

Tram Passenger Survey (TPS) **Manchester Metrolink**

Autumn 2016 results

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TPS 2016 Manchester Metrolink

Context to the survey

Context to the 2016 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 2016 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 **26 September and 4 December 2016**

3073 surveys were completed for Manchester Metrolink in autumn 2016

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 93 stops 57 miles	36** million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays <i>(Not all stops on Bury and Altrincham lines)</i> 	<ul style="list-style-type: none"> Mon-Sat: every 6-12 mins Sun: 12-15 mins 	<ul style="list-style-type: none"> • Airport line opened late 2014, covered for first time in 2015 • Exchange Square and link with Victoria opened in December 2015 • Increasing use of double carriage trams
	1 line 38 stops 11 miles	4.9* million	<ul style="list-style-type: none"> ✗ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 15-30 mins Sun: 20-30 mins 	<ul style="list-style-type: none"> • Blackpool illuminations 1 Sep to 5 Nov 2016 • Heritage trams operate bank holidays, weekends and summer; not covered in this research • No significant issues affected fieldwork
	1 line 16 stops 8.7 miles	5.5** million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✗ Info boards at stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 8-10 mins Sun: 12-15 mins 	<ul style="list-style-type: none"> • Network opened 31 May 2014 • No significant issues affected fieldwork
	1 line 26 stops 13 miles	6.1** million	<ul style="list-style-type: none"> ✓ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at some stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 6-15 mins Sun: 15 mins 	<ul style="list-style-type: none"> • Network extension to Grand Central (New Street Station) opened on 30 May 2016 and was included in the TPS 2016 • No significant issues affecting fieldwork
	2 lines 50 stops 20 miles	12.2* million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 3-15 mins Sun: 5-15 mins 	<ul style="list-style-type: none"> • No significant issues affecting fieldwork
	3 lines 48 stops 18 miles	11.6* million	<ul style="list-style-type: none"> ✗ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 5-20 mins Sun: 10-20 mins 	<ul style="list-style-type: none"> • No significant issues affecting fieldwork

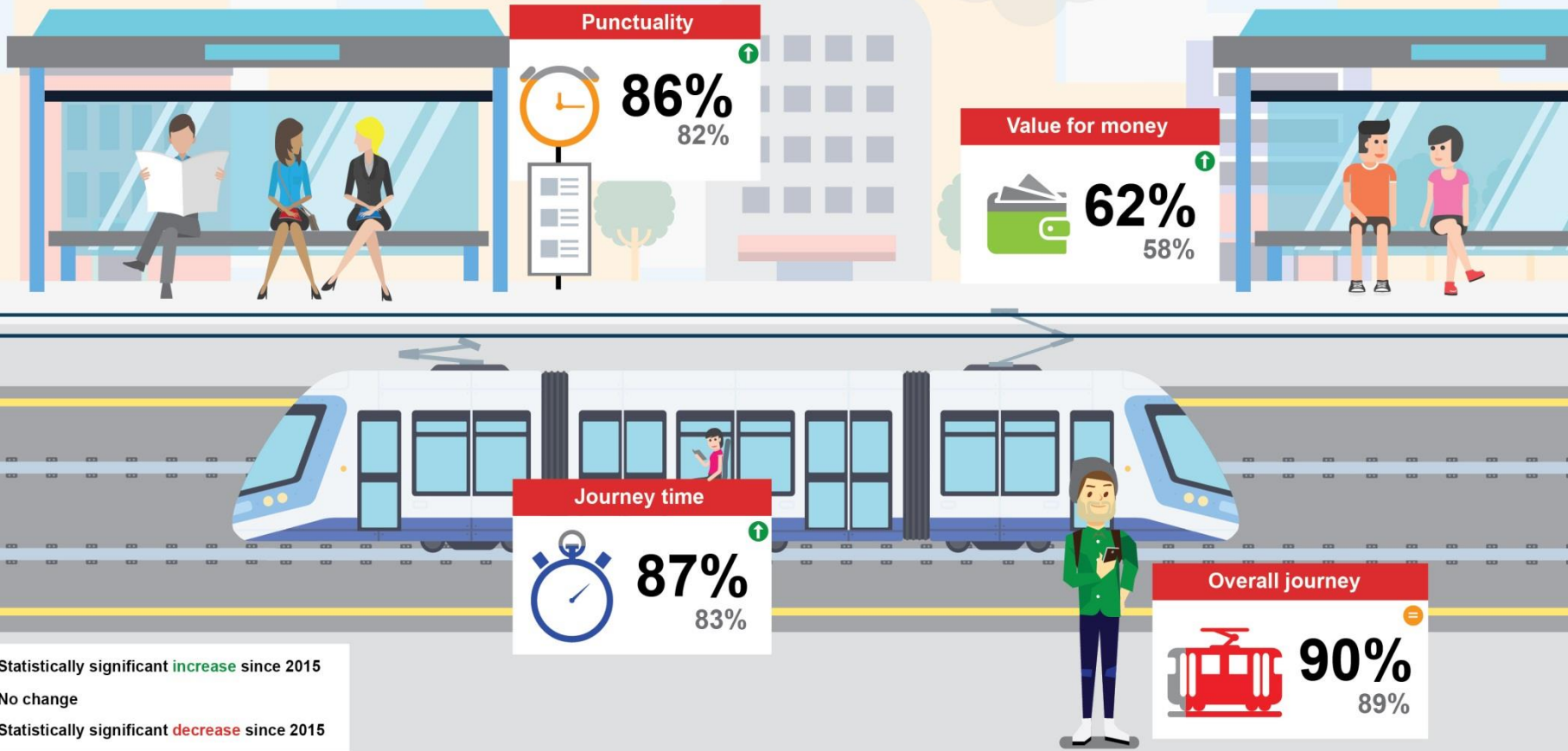
*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2015/16

**Source: Direct from operator

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Summary of 2016 results

Key performance measures for Metrolink 2016



Figures shown are total very or fairly satisfied.
Last year's figure is shown in grey

Overall passenger experience in Manchester 2016: a snapshot

At the stop

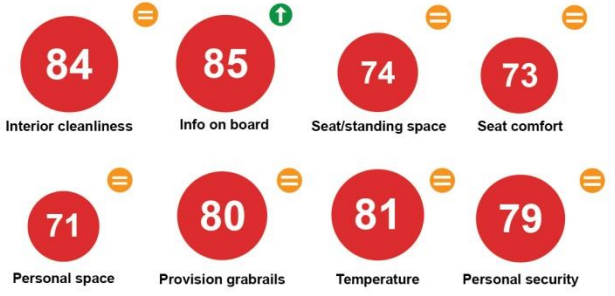


↑ Statistically significant increase since 2015
= No change
↓ Statistically significant decrease since 2015

Boarding



On board

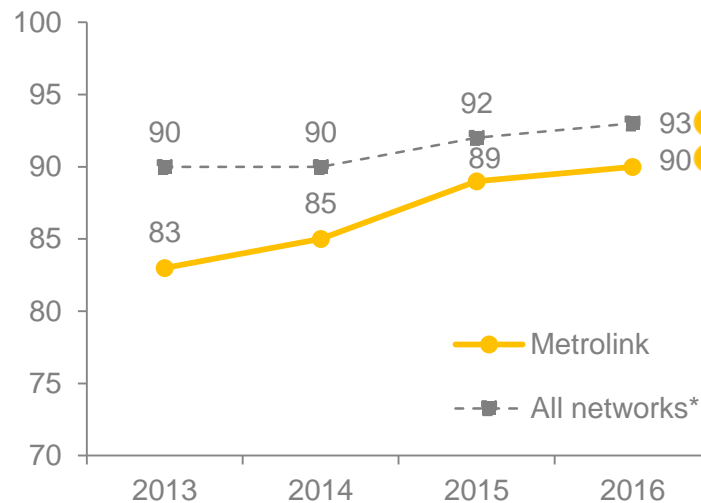


Overall passenger experience in Manchester 2016: comparison to all networks

Overall journey satisfaction: 2016



Overall journey satisfaction: trend

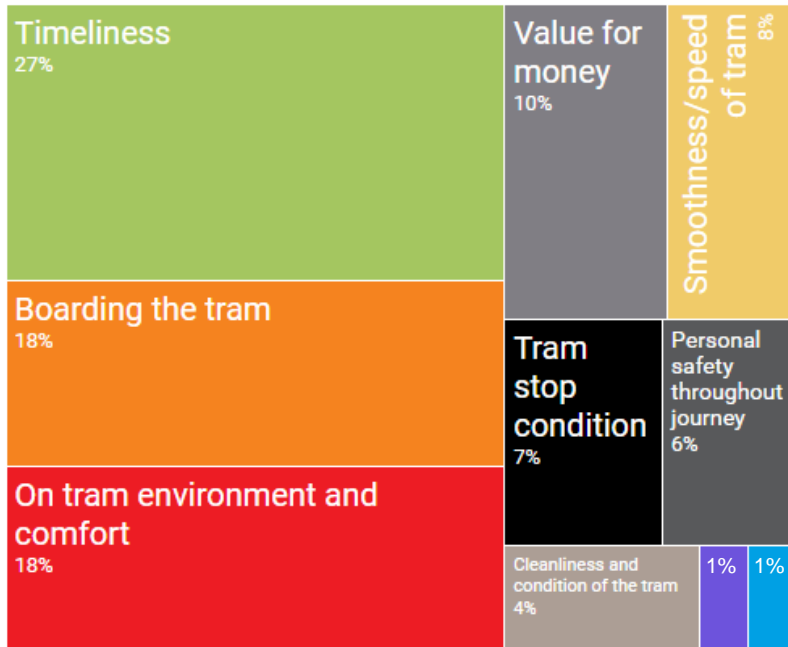


*The 2013 survey did not include Edinburgh Trams

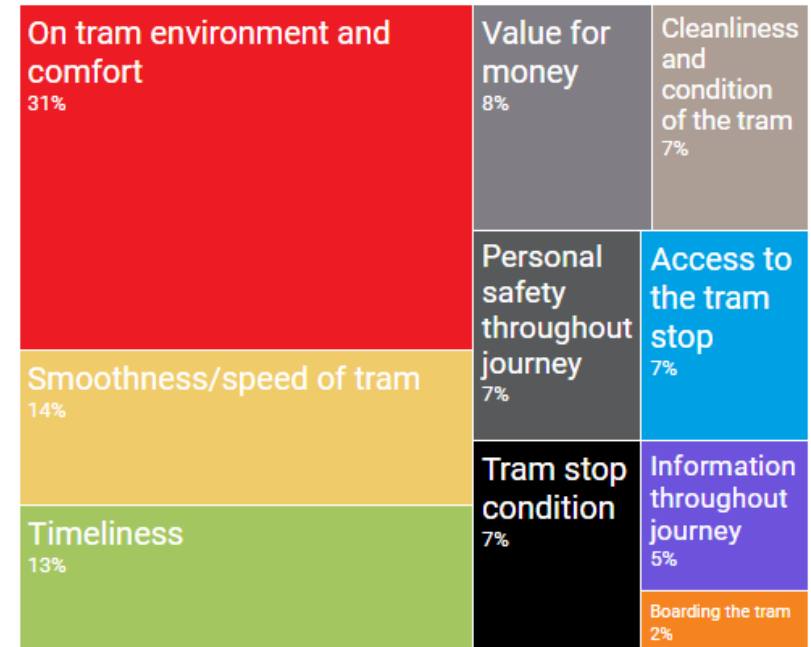
What makes a satisfactory or great journey on Metrolink?

The top factors linked to overall journey satisfaction in Manchester*

What makes a satisfactory journey?



What makes a great journey?



- Information throughout journey
- Access to the tram stop

*Key Driver Analysis looks at fare paying passengers' overall journey satisfaction response and their response to the 25 individual satisfaction measures in the survey (including value for money), which have been grouped into 10 themes based upon a statistical analysis of the responses.

The left hand chart shows which themes most differentiate between those not satisfied and satisfied overall – making a journey 'satisfactory'.

The right hand chart shows which themes most differentiate between those fairly and very satisfied overall – making a 'great' journey.

The analysis combines data from 2015 and 2016 surveys to increase robustness. It also excludes satisfaction measures relating to tram staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about tram staff. In order to run the analysis in a consistent and practical manner all staff measures have been excluded.

See appendix 2 for a full explanation of the analysis to identify factors linked to overall journey satisfaction.

Passenger experience in Manchester 2016: across the network



All Networks

Airport

Altrincham

Ashton

Bury

East Didsbury

Eccles

Rochdale

City Zone*

Satisfaction with key measures:

Measure	Manchester	All Networks	Airport	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone*
Overall journey	90 =	92 =	93 =	87 =	91 =	91 =	92 =	92 =	91 ↑	98 =
Value for Money	62 ↑	69 =	66 =	58 =	65 =	61 =	57 =	71 =	69 =	86 =
Punctuality	86 ↑	88 ↑	90 =	81 =	89 ↑	84 =	90 ↑	87 ↑	91 ↑	94 ↑
Overall stop	89 =	90 =	90 =	90 =	88 ↓	87 =	93 =	91 =	85 =	95 ↑

Satisfaction with other measures driving overall journey satisfaction in Manchester:

Measure	Manchester	All Networks	Airport	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone*
Length of time waiting for the tram	85 ↑	88 ↑	87 ↑	83 =	87 =	82 =	91 ↑	82 ↑	91 ↑	82 =

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

Measure	Manchester	All Networks	Airport	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone*
Space to sit/stand on board	74 =	78 =	84 =	69 ↓	76 =	71 =	80 =	80 =	74 =	92 ↑
Comfort of the seats	73 =	77 =	75 =	72 =	75 =	63 =	83 ↑	80 =	74 =	79 ↑
Amount of personal space on board	71 =	73 ↓	77 =	65 =	73 ↓	63 =	79 =	79 =	76 ↑	79 ↑

*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 2015
- = No change
- ↓ Statistically significant decrease since 2015

Manchester 2016: summary of key findings (1)

- 90 per cent of Metrolink passengers were satisfied with their journey overall (2015: 89 per cent). This is higher than the same measure on the Bus Passenger Survey (83 per cent). More than half of all passengers (51 per cent) were 'very satisfied' with their journey overall
- Overall satisfaction is relatively consistent across key passenger groups, although the older generations and those not commuting tend to be more satisfied with their journeys on Metrolink
- The main factor which makes journeys satisfactory on Metrolink relates to the timeliness of the tram. Satisfaction with punctuality has increased significantly since last year (from 82 per cent to 86 per cent satisfied), as has satisfaction with the length of time that passengers had to wait for the tram (from 79 per cent to 85 per cent satisfied)
- The key factor which makes passengers 'very' rather than 'fairly' satisfied with journeys on Metrolink is the environment and comfort on board. There are no significant changes in attributes relating to this factor
- Amongst fare paying passengers 62 per cent were satisfied with the value for money of their journey, a significant increase compared to 2015 (58 per cent). This improvement has been driven mostly by those not commuting and people in the 35-59 age group
- 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 2016: summary of key findings (2)

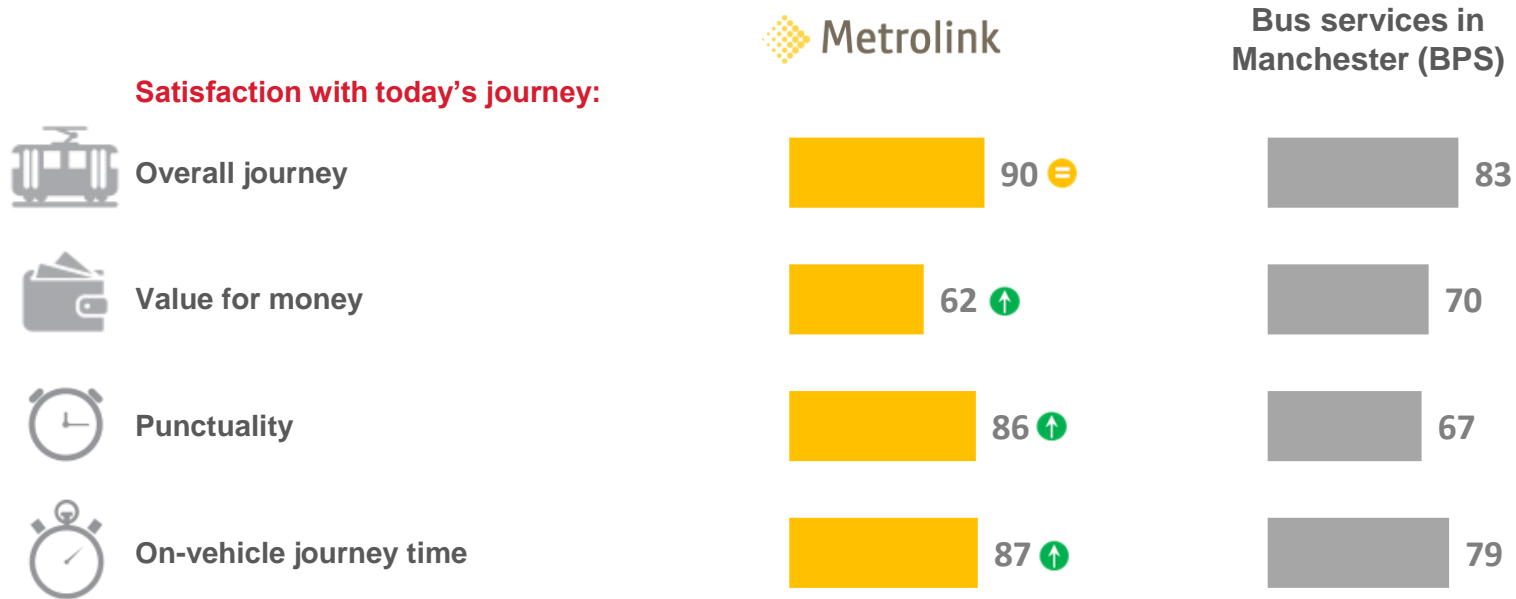
- Passengers using the Airport line were most satisfied (with 93 per cent satisfied overall), followed closely by those using the Eccles and East Didsbury lines (92 per cent satisfied overall). Passengers are least satisfied with their journeys on the Altrincham line where overall satisfaction is 87 per cent and satisfaction with value for money is 58 per cent
- Almost a third of passengers (32 per cent) spontaneously mentioned an improvement that could have been made to their journey (43 per cent in 2015). The most common improvements related to seating and capacity on the tram
- Other improvements mentioned related to fares and tickets, the frequency of trams, the routes covered by the network and the on board experience
- 9 per cent of passengers experienced a delay on their journey (2015: 12 per cent). When delays occurred they lasted 11 minutes on average
- Half of all passengers (50 per cent) were using Metrolink for leisure purposes (2015: 44 per cent)
- The majority of passengers (71 per cent) purchase their ticket using the ticket machines at stops, although this is significantly less than in 2015 (83 per cent). 15 per cent of passengers used the new 'get me there' app to purchase their ticket

TPS 2016 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



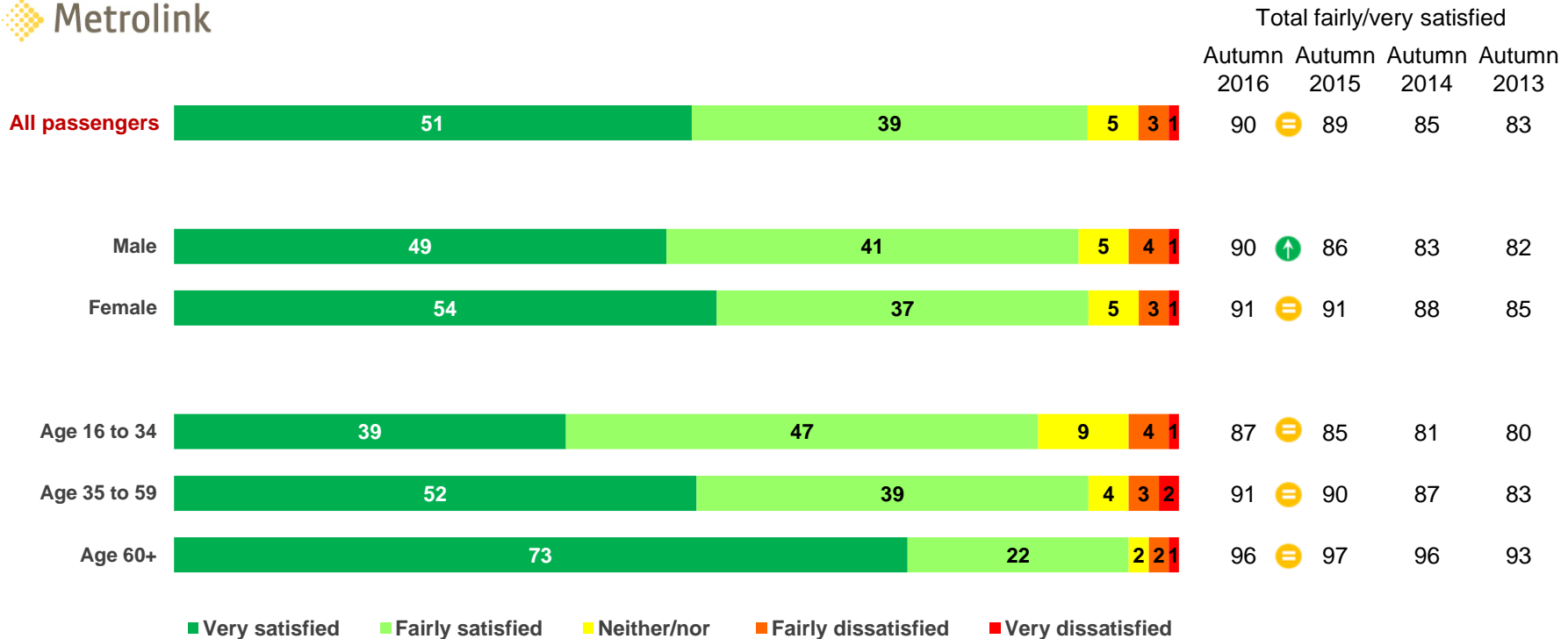
↑ Statistically significant increase since 2015

= No change

↓ Statistically significant decrease since 2015

Experience and opinions of the journey: the detail

Overall satisfaction: by gender and age

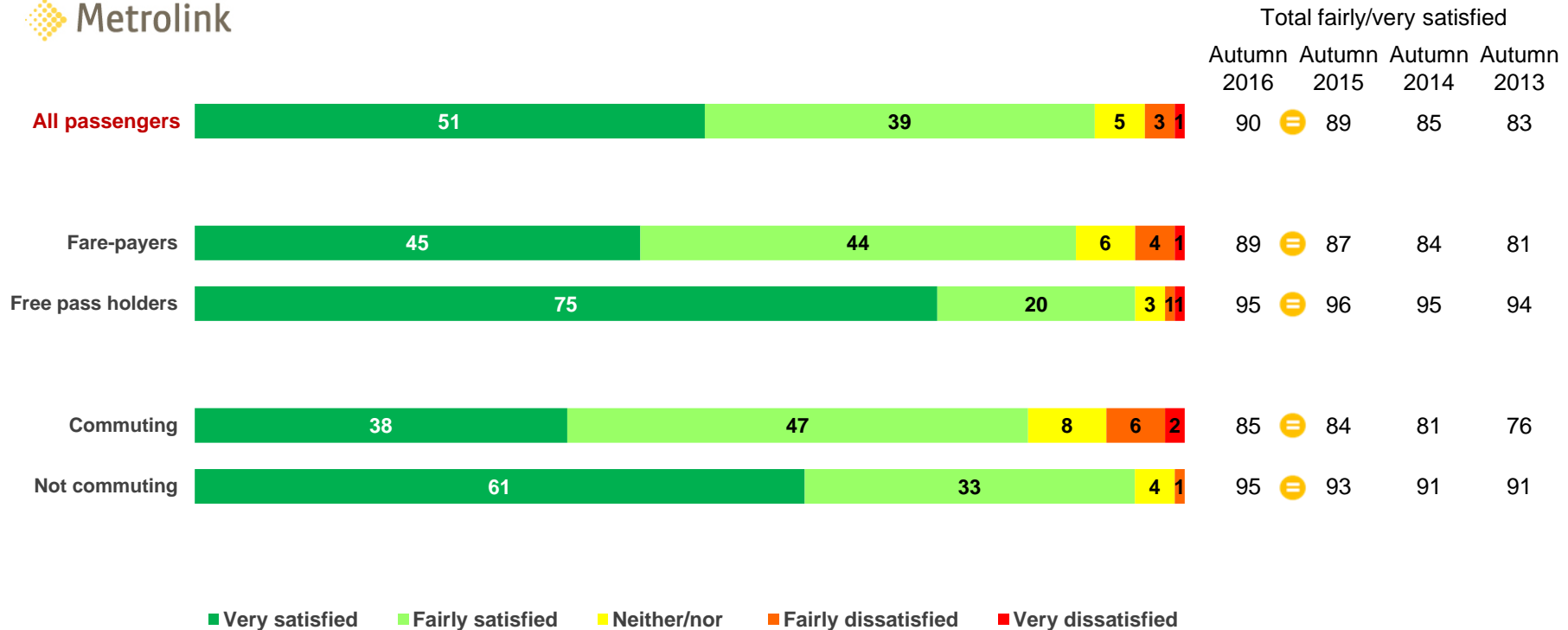


Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
 Base: All passengers - 3022

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Experience and opinions of the journey: the detail

Overall satisfaction: by passenger type



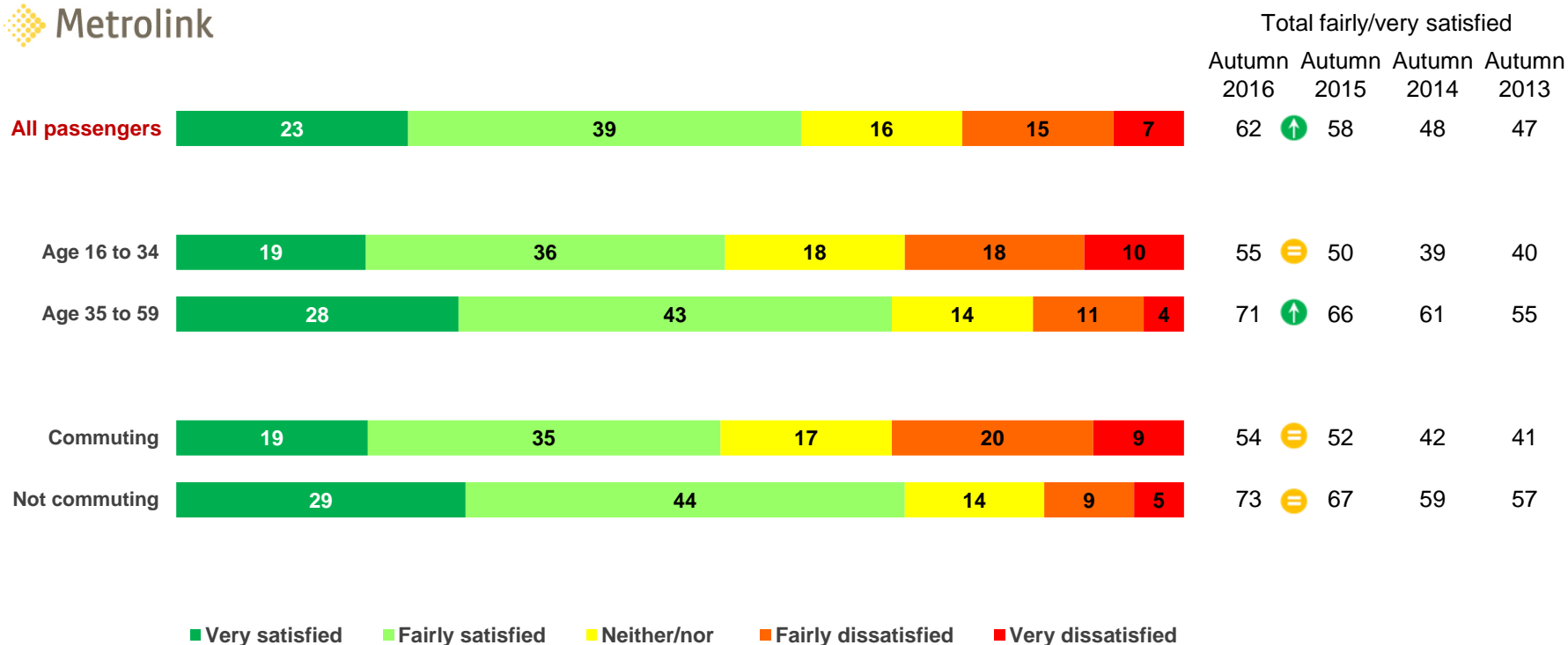
Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?

Base: All passengers - 3022

- ↑ Statistically significant **increase** since 2015
- = No change
- ↓ Statistically significant **decrease** since 2015

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 - 1978

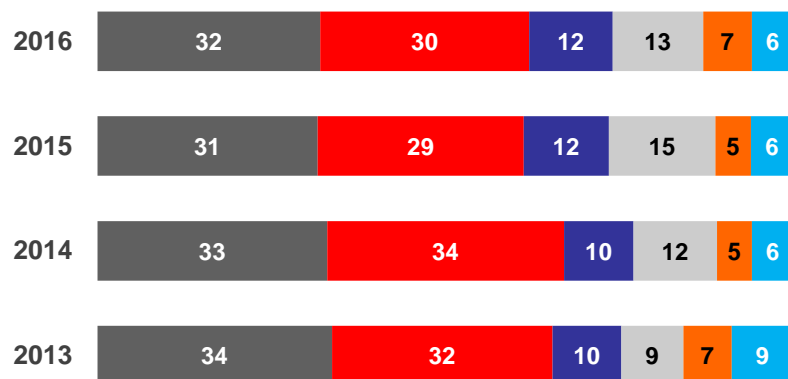
- ↑ Statistically significant **increase** since 2015
- = No change
- ↓ Statistically significant **decrease** since 2015

Experience and opinions of the journey: the detail

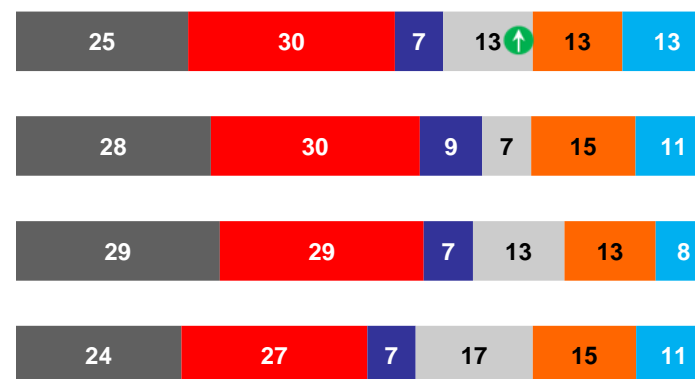
What influenced value for money rating



Those satisfied with value for money



Those not satisfied with value for money



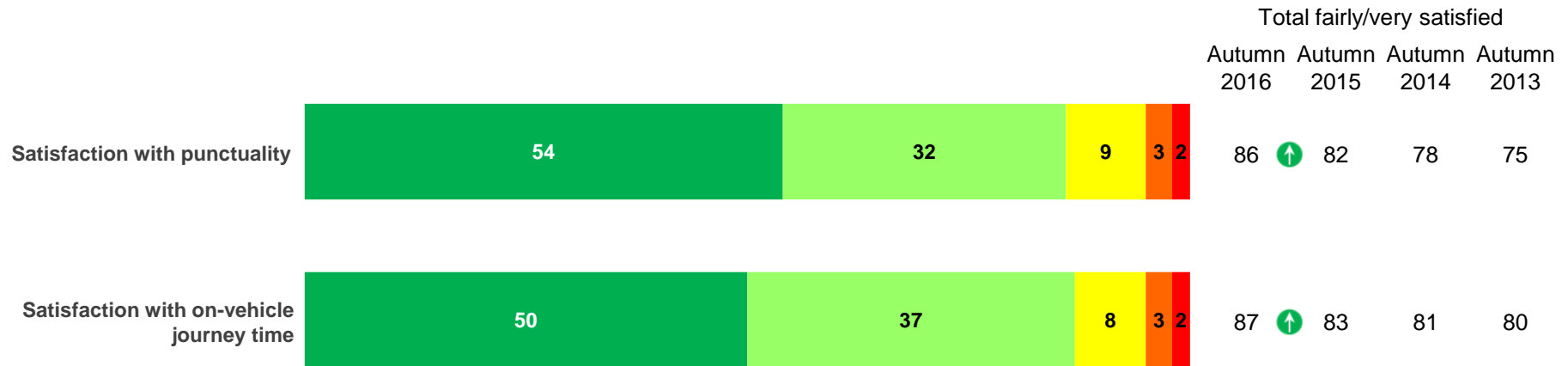
- Cost tram versus other transport
- Cost for distance travelled
- Cost of making same trip by car
- Comfort/quality for the fare paid
- Fare compared to everyday items
- Other reason

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 - 1261; all fare paying passengers not satisfied with VFM - 650

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Experience and opinions of the journey: the detail

Punctuality and on-vehicle journey time



Q. How satisfied were you with each of the following...Punctuality? Base: All passengers - 2810

Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers - 2967

Statistically significant increase since 2015

No change



















Statistically significant decrease since 2015

TPS 2016 Manchester Metrolink




Waiting at the stop

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

Waiting at the stop: summary

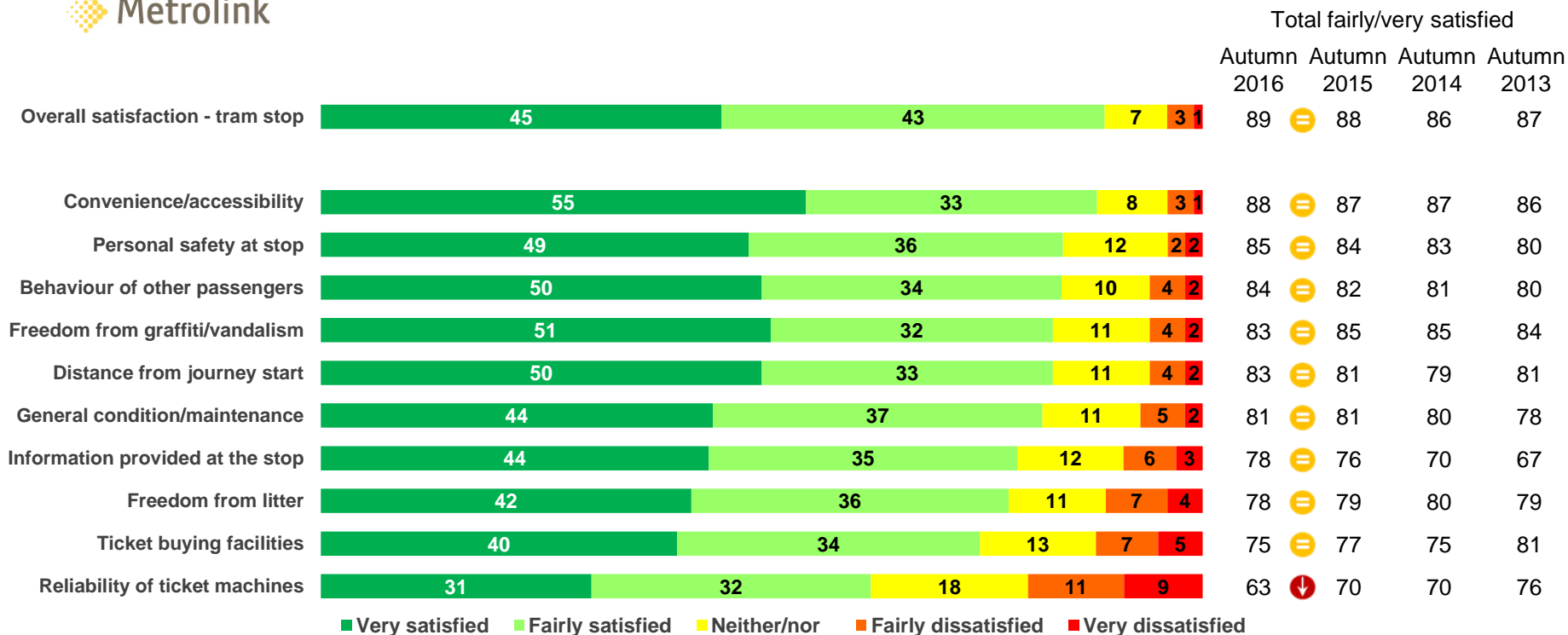
	 Metrolink	Buses in Manchester	 Metrolink	Buses in Manchester
Satisfaction with the stop:				
Overall satisfaction with stop	89 	80	Satisfaction: waiting time	85  68
Distance from journey start	83 	85	Expected wait time	7 mins  7 mins
Convenience/accessibility	88 	88	Actual reported wait time	6 mins  7 mins
General condition and maintenance	81 	71	Passengers who checked tram time	82%  
Freedom from graffiti/vandalism	83 	77	Info sources used before arriving at stop	Online tram times most common, then disruption info on Metrolink website Paper timetable most common, then online timetable
Freedom from litter	78 	70	Info sources used at stop	76% electronic display 75% timetable at stop
Behaviour of other passengers	84 	N/A*	Among those that didn't check...	77% knew service frequent 66% knew service frequent
Information provided	78 	70		
Personal safety	85 	77		
Ticket buying facilities	75 	N/A*		
Reliability of ticket machines	63 	N/A*		

*Not asked in BPS

-  Statistically significant **increase** since 2015
-  No change
-  Statistically significant **decrease** since 2015

Waiting at the stop: the detail

Satisfaction with the tram stop

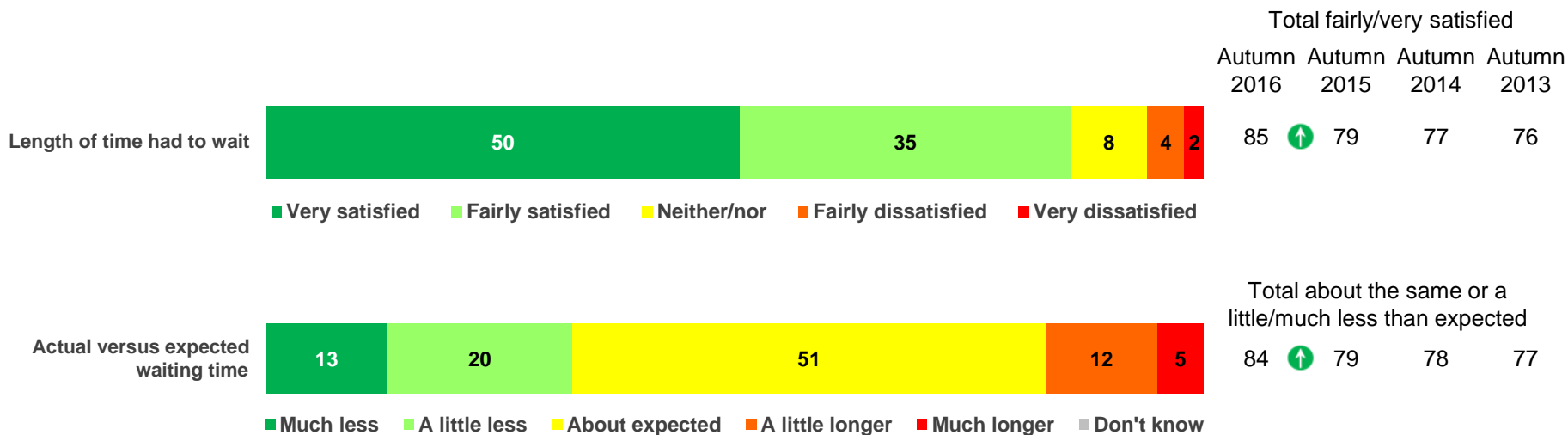


Q. Overall, how satisfied were you with the tram stop? & Q. Thinking about the tram stop itself, how satisfied were you with the following:
 Base: All passengers - 3019

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

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 - 3021

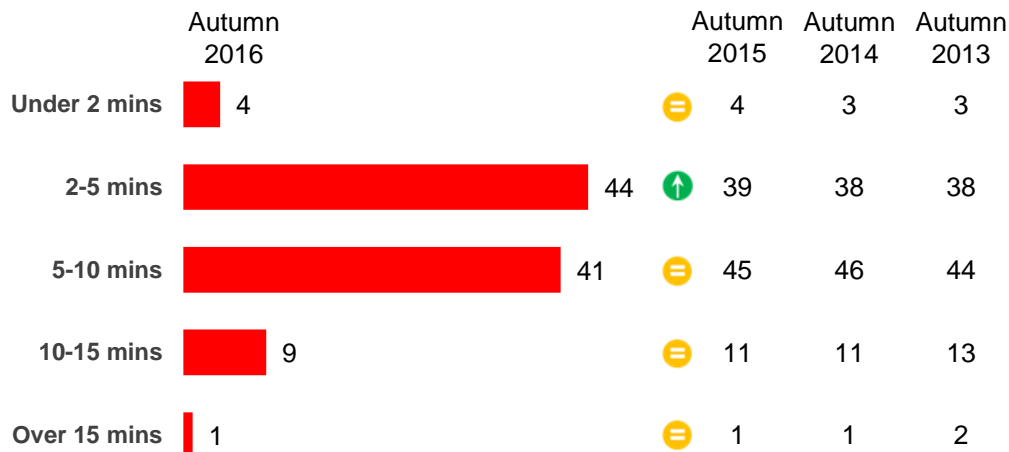
- Statistically significant increase since 2015
- No change
- Statistically significant decrease since 2015

Waiting at the stop: the detail

Expected and reported waiting times

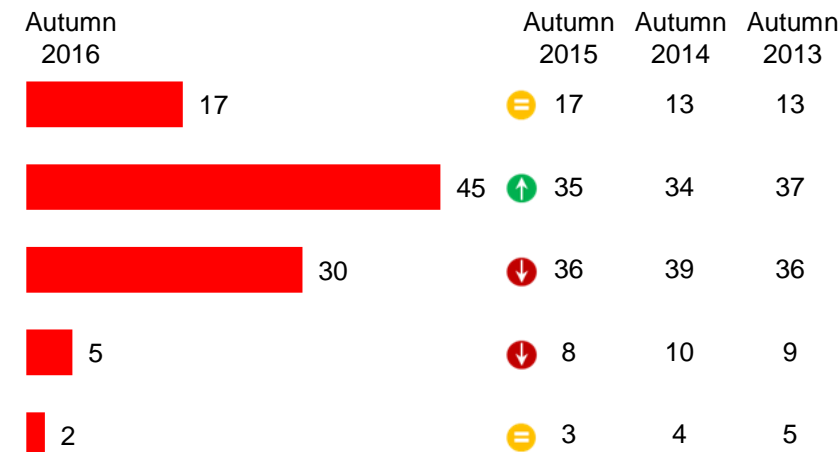


Expected tram waiting time



Average expected waiting time 7.0 minutes (2015: 7.6 minutes)

Reported tram waiting time



Average reported waiting Time 5.8 minutes (2015: 6.7 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 - 2964

- Statistically significant increase since 2015
- No change
- Statistically significant decrease since 2015

How passengers checked tram times



18 per cent (⚖️) of Manchester Metrolink passengers did not check to find out when the tram was meant to arrive (2015: 16 per cent)

Before leaving for the tram stop

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Leaflet/paper timetable	1	↑	1	1	1
Online	8	⚖️	10	8	8
Disruption information via Metrolink website	7	⚖️	6	7	3
Disruption updates via social media	2	⚖️	3	3	3
Other	6	⚖️	6	6	8

At the tram stop

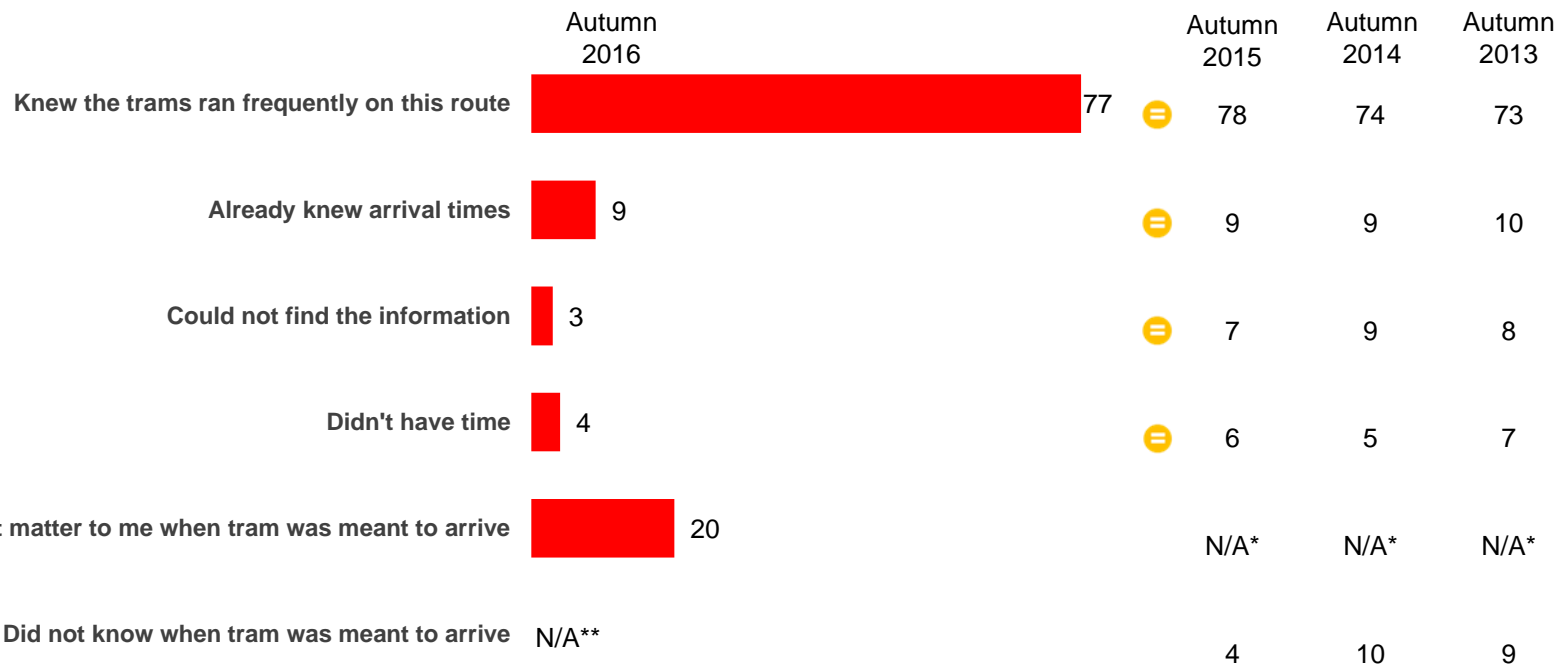
	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Electronic display	76	⚖️	76	61	51
Information posters	2	↓	3	4	7
Online	1	⚖️	1	1	2
Disruption information via Metrolink website	1	⚖️	2	1	2
Disruption updates via social media	1	⚖️	2	1	2
Other	2	⚖️	2	2	4

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

Base: All passengers - 3073

- ↑ Statistically significant increase since 2015
- ⚖️ No change
- ↓ Statistically significant decrease since 2015

Why passengers did not check tram times



* Not asked before 2016

** Not asked in 2016

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 - 452

- Statistically significant increase since 2015
- No change
- Statistically significant decrease since 2015

TPS 2016 Manchester Metrolink

The tram

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

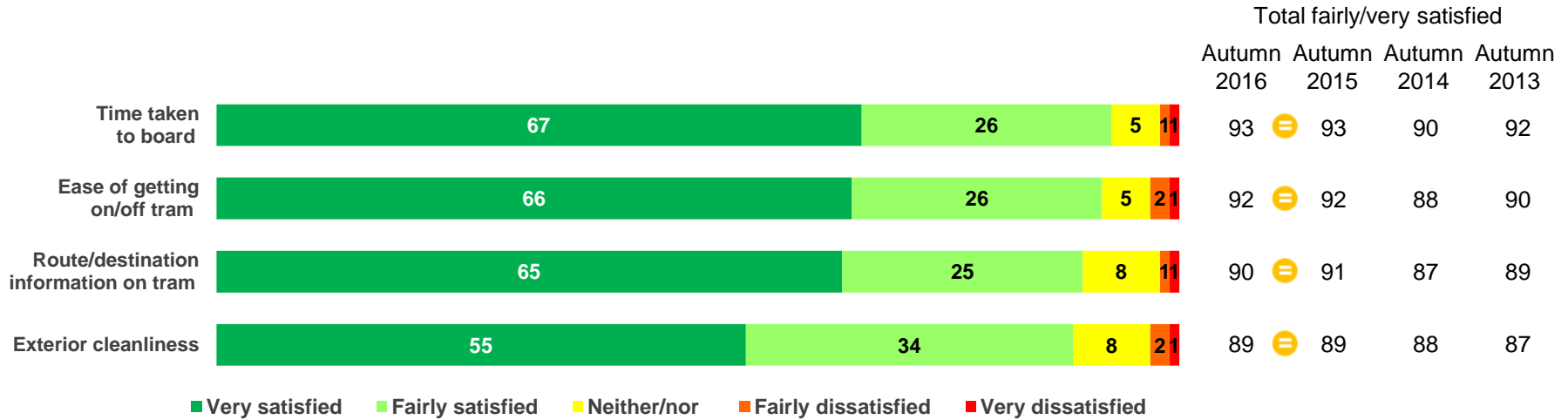
The tram: summary

	Metrolink	Buses in Manchester		Metrolink	Buses in Manchester		Metrolink	Buses in Manchester			
Start of journey			On board			The driver					
Route info on tram	90	=	85	Interior cleanliness	84	=	74	Appearance	*	87	
Exterior cleanliness	89	=	77	Info on board	85	↑	62	Greeting	*	65	
Ease getting on	92	=	90	Seat/standing space	74	=	84	Helpfulness/attitude	*	67	
Time taken to board	93	=	89	Seat comfort	73	=	76	Safety of driving	91	=	86
				Personal space	71	=	74	Smoothness journey	77	=	72
				Provision grabrails	80	=	83				
				Temperature	81	=	76				
				Personal security	79	=	83				

*Not asked for Metrolink

The tram: the detail

Satisfaction with start of journey

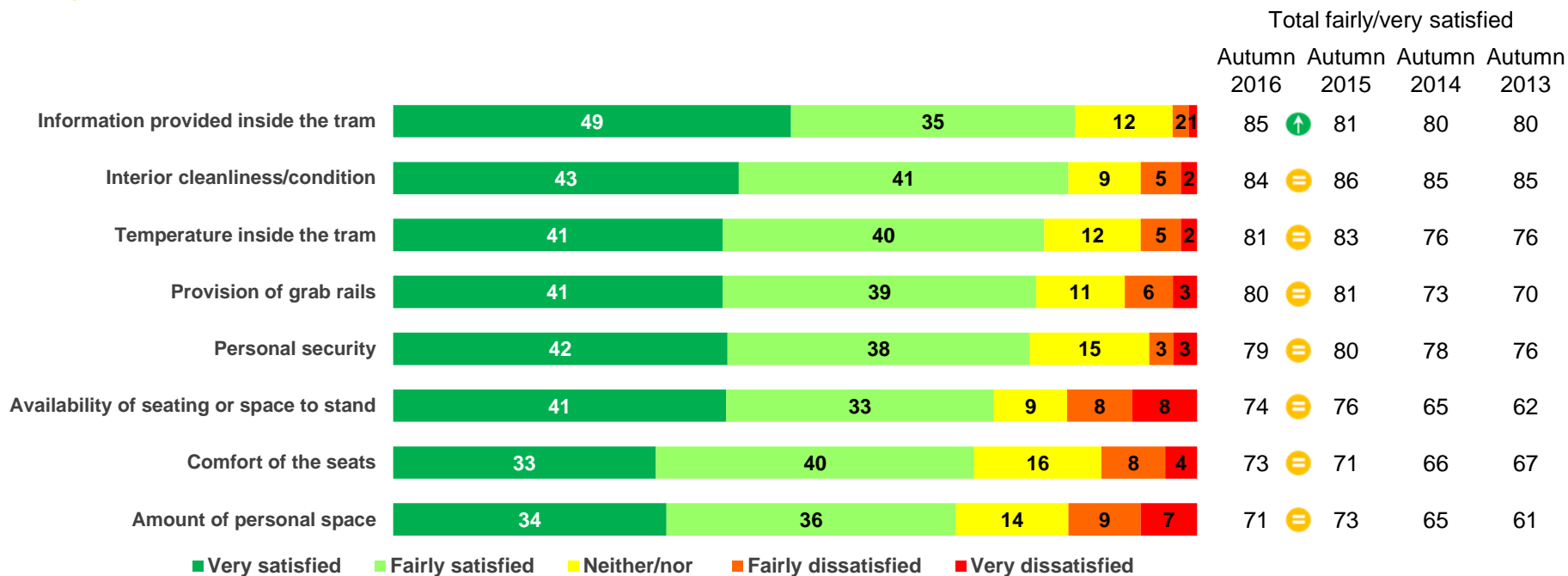


Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
 Base: All passengers - 2983

- ↑ Statistically significant **increase** since 2015
- = No change
- ↓ Statistically significant **decrease** since 2015

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 - 3007

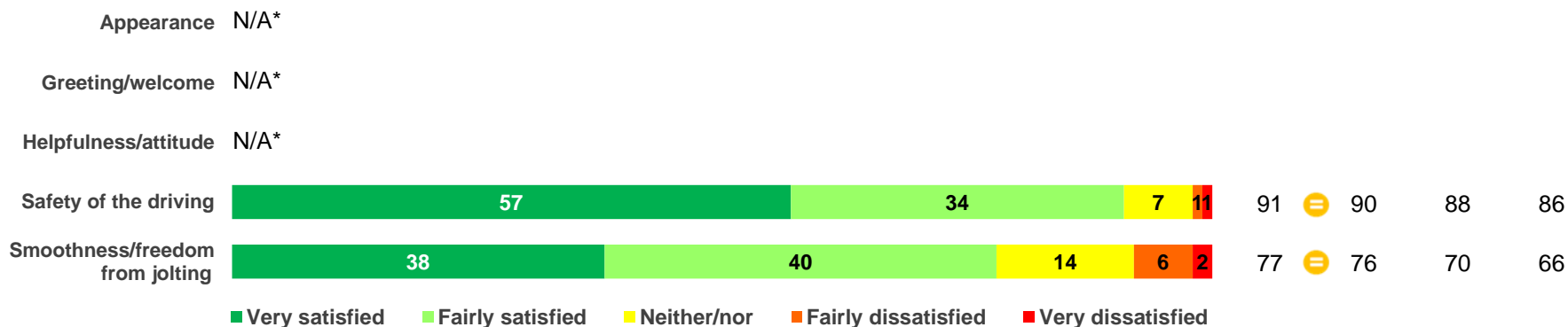
- ↑ Statistically significant **increase** since 2015
- = No change
- ↓ Statistically significant **decrease** since 2015

The tram: the detail

Satisfaction with tram staff



Total fairly/very satisfied
 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



*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 - 2944

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

TPS 2016 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)



Most common cause of delay

Signal/points failure =



Passengers with worry or concern about others' behaviour on board



↑ Statistically significant increase since 2015

= No change

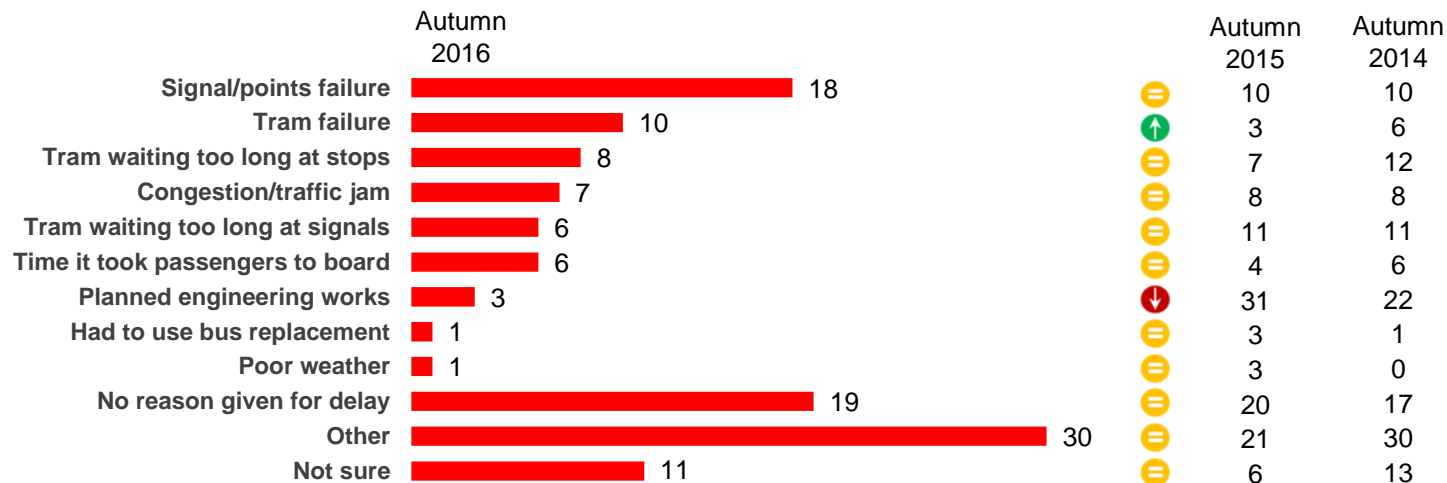
↓ Statistically significant decrease since 2015

Negative experiences during the journey: the detail

Experience of delays



9 per cent (↓) of Manchester Metrolink passengers experienced a delay (2015: 12 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 - 216

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Negative experiences during the journey: the detail

Worry or concern at other passengers' behaviour



% worried/concerned of other passengers' behaviour

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	10	=	9	8	9
Male	9	=	8	9	9
Female	10	=	9	8	9
Age 16 to 34	11	=	10	10	9
Age 35 to 59	9	=	9	6	9
Age 60+	8	=	6	6	7

Types of worrying/concerning behaviour (%)

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Rowdy behaviour	42	↓	60	62	55
Loud use of mobile phones	28	=	27	33	31
Passengers under influence of alcohol	25	=	25	26	27
Passengers playing loud music	22	=	30	26	29
Passengers not paying their fares	22	=	27	21	21
Feet on seats	22	=	17	17	19
Abusive or threatening behaviour	16	=	18	15	15
Passengers not moving out of priority seats	12	=	17	12	N/A*
Passengers under influence of drugs	17	=	14	11	9
Graffiti/vandalism	3	=	4	7	1
Smoking	14	=	8	5	6

*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 - 3027

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

Base: All experiencing worrying/concerning behaviour - 253

- Statistically significant increase since 2015
- No change
- Statistically significant decrease since 2015

TPS 2016 Manchester Metrolink

Passengers' suggested improvements

Passengers' suggested improvements: the detail

Selected verbatim comments

Too many people allowed on the tram and therefore difficult to get off

Just room to sit. I do think that at certain stops when the kids get on they can intimidate and just generally cause mayhem. Maybe a patrol man or woman is needed at times.

More double trams to create more space on tram.
More frequent, reliable service-information about next tram service on screens at tram stop

Access to and from platforms remove the beggar from the platform (seems to be a permanent fixture)

Need more trams and more doubles during rush hour on Alty line. People had no seats from Navi Road- only second stop. And couldn't get on at all from Sale onwards!! Really bad! £6.50 to sniff somebody's armpit all the way into town. Far too expensive for the rush hour experience! Like cattle. Good value when train not packed.

Enough seats for everyone. A guard on the tram like you get on the train (I guess that might put the prices up though)

More seat availability.
Grabrails/handles for shorter passengers. Also if dogs were allowed on the tram, it would have made our day out easier

Cleanliness inside tram. They do not look like they get a good washing inside more than once a month or so. The floors are always disgusting and the seats look brown rather than blue.

Trams going to Wythenshawe at certain times of the day being double carriages. They should place extra trams on as have to wait longer Didsbury/Eccles/Altrincham in the evening

A quieter tram with no kids getting on the tram without inspectors on the tram as we need them at all times and they are not buying ticket

Not enough space, single trams not appropriate for number of people, unreliable info on boards at stops, conduct of other passengers, filthy inside tram, far too expensive. I could go on.

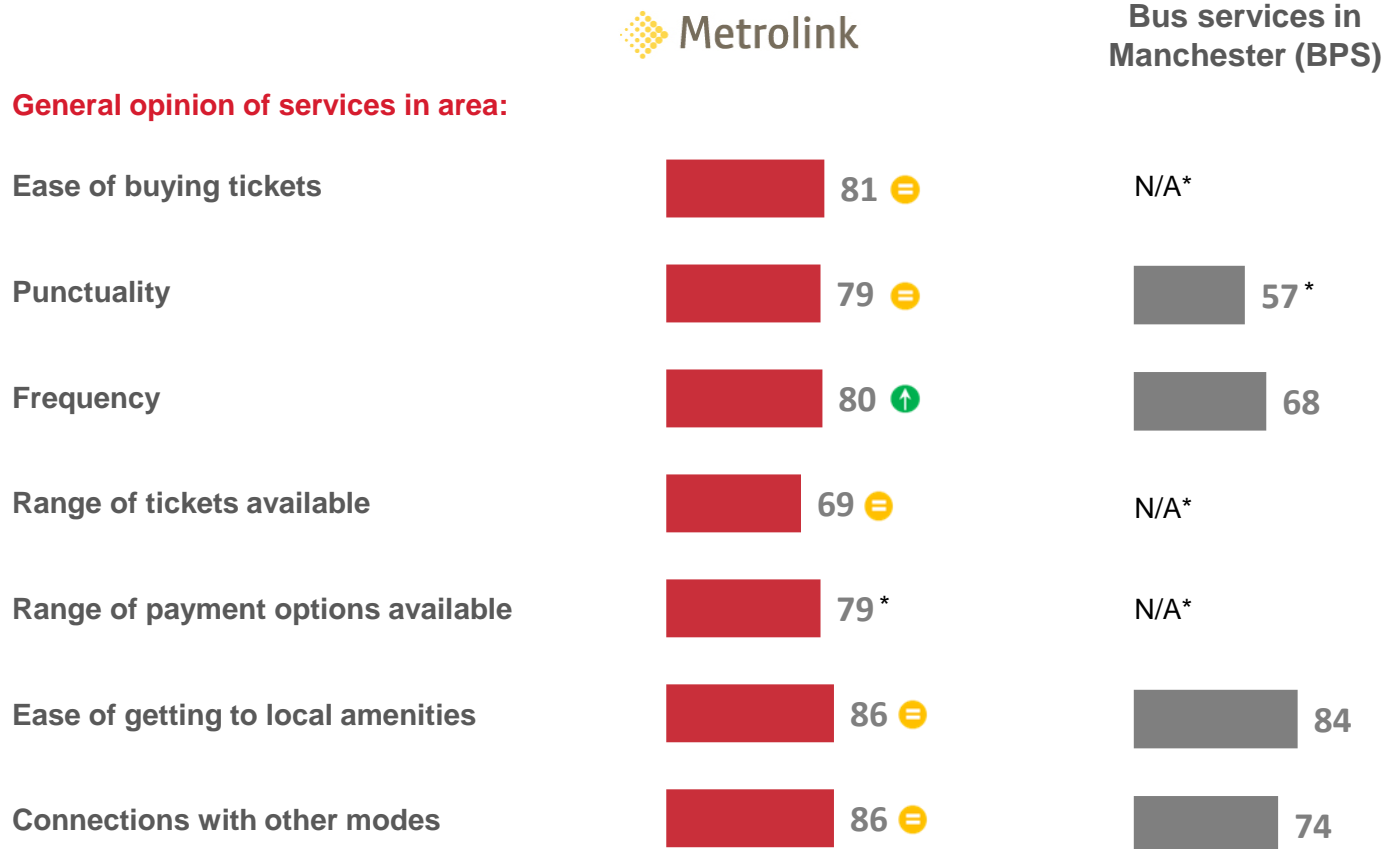
On the inward journey it was only a single tram. At busy times i.e. 4-6:30 pm I think they should all be doubles as I stood for over twenty five minutes. Not acceptable.

The airport tram does not go to the centre of Manchester - the one route not covered . This plus the fact the trams are at least twelve minutes apart means the journey time is often very long. It is also very cold and windy waiting at Cornbrook with no shelter in an exposed place.

TPS 2016 Manchester Metrolink

Opinion of trams in the local area

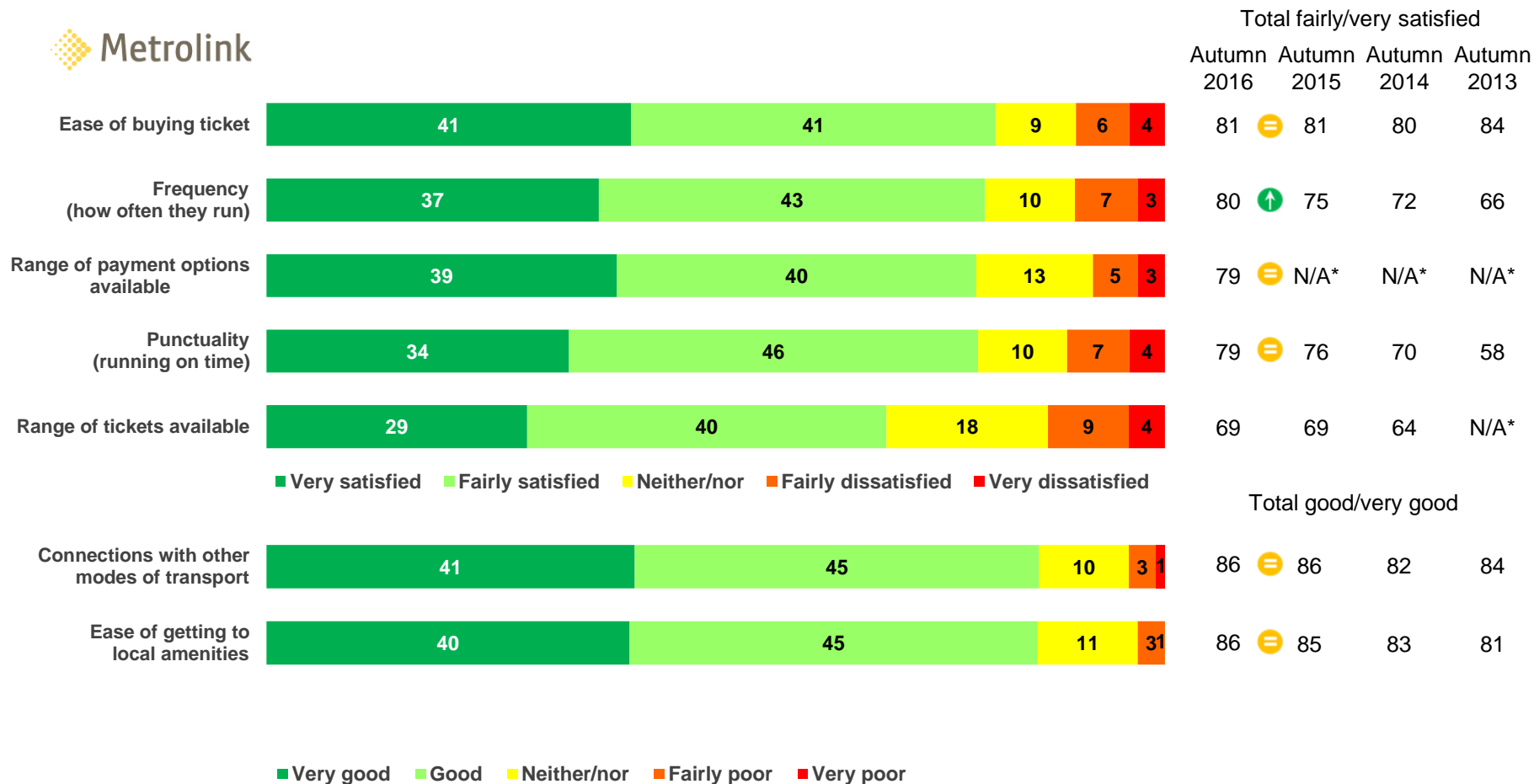
Opinion of trams in the local area: summary



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

Opinion of trams in the local area: the detail

Satisfaction with trams **generally**



*Not asked in 2013/2014/2015

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 - 2217

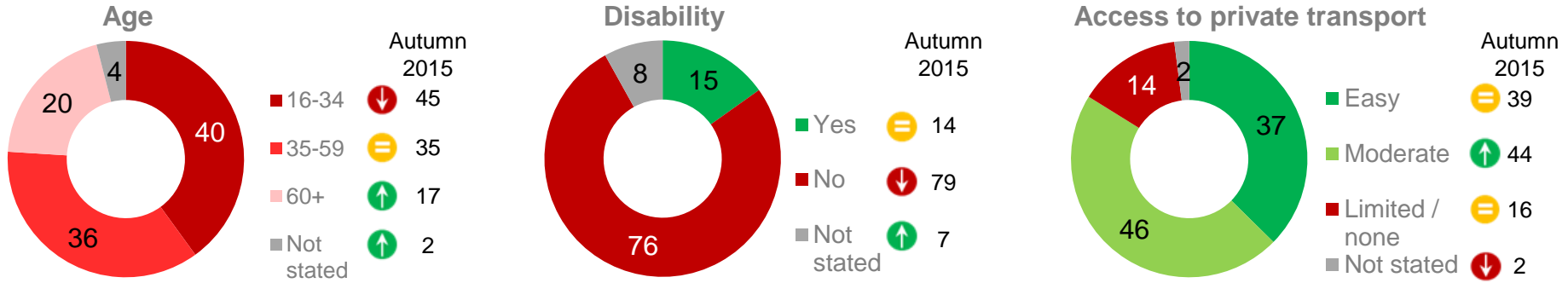
- ↑ Statistically significant **increase** since 2015
- = No change
- ↓ Statistically significant **decrease** since 2015

TPS 2016 Manchester Metrolink

Appendix 1: the passenger and journey context

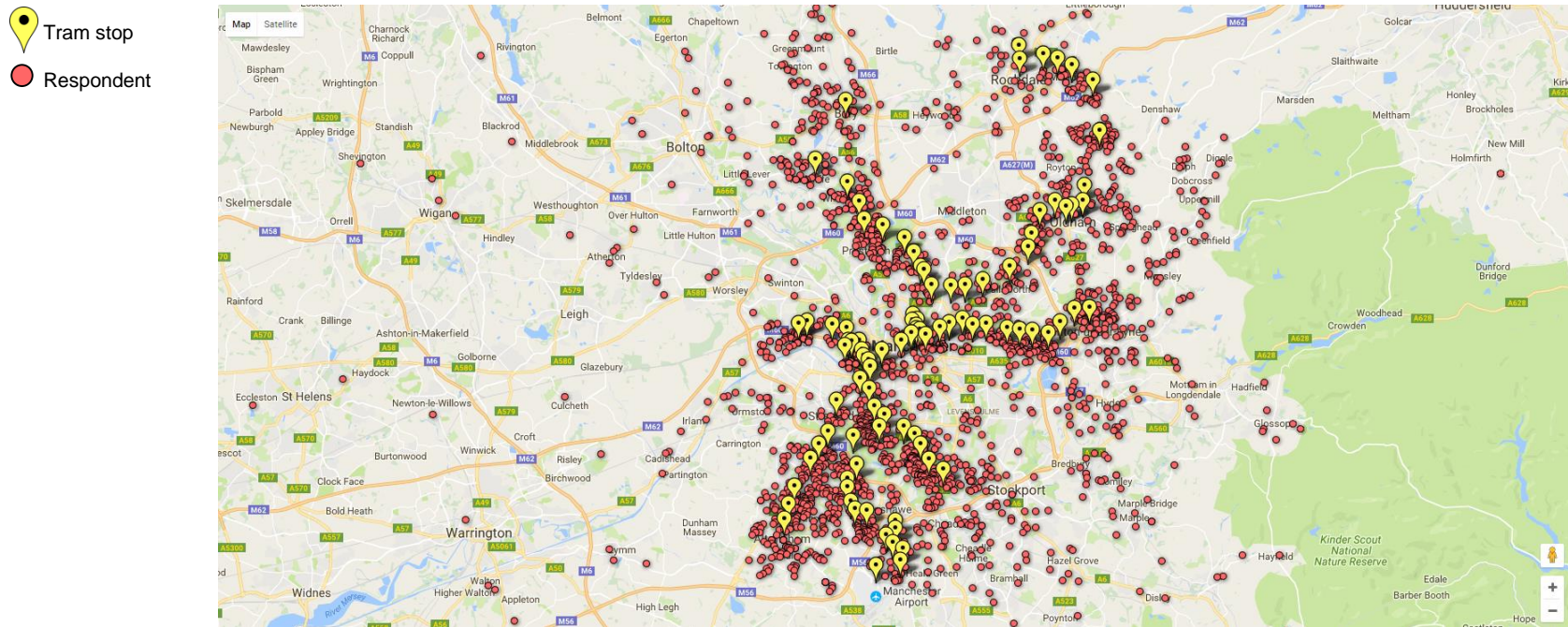
Metrolink passengers: summary

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

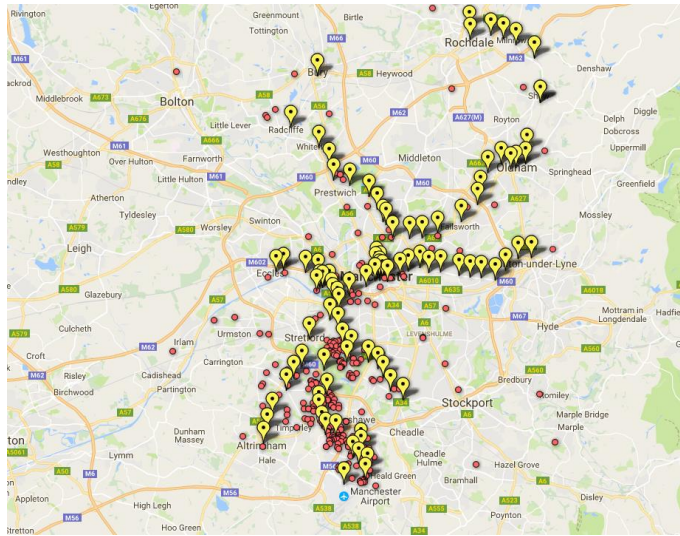
Passengers' postcodes relative to tram network





- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

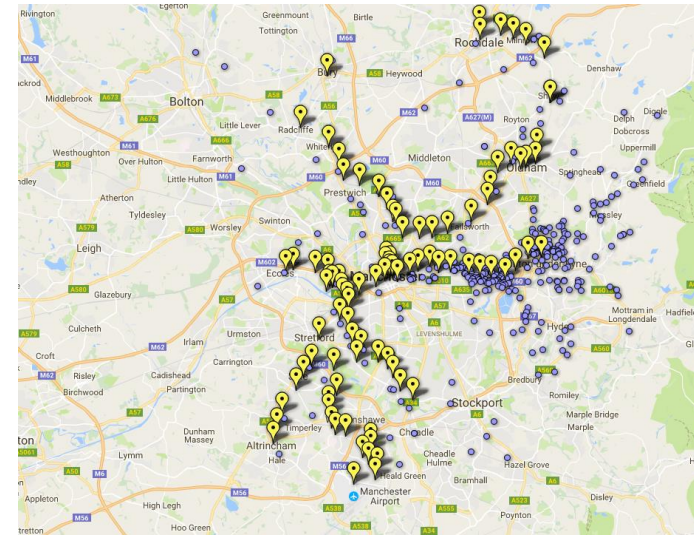
Passengers' postcodes relative to tram network: by route (1)

Airport

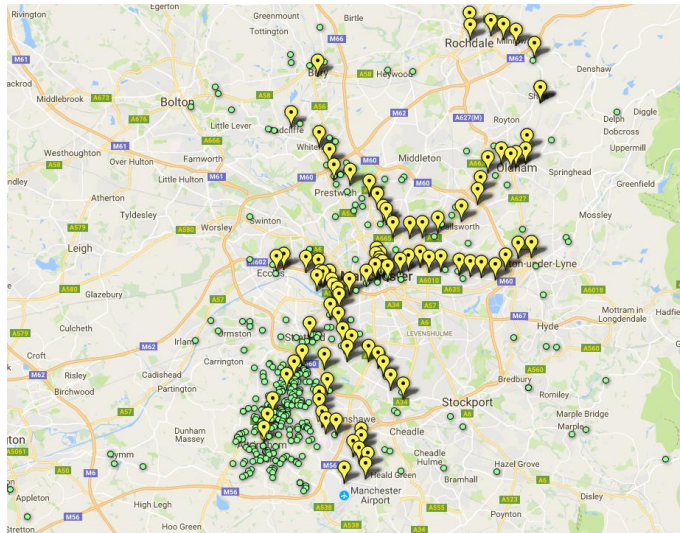


Ashton

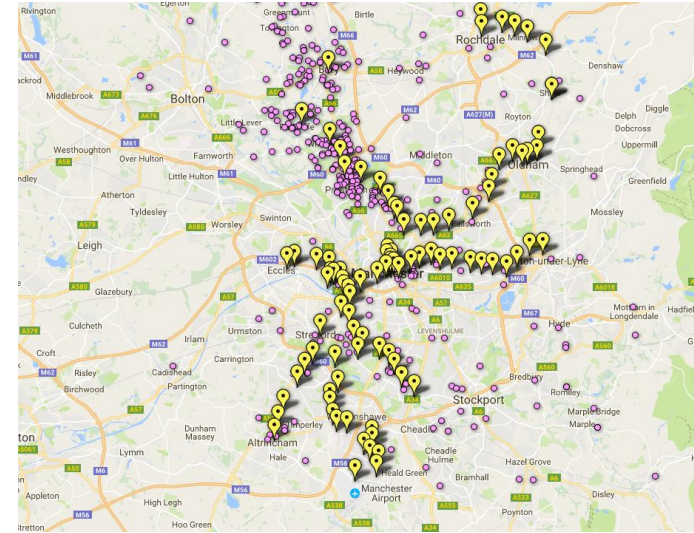
-  Tram stop
-  Respondent



Altrincham

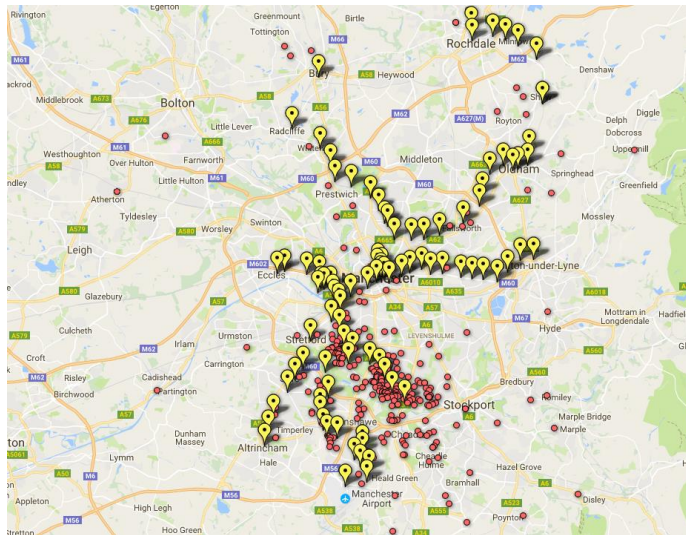


Bury



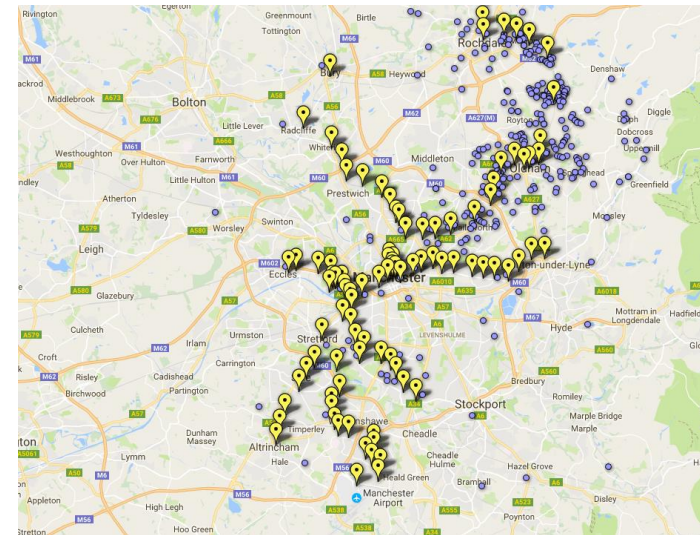
Passengers' postcodes relative to tram network: by route (2)

East Didsbury

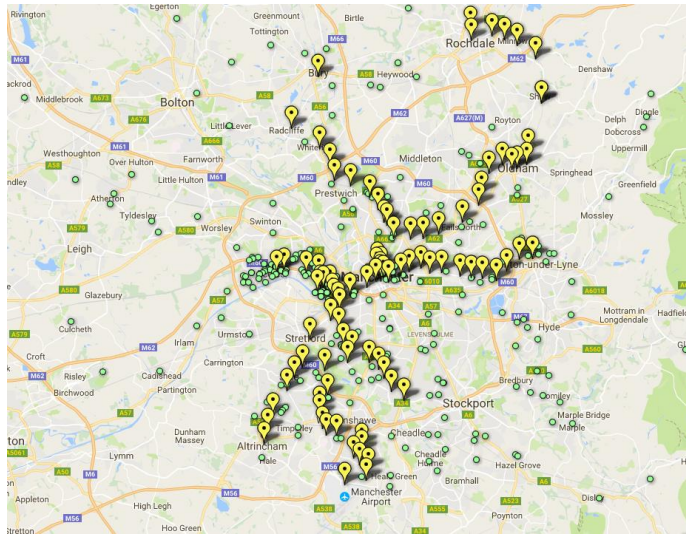


Rochdale

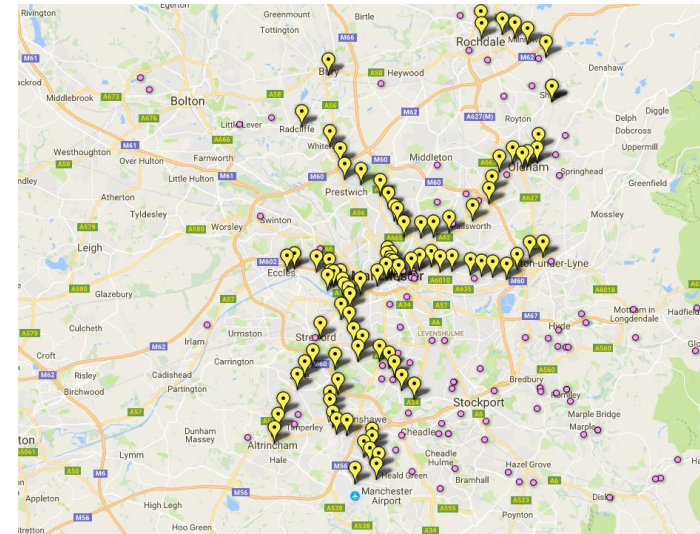
- Tram stop
- Respondent



Eccles/MediaCityUK



City Zone



Passenger profile

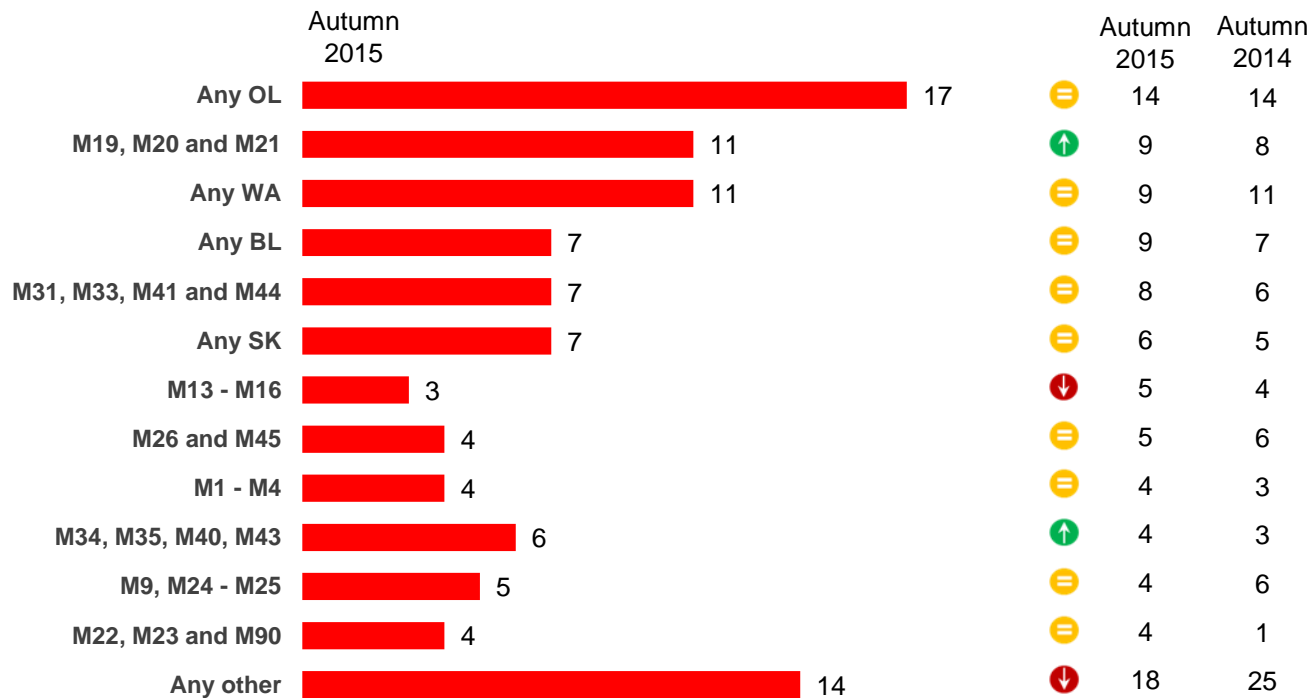
	Tram				Bus			
	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Age								
16-34	40	↓ 45	50	48	42	50	51	53
35-59	36	= 35	34	35	33	32	29	30
Over 60	20	↑ 17	16	17	21	13	20	18
Not stated*	4	↑ 2	N/A	N/A	4	5	0	0
Access to private transport								
Easy	37	= 39	40	40	18	15	16	15
Moderate	46	↑ 44	43	43	37	34	37	38
Limited/none	14	= 16	17	15	39	44	41	41
Not stated	2	↓ 2	1	2	5	7	5	6
Has a disability								
Yes	15	= 14	13	9	24	21	31	24
Ticket type								
Free pass holders	20	= 18	16	16	25	18	26	25
Fare-payers	80	= 82	84	81	73	79	74	75

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

Base: All passengers - 3073 (Tram), 1188 (Bus)

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Where Manchester Metrolink passengers live



Q: What is your postcode?

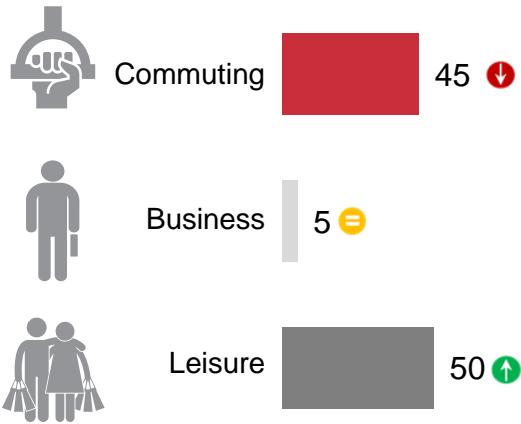
Base: All giving a postcode - 2639

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

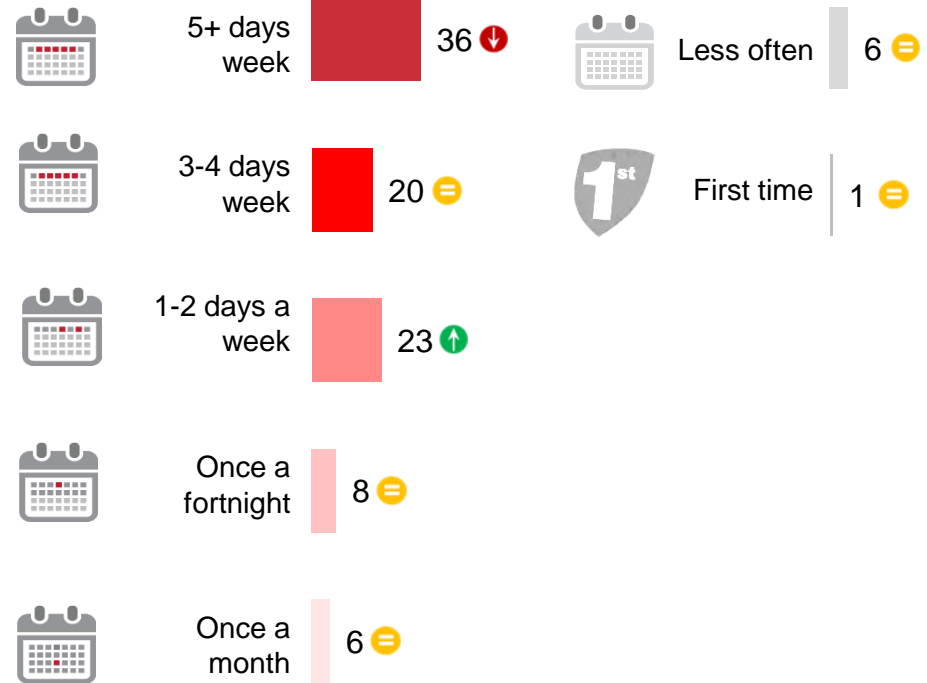
Metrolink journeys: summary (1)

Passenger journey details

Journey purpose



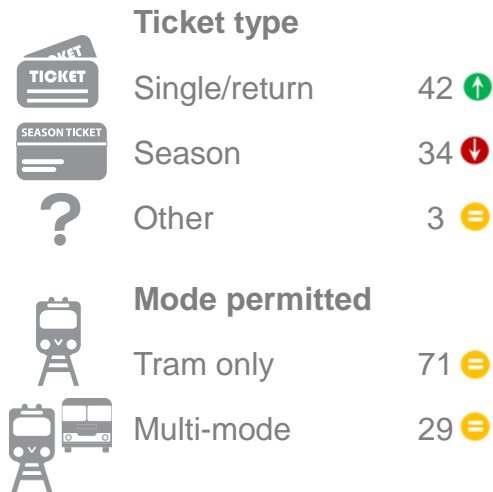
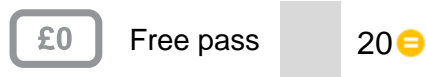
Frequency using trams in area



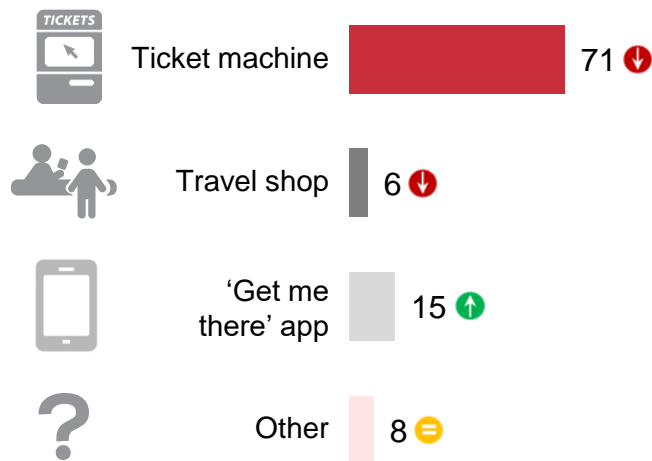
Metrolink journeys: summary (2)

Tickets used for today's journey

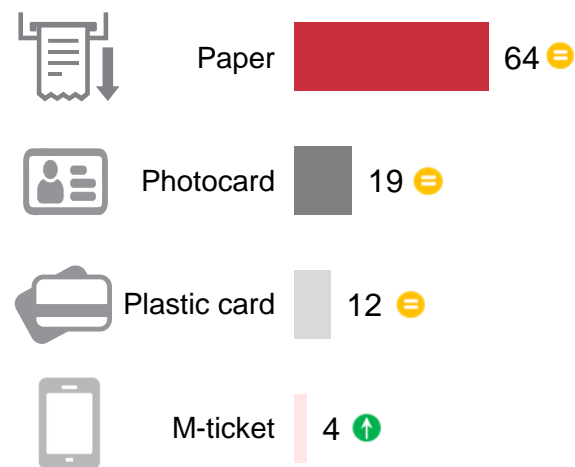
Free/fare payers



Purchased ticket via...



Ticket format



Metrolink: summary (3)

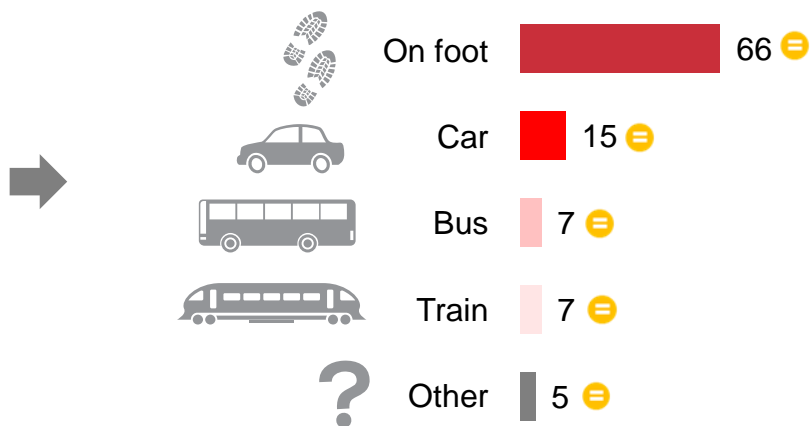
Most used tram stops: journey start

Piccadilly	11	⊖
Altrincham	7	⊖
Bury	6	⊖
Market Street	5	⊖
St Peter's Square	5	⬆
Victoria	4	⊖
Piccadilly Gardens	3	⬇
Deansgate-Castlefield	3	⬇

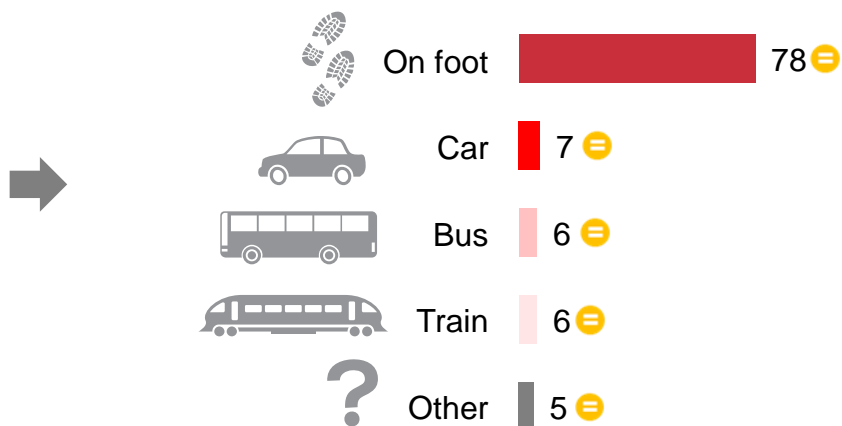
Most used tram stops: journey destination

St Peter's Square	8	⬆
Victoria	7	⬆
Market Street	6	⊖
Piccadilly Gardens	6	⊖
Piccadilly	6	⊖
Deansgate-Castlefield	5	⬇
Bury	4	⬇
Cornbrook	3	⊖

Mode used to arrive at starting stop (all stops)

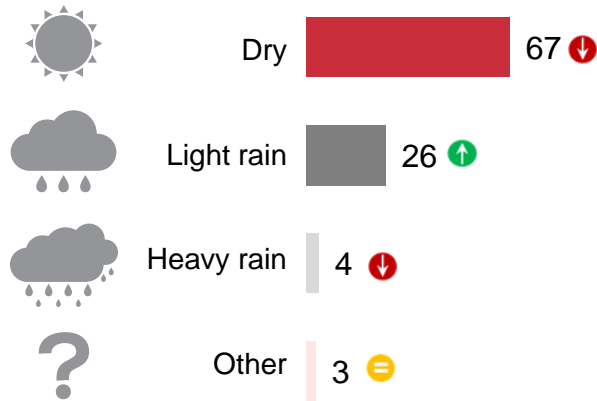


Mode used to travel on from destination stop (all stops)

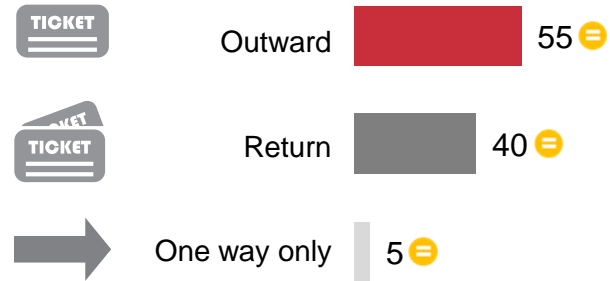


Metrolink journeys: summary (4)

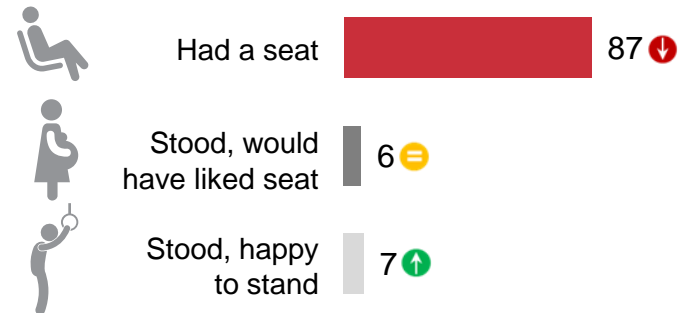
Weather on day of journey



Journey direction



Sitting/standing

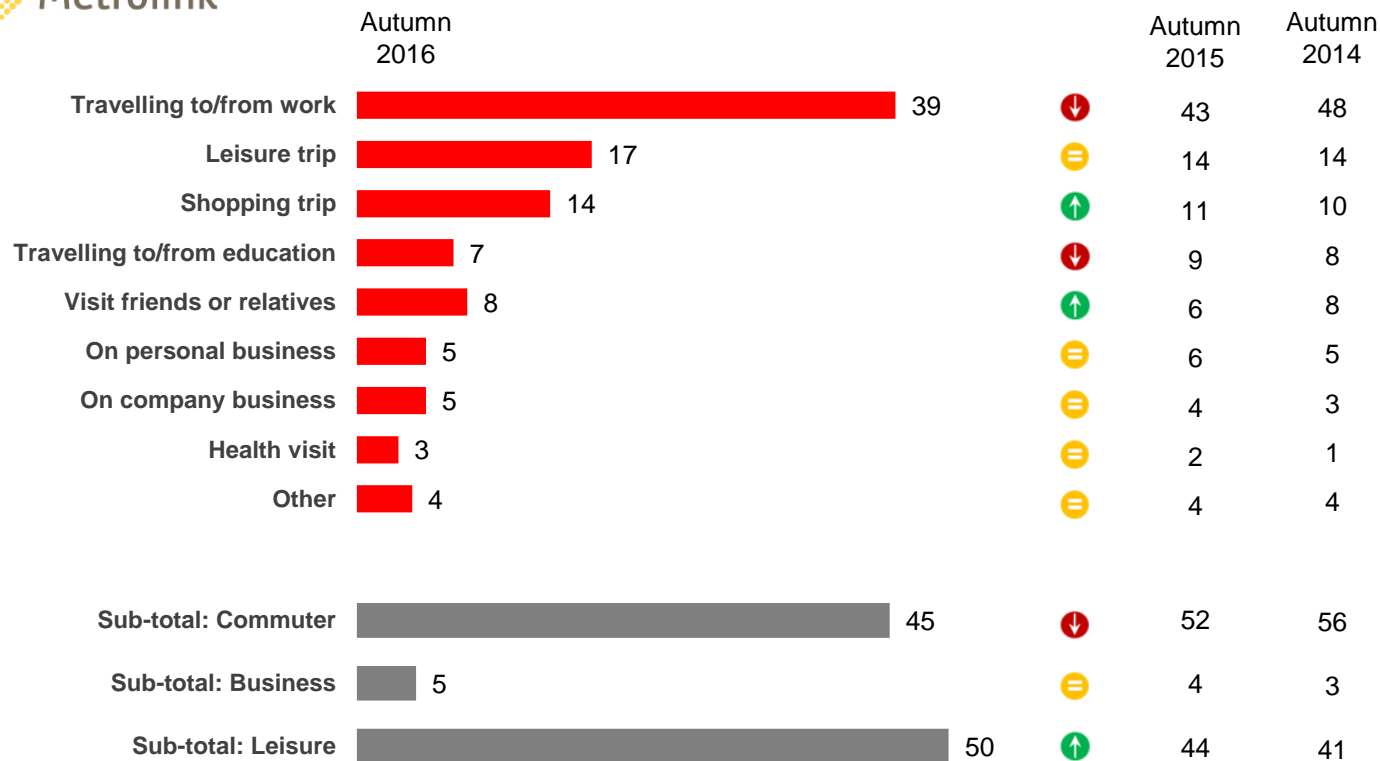


↑ Statistically significant increase since 2015

= No change

↓ Statistically significant decrease since 2015

Journey purpose

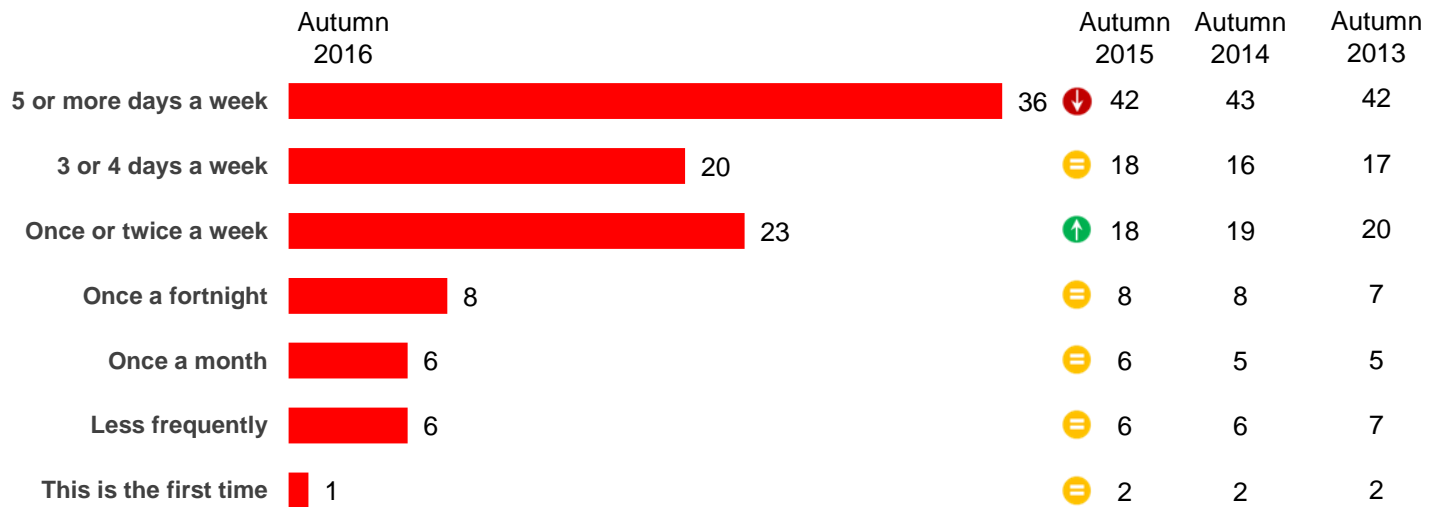


Q. What is the main purpose of your tram journey today?

Base: All passengers - 3012

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Frequency of using Manchester Metrolink



Q. How often do you typically travel by tram?

Base: All passengers - 2965

↑ Statistically significant increase since 2015

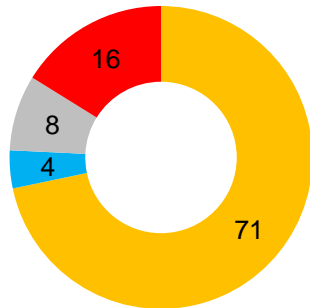
= No change

↓ Statistically significant decrease since 2015

Ticket type and modes of transport permitted

Metrolink

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Sub-total: Single/return	42	↑	38	42	40
Single	9	=	10	9	9
Return	33	↑	28	33	31
Sub-total: Season ticket/pass	34	↓	41	40	41
Day pass	8	↓	13	8	9
3 day/weekend	2	↑	1	1	1
5 days/1 week	10	=	11	12	13
10 days/2 weeks	0	=	0	0	0
4 weeks/1 month	12	=	13	15	11
Quarterly/3 months	0	=	0	0	2
1 year	2	=	3	3	4
Free pass/journey	20	=	18	16	16
Other ticket type	3	=	3	2	3



Mode of transport		Autumn 2015	Autumn 2014	Autumn 2013
Tram only	=	74	76	75
Train and tram	=	4	4	5
Bus and tram	=	8	8	8
Train, bus and tram	=	15	13	13

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

Base: All passengers - 2987

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

Base: All passengers - 2988

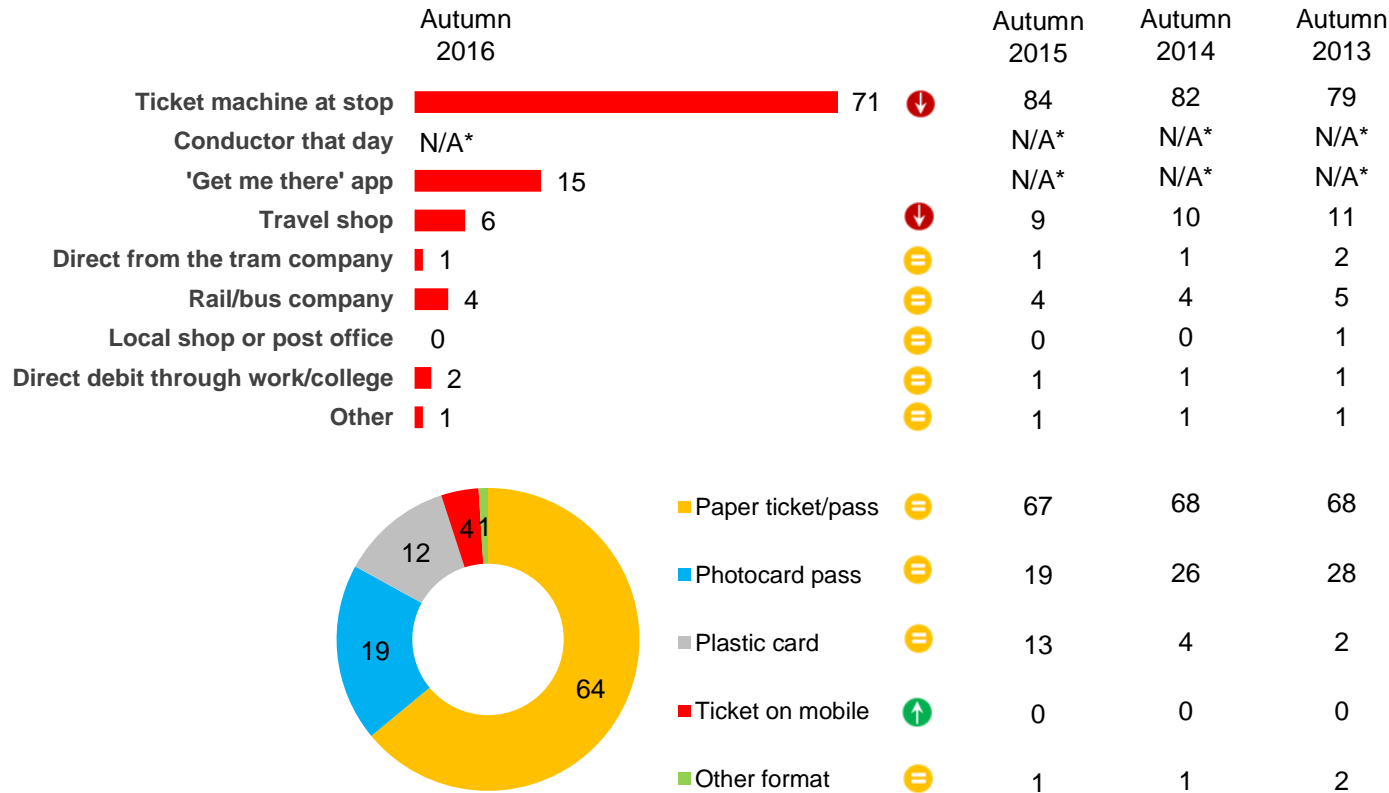
↑ Statistically significant increase since 2015

= No change

↓ Statistically significant decrease since 2015

Passenger and journey context: the detail

Method of buying ticket and ticket format



*Not asked for Manchester Metrolink
 Q. How did you buy that ticket or pass?
 Base: All fare paying passengers - 2025

Q. In what format was your ticket?
 Base: All passengers - 2742

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Manchester Metrolink stops used by passengers surveyed

55 per cent of passengers were on an outward journey, 40 per cent on a return and 5 per cent on a one-way trip (2015: 56 per cent, 38 per cent and 6 per cent respectively)

78 per cent (👇) had a seat for their whole journey, while 6 per cent (🟡) said they had to stand but would have liked to have a seat (2015: 81 per cent and 5 per cent)

51 per cent (👆) travelled on a single vehicle tram, 36 per cent (👇) on a double tram and 13 per cent were unsure if it was a single or a double tram (2015: 27 per cent, 59 per cent and 13 per cent)

Boarding

Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013

• Piccadilly	11	🟡	9	5	9
• Altrincham	7	🟡	6	8	8
• Bury	6	🟡	8	7	11
• Market Street	5	🟡	5	7	6
• St Peter's Square	5	👆	0	7	5
• Victoria	4	🟡	3	0	4
• Piccadilly Gardens	3	👇	6	2	4
• Deansgate-Castlefield	3	👇	4	1	1

Alighting

Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013

• St Peter's Square	8	👆	0	15	12
• Victoria	7	👆	5	0	5
• Market Street	6	🟡	7	11	9
• Piccadilly Gardens	6	🟡	6	5	5
• Piccadilly	6	🟡	6	4	8
• Deansgate-Castlefield	5	👇	7	1	2
• Bury	4	👇	5	6	6
• Cornbrook	3	🟡	4	3	2

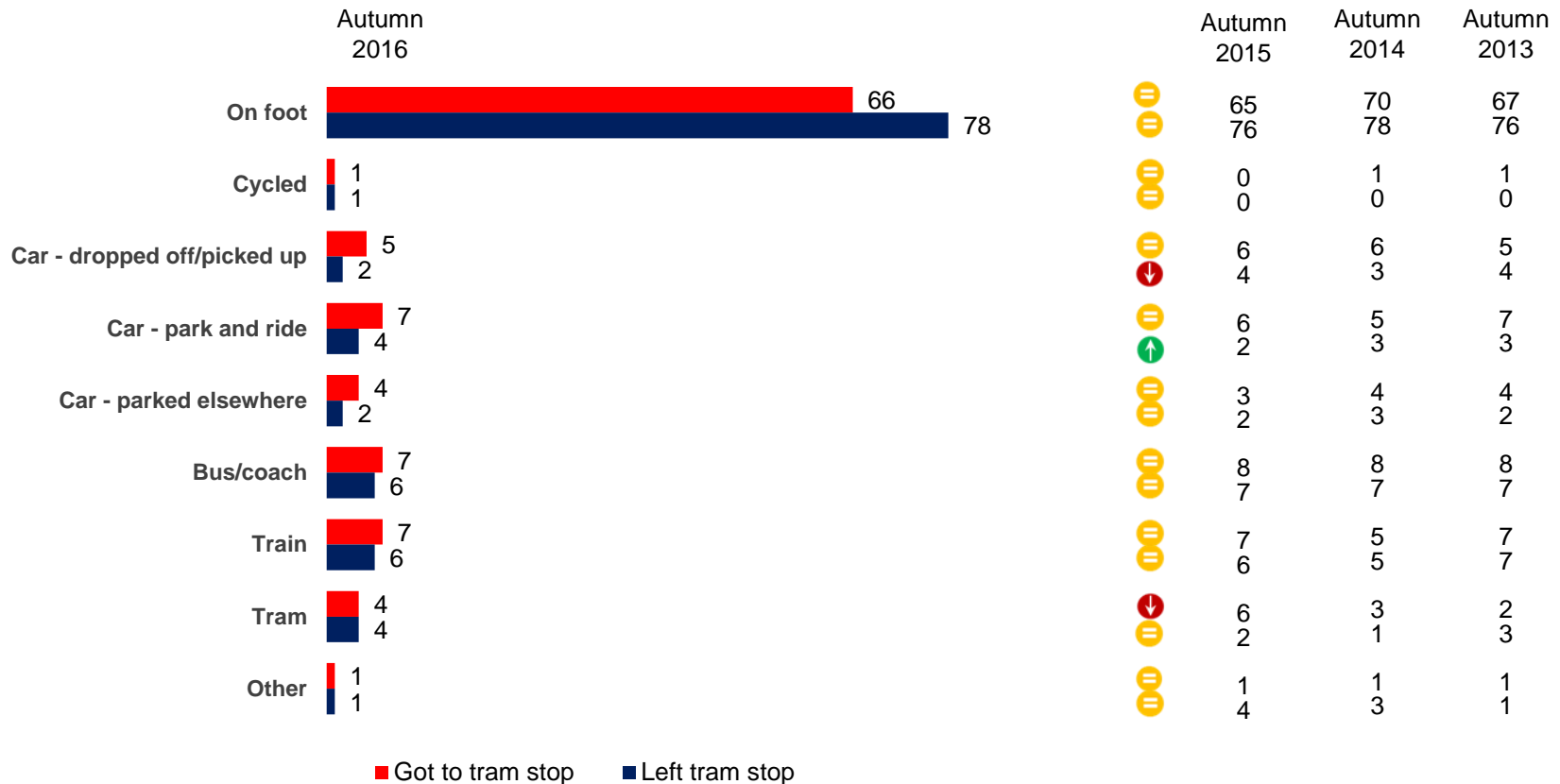
Any changes in tram stops used reflects the sample of passengers in this survey rather than actual usage of stops

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 - 3073

Passenger and journey context: the detail

How got to and from the tram stop

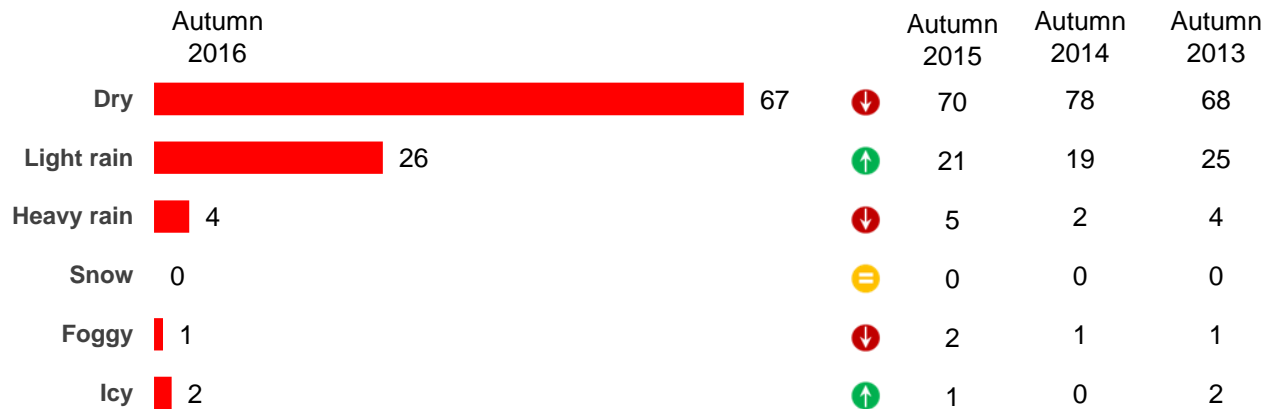


Q: How did you get to/from the tram stop where you boarded/left the tram today?
 Base: All passengers - 3011

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Passenger and journey context: the detail

Weather conditions when journey made

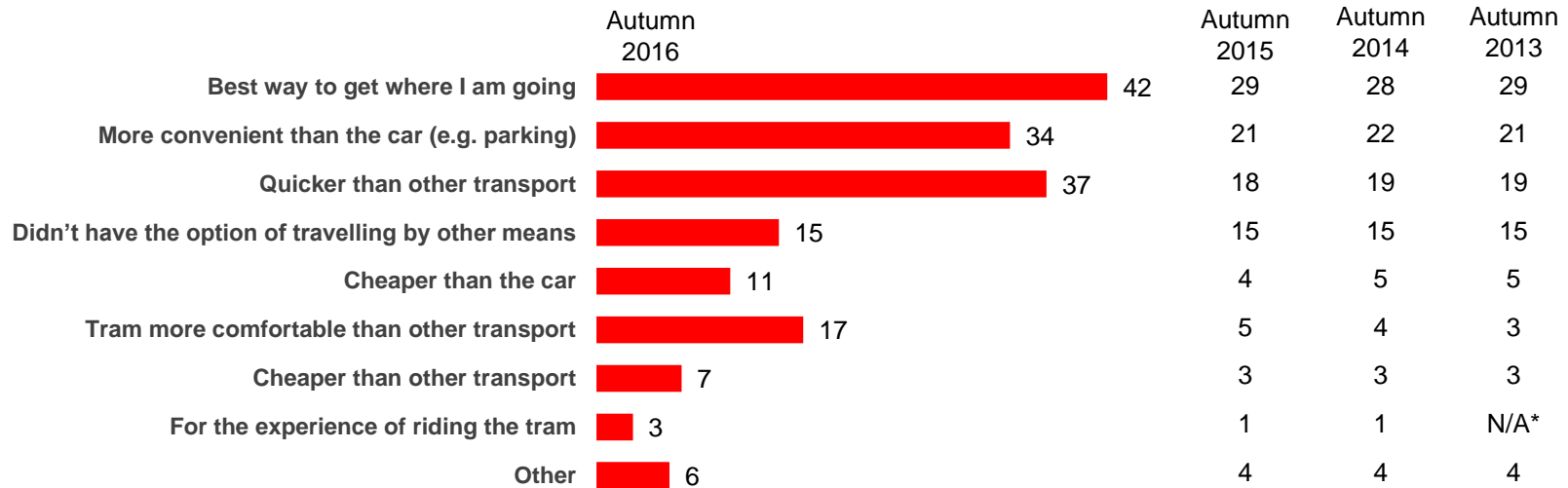


Q. What was the weather like when you made your journey?
 Base: All passengers - 3025

- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

Passenger and journey context: the detail

Reasons for choosing the tram



*Question changed to multi-code in 2016. Significant changes are therefore not shown

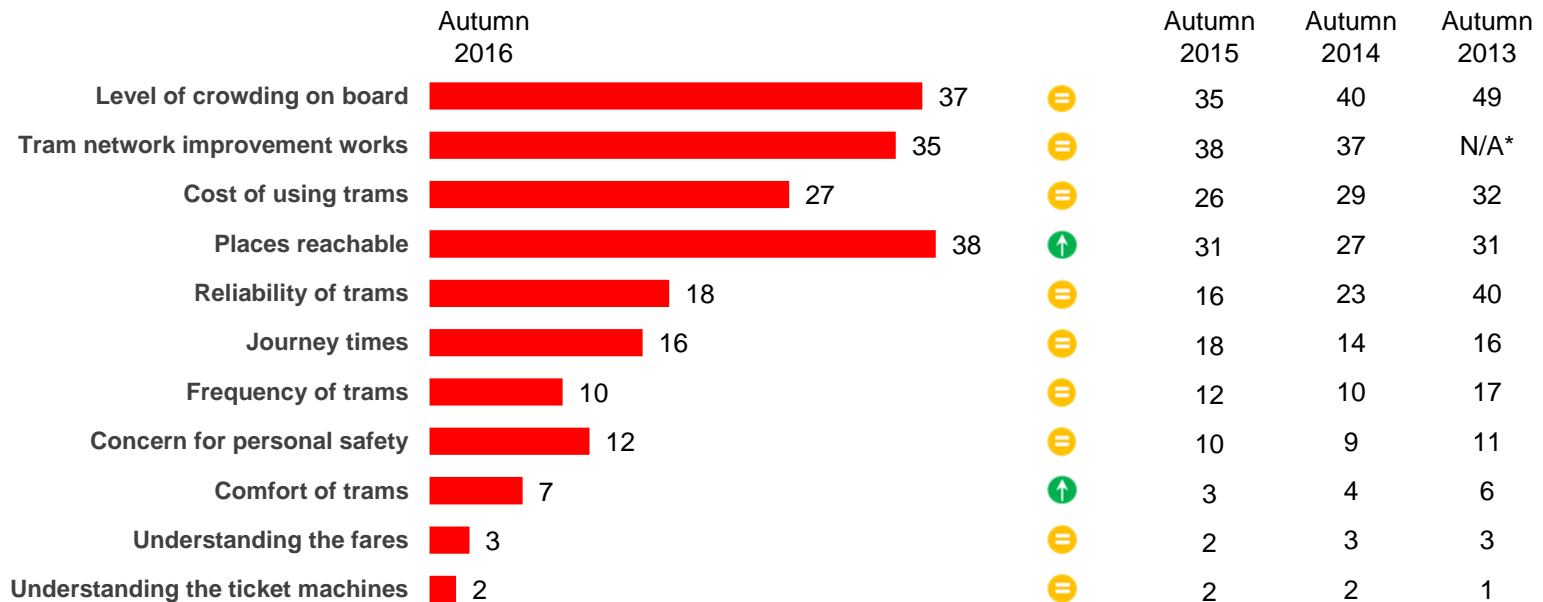
**Not asked in 2013

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

Base: All passengers - 2947

- Statistically significant increase since 2015
- No change
- Statistically significant decrease since 2015

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 - 2183

- Statistically significant increase since 2015
- No change
- Statistically significant decrease since 2015

TPS 2016 Manchester Metrolink

Appendix 2: Further detail on survey background and method

Methodology – fieldwork

Manchester Metrolink (TPS)

Fieldwork: 26 September to 4 December 2016 (with a gap for half term from 31 October to 6 November)

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: 3073 interviews (2541 paper and 532 online)

In 2015 fieldwork took place between 17 September to 26 November 2015

Bus (BPS) data for Transport for Greater Manchester area

Fieldwork: 5 September to 18 December 2016

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: 2026 interviews

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.

Methodology – themes that are affecting overall passenger satisfaction charts (1)

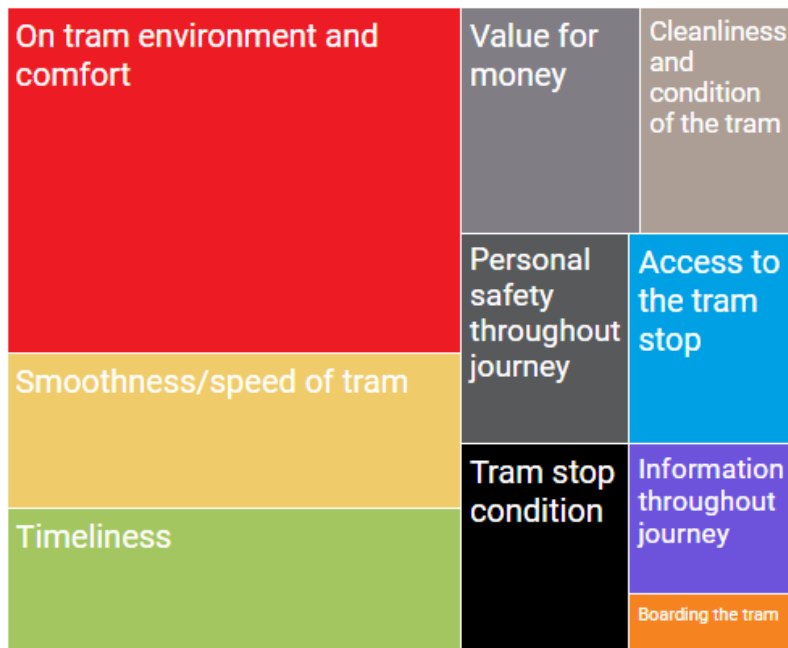
This year, we introduced a new approach for identifying the key drivers of overall journey satisfaction amongst bus passengers, comprising two stages. At the first stage, we took all 25 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as factor analysis, which groups together those satisfaction measures that are responded to similarly within the data. For instance, where high or low scores are given for measure 'x', there tends to be a similar rating for measures 'y' and 'z', so the 'factor' or theme becomes 'A'. Through this process we identified ten themes, which are shown below, alongside measures that formed each theme:

Theme (factor)	Questions
1 On tram environment and comfort	<ul style="list-style-type: none">• Sufficient room for all the passengers to sit/stand• The comfort of the seats• The amount of personal space you had around you• Provision of grab rails to hold on to when standing/moving about the tram• The temperature inside the tram
2 Tram stop condition	<ul style="list-style-type: none">• Its general condition/standard of maintenance• Its freedom from graffiti/vandalism• Its freedom from litter
3 Boarding the tram	<ul style="list-style-type: none">• The ease of getting on to and off of the tram• The length of time it took to board the tram
4 Timeliness	<ul style="list-style-type: none">• The length of time you had to wait for the tram• The punctuality of the tram
5 Access to the tram stop	<ul style="list-style-type: none">• Its distance from your journey start e.g. home, shops• The convenience/accessibility of its location
6 Personal safety throughout journey	<ul style="list-style-type: none">• Behaviour of fellow passengers waiting at the stop• Your personal safety whilst at the tram stop• Your personal security whilst on the tram
7 Cleanliness and condition of the tram	<ul style="list-style-type: none">• The cleanliness and condition of the outside of the tram• The cleanliness and condition of the inside of the tram
8 Smoothness/speed of tram	<ul style="list-style-type: none">• The amount of time the journey took• Smoothness/freedom from jolting during the journey
9 Information throughout journey	<ul style="list-style-type: none">• The information provided at the tram stop• Route/destination information on the outside of the tram• The information provided inside the tram
10 Value for money	<ul style="list-style-type: none">• How satisfied were you with the value for money of your tram journey?

Methodology – themes that are affecting overall passenger satisfaction charts (2)

For the second stage, these themes were then used to identify how much effect each one has on passengers' rating for overall journey satisfaction, by means of a key driver analysis.

The square diagrams show the proportional influence that each theme has on satisfaction for that area/operator. They should be read like a pie chart where the slices or portions are relative to each other and together add up to 100%. So in the example below, the theme of 'on tram environment and comfort' which is shaded red, has the greatest influence on satisfaction, followed by 'smoothness/speed of tram', while themes such as 'boarding the tram' and 'information throughout journey' have relatively influence here.



This analysis was conducted on fare-paying passengers only, so that the influence of value for money could be included. It also combines data from 2015 and 2016 surveys to increase robustness. The analysis excludes satisfaction measures relating to tram staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about tram staff. In order to run the analysis in a consistent and practical manner all staff measures have been excluded.

There are noticeable and interesting differences in the impact of different themes between the various tram networks.

The Manchester Metrolink route map



TPS 2016 Manchester Metrolink

Appendix 3: Questionnaire

Tram Passenger Survey

Thank you for agreeing to take part in our survey. Your views as a tram passenger are important.

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.

Towards the end, there are also questions to record your general experiences too.

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.

Completing the questionnaire

Please fill in the questionnaire after completing your journey with Metrolink.

Please tick only one box per question, unless directed otherwise.

After completing the questionnaire, please return it to us in the reply paid envelope provided.

WHEN ANSWERING:

CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

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:

Use the 24 hr. clock e.g. 5.25pm is 17:25

Enter your time of boarding into the boxes as shown

		:		
1	7		2	5

For office use only:

MA

§5105001C

Q3a What type of ticket or pass did you use for this journey on Metrolink?

Saver/Season Ticket

- 1 day.....
 3 day/weekend.....
 5 days/1 week.....
 4 weeks/1 month.....
 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.....
 Train and Metrolink.....
 Bus and Metrolink.....
 Train, Bus and Metrolink.....

Q4 In what format was your ticket?

- A standard paper ticket/pass.....
 A photo card ticket/pass.....
 A plastic card you touched on to the fare machine.....
 An electronic ticket on the get me there app.....
 Other format.....

Q5 How did you buy that ticket or pass?

- Ticket machine at the Metrolink stop.....
 Direct from Metrolink (website/phone).....
 Via the get me there app.....
 Travel shop.....
 Rail/bus company.....
 From a local shop or post office.....
 You had a free pass.....
 Direct debit through work/college.....
 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.....
- Travelling to/from education (e.g. college, school).....
- On company business (or own if self-employed).....
- On personal business (job interview, bank, post office).....
- Health visit (Doctor/hospital/dentist).....
- Shopping trip.....
- Visiting friends or relatives.....
- Leisure trip (e.g. day out).....
- Other.....

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

- Outward.....
- Return.....
- One way trip only.....

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

- Heavy/bulky luggage/other large items.....
- A pushchair.....
- Children (under 12).....
- A folding bicycle.....
- A non-folding bicycle.....
- A dog.....
- A helper.....
- A mobility scooter.....
- A wheelchair.....
- None of the above.....

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

- On foot/walked..... Bus.....
- Cycled..... Train.....
- Car - dropped off..... Tram.....
- Car - and used Park and Ride..... Other.....
- Car - parked elsewhere.....

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

- On foot/walked..... Bus.....
- Cycled..... Train.....
- Car - dropped off..... Tram.....
- Car - and used Park and Ride..... Other.....
- Car - parked elsewhere.....

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

(Please tick all that apply)

- Cheaper than the car.....
- Cheaper than other transport.....
- More convenient than the car (e.g. parking).....
- Didn't have the option of travelling by another means.....
- Quicker than other transport.....
- Best way to get where I am going.....
- Tram more comfortable than other transport.....
- For the experience of riding the tram.....

Other (please write in)

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

- Dry..... Foggy.....
- Light rain..... Snow.....
- Heavy rain..... Icy.....

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

- A single tram.....
- A double tram.....
- Don't know.....

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"/>
The time it took to buy a ticket at the ticket machine.....	<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..... Fairly dissatisfied.....
- Fairly satisfied..... Very dissatisfied.....
- Neither satisfied nor dissatisfied..... Don't know/No opinion.....

3 Waiting for the tram

Q19 Approximately, how long did you wait for your tram?
(Please write the time in minutes)

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Q20 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).....
- Telephoned for information.....
- 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).....
- Telephoned for information.....
- Other.....

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 matter to me when the tram was meant to arrive.....
- Other.....

Q21 Approximately how long did you expect to wait for the tram?
(Please write the time in minutes)

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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"/>

5

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 & 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 onto 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.....
- Yes – for part of the journey.....
- No – but you were happy to stand.....
- 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 the influence of alcohol.....
- Passengers taking/under the influence of drugs.....
- Abusive or threatening behaviour.....
- Rowdy behaviour.....
- Passengers not moving out of priority seats.....
- Passengers not paying their fares.....
- Feet on seats.....
- Music being played loudly.....
- Smoking.....
- Graffiti or vandalism.....
- Loud use of mobile phones.....
- Other (please write in)

6

Q28a Was your journey on Metrolink today delayed at all?

Yes..... No.....

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

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

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

(Please write the time in minutes)

5 Your overall opinion of the 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?

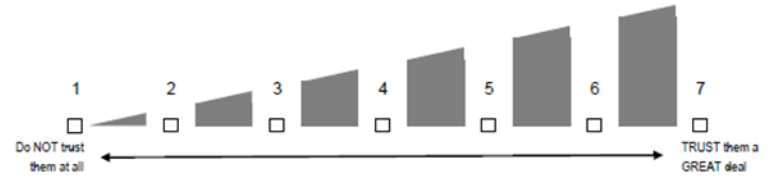
Q32 How satisfied were you with the value for money of your journey on Metrolink?

- 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.....
- The cost of the tram versus other modes of transport.....
- The fare in comparison to the cost of everyday items.....
- Comfort/journey quality for the fare paid.....
- The cost of making the same trip by car.....
- A reason not mentioned above (please write in box).....

Q34 All things considered, how much do you trust the tram company that operated the tram you used for this journey? (Please tick one box only)



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

Q40a How would you rate Metrolink services for the following:

	Very good	Good	Neither good nor poor	Poor	Very poor
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"/>
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"/>

Q40b 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"/>
Range of payment options available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Q43 How often do you typically travel on 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"/>		

Q44 Have any of the following frequently stopped you making journeys by Metrolink?

(Please tick all that apply)

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"/>		

7 About you

QA Are you...?

Male.....	<input type="checkbox"/>	Female.....	<input type="checkbox"/>
Prefer another term.....	<input type="checkbox"/>		

QB In which age group are you?

16-18.....	<input type="checkbox"/>	55-59.....	<input type="checkbox"/>
19-21.....	<input type="checkbox"/>	60-64.....	<input type="checkbox"/>
22-25.....	<input type="checkbox"/>	65-69.....	<input type="checkbox"/>
26-34.....	<input type="checkbox"/>	70-79.....	<input type="checkbox"/>
35-44.....	<input type="checkbox"/>	80+.....	<input type="checkbox"/>
45-54.....	<input type="checkbox"/>		

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QC Are you...?

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

QD Which of the following best describes your ethnic background?

- White.....
- Mixed/multiple ethnic groups.....
- Asian or Asian British.....
- Other ethnic group.....
- Black, African/Caribbean or Black British.....
- Chinese.....
- Arab.....

QE 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.....

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.....

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

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

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

- All or most of the time.....
- Some of the time.....
- You don't have anybody you can ask.....
- 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 398999 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 transport industry for Transport Focus 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:

bdrccontinental

Tram Passenger Survey
 Perspective Research Services Ltd
 FREEPOST (RTLU-YLTS-TGYU)
 12-20 Baron Street
 Angel, London N1 6LL



Tram Passenger Survey (TPS) **Manchester Metrolink**

Autumn 2016 results

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