Tram Passenger Survey (TPS) Nottingham

Autumn 2016 results

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TPS 2016 Nottingham

Context to the survey

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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

The 2016 TPS covered tram services in Manchester, Birmingham, Blackpool, Edinburgh, Nottingham and Sheffield

The survey method

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

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

Interviewers approached passengers on all days of the week between 6am and 10pm, between **26 September and 4 December 2016**

296 surveys were completed for Nottingham in Autumn 2016

For further details of the survey method, see Appendix

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The Nottingham network in context

	The Network	Passenger Journeys	Ticket Purchasing		Information at stops	Frequency	Engineering disruptions/other notes
Nottingham NET	2 lines 50 stops 20 miles	12.2* million	✓ TVMs at stops ✗ Conductors on board		✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays	Mon-Sat: every 3-15 mins Sun: 5-15 mins	• No significant issues affecting fieldwork
Blackpool Transport	1 line 38 stops 11 miles	4.9* million	✗ TVMs at stops ✓ Conductors on board		✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays	Mon-Sat: every 15-30 mins Sun: 20-30 mins	• 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
Edinburgh Trams	1 line 16 stops 8.7 miles	5.5** million	✓ TVMs at stops ✗ Conductors on board		✗ Info boards at stops (TTs, fares) ✓ Passenger Info Displays	Mon-Sat: every 8-10 mins Sun: 12-15 mins	• Network opened 31 May 2014 • No significant issues affected fieldwork
Manchester Metrolink	7 lines 93 stops 57 miles	36** million	✓ TVMs at stops ✗ Conductors on board		✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays *(Not all stops on Bury and Altrincham lines)*	Mon-Sat: every 6-12 mins Sun: 12-15 mins	• 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
Midland Metro	1 line 26 stops 13 miles	6.1** million	✓ TVMs at stops ✓ Conductors on board		✓ Info boards at some stops (TTs, fares) ✓ Passenger Info Displays	Mon-Sat: every 6-15 mins Sun: 15 mins	• 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
Sheffield Stagecoach SUPERTRAM	3 lines 48 stops 18 miles	11.6* million	✗ TVMs at stops ✓ Conductors on board		✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays	Mon-Sat: every 5-20 mins Sun: 10-20 mins	• No significant issues affecting fieldwork

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TPS 2016 Nottingham

Summary of 2016 results

transport**focus**

Key performance measures for Nottingham Express Transit 2016

Punctuality

96%
93%

Value for money

78%
81%

Journey time

93%
93%

Overall journey

97%
98%

⬆ Statistically significant increase since 2015

⬤ No change

⬇ Statistically significant decrease since 2015
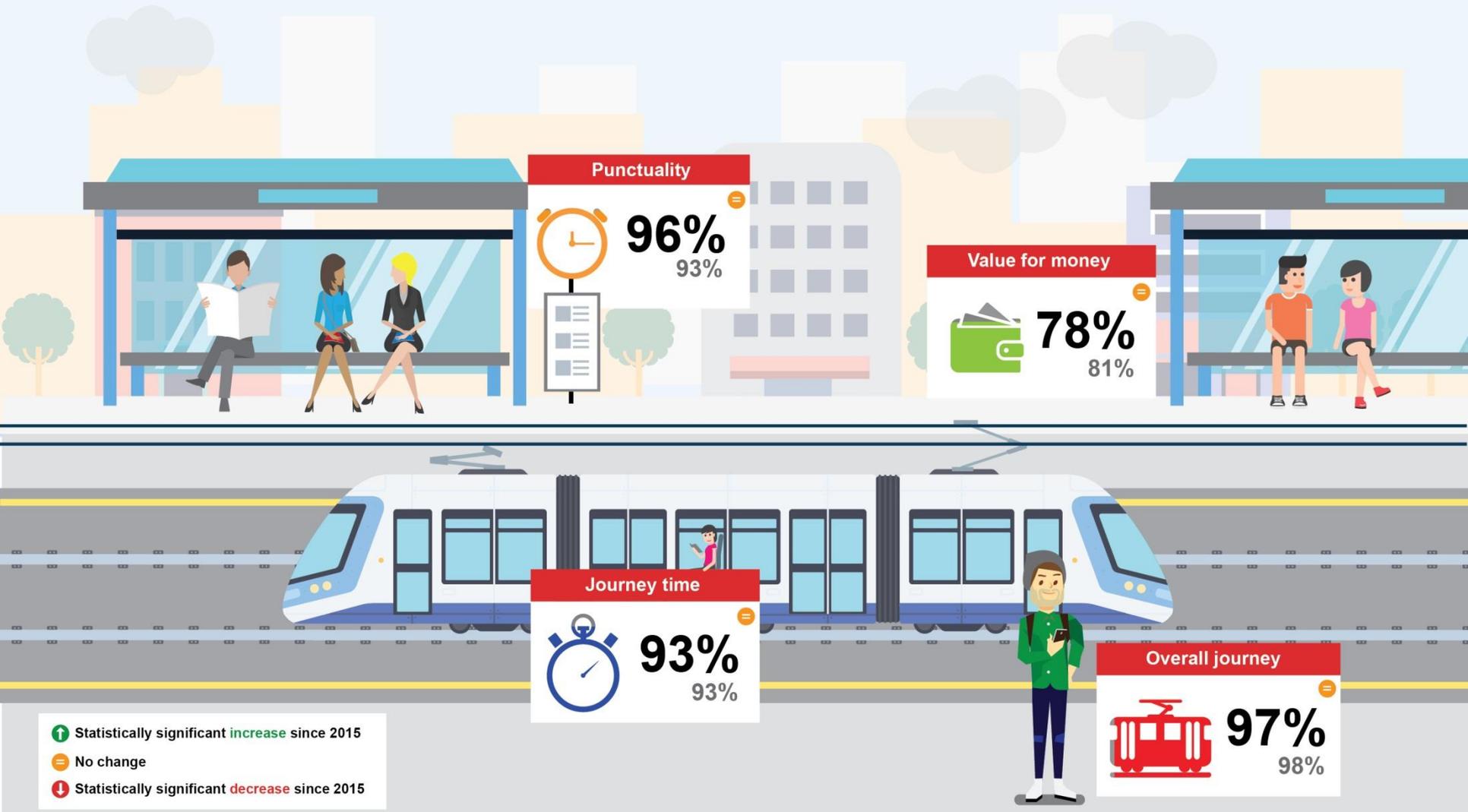
Figures shown are total very or fairly satisfied.
Last year's figure is shown in grey

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Overall passenger experience in Nottingham 2016: a snapshot

At the stop

Metric	Value
Overall satisfaction with stop	94%
Distance from journey start	89%
Convenience/accessibility	93%
General condition and maintenance	93%
Freedom from graffiti/vandalism	96%
Freedom from litter	94%
Behaviour of other passengers	90%
Information provided	86%
Personal safety	88%

- ⬆ Statistically significant **increase** since 2015
- ⬅ No change
- ⬇ Statistically significant **decrease** since 2015

Boarding

94	**94**	**97**	**97**
Route info on tram	Exterior cleanliness	Ease of getting on	Time taken to board

On board

93	**89**	**80**	**81**
Interior cleanliness	Info on board	Seat/standing space	Seat comfort
72	**79**	**83**	**86**
Personal space	Provision grabrails	Temperature	Personal security

The driver

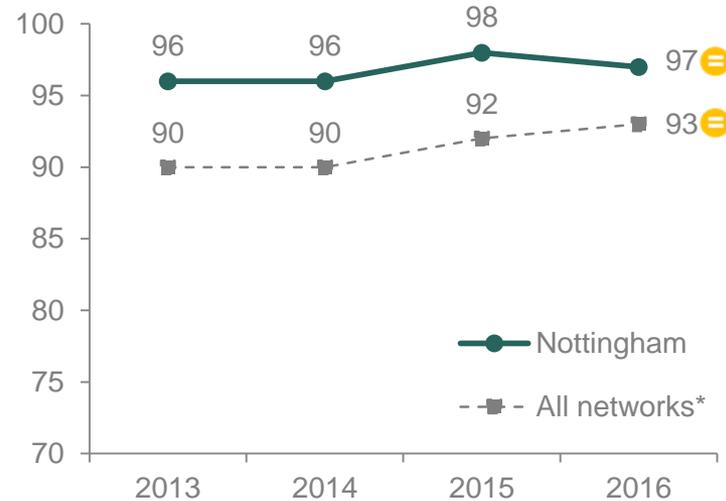| Metric	Value
Appearance	86%
Greeting	71%
Helpfulness/attitude	74%
Safety of driving	91%
Smoothness of journey	84%

Overall passenger experience in Nottingham 2016: comparison to all networks

Overall journey satisfaction: 2016

Nottingham NET — 97 ⊜

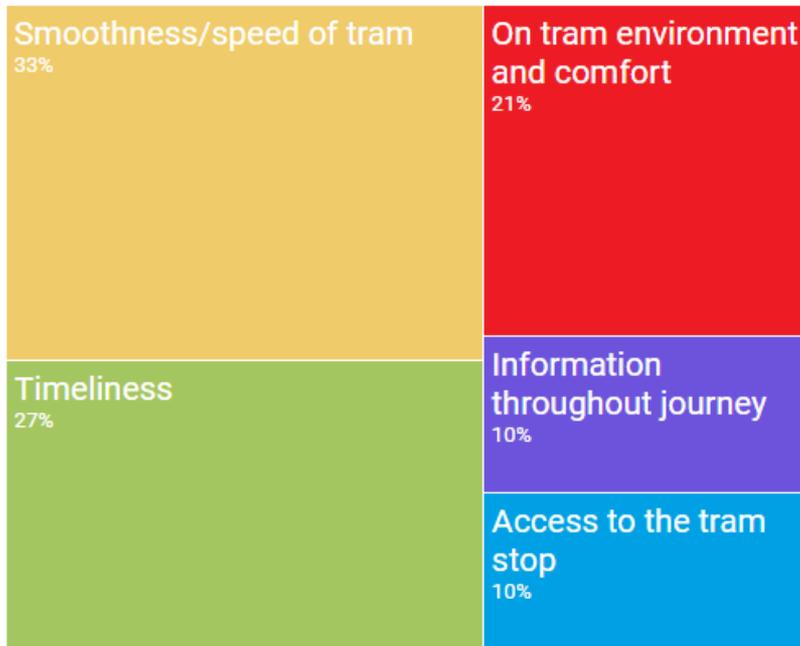**All Networks** — 93 ⊜

Overall journey satisfaction: trend

- 2013: Nottingham 96, All networks* 90
- 2014: Nottingham 96, All networks* 90
- 2015: Nottingham 98, All networks* 92
- 2016: Nottingham 97 ⊜, All networks* 93 ⊜

● Nottingham
- ■ - All networks*

The 2013 survey did not include Edinburgh Trams

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

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What makes a satisfactory or great journey in Nottingham?

The top factors linked to overall journey satisfaction in Nottingham*

What makes a satisfactory journey?

What makes a great journey?

Smoothness/speed of tram 33%	On tram environment and comfort 21%
Timeliness 27%	Information throughout journey 10%
	Access to the tram stop 10%

On tram environment and comfort 23%	Boarding the tram 18%	Access to the tram stop 16%
Timeliness 22%	Cleanliness and condition of the tram 8%	Value for money 4% / 3%
	Tram stop condition 4%	2%

Smoothness/speed of tram

Personal safety throughout journey

*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 Nottingham 2016: across the network

	Nottingham NET	All Networks	Clifton	Toton
Satisfaction with key measures:				
Overall journey	97 ⊜	93 ⊜	98 ⊜	97 ⊜
Value for Money	78 ⊜	69 ⊜	85 ⊜	73 ⊜
Punctuality	96 ⊜	88 ⬆	95 ⊜	96 ⊜
Overall stop	94 ⊜	90 ⊜	90 ⊜	96 ⊜
Satisfaction with other measures driving overall journey satisfaction in Nottingham:				
Amount of time the journey took	93 ⊜	90 ⬆	93 ⊜	93 ⊜
Smoothness/freedom from jolting	84 ⊜	81 ⊜	83 ⊜	85 ⊜
Length of time waiting for the tram	95 ⊜	88 ⬆	92 ⊜	97 ⊜

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

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Nottingham 2016: summary of key findings (1)

- Overall satisfaction with journeys on Nottingham Express Transit remains at the high levels that were seen last year, with 97 per cent of passengers satisfied with their journey (2015: 98 per cent). This high level of satisfaction is very consistent across different passenger groups

- The key factors which make journeys satisfactory on NET relate to the smoothness/speed of the tram and timeliness. Satisfaction with the amount of time the journey took is high, with 93 per cent of passengers satisfied (2015: 93 per cent). Satisfaction with smoothness of the journey is slightly lower at 84 per cent satisfied (2015: 82 per cent). Satisfaction with punctuality and the length of time waiting for the tram are both very high: 96 per cent of passengers are satisfied with punctuality and 95 per cent with the length of waiting time (2015: 93 per cent satisfied with both factors)

- The key factor which makes passengers 'very' rather than 'fairly' satisfied with journeys in Nottingham is the on board environment and comfort. There have been some slight increases in satisfaction with the on-board experience (the comfort of seats and the availability of space to sit/stand) but also some minor decreases (provision of grab rails, interior cleanliness/condition and amount of personal space)

- Amongst fare paying passengers, satisfaction with value for money has decreased slightly to 78 per cent satisfied (2015: 81 per cent), although this is not a statistically significant change. The change is mostly amongst the younger age group (16-34) and those using NET to commute
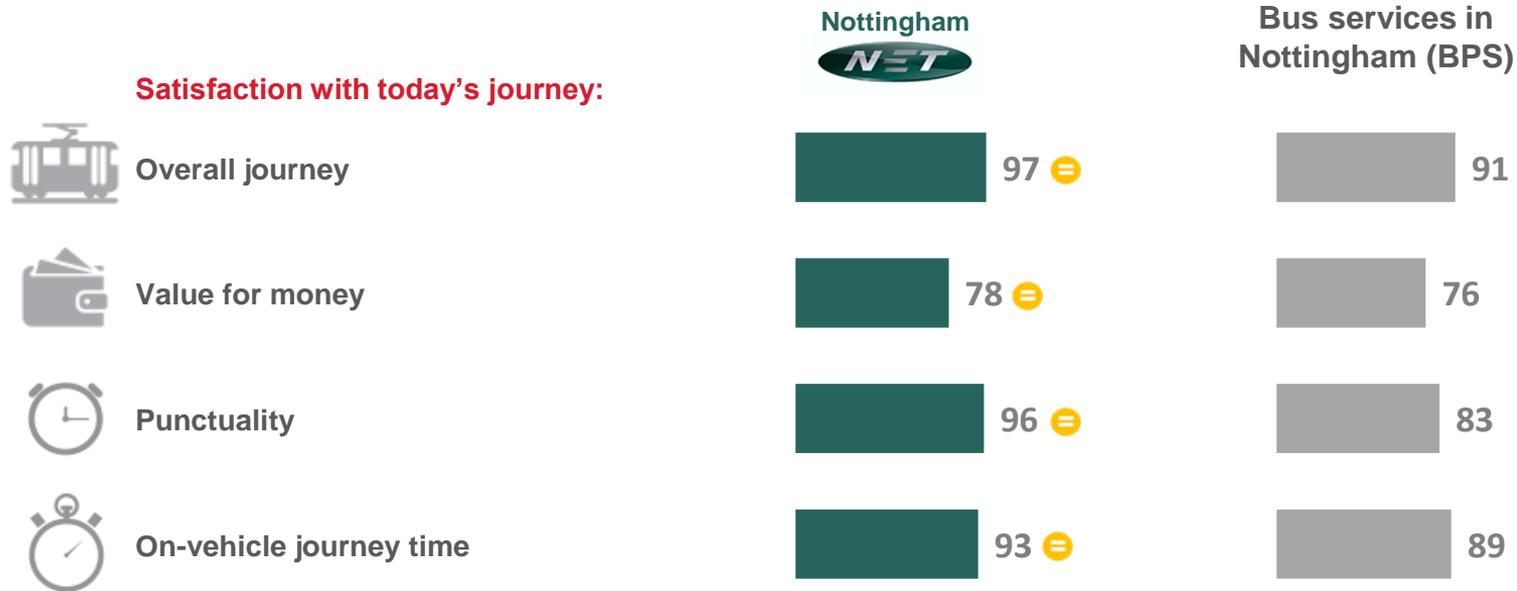
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Nottingham 2016: summary of key findings (2)

- When evaluating satisfaction with value for money, the cost of the tram compared to other modes of transport was the most important factor

- Overall journey satisfaction was consistent across both of the NET lines: 98 per cent of passengers were satisfied on the Clifton line and 97 per cent on the Toton line. However satisfaction with value for money is considerably higher on the Clifton line, with 85 per cent of passegners satisfied compared to 73 per cent on the Toton line

- Just over a third of passengers (37 per cent) spontaneously mentioned and improvement that could have been made to their journey. The most common theme related to the tram design, comfort and condition

- Other improvements mentioned included changes to fares and tickets, tram staff and the behaviour of other passengers

- Just over half of NET passengers (51 per cent) were travelling for commuting reasons. 43 per cent were commuting to work and 8 per cent to education

TPS 2016 Nottingham

Experience and opinions of the journey

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Experience and opinions of the journey: summary

Nottingham NET

Bus services in Nottingham (BPS)

Satisfaction with today's journey:

	Nottingham NET	Bus services in Nottingham (BPS)
Overall journey	97 ⊜	91
Value for money	78 ⊜	76
Punctuality	96 ⊜	83
On-vehicle journey time	93 ⊜	89

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

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Overall satisfaction: by gender and age

Nottingham NET

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	66	31	1	1		97	=	98	96	96
Male	62	35	2	1		97	=	99	97	96
Female	70	28		2		97	=	97	94	97
Age 16 to 34	54	45	1			99	=	99	95	96
Age 35 to 59	68	28	2	1	1	96	=	97	94	95
Age 60+	82	16	1	1	1	97	=	98	100	100

■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied
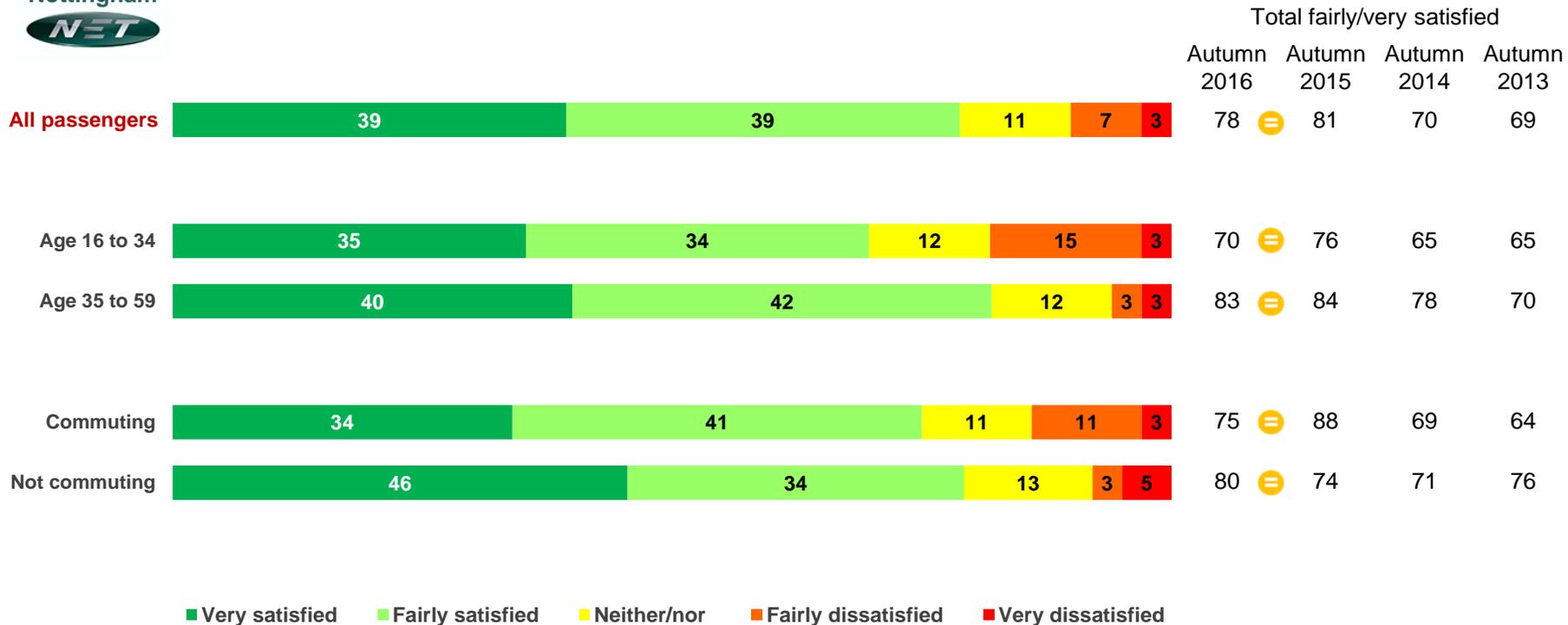
Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers - 281

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

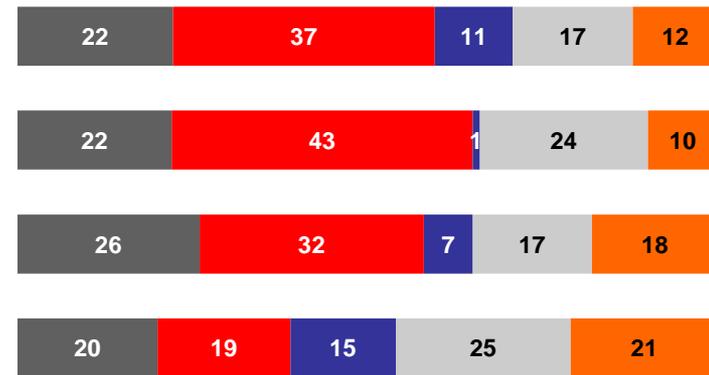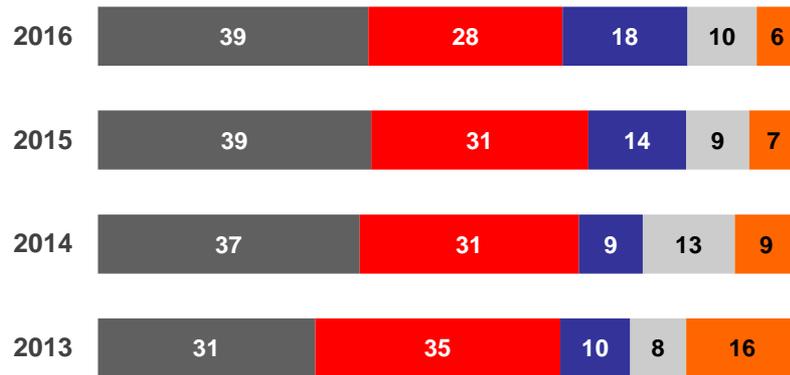# Overall satisfaction: by passenger type
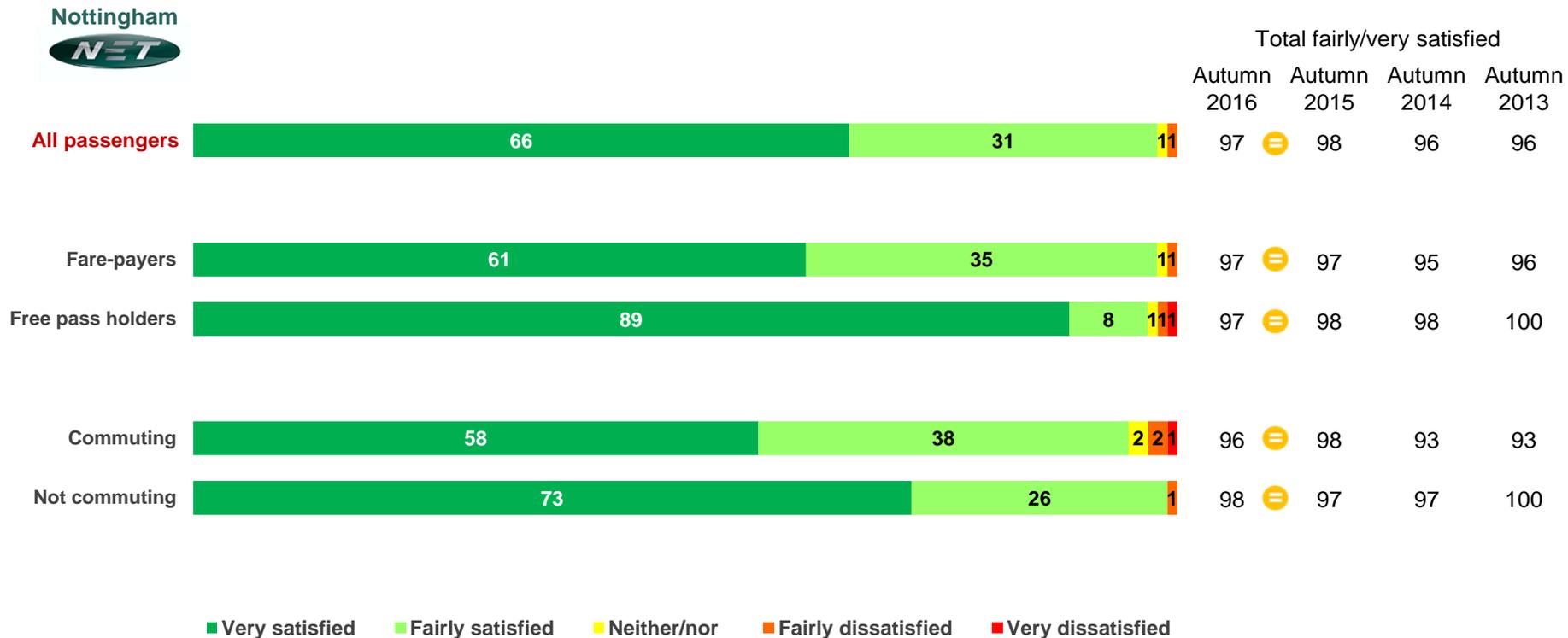
Nottingham NET

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	66 / 31 / 11	97	=	98	96	96
Fare-payers	61 / 35 / 11	97	=	97	95	96
Free pass holders	89 / 8 / 111	97	=	98	98	100
Commuting	58 / 38 / 2 21	96	=	98	93	93
Not commuting	73 / 26 / 1	98	=	97	97	100

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

Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers – 281 (Note: low base of 82 for the free pass holders)

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)

Nottingham NET

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	39	39	11	7	3	78	=	81	70	69
Age 16 to 34	35	34	12	15	3	70	=	76	65	65
Age 35 to 59	40	42	12	3	3	83	=	84	78	70
Commuting	34	41	11	11	3	75	=	88	69	64
Not commuting	46	34	13	3	5	80	=	74	71	76

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare paying passengers - 174

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

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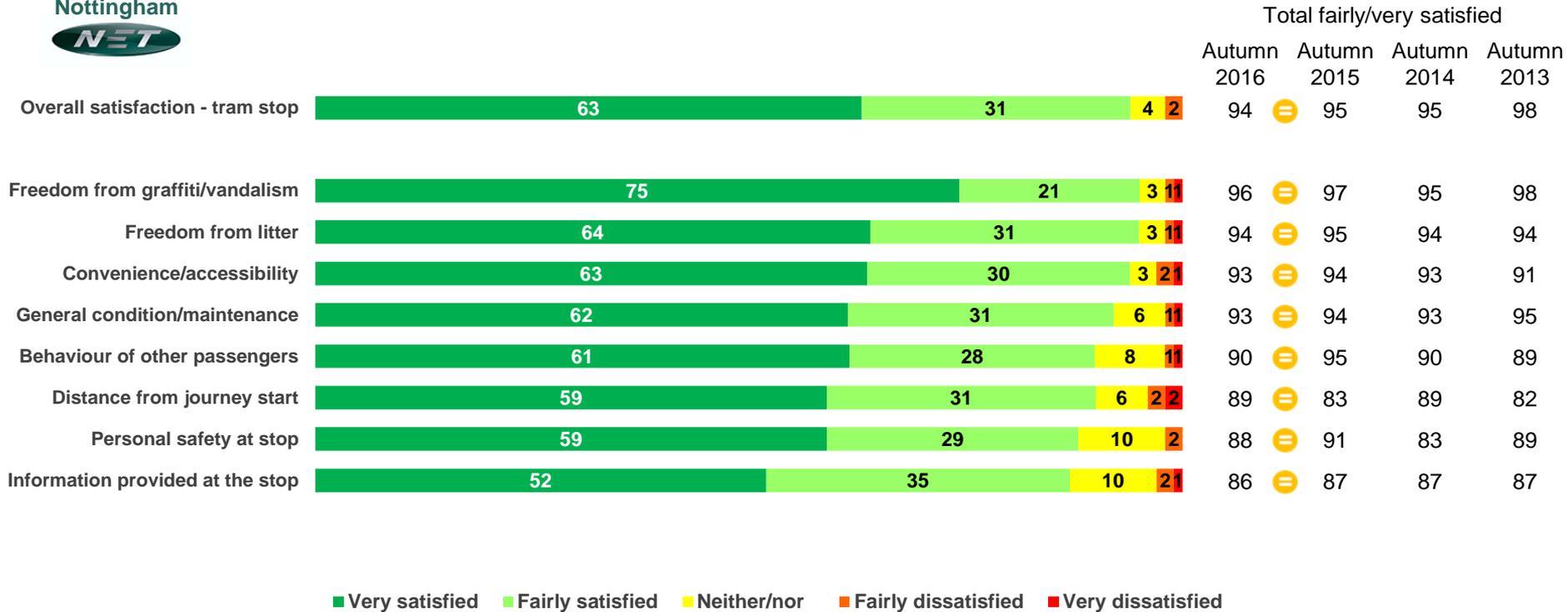# What influenced value for money rating

Nottingham NET

Those satisfied with value for money

2016	39	28	18	10	6
2015	39	31	14	9	7
2014	37	31	9	13	9
2013	31	35	10	8	16

Those not satisfied with value for money

2016	22	37	11	17	12
2015	22	43	1	24	10
2014	26	32	7	17	18
2013	20	19	15	25	21

- ■ Cost tram versus other transport
- ■ Cost for distance travelled
- ■ 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 – 138/28 (Caution: small base)

Punctuality and on-vehicle journey time

Nottingham
NET

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Satisfaction with punctuality	75 · 21 · 21 2	96	＝	93	93	94
Satisfaction with on-vehicle journey time	59 · 33 · 4 21	93	＝	93	91	92
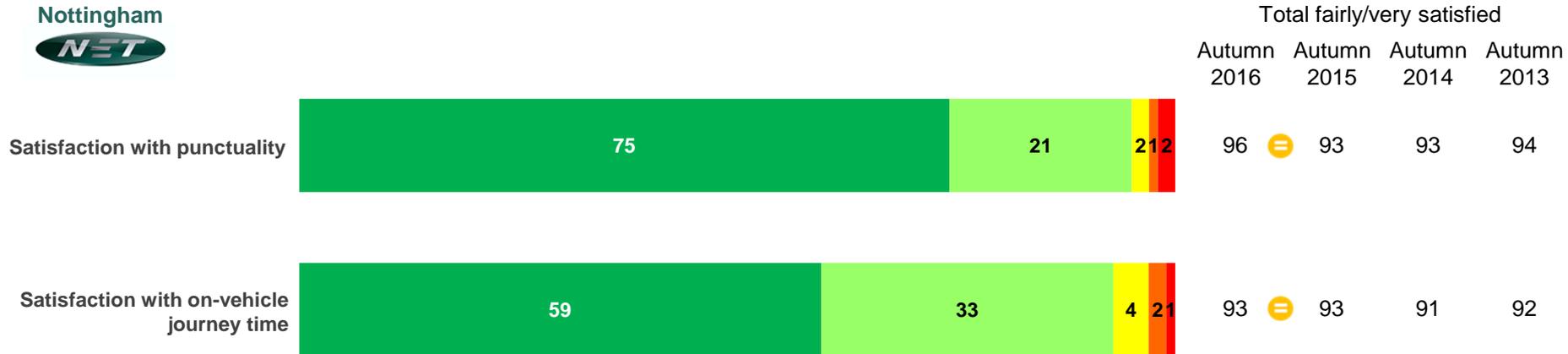
Q. How satisfied were you with each of the following…Punctuality? Base: All passengers - 272
Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers - 281

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

TPS 2016 Nottingham

Waiting at the stop

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Waiting at the stop: summary

Satisfaction with the stop:

	Nottingham NET	Buses in Nottingham
Overall satisfaction with stop	94 ⊜	88
Distance from journey start	89 ⊜	90
Convenience/accessibility	93 ⊜	93
General condition and maintenance	93 ⊜	85
Freedom from graffiti/vandalism	96 ⊜	86
Freedom from litter	94 ⊜	81
Behaviour of other passengers	90 ⊜	N/A*
Information provided	86 ⊜	85
Personal safety	88 ⊜	84

*Not asked in BPS

	Nottingham NET	Buses in Nottingham
Satisfaction: waiting time	95 ⊜	83
Expected wait time	6 mins ⬇	5 mins
Actual reported wait time	4 mins ⊜	5 mins
Passengers who checked tram time	80% ⊜ ⬇	82% ⬇
Info sources used before arriving at stop	5% online tram times	Online timetable
Info sources used at stop	71% electronic display	84% digital display
Among those that didn't check…	87% knew service frequent	72% knew service frequent

Satisfaction with the tram stop

Nottingham NET

Total fairly/very satisfied

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	63 | 31 | 4 | 2	94 ⊜	95	95	98
Freedom from graffiti/vandalism	75 | 21 | 3 | 1 | 1	96 ⊜	97	95	98
Freedom from litter	64 | 31 | 3 | 1 | 1	94 ⊜	95	94	94
Convenience/accessibility	63 | 30 | 3 | 2 | 1	93 ⊜	94	93	91
General condition/maintenance	62 | 31 | 6 | 1 | 1	93 ⊜	94	93	95
Behaviour of other passengers	61 | 28 | 8 | 1 | 1	90 ⊜	95	90	89
Distance from journey start	59 | 31 | 6 | 2 | 2	89 ⊜	83	89	82
Personal safety at stop	59 | 29 | 10 | 2	88 ⊜	91	83	89
Information provided at the stop	52 | 35 | 10 | 2 | 1	86 ⊜	87	87	87

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

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 - 286

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

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Waiting time

Nottingham
NET

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013

Length of time had to wait

68	27	2	1	2

95 ⊜ 93 92 87

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

Total about the same or a little/much less than expected

Actual versus expected waiting time

14	19	58	7	2

91 ⊜ 92 91 88

■ **Much less** ■ **A little less** ■ **About expected** ■ **A little longer** ■ **Much longer** ■ **Don't know**
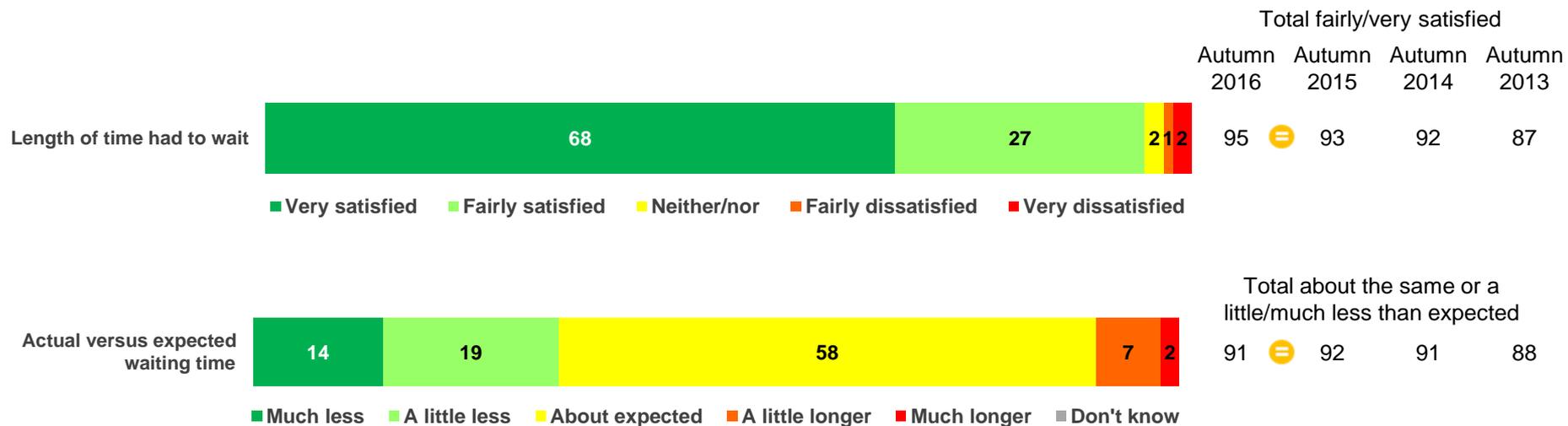
Q. How satisfied were you with each of the following? & Q. Thinking about the time you waited for the tram today, was it […] than expected?
Base: All passengers - 288

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

Expected and reported waiting times

Nottingham
NET

Expected tram waiting time

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Under 2 mins	7	⊜	4	4	13
2-5 mins	53	⊜	47	58	46
5-10 mins	36	⊜	45	37	35
10-15 mins	1	⊜	3	1	3
Over 15 mins	1	⊜	2	0	3
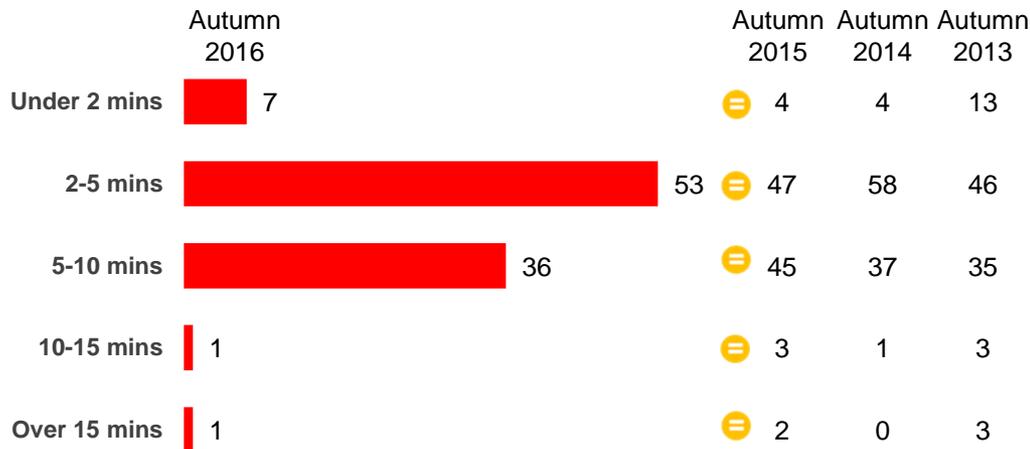
Average expected waiting time 6 minutes (2014: 7 minutes)

Reported tram waiting time

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Under 2 mins	23	⊜	29	24	24
2-5 mins	51	⬆	36	46	37
5-10 mins	20	⬇	32	26	32
10-15 mins	1	⊜	2	2	2
Over 15 mins	1	⊜	1	2	4
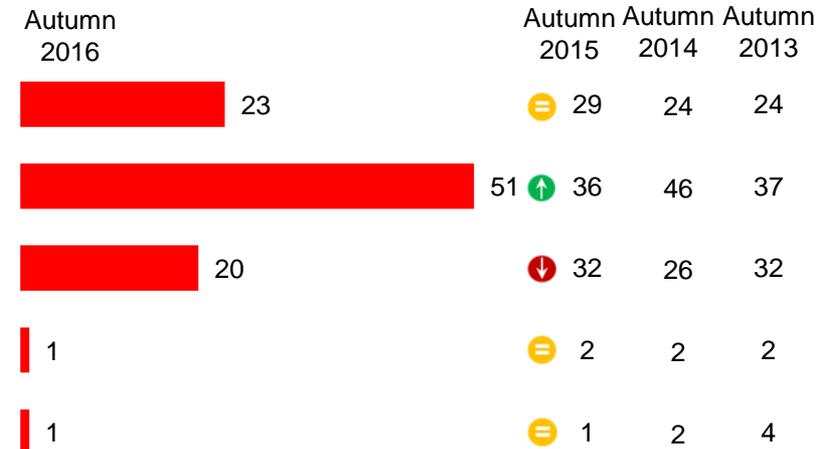
Average reported waiting time 4 minutes (2015: 5 minutes)

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 - 272

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

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How passengers checked tram times

Nottingham
NET

20 per cent (⊜) of Nottingham passengers did not check to find out when the tram was meant to arrive (2015: 18 per cent)

Before leaving for the tram stop

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Leaflet/paper timetable	4	⊜	7	5	10
Online	5	⬇	11	9	13
Live tram locator/timings	2	⊜	5	4	3
Disruption updates via social media	2	⊜	1	1	0
Other	6	⊜	10	8	9

At the tram stop

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Electronic display	71	⊜	68	67	75
Information posters	3	⊜	2	2	6
Online	1	⊜	1	0	0
Live tram locator/timings	0	⊜	0	1	0
Disruption updates via social media	0	⊜	0	0	0
Other	1	⊜	1	1	1

Q. Did you check any of the following to find out when the tram was meant to arrive?
Base: All passengers - 296

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

# Why passengers did not check tram times

Nottingham
NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Knew the trams ran frequently on this route	87	=	85	73	88
Already knew arrival times	9	=	5	7	12
Could not find the information	0	=	0	0	0
Didn't have time	1	=	5	13	12
Did not matter to me when tram was meant to arrive	13		N/A*	N/A*	N/A*
Did not know when tram was meant to arrive	N/A**		3	1	2

* 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 - 55

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

TPS 2016 Nottingham

The tram

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The tram: summary

	Nottingham NET	Buses in Nottingham		Nottingham NET	Buses in Nottingham		Nottingham NET	Buses in Nottingham
Start of journey			**On board**			**The driver**		
Route info on tram	94 ⊜	91	Interior cleanliness	93 ⊜	84	Appearance	86 ⊜	91
Exterior cleanliness	94 ⊜	87	Info on board	89 ⊜	84	Greeting	71 ⊜	78
Ease getting on	97 ⊜	93	Seat/standing space	80 ⊜	84	Helpfulness/attitude	74 ⊜	80
Time taken to board	97 ⊜	92	Seat comfort	81 ⊜	80	Safety of driving	91 ⊜	90
			Personal space	72 ⊜	75	Smoothness journey	84 ⊜	81
			Provision grabrails	79 ⊜	84			
			Temperature	83 ⊜	79			
			Personal security	86 ⊜	87			

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

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Satisfaction with start of journey
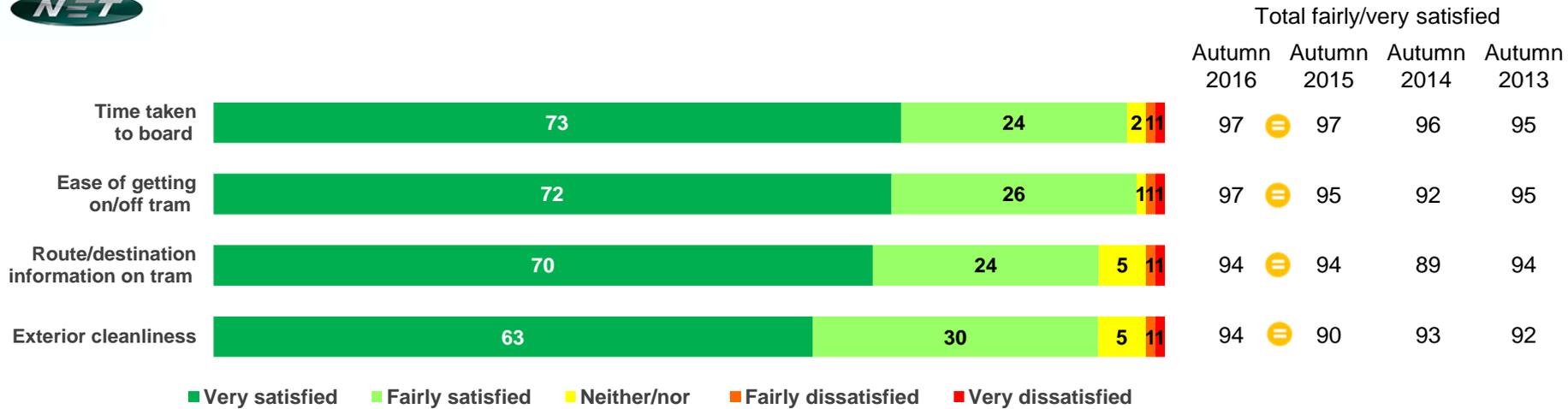
Nottingham
NET

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Time taken to board	73 / 24 / 2 / 1 / 1	97	=	97	96	95
Ease of getting on/off tram	72 / 26 / 1 / 1 / 1	97	=	95	92	95
Route/destination information on tram	70 / 24 / 5 / 1 / 1	94	=	94	89	94
Exterior cleanliness	63 / 30 / 5 / 1 / 1	94	=	90	93	92

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

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
Base: All passengers - 280

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

Satisfaction on the tram

Nottingham NET

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Interior cleanliness/condition	54 / 39 / 6 / 1 / 1	93	⊜	95	93	92
Information provided inside the tram	54 / 35 / 10 / 1	89	⊜	91	86	83
Personal security	49 / 36 / 11 / 2 / 2	86	⊜	88	84	85
Temperature inside the tram	38 / 45 / 10 / 6 / 1	83	⊜	84	88	83
Comfort of the seats	37 / 44 / 10 / 6 / 3	81	⊜	77	82	76
Availability of seating or space to stand	41 / 39 / 7 / 10 / 4	80	⊜	79	78	77
Provision of grab rails	45 / 35 / 12 / 6 / 2	79	⊜	83	84	76
Amount of personal space	31 / 41 / 13 / 9 / 7	72	⊜	73	74	66

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

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers - 287

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

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Satisfaction with tram staff

Nottingham
NET

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Safety of the driving	57 | 33 | 8 | 1	91	=	93	91	95
Appearance	59 | 28 | 10 | 2 | 2	86	=	87	82	89
Smoothness/freedom from jolting	41 | 43 | 10 | 5 | 1	84	=	82	83	75
Helpfulness/attitude	49 | 25 | 22 | 1 | 3	74	=	84	76	86
Greeting/welcome	47 | 24 | 26 | 1 | 2	71	=	81	69	77

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

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 - 203

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

TPS 2016 Nottingham

Negative experiences during the journey

transportfocus

Negative experiences during the journey: summary

Nottingham
NET

Passengers experiencing a delay to their journey

4 ⊖
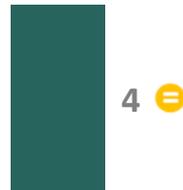
Average length of delay *(perceived)*

18 mins* ⊖
*Caution: small base (14)

Most common cause of delay

Due to tram failure* ⊖
*Caution: small base (14)

Passengers with worry or concern about others' behaviour on board

3 ⊖

transportfocus

Experience of delays

Nottingham
NET

4 per cent (=) of Nottingham passengers experienced a delay (2015: 5 per cent). Average length of delay was 17.6 minutes (=)

Autumn
2016

Autumn
2015

Planned engineering works
Tram waiting too long at stops
Tram waiting too long at signals
Signal/points failure
Congestion/traffic jam
Tram failure
Time it took passengers to board
Had to use bus replacement
Poor weather
No reason given for delay
Other
Not sure

Sample size of concerned passengers too small to report upon

Base too small to report

* '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 - 14 (Caution small base)

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

Worry or concern at other passengers' behaviour

Nottingham NET

% worried/concerned of other passengers' behaviour

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	3	=	5	4	6
Male	3	=	1	4	6
Female	3	=	9	3	5
Age 16 to 34	4	=	4	4	4
Age 35 to 59	4	=	7	4	10
Age 60+	1	=	2	1	3

Types of worrying/concerning behaviour (%)

	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Feet on seats				
Rowdy behaviour				
Passengers not moving out of priority seats				
Loud use of mobiles				
Passengers playing loud music	Sample size of concerned passengers too small to report upon	Base too small to report	Base too small to report	Base too small to report
Passengers under influence of alcohol				
Passengers under influence of drugs				
Abusive or threatening behaviour				
Smoking				
Passengers not paying fares				
Graffiti/vandalism				

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 - 287
Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?
Base: All experiencing worrying/concerning behaviour – 10 (Caution small base)

⬆ Statistically significant increase since 2015
= No change
⬇ Statistically significant decrease since 2015

TPS 2016 Nottingham

Passengers' suggested improvements

transportfocus

Passengers' suggested improvements: summary

63% of Nottingham passengers in 2016 had no suggestions for improvements

…of the 37% that did, the most common service areas for improvement were:

Service area	Value
Tram: Design/comfort/condition	30
Fares/tickets	18
Tram staff	17
Passenger behaviour	12
Seating and capacity	11
Tram stop	10
Frequency/routes	4
Information about routes	4
On-board amenities (Wi-Fi, tea/coffee etc.)	3
Punctuality	3
Journey times	2
Disabled provision / Wheelchair provision etc.	2
Real time info./updates via online sources	2
External factors (road works, congestion etc.)	1
Comment about another journey	1
Real time info./updates at stop	0
Other	2

*Coding has been changed since 2015. Significant changes are therefore not shown

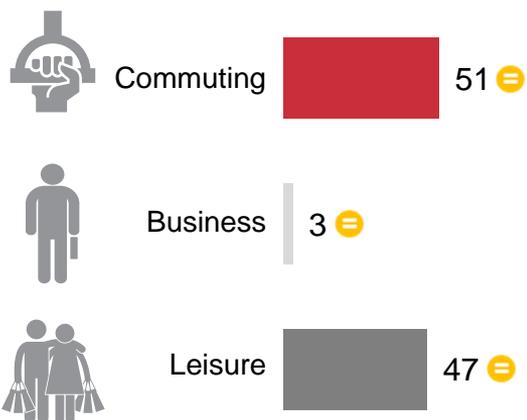*Q. If something could have been improved on your tram journey today, what would it have been?*
Base: All suggesting an improvement - 102

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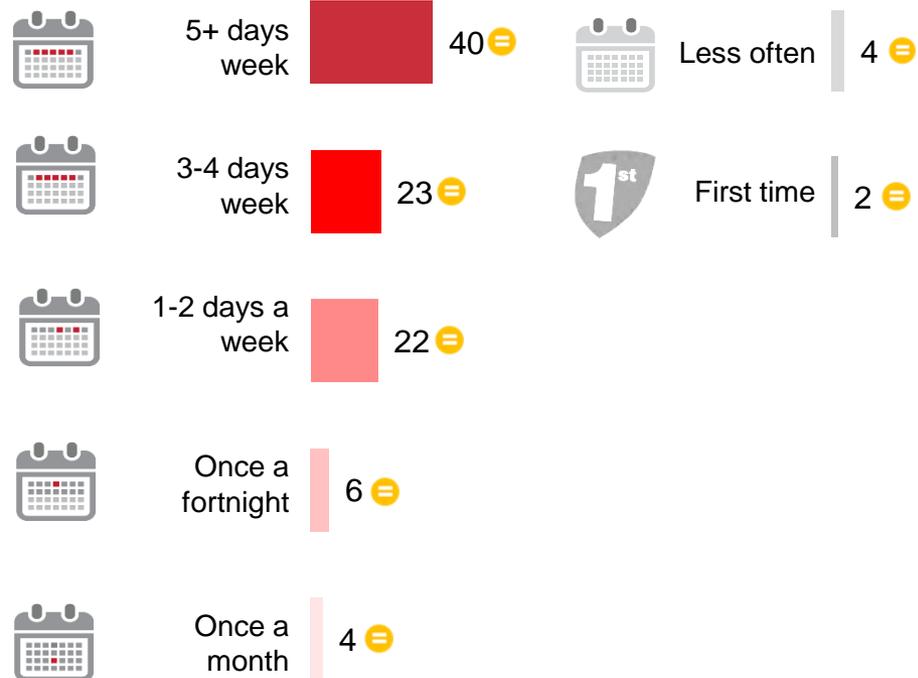No change
Statistically significant decrease since 2015

Selected verbatim comments

Clean the tram on inside more, to give people longer to get on and checking all push buttons to check that they work.

The push buttons to alert the driver to stop at the next stop rarely work. Often have to press at least three to find one that works.

Every tram should have a ticket conductor for when children hassle older people and misbehave, also would create jobs

From when school children come on tram, litter is seen e.g. sweets and apple cores etc., doesn't make tram appealing.

It was my first visit to this tram stop. The tram arrived immediately, I did not know where to find the fare machine to touch my complimentary pass and panicked the tram would go

No loud music, more trams to make less people on board equals more seats, less people having to stand

The tram is crowded very often. The smell is not always good. I can smell urine quite often.

Very little legroom if over 5 foot 6 inches. Very little room if sitting next to somebody large. Convenience store/click and collect at terminus.

A lot of staff I have encountered are very rude and aggressive, almost to a point of distress

It'd be helpful to not feel rushed getting off. I was ready and prepared and already by the door but the doors still started closing while getting the pram, luggage and two kids off.

A way of checking you have touched on without charging you twice.

To have the conductors back on the tram to prevent people riding for free knowing that they won't get caught by the inspectors. They stand looking for them and then get off the tram.

I don't think the seat design is practical as there is very little room to pass between seats. Tube style side seating might be better.

TPS 2016 Nottingham

Opinion of trams in the local area

transportfocus

Opinion of trams in the local area: summary

Nottingham NET

Bus services in Nottingham (BPS)

General opinion of services in area:

	Nottingham NET	Bus services in Nottingham (BPS)
Ease of buying tickets	87 =	N/A*
Punctuality	89 =	80*
Frequency	93 =	85
Range of tickets available	81 =	N/A*
Range of payment options available	82 *	N/A*
Ease of getting to local amenities	94 =	91
Connections with other modes	86 =	81
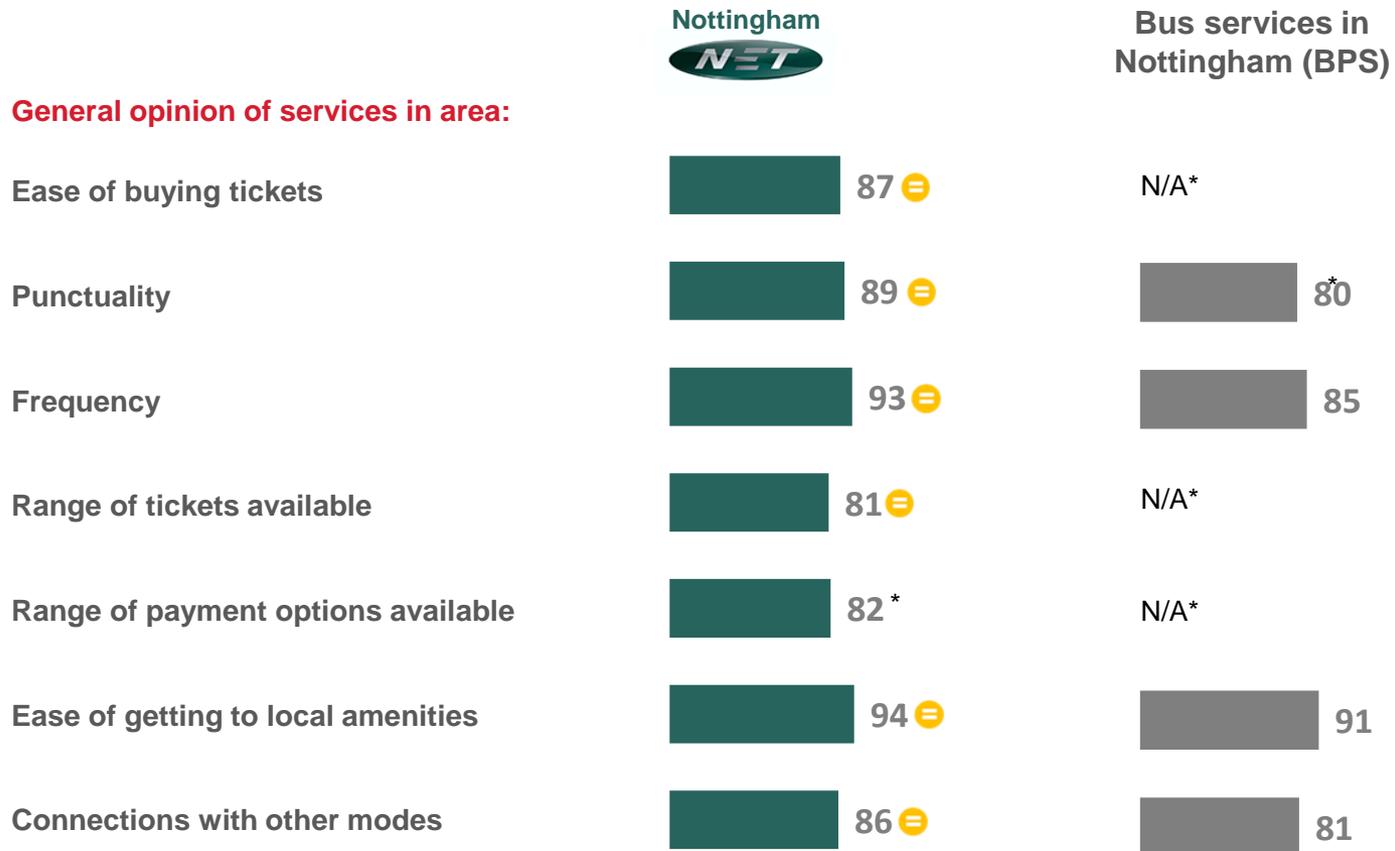
*Not asked in 2015/BPS. Punctuality refers to 'reliability' in BPS

Statistically significant increase since 2015

No change

Statistically significant decrease since 2015

Satisfaction with trams generally

Nottingham NET

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Frequency (how often they run)	57 / 36 / 4 / 3	93	=	93	93	89
Punctuality (running on time)	54 / 35 / 8 / 2 / 1	89	=	86	93	93
Ease of buying ticket	54 / 33 / 7 / 6	87	=	85	82	93
Range of payment options available	50 / 32 / 11 / 6 / 1	82		N/A*	N/A*	N/A*
Range of tickets available	43 / 38 / 14 / 3 / 2	81	=	86	79	N/A*

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

Total good/very good

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Ease of getting to local amenities	54 / 40 / 5 / 1	94	=	92	89	91
Connections with other modes of transport	53 / 33 / 11 / 3	86	=	93	91	89

■ Very good ■ Good ■ Neither/nor ■ Fairly poor ■ Very poor

*Not asked before 2016

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 - 224

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

TPS 2016 Nottingham

Appendix 1: the passenger and journey context

transportfocus

Nottingham passengers: summary

Overview of passenger demographics

Age

	Autumn 2015
■ 16-34	= 39
■ 35-59	= 43
■ 60+	= 16
■ Not stated	= 2

(chart values: 34, 45, 18, 3)
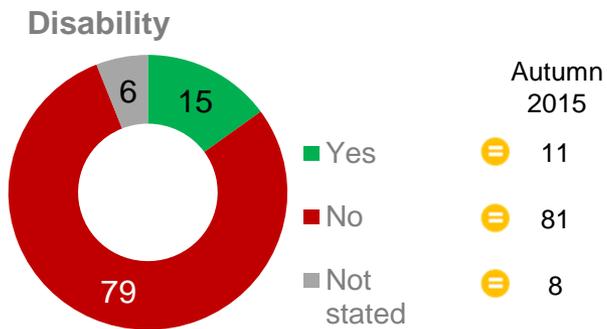
Disability

	Autumn 2015
■ Yes	= 11
■ No	= 81
■ Not stated	= 8

(chart values: 15, 79, 6)

Access to private transport
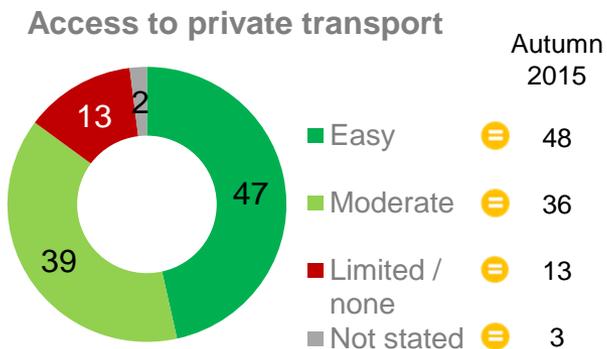
	Autumn 2015
■ Easy	= 48
■ Moderate	= 36
■ Limited / none	= 13
■ Not stated	= 3
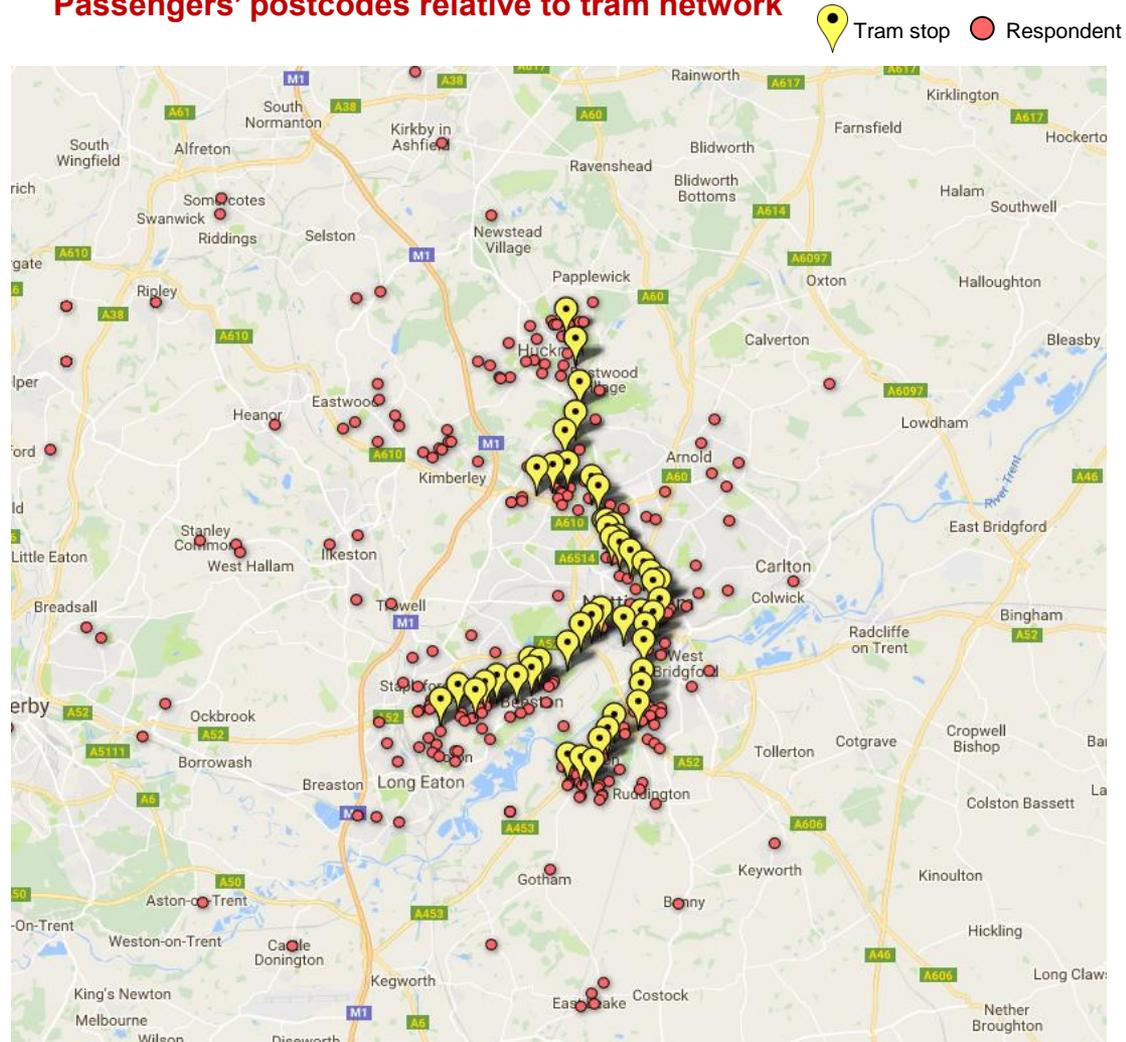
(chart values: 47, 39, 13, 2)

Passengers' postcodes relative to tram network

● Tram stop ● Respondent

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

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

transportfocus

Passenger profile

	Tram				Bus
	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013	Autumn 2016
Age					
16-34	34 🟰	39	44	46	44
35-59	45 🟰	43	34	36	36
Over 60	18 🟰	17	23	18	16
Not stated*	3 🟰	2	N/A	N/A	3
Access to private transport					
Easy	41 🟰	48	52	48	22
Moderate	37 🟰	36	34	39	35
Limited/none	22 🟰	13	12	11	39
Not stated	0 🟰	3	2	1	4
Has a disability					
Yes	15 🟰	11	15	12	23
Ticket type					
Free pass holders	20 🟰	13	19	15	23
Fare-payers	80 🟰	87	81	85	73

Base: All passengers - 296 (Tram), 890 (Bus)

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

⬆ Statistically significant increase since 2015
🟰 No change
⬇ Statistically significant decrease since 2015

Where Nottingham passengers live

Nottingham
NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
NG9 - NG10	24	=	23	2	2
NG15 - NG18	20	=	24	25	37
NG11 - NG14	14	=	13	1	5
NG6	11	=	9	17	18
Any DE	8	=	5	6	3
NG7	5	=	5	11	6
NG2	5	=	2	1	2
NG1	3	=	1	2	1
NG3	1	↓	6	2	4
Any LE	1	=	5	0	1
NG8	0	=	2	6	5
Any other	8	=	9	33	21
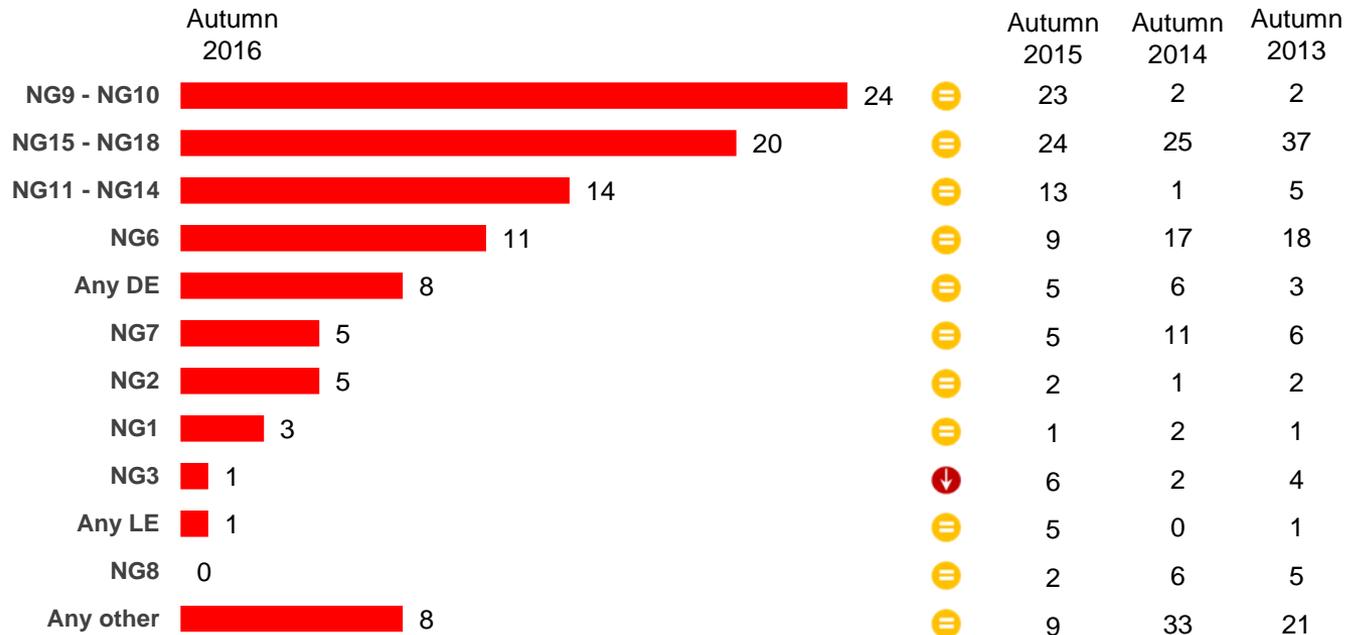
Changes in postcodes likely influenced by the opening of the phase 2 expansion of NET

Q: What is your postcode?
Base: All giving a postcode - 267

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

Nottingham journeys: summary (1)

Passenger journey details

Journey purpose

Commuting 51 ⊜

Business 3 ⊜

Leisure 47 ⊜

Frequency using trams in area

5+ days week 40 ⊜

3-4 days week 23 ⊜

1-2 days a week 22 ⊜

Once a fortnight 6 ⊜

Once a month 4 ⊜

Less often 4 ⊜

First time 2 ⊜

Nottingham journeys: summary (2)

Tickets used for today's journey

Free/fare payers

Fare payer 80 ⊜

Free pass 20 ⊜

Ticket type

Single/return 14 🔻
Season 52 ⊜
Other 14 🔺

Mode permitted

Tram only 46 ⊜
Multi-mode 54 ⊜
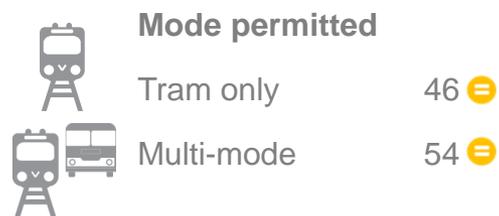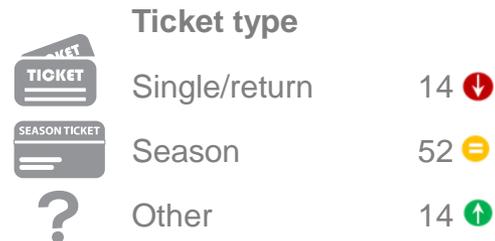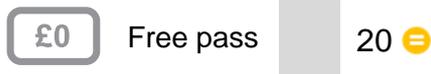
Purchased ticket via…

Ticket machine 44 ⊜
Travel shop 18 ⊜
Rail/bus company 11 ⊜
Tram operator 13 ⊜

Ticket format

Paper 28 ⊜
Photocard 19 ⊜
Plastic card 51 ⊜
Other 2 ⊜
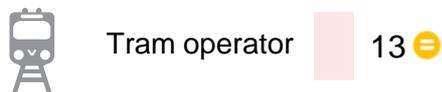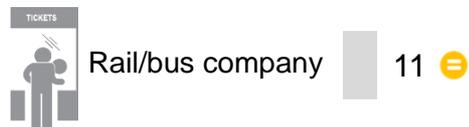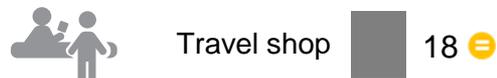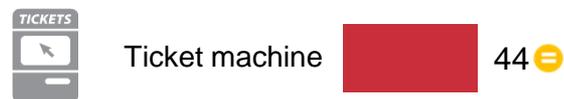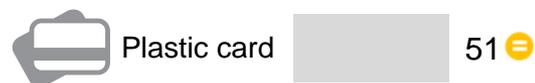
Nottingham: summary (3)

Most used tram stops: journey start

Toton Lane	12
Hucknall	12
Old Market Square	7
Phoenix Park	7
Nottingham Station	6
Beeston Town Centre	6
Lace Market	5
The Forest	4
Royal Centre	3

Mode used to arrive at starting stop (all stops)

On foot	63
Car	29
Bus	7
Train	1
Other	1

Most used tram stops: journey destination

Old Market Square	21
Nottingham Station	9
Royal Centre	9
Lace Market	7
Nottingham Trent University	6
Phoenix Park	4
Beeston Town Centre	4
The Forest	3
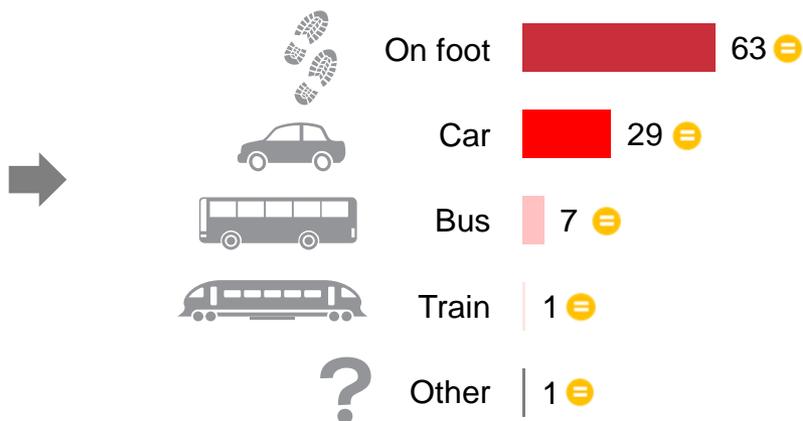
Mode used to travel on from destination stop (all stops)

On foot	81
Car	9
Bus	8
Train	2
Other	2

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

transportfocus
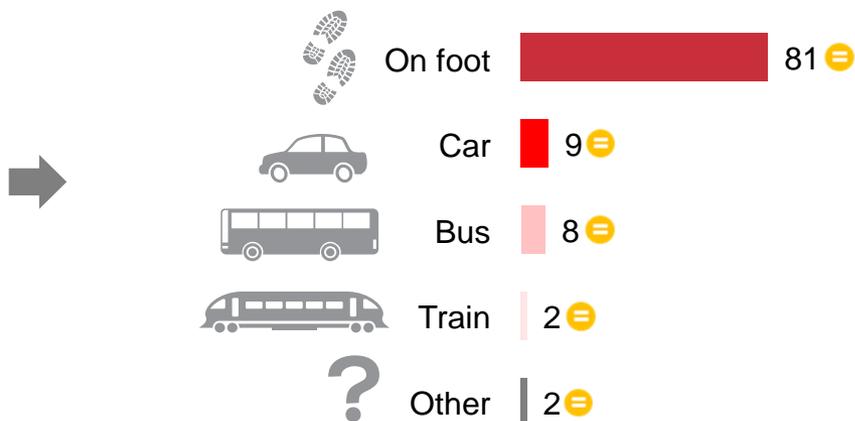
Nottingham journeys: summary (4)

Weather on day of journey
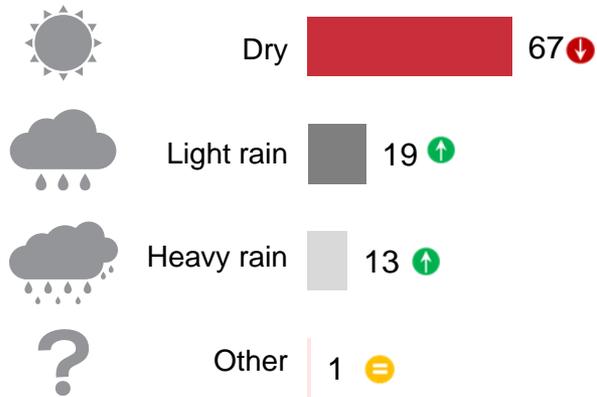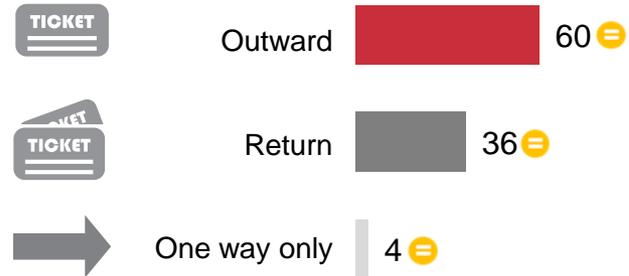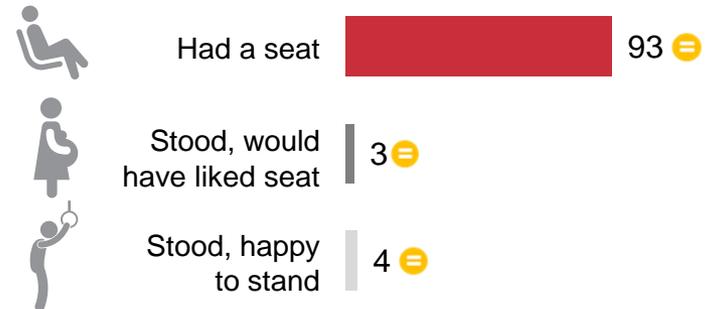
Dry 67 ↓

Light rain 19 ↑

Heavy rain 13 ↑

Other 1 ⊜

Journey direction

Outward 60 ⊜

Return 36 ⊜

One way only 4 ⊜

Sitting/standing

Had a seat 93 ⊜

Stood, would have liked seat 3 ⊜

Stood, happy to stand 4 ⊜

Journey purpose

Nottingham
NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Travelling to/from work	43	⊜	42	30	41
Travelling to/from education	8	⊜	10	8	13
Company business	3	⊜	1	1	1
Personal business	5	⊜	4	6	5
Health visit	2	⊜	1	2	1
Shopping trip	16	⊜	13	13	18
Visit friends or relatives	5	⊜	6	11	4
Leisure trip	14	⊜	20	25	12
Other	3	⊜	3	4	5
Sub-total: Commuter	51	⊜	53	37	54
Sub-total: Business	3	⊜	1	1	1
Sub-total: Leisure	47	⊜	46	62	45

Q. What is the main purpose of your tram journey today?
Base: All passengers - 290

⬆ Statistically significant increase since 2015
⊜ No change
⬇ Statistically significant decrease since 2015

transportfocus

Frequency of using Nottingham tramway

Nottingham
NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
5 or more days a week	40	=	39	34	43
3 or 4 days a week	23	=	17	14	19
Once or twice a week	22	=	18	18	13
Once a fortnight	6	=	9	10	5
Once a month	4	=	7	7	8
Less frequently	4	=	7	14	9
This is the first time	2	=	3	4	2
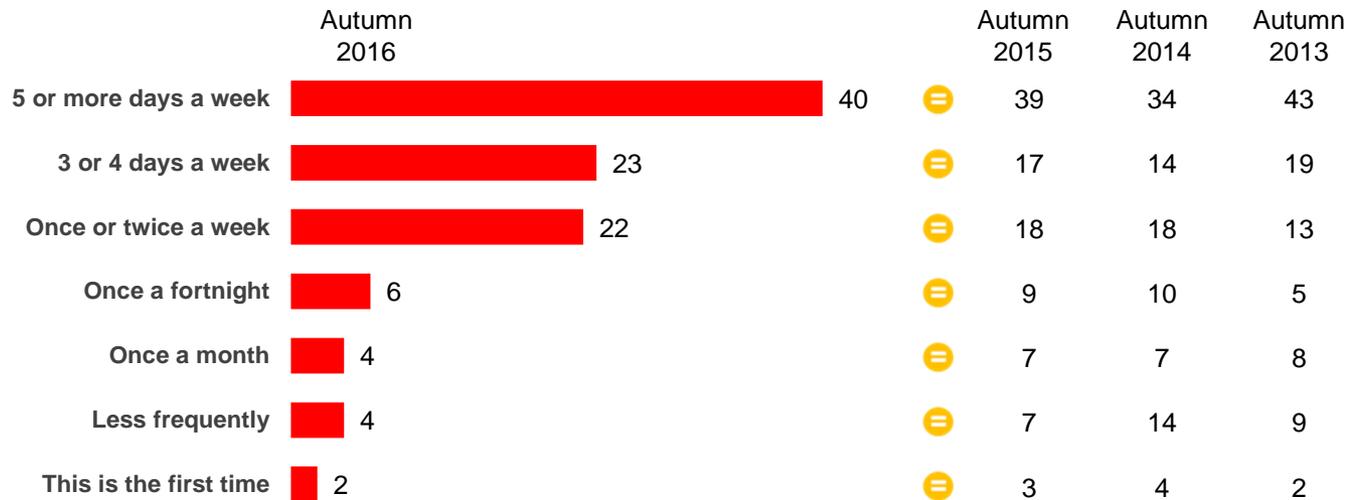
Q. How often do you typically travel by tram?
Base: All passengers - 287

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

transportfocus

52

Ticket type and modes of transport permitted

Nottingham
NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Sub-total: Single/return	14	⬇	23	20	27
Single	3	⬇	9	7	8
Return	11	⬌	14	13	20
Sub-total: Season ticket/pass	52	⬌	57	42	51
Day pass	16	⬌	21	13	11
3 day/weekend	0	⬌	1	0	0
5 days/1 week	4	⬌	3	4	5
10 days/2 weeks	1	⬌	1	0	0
4 weeks/1 month	6	⬌	11	12	19
Quarterly/3 months	2	⬌	1	3	0
1 year	17	⬌	18	9	13
Other time period	6	⬌	2	0	4
Free pass/journey	20	⬌	13	19	15
Other ticket type	14	⬆	6	18	7
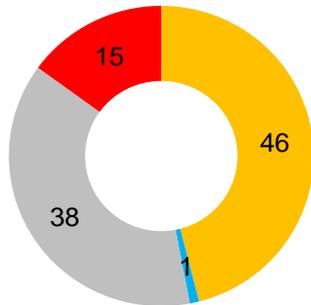
			Autumn 2015	Autumn 2014	Autumn 2013
■ Tram only	46	⬌	53	52	54
■ Train and tram	1	⬌	1	1	1
■ Bus and tram	38	⬌	31	34	23
■ Train, bus and tram	15	⬌	15	13	22

Q. What type of ticket/pass did you use for this tram journey today?
Base: All passengers - 265
Q. What modes of transport does your ticket allow you to travel on?
Base: All passengers - 290

⬆ Statistically significant increase since 2015
⬌ No change
⬇ Statistically significant decrease since 2015

Method of buying ticket and ticket format

Nottingham NET

Q. How did you buy that ticket or pass?

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Ticket machine at stop	44	=	44	51	N/A*
Conductor that day	N/A*		N/A*	N/A*	52
Travel shop	18	=	20	19	22
Direct from the tram company	13	=	11	10	8
Rail/bus company	11	=	12	10	10
Local shop or post office	0	=	0	1	4
Direct debit through work/college	8	=	7	2	1
Other	5	=	6	6	3

Q. In what format was your ticket?

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Paper ticket/pass	28	=	38	45	55
Photocard pass	19	=	18	16	42
Plastic card	51	=	40	36	2
Ticket on mobile	2	=	3	1	0
Other format		=	0	3	2
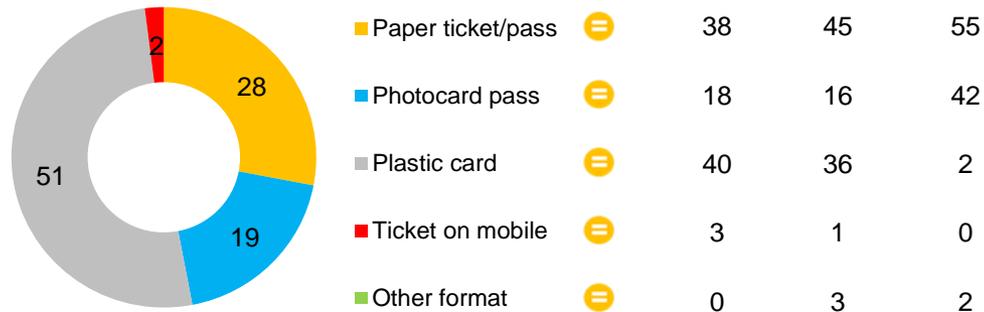
Not asked for NET

Q. How did you buy that ticket or pass?
Base: All fare paying passengers -178

Q. In what format was your ticket?
Base: All passengers - 289

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

Nottingham stops used by passengers surveyed

60 per cent of passengers were on an outward journey, 36 per cent on a return and 4 per cent on a one-way trip (2015: 61 per cent, 34 per cent and 5 per cent respectively)

89 per cent had a seat for their whole journey, while 3 per cent said they had to stand but would have liked to have a seat (2015: 88 per cent and 2 per cent)

Boarding	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
• Toton Lane*	12	=	8	N/A	N/A
• Hucknall	12	=	7	14	20
• Old Market Square	7	=	12	12	11
• Phoenix Park	7	=	8	13	12
• Nottingham Station*	6	=	7	N/A	N/A
• Beeston Town Centre*	6	=	5	N/A	N/A
• Lace Market	5	=	4	1	9
• The Forest	4	=	3	3	5
• Royal Centre	3	=	7	5	3
• Bulwell	3	=	2	3	4
• Clifton South*	2	=	5	N/A	N/A
• Middle Street*	2	=	2	N/A	N/A

Alighting	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
• Old Market Square	21	=	14	19	17
• Nottingham Station*	9	=	12	N/A	N/A
• Royal Centre	9	=	10	22	13
• Lace Market	7	=	10	4	7
• Nottingham Trent University	6	=	1	5	4
• Phoenix Park	4	=	9	9	6
• Beeston Town Centre*	4	=	3	N/A	N/A
• Toton Lane*	3	↓	9	N/A	N/A
• The Forest	3	=	2	4	5
• Hucknall	2	=	5	8	14
• Compton Acres*	2	=	2	N/A	N/A
• Queens Medical Centre*	2	=	2	N/A	N/A

*Not included in 2014 survey

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 -296

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

How got to and from the tram stop

Nottingham
NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
On foot	63 / 81		55 / 75	57 / 70	54 / 70
Cycled	0 / 0		1 / 0	0 / 1	0 / 0
Car - dropped off/picked up	5 / 2		4 / 3	5 / 4	4 / 3
Car - park and ride	23 / 7		26 / 12	24 / 13	22 / 11
Car - parked elsewhere	2 / 1		0 / 0	2 / 0	1 / 1
Bus/coach	7 / 8		12 / 9	6 / 12	14 / 14
Train	1 / 2		1 / 2	5 / 3	3 / 2
Tram	1 / 1		1 / 0	1 / 0	1 / 0
Other	0 / 1		0 / 0	0 / 0	1 / 1

■ Got to tram stop   ■ Left tram stop
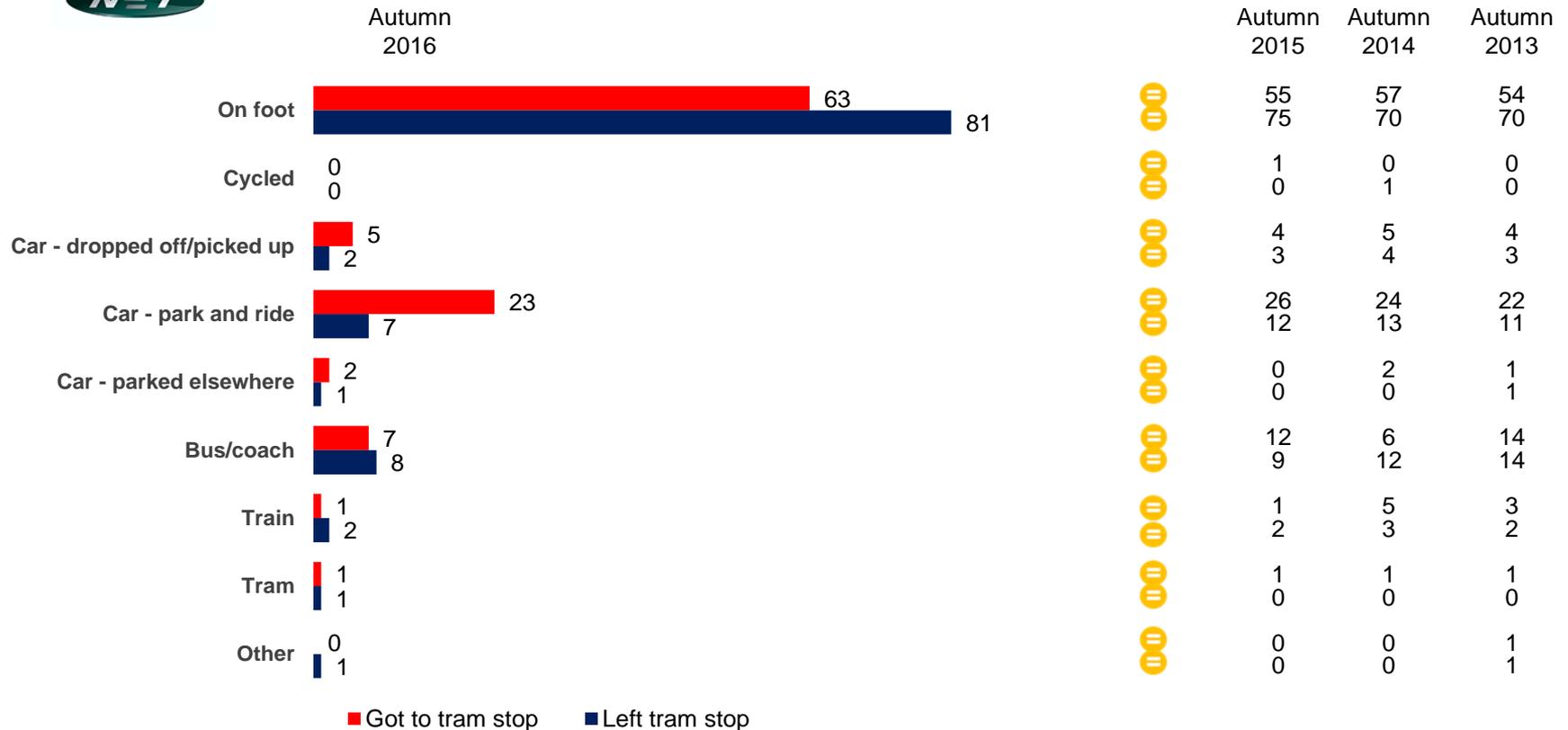
Q: How did you get to/from the tram stop where you boarded/left the tram today?
Base: All passengers – 291/291

⬆ Statistically significant increase since 2015
= No change
⬇ Statistically significant decrease since 2015

Weather conditions when journey made
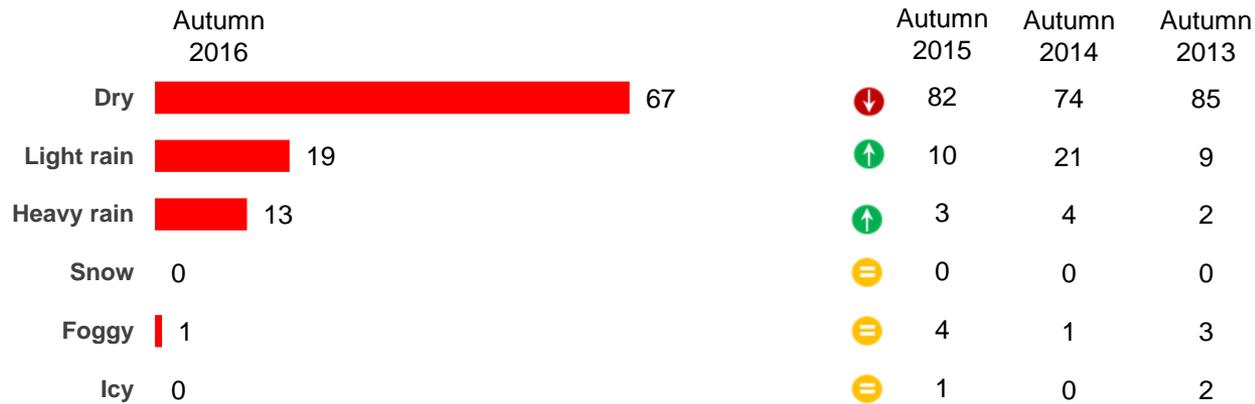
Nottingham
NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Dry	67	↓	82	74	85
Light rain	19	↑	10	21	9
Heavy rain	13	↑	3	4	2
Snow	0	=	0	0	0
Foggy	1	=	4	1	3
Icy	0	=	1	0	2

Q. What was the weather like when you made your journey?
Base: All passengers - 289

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

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Reasons for choosing the tram*

Nottingham
NET

	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Best way to get where I am going	52	36	33	35
More convenient than the car (e.g. parking)	31	22	34	23
Quicker than other transport	30	17	12	10
Didn't have the option of travelling by other means	6	8	9	15
Cheaper than the car	14	5	5	6
Tram more comfortable than other transport	19	4	1	2
Cheaper than other transport	9	2	2	3
For the experience of riding the tram	5	4	1	N/A**
Other	4	3	3	6

*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 - 282

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

Factors preventing more journeys being made

Nottingham NET

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Level of crowding	44	⬆ (green)	30	29	40
Places reachable	39	=	37	32	48
Journey times	18	=	11	9	11
Cost of using trams	13	=	18	19	26
Reliability of trams	9	=	13	6	4
Frequency of trams	7	=	4	9	7
Comfort of trams	7	=	7	6	8
Tram network improvement works	4	=	9	6	N/A*
Concern for personal safety	2	=	4	9	7
Understanding ticket machines	2	=	7	5	0
Understanding the fares	1	⬇ (red)	7	1	2

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 - 166

⬆ Statistically significant increase since 2015
= No change
⬇ Statistically significant decrease since 2015

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TPS 2016 Nottingham

Appendix 2: Further detail on survey background and method

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Methodology – fieldwork

Nottingham Express Transit (TPS)

Fieldwork: 26 September to 4 December 2016 (with a gap for half term from 17 to 30 October)

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: 296 interviews (246 paper and 50 online)

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

Bus (BPS) data for Nottingham city 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: 890 interviews

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Methodology – data analysis

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

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 Nottingham Express Transit 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.

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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	• 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	• Its general condition/standard of maintenance • Its freedom from graffiti/vandalism • Its freedom from litter
3 Boarding the tram	• The ease of getting on to and off of the tram • The length of time it took to board the tram
4 Timeliness	• The length of time you had to wait for the tram • The punctuality of the tram
5 Access to the tram stop	• Its distance from your journey start e.g. home, shops • The convenience/accessibility of its location
6 Personal safety throughout journey	• 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	• 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	• The amount of time the journey took • Smoothness/freedom from jolting during the journey
9 Information throughout journey	• 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	• How satisfied were you with the value for money of your tram journey?

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 Nottingham tramway route map

P+R ​ ​ Phoenix Park   Hucknall P+R ​ ​ ≉

Butler's Hill

Moor Bridge P+R ​

Cinderhill   Bulwell Forest

Bulwell ​ ​ ≉

Highbury Vale   Highbury Vale

David Lane

Basford

Wilkinson Street P+R ​ ​

Shipstone Street

Radford Road   Beaconsfield Street

Hyson Green Market   Noel Street

The Forest P+R

High School

Nottingham Trent University

Royal Centre ​

Old Market Square ​

Lace Market

Nottingham Station ​ ​ ≉

Meadows Way West   Queens Walk

NG2   Meadows Embankment

Gregory Street

Queens Medical Centre   Wilford Village

University of Nottingham   Wilford Lane ​

University Boulevard   Compton Acres

Middle Street

Beeston Town Centre   Ruddington Lane

Chilwell Road   Southchurch Drive

High Road - Central College   Rivergreen

Cator Lane   Clifton Centre ​ ​

Bramcote Lane

Eskdale Drive   Holy Trinity ​

Inham Road   Summerwood Lane

P+R ​ ​ Toton Lane   Clifton South P+R ​

Network Map Key

P+R Park & Ride   ​ Citycard Cycle Hub

​ Bus Connection   ≉ Railway Station

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TPS 2015 Nottingham

Appendix 3: Questionnaire

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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 on NET.

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 NET

Q1a At which stop did you board this tram?

Q1b At which stop did you leave this tram?

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

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

Season Ticket/Kangaroo/Mango/Student
- 1 day ☐
- 3 day/weekend ☐
- 5 days/1 week ☐
- 10 days/2 weeks ☐
- 4 weeks/1 month ☐
- Quarterly/3 months ☐
- 1 year ☐

Other time period (please write in)

Single/return ticket
- Single ticket ☐
- Return ticket ☐

A free pass or free journey
- Elderly person's pass ☐
- Disabled person's pass ☐
- Complimentary/free ticket ☐
- Park and Ride ☐
- Family/Group ticket ☐
- Other ☐

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

For office use only:
MA

§5105001C¬

Q4 In what format was your ticket?
- A standard paper ticket/pass ☐
- A photo card ticket/pass ☐
- An m-ticket (sent to your mobile phone) ☐
- A plastic card you touched on to the fare machine ☐
- Other format ☐

Q5a How did you buy that ticket or pass?
- Ticket machine at the stop ☐
- Direct from Nottingham Express Transit (website/phone) ☐
- Travel shop ☐
- Rail/bus company ☐
- From a local shop or post office ☐
- You had a free pass ☐
- Direct debit through work/college ☐
- Other ☐

Q5b How did you pay for your ticket?
- Cash ☐
- Debit or credit card ☐
- Contactless payment ☐
- Don't know/not applicable ☐

Q6 What is the main purpose of your journey on NET today?
- Travelling to/from work ☐
- Travelling to/from education (e.g. college, school) ☐
- On company business (or own if self-employed) ☐
- On personal business (job interview, bank, post office) ☐
- Health visit (Doctor/hospital/dentist) ☐
- Shopping trip ☐
- Visiting friends or relatives ☐
- Leisure trip (e.g. day out) ☐
- Other ☐

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

Q8 Were you travelling with...? *(Please tick all that apply)*
- 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 ☐

Q9 How did you get to the tram stop where you boarded this tram today?
- On foot/walked ☐
- Cycled ☐
- Car - dropped off ☐
- Car - and used Park and Ride ☐
- Car - parked elsewhere ☐
- Bus ☐
- Train ☐
- Tram ☐
- Other ☐

Q10 Which means of transport did you use when you got off this tram today?
- On foot/walked ☐
- Cycled ☐
- Car - dropped off ☐
- Car - and used Park and Ride ☐
- Car - parked elsewhere ☐
- Bus ☐
- Train ☐
- Tram ☐
- Other ☐

Q11 What was the main reason you chose to take NET 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)

Q12 What was the weather like when you made your journey, was it?

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

2 About the tram stop where you boarded this NET tram

Q13 Thinking about the tram stop itself, how satisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Its distance from your journey start e.g. home/shops...	☐	☐	☐	☐	☐	☐
The convenience/accessibility of its location..................	☐	☐	☐	☐	☐	☐
Its general condition/standard of maintenance..............	☐	☐	☐	☐	☐	☐
Its freedom from graffiti/vandalism...........................	☐	☐	☐	☐	☐	☐
Its freedom from litter...........................	☐	☐	☐	☐	☐	☐
Behaviour of fellow passengers waiting at the stop.......	☐	☐	☐	☐	☐	☐
The information provided at the tram stop.....................	☐	☐	☐	☐	☐	☐
Your personal safety whilst at the tram stop..................	☐	☐	☐	☐	☐	☐

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

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

3 Waiting for the tram

Q15 Approximately, how long did you wait for your tram?
(Please write the time in minutes) ☐☐

Q16 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	At the tram stop
Leaflet/paper timetable............... ☐	Electronic display at the stop............... ☐
Online tram times...................... ☐	Information posters at the stop............... ☐
Live tram locator/timings	Online tram times....................... ☐
(e.g. via mobile app/web)........... ☐	Live tram locator/timings
Disruption updates	(e.g. via mobile app/web)........... ☐
(e.g. on Twitter/Facebook)......... ☐	Disruption updates
Telephoned for information........... ☐	(e.g. on Twitter/Facebook)......... ☐
Other...................................... ☐	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	Didn't have time........................ ☐
frequently on this route............ ☐	Did not matter to me when the tram
Already knew arrival times........... ☐	was meant to arrive................... ☐
Could not find the information....... ☐	Other...................................... ☐

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

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

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

Q18b Were you able to board the first tram you wanted to travel on?

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

Q19 How satisfied were you with each of the following?

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

4 On the tram

Q20 Thinking about when the tram arrived, please indicate how satisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the tram.......	☐	☐	☐	☐	☐	☐
The cleanliness & condition of the outside of the tram.........	☐	☐	☐	☐	☐	☐
The ease of getting onto and off of the tram......................	☐	☐	☐	☐	☐	☐
The length of time it took to board the tram.......................	☐	☐	☐	☐	☐	☐

Q21 Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The cleanliness and condition of the inside of the tram......	☐	☐	☐	☐	☐	☐
The information provided inside the tram..........................	☐	☐	☐	☐	☐	☐
Sufficient room for all the passengers to sit/stand.............	☐	☐	☐	☐	☐	☐
The comfort of the seats...	☐	☐	☐	☐	☐	☐
The amount of personal space you had around you..........	☐	☐	☐	☐	☐	☐
Provision of grab rails to hold on to when standing/ moving about the tram..	☐	☐	☐	☐	☐	☐
The temperature inside the tram.....................................	☐	☐	☐	☐	☐	☐
Your personal security whilst on the tram........................	☐	☐	☐	☐	☐	☐
The amount of time the journey took...............................	☐	☐	☐	☐	☐	☐
Smoothness/freedom from jolting during the journey........	☐	☐	☐	☐	☐	☐

Q22 Did you get a seat on the tram?

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

Q23a Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

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

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

Passengers drinking/under the	Passengers not paying their fares............... ☐
influence of alcohol....................... ☐	Feet on seats...................................... ☐
Passengers taking/under the	Music being played loudly....................... ☐
influence of drugs.......................... ☐	Smoking... ☐
Abusive or threatening behaviour............... ☐	Graffiti or vandalism.............................. ☐
Rowdy behaviour................................. ☐	Loud use of mobile phones...................... ☐
Passengers not moving	Other (please write in)
out of priority seats........................ ☐	

Q23c If yes: What local area was the tram travelling through or at which stop was it when you were worried or concerned?

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Q24a Was your journey on NET today delayed at all?

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

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

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

Q25 If yes: By approximately how long was your journey today delayed?

(Please write the time in minutes) ☐☐

Q26 Were any of these items of information present on the tram?

	Yes	No	Don't know
A map of the tram route/journey times..	☐	☐	☐
Audio announcements e.g. saying the next tram stop.....................	☐	☐	☐
An electronic display e.g. showing the next tram stop...................	☐	☐	☐
Information about tickets/fares..	☐	☐	☐
A timetable...	☐	☐	☐
Details of how to contact the tram company, for example,			
to make a complaint or find out information................................	☐	☐	☐

Q27 Thinking about any NET staff you encountered on your journey, please indicate how satisfied you were with each of the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The appearance of any staff........................	☐	☐	☐	☐	☐	☐
Any greeting/welcome you got from the staff...............	☐	☐	☐	☐	☐	☐
The helpfulness and attitude of the staff........	☐	☐	☐	☐	☐	☐
The safety of the driving (i.e. appropriateness						
of speed, driver concentrating)................	☐	☐	☐	☐	☐	☐

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

Q28 Overall, taking everything into account from start to end of this journey, how satisfied were you with your journey on NET today?

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

Q29 If something could have been improved on your journey on NET today, what would it have been?

Q30 How satisfied were you with the value for money of your journey on NET?

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

Q31 What had the biggest influence on the 'value for money' rating you gave in the previous question?

The cost for the distance travelled...............☐	
The cost of the tram versus other	Comfort/journey quality for
modes of transport.....................................☐	the fare paid...☐
The fare in comparison to the cost	A reason not mentioned above
of everyday items......................................☐	(please write in box)..................................☐

Q32 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)*

1 ☐   2 ☐   3 ☐   4 ☐   5 ☐   6 ☐   7 ☐

Do NOT trust them at all — TRUST them a GREAT deal

6 Your opinion of NET generally

WHEN ANSWERING THIS SECTION PLEASE CONSIDER NET SERVICES GENERALLY (NOT JUST THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE)

Q33a How would you rate NET services for the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Ease of getting to local amenities					
(e.g. shops, hospitals, leisure facilities)..............	☐	☐	☐	☐	☐
Connection with other forms of					
public transport (e.g. trains/buses).....................	☐	☐	☐	☐	☐

Q33b And how satisfied are you overall with NET services for the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Ease of buying your ticket................	☐	☐	☐	☐	☐	☐
Punctuality (running on time)............	☐	☐	☐	☐	☐	☐
Frequency (how often the trams run).........	☐	☐	☐	☐	☐	☐
Range of tickets available................	☐	☐	☐	☐	☐	☐
Range of payment options available............	☐	☐	☐	☐	☐	☐

Q34 If you needed information about your local tram services, e.g. times, fares, where would you obtain that information? *(Please tick all that apply)*

Phone: NET...☐	Smartphone app..☐
Phone: Nottingham City Council..................☐	From a Park and Ride kiosk........................☐
Internet: NET website..................................☐	Ask friend/relative......................................☐
Internet: Nottingham City Council website....☐	Ask tram staff...☐
Internet: Other travel website.....................☐	Other..☐
Travel shop...☐	Not sure..☐

Q35 How often do you typically travel on NET?
(Please tick the closest to your frequency of tram use)

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

Q36 If you have used NET before, how typical would you say today's experience was?

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

Q37 Have any of the following frequently stopped you making journeys by tram?
(Please tick all that apply)

The places you can reach by tram............... ☐	How long journeys take when going by tram........................ ☐
The frequency of trams in the area............. ☐	The comfort of the trams........................ ☐
The reliability of the trams........................ ☐	The level of crowding on the trams............... ☐
The cost of using the tram........................ ☐	A concern for your personal safety on tram........................ ☐
Understanding the fares........................ ☐	Tram network improvement works............... ☐
Understanding the ticket machines............. ☐	

7 About you

QA Are you...?

Male........................ ☐	Female........................ ☐
Prefer another term... ☐

QB In which age group are you?

16-18........................ ☐	55-59........................ ☐
19-21........................ ☐	60-64........................ ☐
22-25........................ ☐	65-69........................ ☐
26-34........................ ☐	70-79........................ ☐
35-44........................ ☐	80+........................ ☐
45-54........................ ☐	

QC Which of the following best describes your ethnic background?

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

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

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

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

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

QF 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........................ ☐	

QG 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........................ ☐

If you would be happy to participate in future research projects about the transport industry for Transport Focus please complete the contact details below:

Name:

Email address:

Thank you for completing this questionnaire.

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

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

bdrc continental

transport**focus**

Tram Passenger Survey (TPS) Nottingham

Autumn 2016 results

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