Tram Passenger Survey (TPS) – All networks

Autumn 2016 results

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Tram Passenger Survey (TPS) – All networks

Context to the survey

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Background 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 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**

5397 surveys were completed across the six networks

For further details of the survey method, see Appendix

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The networks in context

	The Network	Passenger Journeys	Ticket Purchasing		Information at stops	Frequency	Engineering disruptions/other notes
Blackpool Transport	1 line 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
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
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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Tram Passenger Survey (TPS) – All networks

Key findings

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Key performance measures for all networks 2016

Punctuality

88%
86%

Value for money

69%
69%

Journey time

90%
87%

Overall journey

93%
92%

- ⬆ Statistically significant **increase** since 2015
- ⬤ No change
- ⬇ Statistically significant **decrease** since 2015
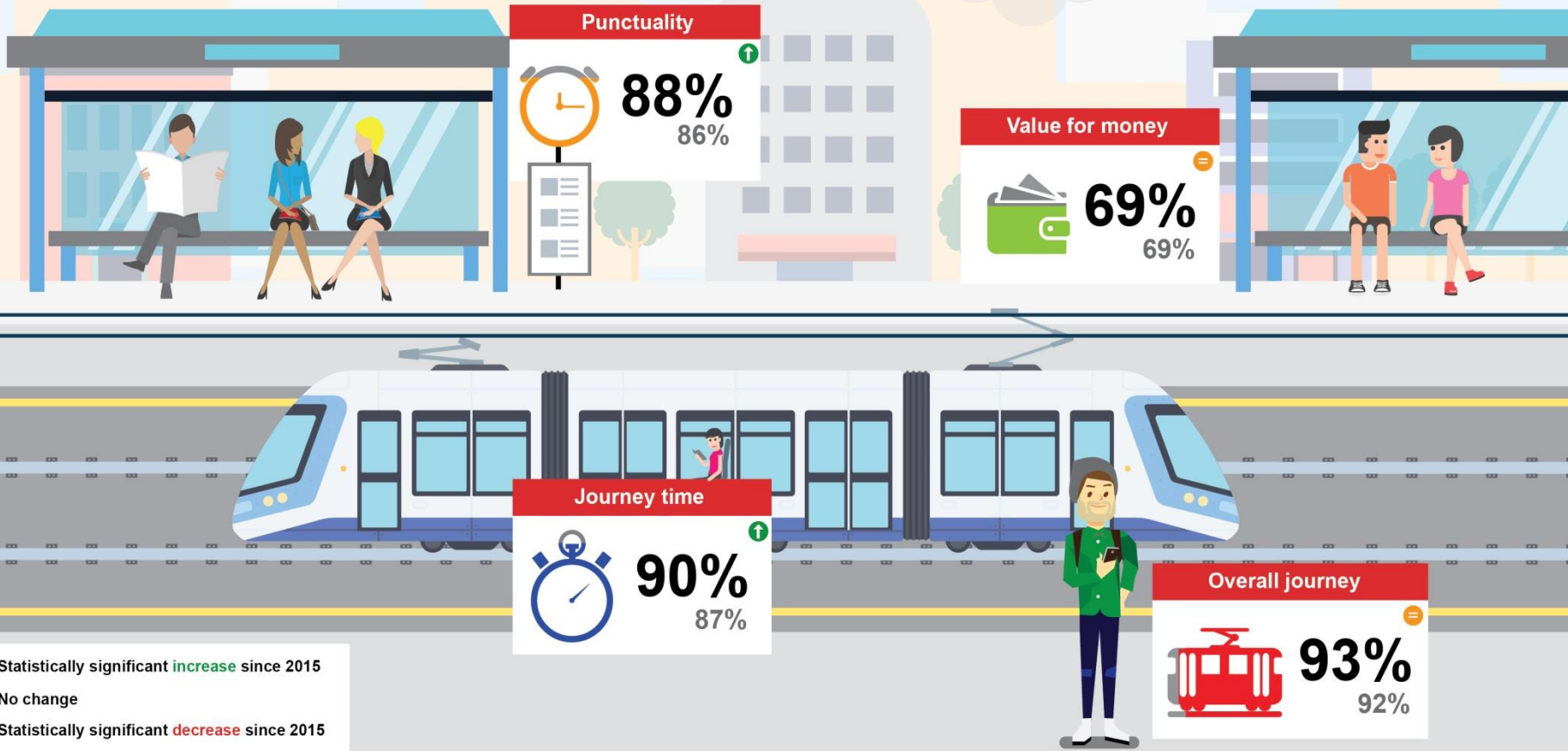
Figures shown are total very or fairly satisfied.
Last year's figure is shown in grey

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Passenger experience: a snapshot

Overall journey satisfaction: 2016

Network	Score	Change
All Networks	93	=
Blackpool Transport*	95	=
Edinburgh Trams	99	=
Manchester Metrolink	90	=
Midland Metro	92	↑
Nottingham NET	97	=
Sheffield SUPERTRAM	91	↓

Overall journey satisfaction: trend

100

90 — 90 — 92 — 93 =

75

2013   2014   2015   2016

All networks*
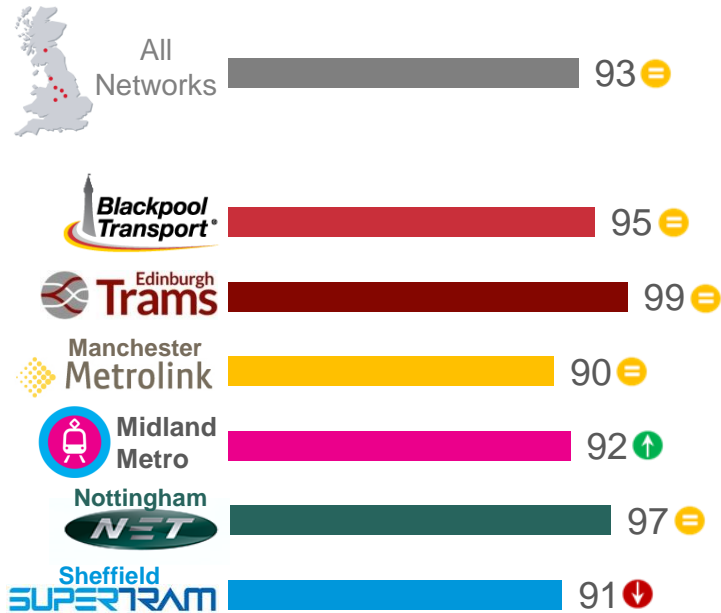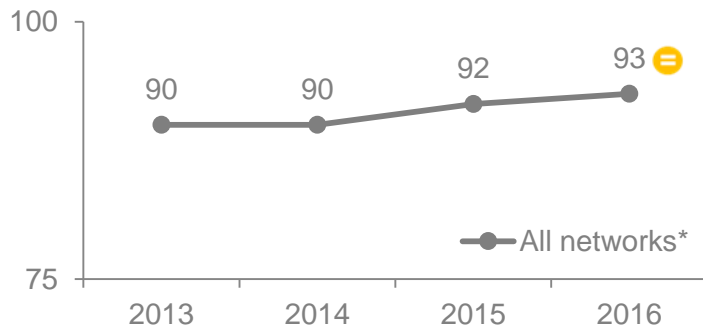
*The 2013 survey did not include Edinburgh Trams

The top factors linked to overall journey satisfaction and how they performed in 2016

What makes a satisfactory journey?
Timeliness

88% ↑ **Length of time waiting for the tram**

88% ↑ **Punctuality**

What makes a great journey?
On tram environment and comfort

78% = **Availability of seating or space to stand**

77% = **Comfort of the seats**

73% ↓ **Amount of personal space**

81% = **Provision of grab rails**

83% = **Temperature**

Combines data from 2015 and 2016 surveys to increase robustness

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

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What makes a satisfactory or great journey?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?

What makes a great journey?

Satisfactory journey:
- Timeliness 30%
- On tram environment and comfort 21%
- Boarding the tram 14%
- Value for money 10%
- Smoothness/speed of tram 9%
- Tram stop condition 7%
- Personal safety throughout journey 4%
- 2%
- 1%
- 1%

Great journey:
- On tram environment and comfort 28%
- Smoothness/speed of tram 12%
- Timeliness 12%
- Access to the tram stop 9%
- Value for money 8%
- Tram stop condition 8%
- Cleanliness and condition of the tram 7%
- Personal safety throughout journey 6%
- Information throughout journey 5%
- Boarding the tram 4%

Legend:
- Information throughout journey
- Cleanliness and condition of the tram
- 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 2016: across the networks

Satisfaction with key measures:

	All Networks	Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
Overall journey	93 =	95 =	99 =	90 =	92 ↑	97 =	91 ↓
Value for Money	69 =	86 =	83 =	62 ↑	68 =	78 =	71 ↓
Punctuality	88 ↑	94 =	94 =	86 ↑	87 =	96 =	82 =
Overall stop	90 =	91 =	97 =	89 =	88 =	94 =	89 ↓

Satisfaction with other measures which make a satisfactory journey:

	All Networks	Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
Length of time waiting for the tram	88 ↑	94 ↑	94 =	85 ↑	86 =	95 =	84 =

Satisfaction with other measures which make a great journey:

	All Networks	Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
Space to sit/stand on board	78 =	87 =	90 =	74 =	70 =	80 =	79 =
Comfort of the seats	77 =	88 =	94 =	73 =	53 =	81 =	86 =
Amount of personal space on board	73 ↓	83 =	89 =	71 =	61 =	72 =	74 ↓
Provision of grab rails	81 =	90 =	91 =	80 =	72 =	79 =	84 =
Temperature on board	83 =	90 =	89 =	81 =	78 =	83 =	84 =

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

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

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Overall passenger experience 2016: a snapshot

At the stop

Overall satisfaction with stop	=	90%
Distance from journey start	↑	85%
Convenience/accessibility	=	89%
General condition and maintenance	=	85%
Freedom from graffiti/vandalism	↓	87%
Freedom from litter	=	84%
Behaviour of other passengers	=	87%
Information provided	=	81%
Personal safety	=	86%

↑ Statistically significant **increase** since 2015

= No change

↓ Statistically significant **decrease** since 2015

Boarding

=	=	=	=
91	**91**	**94**	**95**
Route info on tram	Exterior cleanliness	Ease of getting on	Time taken to board

On board

=	=	=	=
89	**86**	**78**	**77**
Interior cleanliness	Info on board	Seat/standing space	Seat comfort

↓	=	=	=
73	**81**	**83**	**85**
Personal space	Provision grabrails	Temperature	Personal security

The driver

Appearance	=	92%
Greeting	=	83%
Helpfulness/attitude	=	86%
Safety of driving	↓	92%
Smoothness of journey	=	81%

Summary of key findings (1)

- Across all six tram networks overall journey satisfaction has increased slightly since 2015, from 92 to 93 per cent. The number of passengers saying they were 'very satisfied' with their journey has also increased, from 57 per cent in 2015 to 59 per cent

    - Satisfaction is high across all networks although ratings of Supertram have decreased significantly since 2015 (to 91 per cent)

    - Overall journey satisfaction has seen the greatest increase on Midland Metro services, increasing significantly from 81 per cent in 2015 to 92 per cent. This is likely influenced by network improvement works being conducted during fieldwork in 2015, and the opening of the network extension in Birmingham before fieldwork started in 2016. In 2015 the TPS was conducted over a period in which the improvement works started; overall journey satisfaction before the works began in 2015 was 85 per cent, which provides a better like-for-like comparison. The increase from 85 per cent (before the 2015 improvement works began) to 92 per cent (in 2016) is still a significant increase in overall journey satisfaction

- The key factor which makes tram journeys satisfactory is the timeliness of trams. Satisfaction with punctuality has increased significantly to 88 per cent (2015: 86 per cent) and satisfaction with waiting time has also increased significantly to 88 per cent (2015: 84 per cent)

- The key factor which makes passengers 'very' rather than 'fairly' satisfied with tram journeys is the environment and comfort on board. Attributes relating to this have remained relatively consistent compared to 2015, with passenger satisfaction changing significantly for only one on board factor: amount of personal space which decreased significantly to 73 per cent (2015: 76 per cent)

- Amongst fare-paying passengers 69 per cent were satisfied with the value for money of their journey, the same as in 2015

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

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Summary of key findings (2)

- When thinking more generally about trams in the local area (rather than a specific journey) passengers are generally satisfied with a range of factors including connections with other modes of transport (87 per cent satisfied), ease of buying tickets (86 per cent), punctuality (83 per cent) and frequency of trams (84 per cent). The slightly lower levels of general satisfaction (compared to satisfaction with a specific journey) indicate that there is still room for improvement and that not all journeys meet the same experience as that surveyed in the TPS

- Whilst overall journey satisfaction was high, 33 per cent of passengers did spontaneously suggest an improvement to their journey. These varied by network but mostly concerned the design, comfort and condition of trams (particularly for Midland Metro and Nottingham)

- Other improvements frequently mentioned included the seating and capacity on board trams (mostly for Metrolink) and the fares and tickets available (particularly in Edinburgh)

- 8 per cent of passengers experienced a delay to their journey in 2016 (2015: 9 per cent), and when delayed the average length of delays was 10 minutes (2015: 12 minutes)

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

- 47 per cent of passengers were using the tram to commute, with 39 per cent commuting to work and 8 per cent to education

- The profile of tram passengers remains quite young, with 23 per cent aged 16-25. Blackpool has the oldest profile with over a third (37 per cent) aged 60 or over

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Tram Passenger Survey (TPS) – All networks

Experience and opinions of the journey

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Experience and opinions of the journey: summary

All Networks

Satisfaction with today's journey:

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Overall journey	93 ⊜		92	90	90
Value for money	69 ⊜		69	61	60
Punctuality	88 ⬆		86	83	82
On-vehicle journey time	90 ⬆		87	84	87
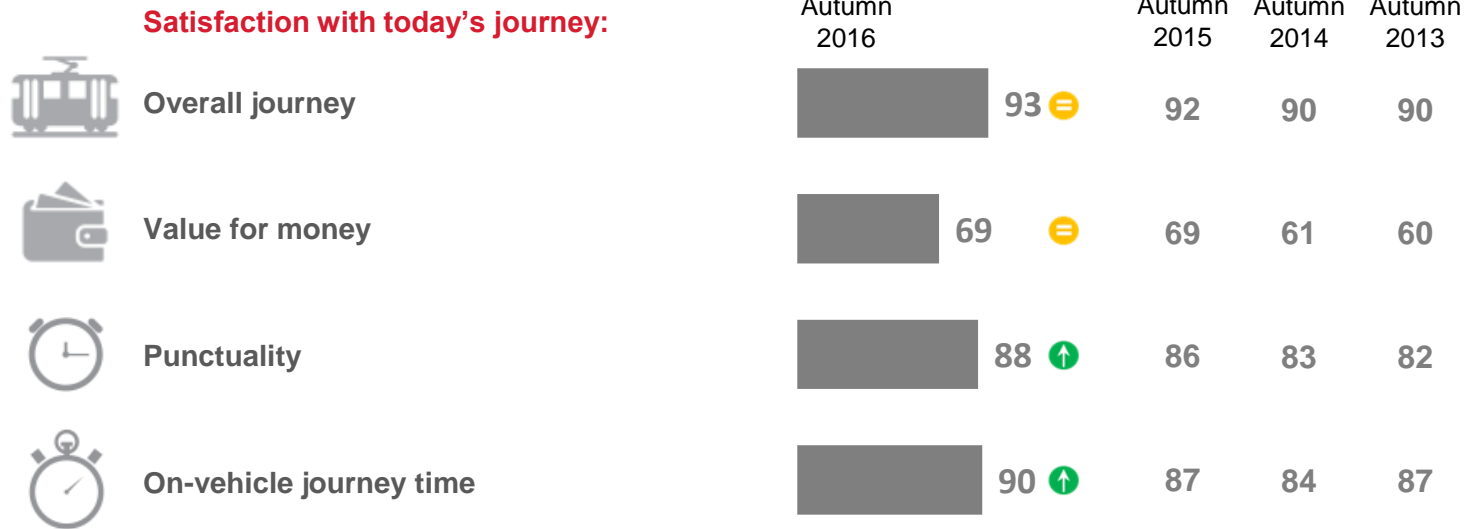
Overall satisfaction (%)

Total fairly/very satisfied

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks — Very Satisfied 59, Fairly satisfied 34, Neither/nor 4, Fairly dissatisfied 3, Very dissatisfied 1	93	=	92	90	90
Blackpool — Very Satisfied 77, Fairly satisfied 18, Neither/nor 3, Very dissatisfied 1	95	=	96	95	97
Edinburgh Trams — Very Satisfied 79, Fairly satisfied 20, Very dissatisfied 1	99	=	97	95	N/A*
Metrolink — Very Satisfied 51, Fairly satisfied 39, Neither/nor 5, Fairly dissatisfied 3, Very dissatisfied 1	90	=	89	85	83
Midland Metro** — Very Satisfied 55, Fairly satisfied 37, Neither/nor 6, Fairly dissatisfied 2	92	↑	81	90	92
NET — Very Satisfied 66, Fairly satisfied 31, Neither/nor 1, Very dissatisfied 1	97	=	98	96	96
Supertram — Very Satisfied 60, Fairly satisfied 31, Neither/nor 3, Fairly dissatisfied 5, Very dissatisfied 1	91	↓	97	92	94

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

*The 2013 survey did not include Edinburgh Trams
**See page 17 for further detail on 2015 comparison for Midland Metro

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 – 5281 (All networks), 569 (Blackpool), 515 (Edinburgh Trams), 3022 (Metrolink), 607 (Midland Metro), 289 (NET), 279 (Supertram)

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

All networks

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	59	34	4	3	1	93	=	92	90	90
Male	55	36	5	4	1	91	=	90	88	88
Female	62	32	3	2	1	94	=	94	92	91
Age 16 to 34	46	43	6	4	1	89	=	89	86	87
Age 35 to 59	62	32	3	2	1	94	=	92	91	89
Age 60+	77	20	2	1		97	=	97	97	97

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

Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers – 5281

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

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

Blackpool Transport

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	77 / 18 / 3 / 1	95	=	96	95	97
Male	74 / 20 / 5 / 1 / 1	93	=	94	96	97
Female	82 / 16 / 1 / 1	98	=	97	95	97
Age 16 to 34	58 / 32 / 7 / 1 / 1	91	=	91	94	93
Age 35 to 59	83 / 16 / 1	99	=	97	95	97
Age 60+	87 / 10 / 1 / 1	98	=	98	96	99

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

Edinburgh Trams

		Autumn 2016		Autumn 2015	Autumn 2014	
All passengers	79 / 20 / 1	99	=	97	95	
Male	75 / 24 / 1 / 1	99	=	96	95	
Female	87 / 12 / 1	99	=	99	96	
Age 16 to 34	78 / 21 / 1	98	=	97	96	
Age 35 to 59	79 / 21 / 1	99	=	98	94	
Age 60+	87 / 12 / 1	99	=	96	97	

Not included in TPS 2013

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

Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers – 569 (Blackpool), 515 (Edinburgh Trams)
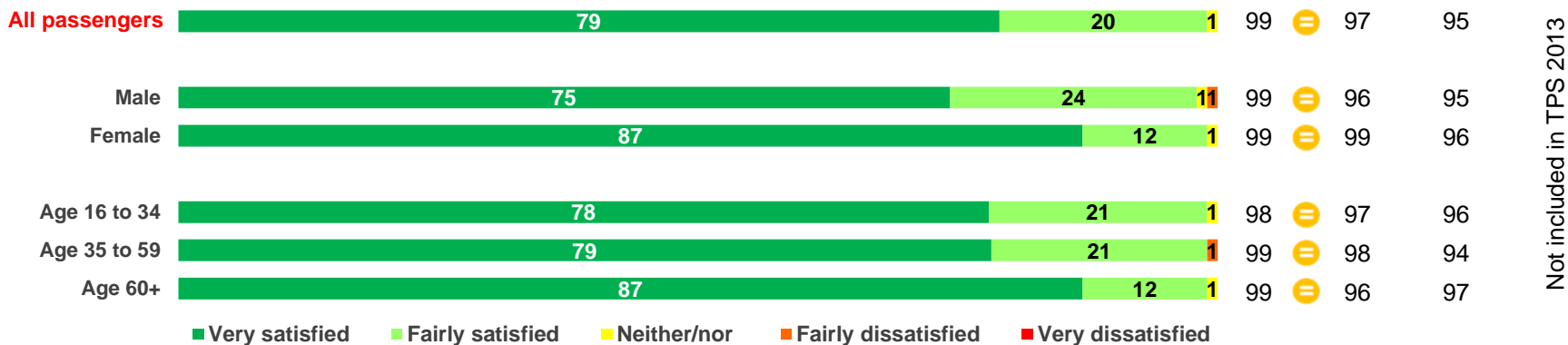
↑ Statistically significant increase since 2015
= No change
↓ Statistically significant decrease since 2015

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

Metrolink Manchester

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	51 / 39 / 5 / 3 / 1	90	=	89	85	83
Male	49 / 41 / 5 / 4 / 1	90	↑	86	83	82
Female	54 / 37 / 5 / 3 / 1	91	=	91	88	85
Age 16 to 34	39 / 47 / 9 / 4 / 1	87	=	85	81	80
Age 35 to 59	52 / 39 / 4 / 3 / 2	91	=	90	87	83
Age 60+	73 / 22 / 2 / 2 / 1	96	=	97	96	93

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

Midland Metro

> In the TPS in 2015 fieldwork spanned a period in which network improvement works on Midland Metro began. Passenger overall satisfaction was higher before the works began and provides a closer comparison. Pre- engineering works: 85 During engineering works: 73

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	55 / 37 / 6 / 2	92	↑	81	90	92
Male	53 / 38 / 7 / 2	91	↑	78	87	91
Female	55 / 38 / 6 / 1	93	↑	84	92	92
Age 16 to 34	49 / 43 / 7 / 1	92	↑	79	87	90
Age 35 to 59	57 / 33 / 8 / 2	89	↑	76	91	91
Age 60+	72 / 28	100	↑	92	94	99

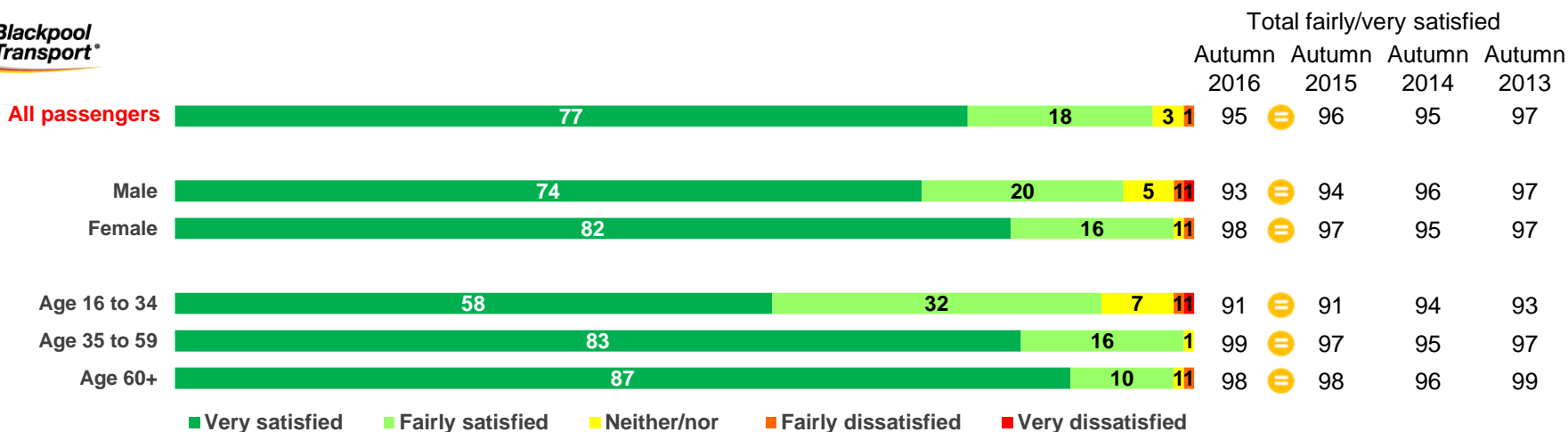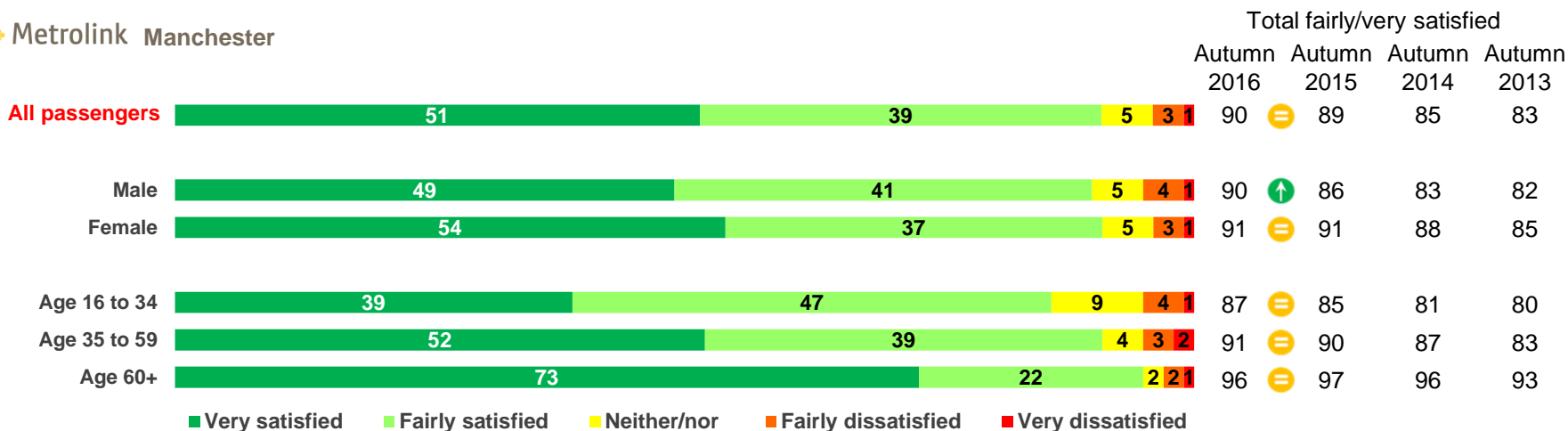■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied

Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers – 3022 (Metrolink), 607 (Midland Metro)

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

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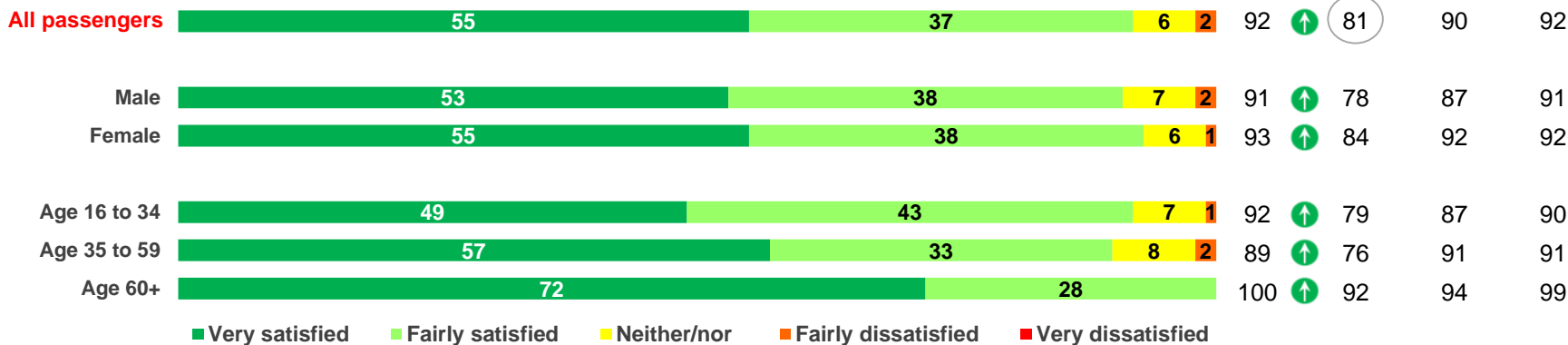# Overall satisfaction (%) – by gender and age – 4

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

SUPERTRAM Sheffield

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	60	31	3	5	1	91	↓	97	92	94
Male	55	28	5	12	1	83	↓	96	90	94
Female	62	34		1	2	96	=	98	95	94
Age 16 to 34	40	39	5	13	3	79	↓	98	87	91
Age 35 to 59	65	31	2	2	1	96	=	96	96	95
Age 60+	74	24	2			98	=	99	99	99

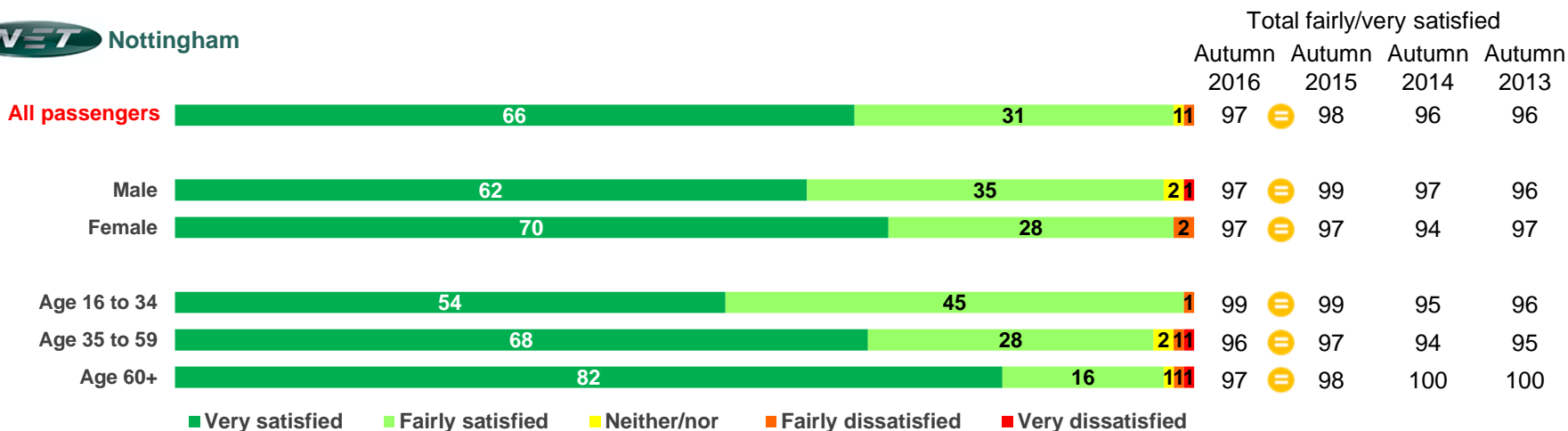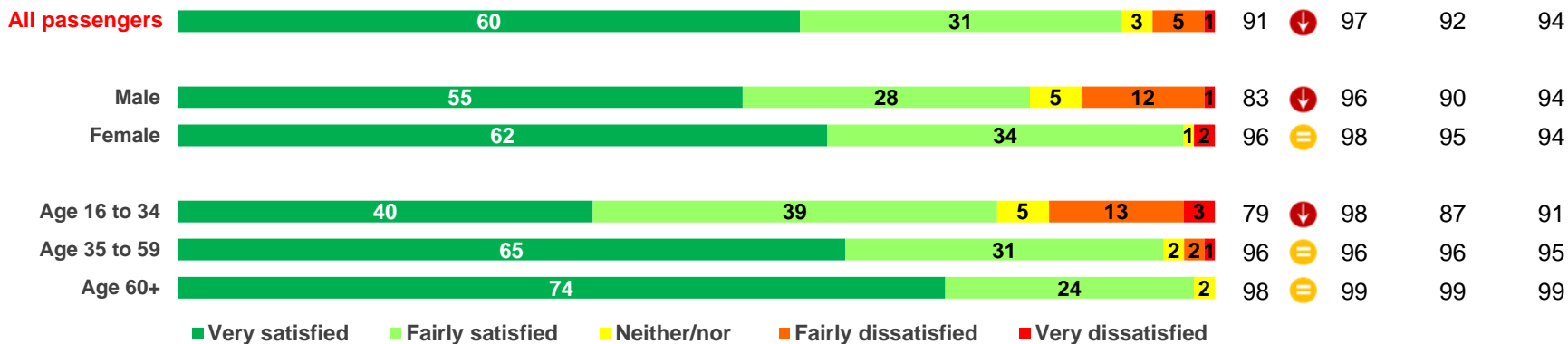■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied
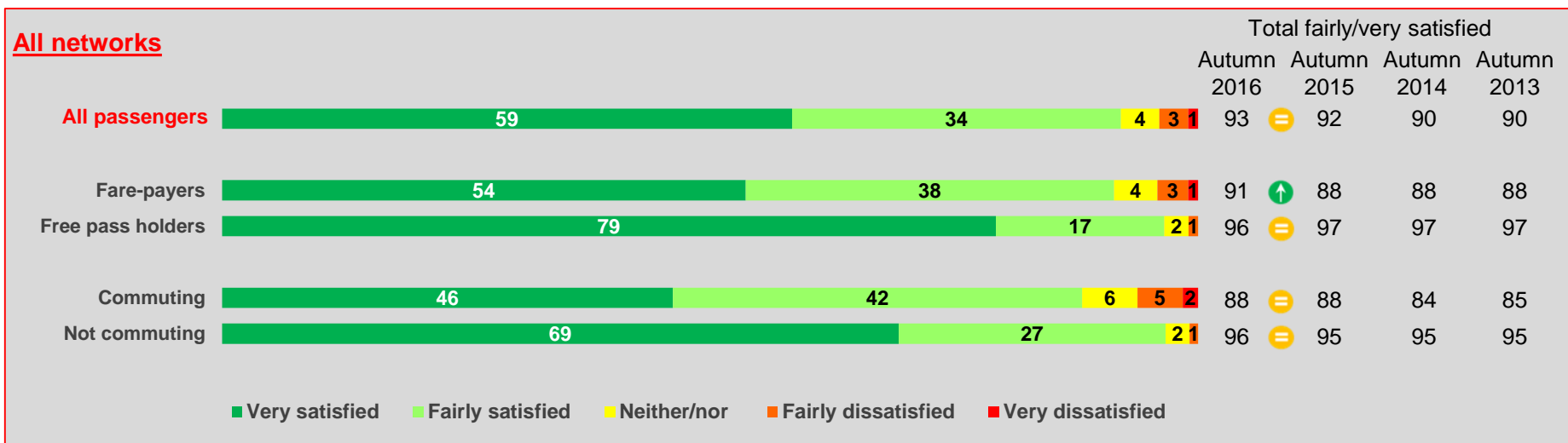
Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers – 289 (NET), 279 (Supertram)

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

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Overall satisfaction (%) – by passenger type – 1

All networks

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	59 / 34 / 4 / 3 / 1	93	=	92	90	90
Fare-payers	54 / 38 / 4 / 3 / 1	91	↑	88	88	88
Free pass holders	79 / 17 / 2 / 1	96	=	97	97	97
Commuting	46 / 42 / 6 / 5 / 2	88	=	88	84	85
Not commuting	69 / 27 / 2 / 1	96	=	95	95	95

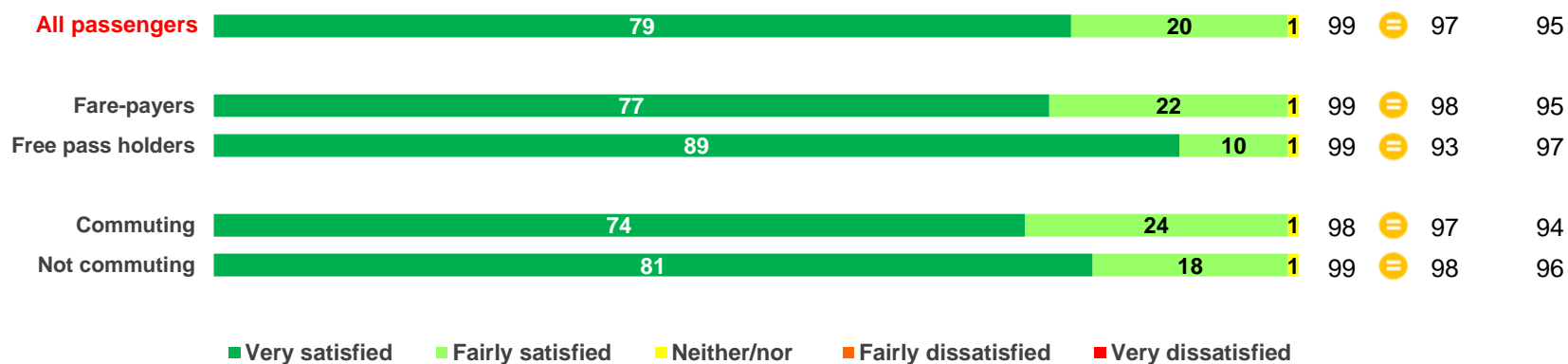■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied
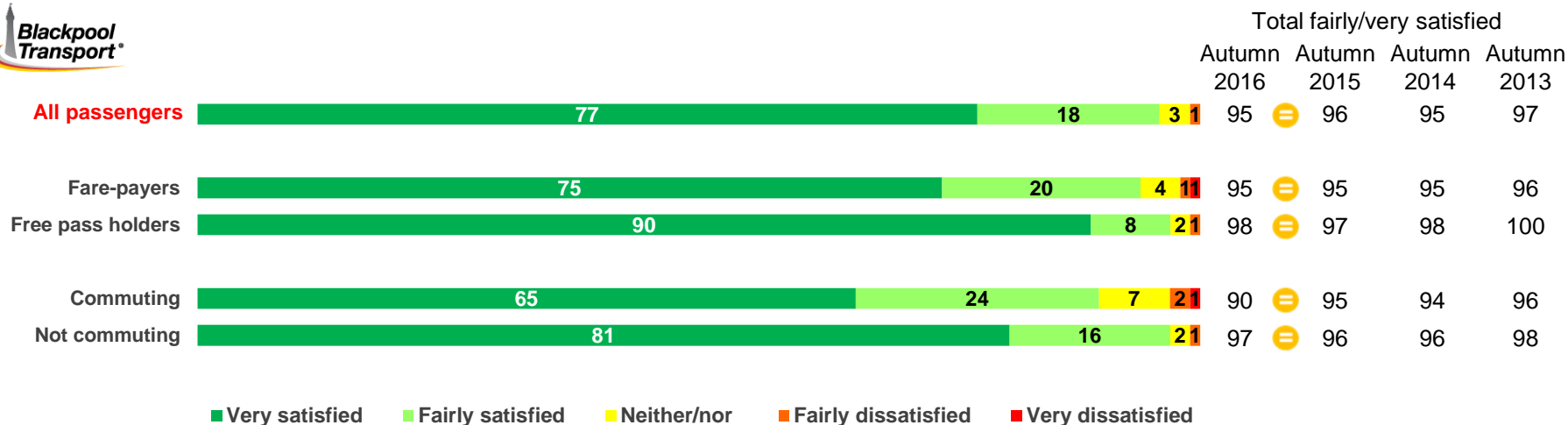
Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers – 5281

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

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Overall satisfaction (%) – by passenger type – 2

Blackpool Transport

Total fairly/very satisfied

			Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	77	18 3 1	95	=	96	95	97
Fare-payers	75	20 4 1 1	95	=	95	95	96
Free pass holders	90	8 2 1	98	=	97	98	100
Commuting	65	24 7 2 1 1	90	=	95	94	96
Not commuting	81	16 2 1	97	=	96	96	98

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

Edinburgh Trams

			Autumn 2016		Autumn 2015	Autumn 2014	
All passengers	79	20 1	99	=	97	95	Not included in TPS 2013
Fare-payers	77	22 1	99	=	98	95	
Free pass holders	89	10 1	99	=	93	97	
Commuting	74	24 1	98	=	97	94	
Not commuting	81	18 1	99	=	98	96	

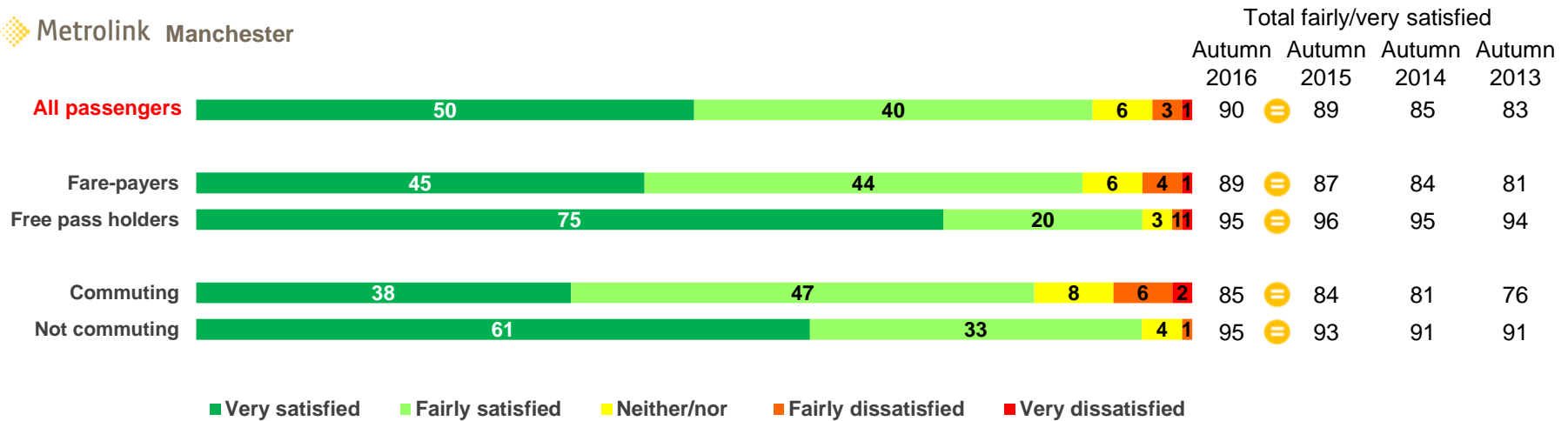■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied

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?
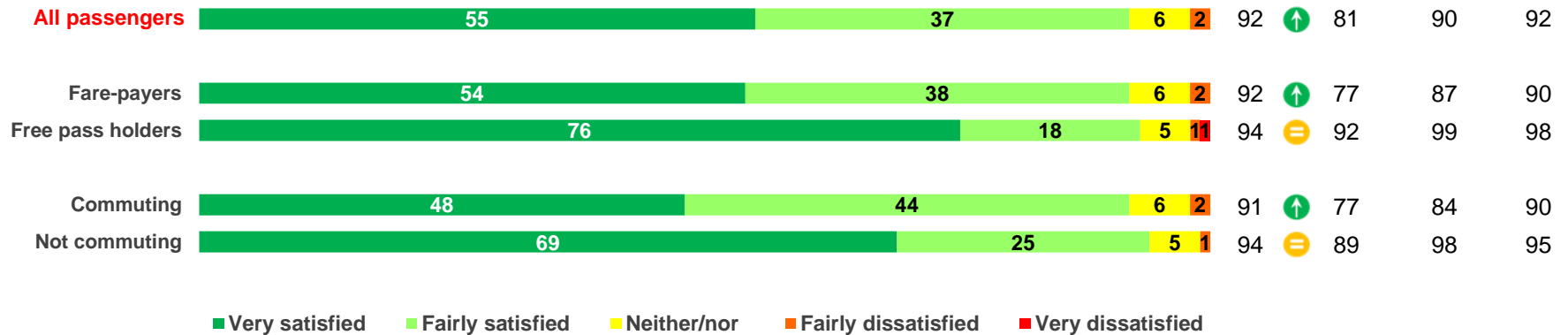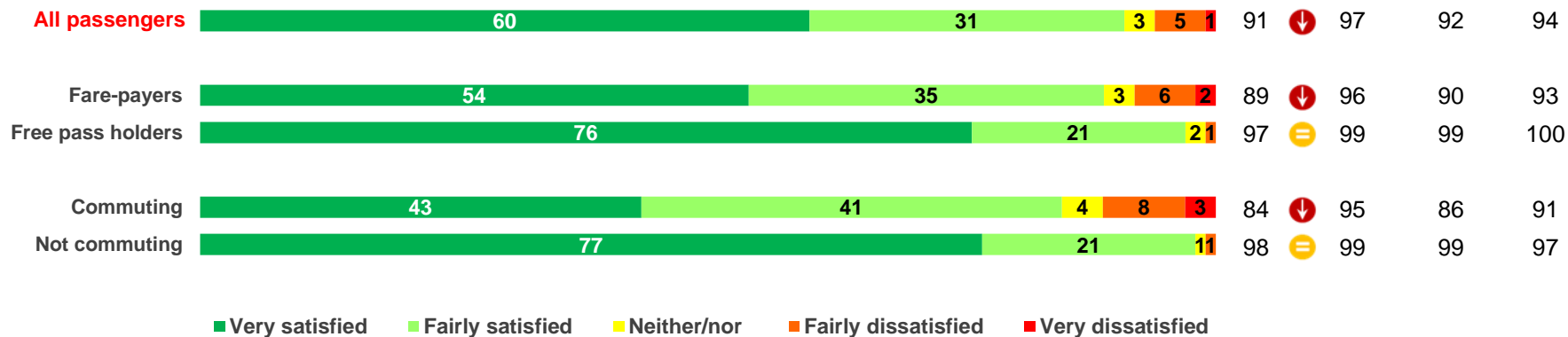Base: All passengers – 569 (Blackpool), 515 (Edinburgh Trams)

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Overall satisfaction (%) – by passenger type – 3

Metrolink Manchester

	Very satisfied	Fairly satisfied	Neither/nor	Fairly diss.	Very diss.	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	50	40	6	3	1	90	=	89	85	83
Fare-payers	45	44	6	4	1	89	=	87	84	81
Free pass holders	75	20	3	1	1	95	=	96	95	94
Commuting	38	47	8	6	2	85	=	84	81	76
Not commuting	61	33	4	1		95	=	93	91	91

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

Midland Metro

	Very satisfied	Fairly satisfied	Neither/nor	Fairly diss.	Very diss.	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	55	37	6	2		92	↑	81	90	92
Fare-payers	54	38	6	2		92	↑	77	87	90
Free pass holders	76	18	5	1	1	94	=	92	99	98
Commuting	48	44	6	2		91	↑	77	84	90
Not commuting	69	25	5	1		94	=	89	98	95

■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied
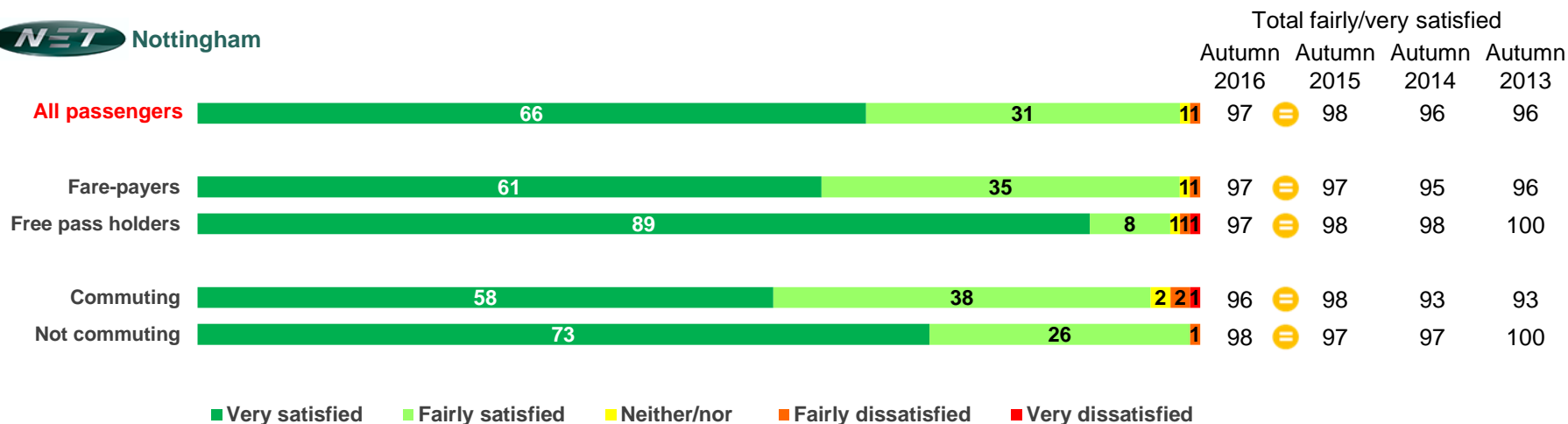
Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
Base: All passengers – 3022 (Metrolink), 607 (Midland Metro)
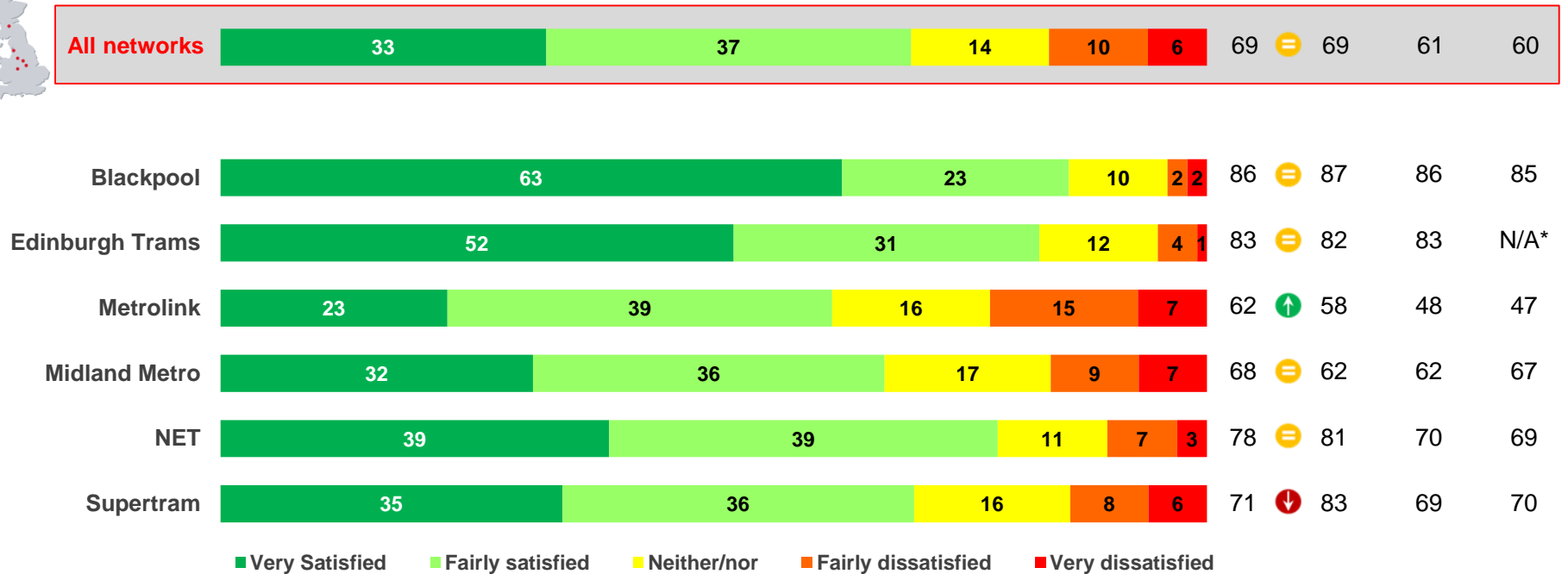
↑ Statistically significant increase since 2015
= No change
↓ Statistically significant decrease since 2015

transportfocus

Overall satisfaction (%) – by passenger type – 4

NET Nottingham

Total fairly/very satisfied

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

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

SUPERTRAM Sheffield (Stagecoach)

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	60 / 31 / 3 5 1	91	↓	97	92	94
Fare-payers	54 / 35 / 3 6 2	89	↓	96	90	93
Free pass holders	76 / 21 / 2 1	97	=	99	99	100
Commuting	43 / 41 / 4 8 3	84	↓	95	86	91
Not commuting	77 / 21 / 1 1	98	=	99	99	97

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

Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?
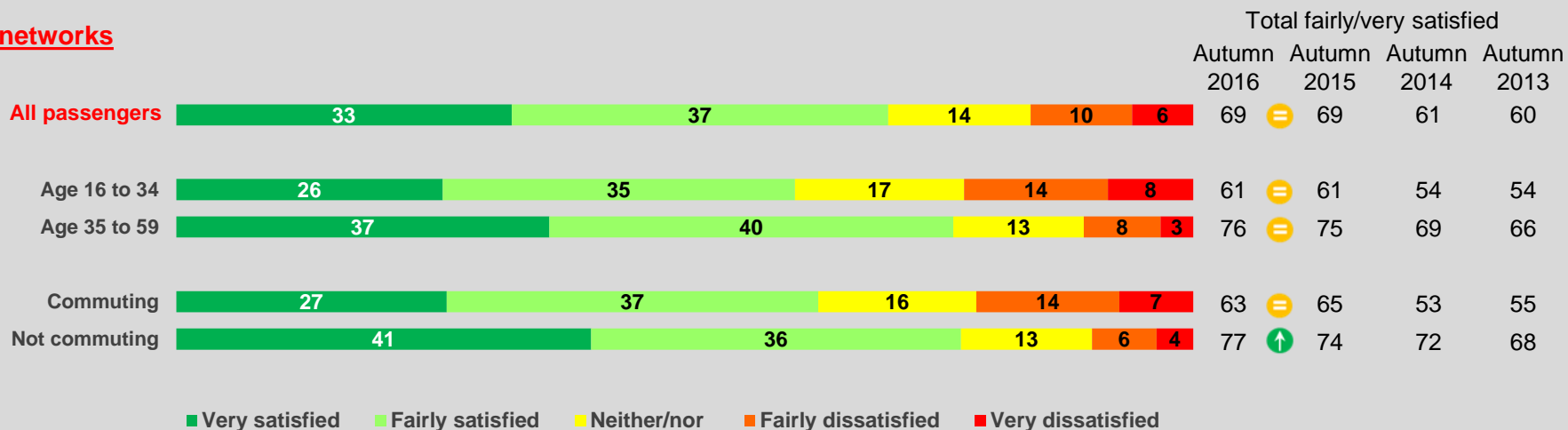Base: All passengers – 289 (NET), 279 (Supertram)

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

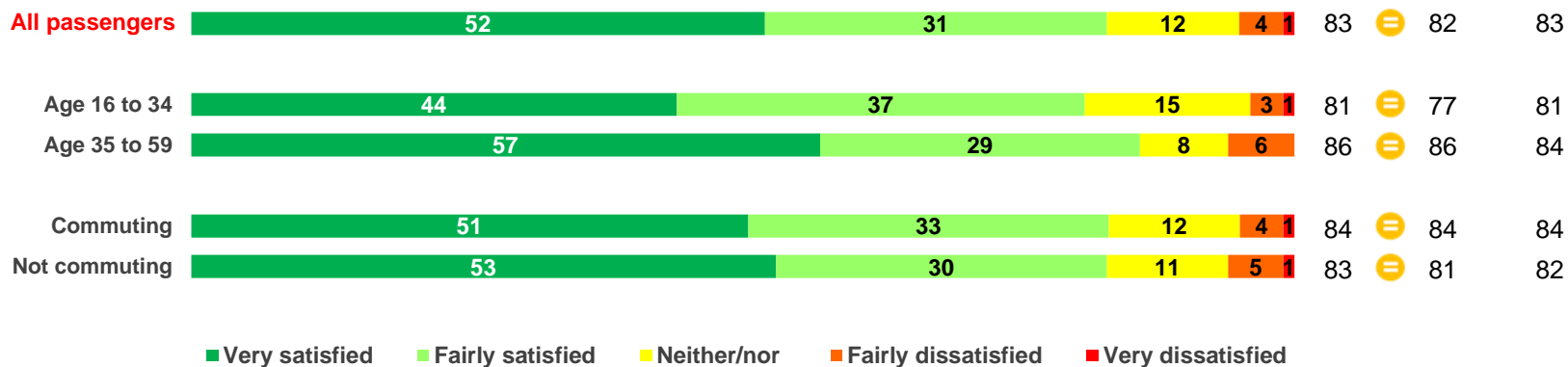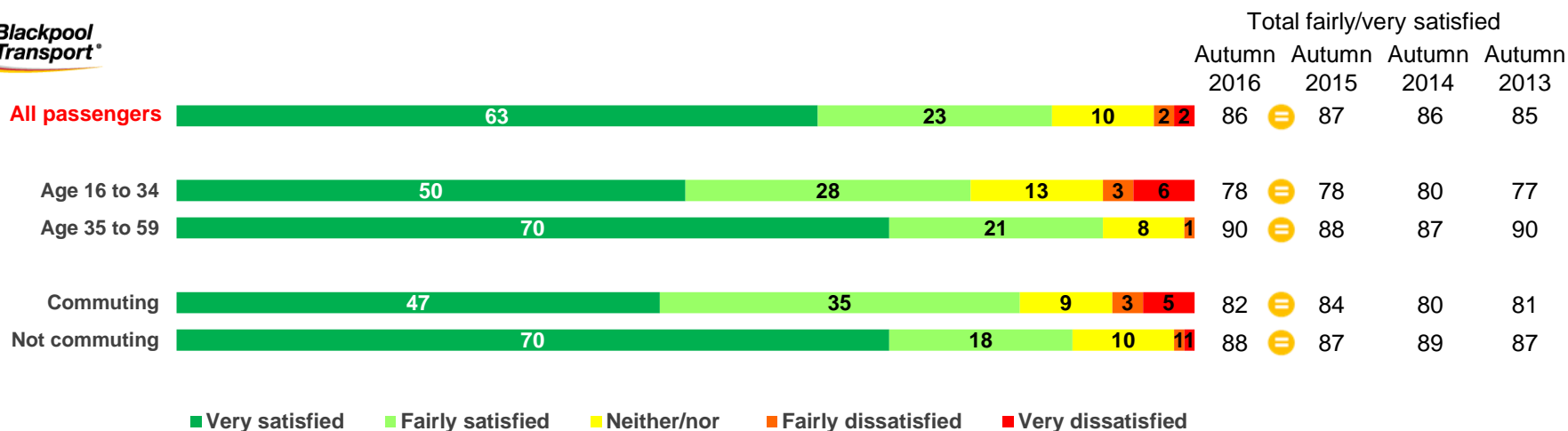transportfocus

Value for money – fare-payers only (%)

Total fairly/very satisfied

	Very Satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	33	37	14	10	6	69	=	69	61	60
Blackpool	63	23	10	2	2	86	=	87	86	85
Edinburgh Trams	52	31	12	4	1	83	=	82	83	N/A*
Metrolink	23	39	16	15	7	62	↑	58	48	47
Midland Metro	32	36	17	9	7	68	=	62	62	67
NET	39	39	11	7	3	78	=	81	70	69
Supertram	35	36	16	8	6	71	↓	83	69	70

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

*The 2013 survey did not include Edinburgh Trams

Q. How satisfied were you with the value for money of your journey?
Base: All fare-paying passengers – 3715 (All networks), 448 (Blackpool), 431 (Edinburgh Trams), 1978 (Metrolink), 516 (Midland Metro), 174 (NET), 168 (Supertram)

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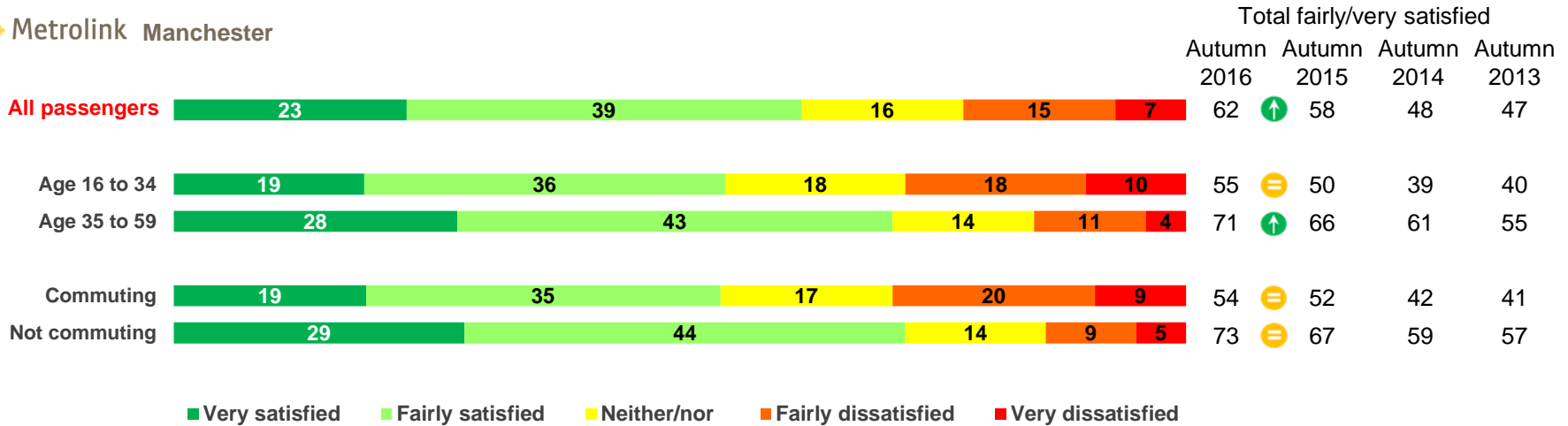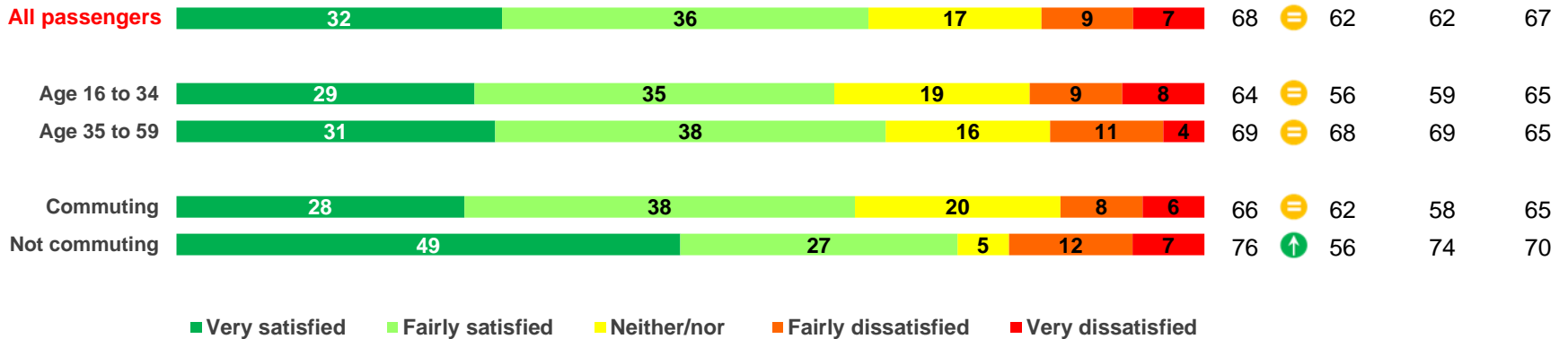
transportfocus

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

All networks

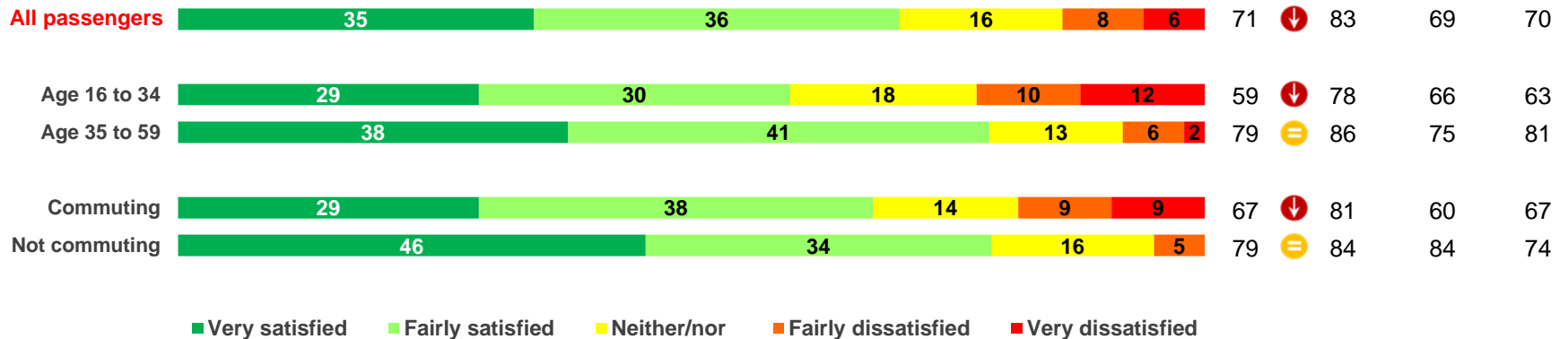|	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
						Total fairly/very satisfied				
All passengers	33	37	14	10	6	69	=	69	61	60
Age 16 to 34	26	35	17	14	8	61	=	61	54	54
Age 35 to 59	37	40	13	8	3	76	=	75	69	66
Commuting	27	37	16	14	7	63	=	65	53	55
Not commuting	41	36	13	6	4	77	↑	74	72	68

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare-paying passengers – 3715

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

Blackpool Transport

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	63 / 23 / 10 / 2 / 2	86	=	87	86	85
Age 16 to 34	50 / 28 / 13 / 3 / 6	78	=	78	80	77
Age 35 to 59	70 / 21 / 8 / 1	90	=	88	87	90
Commuting	47 / 35 / 9 / 3 / 5	82	=	84	80	81
Not commuting	70 / 18 / 10 / 1 / 1	88	=	87	89	87

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

Edinburgh Trams

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	52 / 31 / 12 / 4 / 1	83	=	82	83	
Age 16 to 34	44 / 37 / 15 / 3 / 1	81	=	77	81	
Age 35 to 59	57 / 29 / 8 / 6	86	=	86	84	
Commuting	51 / 33 / 12 / 4 / 1	84	=	84	84	
Not commuting	53 / 30 / 11 / 5 / 1	83	=	81	82	

Not included in TPS 2013

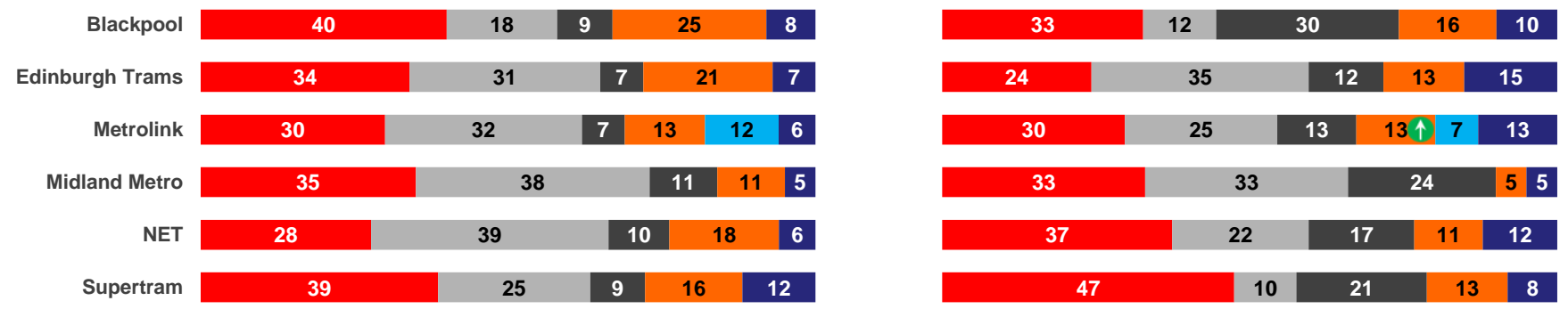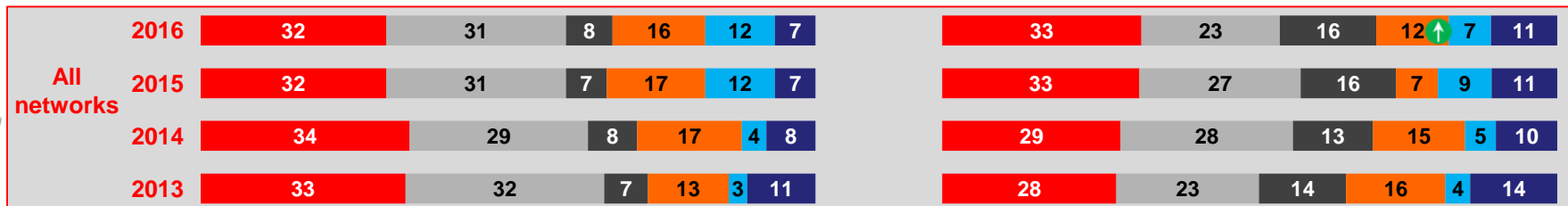■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied

Q. How satisfied were you with the value for money of your journey?
Base: All fare-paying passengers – 448 (Blackpool), 431 (Edinburgh Trams)

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

transportfocus

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

Metrolink **Manchester**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	23	39	16	15	7	62	↑	58	48	47
Age 16 to 34	19	36	18	18	10	55	=	50	39	40
Age 35 to 59	28	43	14	11	4	71	↑	66	61	55
Commuting	19	35	17	20	9	54	=	52	42	41
Not commuting	29	44	14	9	5	73	=	67	59	57

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

Midland Metro

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	32	36	17	9	7	68	=	62	62	67
Age 16 to 34	29	35	19	9	8	64	=	56	59	65
Age 35 to 59	31	38	16	11	4	69	=	68	69	65
Commuting	28	38	20	8	6	66	=	62	58	65
Not commuting	49	27	5	12	7	76	↑	56	74	70

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare-paying passengers – 1978 (Metrolink), 516 (Midland Metro)

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

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

NET Nottingham

Total fairly/very satisfied

								Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	Very satisfied 39	Fairly satisfied 39	Neither 11	Fairly dissat 7	Very dissat 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

SUPERTRAM Sheffield (Stagecoach)

								Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	35	36	16	8	6			71	🔻	83	69	70
Age 16 to 34	29	30	18	10	12			59	🔻	78	66	63
Age 35 to 59	38	41	13	6	2			79	⊜	86	75	81
Commuting	29	38	14	9	9			67	🔻	81	60	67
Not commuting	46	34	16	5				79	⊜	84	84	74

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare-paying passengers – 174 (NET), 168 (Supertram)

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

transportfocus

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What influenced value for money rating (%)

Those satisfied with value for money

	Cost for distance travelled	Cost tram versus other transport	Fare compared to everyday items	Comfort/quality for the fare paid	The cost of making the same trip by car*	Other reason
All networks						
2016	32	31	8	16	12	7
2015	32	31	7	17	12	7
2014	34	29	8	17	4	8
2013	33	32	7	13	3	11
Blackpool	40	18	9	25		8
Edinburgh Trams	34	31	7	21		7
Metrolink	30	32	7	13	12	6
Midland Metro	35	38	11	11		5
NET	28	39	10	18		6
Supertram	39	25	9	16		12

Those not satisfied with value for money

	Cost for distance travelled	Cost tram versus other transport	Fare compared to everyday items	Comfort/quality for the fare paid	The cost of making the same trip by car*	Other reason
All networks						
2016	33	23	16	12 ⬆	7	11
2015	33	27	16	7	9	11
2014	29	28	13	15	5	10
2013	28	23	14	16	4	14
Blackpool	33	12	30	16		10
Edinburgh Trams	24	35	12	13		15
Metrolink	30	25	13	13 ⬆	7	13
Midland Metro	33	33	24	5		5
NET	37	22	17	11		12
Supertram	47	10	21	13		8

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

* Only asked for Metrolink

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

Q. What had the biggest influence on the 'value for money' rating you gave in the previous question?
Base: All fare-paying passengers – 3579 (All networks), 430 (Blackpool), 415 (Edinburgh Trams), 1929 (Metrolink), 475 (Midland Metro), 169 (NET), 161 (Supertram)

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

transportfocus

Tram Passenger Survey (TPS) – All networks

Waiting at the stop

transportfocus

Waiting at the stop: summary (1)

	All Networks	Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
Satisfaction with the stop:							
Overall satisfaction with the stop	90 🟡	91 🟡	97 🟡	89 🟡	88 🟡	94 🟡	89 🔴

All Networks

Waiting times:

Satisfaction: expected waiting time	88% ⬆️	
Expected wait time	6.7 mins ⬇️	
Actual reported wait time	5.6 mins ⬇️	

Checking tram information:

Passengers who checked tram time	78% 🟡
	⬇️
Info sources used before arriving at stop	Mixed; Disruption info online the most common source
Info sources used at stop	66% electronic display
Among those that didn't check…	78% knew service frequent

⬆️ Statistically significant increase since 2015
🟡 No change
🔴 Statistically significant decrease since 2015

transportfocus

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Waiting at the stop: summary (2)

Satisfaction with the stop:	All Networks	Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
Overall satisfaction with the stop	90 =	91 =	97 =	89 =	88 =	94 =	89 ↓
Convenience / accessibility	89 =	93 =	92 =	88 =	89 =	93 =	86 ↓
Freedom from graffiti / vandalism	87 ↓	87 ↓	99 =	83 =	90 =	96 =	87 =
Behaviour of other passengers	87 =	91 =	97 =	84 =	83 =	90 =	89 =
Personal safety	86 =	91 =	96 =	85 =	80 =	88 =	87 =
Distance from journey start	85 ↑	91 =	89 =	83 =	85 =	89 =	82 =
General condition and maintenance	85 =	84 ↓	98 =	81 =	89 =	93 =	82 ↓
Freedom from litter	84 =	87 =	98 =	78 =	84 =	94 =	85 =
Information provided	81 =	82 ↓	90 ↑	78 =	79 =	86 =	77 =

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

transportfocus

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Satisfaction – with the tram stop (%)

Total fairly/very satisfied

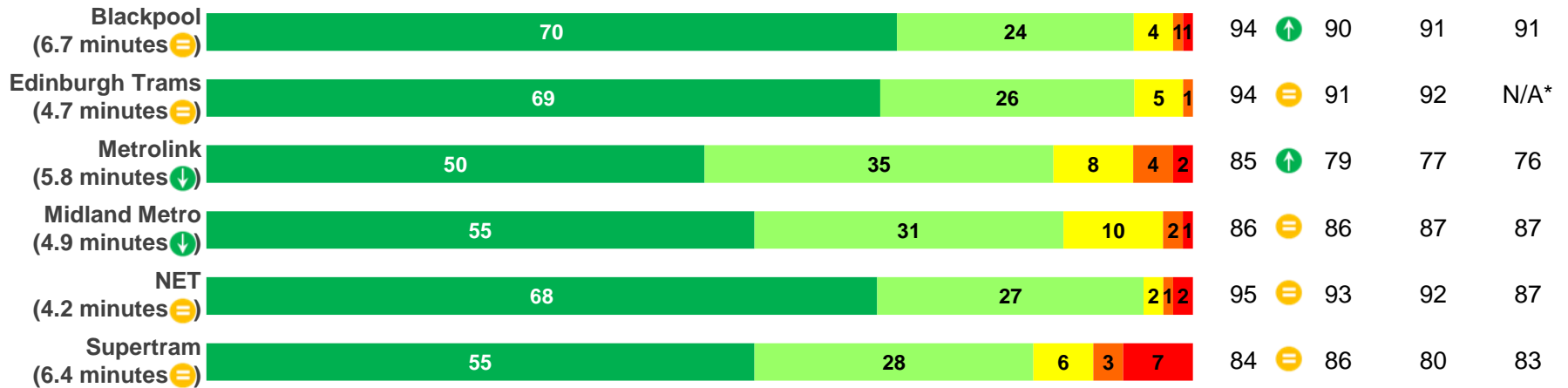|		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	53 / 38 / 6 / 3 / 1	90	=	91	91	91
Blackpool	64 / 26 / 5 / 3 / 1	91	=	92	92	93
Edinburgh Trams	74 / 23 / 2 / 1 / 0	97	=	96	97	N/A*
Metrolink	45 / 43 / 7 / 3 / 1	89	=	88	86	87
Midland Metro	49 / 39 / 10 / 2 / 0	88	=	90	88	90
NET	63 / 31 / 4 / 2 / 0	94	=	95	95	98
Supertram	50 / 39 / 8 / 3	89	⬇	94	96	93

■ Very Satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied
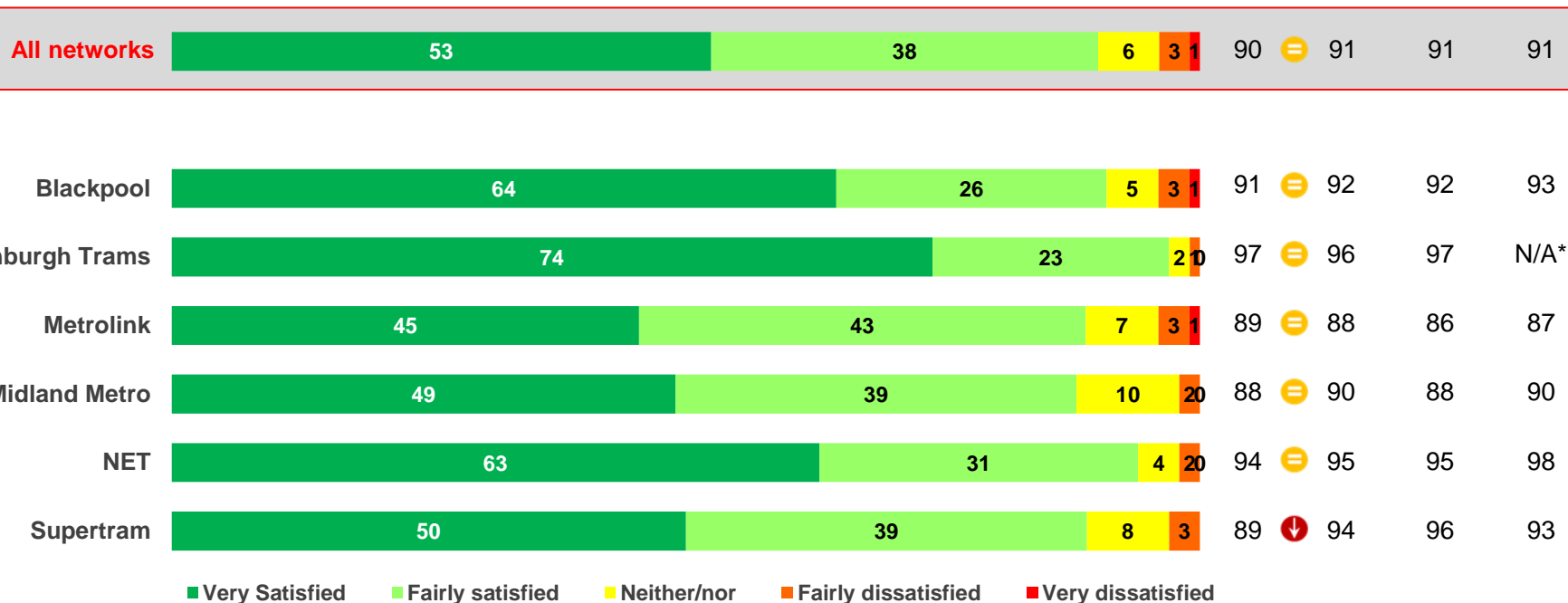
*The 2013 survey did not include Edinburgh Trams

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

Base: All passengers – 5270 (All networks), 563 (Blackpool), 521 (Edinburgh Trams), 3019 (Metrolink), 606 (Midland Metro), 286 (NET), 275 (Supertram)
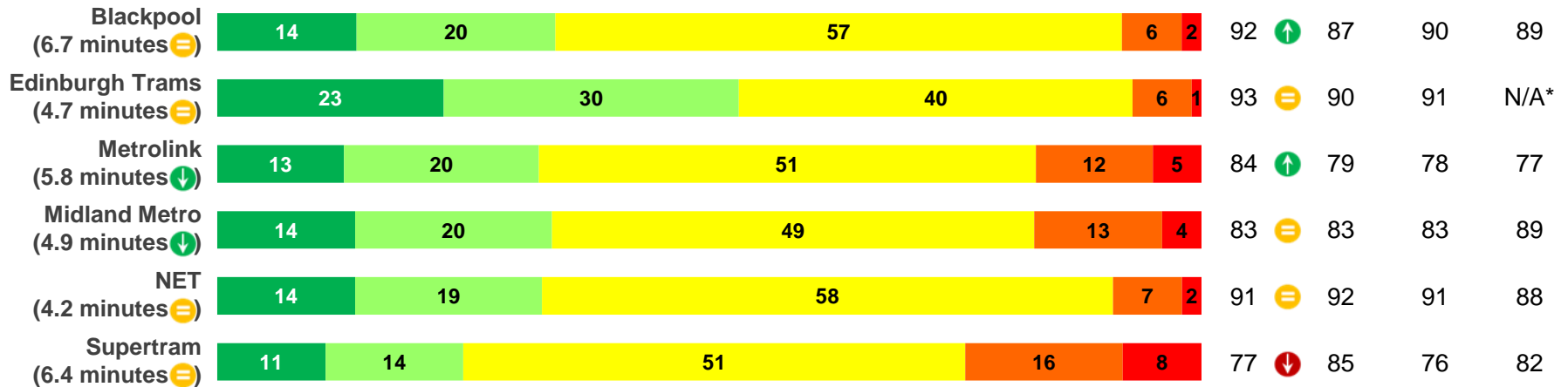
⬆ Statistically significant increase since 2015
= No change
⬇ Statistically significant decrease since 2015

transportfocus

Satisfaction with the tram stop (%) – 1

All networks

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	53	38	6	3	1	90	=	91	91	91
Convenience/accessibility	58	31	7	3	1	89	=	90	88	89
Freedom from graffiti/vandalism	61	27	8	3	2	87	=	89	90	89
Behaviour of other passengers	56	31	8	3	2	87	=	86	86	84
Personal safety at stop	54	32	10	2	1	86	=	87	86	84
Distance from journey start	54	31	9	4	2	85	=	83	82	82
General condition/maintenance	51	34	9	4	2	85	=	86	86	85
Freedom from litter	52	32	8	4	3	84	=	85	86	84
Information provided at the stop	48	33	12	5	3	81	=	80	78	77

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

Q. Thinking about the tram stop itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the tram stop?
Base: All passengers – 5270

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

transportfocus

Satisfaction with the tram stop (%) – 2

Blackpool Transport

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	64	26	5	3	1	91	=	92	92	93
Convenience/accessibility	71	22	5	1	1	93	=	94	94	93
Distance from journey start	69	22	5	2	2	91	=	90	91	91
Behaviour of other passengers	69	22	6	2	1	91	=	93	90	94
Personal safety at stop	67	24	6	1	1	91	=	90	90	93
Freedom from graffiti/vandalism	70	17	7	3	3	87	=	92	92	95
Freedom from litter	65	21	6	5	3	87	=	87	87	92
General condition/maintenance	63	21	10	4	3	84	=	89	91	93
Information provided at the stop	58	25	10	4	4	82	=	89	86	86

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

Edinburgh Trams

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014
Overall satisfaction - tram stop	74	23	2	1		97	=	96	97
Freedom from graffiti/vandalism	85	14	1			99	=	98	97
General condition/maintenance	76	22	1			98	=	97	95
Freedom from litter	83	15	1	1	1	98	=	98	96
Behaviour of other passengers	77	20	3			97	=	95	93
Personal safety at stop	71	25	3			96	=	94	94
Convenience/accessibility	62	29	6	2		92	=	93	84
Information provided at the stop	63	27	7	2		90	=	86	87
Distance from journey start	58	31	8	2	1	89	=	86	82

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

Not included in TPS 2013

Q. Thinking about the tram stop itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the tram stop?
Base: All passengers – 563 (Blackpool), 521 (Edinburgh Trams)

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

transportfocus

Satisfaction with the tram stop (%) – 3

Metrolink Manchester

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	45	43	7	3	1	89	=	88	86	87
Convenience/accessibility	55	33	8	3	1	88	=	87	87	86
Personal safety at stop	49	36	12	2	2	85	=	84	83	80
Behaviour of other passengers	50	34	10	4	2	84	=	82	81	80
Distance from journey start	50	33	11	4	2	83	=	81	79	81
Freedom from graffiti/vandalism	51	32	11	4	2	83	=	85	85	84
General condition/maintenance	44	37	11	5	2	81	=	81	80	78
Freedom from litter	42	36	11	7	4	78	=	79	80	79
Information provided at the stop	44	35	12	6	3	78	=	76	70	67

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

Midland Metro

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	49	39	10		2	88	=	90	88	90
Freedom from graffiti/vandalism	62	28	7	2	2	90	=	91	88	83
Convenience/accessibility	55	34	6	3	1	89	=	86	81	88
General condition/maintenance	50	39	7	3	1	89	=	85	84	83
Distance from journey start	49	36	11	3	1	85	=	82	78	87
Freedom from litter	49	35	11	2	3	84	=	85	88	83
Behaviour of other passengers	55	28	13	2	2	83	=	86	87	84
Personal safety at stop	44	36	15	4	2	80	=	85	80	79
Information provided at the stop	43	35	15	3	3	79	=	80	78	79

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

Q. Thinking about the tram stop itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the tram stop?
Base: All passengers – 3019 (Metrolink), 606 (Midland Metro)

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

transportfocus

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Satisfaction with the tram stop (%) – 4

NET Nottingham

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
						Total fairly/very satisfied				
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

SUPERTRAM Sheffield

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	50	39	8	3		89	▼	94	96	93
Behaviour of other passengers	56	33	5	3	2	89	=	88	93	85
Freedom from graffiti/vandalism	58	29	8	3	2	87	=	91	96	91
Personal safety at stop	56	31	9	2	2	87	=	90	94	88
Convenience/accessibility	59	27	8	5	2	86	▼	92	90	92
Freedom from litter	50	35	7	4	3	85	=	87	89	87
Distance from journey start	55	27	8	5	5	82	=	84	84	83
General condition/maintenance	45	37	11	5	2	82	▼	91	92	87
Information provided at the stop	46	31	12	6	5	77	=	81	84	86

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

Q. Thinking about the tram stop itself, how satisfied were you with the following: & Q. Overall, how satisfied were you with the tram stop?
Base: All passengers – 286 (NET), 275 (Supertram)

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

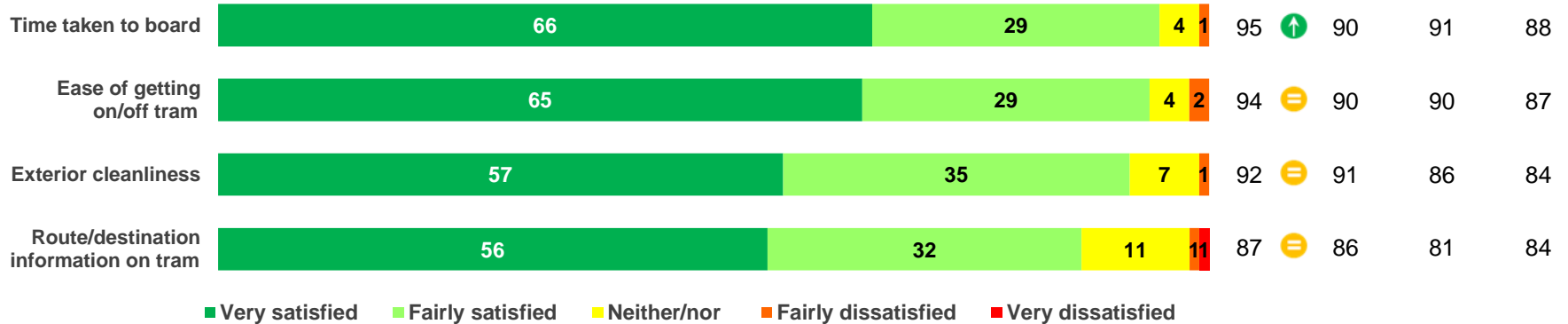transportfocus
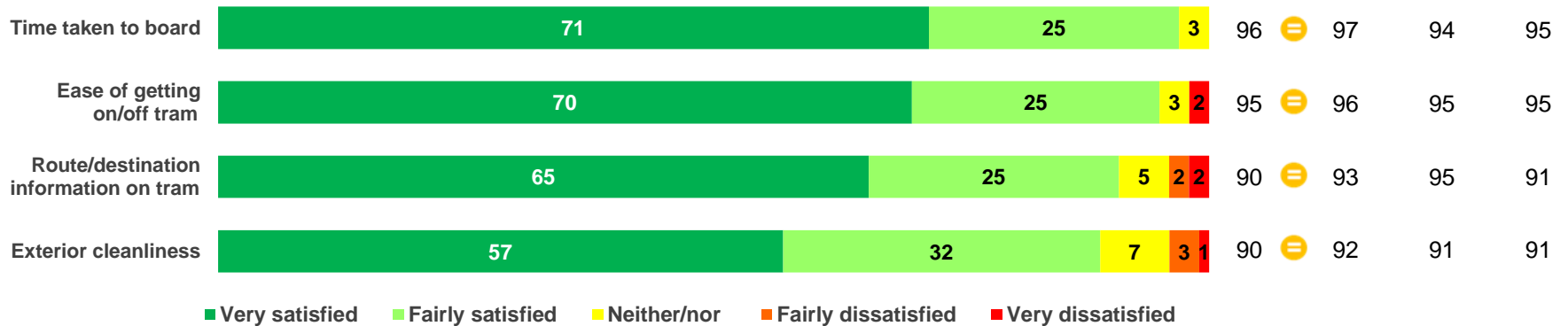
38

Satisfaction with waiting time (%)

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly diss.	Very diss.	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks (5.6 minutes ⬇)	57	31	7	3	3	88	⬆	84	82	81
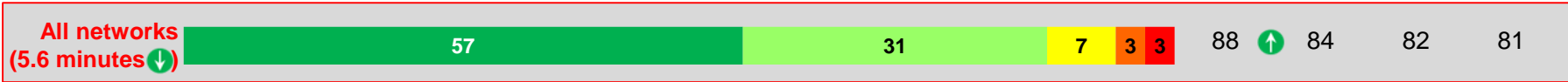
Average reported waiting time displayed in brackets

	Very satisfied	Fairly satisfied	Neither/nor	Fairly diss.	Very diss.	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Blackpool (6.7 minutes ⊜)	70	24	4	1	1	94	⬆	90	91	91
Edinburgh Trams (4.7 minutes ⊜)	69	26	5		1	94	⊜	91	92	N/A*
Metrolink (5.8 minutes ⬇)	50	35	8	4	2	85	⬆	79	77	76
Midland Metro (4.9 minutes ⬇)	55	31	10	2	1	86	⊜	86	87	87
NET (4.2 minutes ⊜)	68	27	2	1	2	95	⊜	93	92	87
Supertram (6.4 minutes ⊜)	55	28	6	3	7	84	⊜	86	80	83

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

*The 2013 survey did not include Edinburgh Trams

Q. How satisfied were you with the length of time you had to wait for the tram?
Base: All passengers – 5246 (All networks), 558 (Blackpool), 521 (Edinburgh Trams), 3003 (Metrolink), 606 (Midland Metro), 283 (NET), 275 (Supertram)

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

How actual waiting time compared to expected (%)

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

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks (5.6 minutes ↓)	14 / 20 / 51 / 11 / 4	85 ↑	83	81	82
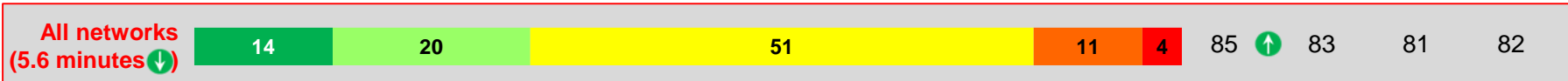
Average reported waiting time displayed in brackets

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Blackpool (6.7 minutes ⊜)	14 / 20 / 57 / 6 / 2	92 ↑	87	90	89
Edinburgh Trams (4.7 minutes ⊜)	23 / 30 / 40 / 6 / 1	93 ⊜	90	91	N/A*
Metrolink (5.8 minutes ↓)	13 / 20 / 51 / 12 / 5	84 ↑	79	78	77
Midland Metro (4.9 minutes ↓)	14 / 20 / 49 / 13 / 4	83 ⊜	83	83	89
NET (4.2 minutes ⊜)	14 / 19 / 58 / 7 / 2	91 ⊜	92	91	88
Supertram (6.4 minutes ⊜)	11 / 14 / 51 / 16 / 8	77 ↓	85	76	82

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

*The 2013 survey did not include Edinburgh Trams

Q. Thinking about the time you waited for the tram today, was it [ ] than expected?
Base: All passengers – 5255 (All networks), 561 (Blackpool), 513 (Edinburgh Trams), 3021 (Metrolink), 603 (Midland Metro), 288 (NET), 269 (Supertram)

transportfocus

All networks

Before leaving	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013		Blackpool Transport	Significant change		Edinburgh Trams	Significant change
Leaflet/paper timetable	3	=	3	4	6		19	=		1	=
Online	11	=	12	12	11		12	=		8	=
Live tram locator	2	=	2	3	2		0	↓		9	=
Disruption updates via social media	2	=	2	2	2		1	=		0	=
Other	6	=	7	6	8		9	=		6	=
At tram stop											
Electronic display	66	=	65	47	41		0	↓		65	=
Posters at stop	5	=	6	12	12		33	=		2	=
Online	2	=	2	1	2		3	=		1	=
Live tram locator	1	=	1	1	1		0	↓		2	=
Disruption updates via social media	1	=	1	1	1		0	=		0	=
Other	2	=	3	3	4		8	=		2	=
Did not check	20	=	19	29	33		41	↑		22	=

Main reasons for not checking times

Knew they ran frequently	78	=	78	75	78		67	=		71	=
Did not matter to me*	20		N/A*	N/A*	N/A*		28			27	
Already knew arrival times	12	=	11	10	15		20	=		4	=
Didn't have time	4	=	5	6	5		3	=		12	=
Could not find the information	2	=	4	5	4		3	=		2	=
Other	3	↓	8	6	4		1	↓		5	=
Didn't know when meant to arrive**	N/A		4	6	6		N/A			N/A	

* Not asked in 2015   ** Not asked in 2016

Q. How did you know when the tram was meant to arrive? (More than one response permissible)
Base: All passengers – 2397 (All networks), 575 (Blackpool), 533 (Edinburgh Trams)
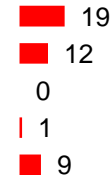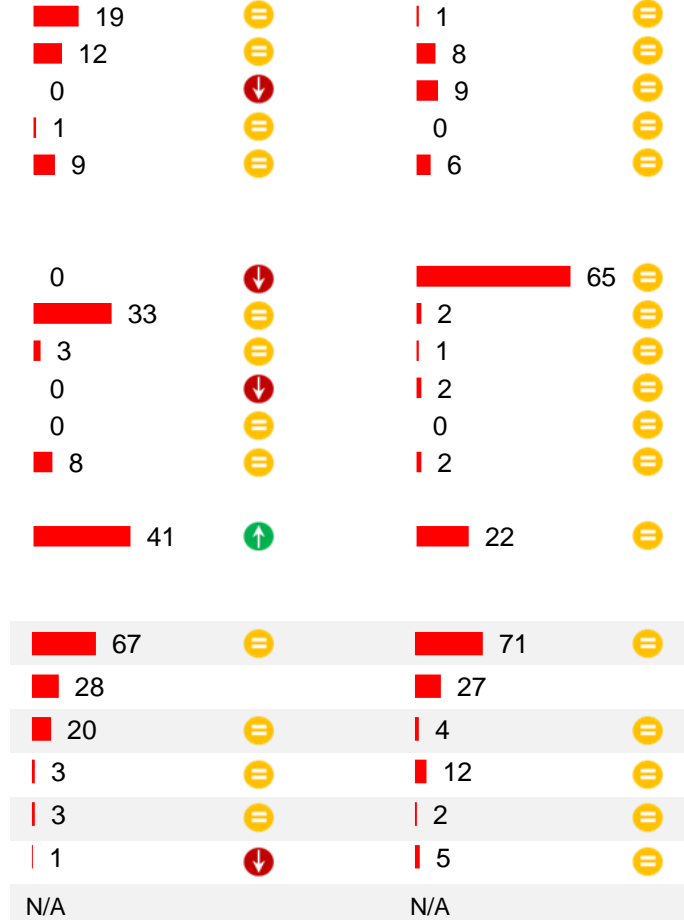
Q. If you did not check to find out when the tram was meant to arrive, why was this?
Base: All not checking arrival info – 1027 (All networks), 241 (Blackpool), 124 (Edinburgh Trams)
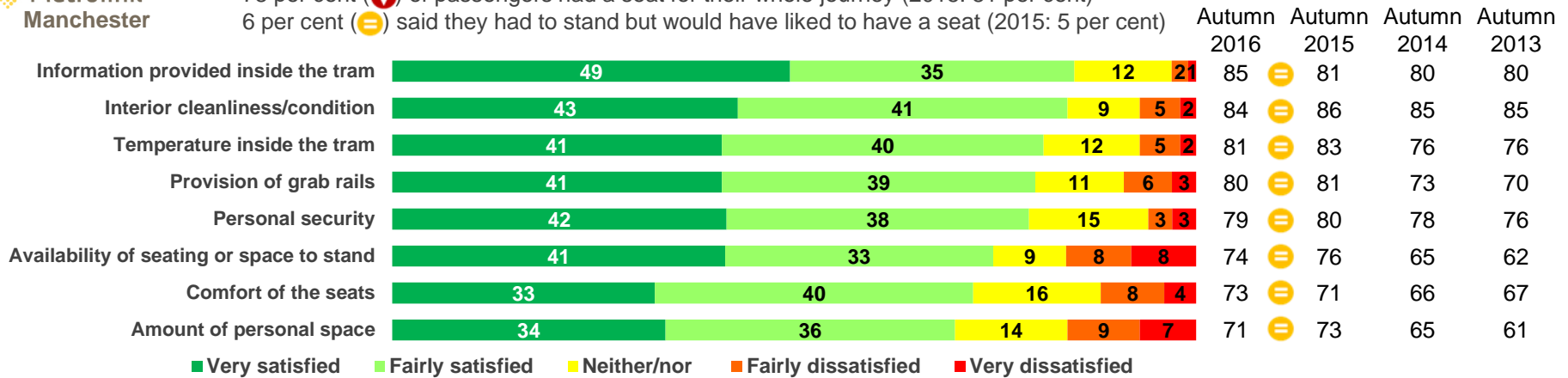
↑ Statistically significant increase since 2015
= No change
↓ Statistically significant decrease since 2015

How passengers checked tram times (%) – 2

	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	SUPERTRAM Sheffield	Significant change
Before leaving								
Leaflet/paper timetable	1	⬆	3	⚌	4	⚌	4	⚌
Online	14	⚌	15	⬆	5	⬇	9	⚌
Live tram locator	0	⚌	9	⚌	2	⚌	5	⚌
Disruption updates via social media	2	⚌	2	⬇	2	⚌	4	⬆
Other	6	⚌	6	⚌	6	⚌	5	⚌
At tram stop								
Electronic display	76	⚌	66	⚌	71	⚌	59	⚌
Posters at stop	2	⬇	2	⚌	3	⚌	12	⚌
Online	2	⚌	1	⚌	1	⚌	3	⚌
Live tram locator	0	⚌	2	⚌	0	⚌	2	⚌
Disruption updates via social media	1	⚌	1	⚌	0	⚌	1	⚌
Other	2	⚌	4	⚌	1	⚌	2	⚌
Did not check	18	⚌	12	⚌	20	⚌	23	⚌

Main reasons for not checking times

	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	SUPERTRAM Sheffield	Significant change
Knew they ran frequently	77	⚌	77	⚌	87	⚌	82	⚌
Did not matter to me*	20		21		13		15	
Already knew arrival times	9	⚌	16	⚌	9	⚌	18	⚌
Didn't have time	4	⚌	9	⚌	1	⚌	5	⚌
Could not find the information	3	⚌	2	⚌	0	⚌	3	⚌
Other	4	⬇	8	⚌	2	⚌	1	⚌
Didn't know when meant to arrive**	N/A		N/A		N/A		N/A	

* Not asked in 2015   ** Not asked in 2016
Q. How did you know when the tram was meant to arrive? (More than one response permissible)
Base: All passengers – 3073 (Metrolink) 637 (Midland Metro), 296 (NET), 283 (Supertram)

Q. If you did not check to find out when the tram was meant to arrive, why was this?
Base: All not checking arrival info – 452 (Metrolink), 84 (Midland Metro), 55 (NET), 71 (Sheffield)

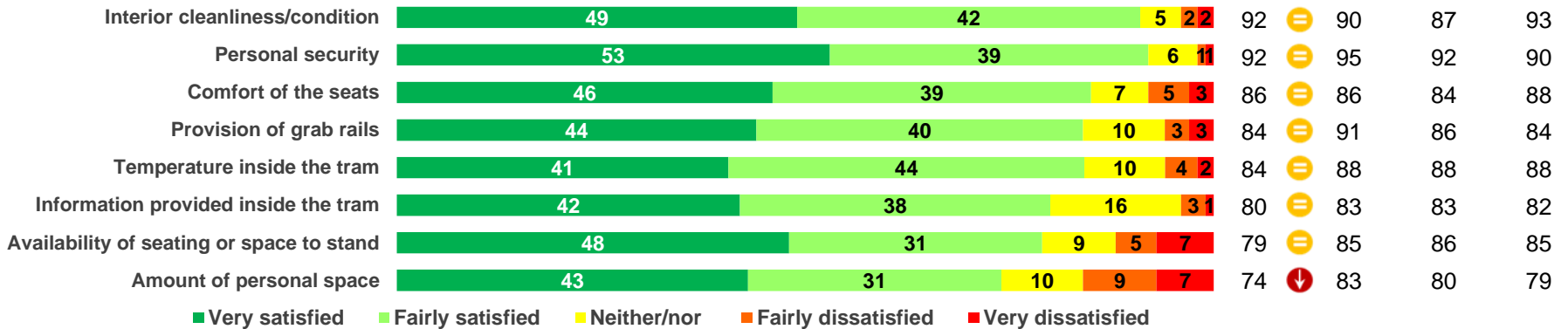⬆ Statistically significant increase since 2015
⚌ No change
⬇ Statistically significant decrease since 2015

transportfocus

Tram Passenger Survey (TPS) – All networks

The tram

transport**focus**

The tram: summary (1)

	All Networks			All Networks			All Networks

Start of journey

Route info on tram	91	🟡
Exterior cleanliness	91	🟡
Ease getting on	94	🟡
Time taken to board	95	🟡

On board

Interior cleanliness	89	🟡
Info on board	86	🟡
Seat/standing space	78	🟡
Seat comfort	77	🟡
Personal space	73	🔴
Provision grabrails	81	🟡
Temperature	83	🟡
Personal security	85	🟡

The driver

Appearance	92	🟡
Greeting	83	🟡
Helpfulness/attitude	86	🟡
Safety of driving	92	🔴
Smoothness journey	81	🟡

↑ Statistically significant increase since 2015
🟡 No change
🔴 Statistically significant decrease since 2015

transportfocus

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The tram: summary (2)

	All Networks	Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Stagecoach Supertram Sheffield
Satisfaction with start of the journey:							
Time taken to board	95 ⊜	97 ⊜	99 ⊜	93 ⊜	95 ⬆	97 ⊜	96 ⊜
Ease getting on	94 ⊜	96 ⊜	98 ⊜	92 ⊜	94 ⊜	97 ⊜	95 ⊜
Route info on tram	91 ⊜	94 ⊜	94 ⊜	90 ⊜	87 ⊜	94 ⊜	90 ⊜
Exterior cleanliness	91 ⊜	97 ⊜	98 ⊜	89 ⊜	92 ⊜	94 ⊜	90 ⊜
Satisfaction with on board experience:							
Interior cleanliness	89 ⊜	96 ⊜	98 ⊜	84 ⊜	93 ⊜	93 ⊜	92 ⊜
Info on board	86 ⊜	91 ⊜	93 ⊜	85 ⬆	89 ⊜	89 ⊜	80 ⊜
Personal security	85 ⊜	93 ⊜	95 ⊜	79 ⊜	86 ⊜	86 ⊜	92 ⊜
Temperature	83 ⊜	90 ⊜	89 ⊜	81 ⊜	78 ⊜	83 ⊜	84 ⊜
Provision grabrails	81 ⊜	90 ⊜	91 ⊜	80 ⊜	72 ⊜	79 ⊜	84 ⬇
Seat/standing space	78 ⊜	87 ⊜	90 ⊜	74 ⊜	70 ⊜	80 ⊜	79 ⊜
Seat comfort	77 ⊜	88 ⊜	94 ⊜	73 ⊜	53 ⊜	81 ⊜	86 ⊜
Personal space	73 ⬇	83 ⊜	89 ⊜	71 ⊜	61 ⊜	72 ⊜	74 ⬇
Satisfaction with the driver:							
Appearance	92 ⊜	96 ⊜	98 ⊜	-	90 ⊜	86 ⊜	93 ⊜
Safety of driving	92 ⬇	97 ⊜	97 ⊜	91 ⊜	88 ⊜	91 ⊜	92 ⬇
Helpfulness/attitude	86 ⊜	95 ⊜	95 ⬆	-	81 ⊜	74 ⊜	89 ⊜
Greeting	83 ⊜	93 ⬆	93 ⬆	-	78 ⊜	71 ⊜	85 ⊜
Smoothness journey	81 ⊜	93 ⊜	94 ⊜	77 ⊜	69 ⊜	84 ⊜	85 ⊜

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

transportfocus
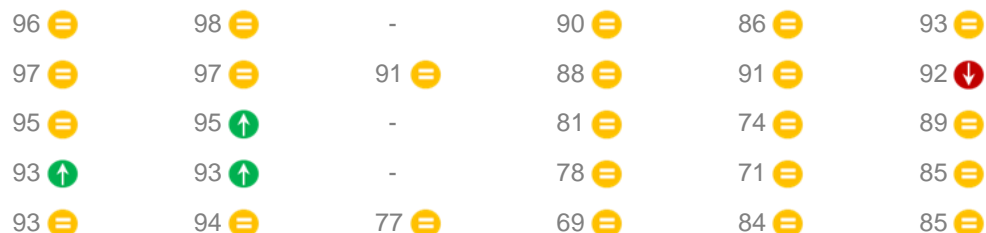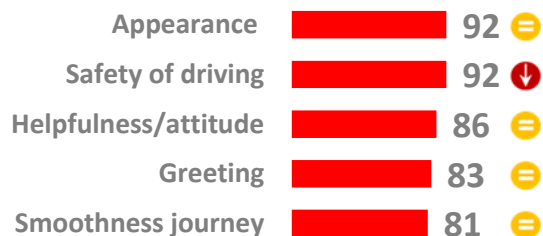
Satisfaction with start of journey (%) – 1

All networks

	Total fairly/very satisfied			
	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Time taken to board — Very satisfied 71, Fairly satisfied 24, Neither/nor 4, Fairly dissatisfied 1, Very dissatisfied 1	95 =	95	92	93
Ease of getting on/off tram — Very satisfied 70, Fairly satisfied 24, Neither/nor 3, Fairly dissatisfied 2, Very dissatisfied 1	94 =	94	91	92
Route/destination information on tram — Very satisfied 66, Fairly satisfied 25, Neither/nor 7, Fairly dissatisfied 1, Very dissatisfied 1	91 =	91	89	90
Exterior cleanliness — Very satisfied 60, Fairly satisfied 31, Neither/nor 7, Fairly dissatisfied 2, Very dissatisfied 1	91 =	91	90	89

■ 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 – 5222

Satisfaction with start of journey (%) – 2

Blackpool Transport

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Exterior cleanliness	78	18	3			97	=	94	94	95
Time taken to board	83	14	2	1		97	=	97	94	98
Ease of getting on/off tram	83	13	3	1		96	=	97	94	98
Route/destination information on tram	76	18	5	1	1	94	=	92	90	93

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

Edinburgh Trams

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Time taken to board	86	13	1			99	=	98	95	Not included in TPS 2013
Exterior cleanliness	79	19	2			98	=	97	94	
Ease of getting on/off tram	85	13	1	1		98	=	98	95	
Route/destination information on tram	67	27	6			94	=	90	87	

■ 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 – 559 (Blackpool), 513 (Edinburgh Trams)

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

transportfocus

Satisfaction with start of journey (%) – 3

◆ Metrolink Manchester

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Time taken to board	67 / 26 / 5 / 1 / 1	93	⊜	93	90	92
Ease of getting on/off tram	66 / 26 / 5 / 2 / 1	92	⊜	92	88	90
Route/destination information on tram	65 / 25 / 8 / 1 / 1	90	⊜	91	87	89
Exterior cleanliness	55 / 34 / 8 / 2 / 1	89	⊜	89	88	87

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

🚋 Midland Metro

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Time taken to board	66 / 29 / 4 / 1	95	⬆	90	91	88
Ease of getting on/off tram	65 / 29 / 4 / 2	94	⊜	90	90	87
Exterior cleanliness	57 / 35 / 7 / 1	92	⊜	91	86	84
Route/destination information on tram	56 / 32 / 11 / 1 / 1	87	⊜	86	81	84

■ 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 – 2983 (Metrolink), 607 (Midland Metro)

Satisfaction with start of journey (%) – 4

NET Nottingham

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Ease of getting on/off tram	72	26	1	1	1	97	=	95	92	95
Time taken to board	73	24	2	1	1	97	=	97	96	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

SUPERTRAM Sheffield (Stagecoach)

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Time taken to board	71	25	3			96	=	97	94	95
Ease of getting on/off tram	70	25	3		2	95	=	96	95	95
Route/destination information on tram	65	25	5	2	2	90	=	93	95	91
Exterior cleanliness	57	32	7	3	1	90	=	92	91	91

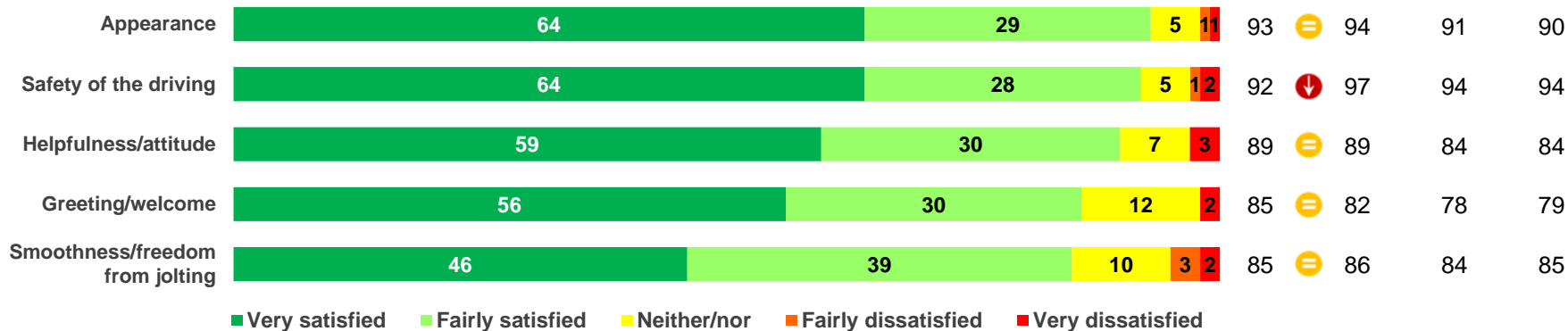■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
Base: All passengers – 283 (NET), 277 (Supertram)

transportfocus

49

Satisfaction on the tram (%) – 1

All networks

82 per cent (⬇) of passengers had a seat for their whole journey (2015: 85 per cent)
5 per cent (🟰) said they had to stand but would have liked to have a seat (2015: 4 per cent)

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Interior cleanliness/condition	51	37	7	3	2	89	🟰	90	88	89
Information provided inside the tram	52	34	11	2	1	86	🟰	84	82	82
Personal security	49	36	11	2	2	85	🟰	86	84	82
Temperature inside the tram	43	40	11	5	2	83	🟰	84	81	81
Provision of grab rails	45	36	11	5	3	81	🟰	83	80	75
Availability of seating or space to stand	45	32	9	8	6	78	🟰	80	74	72
Comfort of the seats	40	38	13	6	4	77	🟰	76	74	75
Amount of personal space	38	34	13	8	6	73	⬇	76	72	67

■ **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 – 5268

transportfocus

Satisfaction on the tram (%) – 2

Blackpool Transport

83 per cent (🔻) of passengers had a seat for their whole journey (2015: 92 per cent)
2 per cent (⬛) said they had to stand but would have liked to have a seat (2015: 2 per cent)

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Interior cleanliness/condition	76	20	3			96	⬛	94	95	97
Personal security	72	21	6	1		93	⬛	94	90	96
Information provided inside the tram	69	22	7	1		91	⬛	92	89	93
Provision of grab rails	64	26	7	2	1	90	⬛	91	89	94
Temperature inside the tram	62	28	7	2	1	90	⬛	89	87	96
Comfort of the seats	61	27	8	3	2	88	⬛	88	84	92
Availability of seating or space to stand	61	26	6	5	2	87	⬛	89	84	91
Amount of personal space	56	27	10	5	2	83	⬛	87	82	91

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

Edinburgh Trams

96 per cent (⬛) of passengers had a seat for their whole journey (2015: 95 per cent)
1 per cent (⬛) said they had to stand but would have liked to have a seat (2015: 1 per cent)

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	
Interior cleanliness/condition	78	20	1			98	⬛	97	97	
Personal security	71	25	4			95	⬛	96	92	
Comfort of the seats	69	25	5	1		94	⬛	94	89	
Information provided inside the tram	68	24	7	1		93	⬛	91	87	
Provision of grab rails	64	26	7	2		91	⬛	92	88	
Availability of seating or space to stand	67	23	6	3	1	90	⬛	89	84	
Amount of personal space	61	28	8	2		89	⬛	87	82	
Temperature inside the tram	61	29	8	2	1	89	⬛	86	82	

Not included in TPS 2013

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

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers – 562 (Blackpool), 520 (Edinburgh Trams)

⬆ Statistically significant increase since 2015
⬛ No change
🔻 Statistically significant decrease since 2015

transportfocus

Satisfaction on the tram (%) – 3

Metrolink Manchester

78 per cent (↓) of passengers had a seat for their whole journey (2015: 81 per cent)
6 per cent (=) said they had to stand but would have liked to have a seat (2015: 5 per cent)

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Information provided inside the tram	49	35	12	2	1	85	=	81	80	80
Interior cleanliness/condition	43	41	9	5	2	84	=	86	85	85
Temperature inside the tram	41	40	12	5	2	81	=	83	76	76
Provision of grab rails	41	39	11	6	3	80	=	81	73	70
Personal security	42	38	15	3	3	79	=	80	78	76
Availability of seating or space to stand	41	33	9	8	8	74	=	76	65	62
Comfort of the seats	33	40	16	8	4	73	=	71	66	67
Amount of personal space	34	36	14	9	7	71	=	73	65	61

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

Midland Metro

71 per cent (↓) of passengers had a seat for their whole journey (2015: 81 per cent)
7 per cent (=) said they had to stand but would have liked to have a seat (2015: 4 per cent)

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Interior cleanliness/condition	58	35	6	1	0	93	=	93	88	85
Information provided inside the tram	56	34	9	2	0	89	=	86	77	83
Personal security	45	40	11	2	1	86	=	86	83	81
Temperature inside the tram	42	36	14	5	2	78	=	75	77	73
Provision of grab rails	39	34	17	8	2	72	=	69	74	63
Availability of seating or space to stand	38	32	14	11	6	70	=	74	76	61
Amount of personal space	31	30	20	12	6	61	=	67	69	56
Comfort of the seats	27	26	21	12	13	53	=	52	64	69

■ 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 – 3007 (Metrolink), 614 (Midland Metro)

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

transportfocus

Satisfaction on the tram (%) – 4

NET Nottingham

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

Total fairly/very satisfied

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Interior cleanliness/condition	93	=	95	93	92
Information provided inside the tram	89	=	91	86	83
Personal security	86	=	88	84	85
Temperature inside the tram	83	=	84	88	83
Comfort of the seats	81	=	77	82	76
Availability of seating or space to stand	80	=	79	78	77
Provision of grab rails	79	=	83	84	76
Amount of personal space	72	=	73	74	66

Chart (Very satisfied / Fairly satisfied / Neither/nor / Fairly dissatisfied / Very dissatisfied):

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
Interior cleanliness/condition	54	39	6	1	1
Information provided inside the tram	54	35	10	1	
Personal security	49	36	11	2	2
Temperature inside the tram	38	45	10	6	1
Comfort of the seats	37	44	10	6	3
Availability of seating or space to stand	41	39	7	10	4
Provision of grab rails	45	35	12	6	2
Amount of personal space	31	41	13	9	7

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

Stagecoach SUPERTRAM Sheffield

89 per cent (=) of passengers had a seat for their whole journey (2015: 92 per cent)
4 per cent (↑) said they had to stand but would have liked to have a seat (2015: 1 per cent)

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Interior cleanliness/condition	92	=	90	87	93
Personal security	92	=	95	92	90
Comfort of the seats	86	=	86	84	88
Provision of grab rails	84	=	91	86	84
Temperature inside the tram	84	=	88	88	88
Information provided inside the tram	80	=	83	83	82
Availability of seating or space to stand	79	=	85	86	85
Amount of personal space	74	↓	83	80	79

Chart (Very satisfied / Fairly satisfied / Neither/nor / Fairly dissatisfied / Very dissatisfied):

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
Interior cleanliness/condition	49	42	5	2	2
Personal security	53	39	6	1	1
Comfort of the seats	46	39	7	5	3
Provision of grab rails	44	40	10	3	3
Temperature inside the tram	41	44	10	4	2
Information provided inside the tram	42	38	16	3	1
Availability of seating or space to stand	48	31	9	5	7
Amount of personal space	43	31	10	9	7

■ 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 (NET), 278 (Supertram)

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

transportfocus

Satisfaction with on-tram journey time (%)

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	Very satisfied 55 / Fairly satisfied 34 / 6 / 3 / 2	90	⬆	87	84	87
Blackpool	76 / 19 / 3 / 1	95	⬅⬆	95	91	95
Edinburgh Trams	63 / 29 / 5 / 2	92	⬅⬆	89	86	N/A*
Metrolink	50 / 37 / 8 / 3 / 2	87	⬆	83	81	80
Midland Metro	53 / 33 / 10 / 3 / 1	86	⬅⬆	89	85	86
NET	59 / 33 / 4 / 2 / 1	93	⬅⬆	93	91	92
Supertram	57 / 36 / 2 / 2 / 3	93	⬅⬆	93	85	92

■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied
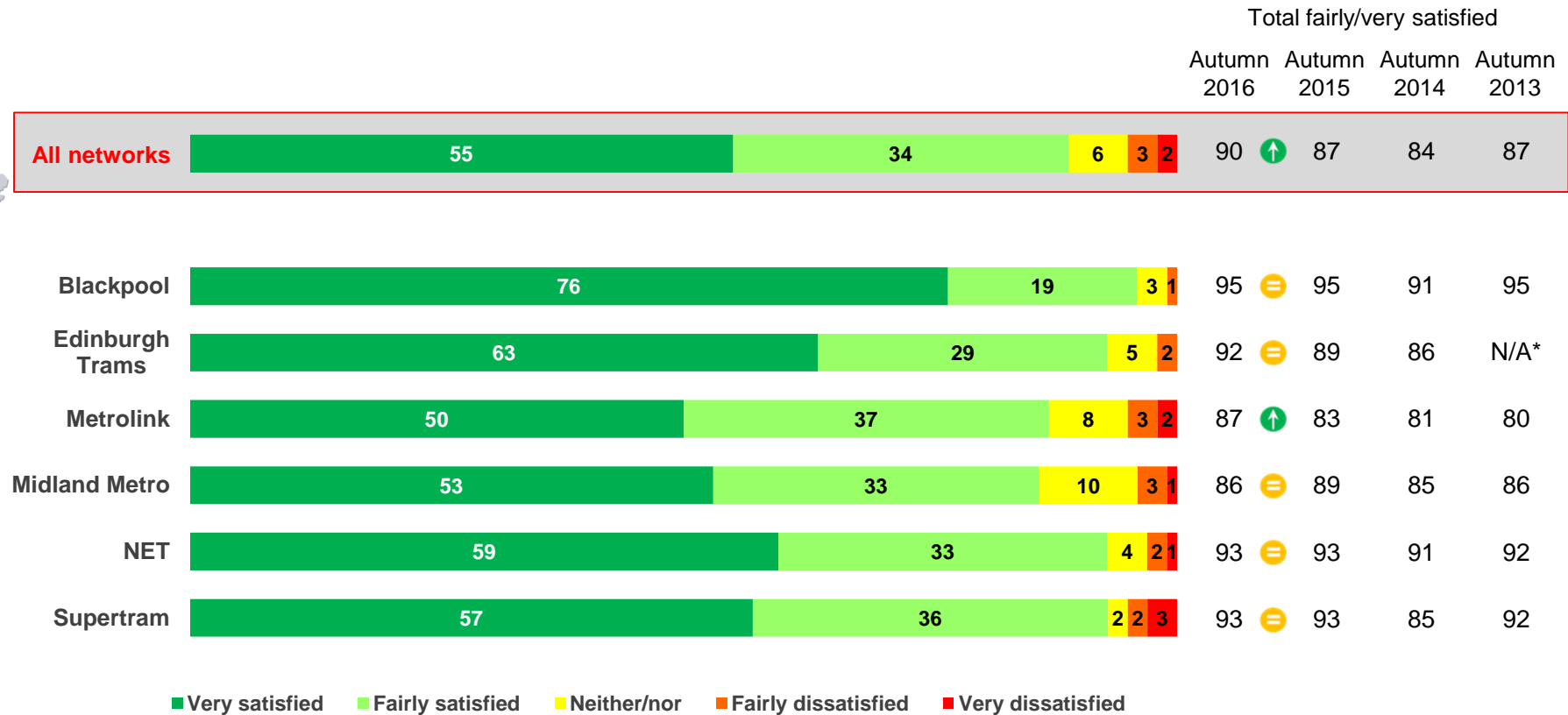
*The 2013 survey did not include Edinburgh Trams

Q. How satisfied were you with the amount of time the journey took?
Base: All passengers – 5184 (All networks), 559 (Blackpool), 511 (Edinburgh Trams), 2967 (Metrolink), 591 (Midland Metro), 281 (NET), 275 (Supertram)

transportfocus

Satisfaction with punctuality of the tram (%)

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	61	27	7	3	2	88	⬆	86	83	82
Blackpool	75	19	3	2	1	94	⬌	93	90	93
Edinburgh Trams	74	20	4		1	94	⬌	93	94	N/A*
Metrolink	54	32	9	3	2	86	⬆	82	78	75
Midland Metro	62	25	9	2	2	87	⬌	88	88	87
NET	75	21	2	1	2	96	⬌	93	93	94
Supertram	54	27	8	4	6	82	⬌	85	78	84

■ **Very satisfied**   ■ **Fairly satisfied**   ■ **Neither/nor**   ■ **Fairly dissatisfied**   ■ **Very dissatisfied**
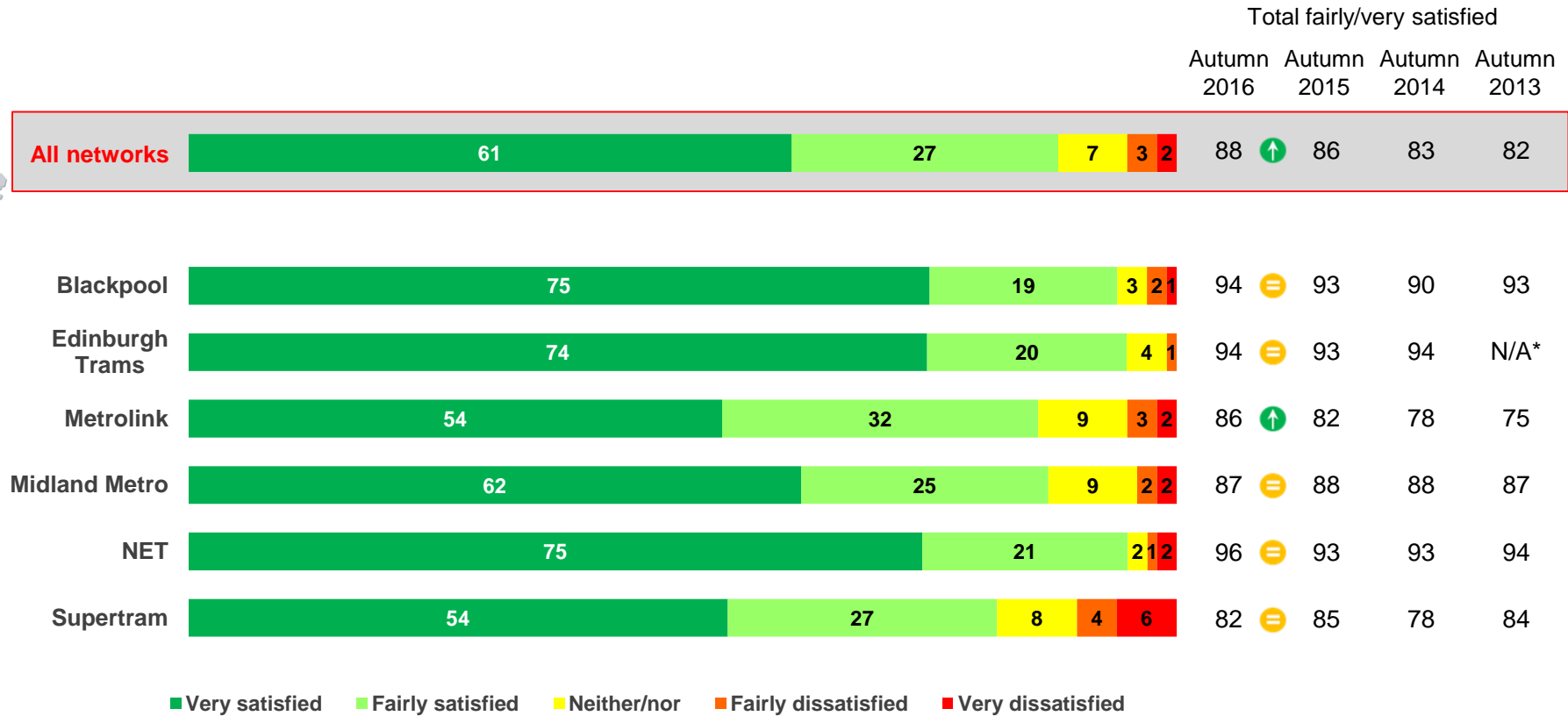
*The 2013 survey did not include Edinburgh Trams

Q. How satisfied were you with the punctuality of the tram?
Base: All passengers – 4922 (All networks), 524 (Blackpool), 485 (Edinburgh Trams), 2810 (Metrolink), 575 (Midland Metro), 272 (NET), 256 (Supertram)

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

transportfocus

Satisfaction – with availability of seating or space to stand (%)
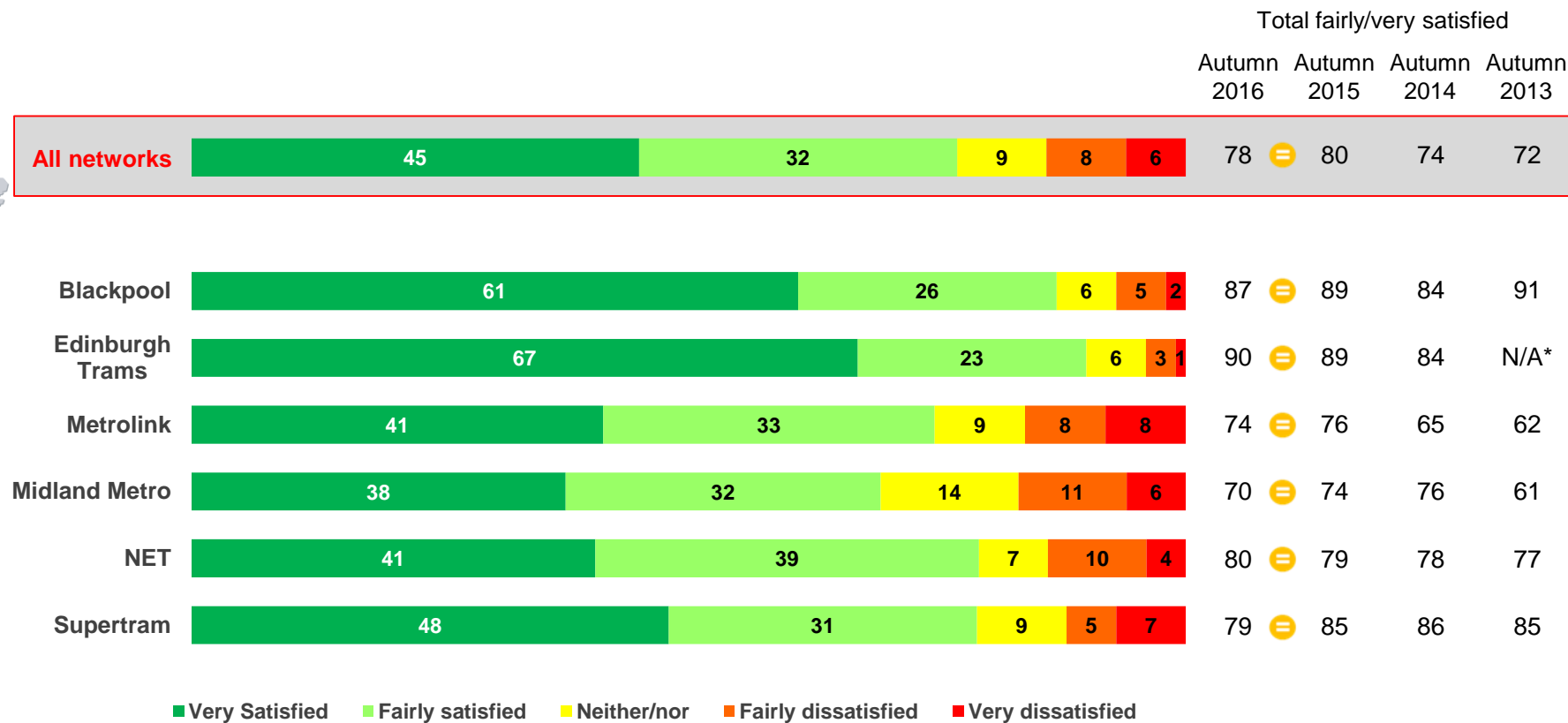
Total fairly/very satisfied

	Very Satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	45	32	9	8	6	78	⊜	80	74	72
Blackpool	61	26	6	5	2	87	⊜	89	84	91
Edinburgh Trams	67	23	6	3	1	90	⊜	89	84	N/A*
Metrolink	41	33	9	8	8	74	⊜	76	65	62
Midland Metro	38	32	14	11	6	70	⊜	74	76	61
NET	41	39	7	10	4	80	⊜	79	78	77
Supertram	48	31	9	5	7	79	⊜	85	86	85

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

*The 2013 survey did not include Edinburgh Trams

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with sufficient room for all passengers to sit/stand?
Base: All passengers – 5204 (All networks), 556 (Blackpool), 515 (Edinburgh Trams), 2978 (Metrolink), 602 (Midland Metro), 280 (NET), 273 (Supertram)

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

transportfocus

Availability of information inside the tram (%) – 1

All networks*

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Audio announcements	93	=	94	88	92
Digital next-stop display	92	=	94	90	93
Route map/journey times	71	↓	76	72	84
Fares/ticket information	39	=	36	38	44
How to contact tram company**	31	↑	16	16	31
Timetable	25	=	25	24	33

Blackpool Transport®

Significant change

98	=	
94	=	
59	↓	
65	↑	
39	↑	
26	=	

Edinburgh Trams

Significant change
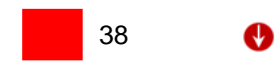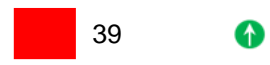
94	=	
95	=	
71	=	
38	↓	
38	↑	
17	↓	

* Question not asked for Metrolink

** Wording changed from 'Details of how to make a complaint, if you had one' in 2015 to 'Details of how to contact the tram company, for example, to make a complaint or find out information' in 2016. This likely accounts for the significant change in 2016.

NOTE: The question was changed between 2013 and 2014 (by the addition of a 'Don't know' option) and is not directly comparable

Q. Were any of these items of information present on the tram?
Base: All passengers – 2191 (All networks), 554 (Blackpool), 499 (Edinburgh Trams)

transportfocus

Availability of information inside the tram (%) – 2

	Metrolink Manchester	Midland Metro	Significant change	NET Nottingham	Significant change	Supertram Sheffield	Significant change
Digital next-stop display	Question not asked for Metrolink	94	=	95	=	86	=
Audio announcements		90	=	95	=	91	=
Route map/journey times		80	=	79	↓	65	=
Fares/ticket information		31	↑	38	=	35	=
Timetable		19	=	43	↓	13	=
How to contact tram company**		43	↑	29	=	22	↑

* Question not asked for Metrolink
** Wording changed from 'Details of how to make a complaint, if you had one' in 2015 to 'Details of how to contact the tram company, for example, to make a complaint or find out information' in 2016. This likely accounts for the significant change in 2016.
NOTE: The question was changed between 2013 and 2014 (by the addition of a 'Don't know' option) and is not directly comparable

Q. Were any of these items of information present on the tram?
Base: All passengers – 587 (Midland Metro), 285 (NET), 267 (Supertram)

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

transportfocus

Satisfaction with tram staff/driver (%) – 1

All networks*
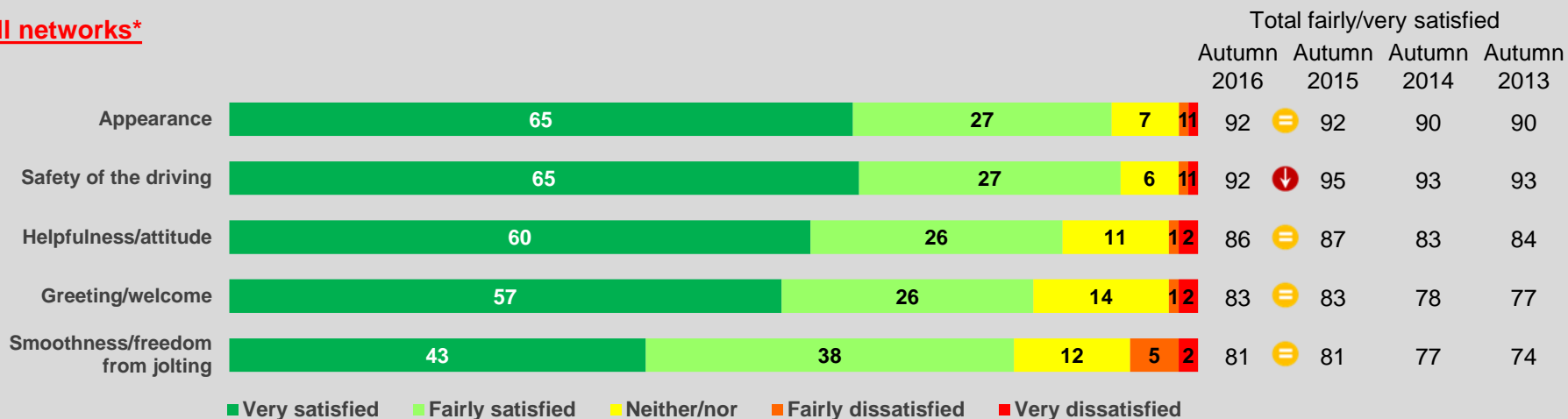
				Total fairly/very satisfied			
				Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Appearance	65	27	7 / 1 1	92 🟰	92	90	90
Safety of the driving	65	27	6 / 1 1	92 🔴	95	93	93
Helpfulness/attitude	60	26	11 / 1 2	86 🟰	87	83	84
Greeting/welcome	57	26	14 / 1 2	83 🟰	83	78	77
Smoothness/freedom from jolting	43	38	12 / 5 / 2	81 🟰	81	77	74

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

* Question not asked for Metrolink

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers – 2169

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

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Satisfaction with tram staff/driver (%) – 2

Blackpool Transport

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Safety of the driving	84 | 13 | 3	97	=	97	96	97
Appearance	75 | 21 | 4	96	=	94	94	96
Helpfulness/attitude	77 | 19 | 4	95	↑	88	88	92
Greeting/welcome	72 | 21 | 6 | 1 | 1	93	↑	86	84	88
Smoothness/freedom from jolting	70 | 24 | 5 | 1	93	=	94	90	94

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

Edinburgh Trams

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Appearance	78 | 20 | 2	98	=	95	94	
Safety of the driving	79 | 18 | 3	97	=	97	94	
Helpfulness/attitude	74 | 21 | 4	95	=	92	89	
Smoothness/freedom from jolting	65 | 30 | 5	94	=	95	90	
Greeting/welcome	70 | 23 | 6	93	↑	89	87	

Not included in TPS 2013

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

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers – 564 (Blackpool), 517 (Edinburgh Trams)

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

transportfocus

Satisfaction with tram staff/driver (%) – 3

Metrolink **Manchester**

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Appearance	N/A*					
Greeting/welcome	N/A*					
Helpfulness/attitude	N/A*					
Safety of the driving	57 / 34 / 7 / 1 / 1	93	⊜	90	88	86
Smoothness/freedom from jolting	38 / 40 / 14 / 6 / 2	77	⊜	76	70	66

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

Midland Metro

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Appearance	57 / 33 / 9	90	⊜	89	90	89
Safety of the driving	53 / 35 / 10 / 1 / 1	88	⊜	89	89	86
Helpfulness/attitude	50 / 31 / 15 / 2 / 1	81	⊜	83	79	77
Greeting/welcome	47 / 31 / 17 / 4 / 2	78	⊜	78	73	71
Smoothness/freedom from jolting	33 / 36 / 17 / 11 / 4	69	⊜	70	71	72

■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied
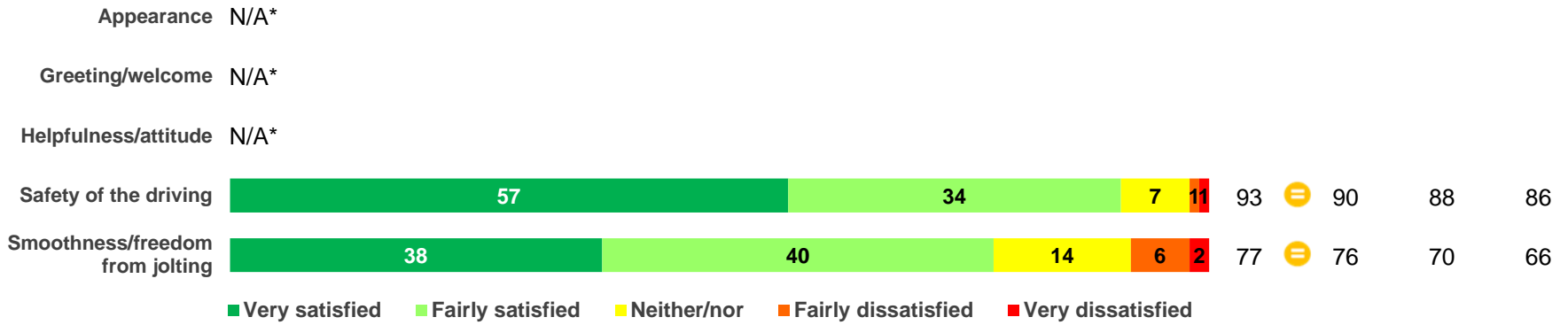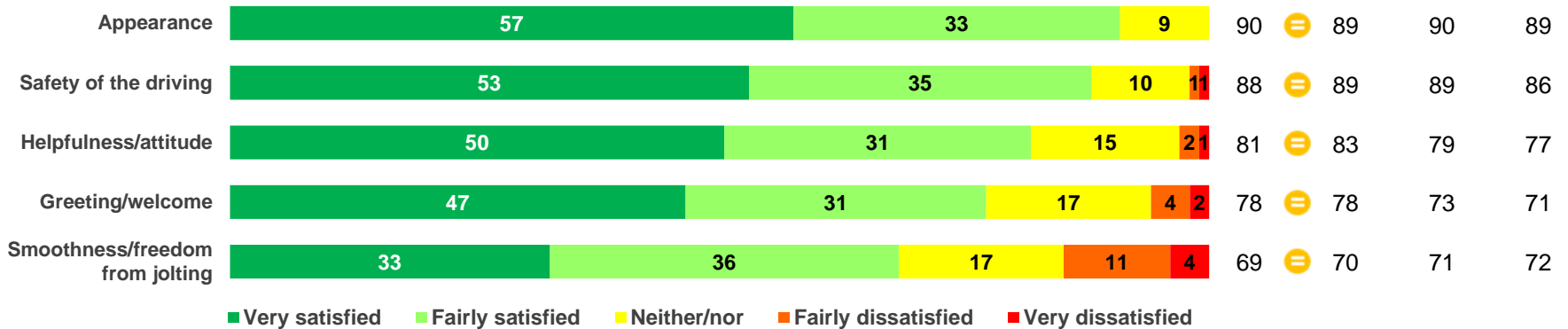
*Question not asked for Metrolink

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers – 3073 (Metrolink), 601 (Midland Metro)

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

transportfocus

61

Satisfaction with tram staff/driver (%) – 4

NET Nottingham

		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

SUPERTRAM Sheffield (Stagecoach)

		Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Appearance	64 / 29 / 5 / 1 / 1	93 ⊜	94	91	90
Safety of the driving	64 / 28 / 5 / 1 / 2	92 ⏷	97	94	94
Helpfulness/attitude	59 / 30 / 7 / 3	89 ⊜	89	84	84
Greeting/welcome	56 / 30 / 12 / 2	85 ⊜	82	78	79
Smoothness/freedom from jolting	46 / 39 / 10 / 3 / 2	85 ⊜	86	84	85

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

Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers – 284 (NET), 276 (Supertram)

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

transportfocus

Tram Passenger Survey (TPS) – All networks

Negative experiences during the journey

transportfocus

Negative experiences during the journey: summary

	All Networks	Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
Passengers experiencing a delay to their journey	8 (no change)	2 (no change)	4 (no change)	9 (decrease)	6 (decrease)	4 (no change)	16 (increase)
Typical length of delay *(perceived)*	10 mins	18 mins	5 mins	11 mins	9 mins	18 mins	6 mins
Most common cause of delay	Signal failure/road congestion, but a third didn't know or were not told	Time taken to board (n=9)	Congestion (n=18)	Signal/points failure (n=216)	Tram failure (n=27)	Tram failure/ congestion (n=14)	Waiting too long at stops/ congestion (n=33)
Passengers with worry or concern about others' behaviour on board	7 (no change)	6 (no change)	1 (no change)	10 (no change)	8 (no change)	3 (no change)	5 (no change)

(Caution small base)

Experience of delays (%) – 1

All networks

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Signal/points failure	11	=	11	8	19
Congestion/traffic jam	11	=	10	9	9
Tram failure	10	=	7	8	6
Tram waiting too long at stops	10	=	6	13	10
Time it took passengers to board	5	=	3	5	4
Tram waiting too long at signals	3	=	7	7	14
Planned engineering works	2	⬇	22	17	3
Poor weather	1	=	3	0	6
Had to use bus replacement	1	=	3	2	14
Other	28	=	21	27	27
No reason given for delay	18	=	21	18	N/A*
Not sure	19	⬆	10	17	22

- 8 per cent of tram passengers experienced delay (2015: 9 per cent). Average length of the delay was 10 minutes
- 96 per cent were able to board the first tram they wanted to travel on (2015: 95 per cent)

Blackpool Transport

		Significant change
	0	=
	9	=
	11	=
	16	=
	26	=
	0	=
	0	=
	0	=
	0	=
	10	=
	18	=
	10	=
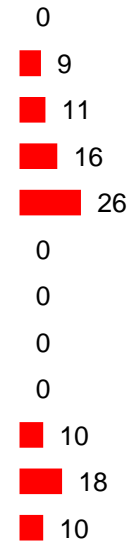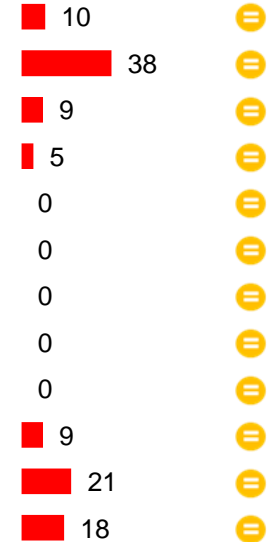
- 2 per cent of tram passengers experienced delay (2015: 10 per cent). Average length of the delay was 18 minutes
- 98 per cent were able to board the first tram they wanted to travel on (2015: 97 per cent)

Edinburgh Trams

		Significant change
	10	=
	38	=
	9	=
	5	=
	0	=
	0	=
	0	=
	0	=
	9	=
	21	=
	18	=

- 4 per cent of tram passengers experienced delay (2015: 4 per cent). Average length of the delay was 5 minutes
- 100 per cent were able to board the first tram they wanted to travel on (2015: 96 per cent)

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

Q. Was the length of your journey affected by any of the following? (More than one response permissible)

Base: All experiencing a delay – 317 (All networks), 9 (Blackpool), 18 (Edinburgh) (Caution small base)

⬆ Statistically significant increase since 2015

= No change

⬇ Statistically significant decrease since 2015

transportfocus

Experience of delays (%) – 2

	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	SUPERTRAM Sheffield	Significant change
Signal/points failure	18	=	19	=	7	=	0	=
Congestion/traffic jam	7	=	6	=	18	=	14	=
Tram failure	10	↑	24	=	20	=	6	=
Tram waiting too long at stops	8	=	23	=	0	=	15	=
Time it took passengers to board	6	=	6	=	0	=	5	=
Tram waiting too long at signals	6	=	10	=	0	=	0	=
Planned engineering works	3	↓	5	=	0	=	0	=
Poor weather	1	=	5	=	0	=	0	=
Had to use bus replacement	1	=	5	=	0	=	0	=
Other	30	=	21	=	33	=	29	=
No reason given for delay	19	=	28	=	18	=	13	=
Not sure	11	=	4	=	15	=	38	=

- 9 per cent of tram passengers experienced delay (2015: 12 per cent). Average length of the delay was 11 minutes.
- 94 per cent were able to board the first tram they wanted to travel on (2015: 94 per cent).

- 6 per cent of tram passengers experienced delay (2015: 14 per cent). Average length of the delay was 9 minutes.
- 99 per cent were able to board the first tram they wanted to travel on (2015: 94 per cent).

- 4 per cent of tram passengers experienced delay (2015: 5 per cent). Average length of the delay was 18 minutes.
- 100 per cent were able to board the first tram they wanted to travel on (2015: 93 per cent).

- 16 per cent of tram passengers experienced delay (2015: 7 per cent). Average length of the delay was 6 minutes.
- 96 per cent were able to board the first tram they wanted to travel on (2015: 98 per cent).

Q. Was the length of your journey affected by any of the following? (More than one response permissible)
Base: All experiencing a delay – 216 (Metrolink), 27 (Midland Metro), 14 (NET), 33 (Supertram) (Caution small base)

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

transportfocus

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

All networks	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All passengers	7	⊜	7	5	7
Male	6	⊜	6	6	7
Female	7	⊜	7	5	7
Age 16 to 34	8	⊜	8	7	7
Age 35 to 59	6	⊜	6	5	8
Age 60+	5	⊜	4	4	5

Blackpool Transport

		Significant change
	6	⊜
	6	⊜
	5	⊜
	11	⊜
	2	⬇
	5	⊜

Edinburgh Trams

		Significant change
	1	⊜
	1	⊜
	1	⊜
	2	⊜
	0	⊜
	0	⊜

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Base: All passengers – 5279 (All networks), 564 (Blackpool), 518 (Edinburgh Trams)

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

transportfocus

Worry or concern at other passengers' behaviour (%) – 2
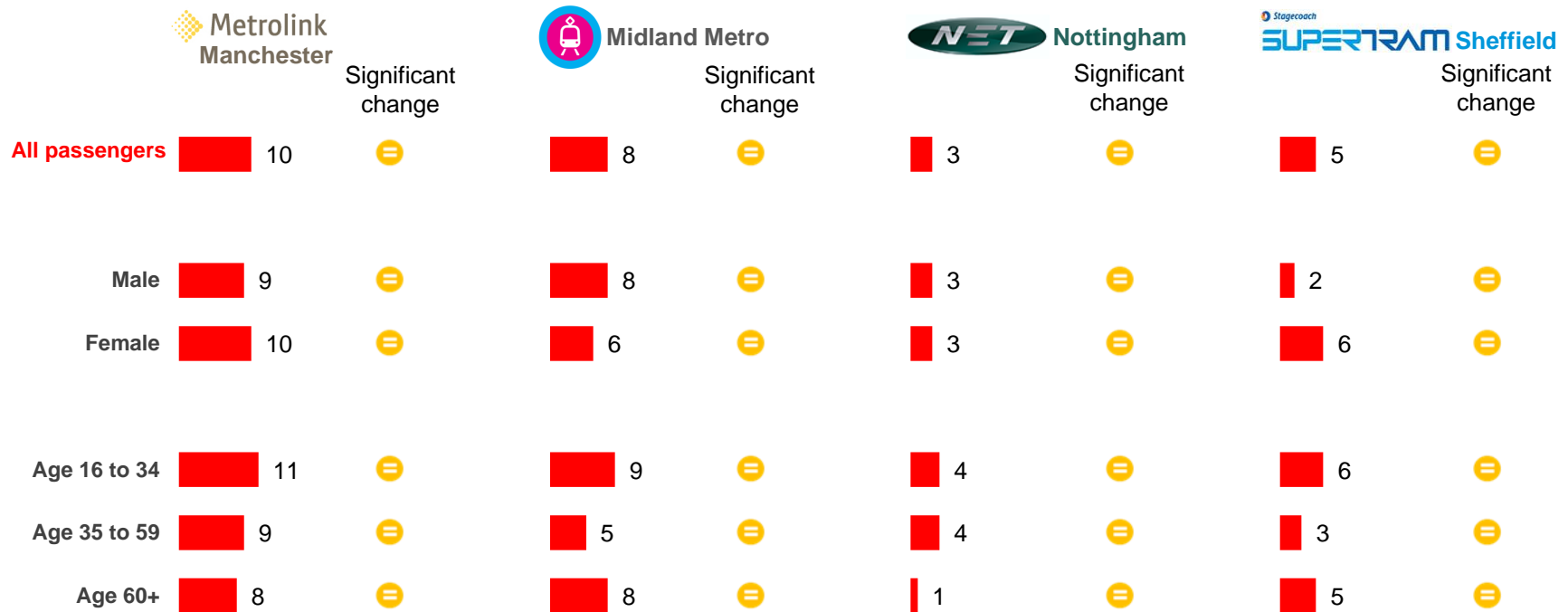
	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	Supertram Sheffield	Significant change
All passengers	10	=	8	=	3	=	5	=
Male	9	=	8	=	3	=	2	=
Female	10	=	6	=	3	=	6	=
Age 16 to 34	11	=	9	=	4	=	6	=
Age 35 to 59	9	=	5	=	4	=	3	=
Age 60+	8	=	8	=	1	=	5	=

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Base: All passengers – 3027 (Metrolink), 609 (Midland Metro), 287 (NET), 274 (Supertram)

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

transportfocus

Types of worrying/concerning behaviour (%) – 1

All networks

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Rowdy behaviour	42	=	51	56	51
Loud use of mobiles	30	=	27	34	27
Passengers playing loud music	23	=	28	27	24
Passengers under influence of alcohol	22	=	26	25	29
Feet on seats	21	=	19	20	18
Passengers not paying fares	18	=	23	21	20
Abusive or threatening behaviour	16	=	15	14	12
Passengers not moving out of priority seats	15	=	17	11	N/A*
Passengers under influence of drugs	14	=	12	10	8
Smoking	10	=	6	7	4
Graffiti/vandalism	3	=	3	8	2

Blackpool Transport

Sample size of concerned passengers too small to report upon

Edinburgh Trams

Sample size of concerned passengers too small to report upon

*Not asked in 2013

Q. Which of the following were the reasons for other passengers behaviour causing you concern?
Base: All experiencing worrying/concerning behaviour – 331 (All networks), 22 (Blackpool), 4 (Edinburgh Trams) (Caution small base)

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

transportfocus

Types of worrying/concerning behaviour (%) – 2

	Metrolink Manchester	Significant change
Rowdy behaviour	42	⬇
Loud use of mobiles	28	⚌
Passengers playing loud music	22	⚌
Passengers under influence of alcohol	25	⚌
Feet on seats	22	⚌
Passengers not paying fares	22	⚌
Abusive or threatening behaviour	16	⚌
Passengers not moving out of priority seats	12	⚌
Passengers under influence of drugs	17	⚌
Smoking	14	⚌
Graffiti/vandalism	3	⚌

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

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

SUPERTRAM Sheffield — Sample size of concerned passengers too small to report upon
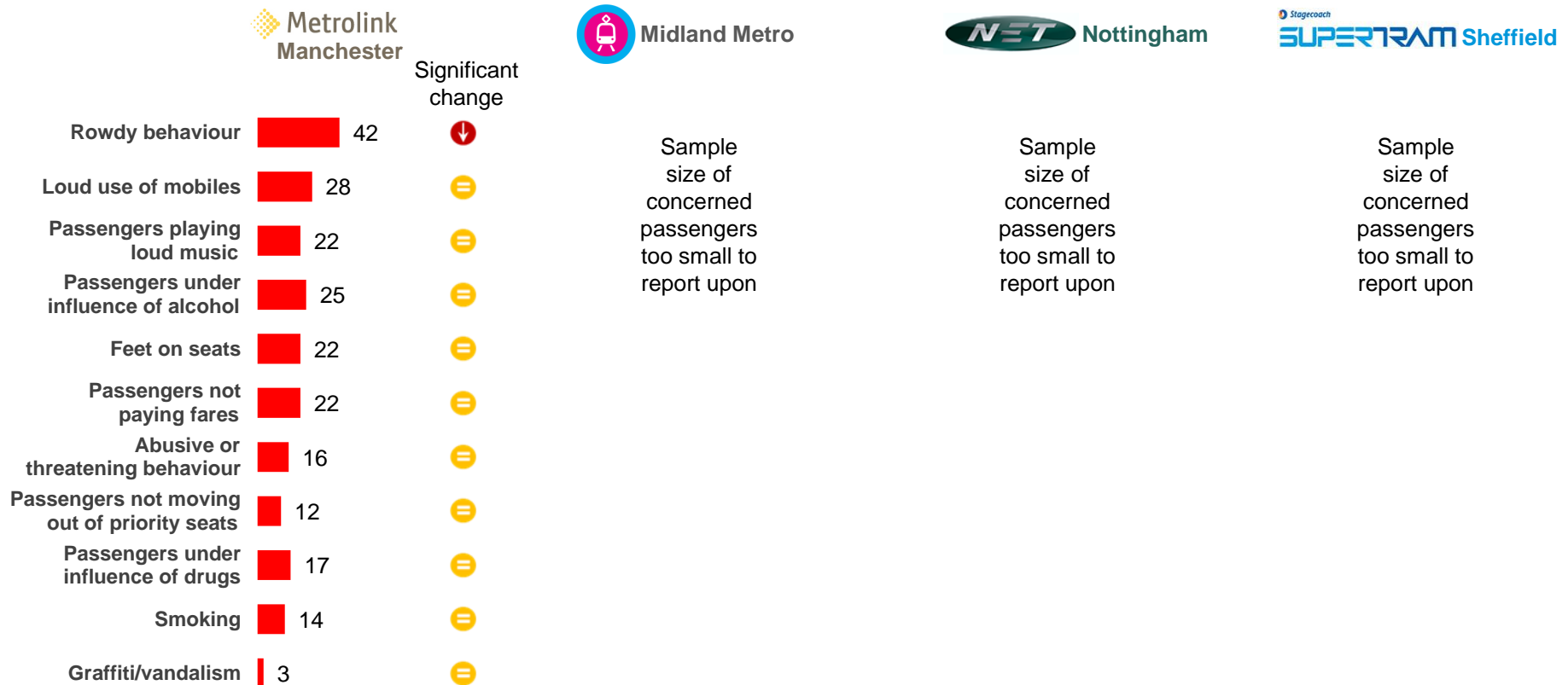
Q. Which of the following were the reasons for other passengers behaviour causing you concern?
Base: All experiencing worrying/concerning behaviour – 253 (Metrolink), 32 (Midland Metro), 10 (NET), 10 (Supertram) (Caution small base)

transportfocus

Tram Passenger Survey (TPS) – All networks

Passengers' suggested improvements

transport focus

Passengers' suggested improvements: summary

67% ⬆ of all passengers in 2016 had no suggestions for improvements

…of the 33% that did, the most common service areas for improvement were:

Service area	Value
Tram: Design/comfort/condition	20
Seating and capacity	19
Fares/tickets	15
Frequency/routes	13
Tram stop	8
Tram staff	8
Real time information/updates at the tram stop	8
Passenger behaviour	7
Punctuality	7
Other Improvement	21
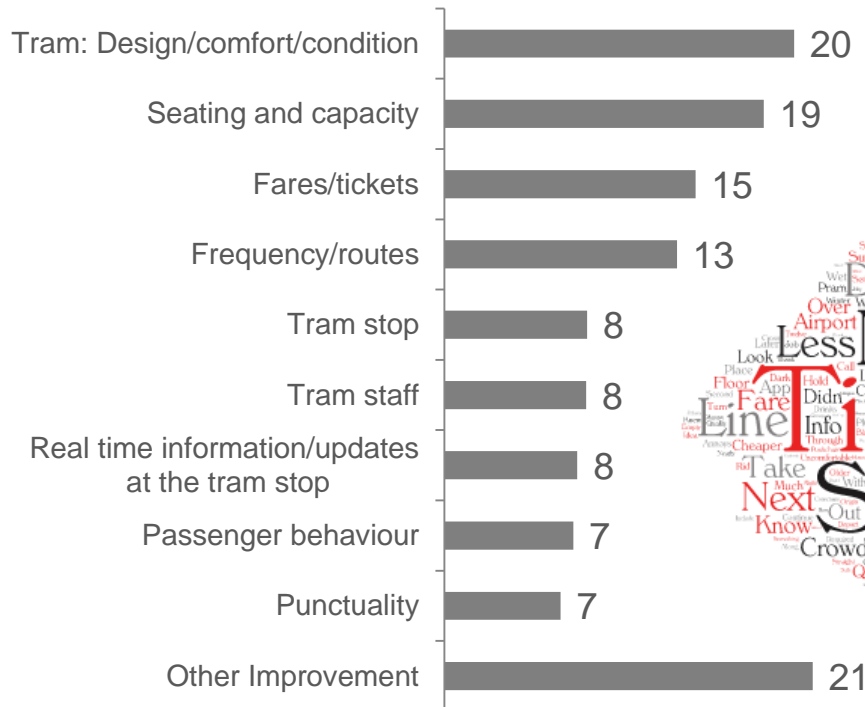
Note: word cloud based on responses to the online survey only

Whether journey was better or worse than usual (%)

Total a little/much better

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks*	17	⊜	20	20	19
Blackpool	23	⊜	25	28	29
Edinburgh Trams	17	⊜	16	20	N/A*
Metrolink *Question not asked for Metrolink					
Midland Metro	20	⊜	24	27	22
NET	13	⊜	21	16	14
Supertram	17	⊜	18	18	21

Bar values:
- All networks*: 8 / 9 / 78 / 4 / 1
- Blackpool: 14 / 9 / 74 / 3
- Edinburgh Trams: 7 / 10 / 82 / 1
- Midland Metro: 12 / 9 / 75 / 2 / 2
- NET: 5 / 8 / 82 / 3 / 1
- Supertram: 7 / 10 / 75 / 8

■ **Much better** ■ **A little better** ■ **About the same** ■ **A little worse** ■ **Much worse**

*The 2013 survey did not include Edinburgh Trams

Q. If you have used the tram before, how typical would you say today's experience was?
Base: All passengers who have previously used the tram - 1977 (All networks), 450 (Blackpool), 398 (Edinburgh Trams), 579 (Midland Metro), 278 (NET), 272 (Supertram)

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

73
transportfocus

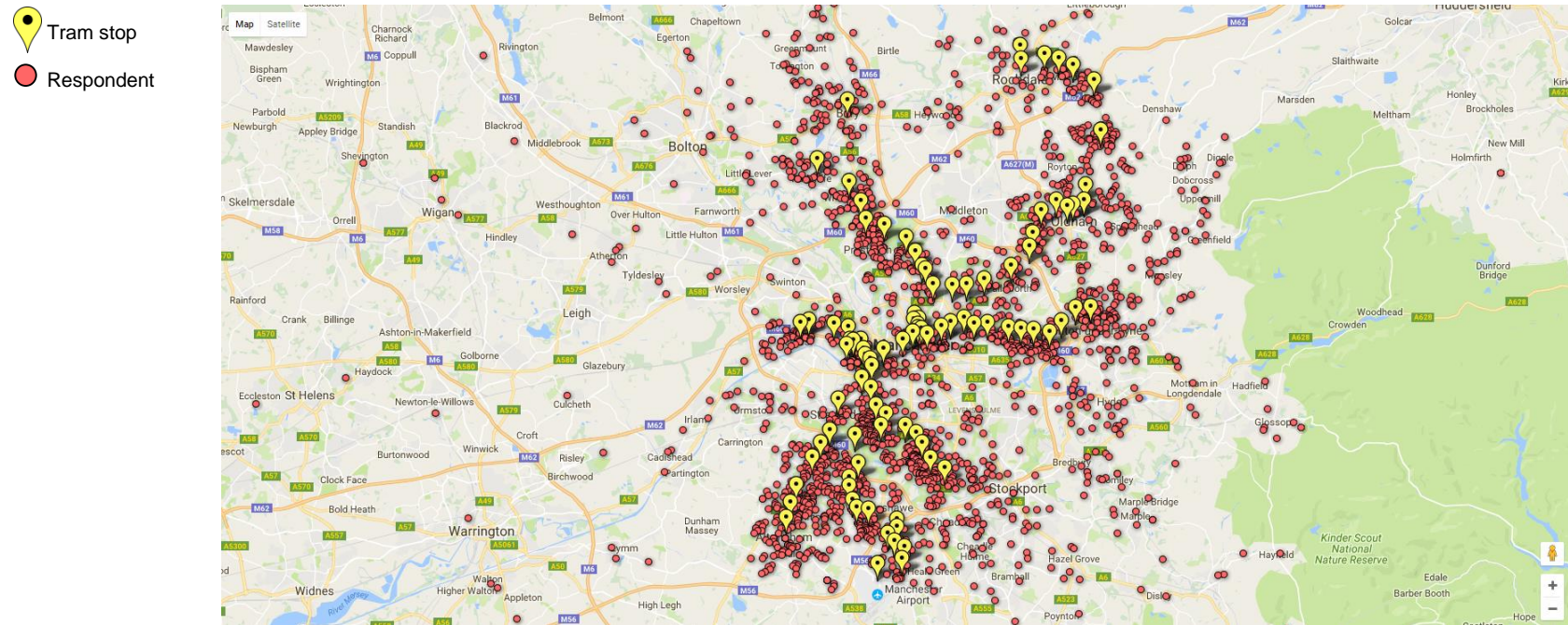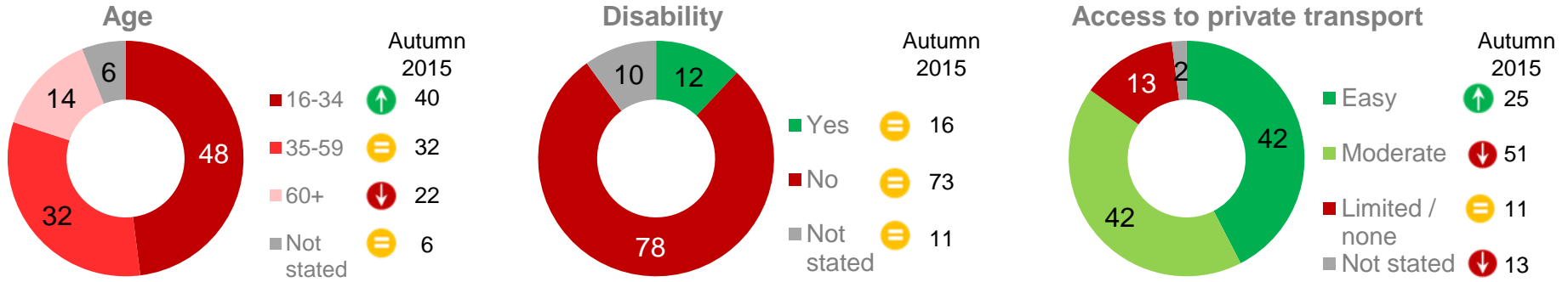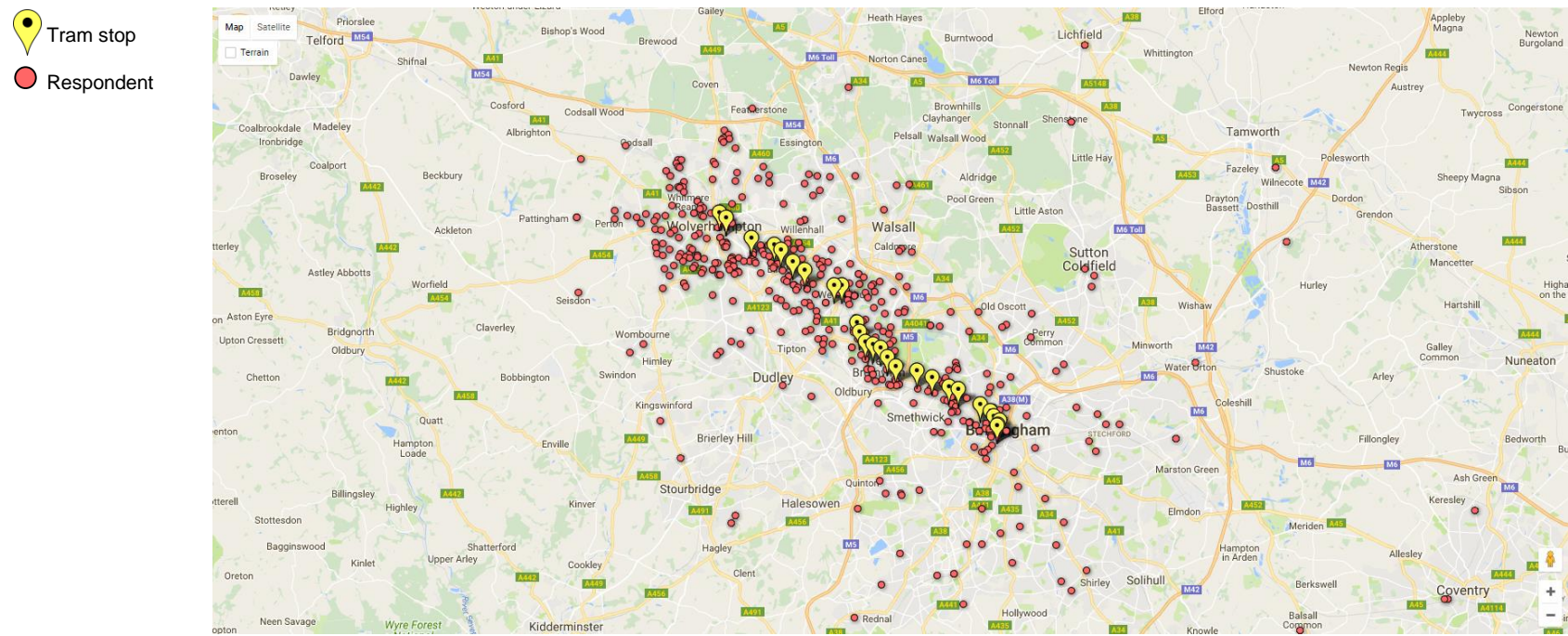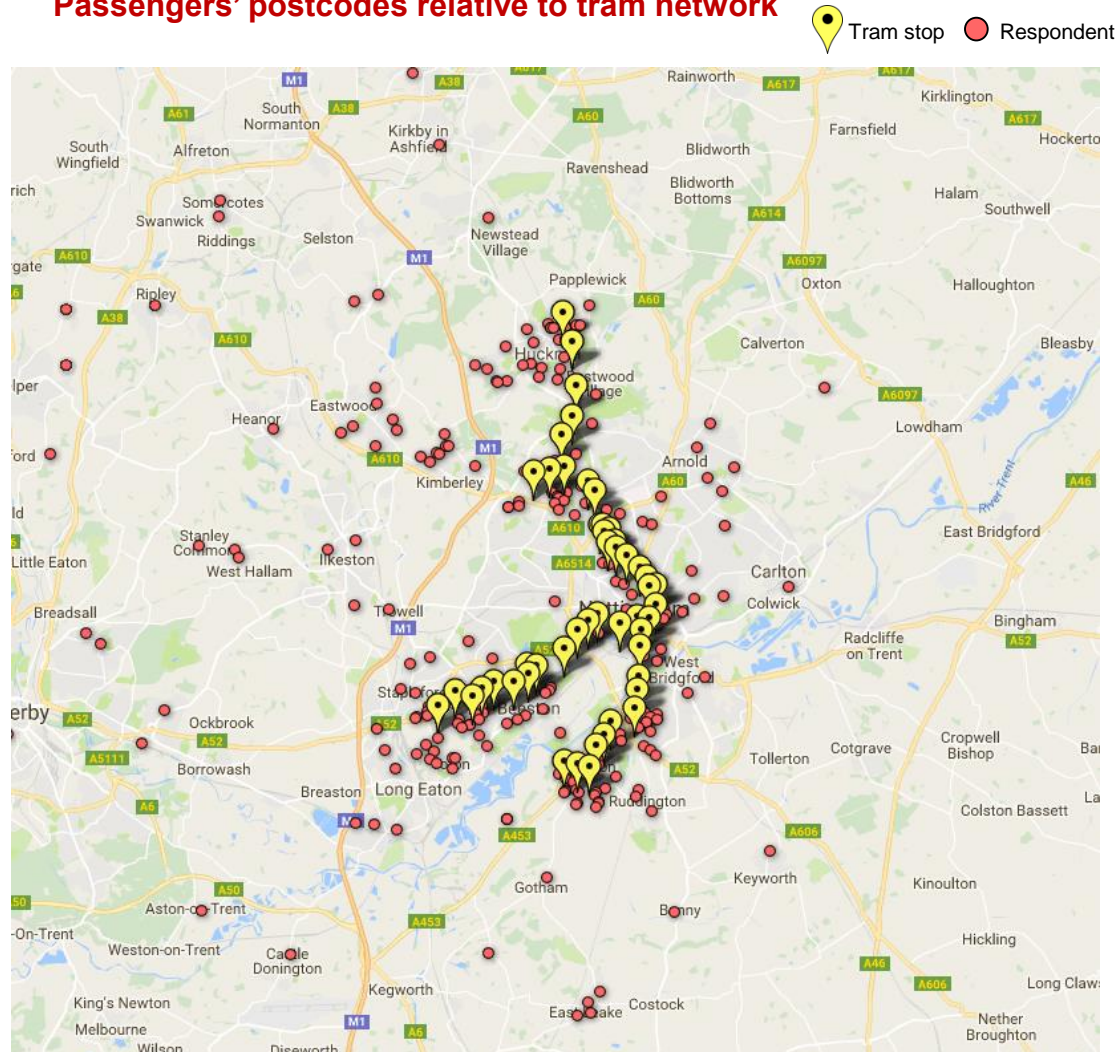# Suggested improvements spontaneously mentioned by passengers (%) – 1

All networks

67 per cent (⬆) of passengers could think of no improvement suggestions to make (2015: 64 per cent). Of the 33 per cent (⬇) who did, their suggestions are shown below (2015: 36 per cent)

Blackpool Transport®
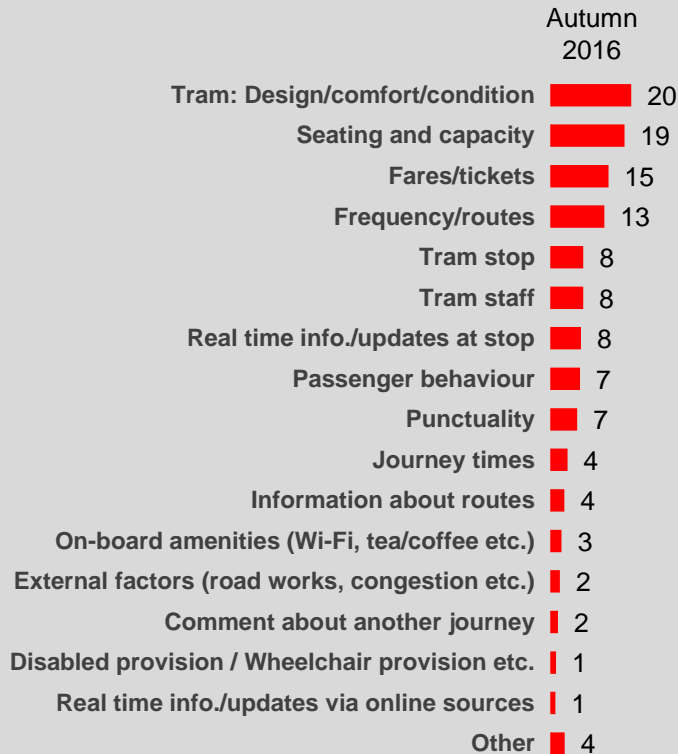
27 per cent (🟰) of Blackpool passengers suggested an improvement (2015: 31 per cent)

Edinburgh Trams

19 per cent (🟰) of Edinburgh Trams passengers suggested an improvement (2015: 23 per cent)
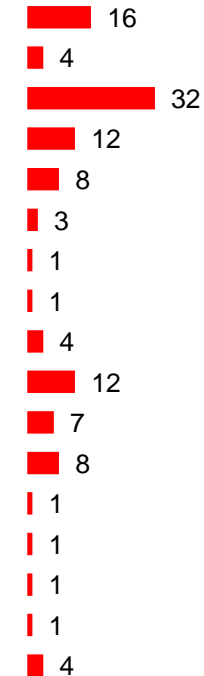
	Autumn 2016	Blackpool	Edinburgh Trams
Tram: Design/comfort/condition	20	16	16
Seating and capacity	19	16	4
Fares/tickets	15	8	32
Frequency/routes	13	10	12
Tram stop	8	10	8
Tram staff	8	12	3
Real time info./updates at stop	8	2	1
Passenger behaviour	7	12	1
Punctuality	7	2	4
Journey times	4	2	12
Information about routes	4	9	7
On-board amenities (Wi-Fi, tea/coffee etc.)	3	8	8
External factors (road works, congestion etc.)	2	2	1
Comment about another journey	2	1	1
Disabled provision / Wheelchair provision etc.	1	1	1
Real time info./updates via online sources	1	0	1
Other	4	3	4

*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 passengers suggesting an improvement – 1573 (All networks), 149 (Blackpool), 109 (Edinburgh Trams)

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

transportfocus

Suggested improvements spontaneously mentioned by passengers (%) – 2

	Metrolink Manchester	**Midland Metro**	**NET** Nottingham	**SUPERTRAM** Sheffield
	32 per cent (↓) of Metrolink passengers suggested an improvement (2015: 43 per cent)	39 per cent (=) of Midland Metro passengers suggested an improvement (2015: 38 per cent)	37 per cent (↑) of NET passengers suggested an improvement (2015: 26 per cent)	37 per cent (↑) of Supertram passengers suggested an improvement (2015: 26 per cent)
Tram: Design/comfort/condition	15	42	30	15
Seating and capacity	22	23	11	19
Fares/tickets	16	11	18	6
Frequency/routes	15	14	4	20
Tram stop	10	6	10	2
Tram staff	6	5	17	7
Real time info./updates at stop	9	2	0	19
Passenger behaviour	7	5	12	6
Punctuality	4	4	3	20
Journey times	4	4	2	6
Information about routes	3	1	4	2
On-board amenities (Wi-Fi, tea/coffee etc.)	3	2	3	1
External factors (road works, congestion etc.)	3	5	1	2
Comment about another journey	2	2	1	3
Disabled provision / Wheelchair provision etc.	2	0	2	1
Real time info./updates via online sources	1	0	2	2
Other	5	1	2	3
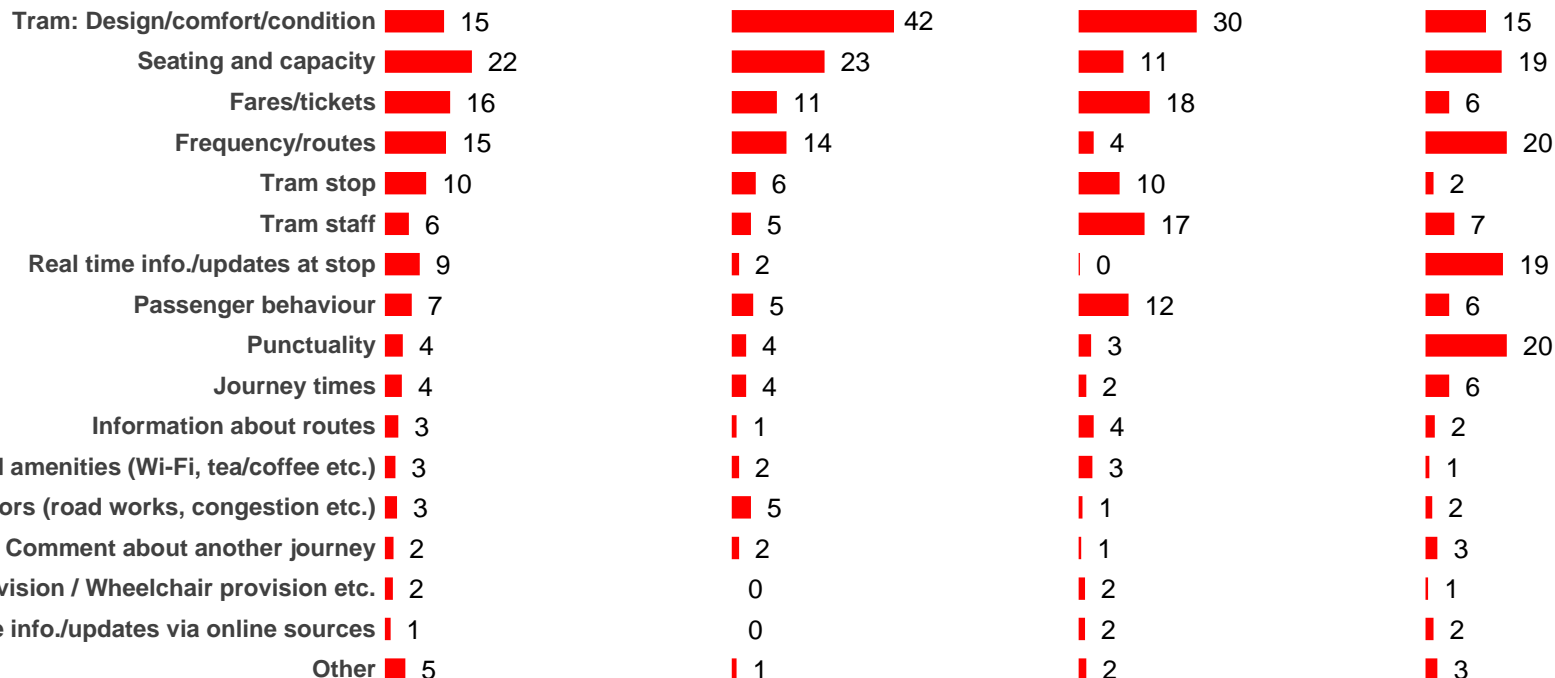
*Coding has been changed since 2015. Significant changes are therefore not shown

Q. If something could have been improved on your tram journey today what would it have been?
Base: All passengers suggesting an improvement – 896 (Metrolink), 221 (Midland Metro), 102 (NET), 96 (Supertram)

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

transportfocus

Tram Passenger Survey (TPS) – All networks

Opinion of trams in the local area

transport**focus**

Opinion of trams in the local area: summary

All Networks

General opinion of services in area:	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Ease of buying tickets	86	⊜	85	84	89
Punctuality	83	⊜	82	79	75
Frequency	84	⊜	82	80	78
Range of tickets available	77	⊜	76	71	N/A*
Range of payment options available	78		N/A*	N/A*	N/A*
Ease of getting to local amenities	87	⊜	87	86	86
Connections with other modes	87	⊜	88	86	87

*Not asked before 2016

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

transportfocus

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

Total fairly/very satisfied

		Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	42 / 41 / 9 / 5 / 3	83	=	82	79	75
Blackpool	65 / 25 / 8 / 1 / 1	90	⬇	94	88	94
Edinburgh Trams	65 / 31 / 4	95	=	94	94	N/A*
Metrolink	34 / 46 / 10 / 7 / 4	79	=	76	70	58
Midland Metro	44 / 42 / 7 / 4 / 2	86	=	86	84	85
NET	54 / 35 / 8 / 2 / 1	89	=	86	93	93
Supertram	34 / 46 / 8 / 7 / 5	80	=	85	81	84

■ **Very satisfied** ■ **Fairly satisfied** ■ **Neither/nor** ■ **Fairly dissatisfied** ■ **Very dissatisfied**
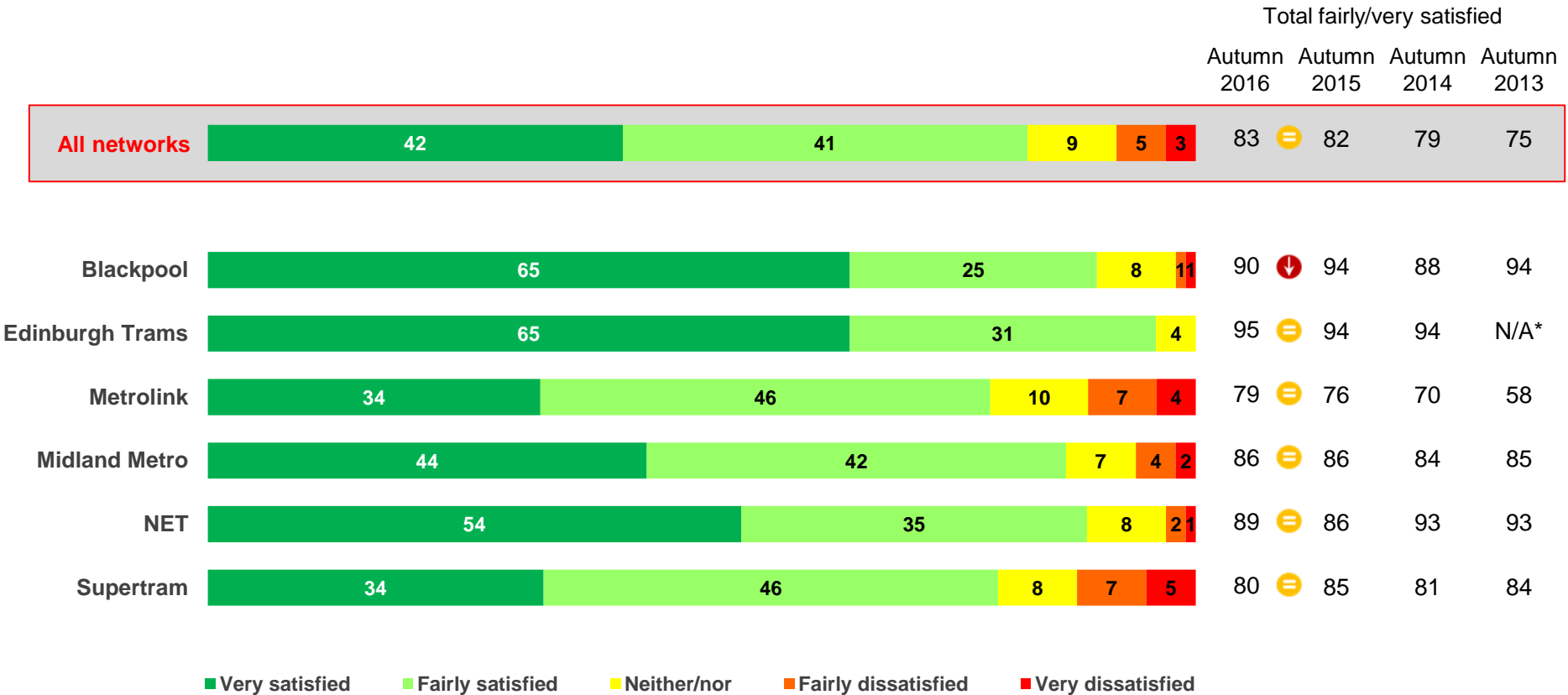
*The 2013 survey did not include Edinburgh Trams

Q. How satisfied are you overall with the punctuality (running on time) of tram services?
Base: All passengers - 5001 (All networks), 528 (Blackpool), 477 (Edinburgh Trams), 2890 (Metrolink), 573 (Midland Metro), 273 (NET), 260 (Supertram)

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

transportfocus

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

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	45	39	8	6	2	84	⊜	82	80	78
Blackpool	67	22	7	2	1	89	⊜	87	84	90
Edinburgh Trams	62	32	4		1	94	⊜	91	92	N/A*
Metrolink	37	43	10	7	3	80	⬆	75	72	66
Midland Metro	44	43	8	4	2	86	⊜	89	85	87
NET	57	36	4	3		93	⊜	93	93	89
Supertram	40	40	7	9	4	81	⬇	87	84	86

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

*The 2013 survey did not include Edinburgh Trams

Q. How satisfied are you overall with the frequency (how often trams run)?
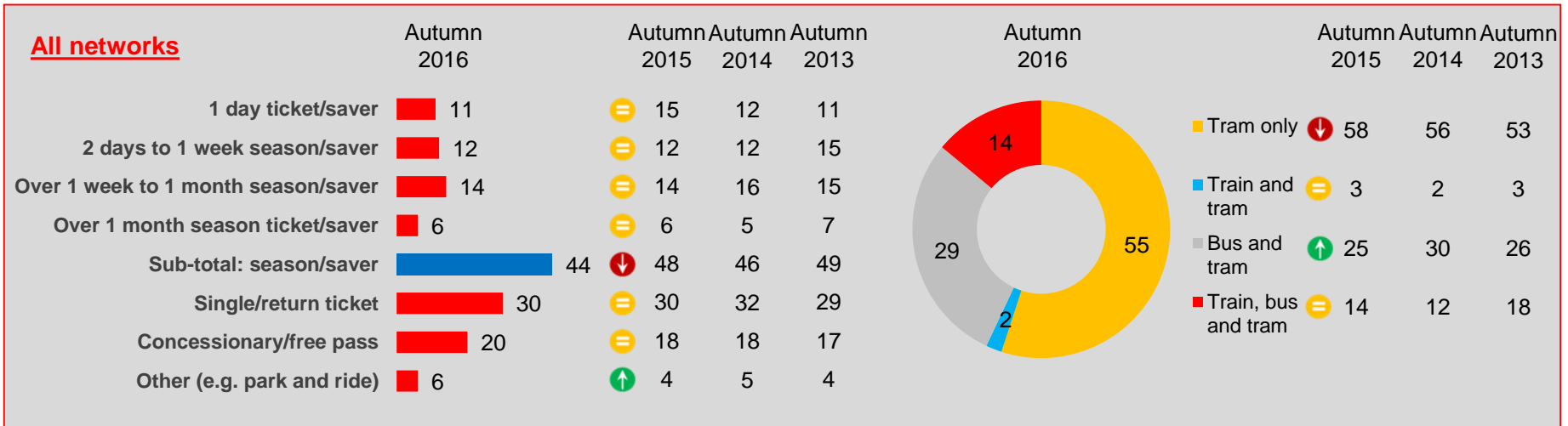Base: All passengers - 5018 (All networks), 540 (Blackpool), 474 (Edinburgh Trams), 2897 (Metrolink), 572 (Midland Metro), 271 (NET), 264 (Supertram)

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

transportfocus

Connections with other forms of transport (%)

Total fairly/very satisfied

	Very good	Good	Neither/nor	Poor	Very poor	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
All networks	46	41	9	3	1	87	=	88	86	87
Blackpool	56	32	9	2	1	89	=	87	88	85
Edinburgh Trams	52	37	8	3		89	=	90	87	N/A*
Metrolink	41	45	10	3	1	86	=	86	82	84
Midland Metro	46	43	9	2		89	=	89	86	89
NET	53	33	11	3		86	=	93	91	89
Supertram	45	44	5	3	2	90	=	90	91	90

■ **Very good**   ■ **Good**   ■ **Neither/nor**   ■ **Poor**   ■ **Very poor**
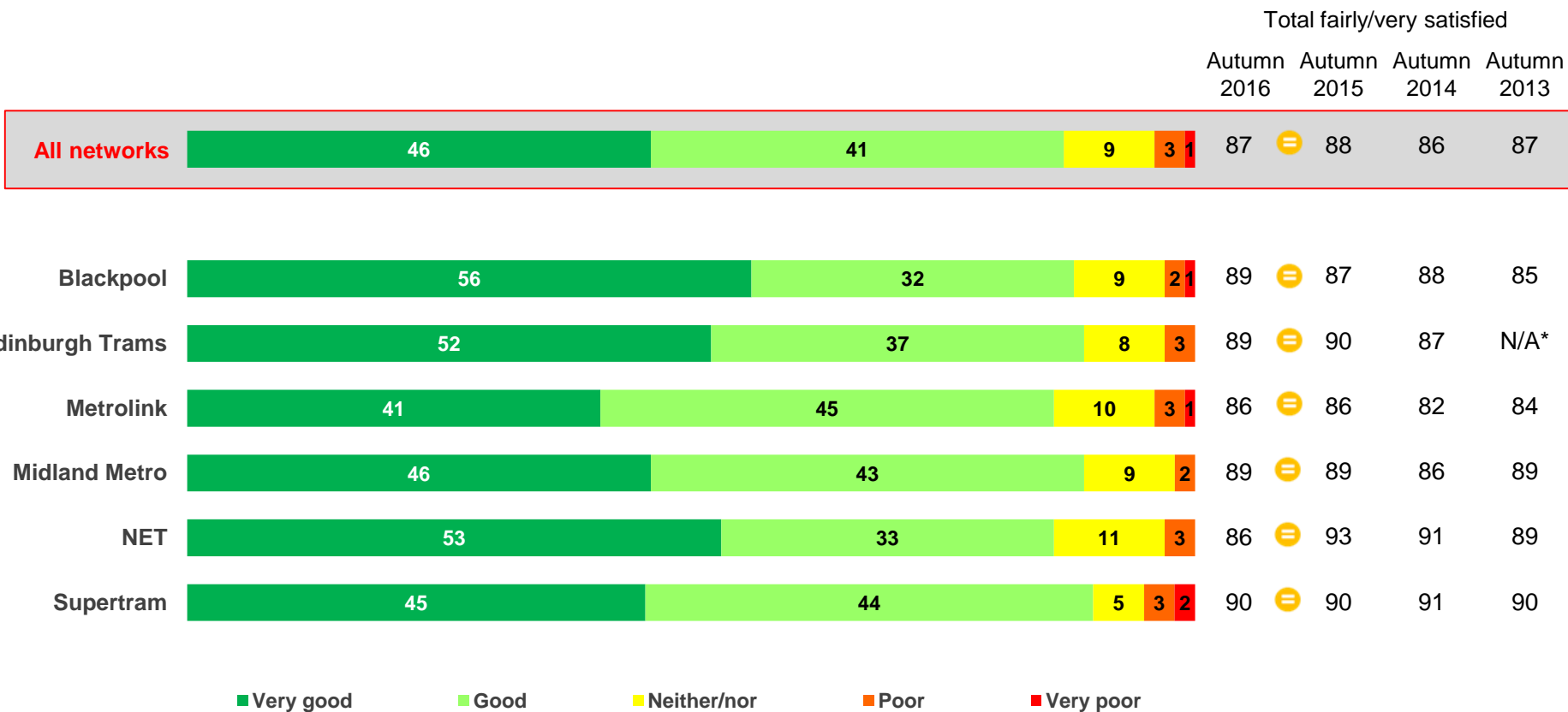
*The 2013 survey did not include Edinburgh Trams

Q. How would you rate the tram service for connecting with other forms of public transport?
Base: All passengers - 5015 (All networks), 526 (Blackpool), 469 (Edinburgh Trams), 2906 (Metrolink), 575 (Midland Metro), 275 (NET), 264 (Supertram)

transportfocus

Tram Passenger Survey (TPS) – All networks

Effect of the Croydon tram incident on satisfaction with safety

transport**focus**

Passenger satisfaction with safety on board, before and after the Croydon incident (1)

The Croydon tram incident occurred on 9 November 2016, approximately half way through fieldwork for the TPS. Whilst Croydon Tramlink was not covered in the TPS in 2016 it is possible that the incident had an effect on satisfaction ratings relating to the safety of trams. This section explores passenger satisfaction with three aspects relating to safety, comparing satisfaction with journeys before the incident against journeys made on the day and afterwards.

Passenger satisfaction with the safety of the driving (%)

Total fairly/very satisfied

	Before Croydon incident	On the day and after	Change
All Networks	92	91	-1
Blackpool Transport	97	100	3 ⬆
Edinburgh Trams	97	98	1
Manchester Metrolink	91	91	0
Midland Metro	89	86	-3
Nottingham NET	89	92	3
Sheffield SUPERTRAM	92	94	3

Passenger satisfaction with the safety of the driving decreased slightly after the Croydon incident across all networks covered in the TPS. However this decrease is not significant and is not consistent across different networks, with satisfaction on Midland Metro decreasing by 3 per cent, whilst satisfaction on three other networks increased by 3 per cent (a change which is significant for Blackpool only)

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 – Before incident (3012), On the day and after (2052)

⬆ Statistically significant increase
= No change
⬇ Statistically significant decrease

transportfocus

Passenger satisfaction with safety on board, before and after the Croydon incident (2)

Passenger satisfaction with the smoothness/freedom from jolting (%)

Total fairly/very satisfied

	Before Croydon incident	On the day and after	Change
All Networks	82	80	-3 🔻
Blackpool Transport	93	92	-1 🟰
Edinburgh Trams	94	95	1 🟰
Manchester Metrolink	74	80	6 🔼
Midland Metro	74	65	-8 🟰
Nottingham NET	88	81	-7 🟰
Sheffield Supertram	85	87	2 🟰

Passenger satisfaction with the smoothness/freedom from jolting whilst on the tram also decreased significantly by 3 per cent across all networks. Again there is a lot of variation across different networks, with the range going from -8 per cent for Midland Metro (not a significant change) to +6 per cent for Metrolink (a significant change)

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers – Before incident (3073), On the day and after (2085)

🔼 Statistically significant increase
🟰 No change
🔻 Statistically significant decrease

Passenger satisfaction with personal security whilst on board (%)

Total fairly/very satisfied

	Before Croydon incident	On the day and after	Change
All Networks	87	81	-6 ↓
Blackpool Transport	92	97	5 =
Edinburgh Trams	95	98	2 =
Manchester Metrolink	80	78	-2 =
Midland Metro	88	85	-3 =
Nottingham NET	90	82	-9 =
Sheffield Supertram	92	87	-5 =

Passenger satisfaction with the personal security whilst on board also decreased significantly, by 6 per cent across all networks. This time the greatest decrease in satisfaction was in Nottingham whilst the greatest increase was in Blackpool, although none of the changes at network level are significant

Whilst passenger satisfaction in three factors relating to security on board decreased after the Croydon incident the fall in satisfaction is not consistently high at the all networks level, and only 1 per cent for the safety of the driving. Decreases in passenger satisfaction are also not consistent across the networks, nor are the changes consistent within each network (for example Metrolink changes by -2 per cent, +6 per cent and 0 per cent across the three safety factors)

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers – Before incident (3078), On the day and after (2081)

↑ Statistically significant increase
= No change
↓ Statistically significant decrease

Tram Passenger Survey (TPS) – All networks

Appendix 1: the passenger and journey context

transportfocus

Blackpool passengers: summary
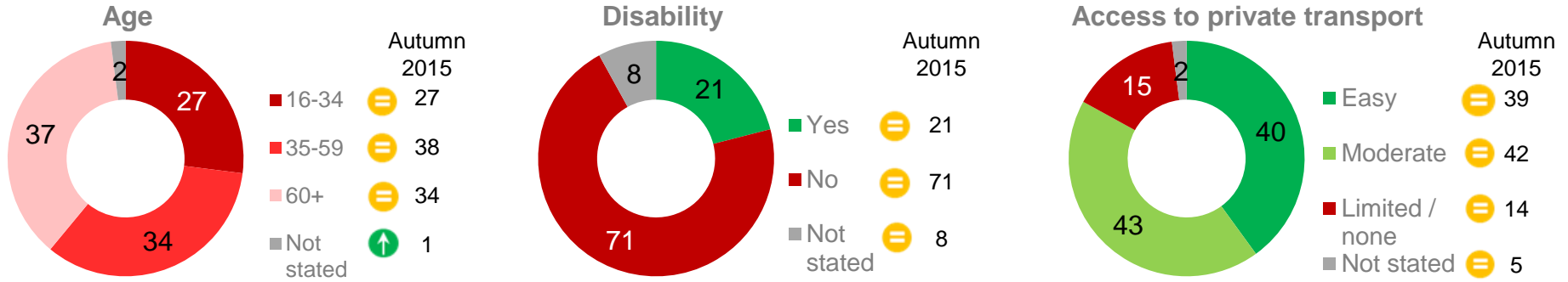
Overview of passenger demographics

Age

Autumn 2015

- 16-34 : = 27
- 35-59 : = 38
- 60+ : = 34
- Not stated : ↑ 1

Disability

Autumn 2015

- Yes : = 21
- No : = 71
- Not stated : = 8

Access to private transport

Autumn 2015

- Easy : = 39
- Moderate : = 42
- Limited / none : = 14
- Not stated : = 5

Passengers' postcodes relative to tram network

- Tram stop
- Respondent

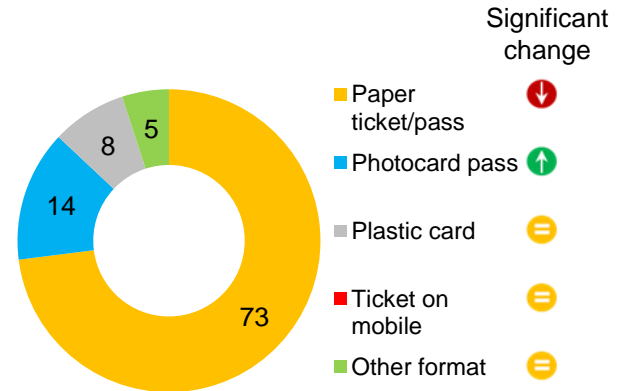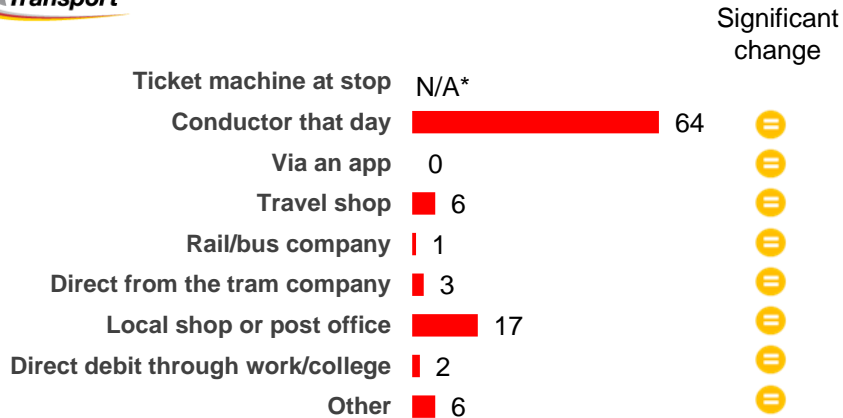- ↑ Statistically significant increase since 2015
- = No change
- ↓ Statistically significant decrease since 2015

transportfocus
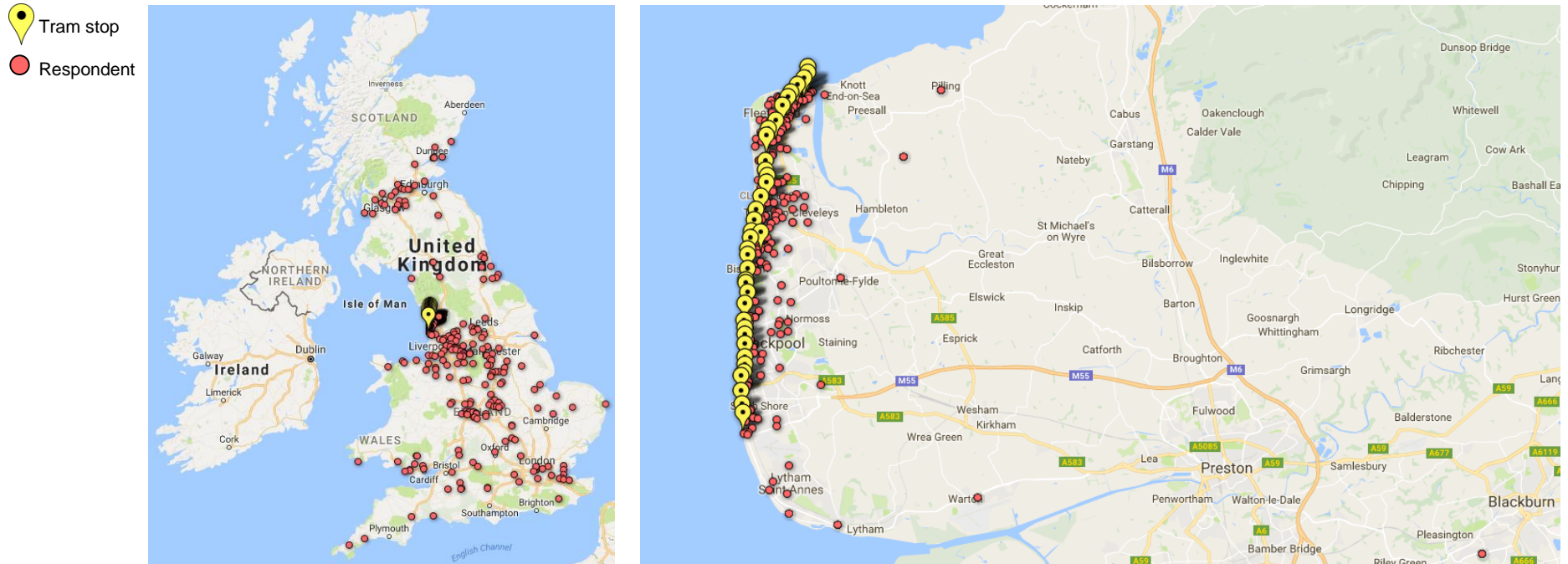
Edinburgh passengers: summary
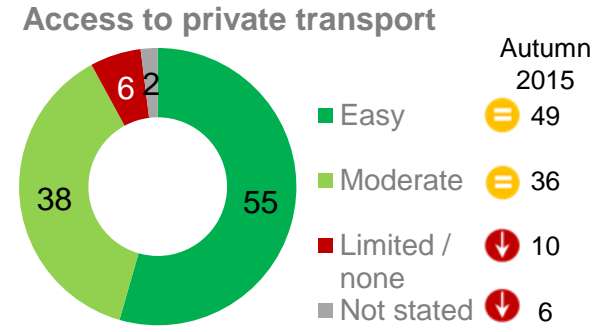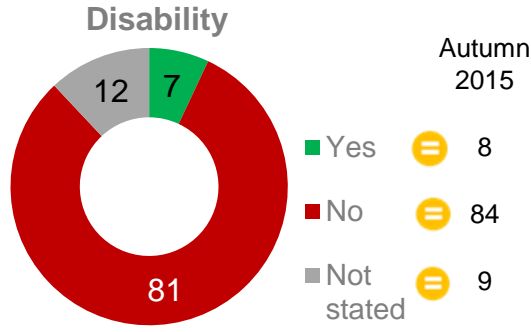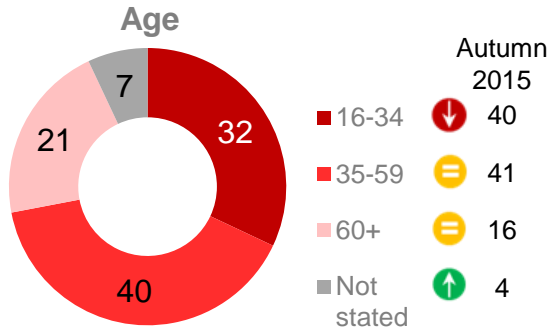
Overview of passenger demographics

Age
Autumn 2015

- 16-34 — ↓ 40
- 35-59 — = 41
- 60+ — = 16
- Not stated — ↑ 4

Chart values: 32, 40, 21, 7

Disability
Autumn 2015

- Yes — = 8
- No — = 84
- Not stated — = 9

Chart values: 7, 81, 12

Access to private transport
Autumn 2015

- Easy — = 49
- Moderate — = 36
- Limited / none — ↓ 10
- Not stated — ↓ 6

Chart values: 55, 38, 6, 2

Passengers' postcodes relative to tram network

- Tram stop
- Respondent

transportfocus

Metrolink passengers: summary

Overview of passenger demographics

Age

	Autumn 2015
■ 16-34	↓ 45
■ 35-59	= 35
■ 60+	↑ 17
■ Not stated	↑ 2

Disability

	Autumn 2015
■ Yes	= 14
■ No	↓ 79
■ Not stated	↑ 7

Access to private transport

	Autumn 2015
■ Easy	= 39
■ Moderate	↑ 44
■ Limited / none	= 16
■ Not stated	↓ 2

Passengers' postcodes relative to tram network

Tram stop
Respondent

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

transportfocus

Midland Metro passengers: summary

Overview of passenger demographics

Age

Autumn 2015

- 16-34   ↑   40
- 35-59   =   32
- 60+   ↓   22
- Not stated   =   6

Disability

Autumn 2015

- Yes   =   16
- No   =   73
- Not stated   =   11

Access to private transport

Autumn 2015

- Easy   ↑   25
- Moderate   ↓   51
- Limited / none   =   11
- Not stated   ↓   13

Passengers' postcodes relative to tram network

- 📍 Tram stop
- 🔴 Respondent

↑ Statistically significant increase since 2015

= No change

↓ Statistically significant decrease since 2015

transportfocus

Nottingham passengers: summary

Overview of passenger demographics

Age

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

Values in chart: 3, 18, 34, 45

Disability

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

Values in chart: 6, 15, 79

Access to private transport

		Autumn 2015
■ Easy	=	48
■ Moderate	=	36
■ Limited / none	=	13
■ Not stated	=	3

Values in chart: 13, 2, 47, 39

Passengers' postcodes relative to tram network

● Tram stop   ● Respondent

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

transportfocus

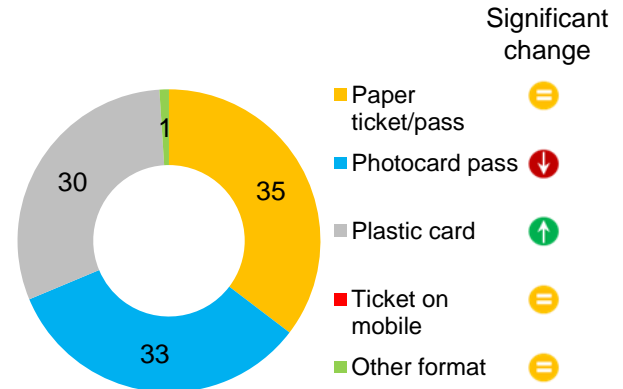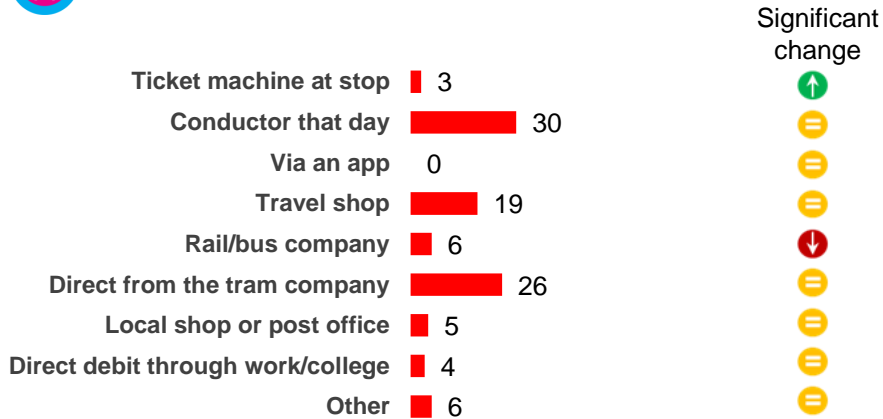# Sheffield passengers: summary

Overview of passenger demographics

Age

Autumn 2015

- 16-34
- 35-59
- 60+
- Not stated

	Autumn 2015
↓	40
═	37
═	21
═	2

Donut values: 30, 39, 26, 4

Disability

- Yes
- No
- Not stated

	Autumn 2015
═	18
═	76
═	7

Donut values: 21, 71, 8

Access to private transport

- Easy
- Moderate
- Limited / none
- Not stated

	Autumn 2015
═	35
═	52
═	11
═	2

Donut values: 35, 51, 11, 3

Passengers' postcodes relative to tram network

● Tram stop   ● Respondent

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

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transportfocus

Passenger profile (%)

	All networks				Blackpool Transport	Edinburgh Trams	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013						
Age										
16 to 34	37 ↓	42	48	48	27 =	32 ↓	40 ↓	48 ↑	34 =	30 ↓
35 to 59	38 =	37	31	33	34 =	40 =	36 =	32 =	45 =	39 =
Over 60	21 =	19	20	19	37 =	21 =	20 ↑	14 ↓	18 =	26 =
Not stated*	4 ↑	2	N/A*	N/A*	2 ↑	7 ↑	4 ↑	6 =	3 =	4 =
Access to private transport										
Easy	40 =	39	42	40	40 =	55 =	37 =	42 ↑	47 =	35 =
Moderate	45 =	44	42	44	43 =	38 =	46 ↑	42 ↓	39 =	51 =
Limited/none	13 =	13	14	14	15 =	6 ↓	14 =	13 =	13 =	11 =
Not stated	2 ↓	4	2	2	2 =	2 ↓	2 ↓	2 ↓	2 =	3 =
Has a disability										
Yes	16 =	14	13	10	21 =	7 =	15 =	12 =	15 =	21 =
Ticket type										
Free pass holders	20 =	18	18	17	18 =	17 =	20 =	11 ↓	20 =	27 =
Fare-payers	80 =	82	82	83	82 =	83 =	80 =	89 ↑	80 =	73 =

*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 – 5393 (All networks), 575 (Blackpool), 533 (Edinburgh Trams), 3073 (Metrolink), 637 (Midland Metro), 296 (NET), 283 (Supertram)

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

transportfocus

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Journey purpose (%) – 1

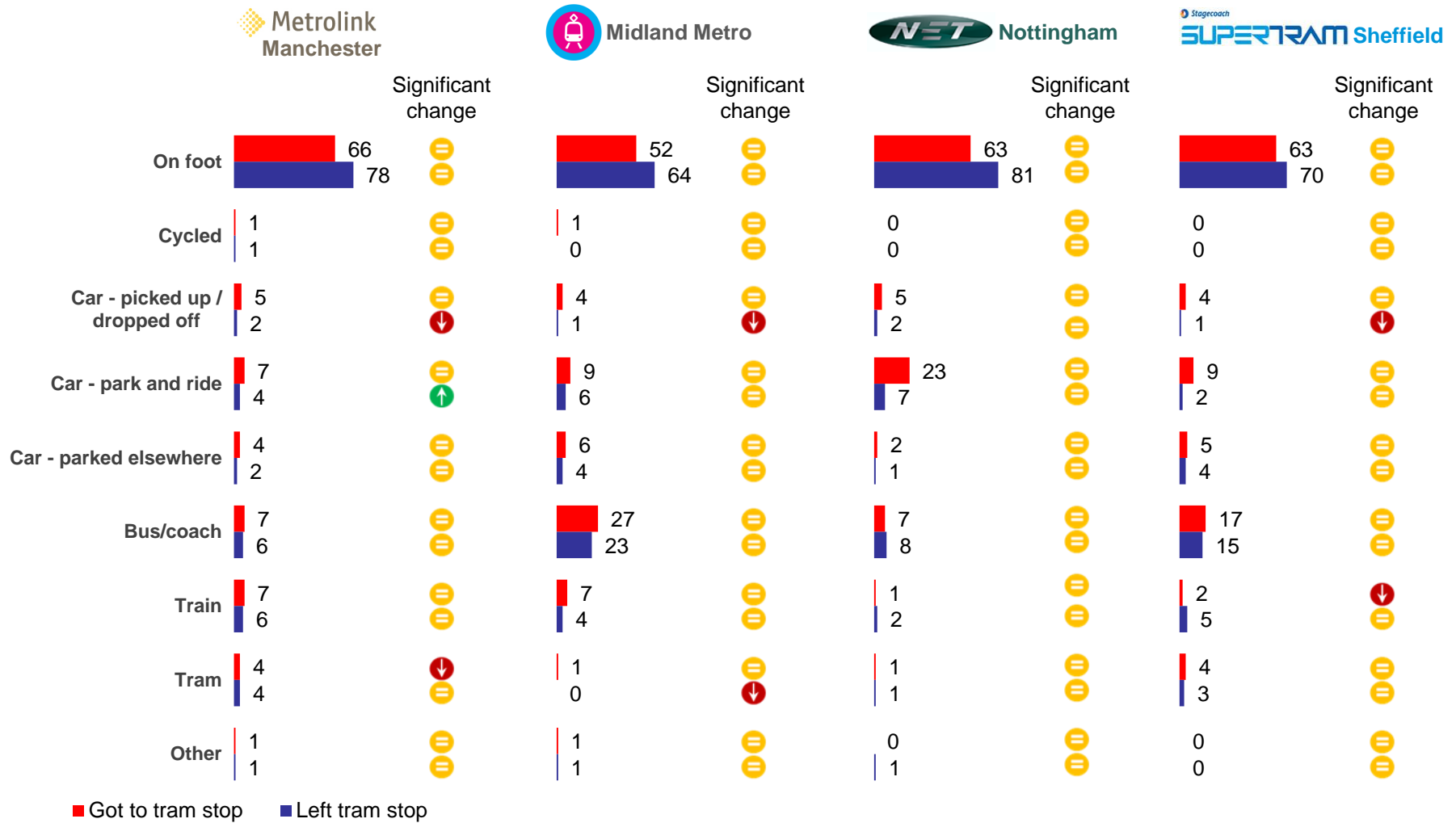|	All networks					Blackpool Transport	Significant change	Edinburgh Trams	Significant change
	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013				
Travelling to/from work		39	=	41	40	44	20	=	27	⬇
Leisure trip		17	=	16	18	12	47	⬆	24	⬆
Shopping trip		14	=	13	11	16	10	⬇	11	=
Travelling to/from education		8	=	9	10	8	4	=	5	=
Visit friends or relatives		7	=	7	8	9	7	=	9	=
On personal business		4	=	5	5	4	3	=	5	=
On company business		4	=	3	2	3	0	=	12	⬆
Health visit		2	=	2	1	1	2	=	1	=
Other		4	=	4	4	3	6	=	7	=
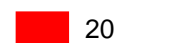
Q. What is the main purpose of your tram journey today?
Base: All passengers - 5279 (All networks), 565 (Blackpool), 521 (Edinburgh Trams)

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

transportfocus

Journey purpose (%) – 2

	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	Supertram Sheffield	Significant change
Travelling to/from work	39	↓	56	=	43	=	39	=
Leisure trip	17	=	6	↓	16	=	18	=
Shopping trip	14	↑	15	=	8	=	12	=
Travelling to/from education	7	↓	15	=	8	=	7	=
Visit friends or relatives	8	↑	11	↑	14	=	11	=
On personal business	5	=	2	=	5	=	6	=
On company business	5	=	2	=	3	=	2	=
Health visit	3	=	1	=	2	=	1	=
Other	4	=	2	=	3	=	4	=
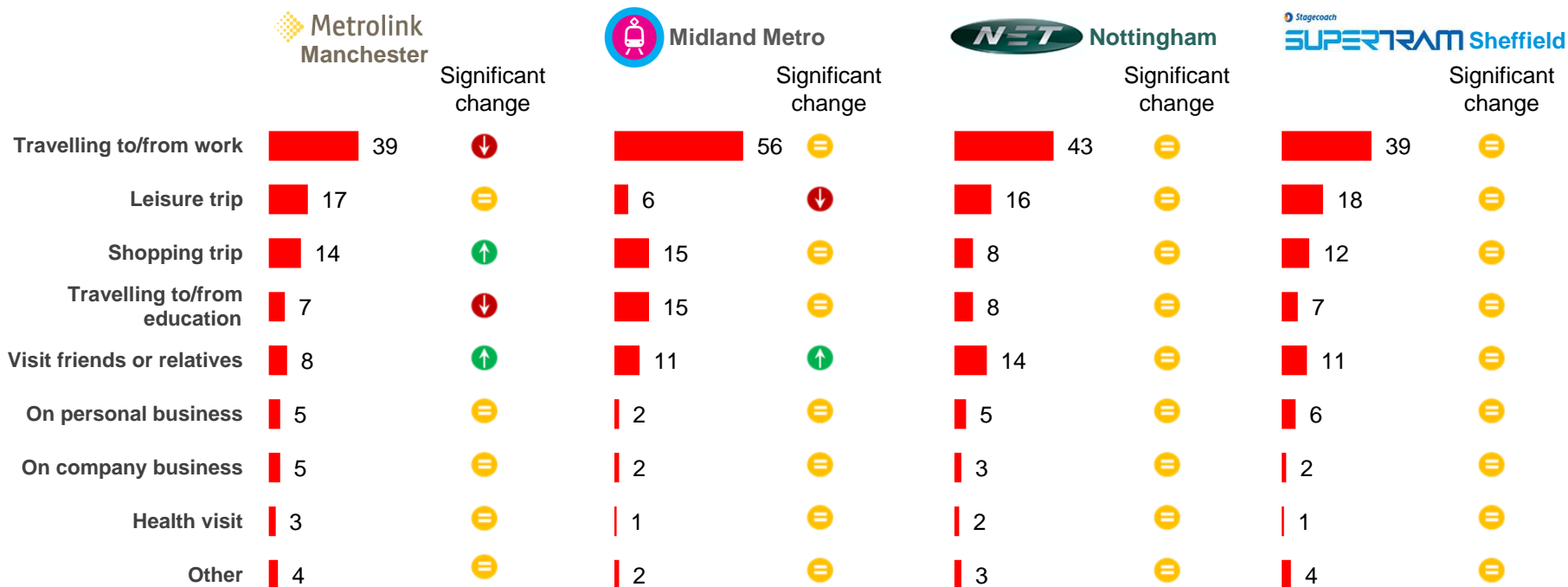
Q. What is the main purpose of your tram journey today?
Base: All passengers - 3012(Metrolink), 618 (Midland Metro), 290 (NET), 273 (Supertram)

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

transportfocus

Frequency of using the tram (%) – 1

All networks

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
5 or more days a week	38	=	40	40	43
3 or 4 days a week	19	=	18	16	18
Once or twice a week	20	↑	18	18	18
Once a fortnight	6	=	7	7	6
Once a month	5	=	5	5	5
Less frequently	8	=	8	10	8

Blackpool Transport

		Significant change
5 or more days a week	31	=
3 or 4 days a week	14	=
Once or twice a week	12	↓
Once a fortnight	2	=
Once a month	2	=
Less frequently	23	↑

Edinburgh Trams

		Significant change
5 or more days a week	15	↓
3 or 4 days a week	9	↓
Once or twice a week	16	↑
Once a fortnight	11	=
Once a month	11	=
Less frequently	19	=

Q. How often do you typically travel by tram?
Base: All passengers - 5173 (All networks), 556 (Blackpool), 493 (Edinburgh Trams)

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

transportfocus

Frequency of using the tram (%) – 2

	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	SUPERTRAM Sheffield	Significant change
5 or more days a week	36	⬇	55	⬌	40	⬌	45	⬌
3 or 4 days a week	20	⬌	18	⬌	23	⬌	21	⬌
Once or twice a week	23	⬆	13	⬌	22	⬌	19	⬌
Once a fortnight	8	⬌	2	⬌	6	⬌	4	⬌
Once a month	6	⬌	3	⬌	4	⬌	5	⬌
Less frequently	6	⬌	6	⬌	4	⬌	6	⬌
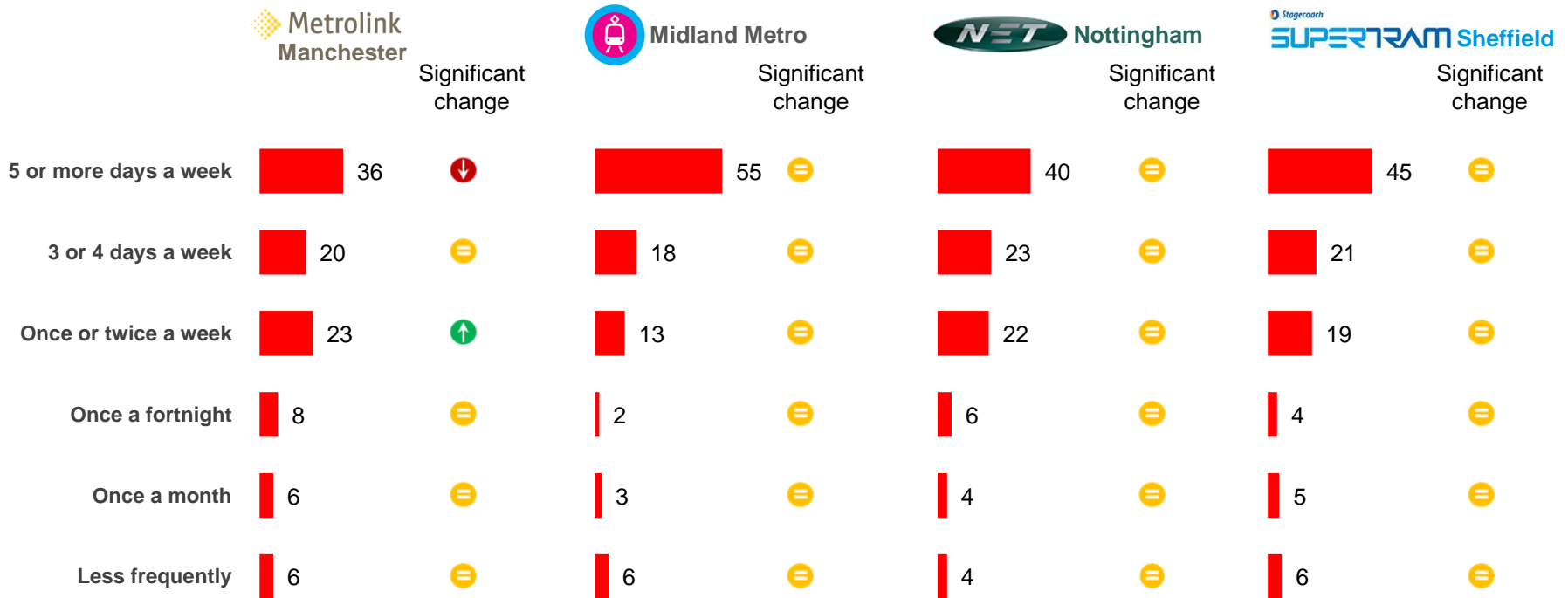
Q. How often do you typically travel by tram?
Base: All passengers; 2965 (Metrolink), 600 (Midland Metro), 287 (NET), 272 (Supertram)

transportfocus

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

All networks

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
1 day ticket/saver	11	=	15	12	11
2 days to 1 week season/saver	12	=	12	12	15
Over 1 week to 1 month season/saver	14	=	14	16	15
Over 1 month season ticket/saver	6	=	6	5	7
Sub-total: season/saver	44	▼	48	46	49
Single/return ticket	30	=	30	32	29
Concessionary/free pass	20	=	18	18	17
Other (e.g. park and ride)	6	▲	4	5	4

Autumn 2016 (donut): 55, 2, 29, 14

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Tram only		▼	58	56	53
Train and tram		=	3	2	3
Bus and tram		▲	25	30	26
Train, bus and tram		=	14	12	18

Q. What type of ticket or pass did you use for this journey?
Base: All passengers - 5225

Q: What modes of transport does your ticket allow you to travel on?
Base: All passengers - 5274

- ▲ Statistically significant increase since 2015
- = No change
- ▼ Statistically significant decrease since 2015

transportfocus

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

Blackpool Transport

Significant change

Ticket type	%	Change
1 day ticket/saver	16	↓
2 days to 1 week season/saver	24	=
Over 1 week to 1 month season/saver	7	=
Over 1 month season ticket/saver	2	=
Sub-total: season/saver	48	↓
Single/return ticket	19	=
Concessionary/free pass	18	=
Other (e.g. park and ride)	15	↑

Significant change

- Tram only — 21 — =
- Train and tram — 1 — ↓
- Bus and tram — 79 — ↑
- Train, bus and tram — =

Edinburgh Trams

Ticket type	%	Change
1 day ticket/saver	11	=
2 days to 1 week season/saver	1	=
Over 1 week to 1 month season/saver	14	=
Over 1 month season ticket/saver	4	↓
Sub-total: season/saver	29	↓
Single/return ticket	50	↑
Concessionary/free pass	17	=
Other (e.g. park and ride)	4	=

- Tram only — 49 — =
- Train and tram — 1 — =
- Bus and tram — 48 — =
- Train, bus and tram — 3 — =

Q. What type of ticket or pass did you use for this journey?
Base: All passengers – 568 (Blackpool), 512 (Edinburgh Trams)

Q: What modes of transport does your ticket allow you to travel on?
Base: All passengers - 566 (Blackpool), 528 (Edinburgh Trams)

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

transportfocus

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

Metrolink Manchester

Ticket type	%	Significant change
1 day ticket/saver	8	↓
2 days to 1 week season/saver	11	=
Over 1 week to 1 month season/saver	12	=
Over 1 month season ticket/saver	2	=
Sub-total: season/saver	34	↓
Single/return ticket	42	↑
Concessionary/free pass	20	=
Other (e.g. park and ride)	3	=

Significant change

- Tram only — 71 — =
- Train and tram — 4 — =
- Bus and tram — 8 — =
- Train, bus and tram — 16 — =

Midland Metro

Ticket type	%	Significant change
1 day ticket/saver	10	↑
2 days to 1 week season/saver	7	=
Over 1 week to 1 month season/saver	34	=
Over 1 month season ticket/saver	11	=
Sub-total: season/saver	63	=
Single/return ticket	18	=
Concessionary/free pass	11	↓
Other (e.g. park and ride)	8	↑

Significant change

- Tram only — 36 — =
- Train and tram — 2 — =
- Bus and tram — 37 — =
- Train, bus and tram — 24 — =

Q. What type of ticket or pass did you use for this journey?
Base: All passengers – 2987 (Metrolink), 614 (Midland Metro)

Q: What modes of transport does your ticket allow you to travel on?
Base: All passengers - 2988 (Metrolink), 628 (Midland Metro)

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

transportfocus

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

Nottingham

Significant change

Ticket type	Value	Change
1 day ticket/saver	16	=
2 days to 1 week season/saver	4	=
Over 1 week to 1 month season/saver	7	=
Over 1 month season ticket/saver	19	=
Sub-total: season/saver	52	=
Single/return ticket	14	↓
Concessionary/free pass	20	=
Other (e.g. park and ride)	14	↑

Significant change

- Tram only — 46 =
- Train and tram — 1 =
- Bus and tram — 38 =
- Train, bus and tram — 15 =

Sheffield

Ticket type	Value	Change
1 day ticket/saver	15	=
2 days to 1 week season/saver	22	=
Over 1 week to 1 month season/saver	18	=
Over 1 month season ticket/saver	4	=
Sub-total: season/saver	59	=
Single/return ticket	10	=
Concessionary/free pass	27	=
Other (e.g. park and ride)	3	↓

Significant change

- Tram only — 39 =
- Train and tram — 1 =
- Bus and tram — 48 =
- Train, bus and tram — 12 =

Q. What type of ticket or pass did you use for this journey?
Base: All passengers – 265 (NET), 279 (Supertram)

Q: What modes of transport does your ticket allow you to travel on?
Base: All passengers - 290 (NET), 274 (Supertram)

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

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transportfocus

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

All networks* *86 per cent (=) were very or fairly satisfied with the ease of buying a ticket (2015: 85 per cent)*
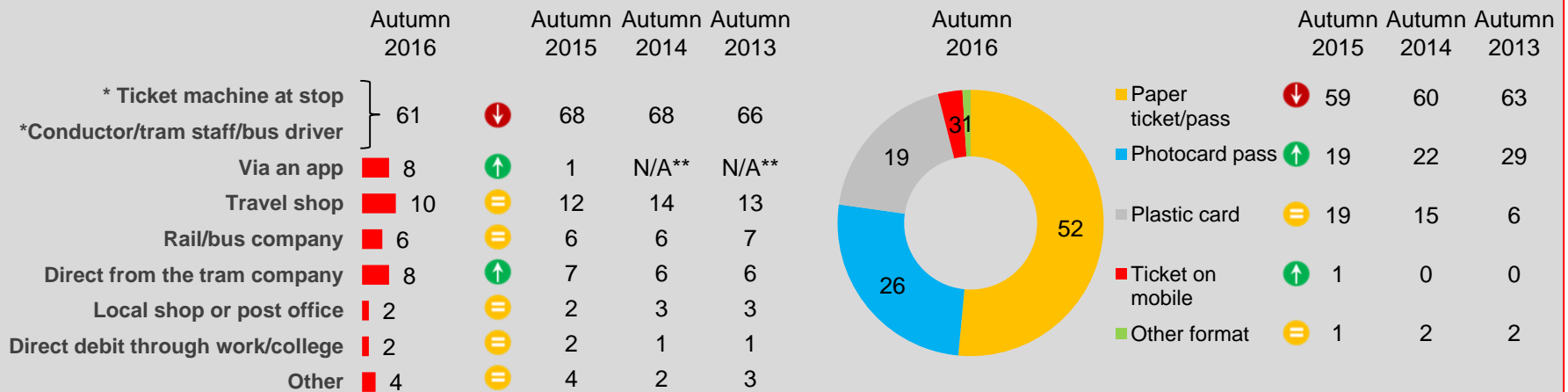
	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
* Ticket machine at stop	61	⬇	68	68	66
*Conductor/tram staff/bus driver					
Via an app	8	⬆	1	N/A**	N/A**
Travel shop	10	=	12	14	13
Rail/bus company	6	=	6	6	7
Direct from the tram company	8	⬆	7	6	6
Local shop or post office	2	=	2	3	3
Direct debit through work/college	2	=	2	1	1
Other	4	=	4	2	3

Autumn 2016 (donut chart): 52, 31, 19, 26

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013
Paper ticket/pass		⬇	59	60	63
Photocard pass		⬆	19	22	29
Plastic card		=	19	15	6
Ticket on mobile		⬆	1	0	0
Other format		=	1	2	2

* Ticket machines asked only for Edinburgh Trams, Metrolink, Midland Metro and NET (in 2014).
Conductors/tram staff asked only for Blackpool, Edinburgh Trams, Midland Metro and Supertram

*Not asked before 2016

Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 3800

Q. In what format was your ticket?
Base: All passengers – 4992

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

transportfocus

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

Blackpool Transport

96 per cent (=) were very or fairly satisfied with the ease of buying a ticket (2015: 95 per cent)

Significant change

Method	%	Change
Ticket machine at stop	N/A*	
Conductor that day	64	=
Via an app	0	=
Travel shop	6	=
Rail/bus company	1	=
Direct from the tram company	3	=
Local shop or post office	17	=
Direct debit through work/college	2	=
Other	6	=

Significant change

Format	%	Change
Paper ticket/pass	73	⬇
Photocard pass	14	⬆
Plastic card	8	=
Ticket on mobile	0	=
Other format	5	=

Edinburgh Trams

90 per cent (⬆) were very or fairly satisfied with the ease of buying a ticket (2015: 85 per cent)

Method	%	Change
Ticket machine at stop	61	⬆
Edinburgh Trams staff	10	=
Via an app	8	=
Travel shop	17	=
Rail/bus company	1	⬇
Direct from the tram company	0	=
Local shop or post office	0	⬇
Direct debit through work/college	0	=
Other	4	=

Format	%	Change
Paper ticket/pass	59	=
Photocard pass	15	=
Plastic card	20	⬇
Ticket on mobile	6	=
Other format		=

*Ticket machines asked only for Edinburgh Trams, Metrolink, Midland Metro and NET (in 2014).
Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 456 (Blackpool), 443 (Edinburgh Trams)

Q. In what format was your ticket?
Base: All passengers – 561 (Blackpool), 519 (Edinburgh Trams)

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

transportfocus

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

Metrolink Manchester

81 per cent (⊜) were very or fairly satisfied with the ease of buying a ticket (2015: 81 per cent)

Significant change

Method	%	Change
Ticket machine at stop	71	⬇
Conductor that day	N/A*	
Via an app	15	⬆
Travel shop	6	⊜
Rail/bus company	4	⊜
Direct from the tram company	2	⊜
Local shop or post office	0	⊜
Direct debit through work/college	1	⊜
Other	1	⊜

Significant change

- Paper ticket/pass — 64 — ⊜
- Photocard pass — 19 — ⊜
- Plastic card — 12 — ⊜
- Ticket on mobile — 4 — ⬆
- Other format — 1 — ⊜

(Pie values: 64, 19, 12, 4, 1)
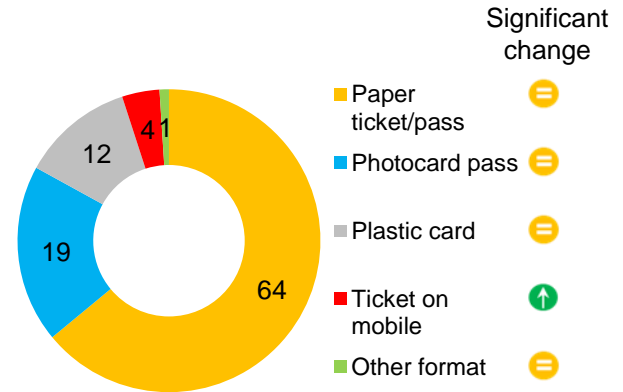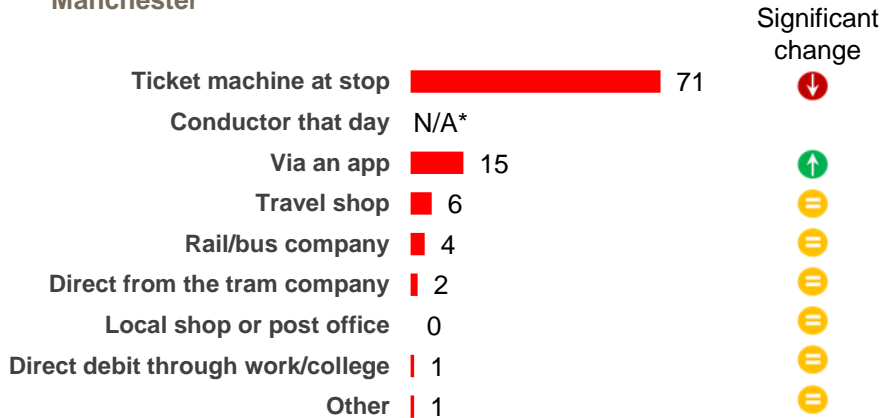
Midland Metro

89 per cent (⊜) were very or fairly satisfied with the ease of buying a ticket (2015: 88 per cent)

Significant change

Method	%	Change
Ticket machine at stop	3	⬆
Conductor that day	30	⊜
Via an app	0	⊜
Travel shop	19	⊜
Rail/bus company	6	⬇
Direct from the tram company	26	⊜
Local shop or post office	5	⊜
Direct debit through work/college	4	⊜
Other	6	⊜

Significant change

- Paper ticket/pass — 35 — ⊜
- Photocard pass — 33 — ⬇
- Plastic card — 30 — ⬆
- Ticket on mobile — ⊜
- Other format — 1 — ⊜

(Pie values: 35, 33, 30, 1)

*Conductors/tram staff asked only for Blackpool, Edinburgh Trams, Midland Metro and Supertram
Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 2025 (Metrolink), 533 (Midland Metro)

Q. In what format was your ticket?
Base: All passengers – 2742 (Metrolink), 610 (Midland Metro)

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

transportfocus

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

Nottingham

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

Significant change

Method	%	Significant change
Ticket machine at stop	44	=
Conductor that day	N/A*	
Via an app	0	=
Travel shop	18	=
Rail/bus company	11	=
Direct from the tram company	13	=
Local shop or post office	0	=
Direct debit through work/college	8	=
Other	5	=

Significant change

- Paper ticket/pass — 28 — =
- Photocard pass — 19 — =
- Plastic card — 51 — =
- Ticket on mobile — 2 — =
- Other format — =

Sheffield (Stagecoach SUPERTRAM)
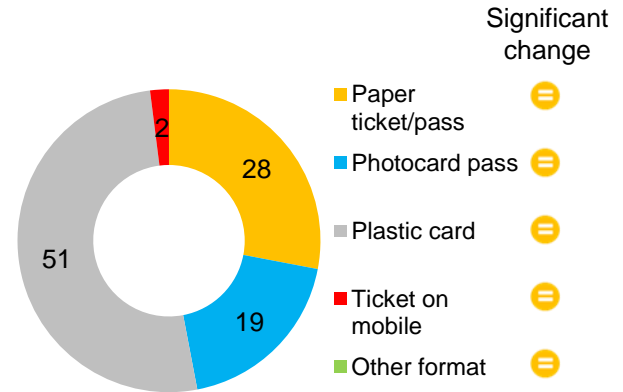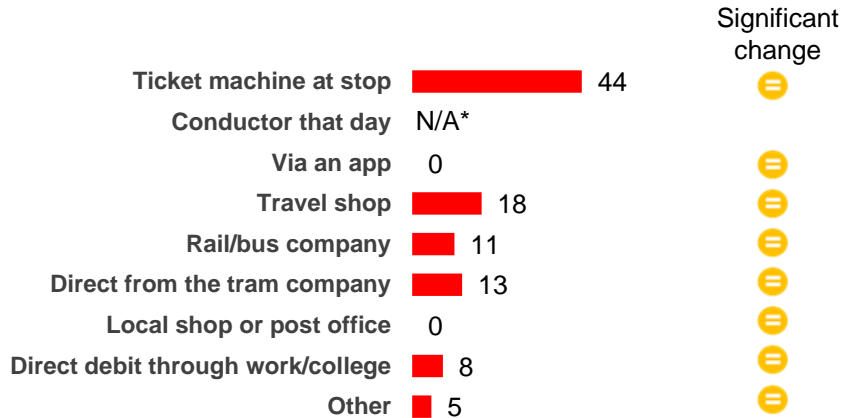
89 per cent ( ) were very or fairly satisfied with the ease of buying a ticket (2014: 93 per cent)
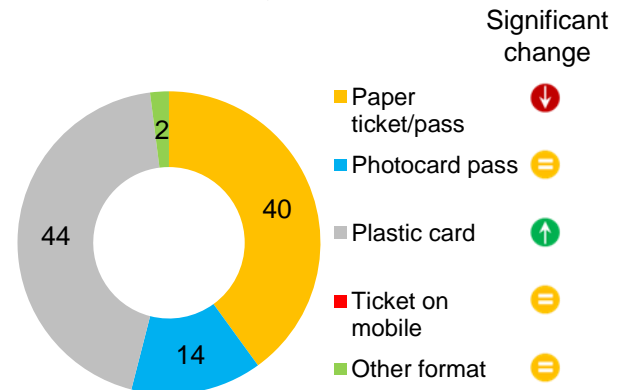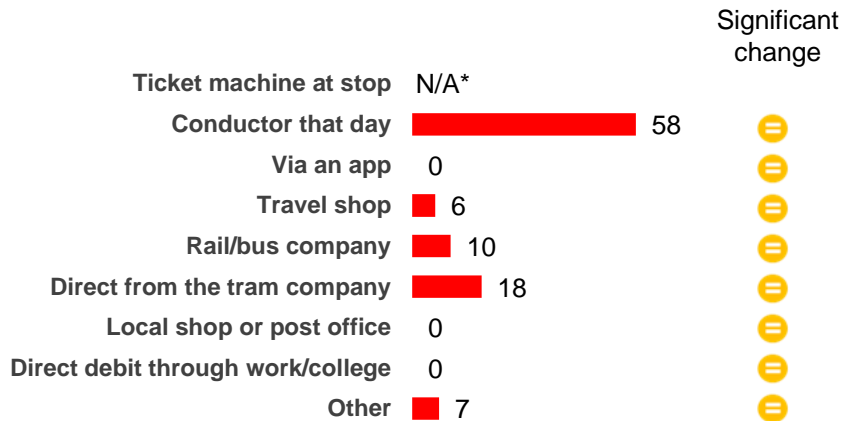
Significant change

Method	%	Significant change
Ticket machine at stop	N/A*	
Conductor that day	58	=
Via an app	0	=
Travel shop	6	=
Rail/bus company	10	=
Direct from the tram company	18	=
Local shop or post office	0	=
Direct debit through work/college	0	=
Other	7	=

Significant change

- Paper ticket/pass — 40 — ↓
- Photocard pass — 14 — =
- Plastic card — 44 — ↑
- Ticket on mobile — 2 — =
- Other format — =

*Ticket machines asked only for Edinburgh Trams, Metrolink, Midland Metro and NET (in 2014). Conductors/tram staff asked only for Blackpool, Edinburgh Trams, Midland Metro and Supertram
Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 178 (NET), 165 (Supertram)
Q. In what format was your ticket?
Base: All passengers – 289 (NET), 271 (Supertram)

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

transportfocus

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

All networks

Mode	Autumn 2016 Got	Autumn 2016 Left	Autumn 2015 Got	Autumn 2015 Left	Autumn 2014 Got	Autumn 2014 Left	Autumn 2013 Got	Autumn 2013 Left	Blackpool Transport Got	Blackpool Transport Left	Edinburgh Trams Got	Edinburgh Trams Left
On foot	64	75	63	74	65	75	64	74	79	83	62	65
Cycled	0	0	0	0	0	0	0	0	0	0	0	1
Car - picked up / dropped off	5	2	5	4	5	3	5	3	2	1	4	2
Car - park and ride	10	4	9	4	8	4	8	4	0	0	13	7
Car - parked elsewhere	4	2	2	2	5	2	3	2	6	5	5	4
Bus/coach	11	10	12	10	12	12	13	12	8	7	12	12
Train	5	5	6	5	4	4	5	5	0	1	1	6
Tram	3	3	4	2	2	2	2	2	4	3	0	0
Other	1	1	1	3	1	2	1	1	1	2	6	5

■ 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 – 5279 (All networks), 568 (Blackpool), 519 (Edinburgh Trams)

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

transportfocus

How got to and from the tram stop (%) – 2

	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	Supertram Sheffield	Significant change
On foot	66 / 78	= / =	52 / 64	= / =	63 / 81	= / =	63 / 70	= / =
Cycled	1 / 1	= / =	1 / 0	= / =	0 / 0	= / =	0 / 0	= / =
Car - picked up / dropped off	5 / 2	= / ▼	4 / 1	= / ▼	5 / 2	= / =	4 / 1	= / ▼
Car - park and ride	7 / 4	= / ▲	9 / 6	= / =	23 / 7	= / =	9 / 2	= / =
Car - parked elsewhere	4 / 2	= / =	6 / 4	= / =	2 / 1	= / =	5 / 4	= / =
Bus/coach	7 / 6	= / =	27 / 23	= / =	7 / 8	= / =	17 / 15	= / =
Train	7 / 6	= / =	7 / 4	= / =	1 / 2	= / =	2 / 5	▼ / =
Tram	4 / 4	▼ / =	1 / 0	= / ▼	1 / 1	= / =	4 / 3	= / =
Other	1 / 1	= / =	1 / 1	= / =	0 / 1	= / =	0 / 0	= / =

■ 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 – 3009 (Metrolink), 613 (Midland Metro), 291 (NET), 274 (Supertram)

▲ Statistically significant increase since 2015
= No change
▼ Statistically significant decrease since 2015

transportfocus

Sources for tram information (%) – 1

	All networks*					Blackpool Transport	Significant change	Edinburgh Trams	Significant change
	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013				
Phone tram operator	9	=	12	12	12	19	=	9	=
Phone council/traveline**	5	=	6	6	7	N/A*		N/A*	
Tram operator website	54	=	60	55	58	61	=	65	=
Council website	21	=	23	20	29	N/A*		N/A*	
Other travel website	6	=	9	6	6	8	=	N/A*	
Travel shop/centre**	8	⬇	11	12	10	18	⬆	7	=
Ask friend/relative	8	=	10	11	12	9	=	3	=
From a Park and Ride kiosk	4	=	4	3	N/A*	N/A*		N/A*	
Ask tram staff	24	=	26	25	25	44	⬆	16	=
Smartphone app	11	=	13	11	10	7	=	N/A*	
Other	2	⬇	5	3	4	5	=	3	⬆

*Question not asked for this network in this wave of the survey
** 'Phone council' and 'Travel shop' before 2016
Q. If you needed information about your local tram services, e.g. times, fares, where would you obtain that information? (Multiple answers allowed)
Base: All passengers – 2324 (All networks), 575 (Blackpool), 533 (Edinburgh Trams)

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

transportfocus

Sources for tram information (%) – 2

	Metrolink Manchester	Midland Metro	Significant change	NET Nottingham	Significant change	Supertram Sheffield	Significant change
Phone tram operator	Question not asked for Metrolink	N/A*		9	⊜	10	⊜
Phone council/traveline**		11	⬆	3	⊜	10	⊜
Tram operator website		7	⬇	73	⊜	51	⬇
Council website		58	⬆	5	⊜	38	⊜
Other travel website		9	⊜	7	⊜	7	⊜
Travel shop/centre**		10	⊜	11	⊜	N/A*	
Ask friend/relative		5	⊜	11	⊜	7	⬇
From a Park and Ride kiosk		3	⊜	8	⊜	2	⊜
Ask tram staff		16	⬇	23	⊜	24	⬇
Smartphone app		23	⬆	9	⊜	13	⊜
Other		3	⊜	1	⬇	1	⬇

*Question not asked for this network in this wave of the survey
** 'Phone council' and 'Travel shop' before 2016
Q. If you needed information about your local tram services, e.g. times, fares, where would you obtain that information?
Base: All passengers – 637 (Midland Metro), 296 (NET), 283 (Supertram)

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

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transportfocus

Reasons for choosing the tram* (%) – 1

All networks

	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013	Blackpool Transport*	Edinburgh Trams
Best way to get where I am going	46	31	30	31	46	49
More convenient than the car (e.g. parking)	32	19	22	20	24	29
Quicker than other transport	32	18	17	15	21	22
Didn't have the option of travelling by other means	13	14	13	15	15	6
Cheaper than the car	11	4	4	5	8	7
Tram more comfortable than other transport	18	5	5	4	20	23
Cheaper than other transport	7	3	3	3	2	6
For the experience of riding the tram	5	2	2	N/A**	19	9
Other	5	3	4	6	4	2

*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 – 5171 (All networks), 555 (Blackpool), 510 (Edinburgh Trams)

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

transportfocus

Reasons for choosing the tram (%) – 2

	Metrolink Manchester	Midland Metro	NET Nottingham	Supertram Sheffield
Best way to get where I am going	42	48	52	50
More convenient than the car (e.g. parking)	34	28	31	33
Quicker than other transport	37	34	30	27
Didn't have the option of travelling by other means	15	12	6	17
Cheaper than the car	11	14	14	12
Tram more comfortable than other transport	17	11	19	21
Cheaper than other transport	7	9	9	4
For the experience of riding the tram	3	2	5	5
Other	6	2	4	4

Q. What was the main reason you chose to take the tram for this journey?
Base: All passengers – 2947 (Metrolink), 608 (Midland Metro), 282 (NET), 269 (Supertram)

transportfocus

Factors preventing more journeys being made (%) – 1

All networks

	Autumn 2016		Autumn 2015	Autumn 2014	Autumn 2013	Blackpool Transport	Significant change	Edinburgh Trams	Significant change
Places reachable	43	↑	37	34	41	35	＝	70	↑
Level of crowding on board	37	↑	32	35	46	41	↑	23	＝
Tram network improvement works*	25	↓	33	29	N/A*	4	＝	2	＝
Cost of using trams	20	＝	21	23	26	11	＝	10	＝
Journey times	15	＝	14	12	13	9	＝	18	＝
Reliability of trams	14	＝	13	16	25	7	＝	4	＝
Frequency of trams	10	＝	10	10	13	8	＝	10	＝
Concern for personal safety	8	＝	7	6	8	5	＝	2	＝
Comfort of trams	7	↑	4	6	6	8	＝	4	＝
Understanding the fares	2	＝	3	3	3	3	＝	4	＝
Understanding the ticket machines	2	＝	2	2	1	2	＝	3	＝

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

Q. Have any of the following frequently stopped you making journeys by tram? (More than one answer permissible)
Base: All previously using the tram – 3498 (All networks), 292 (Blackpool), 271 (Edinburgh Trams)

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

transportfocus

Factors preventing more journeys being made (%) – 2

	Metrolink Manchester	Significant change	Midland Metro	Significant change	NET Nottingham	Significant change	Supertram Sheffield	Significant change
Places reachable	38	⬆	42	⊜	39	⊜	54	⊜
Level of crowding on board	37	⊜	35	⊜	44	⬆	35	⊜
Tram network improvement works*	35	⊜	18	⬇	4	⊜	26	⬇
Cost of using trams	27	⊜	19	⊜	13	⊜	10	⊜
Journey times	16	⊜	11	⊜	18	⊜	11	⊜
Reliability of trams	18	⊜	19	⊜	9	⊜	8	⊜
Frequency of trams	10	⊜	13	⊜	7	⊜	12	⊜
Concern for personal safety	12	⊜	4	⬇	2	⊜	3	⊜
Comfort of trams	7	⬆	11	⊜	7	⊜	4	⊜
Understanding the fares	3	⊜	3	⊜	1	⬇	2	⊜
Understanding the ticket machines	2	⊜	4	⊜	2	⊜	1	⊜

Q. Have any of the following frequently stopped you making journeys by tram? (More than one answer permissible)
Base: All passengers – 2183 (Metrolink), 390 (Midland Metro), 166 (NET), 196 (Supertram)

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

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Tram Passenger Survey (TPS)

Appendix 2 – Further details on survey background and method

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Methodology – fieldwork

Fieldwork: 26 September and 4 December 2016 (with a gap for half term between 17 October and 6 November)

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

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

Sample size:

- Blackpool: 575 interviews (423 paper and 152 online)
- Edinburgh Trams: 533 interviews (525 paper and 8 online)
- Manchester Metrolink: 3,073 interviews (2,541 paper and 532 online)
- Midland Metro: 637 interviews (587 paper and 50 online)
- Nottingham Express Transit: 296 interviews (246 paper and 50 online)
- Sheffield Supertram: 283 interviews (234 paper and 49 online)

Research agency: BDRC Continental.

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Methodology – data analysis

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

Autumn 2015 comparison: this report shows results from Autumn 2015 at the 'All networks' level only. Full 2015 comparisons for each network can be found in the individual network reports.

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

Weighting: this was based on passenger count information collected by the interviewer during each interviewer shift. The weighting matrix used the following weighting cells:
- Tram network: (for Manchester Metrolink, Nottingham Express Transit and Sheffield Supertram this was by line)
- Age: 16-25, 26-59, 60+
- Gender: male, female
- Time/day travelled: weekday peak, weekday off peak and weekend

A rim weight by volume of passengers using each network was also applied. This was sourced from Department for Transport (DfT) data for Blackpool, NET and Sheffield Supertram. No DfT data exists for Edinburgh Trams so an estimate of passenger numbers for 2016 was used. Data for Metrolink was sourced from Transport for Greater Manchester (TfGM) statistics which provided passenger volume data for their seven lines. Data for Midland Metro was sourced from Transport for West Midlands (TfWM) where the six months following the opening of Grand Central was used to estimate annual passenger numbers for 2016.

The full details of the weighting matrix can be found in the TPS Autumn 2016 technical report.

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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?

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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.

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Tram Passenger Survey (TPS)

Appendix 3 – Example of standard questionnaire

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

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Tram Passenger Survey

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 Midland Metro.

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 Midland Metro

Q1a At which stop did you board this tram?

Q1b At which stop did you leave this tram?

Q2 Please fill in the time that you boarded the tram today:
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 Midland Metro?

Season Ticket/Midland Metro Card/Student
- 1 day...☐
- 3 day/weekend...............................☐
- 5 days/1 week.................................☐
- 10 days/2 weeks.............................☐
- 4 weeks/1 month.............................☐
- Quarterly/3 months.........................☐
- 1 year..☐

Other time period (please write in)

Single/return ticket
- Single ticket - £1 short hop..........................☐
- Single ticket - other.....................................☐
- Return ticket..☐

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

Other ticket
- Park and Ride...☐
- Family/Group ticket......................................☐
- Other..☐

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

§5105001C¬

Your opinion **counts!** ☑

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1

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?
- From Conductor.....................................☐
- Ticket machine......................................☐
- Direct from Network West Midlands (website/phone).................................☐
- Direct from National Express (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 Midland Metro today?
- Travelling to/from work............................☐
- Travelling to/from education (e.g. college, school)...........................☐
- On company business (or own if self-employed)......................☐
- On personal business (job interview, bank, post office)...........☐
- Health visit (Doctor/hospital/dentist)............☐
- Shopping trip.......................................☐
- Visiting friends or relatives..................☐
- Leisure trip (e.g. day out).....................☐
- Other..☐

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

Q8 Were you travelling with...? *(Please tick all that apply)*
- 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 Midland Metro stop where you boarded this tram today?
- On foot/walked......................................☐
- Cycled...☐
- Car - dropped off...................................☐
- Car - and used Park and Ride...............☐
- Car - parked elsewhere.........................☐
- Bus..☐
- Train..☐
- Tram..☐
- Other..☐

Q10 Which means of transport did you use when you got off this tram today?
- On foot/walked......................................☐
- Cycled...☐
- Car - 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 Midland Metro 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)

2

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 Midland Metro tram

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

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

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

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

3 Waiting for the tram

Q15 Approximately, how long did you wait for your tram?
(Please write 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
Leaflet/paper timetable.............................☐
Online tram times......................................☐
Live tram locator/timings
   (e.g. via mobile app/web)......................☐
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......................................☐
Live tram locator/timings
   (e.g. via mobile app/web)......................☐
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..☐

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 longer than you expected................☐
About the length of time you expected.........☐

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

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

Yes...☐ No...☐

Q19 How satisfied were you with each of the following?

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

4 On the tram

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the tram......	☐	☐	☐	☐	☐	☐
The cleanliness & 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.......................☐
Yes – for part of the journey.....................☐

No – but you were happy to stand.............☐
No – but you would have liked a seat.........☐

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

Yes...☐ No...☐

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

Passengers drinking/under the
   influence of alcohol..............................☐
Passengers taking/under the
   influence of drugs.................................☐
Abusive or threatening behaviour...............☐
Rowdy behaviour.......................................☐
Passengers not moving
   out of priority seats...............................☐

Passengers not paying their fares...............☐
Feet on seats..☐
Music being played loudly..........................☐
Smoking..☐
Graffiti or vandalism..................................☐
Loud use of mobile phones........................☐
Other (please write in)

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

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Q24a Was your journey on Midland Metro today delayed at all?

Yes... ☐   No... ☐

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

Due to a signal/points failure......................☐
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/
  pay for tickets..☐
Had to use bus replacement service.............☐

Other (please write in)
No reason given...☐
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 Midland Metro staff you encountered on your journey, please indicate how satisfied you were with each of the following:

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

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

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

Very satisfied......................................☐
Fairly satisfied....................................☐
Neither satisfied nor dissatisfied...............☐

Fairly dissatisfied................................☐
Very dissatisfied..................................☐
Don't know/No opinion..............................☐

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

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

Very satisfied......................................☐
Fairly satisfied....................................☐
Neither satisfied nor dissatisfied...............☐

Fairly dissatisfied................................☐
Very dissatisfied..................................☐
Don't know/No opinion..............................☐

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

The cost for the distance travelled..............☐
The cost of the tram versus other
  modes of transport.............................☐
The fare in comparison to the cost
  of everyday items...............................☐

Comfort/journey quality for
  the fare paid...................................☐
A reason not mentioned above
  (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
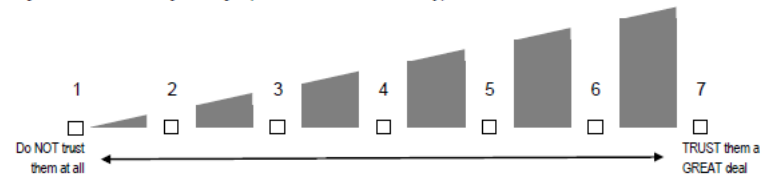
6   Your opinion of Midland Metro generally

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

Q33a How would you rate Midland Metro 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 Midland Metro services for the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Ease of buying your ticket............................	☐	☐	☐	☐	☐	☐
Punctuality (running on time)........................	☐	☐	☐	☐	☐	☐
Frequency (how often the trams run).................	☐	☐	☐	☐	☐	☐
Range of tickets available...........................	☐	☐	☐	☐	☐	☐
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: Traveline....................................☐
Internet: Transport for West
  Midlands (formerly Centro) website........☐
Internet: Midland Metro website....................☐
Internet: Network West Midlands website....☐
Internet: Other travel website.....................☐

Smartphone app.....................................☐
Travel shop..☐
Ask friend/relative...............................☐
Ask tram staff....................................☐
From a Park and Ride kiosk.........................☐
Other...☐
Not sure..☐

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

5 or more days a week..............................☐
3 or 4 days a week................................☐
Once or twice a week..............................☐
Once a fortnight..................................☐

Once a month......................................☐
Less frequently..................................☐
This is the first time I have
  used Midland Metro.............................☐

Q36 If you have used Midland Metro 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
The frequency of trams in the area............☐	when going by tram............☐
The reliability of the trams............☐	The comfort of the trams............☐
The cost of using the tram............☐	The level of crowding on the trams............☐
Understanding the fares............☐	A concern for your personal
Understanding the ticket machines............☐	safety on tram............☐
	Tram network improvement works............☐

Q38 The Midland Metro has recently been extended into Birmingham City Centre. Are you aware of further proposed extensions?
(Further information is available at www.metroalliance.co.uk)

Yes............☐   No............☐

Q39 If yes: Which of the following extensions are you aware of?
(Please tick all that apply)

Centenary Square............☐	East Birmingham - Solihull............☐
Edgbaston............☐	Wednesbury - Brierley Hill............☐
Birmingham Eastside (to HS2)............☐	Wolverhampton City Centre (to rail station)............☐

Q40 Are you aware of the Midland Metro Alliance?

Yes............☐   No............☐
(Further information is available at www.metroalliance.co.uk)

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	You have a car available but
and don't mind driving............☐	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
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