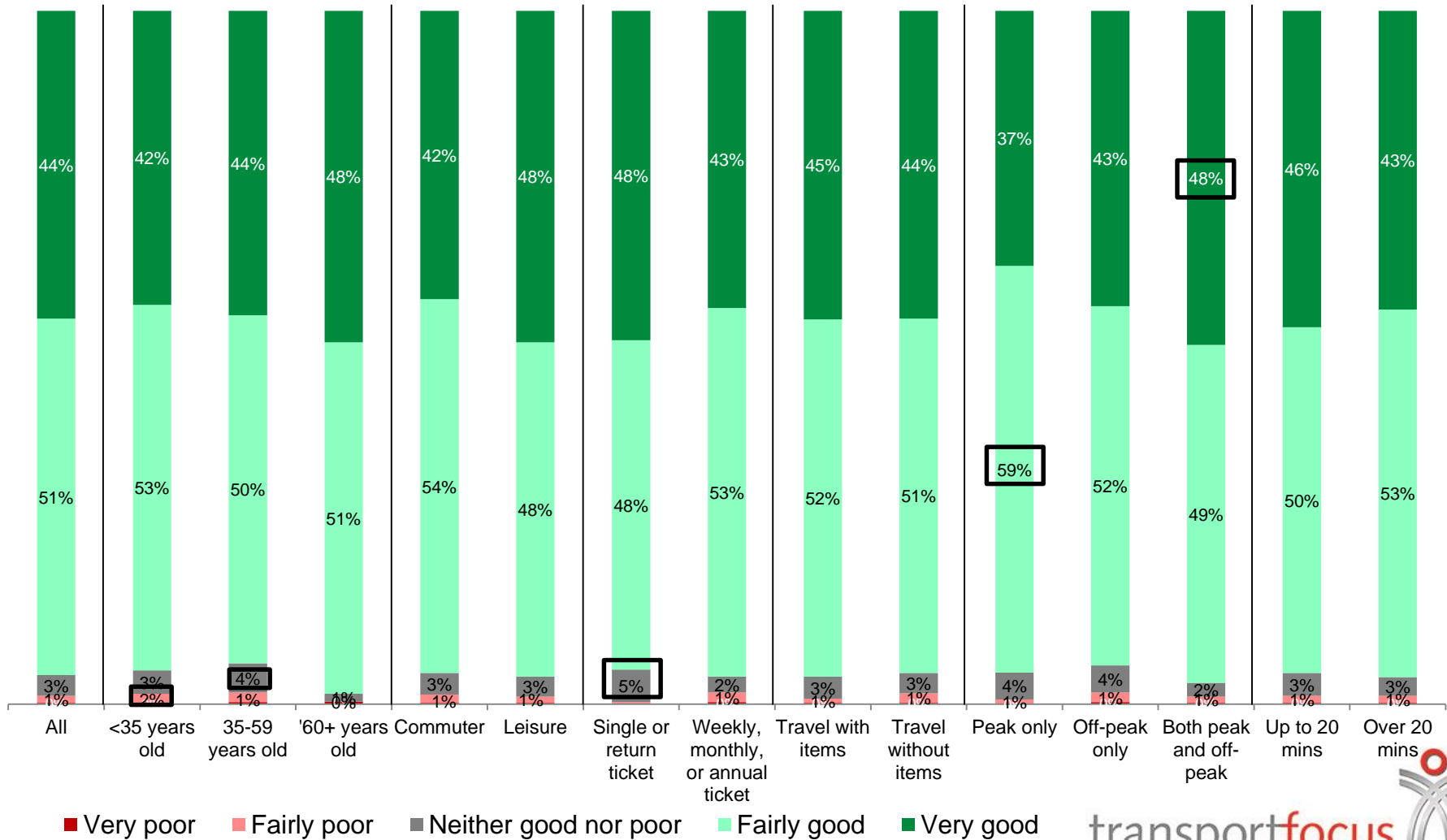
	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good

= significant difference at 95% confidence interval

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C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Noise level in the carriage. Total (962)
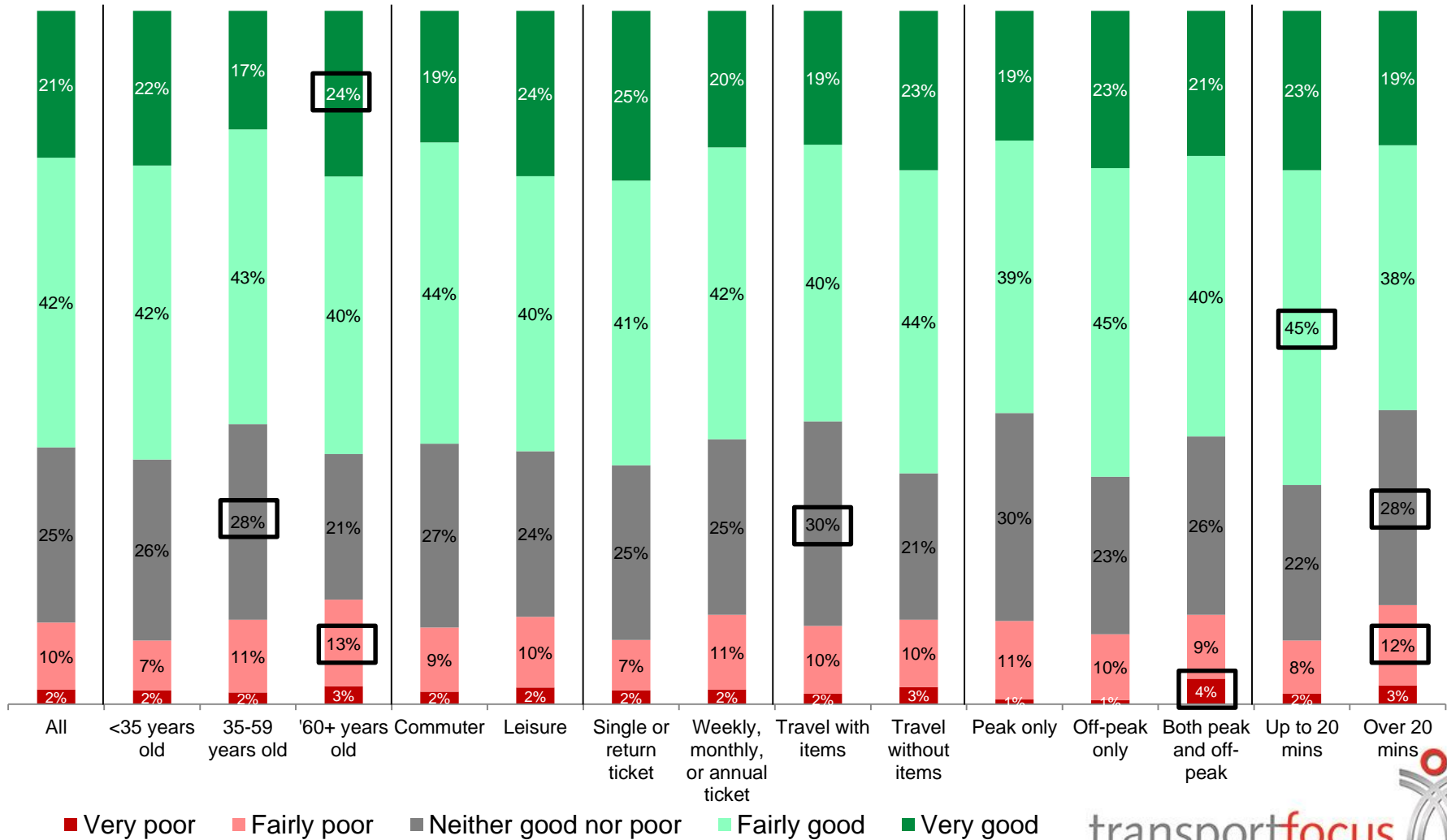
	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
All	2%	10%	25%	42%	21%
<35 years old	2%	7%	26%	42%	22%
35-59 years old	2%	11%	28%	43%	17%
'60+ years old	3%	13%	21%	40%	24%
Commuter	2%	9%	27%	44%	19%
Leisure	2%	10%	24%	40%	24%
Single or return ticket	2%	7%	25%	41%	25%
Weekly, monthly, or annual ticket	2%	11%	25%	42%	20%
Travel with items	2%	10%	30%	40%	19%
Travel without items	3%	10%	21%	44%	23%
Peak only	1%	11%	30%	39%	19%
Off-peak only	1%	10%	23%	45%	23%
Both peak and off-peak	4%	9%	26%	40%	21%
Up to 20 mins	2%	8%	22%	45%	23%
Over 20 mins	3%	12%	28%	38%	19%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transportfocus

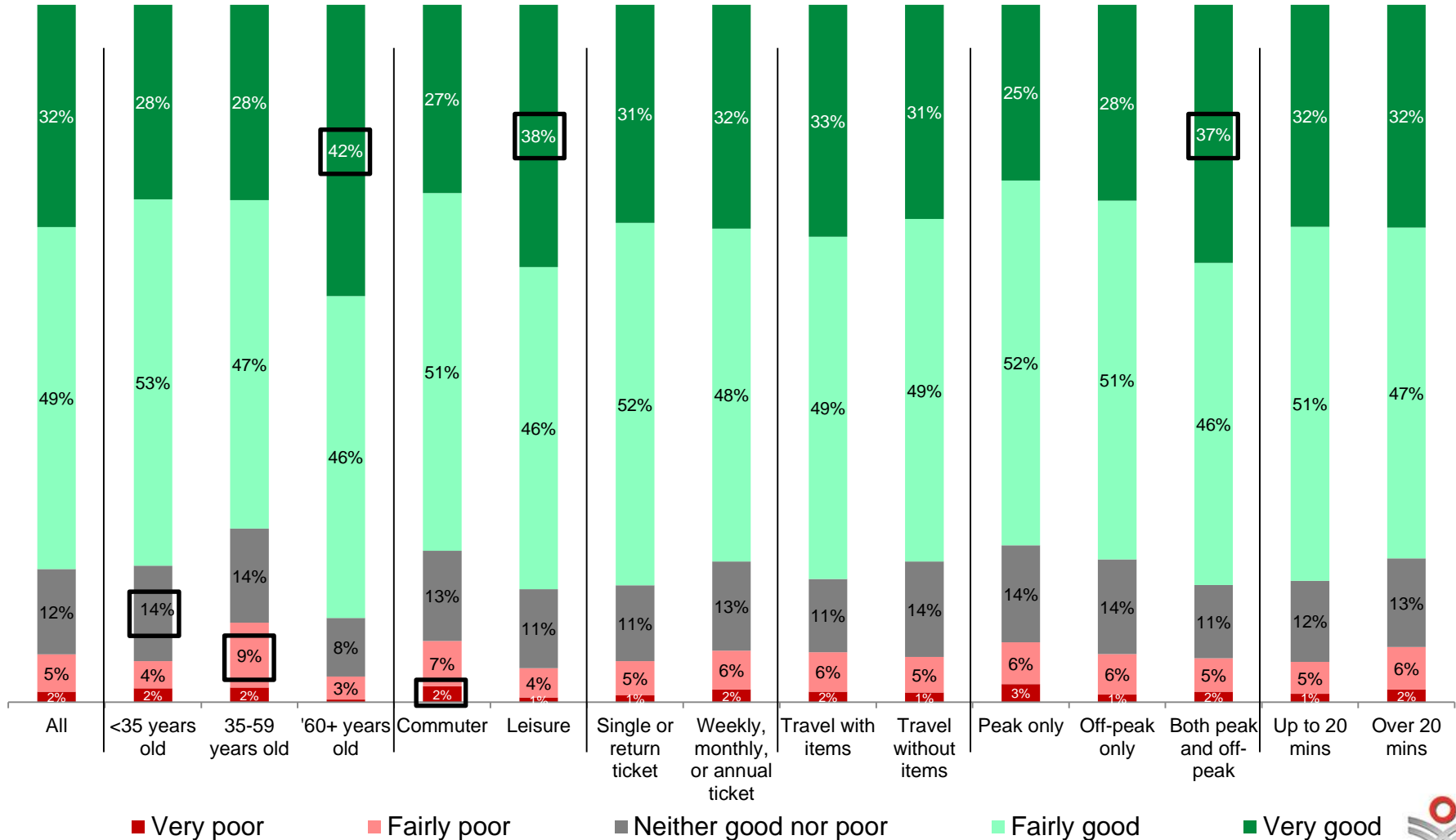☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? The smoothness of the ride. Total (967)
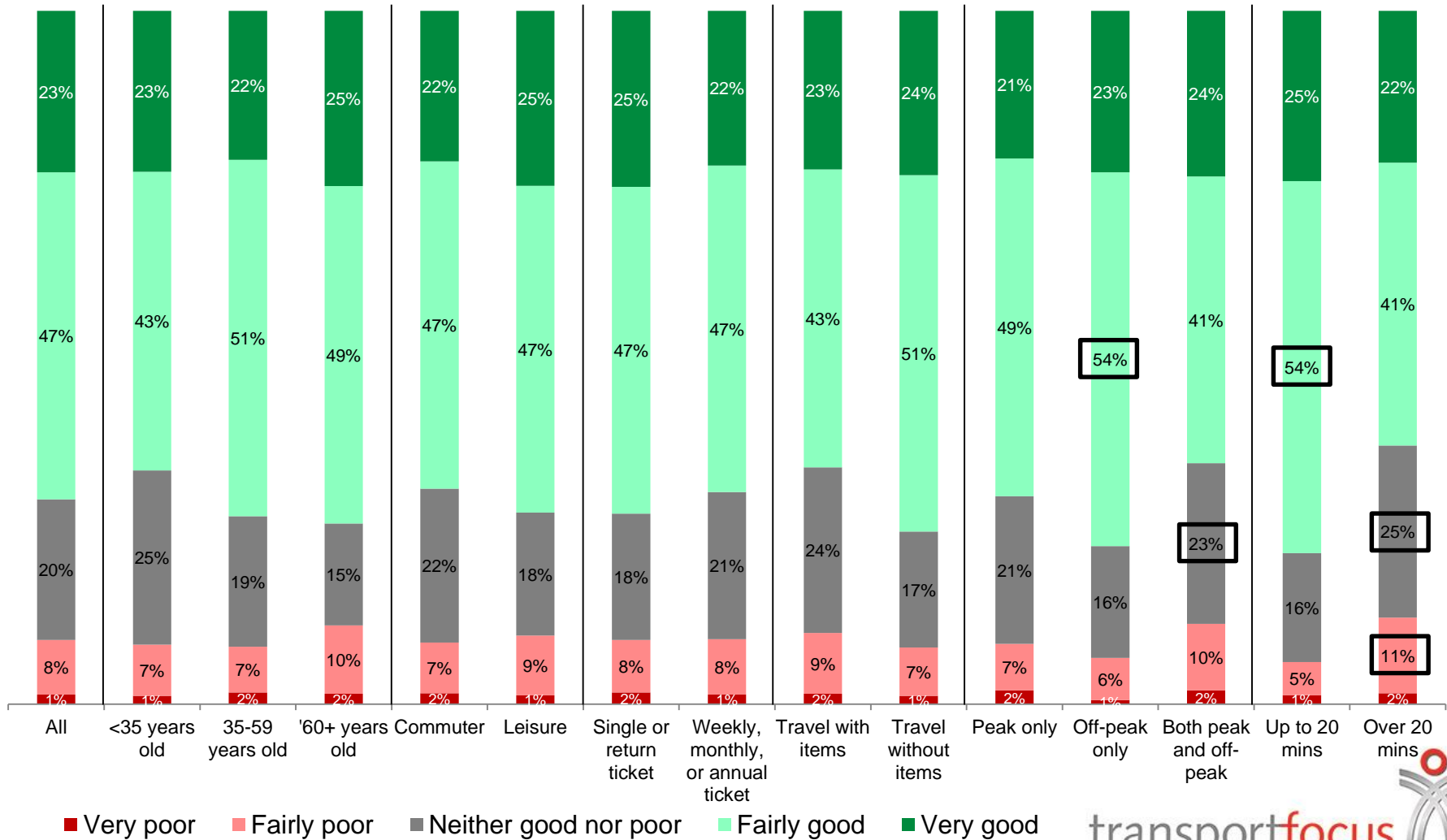
	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	23%	23%	22%	25%	22%	25%	25%	22%	23%	24%	21%	23%	24%	25%	22%
Fairly good	47%	43%	51%	49%	47%	47%	47%	47%	43%	51%	49%	54%	41%	54%	41%
Neither good nor poor	20%	25%	19%	15%	22%	18%	18%	21%	24%	17%	21%	16%	23%	16%	25%
Fairly poor	8%	7%	7%	10%	7%	9%	8%	8%	9%	7%	7%	6%	10%	5%	11%
Very poor	1%	1%	2%	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? The overall appearance of inside the carriage. Total (969)
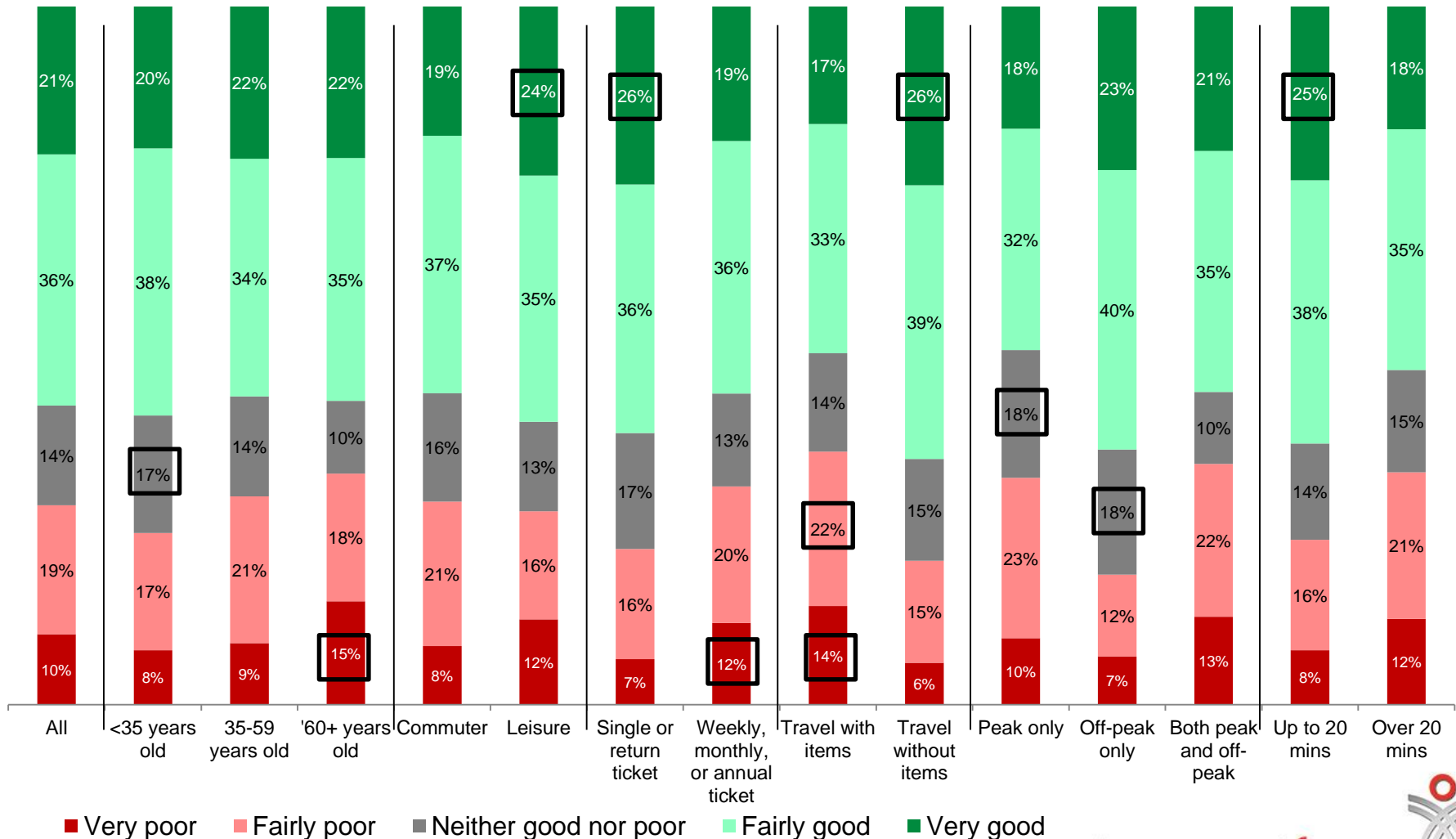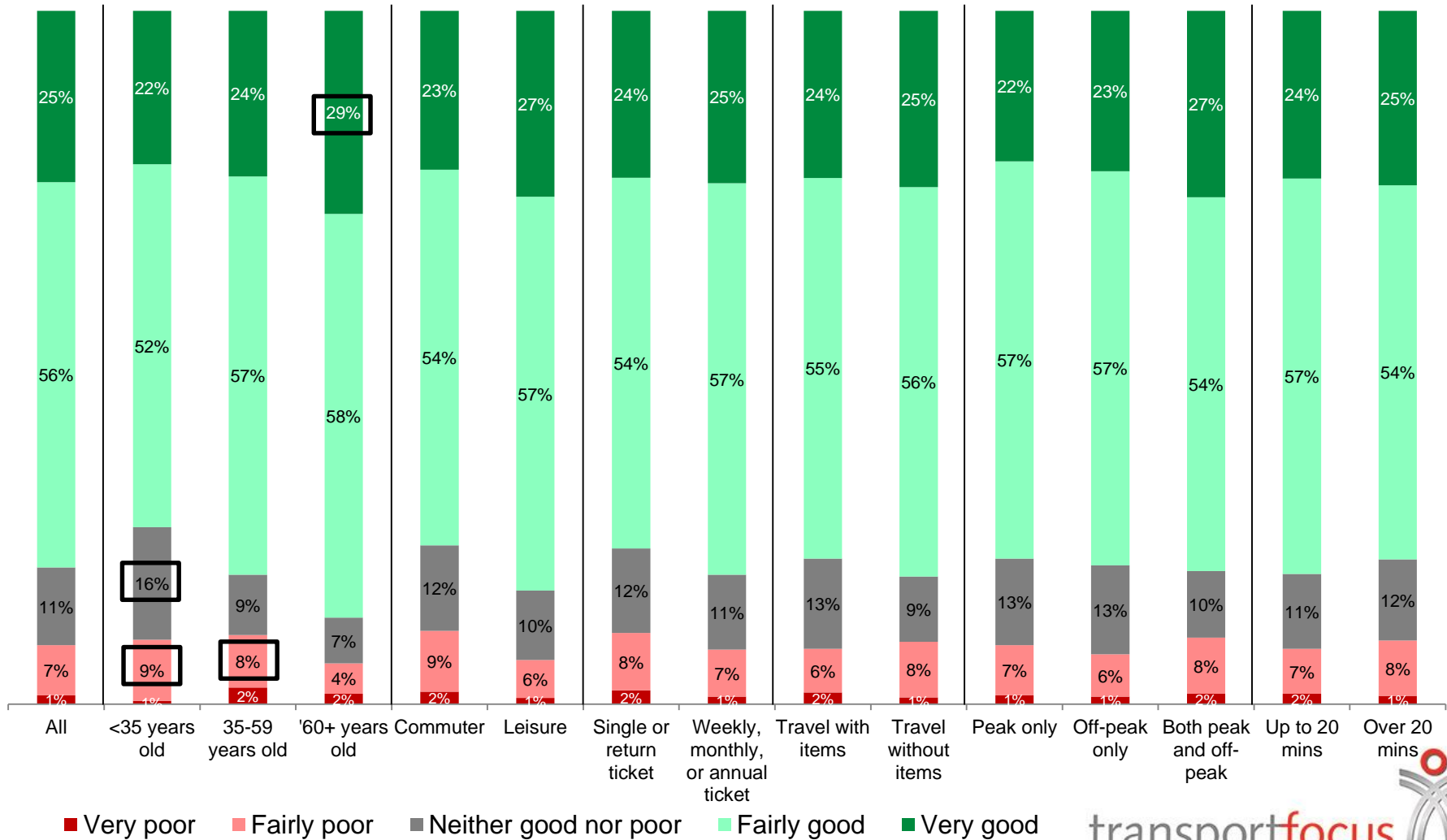

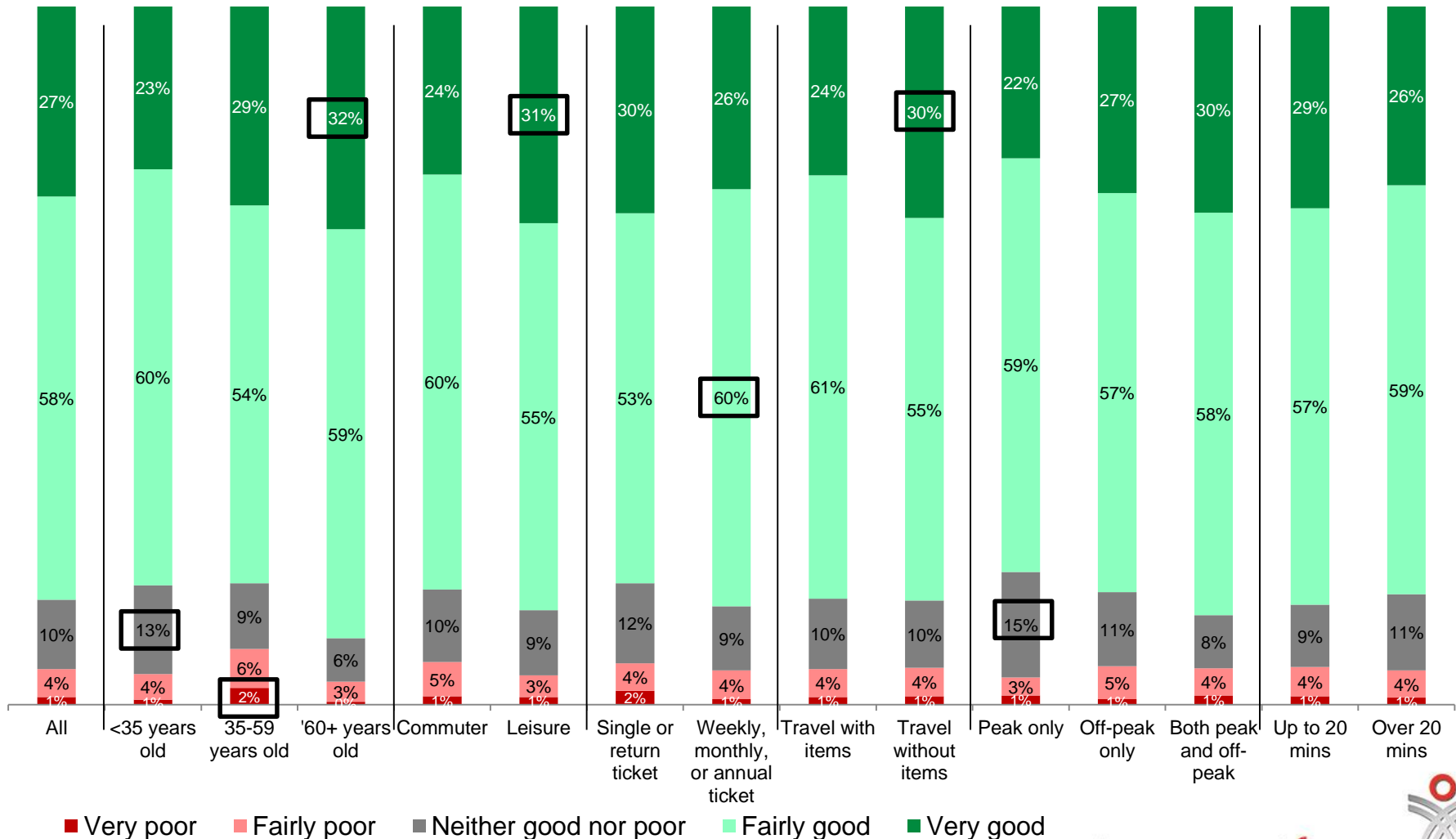|	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	25%	22%	24%	29%	23%	27%	24%	25%	24%	25%	22%	23%	27%	24%	25%
Fairly good	56%	52%	57%	58%	54%	57%	54%	57%	55%	56%	57%	57%	54%	57%	54%
Neither good nor poor	11%	16%	9%	7%	12%	10%	12%	11%	13%	9%	13%	13%	10%	11%	12%
Fairly poor	7%	9%	8%	4%	9%	6%	8%	7%	6%	8%	7%	6%	8%	7%	8%
Very poor	1%	1%	2%	2%	2%	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%

■ Very poor   ■ Fairly poor   ■ Neither good nor poor   ■ Fairly good   ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

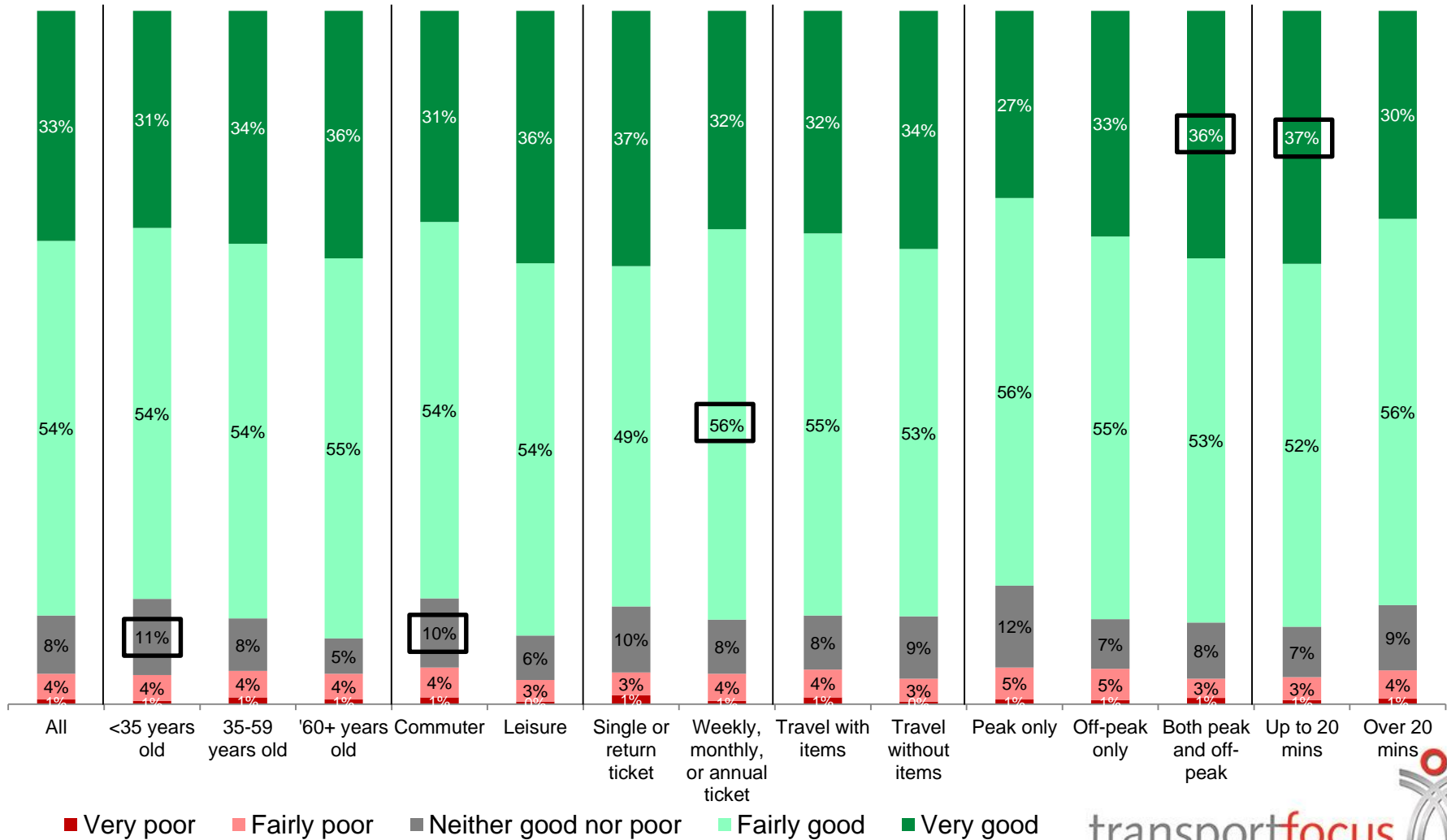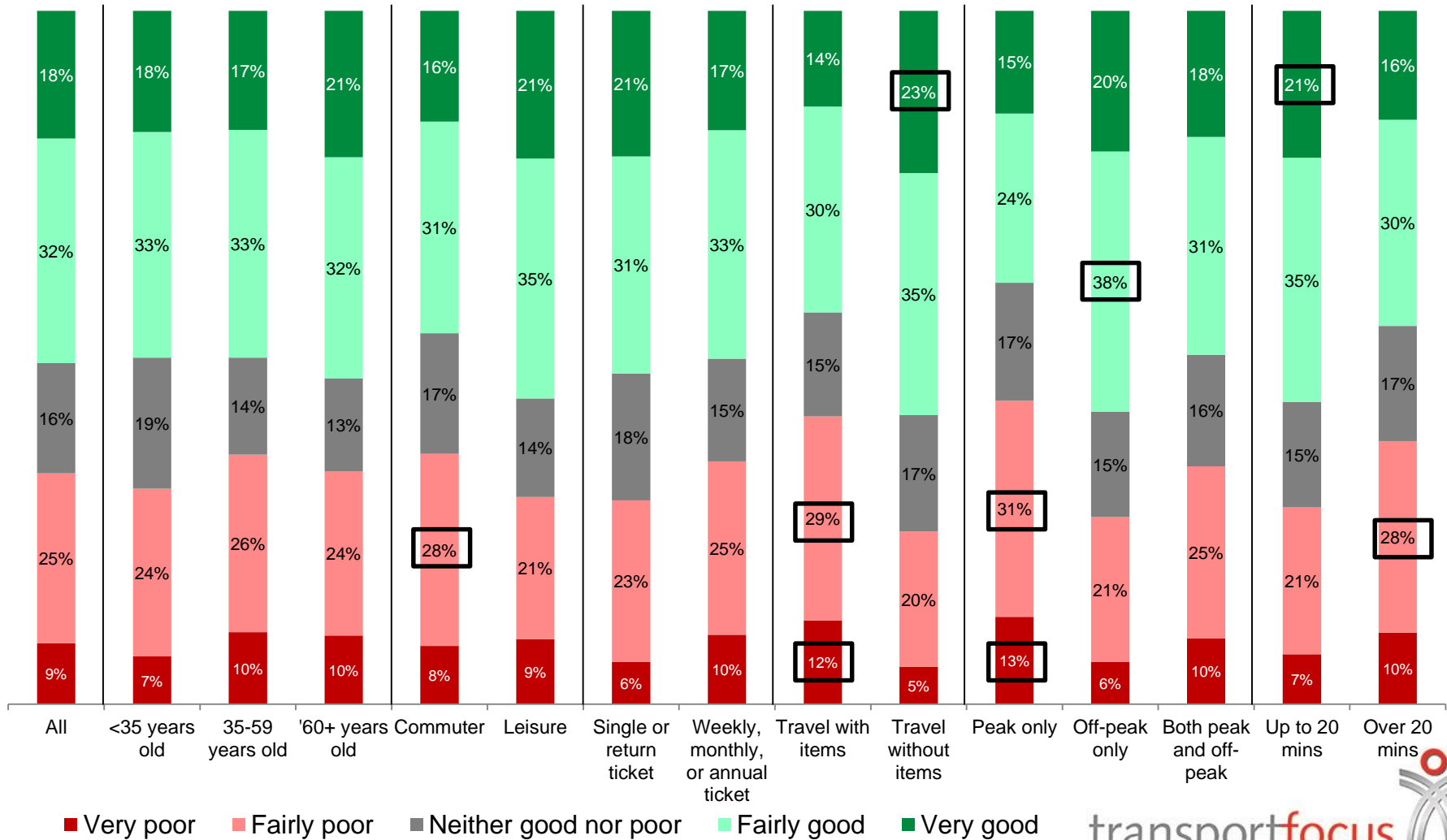C1: And now thinking specifically about the environment inside the carriages of Metro trains, how would you rate the following aspects? Electronic information screens. Total (907)
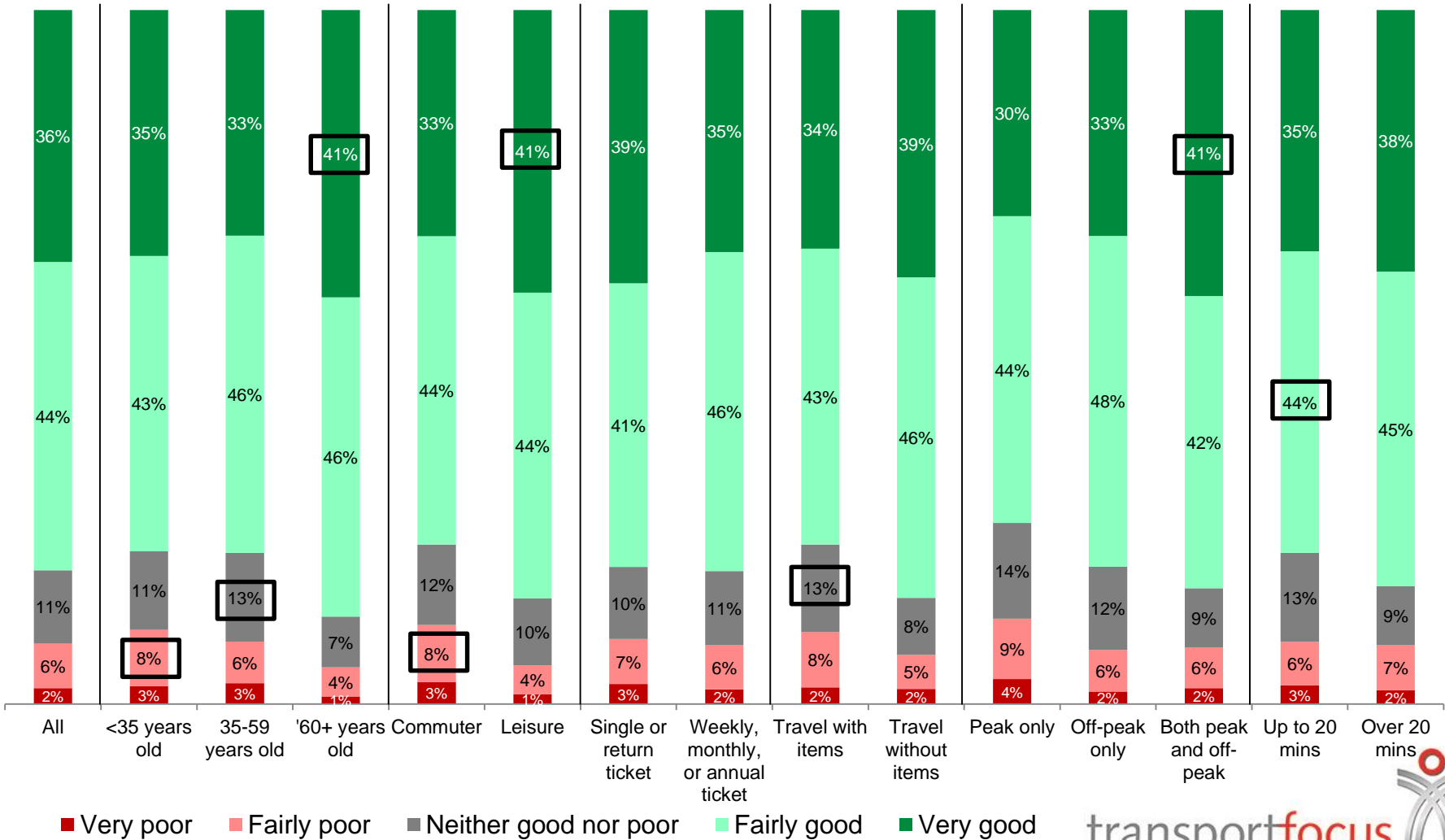
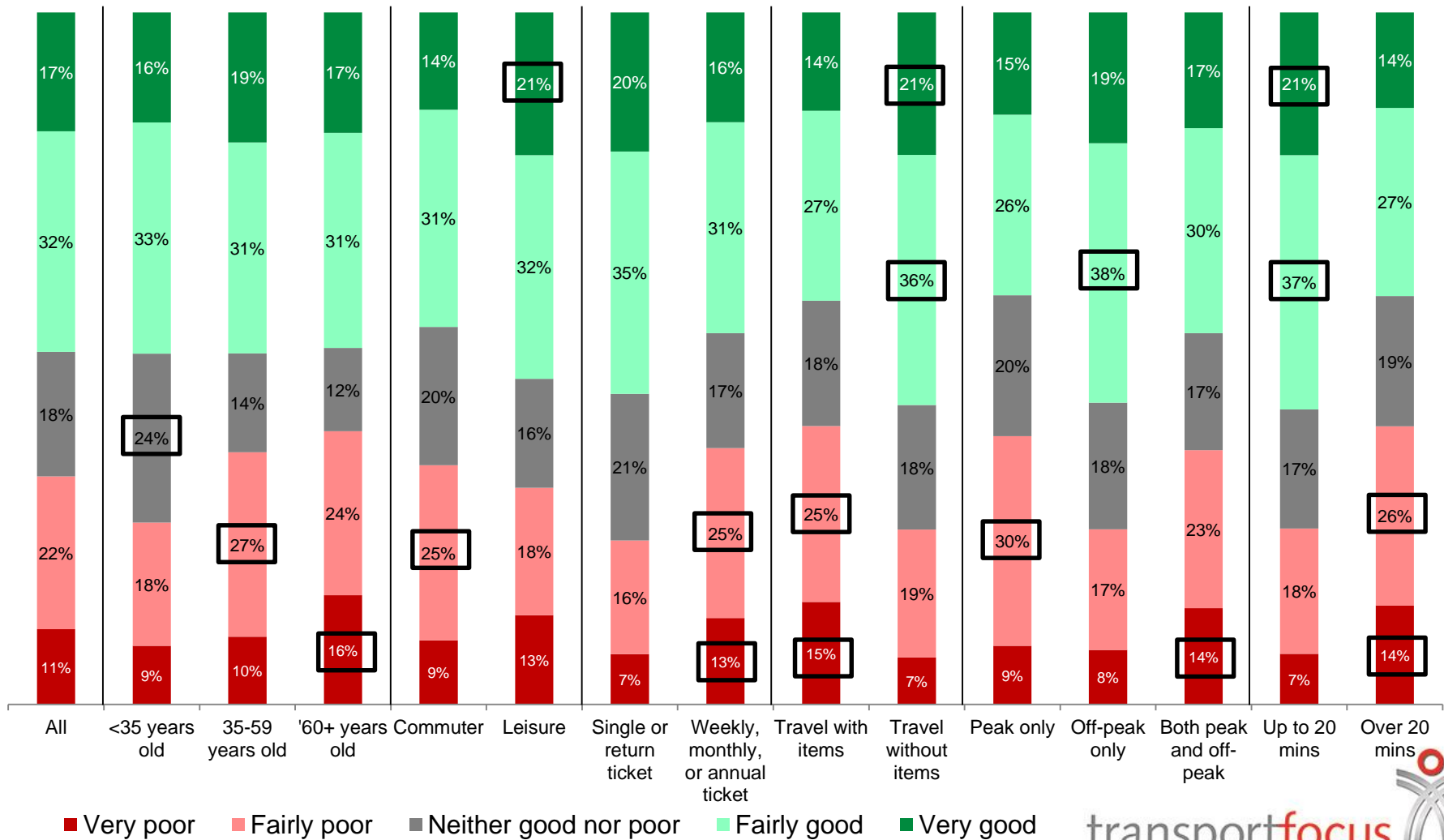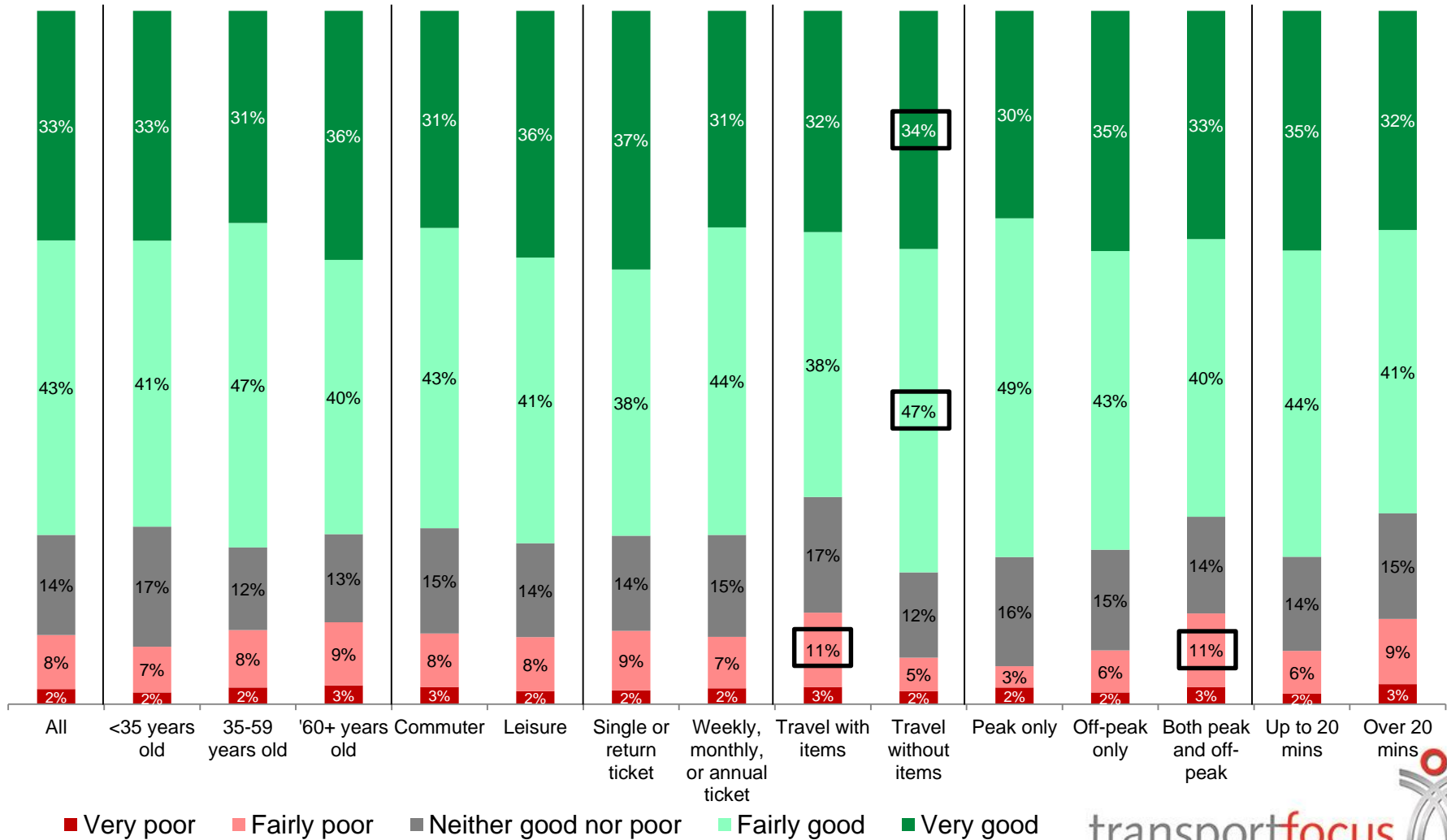|	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	36%	35%	33%	41%	33%	41%	39%	35%	34%	39%	30%	33%	41%	35%	38%
Fairly good	44%	43%	46%	46%	44%	44%	41%	46%	43%	46%	44%	48%	42%	44%	45%
Neither good nor poor	11%	11%	13%	7%	12%	10%	10%	11%	13%	8%	14%	12%	9%	13%	9%
Fairly poor	6%	8%	6%	4%	8%	4%	7%	6%	8%	5%	9%	6%	6%	6%	7%
Very poor	2%	3%	3%	1%	3%	1%	3%	2%	2%	2%	4%	2%	2%	3%	2%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transportfocus
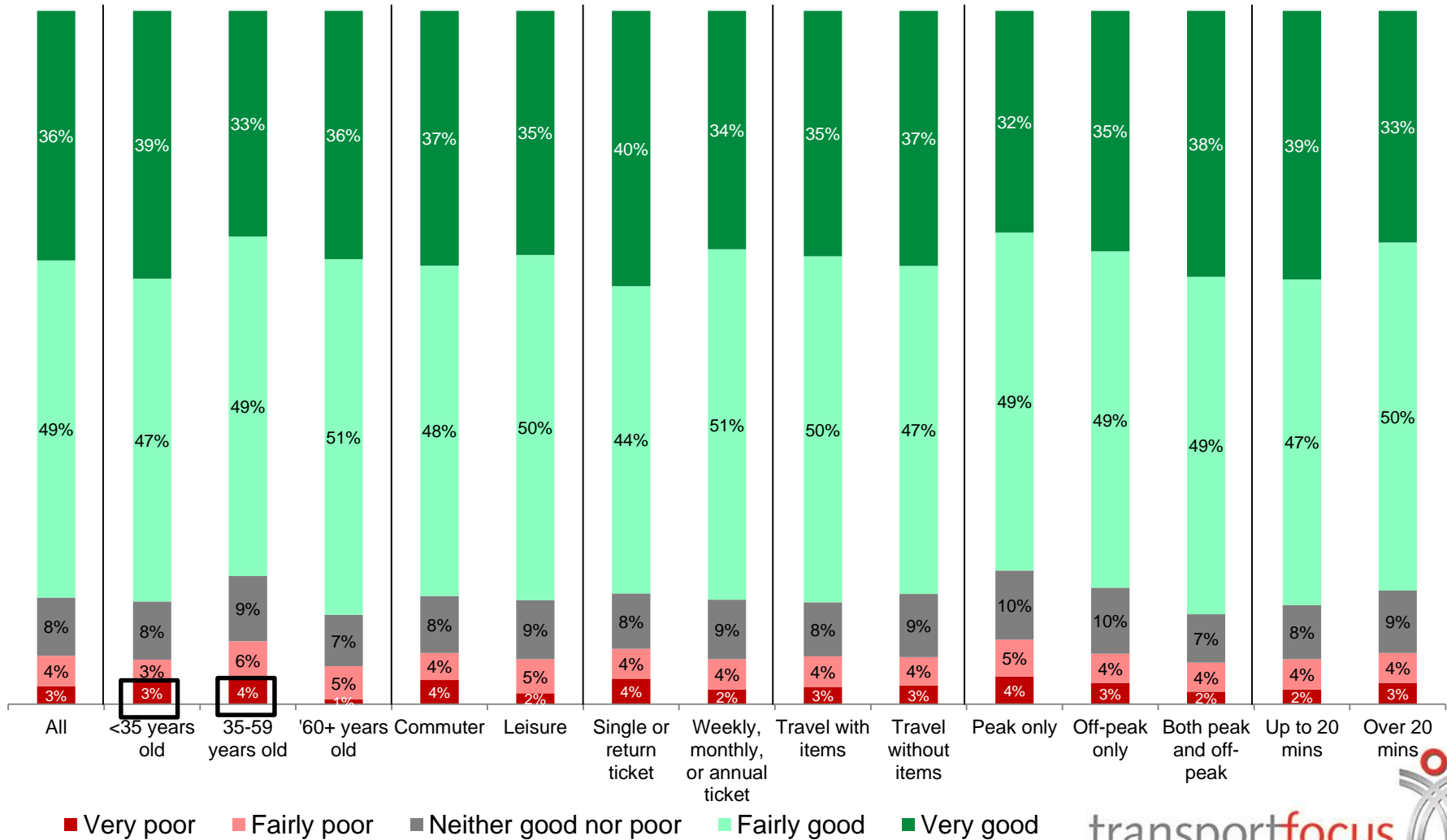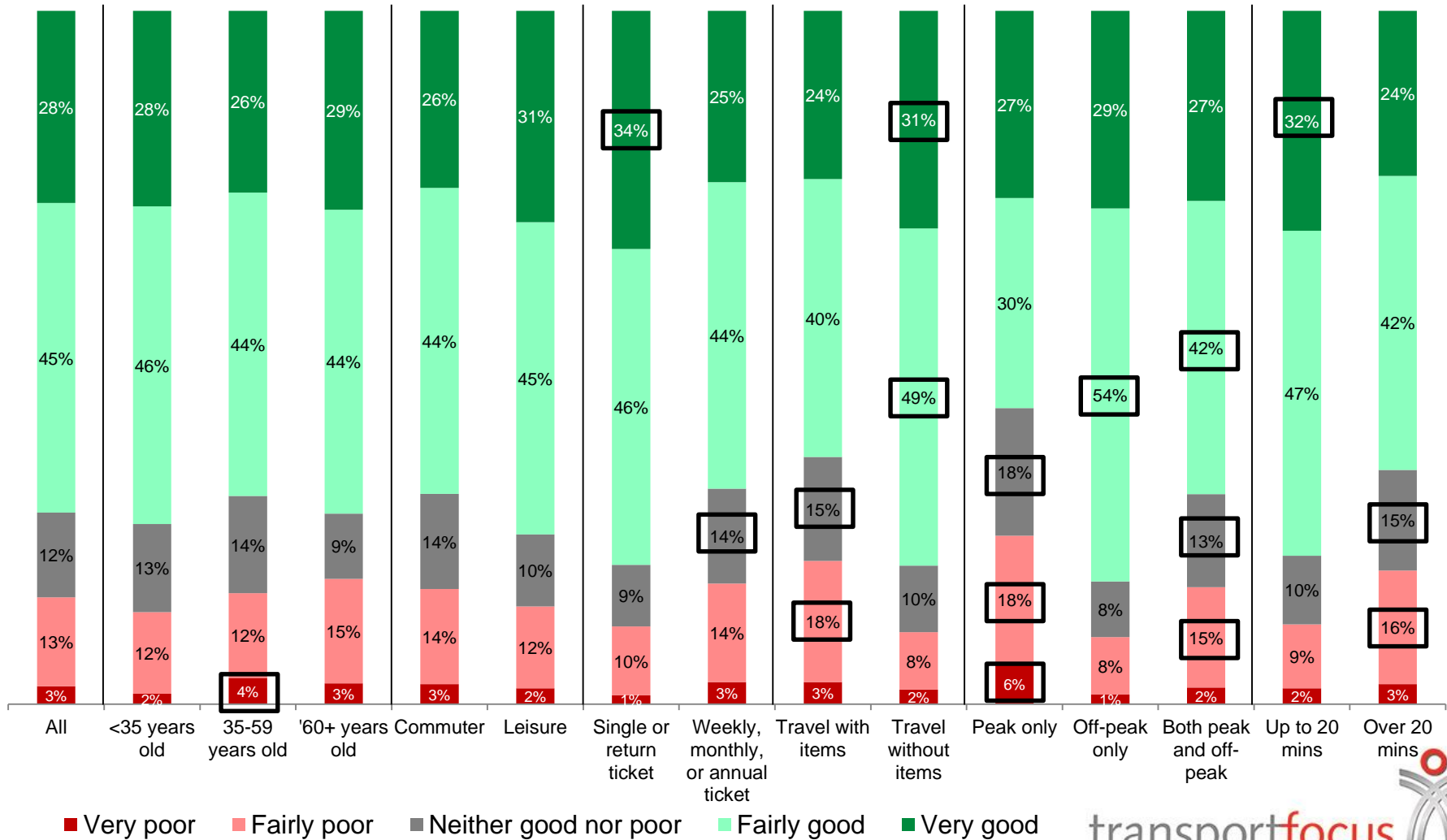
☐ = significant difference at 95% confidence interval

C2: Which of the following aspects of the environment inside the Metro carriage do you think should be improved? (948)

		Age			Journey purpose		Ticket type		Travel with items		Time of day			Journey length	
	All	<35	35-59	60+	Commuter	Leisure	Single or return	Weekly, monthly or annual	Item	No item	Peak only	Off-peak only	Peak and off-peak	Up to 20min	Longer than 20min
Space for luggage	25%	21%	28%	28%	26%	24%	22%	27%	30%	20%	30%	21%	27%	20%	30%
Space for bicycles and buggies	24%	25%	24%	22%	27%	20%	22%	25%	30%	18%	26%	19%	26%	22%	25%
Space for wheelchairs	19%	17%	16%	24%	18%	19%	16%	20%	23%	14%	20%	15%	21%	18%	20%
The smoothness of the ride	15%	17%	15%	13%	15%	15%	16%	15%	16%	15%	12%	15%	17%	12%	18%
The temperature inside the carriage	15%	12%	19%	15%	17%	13%	11%	17%	15%	15%	18%	13%	15%	14%	16%
Space for standing in the carriage	14%	17%	15%	10%	18%	10%	14%	15%	18%	10%	18%	9%	17%	11%	17%
The overall appearance of the inside of the carriage	13%	13%	13%	12%	14%	12%	13%	13%	11%	15%	10%	14%	13%	15%	11%
Noise level in the carriage	12%	12%	13%	11%	12%	12%	12%	12%	11%	12%	11%	11%	12%	11%	13%
Your personal security whilst on board the train	12%	10%	15%	11%	10%	13%	12%	12%	11%	12%	12%	15%	9%	11%	12%
Comfort of the seats	11%	11%	12%	9%	11%	11%	13%	10%	11%	10%	9%	13%	10%	10%	12%
The layout of the seats	10%	11%	10%	8%	11%	7%	10%	10%	11%	8%	11%	10%	9%	10%	10%
Ease of getting on/off the Metro	9%	9%	11%	7%	10%	9%	11%	9%	12%	7%	10%	7%	11%	11%	8%
Electronic information screens	7%	8%	6%	6%	7%	7%	8%	6%	6%	8%	5%	9%	6%	9%	5%
Signage (e.g. for wheelchair space)	6%	6%	7%	6%	7%	5%	7%	6%	7%	6%	6%	6%	7%	7%	6%
The lighting inside the carriage	2%	2%	3%	1%	2%	1%	0%	2%	1%	2%	2%	1%	2%	3%	1%
None of the above	13%	10%	12%	18%	11%	15%	11%	13%	11%	15%	7%	13%	14%	14%	12%

☐ = significant difference at 95% confidence interval

C3: And which one of those features which you think should be improved, is the most important to you personally? (827)

	All	Age			Journey purpose		Ticket type		Travel with items		Time of day			Journey length	
		<35	35-59	60+	Commuter	Leisure	Single or return	Weekly, monthly or annual	Item	No item	Peak only	Off-peak only	Peak and off-peak	Up to 20min	Longer than 20min
Space for bicycles and buggies	12%	14%	10%	10%	13%	11%	12%	12%	15%	8%	12%	10%	13%	10%	13%
Space for luggage	11%	8%	12%	15%	10%	13%	10%	12%	14%	9%	10%	9%	13%	9%	14%
Your personal security whilst on board the train	10%	9%	13%	10%	9%	12%	11%	10%	8%	12%	10%	13%	8%	11%	10%
The temperature inside the carriage	9%	8%	11%	8%	10%	8%	7%	10%	7%	11%	10%	10%	8%	8%	9%
The smoothness of the ride	8%	8%	8%	8%	7%	9%	9%	8%	8%	8%	4%	8%	10%	6%	10%
The overall appearance of the inside of the carriage	8%	8%	7%	8%	8%	7%	8%	8%	6%	10%	9%	7%	8%	9%	6%
Space for wheelchairs	7%	9%	4%	7%	7%	6%	9%	6%	8%	6%	9%	5%	7%	9%	5%
Space for standing in the carriage	7%	9%	8%	4%	11%	4%	6%	8%	8%	7%	12%	5%	8%	7%	8%
Ease of getting on/off the Metro	6%	5%	9%	6%	5%	8%	7%	6%	8%	5%	7%	6%	7%	9%	4%
Comfort of the seats	6%	6%	6%	5%	6%	6%	6%	5%	5%	7%	3%	8%	5%	5%	6%
Noise level in the carriage	6%	4%	5%	10%	4%	9%	7%	6%	5%	8%	4%	8%	5%	6%	6%
The layout of the seats	5%	4%	4%	6%	5%	4%	4%	5%	5%	5%	6%	6%	3%	5%	5%
Electronic information screens	4%	5%	2%	3%	3%	4%	5%	3%	3%	4%	2%	5%	4%	5%	3%
Signage (e.g. for wheelchair space)	2%	3%	1%	1%	3%	0%	1%	2%	2%	1%	3%	1%	2%	2%	1%
The lighting inside the carriage	1%	0%	1%	1%	1%	0%	0%	1%	0%	1%	2%	0%	0%	1%	0%

transportfocus

☐ = significant difference at 95% confidence interval

C4: Which of the following most typically applies to your journey on the Metro? (971)

	All	Age			Journey purpose		Ticket type		Travel with items		Time of day			Journey length	
		<35	35-59	60+	Commuter	Leisure	Single or return	Weekly, monthly or annual	Item	No item	Peak only	Off-peak only	Peak and off-peak	Up to 20min	Longer than 20min
I always get a seat	21%	14%	20%	30%	15%	28%	22%	20%	14%	27%	18%	28%	16%	23%	18%
I usually get a seat	58%	55%	59%	61%	57%	58%	54%	60%	62%	53%	50%	58%	60%	55%	60%
There are seats available but I prefer to stand	6%	10%	4%	3%	8%	4%	7%	6%	7%	5%	8%	4%	7%	8%	4%
I usually have to stand but it is not crowded	3%	4%	4%	0%	4%	2%	5%	2%	3%	3%	3%	2%	4%	3%	3%
I usually stand and it is crowded	7%	9%	8%	2%	10%	3%	7%	6%	6%	7%	18%	3%	6%	7%	6%
It varies	6%	8%	6%	3%	7%	5%	6%	6%	8%	5%	3%	5%	7%	4%	8%

transportfocus

= significant difference at 95% confidence interval

C5a: To what extent do you agree or disagree with the following..? I often adapt my journey on the Metro in order to ensure that I get a seat. (950)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	4%	4%	4%	4%	3%	5%	4%	4%	3%	4%	3%	4%	4%	3%	5%
Agree	12%	9%	10%	20%	7%	19%	10%	14%	15%	10%	7%	12%	14%	11%	14%
Neither agree nor disagree	7%	8%	6%	4%	6%	7%	9%	6%	6%	7%	7%	6%	7%	8%	5%
Disagree	31%	29%	34%	30%	33%	29%	32%	30%	29%	33%	31%	34%	28%	30%	32%
Strongly disagree	47%	50%	46%	42%	52%	40%	46%	47%	47%	46%	51%	44%	47%	49%	44%

Legend: ■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

transport**focus**

☐ = significant difference at 95% confidence interval

C5b: How would you rate the following in relation to standing on Metro trains? The space available to stand on Metro trains (209)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	18%	21%	12%	17%	16%	22%	21%	16%	17%	19%	10%	16%	22%	21%	14%
Fairly good	39%	38%	39%	48%	38%	43%	31%	44%	41%	38%	33%	41%	41%	40%	39%
Neither good nor poor	16%	20%	13%	4%	18%	13%	19%	15%	18%	15%	14%	22%	14%	18%	14%
Fairly poor	18%	14%	23%	22%	17%	18%	19%	17%	16%	20%	27%	18%	14%	14%	21%
Very poor	9%	7%	13%	9%	11%	5%	11%	8%	9%	9%	16%	2%	9%	7%	12%

Legend: ■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C5b: How would you rate the following in relation to standing on Metro trains? The comfort of standing on Metro trains (208)
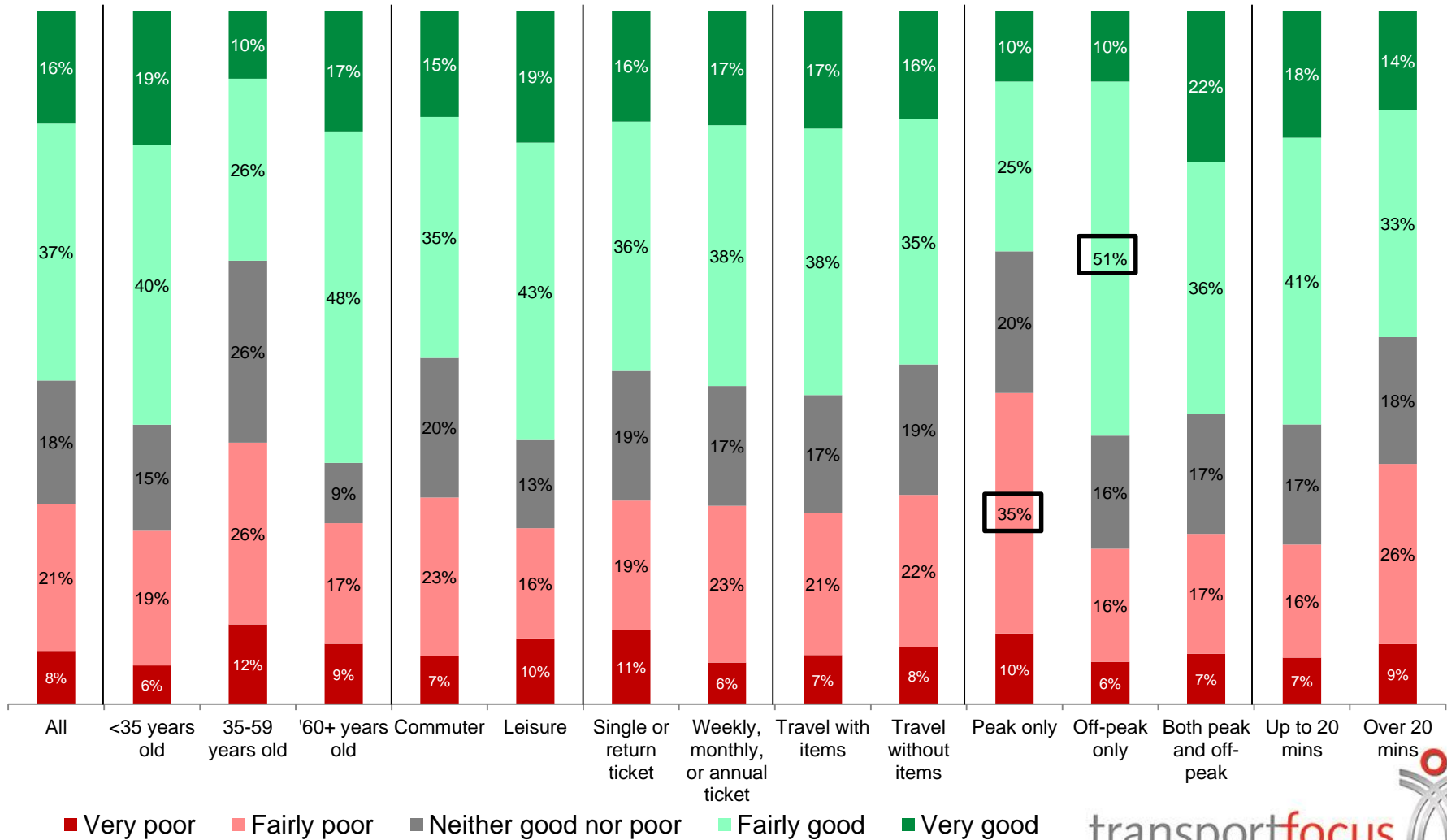
	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	16%	19%	10%	17%	15%	19%	16%	17%	17%	16%	10%	10%	22%	18%	14%
Fairly good	37%	40%	26%	48%	35%	43%	36%	38%	38%	35%	25%	51%	36%	41%	33%
Neither good nor poor	18%	15%	26%	9%	20%	13%	19%	17%	17%	19%	20%	16%	17%	17%	18%
Fairly poor	21%	19%	26%	17%	23%	16%	19%	23%	21%	22%	35%	16%	17%	16%	26%
Very poor	8%	6%	12%	9%	7%	10%	11%	6%	7%	8%	10%	6%	7%	7%	9%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C5b: How would you rate the following in relation to standing on Metro trains? The safety of standing on Metro trains (205)
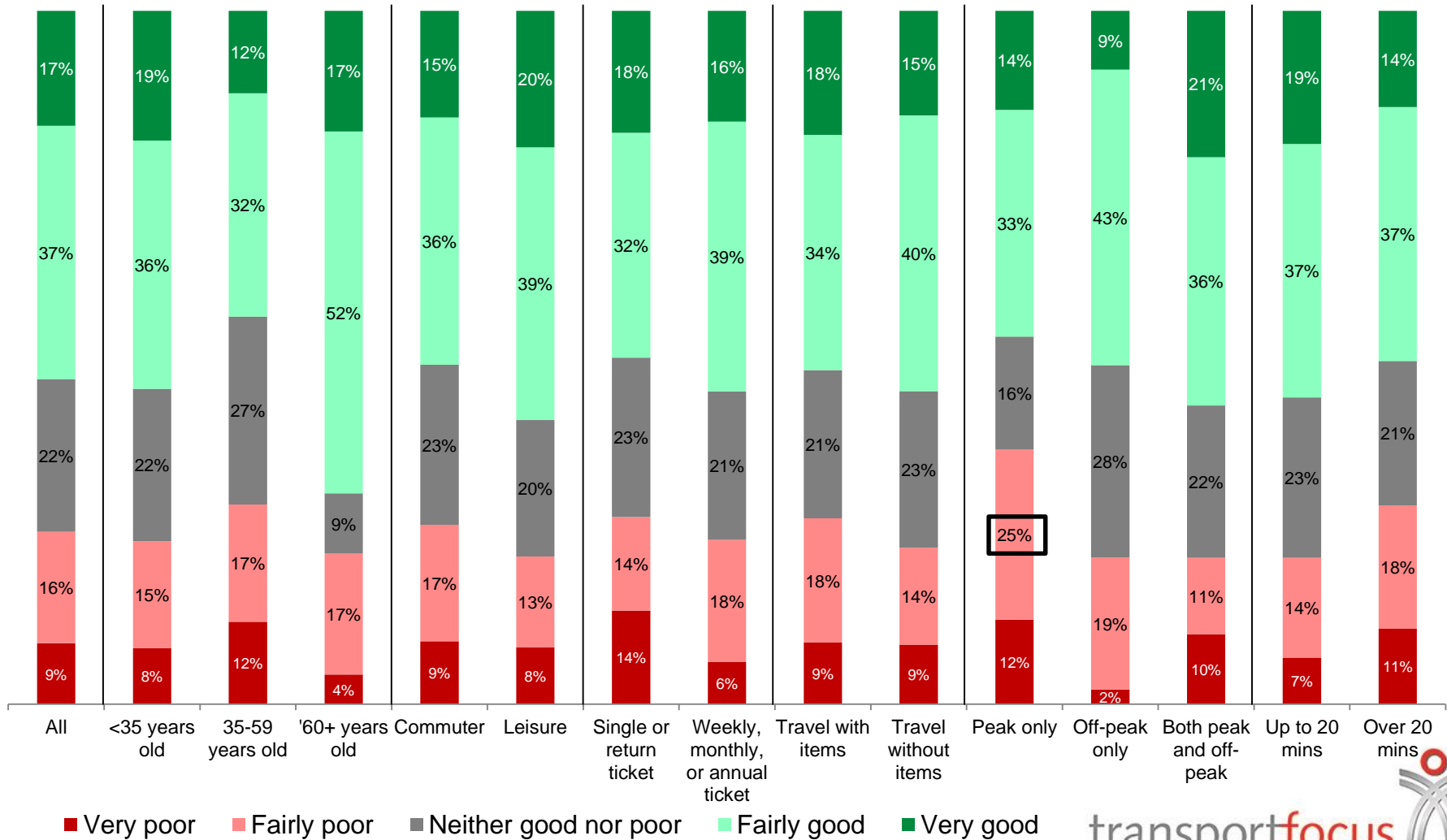
	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Very good	17%	19%	12%	17%	15%	20%	18%	16%	18%	15%	14%	9%	21%	19%	14%
Fairly good	37%	36%	32%	52%	36%	39%	32%	39%	34%	40%	33%	43%	36%	37%	37%
Neither good nor poor	22%	22%	27%	9%	23%	20%	23%	21%	21%	23%	16%	28%	22%	23%	21%
Fairly poor	16%	15%	17%	17%	17%	13%	14%	18%	18%	14%	25%	19%	11%	14%	18%
Very poor	9%	8%	12%	4%	9%	8%	14%	6%	9%	9%	12%	2%	10%	7%	11%

Legend: ■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

☐ = significant difference at 95% confidence interval

transportfocus

C5b: How would you rate the following in relation to standing on Metro trains? The provision of grab handles to hold onto to steady yourself on Metro trains (209)

	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good
All	7%	22%	14%	38%	19%
<35 years old	4%	19%	14%	40%	22%
35-59 years old	13%	34%	16%	26%	10%
'60+ years old	4%	9%	—	61%	22%
Commuter	7%	25%	17%	34%	18%
Leisure	6%	14%	10%	49%	21%
Single or return ticket	9%	21%	12%	39%	19%
Weekly, monthly, or annual ticket	5%	22%	16%	38%	19%
Travel with items	8%	18%	12%	41%	21%
Travel without items	5%	27%	17%	35%	16%
Peak only	10%	25%	16%	39%	10%
Off-peak only	4%	22%	10%	49%	14%
Both peak and off-peak	6%	21%	15%	33%	24%
Up to 20 mins	7%	19%	12%	42%	20%
Over 20 mins	7%	25%	16%	35%	17%

■ Very poor ■ Fairly poor ■ Neither good nor poor ■ Fairly good ■ Very good

transportfocus

☐ = significant difference at 95% confidence interval

C6: Overall, thinking about the environment inside the carriages of Metro trains on a typical journey, what would be the one improvement you would make that would make the most difference to you? (676)

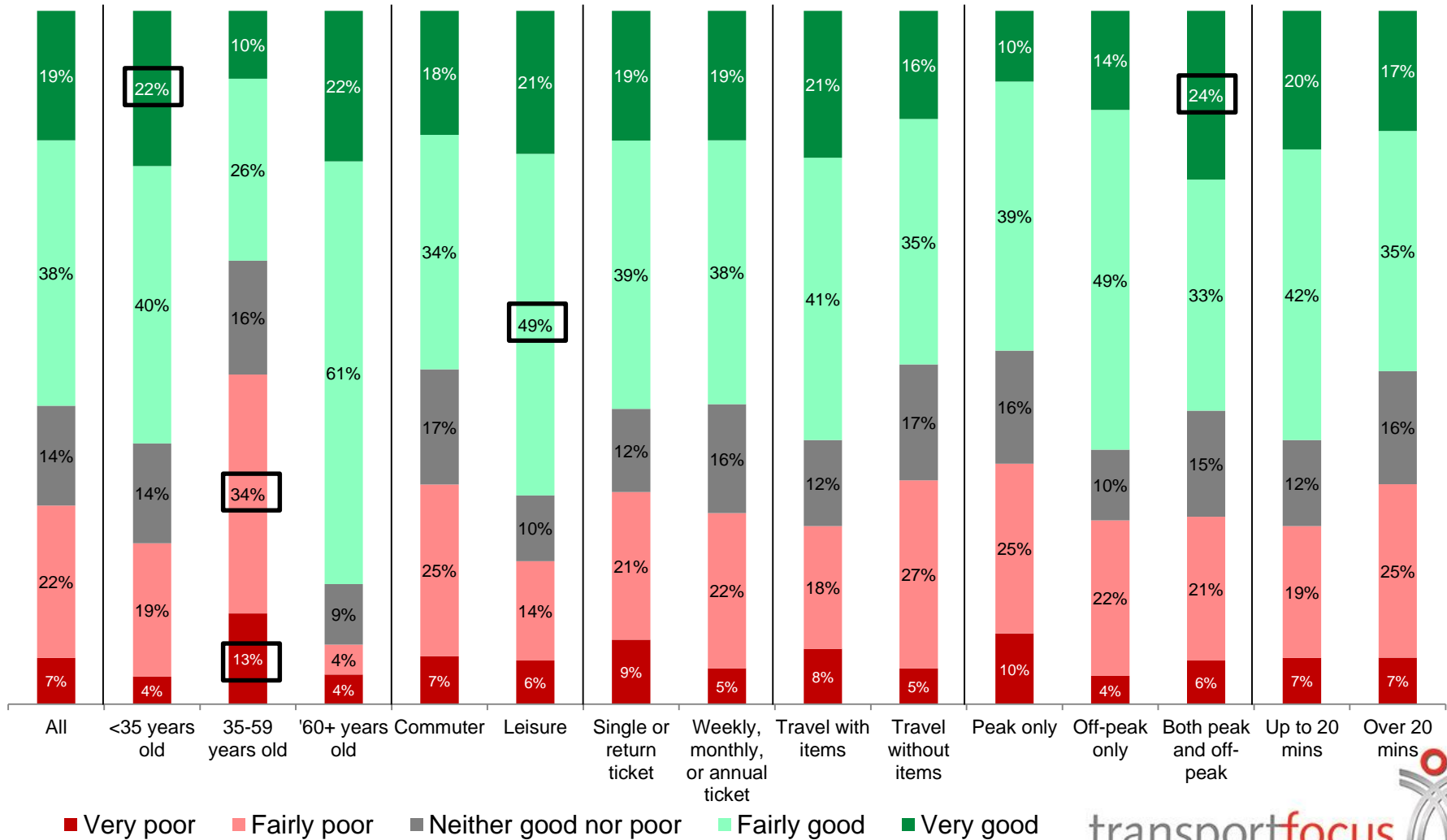|	All	Age			Journey purpose		Ticket type		Travel with items		Time of day			Journey length	
		<35	35-59	60+	Commuter	Leisure	Single or return	Weekly, monthly or annual	Item	No item	Peak only	Off-peak only	Peak and off-peak	Up to 20min	More than 20min
More space for wheelchairs / buggies / luggage / cycles	17%	17%	12%	24%	12%	23%	16%	18%	24%	10%	13%	12%	22%	15%	19%
Wider / spacious carriages to include facilities for people standing in the aisles / blocking doors	12%	18%	9%	8%	16%	8%	15%	11%	13%	12%	20%	9%	12%	15%	10%
Cleaner carriages / seats	11%	13%	11%	9%	12%	10%	14%	10%	11%	11%	6%	10%	14%	12%	10%
Better security at station / onboard	8%	5%	8%	13%	6%	11%	7%	9%	6%	10%	5%	12%	6%	8%	8%
Temperature control / air conditioning	7%	7%	7%	8%	8%	5%	3%	9%	6%	8%	9%	7%	6%	6%	8%
Toilets at station / onboard	6%	4%	7%	10%	6%	7%	4%	8%	10%	2%	8%	3%	8%	4%	8%
Comfortable / softer / wider seats	5%	5%	7%	4%	5%	6%	7%	5%	4%	7%	7%	9%	2%	7%	4%
More staff presence at station / onboard	5%	3%	6%	9%	3%	8%	5%	5%	6%	5%	1%	8%	5%	5%	6%
Smoother journey	5%	3%	5%	9%	4%	7%	3%	6%	6%	4%	4%	3%	7%	5%	6%
Seating availability	5%	5%	7%	2%	7%	3%	7%	4%	5%	6%	11%	3%	5%	4%	6%
Station / onboard accessibility for wheelchairs users / cyclists / buggies	5%	5%	5%	3%	6%	3%	4%	5%	8%	2%	6%	3%	6%	6%	4%
More trains / carriages at busy times	4%	5%	6%	1%	7%	1%	2%	5%	4%	4%	6%	1%	6%	4%	4%
More modern appearance / update carriages	4%	5%	3%	3%	4%	3%	6%	3%	3%	5%	4%	5%	3%	5%	3%
More reliable service / on time	3%	3%	6%	2%	4%	3%	3%	4%	4%	3%	3%	3%	4%	3%	4%
Layout of seats	3%	2%	2%	4%	3%	3%	2%	3%	3%	3%	4%	3%	2%	3%	3%
Door safety	3%	1%	4%	4%	2%	4%	2%	3%	4%	2%	4%	3%	3%	3%	3%
Station / onboard announcements / electronic displays in change of service	3%	3%	2%	3%	3%	3%	1%	3%	3%	2%	3%	5%	2%	2%	3%
More frequent service	3%	4%	4%	0%	4%	2%	4%	2%	2%	4%	7%	2%	2%	4%	2%
Free wifi / internet access	3%	4%	2%	0%	4%	1%	2%	3%	4%	1%	2%	2%	3%	1%	4%
Anti-social behaviour	3%	1%	1%	7%	1%	4%	1%	3%	2%	4%	2%	5%	1%	2%	3%
Reduce noise level	2%	2%	2%	3%	1%	4%	3%	2%	2%	3%	2%	1%	3%	3%	2%
Cheaper prices	1%	3%	1%	0%	2%	1%	1%	1%	0%	2%	1%	1%	2%	1%	1%
Cleaner stations / tracks / embankments	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%	1%	1%
Better lighting	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%
Power sockets for charging phones etc	1%	2%	0%	0%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%	1%
Better ticket machines	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%
Nothing - happy as it is / better than others	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	4%	4%	5%	2%	4%	3%	4%	4%	4%	4%	4%	4%	4%	4%	4%
Other answers	5%	3%	7%	5%	4%	7%	5%	5%	4%	6%	5%	6%	4%	5%	5%

transportfocus

☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? I think this design is much better than the current layout (Design Layout 1) (350)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	31%	42%	21%	27%	35%	27%	32%	31%	29%	34%	33%	28%	34%	32%	31%
Agree	22%	23%	26%	15%	26%	16%	24%	21%	24%	20%	22%	25%	19%	19%	24%
Neither agree nor disagree	15%	13%	21%	11%	15%	15%	14%	16%	12%	18%	12%	19%	14%	17%	13%
Disagree	21%	16%	26%	24%	21%	21%	22%	21%	24%	19%	28%	17%	22%	20%	22%
Strongly disagree	11%	6%	6%	23%	3%	20%	8%	12%	12%	9%	5%	12%	11%	11%	10%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

transportfocus

☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? There is plenty of space for luggage and standing passengers in this layout (Design Layout 1) (356)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	39%	48%	29%	34%	41%	35%	41%	37%	36%	41%	39%	33%	43%	43%	34%
Agree	35%	28%	47%	33%	34%	37%	37%	34%	36%	34%	36%	42%	29%	34%	37%
Neither agree nor disagree	10%	12%	9%	9%	11%	9%	8%	11%	11%	9%	10%	11%	9%	12%	8%
Disagree	10%	7%	10%	16%	11%	10%	8%	12%	9%	12%	12%	7%	13%	7%	14%
Strongly disagree	6%	5%	5%	8%	3%	10%	5%	6%	7%	5%	3%	7%	6%	5%	7%

■ Strongly disagree   ■ Disagree   ■ Neither agree nor disagree   ■ Agree   ■ Strongly agree

transportfocus

☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? I'm sure I could get the kind of seat that I like in this layout (Design Layout 1) (354)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	26%	35%	18%	19%	29%	22%	26%	26%	24%	27%	25%	24%	28%	26%	25%
Agree	31%	29%	38%	27%	33%	29%	32%	31%	30%	32%	30%	38%	26%	32%	31%
Neither agree nor disagree	13%	14%	11%	14%	12%	14%	18%	11%	12%	13%	8%	15%	13%	14%	13%
Disagree	21%	16%	26%	22%	22%	19%	15%	23%	24%	17%	30%	13%	24%	20%	22%
Strongly disagree	10%	6%	7%	18%	4%	17%	9%	10%	9%	10%	7%	11%	10%	9%	10%

■ Strongly disagree   ■ Disagree   ■ Neither agree nor disagree   ■ Agree   ■ Strongly agree

transportfocus

☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? I think this design is much better than the current layout (Design Layout 2) (295)

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
All	10%	18%	30%	26%	16%
<35 years old	9%	14%	30%	30%	18%
35-59 years old	11%	24%	24%	25%	17%
'60+ years old	9%	18%	38%	22%	13%
Commuter	11%	14%	31%	28%	17%
Leisure	7%	23%	29%	25%	16%
Single or return ticket	2%	26%	27%	32%	13%
Weekly, monthly, or annual ticket	12%	15%	31%	24%	18%
Travel with items	12%	22%	27%	24%	16%
Travel without items	8%	14%	34%	28%	16%
Peak only	11%	9%	31%	29%	20%
Off-peak only	6%	17%	39%	25%	14%
Both peak and off-peak	12%	21%	23%	26%	17%
Up to 20 mins	7%	15%	36%	25%	17%
Over 20 mins	12%	21%	24%	27%	16%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

transportfocus

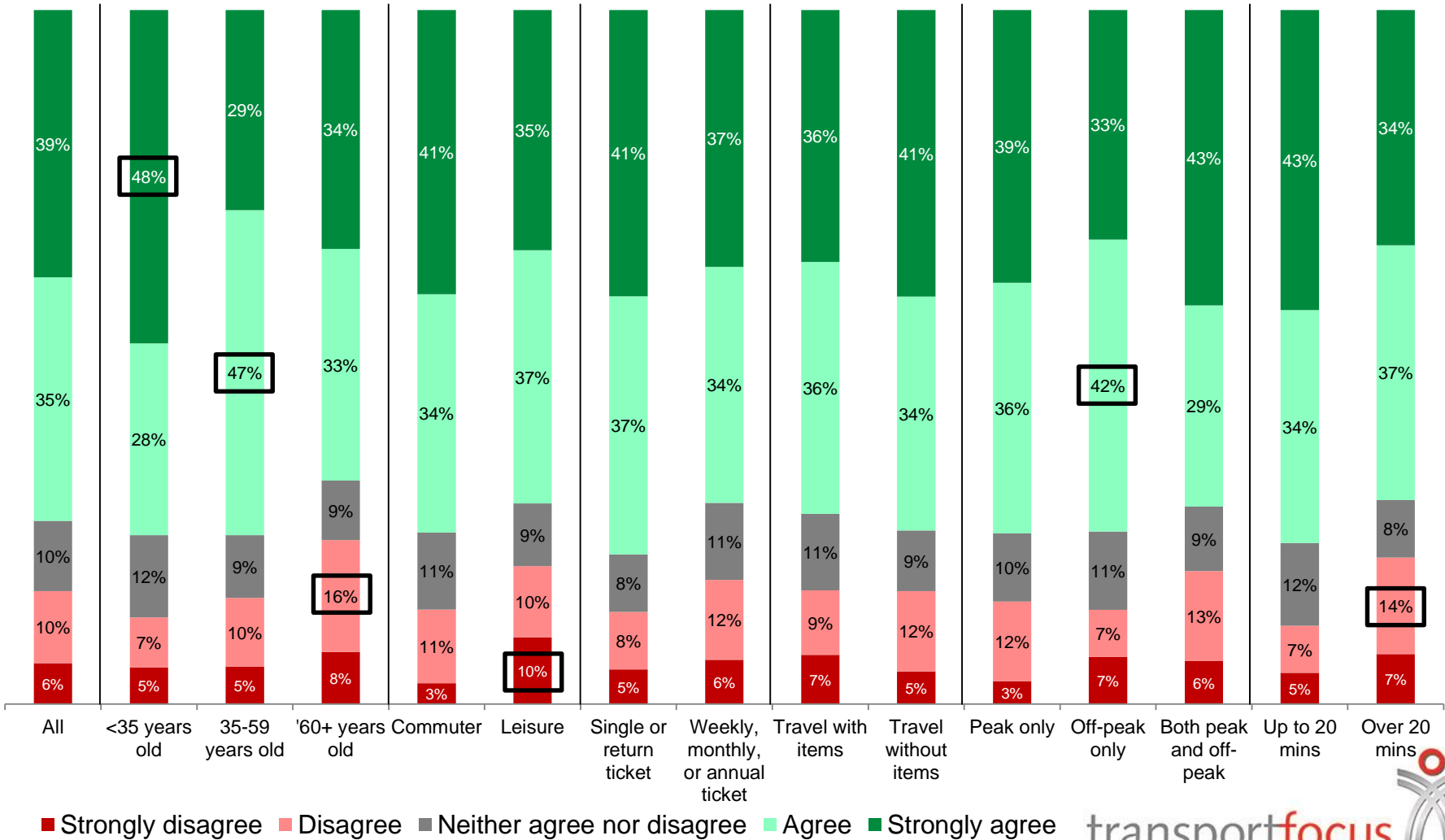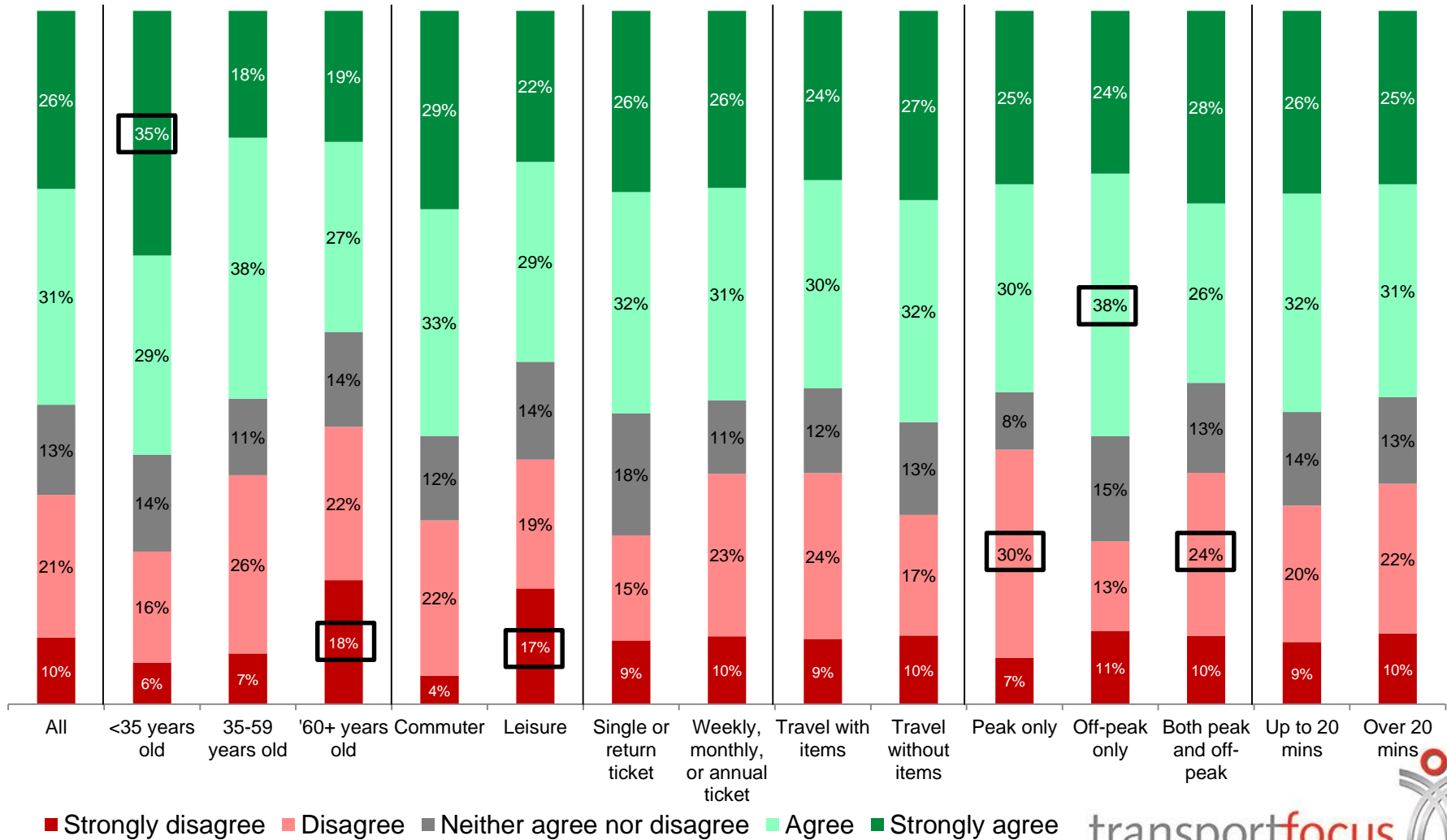☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? There is plenty of space for luggage and standing passengers in this layout (Design Layout 2) (292)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	19%	19%	23%	14%	19%	18%	17%	19%	19%	18%	24%	16%	19%	22%	15%
Agree	41%	50%	33%	35%	44%	37%	46%	39%	36%	45%	36%	38%	44%	39%	43%
Neither agree nor disagree	21%	16%	21%	28%	17%	25%	22%	21%	20%	22%	14%	31%	15%	22%	20%
Disagree	14%	8%	16%	20%	12%	16%	11%	15%	17%	11%	12%	12%	16%	12%	16%
Strongly disagree	6%	7%	8%	4%	8%	4%	5%	7%	8%	5%	14%	4%	6%	6%	6%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

transportfocus

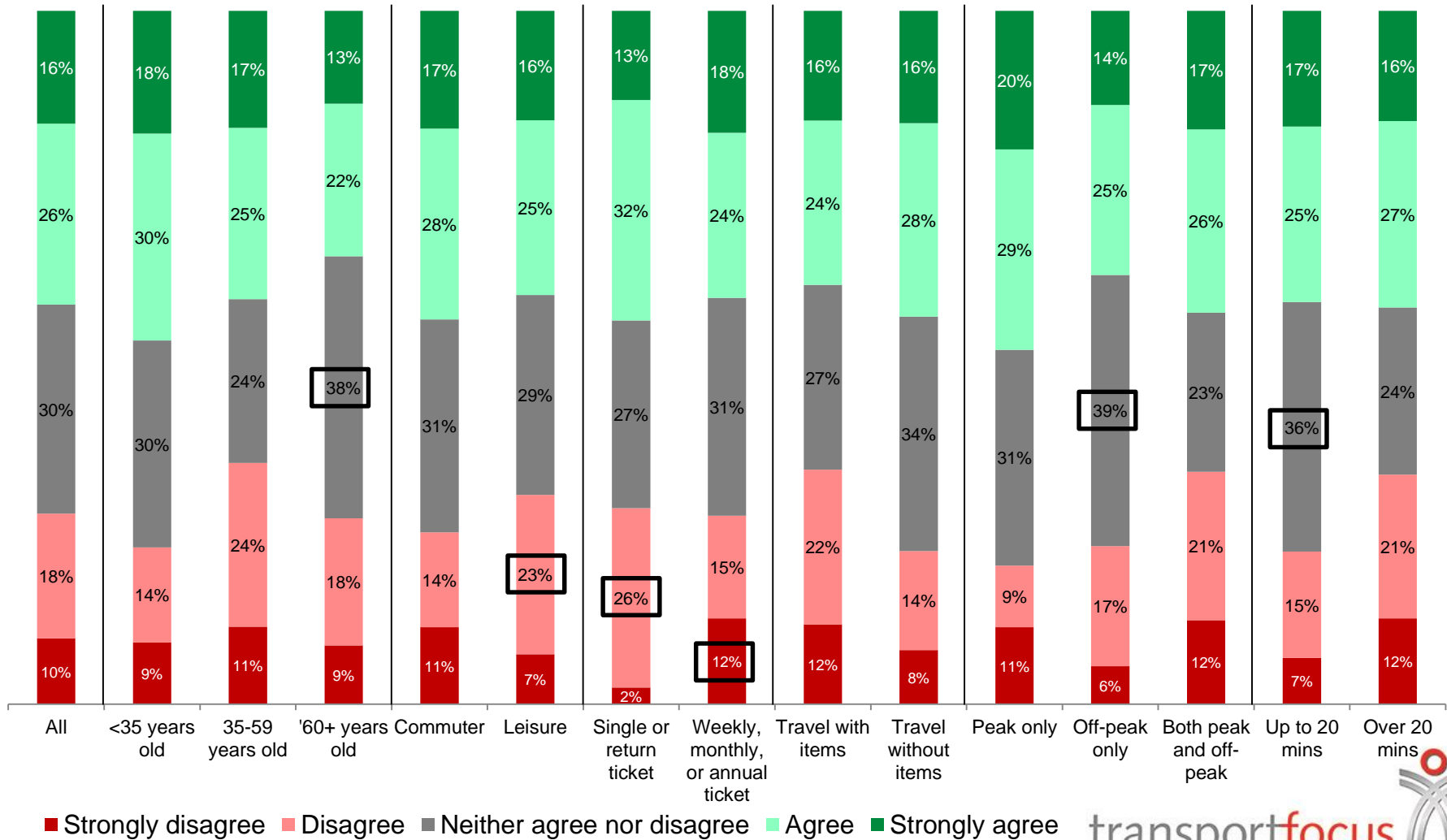☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? I'm sure I could get the kind of seat that I like in this layout (Design Layout 2) (296)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	23%	25%	26%	19%	25%	21%	21%	24%	18%	28%	24%	19%	26%	25%	22%
Agree	41%	45%	36%	41%	43%	40%	42%	41%	42%	40%	40%	44%	39%	42%	41%
Neither agree nor disagree	20%	18%	20%	23%	19%	20%	20%	20%	20%	19%	18%	26%	15%	21%	18%
Disagree	11%	9%	11%	13%	7%	15%	13%	10%	12%	10%	4%	9%	14%	9%	13%
Strongly disagree	5%	4%	8%	5%	7%	4%	5%	6%	8%	3%	13%	2%	6%	4%	7%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

transportfocus

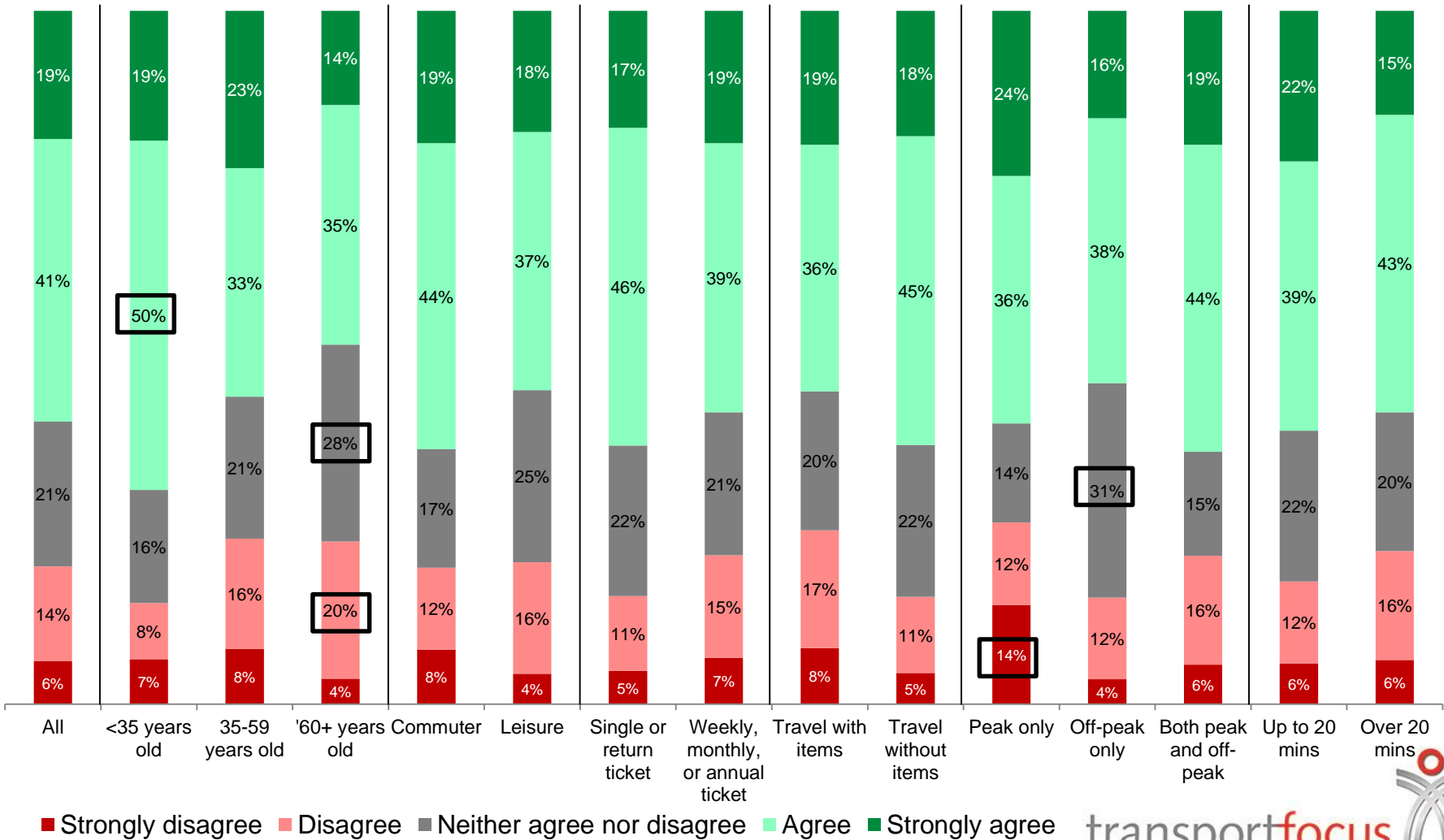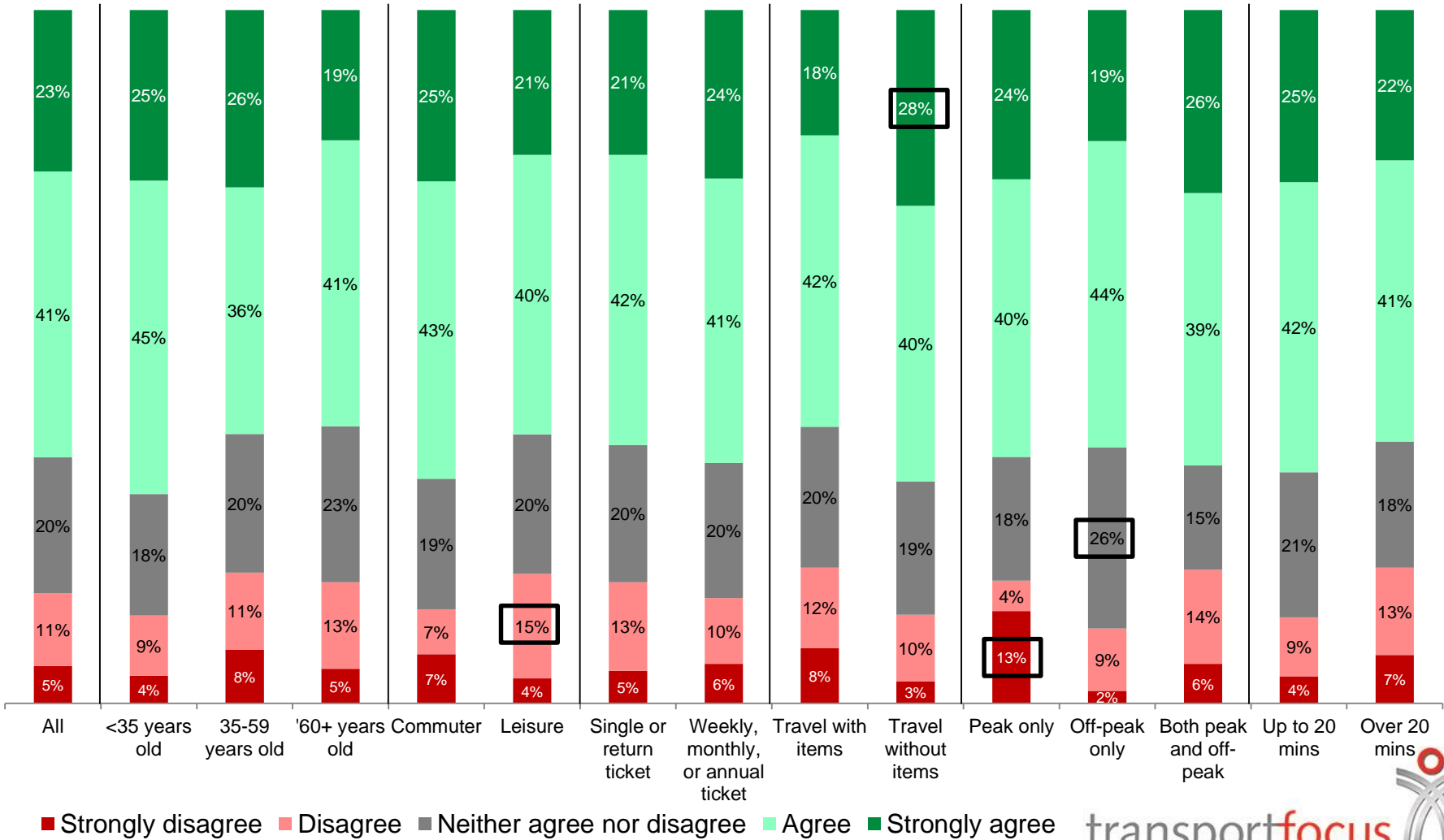☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? I think this design is much better than the current layout (Design Layout 3) (302)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	25%	28%	17%	28%	24%	25%	22%	26%	23%	27%	16%	19%	**31%**	20%	28%
Agree	30%	33%	33%	22%	33%	26%	29%	30%	29%	31%	26%	27%	32%	32%	27%
Neither agree nor disagree	24%	21%	26%	25%	24%	23%	26%	23%	27%	21%	**37%**	**29%**	16%	24%	24%
Disagree	15%	14%	14%	17%	13%	16%	15%	14%	13%	16%	9%	16%	15%	15%	15%
Strongly disagree	8%	5%	11%	9%	6%	10%	8%	8%	9%	7%	12%	9%	5%	9%	6%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree
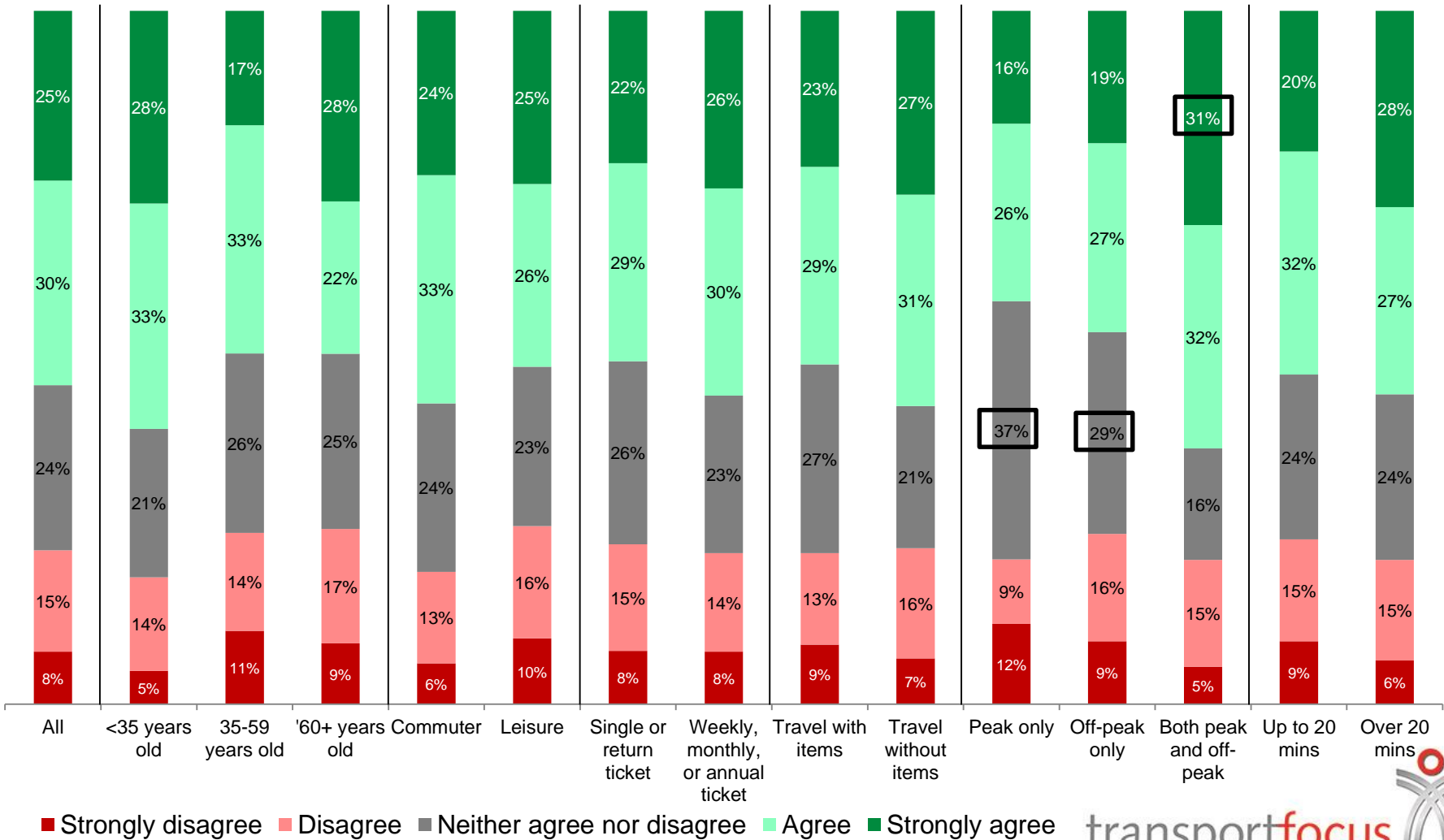
transportfocus

□ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? There is plenty of space for luggage and standing passengers in this layout (Design Layout 3) (304)

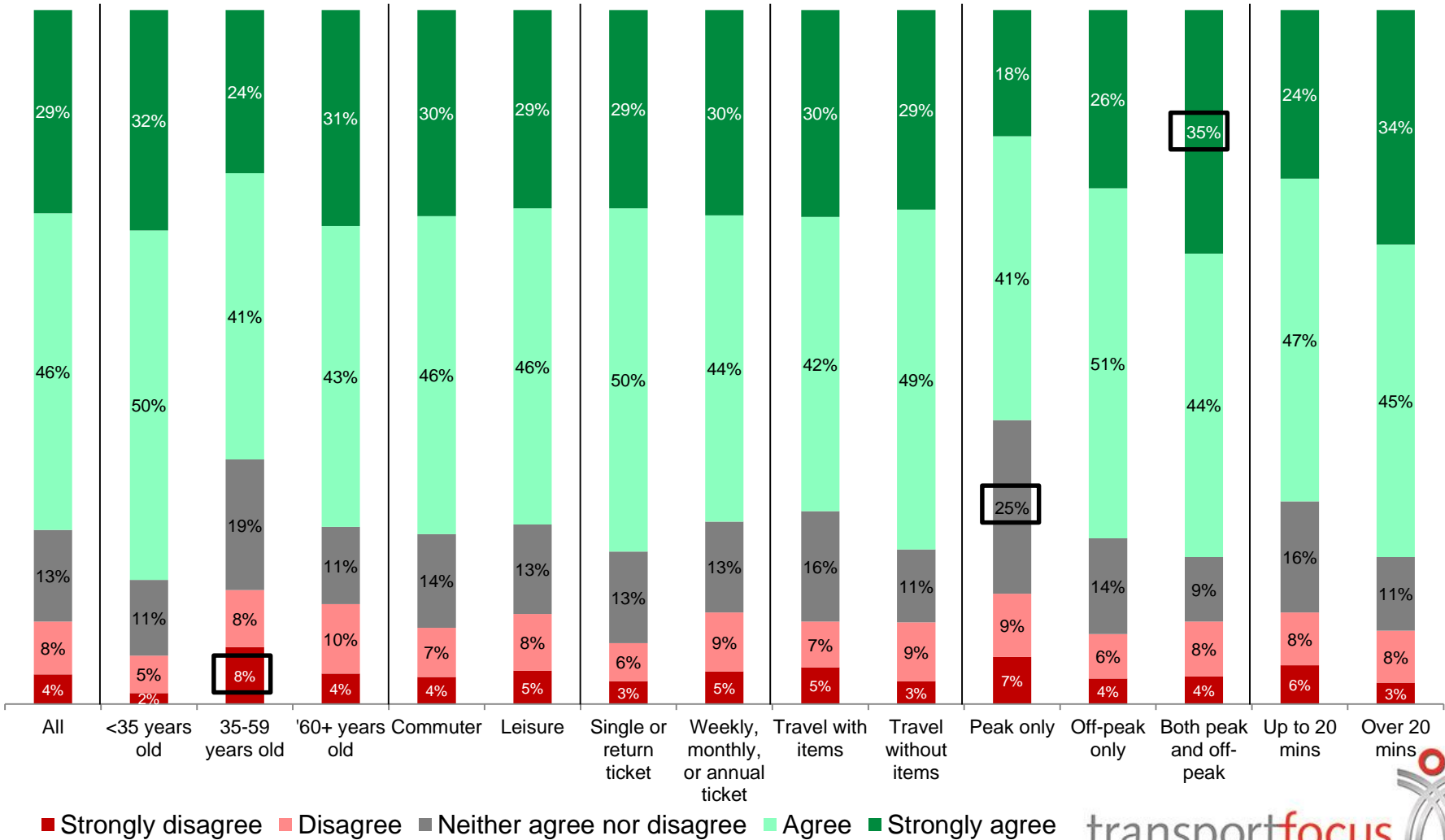|	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	29%	32%	24%	31%	30%	29%	29%	30%	30%	29%	18%	26%	35%	24%	34%
Agree	46%	50%	41%	43%	46%	46%	50%	44%	42%	49%	41%	51%	44%	47%	45%
Neither agree nor disagree	13%	11%	19%	11%	14%	13%	13%	13%	16%	11%	25%	14%	9%	16%	11%
Disagree	8%	5%	8%	10%	7%	8%	6%	9%	7%	9%	9%	6%	8%	8%	8%
Strongly disagree	4%	2%	8%	4%	4%	5%	3%	5%	5%	3%	7%	4%	4%	6%	3%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

transportfocus
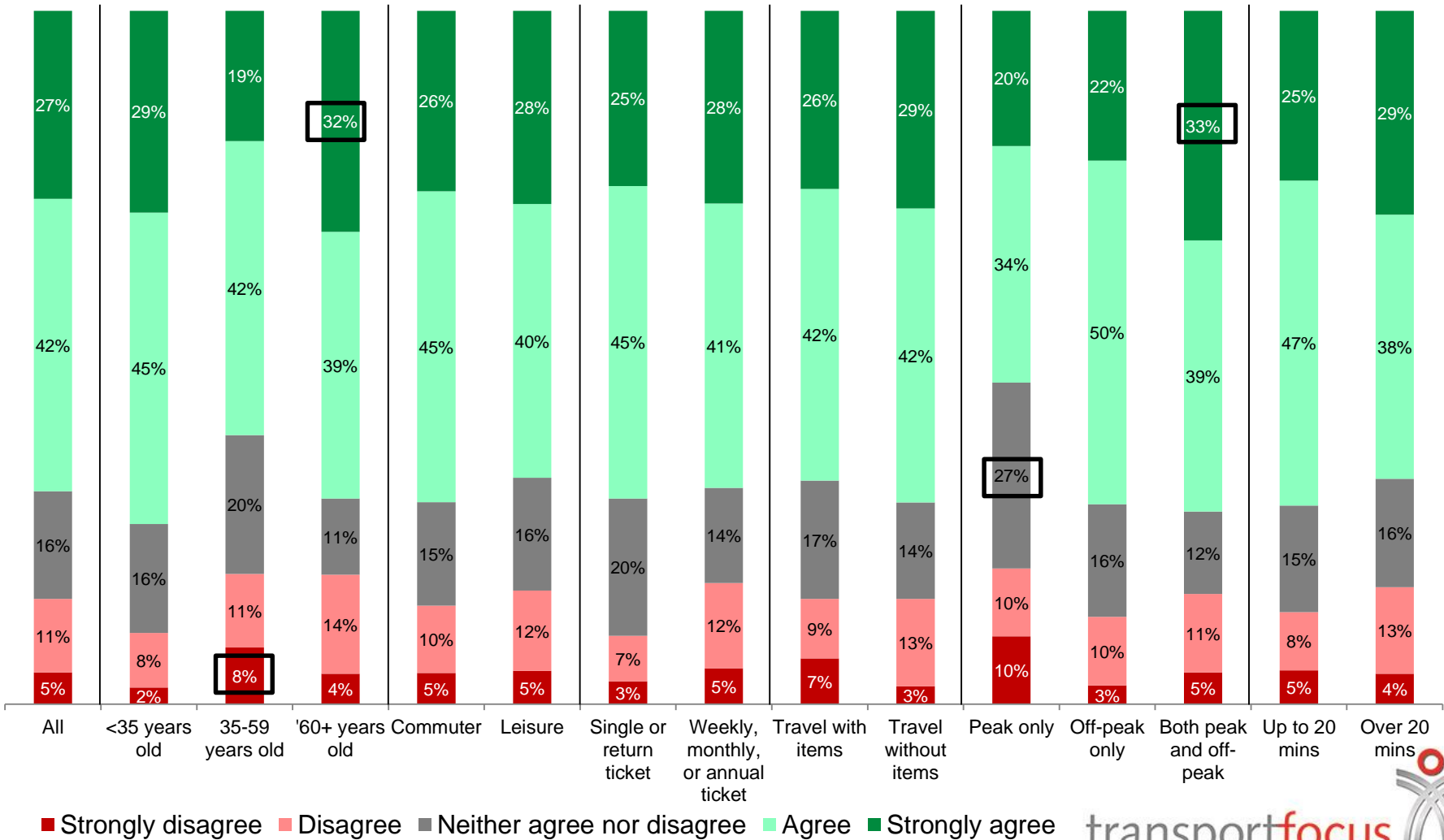
☐ = significant difference at 95% confidence interval

C7: I'd like to ask you some questions about a possible new layout for seating on the Metro. Looking at this design, to what extent do you agree or disagree with the following statements...? I'm sure I could get the kind of seat that I like in this layout (Design Layout 3) (303)

	All	<35 years old	35-59 years old	'60+ years old	Commuter	Leisure	Single or return ticket	Weekly, monthly, or annual ticket	Travel with items	Travel without items	Peak only	Off-peak only	Both peak and off-peak	Up to 20 mins	Over 20 mins
Strongly agree	27%	29%	19%	32%	26%	28%	25%	28%	26%	29%	20%	22%	33%	25%	29%
Agree	42%	45%	42%	39%	45%	40%	45%	41%	42%	42%	34%	50%	39%	47%	38%
Neither agree nor disagree	16%	16%	20%	11%	15%	16%	20%	14%	17%	14%	27%	16%	12%	15%	16%
Disagree	11%	8%	11%	14%	10%	12%	7%	12%	9%	13%	10%	10%	11%	8%	13%
Strongly disagree	5%	2%	8%	4%	5%	5%	3%	5%	7%	3%	10%	3%	5%	5%	4%

■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

transportfocus

☐ = significant difference at 95% confidence interval

C8: Which three of the following features which could be included on Metro carriages in the future would you most like to see? (971)

	All	Age			Journey purpose		Ticket type		Travel with items		Time of day			Journey length	
		<35	35-59	60+	Commuter	Leisure	Single or return	Weekly, monthly or annual	Item	No item	Peak only	Off-peak only	Peak and off-peak	Up to 20min	Longer than 20min
Litter bins	48%	49%	42%	54%	45%	52%	52%	47%	53%	44%	38%	47%	53%	47%	50%
Wi-fi in the carriages	39%	56%	39%	12%	48%	27%	47%	35%	44%	33%	53%	33%	38%	38%	39%
Air conditioning	29%	28%	30%	28%	31%	26%	26%	30%	28%	30%	28%	27%	31%	28%	30%
Charging facilities (e.g. for mobile phone or laptop)	26%	39%	21%	11%	35%	15%	25%	26%	29%	23%	32%	18%	30%	23%	28%
A help point on board the train, with an intercom to speak with rail staff	21%	14%	23%	30%	15%	27%	21%	21%	22%	20%	12%	22%	23%	20%	22%
Doors which open automatically at the station	21%	17%	25%	22%	18%	23%	20%	21%	18%	24%	18%	19%	23%	20%	21%
Tinted windows to remove glare from the sun	15%	13%	16%	19%	16%	14%	10%	18%	14%	17%	13%	15%	16%	15%	16%
An electronic information screen showing useful information (e.g. about onward journeys, next station facilities, etc)	13%	12%	11%	15%	12%	13%	12%	13%	12%	13%	12%	14%	12%	12%	13%
A 'boosted' mobile signal in carriages	11%	17%	10%	3%	14%	8%	11%	11%	13%	9%	15%	7%	13%	12%	11%
None of these	8%	3%	9%	15%	6%	12%	5%	10%	6%	10%	8%	11%	7%	9%	7%
Other	2%	1%	3%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	1%	2%

☐ = significant difference at 95% confidence interval

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