



Tram Passenger Survey (TPS) – Nottingham

Autumn 2017 results

March 2018

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Contents

Overview

- Context to the survey 3
- Summary of 2017 findings 6

The findings

- Experience and opinions of the journey 14
- Waiting at the stop 22
- The tram 29
- Negative experiences during the journey 34
- Passengers' suggested improvements 38
- Opinion of trams in local area 41

Further information

- Appendix 1: Passenger and journey context 44
- Appendix 2: Further detail on survey background and method 61
- Appendix 3: Questionnaire 67



Tram Passenger Survey (TPS) Nottingham

Context to the survey

Background to the 2017 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 2017 TPS covered tram services in Manchester, Birmingham, Blackpool, Nottingham, Sheffield and Glasgow*. Edinburgh Trams was covered in 2014-2016.



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 **18 September and 8 December 2017**

355 surveys were completed for Nottingham Express Transit in autumn 2017

For further details of the survey method, see Appendix

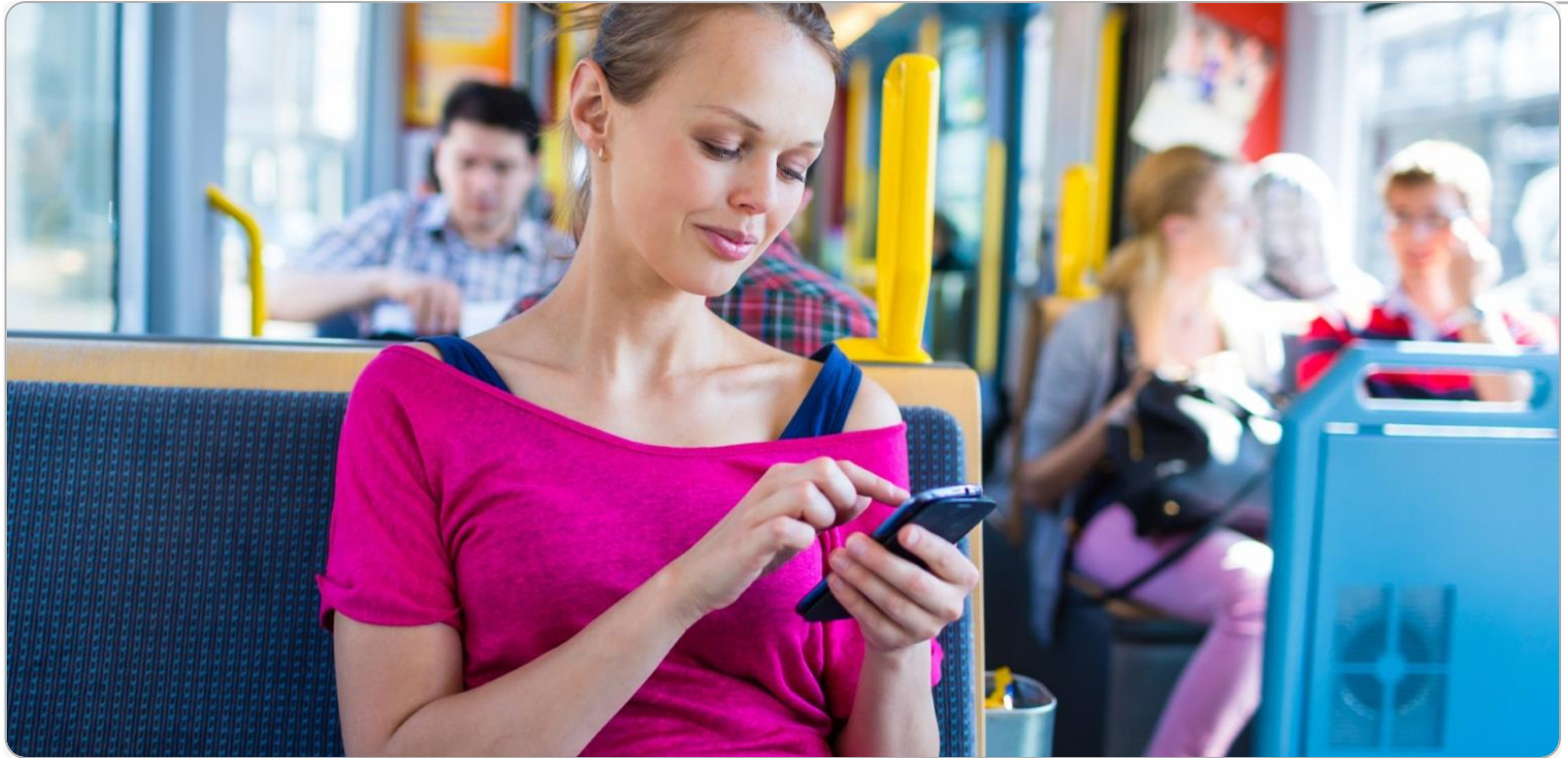
**Glasgow Subway was included for the first time in 2017. Due to the difference of this Subway network compared to tram networks it is excluded from this report, as well as any 'All Networks' results, and can be found in a separate report.*

The Nottingham network in context

	The Network	Passenger Journeys	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions/other notes
	1 line 38 stops 11 miles	5.1* million	<ul style="list-style-type: none"> ✗ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 15-30 mins Sun: 15-30 mins 	<ul style="list-style-type: none"> • Blackpool illuminations 1 Sep to 5 Nov 2017 • Heritage trams operate bank holidays, weekends and summer; not covered in this research • No significant issues affected fieldwork
	7 lines 93 stops 57 miles	40.7** million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays (Not all stops on Bury and Altrincham lines) 	<ul style="list-style-type: none"> Mon-Sat: every 6-12 mins Sun: 12-15 mins 	<ul style="list-style-type: none"> • Airport line opened late 2014, covered for first time in 2015 • Exchange Square and link with Victoria opened in December 2015 • Increasing use of double carriage trams • Second City Crossing opened in February 2017 enabling quicker journeys across the city • A tram collision on the 10th November 2017 affected two shifts which were rescheduled due to no trams running
	1 line 26 stops 13 miles	6.2* million	<ul style="list-style-type: none"> ✓ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at some stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 6-15 mins Sun: 15 mins 	<ul style="list-style-type: none"> • Network extension to Grand Central (New Street Station) opened on 30 May 2016 and was included in the TPS 2016 • Network improvement works meant that two tram stops at the Wolverhampton end of the route were closed for the duration of fieldwork in 2017 (Wolverhampton St George's and The Royal)
	2 lines 50 stops 20 miles	18.0** million	<ul style="list-style-type: none"> ✓ TVMs at stops ✗ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards all stops (TTs, fares) ✓ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 3-15 mins Sun: 5-15 mins 	<ul style="list-style-type: none"> • No significant issues affecting fieldwork
	3 lines 48 stops 18 miles	12.6* million	<ul style="list-style-type: none"> ✗ TVMs at stops ✓ Conductors on board 	<ul style="list-style-type: none"> ✓ Info boards at stops (TTs, fares) ✗ Passenger Info Displays 	<ul style="list-style-type: none"> Mon-Sat: every 5-20 mins Sun: 10-20 mins 	<ul style="list-style-type: none"> • No significant issues affecting fieldwork

*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2016/17

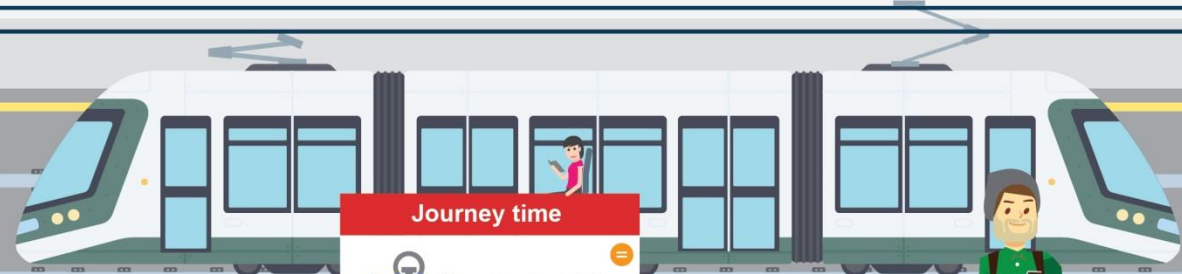
**Source: Direct from operator



Tram Passenger Survey (TPS) – Nottingham

Key findings

Key performance measures for Nottingham Express Transit 2017

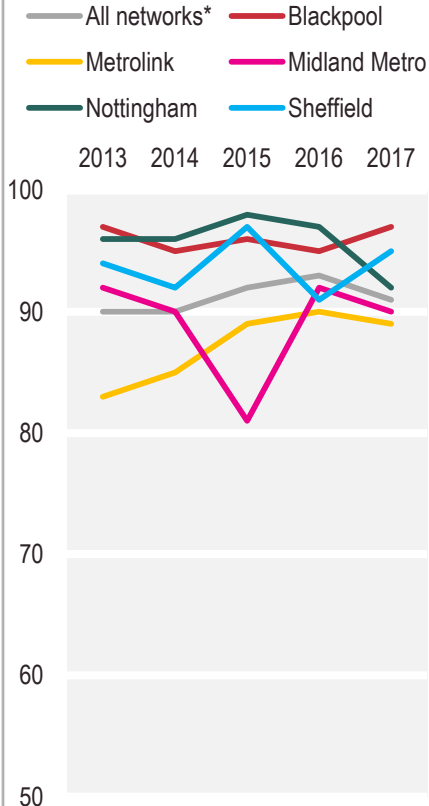


Statistically significant **increase** since 2016
 No change
 Statistically significant **decrease** since 2016

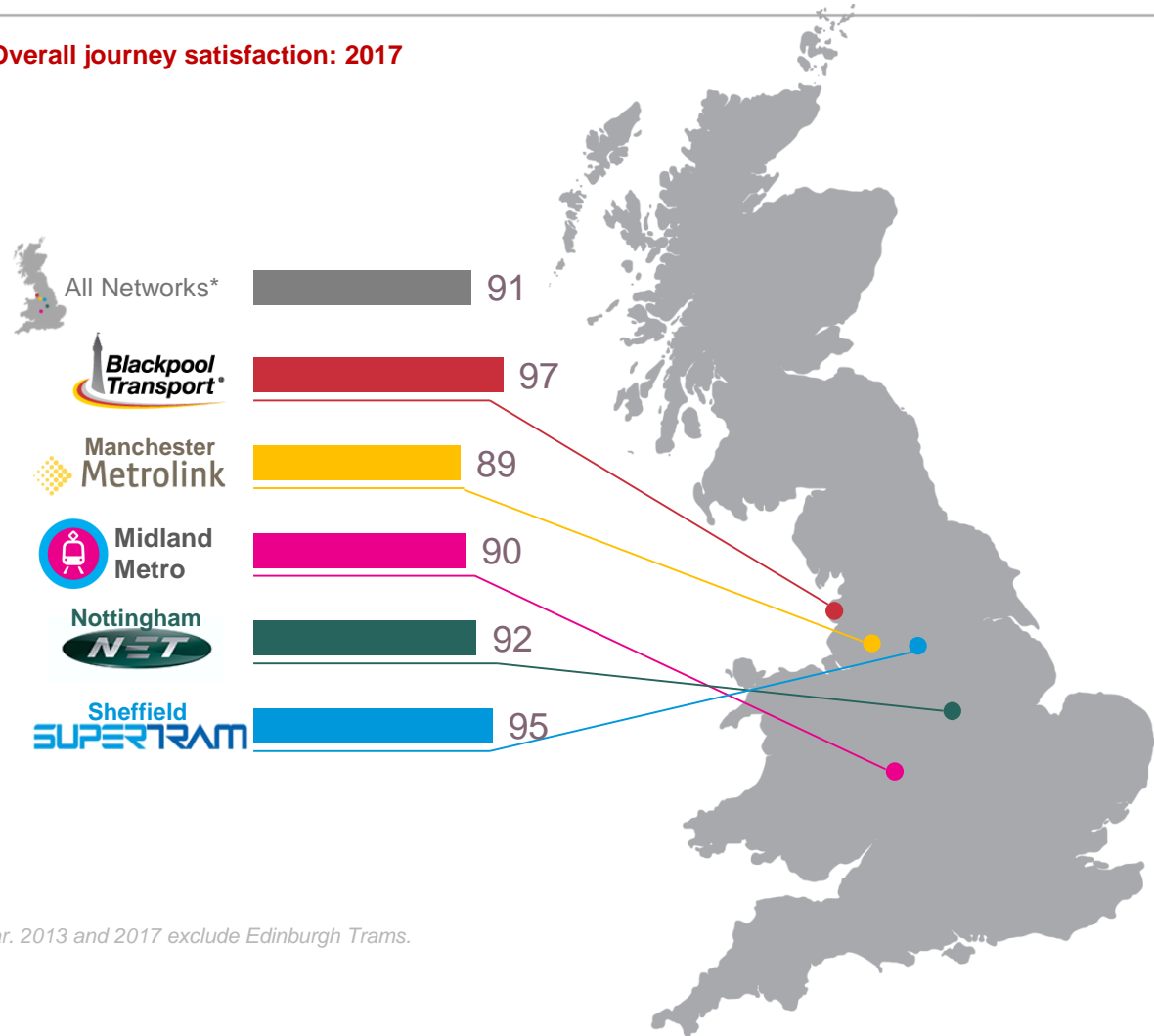
Figures shown are total very or fairly satisfied. Last year's figure is shown in grey.

Passenger experience: a snapshot

Overall journey satisfaction: trend over time



Overall journey satisfaction: 2017



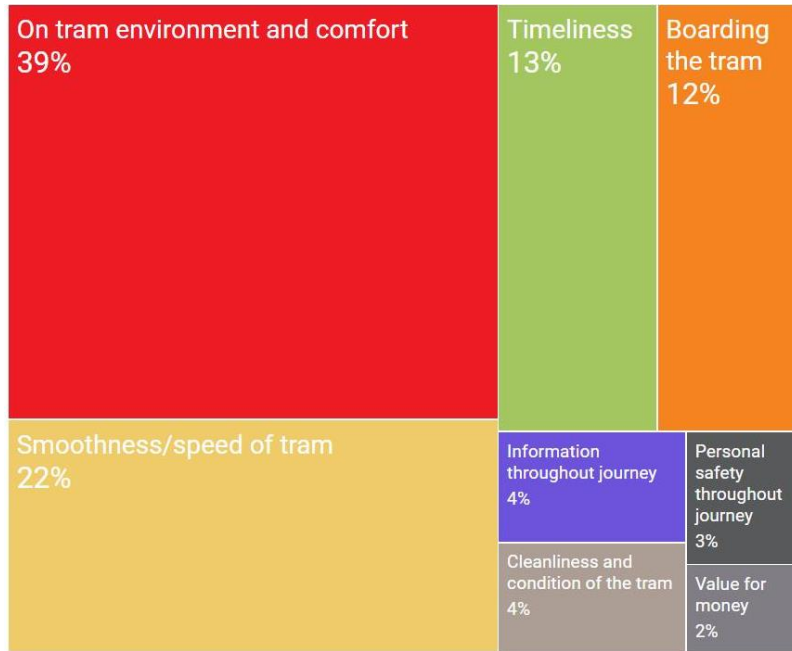
*All networks includes different networks each year. 2013 and 2017 exclude Edinburgh Trams. 2013-2017 exclude Glasgow Subway

- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

What makes a satisfactory or great journey on NET?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?



What makes a great journey?



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

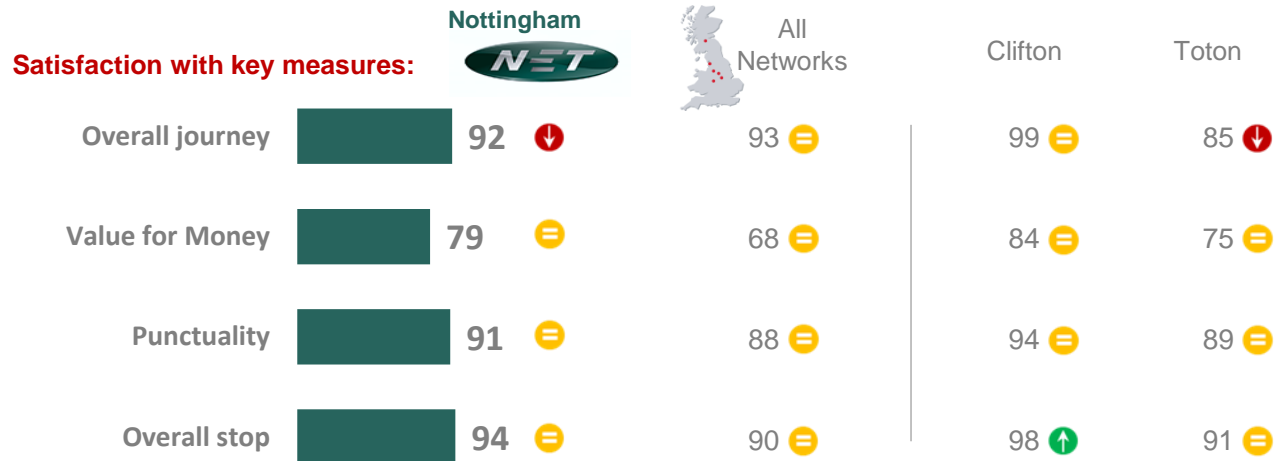
The left hand chart shows which themes most differentiate between those not satisfied and satisfied overall – making a journey 'satisfactory'.

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

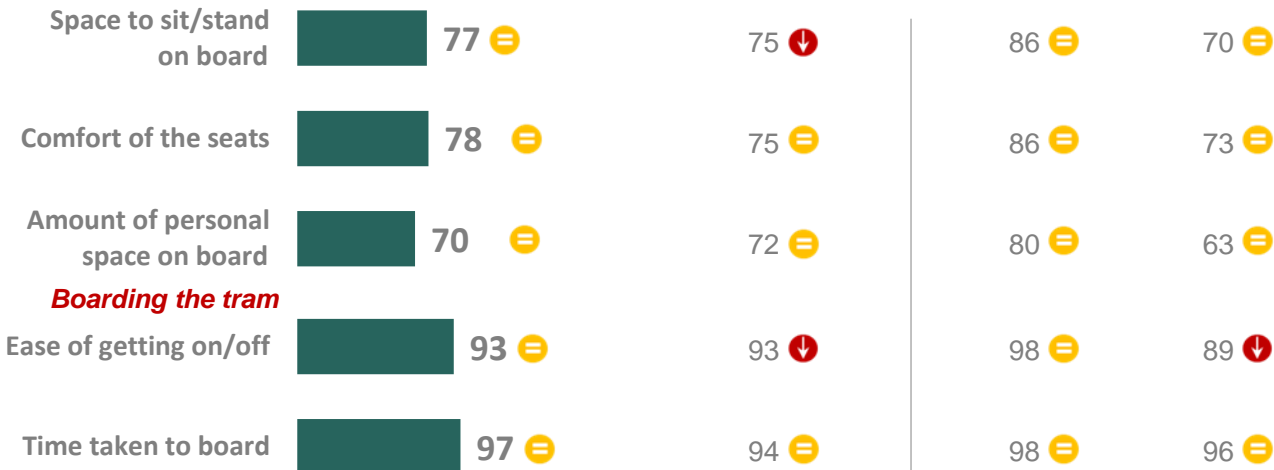
The analysis combines data from 2016 and 2017 surveys to increase robustness. It also excludes satisfaction measures relating to tram staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about tram staff. In order to run the analysis in a consistent and practical manner all staff measures have been excluded.

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

Passenger experience in Nottingham 2017: across the network



**Satisfaction with other measures driving overall journey satisfaction in Nottingham:
On tram environment and comfort**



Overall passenger experience in Nottingham 2017: a snapshot

At the stop

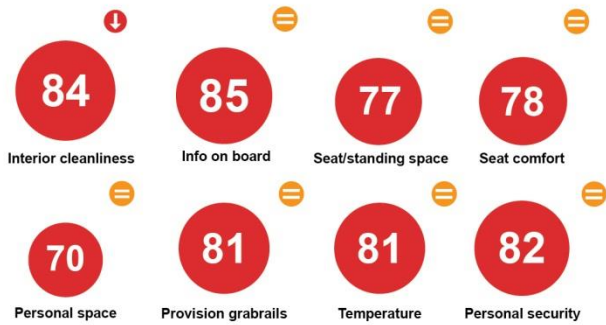


↑ Statistically significant increase since 2016
= No change
↓ Statistically significant decrease since 2016

Boarding



On board

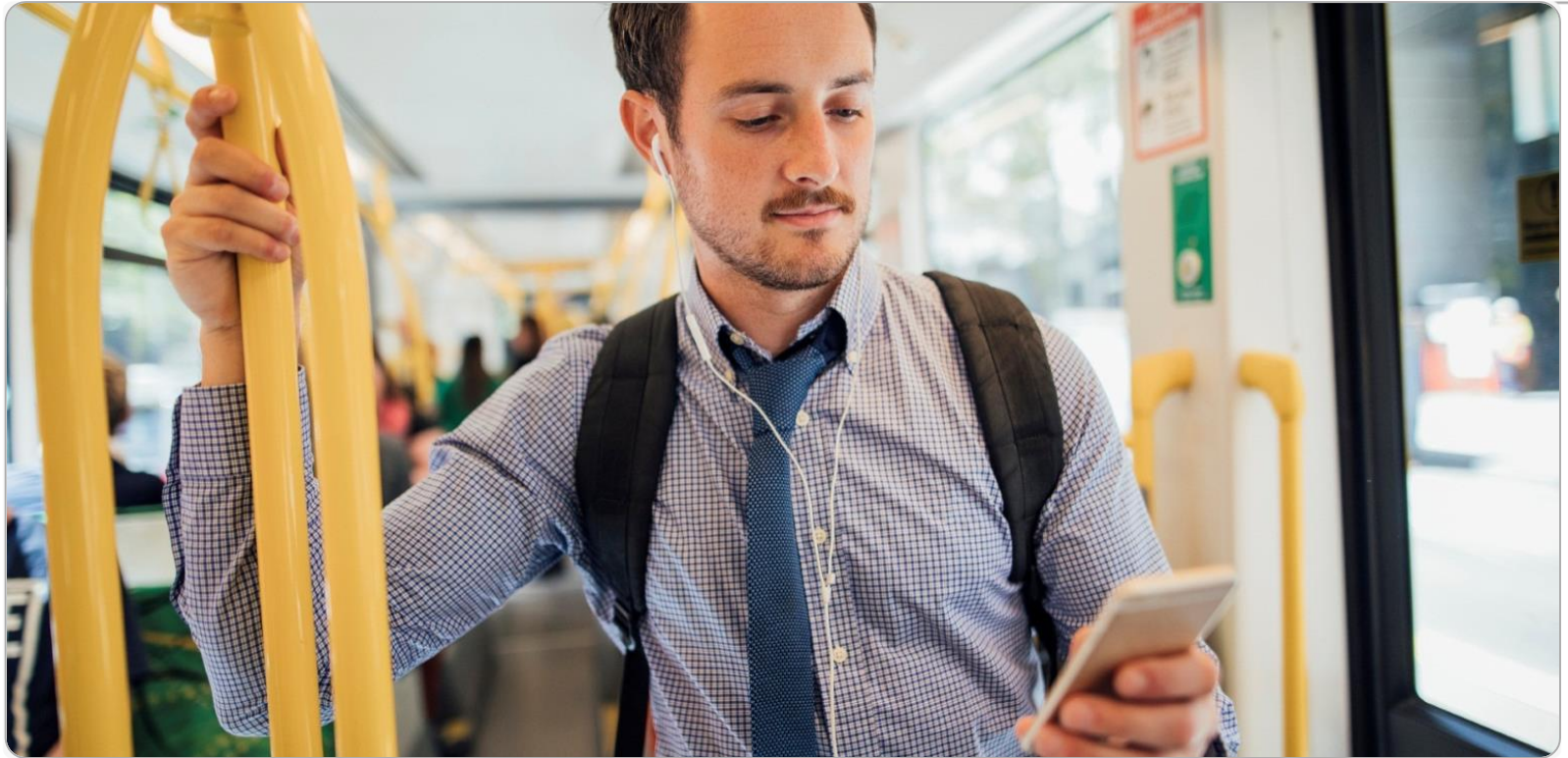


Summary of key findings (1)

- Overall satisfaction with journeys on Nottingham Express Transit has decreased significantly in 2017, with 92 per cent of passengers satisfied (2016: 97 per cent). Satisfaction is highest amongst those who are not commuting and aged 60+. The decrease in satisfaction this year is driven by the younger age groups, where satisfaction has decreased significantly from a very high 99 per cent in 2016 to 86 per cent in 2017
- Overall journey satisfaction is considerably lower on the Toton line, where satisfaction has decreased significantly to 85 per cent (2016: 97 per cent)
- The key factor which makes tram journeys both satisfactory and great is the on board environment and comfort of the tram. Attributes relating to this have remained relatively consistent compared to 2016, although satisfaction with the amount of personal space on board is the lowest (with 70 per cent satisfied in 2017)
- The other factor important to making a journey great is boarding the tram. Satisfaction is high, with 93 per cent of passengers satisfied with the ease of getting on/off the tram, and 97 per cent satisfied with the time taken to board. Satisfaction with ease of getting on/off has decreased significantly on the Toton line, with 89 per cent satisfied in 2017 (2016: 99 per cent)
- Amongst fare-paying passengers, satisfaction with value for money has remained consistent with last year. 79 per cent of passengers are satisfied (2016: 78 per cent). Interestingly commuters are more satisfied with value for money (81 per cent) than those not commuting (74 per cent)

Summary of key findings (2)

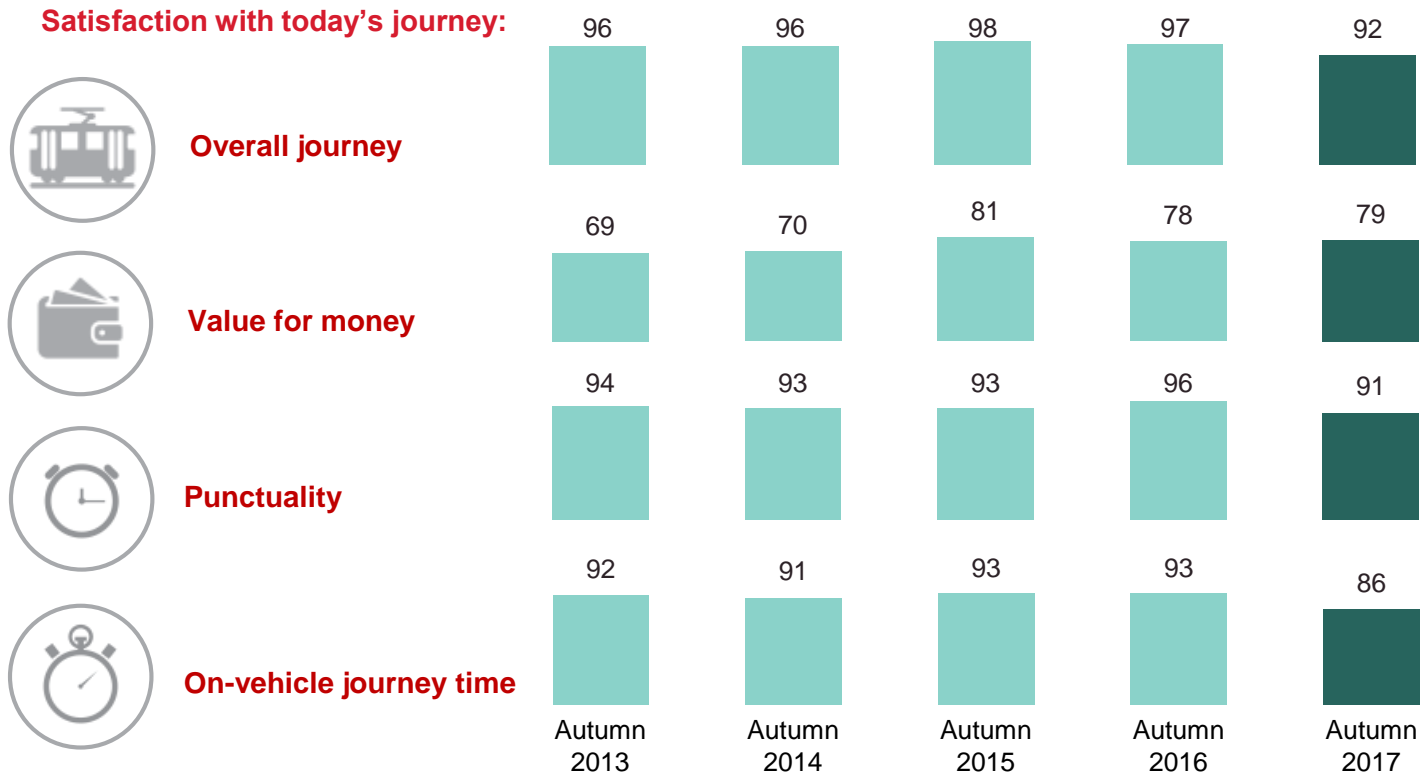
- When evaluating satisfaction with value for money, the cost of the tram compared to other modes of transport is the most important factor. The cost for the distance travelled is also influential
- A third of passengers (36 per cent) spontaneously mentioned an improvement that could have been made to their journey. The most common theme relates to the tram design, comfort and condition
- Other improvements often mentioned include tram staff, seating and capacity and the fares and tickets
- Only 5 per cent of passengers experienced a delay on their journey on Nottingham Express Transit (2016: 4 per cent)
- Just over half of NET passengers (51 per cent) were travelling for commuting reasons. 39 per cent were commuting to work and 12 per cent to education
- Most passengers (56 per cent) use a ticket vending machine to purchase their ticket. There was a relatively even split between passengers using a plastic card ticket format (45 per cent) and those using a paper ticket (38 per cent)



Tram Passenger Survey (TPS) – Nottingham

Experience and opinions of the journey

Experience and opinions of the journey: summary



- Statistically significant increase since 2016
- No change
- Statistically significant decrease since 2016

Who are satisfied and not satisfied passengers? – Nottingham









Very satisfied passengers are more likely to:



Fairly satisfied passengers are more likely to:



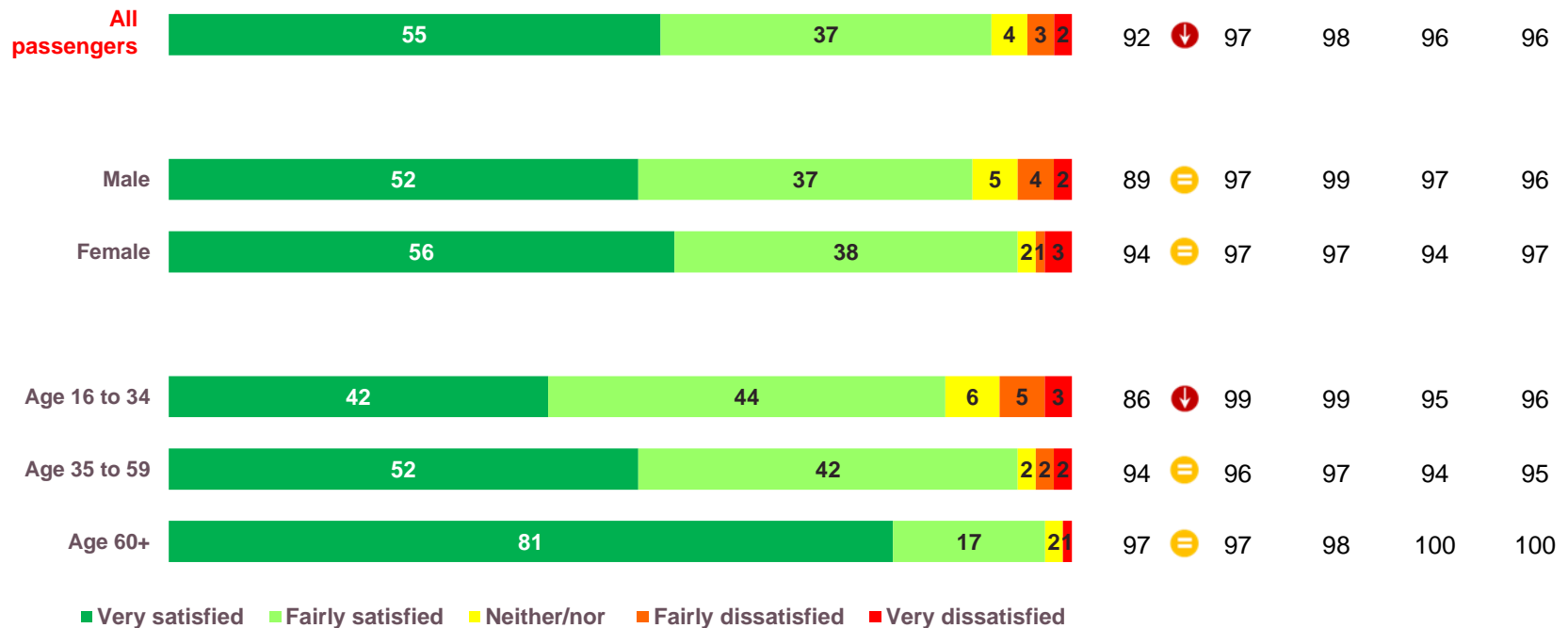
Not satisfied passengers are more likely to:

 Journey purpose	Be leisure travellers (52%)	Be commuters (60%)	Sample size of not satisfied passengers too small to report
 Time of travel	Travel during off-peak (40%) and weekends (21%)	Travel during weekends (41%)	
 Frequency of travel	Travel less frequently (5 or more days a week 26%)	Travel once or twice a week (38%)	
 Access to private transport	Have easy access to private transport (56%)	Have easy to moderate access to private transport ('easy' 53%; 'moderate' 36%)	
 Age and gender	Be quite evenly split across age groups (31% 16-34; 37% 35-59; 32% 60+)	Be younger 16-34 (47%) and female (52%)	
 Trust in the operator	Have high trust in the operator (81% rated 6-7 on a 7-point scale)	Have medium to high levels of trust (96% rated 3-7 on a 7-point scale)	
	Base: those 'very satisfied' with journey overall (219)	Base: those 'fairly satisfied' with journey overall (106)	Base: those 'neither/nor', 'fairly dissatisfied' or 'very dissatisfied' with journey overall (25)

Overall satisfaction (%) – by gender and age



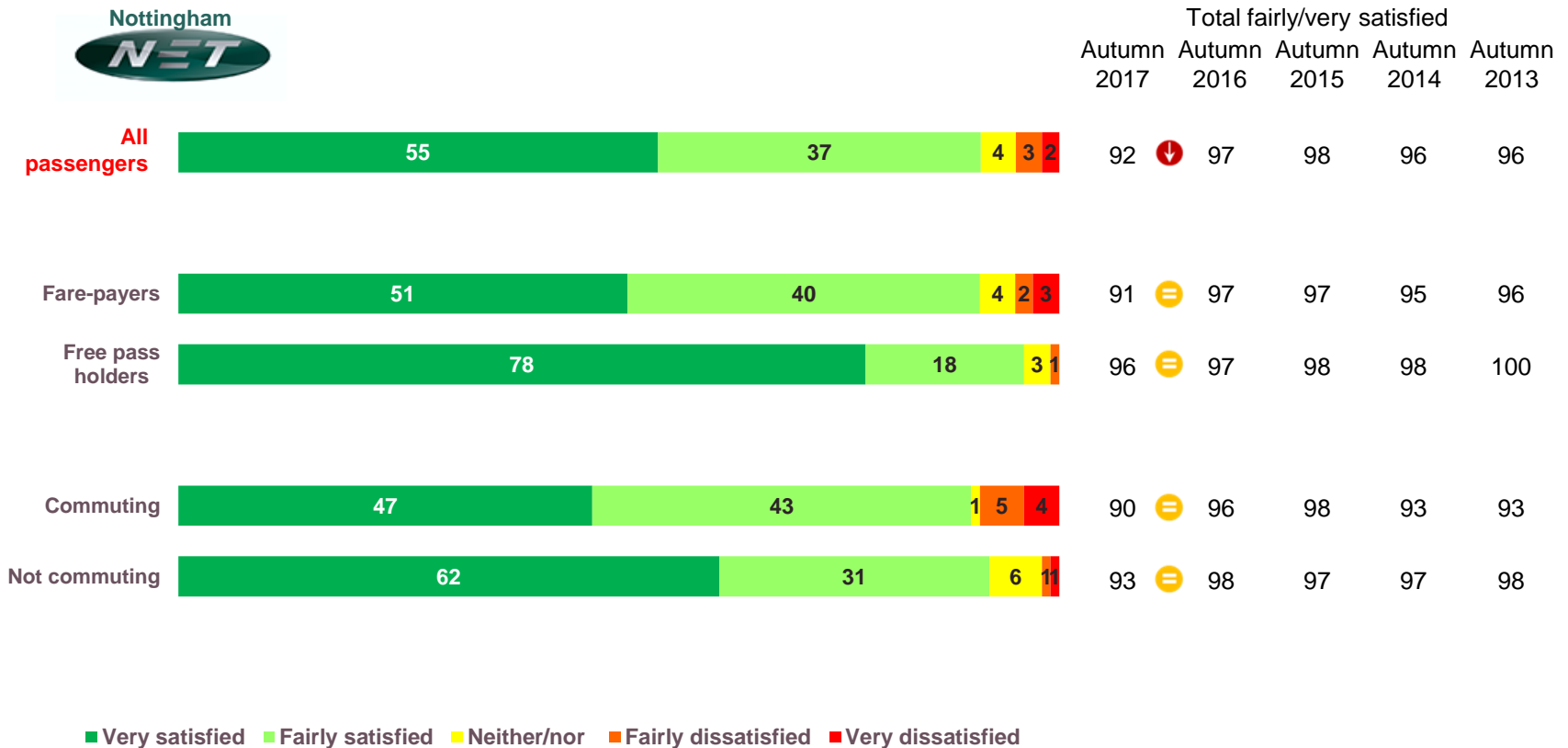
Total fairly/very satisfied
Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

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 – 350

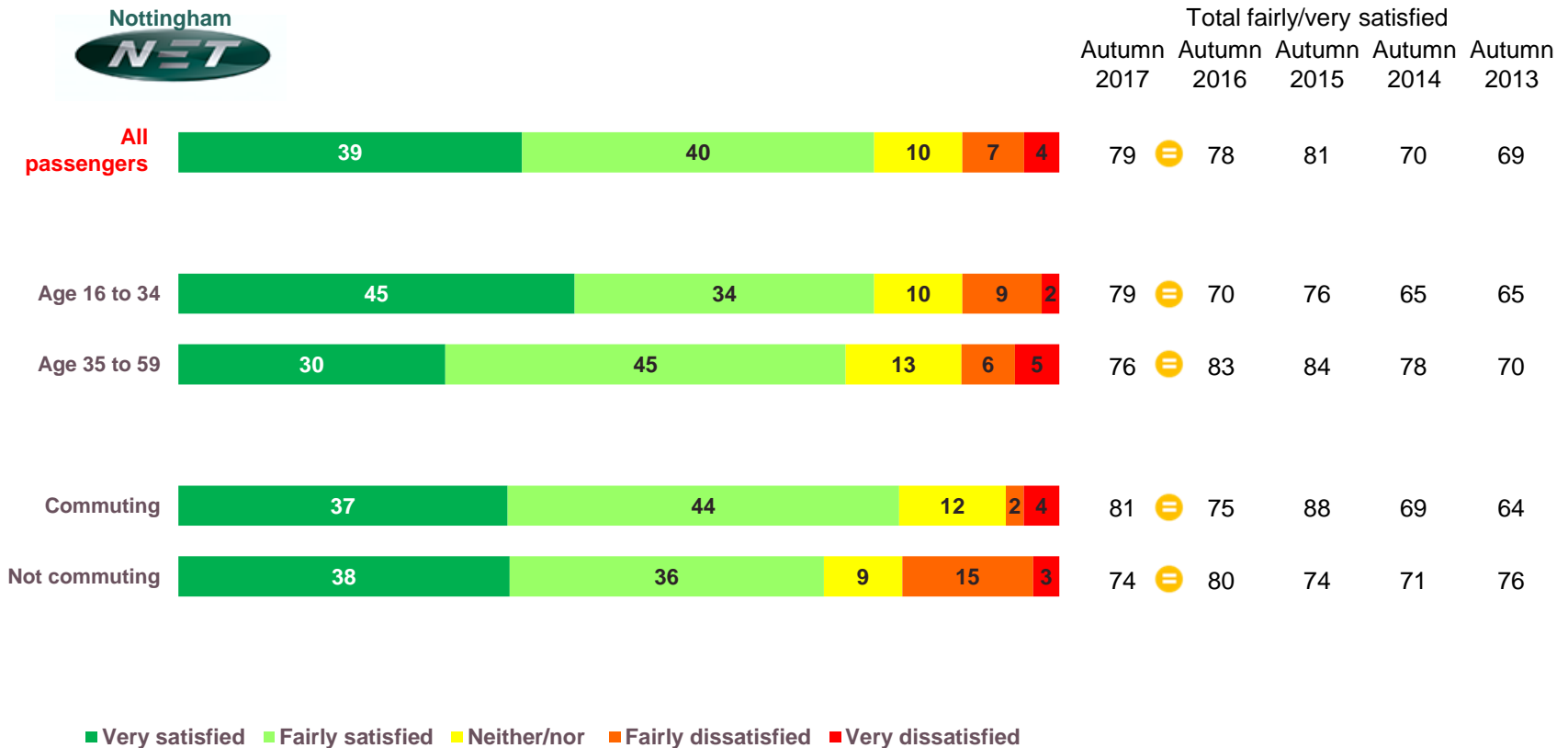
Overall satisfaction (%) – by passenger type



Statistically significant increase since 2016
 No change
 Statistically significant decrease since 2016

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 – 350

Value for money (%) – fare-payers only



↑ Statistically significant increase since 2016
= No change
↓ Statistically significant decrease since 2016

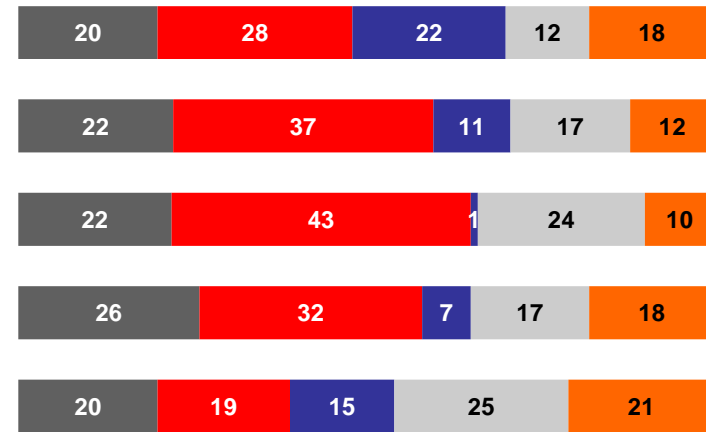
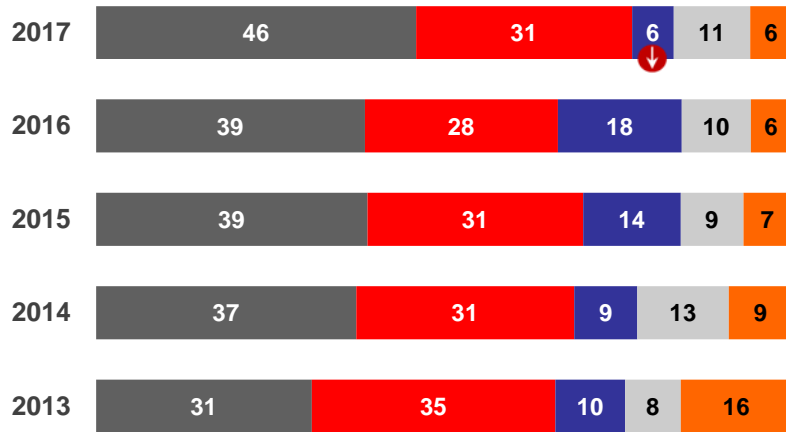
Q. How satisfied were you with the value for money of your journey?
 Base: All fare-paying passengers – 222

What influenced value for money rating (%)



Those satisfied with value for money

Those not satisfied with value for money



- Cost tram versus other transport
- Cost for distance travelled
- Comfort/quality for the fare paid
- Fare compared to everyday items
- Other reason

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

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

Base: All fare-paying passengers 222

- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Punctuality and on-vehicle journey time



Total fairly/very satisfied
Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. How satisfied were you with each of the following...Punctuality? Base: All passengers – 331


Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers – 347






Tram Passenger Survey (TPS) – Nottingham

Waiting at the stop

Waiting at the stop: summary

	Nottingham 
Satisfaction with the stop:	
Overall satisfaction with stop	94 =
Distance from journey start	83 =
Convenience/accessibility	91 =
General condition and maintenance	94 =
Freedom from graffiti/vandalism	95 =
Freedom from litter	94 =
Behaviour of other passengers	86 =
Information provided	88 =
Personal safety	91 =

-  Statistically significant increase since 2016
-  No change
-  Statistically significant decrease since 2016



Waiting times:



Satisfaction: expected waiting time	92 =
Expected wait time	6 mins =
Actual reported wait time	5 mins ↓



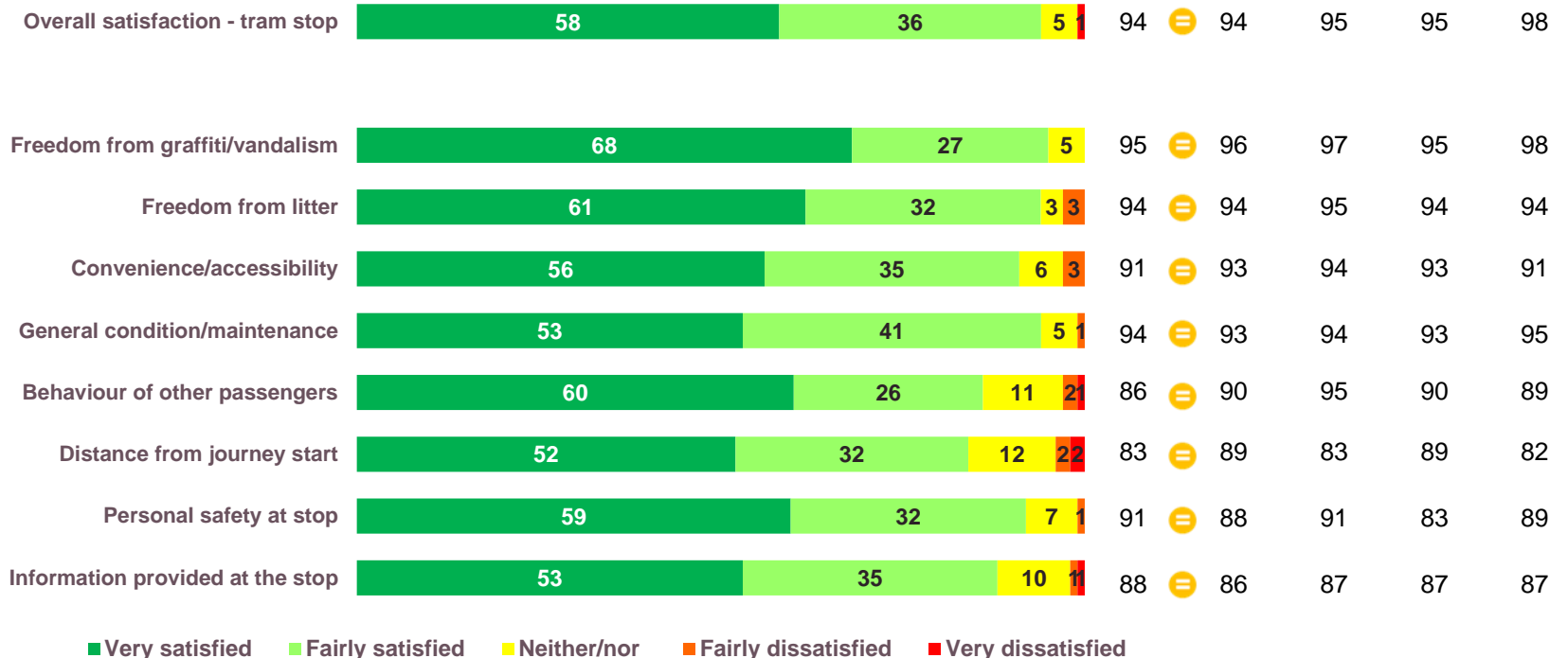
Checking tram information:

Passengers who checked tram time	83%
	↓
Info sources used before arriving at stop	Paper timetable most common
Info sources used at stop	80% electronic display
Among those that didn't check...	90% knew service frequent

Satisfaction – with the tram stop (%)



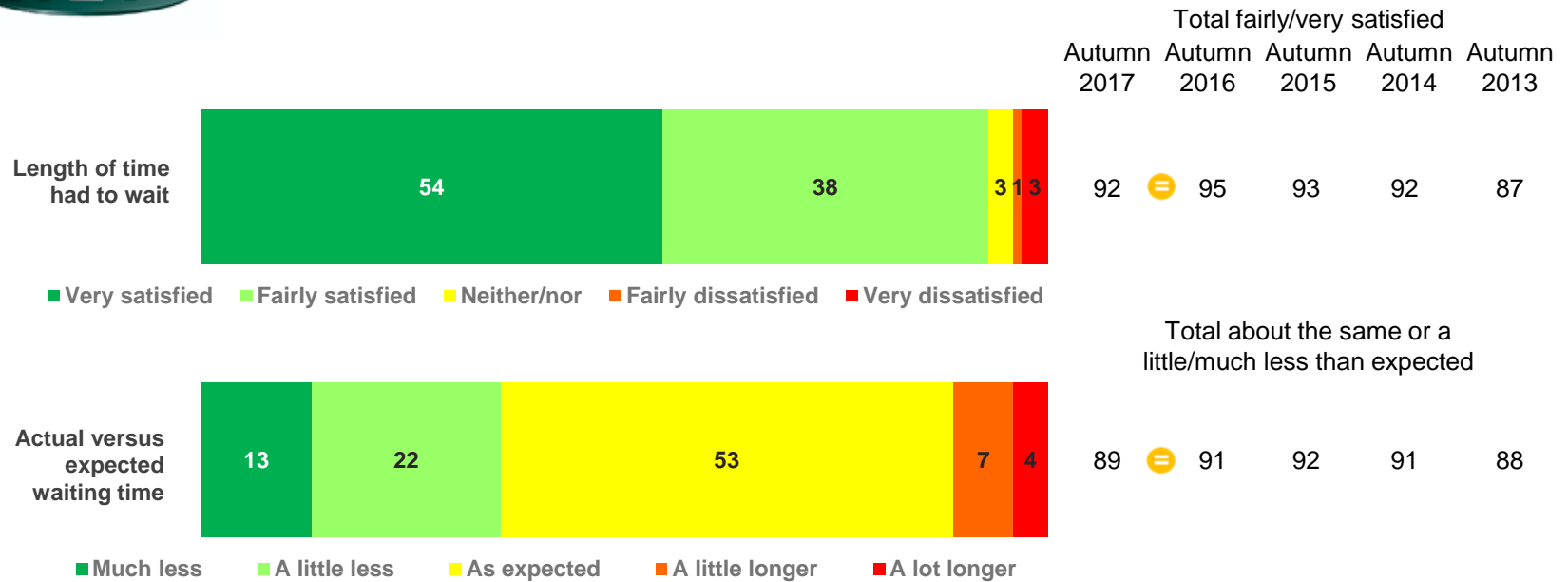
Total fairly/very satisfied
Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. Overall, how satisfied were you with the tram stop? & Q. Thinking about the tram stop itself, how satisfied were you with the following:
Base: All passengers – 346

Satisfaction with waiting time (%)



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. How satisfied were you with each of the following? & Q. Thinking about the time you waited for the tram today, was it [...] than expected?
 Base: All passengers – 348

Expected and reported waiting times



Nottingham

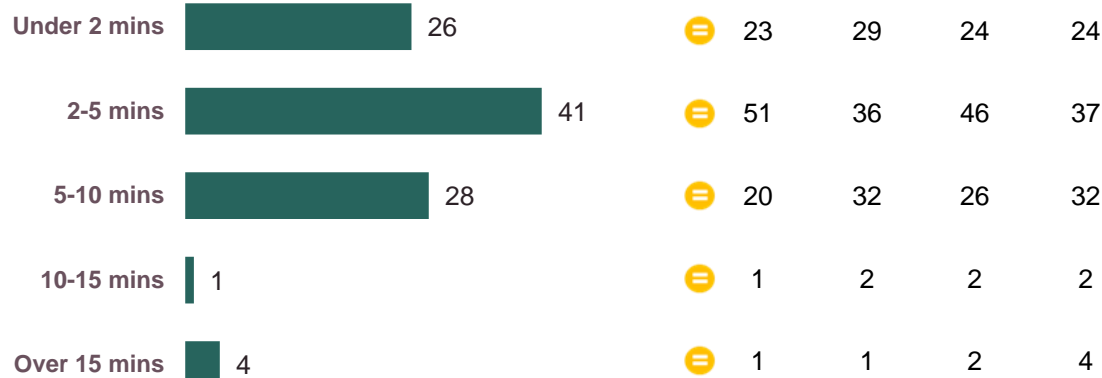
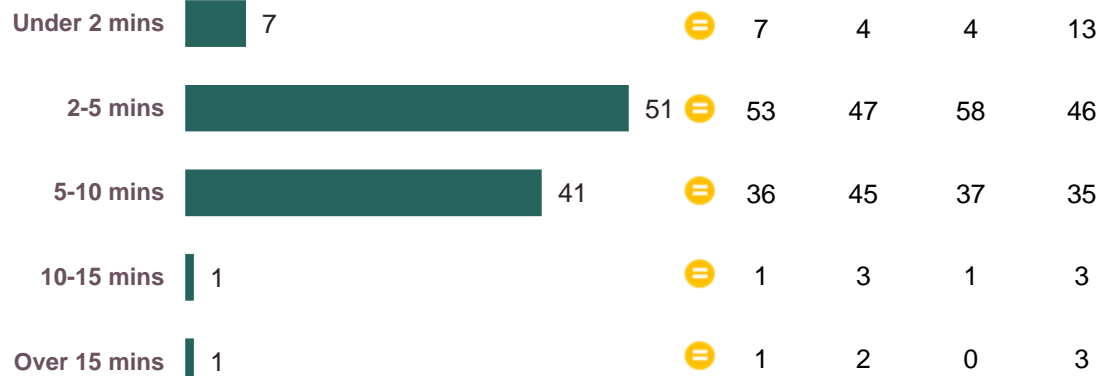
Autumn
2017

Autumn
2016

Autumn
2015

Autumn
2014

Autumn
2013



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. Approximately how long did you expect to wait for the tram? & Q. Approximately, how long did you wait for your tram

Base: All passengers – 355

How passengers checked tram times



Autumn
2017

Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013

Before Leaving the tram stop

Method	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Leaflet/paper timetable	4 =	4	7	5	10
Online	3 =	5	11	9	13
Live tram locator/timings	3 =	2	5	4	3
Disruption updates via social media	1 =	2	1	1	0
Other	2 ↓	6	10	8	9

At the tram stop

Method	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Electronic display	80 =	71	68	67	75
Information posters	0 =	3	2	2	6
Online	4 =	1	1	0	0
Live tram locator/timings	5 ↑	0	0	1	0
Disruption updates via social media	2 =	0	0	0	0
Other	6 ↑	1	1	1	1

- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. Did you check any of the following to find out when the tram was meant to arrive?
Base: All passengers – 355

Why passengers did not check tram times

Nottingham



	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Knew the trams ran frequently on this route	90 =	87	85	73	88
Already knew arrival times	13 =	9	5	7	12
Didn't have time	7 =	1	5	13	12
Did not matter to me when tram was meant to arrive	6 =	13	N/A*	N/A*	N/A*
Could not find the information	0 =	0	0	0	0
Did not know when tram was meant to arrive	N/A**	N/A**	3	1	2

↑ Statistically significant increase since 2016

= No change

↓ Statistically significant decrease since 2016

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

Base: All not checking tram arrival information – 58

*Not asked before 2016 **Not asked in 2016



Tram Passenger Survey (TPS) – Nottingham

The tram

The tram: summary

Nottingham



Start of journey

Route info on tram 93 =

Exterior cleanliness 93 =

Ease getting on 93 =

Time taken to board 97 =

On board

Interior cleanliness 84 ↓

Info on board 85 =

Seat/standing space 77 =

Seat comfort 78 =

Personal space 70 =

Provision grabrails 81 =

Temperature 81 =

Personal security 82 =

The driver

Appearance 83 =

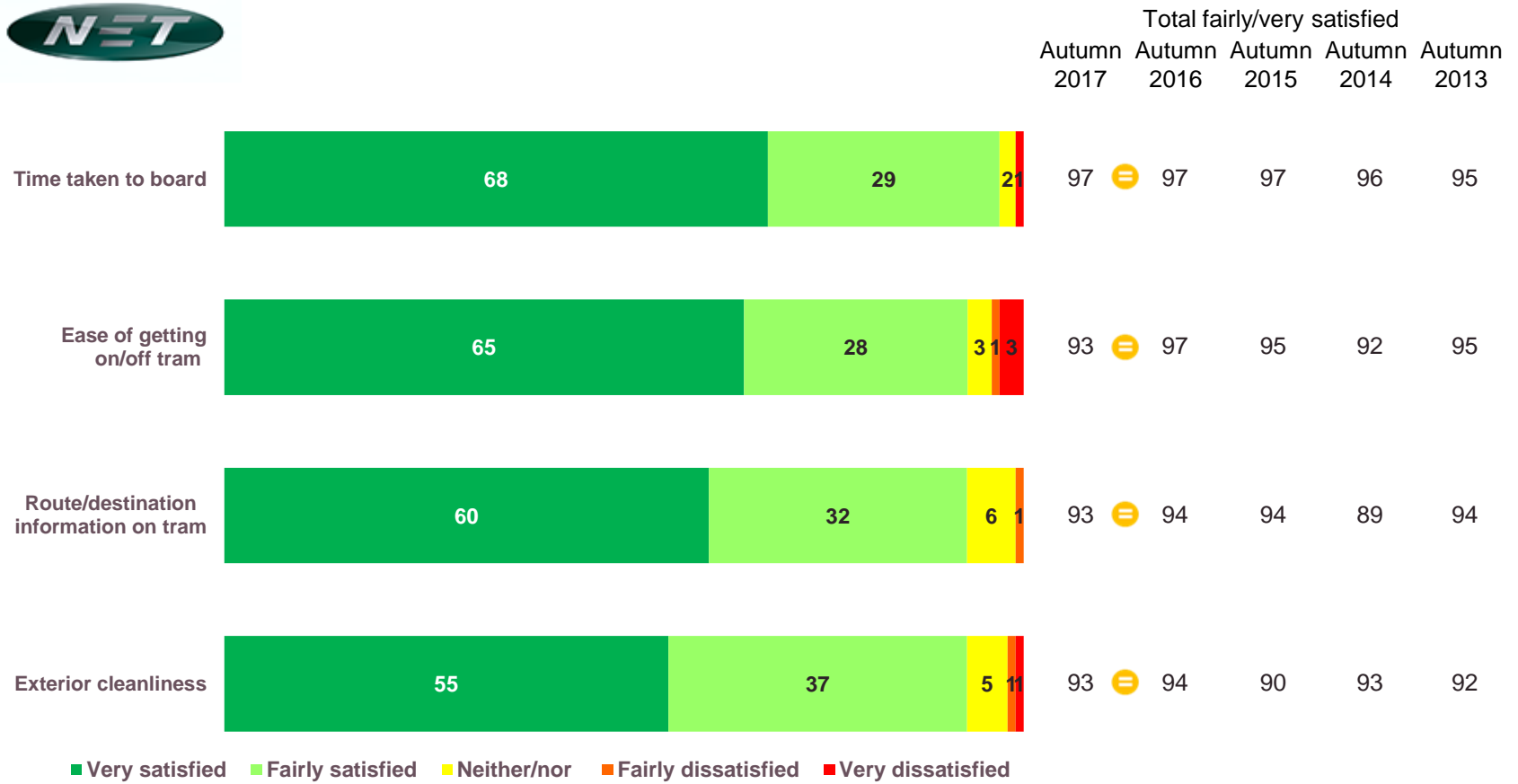
Greeting 66 =

Helpfulness/attitude 72 =

Safety of driving 88 =

Smoothness journey 80 =

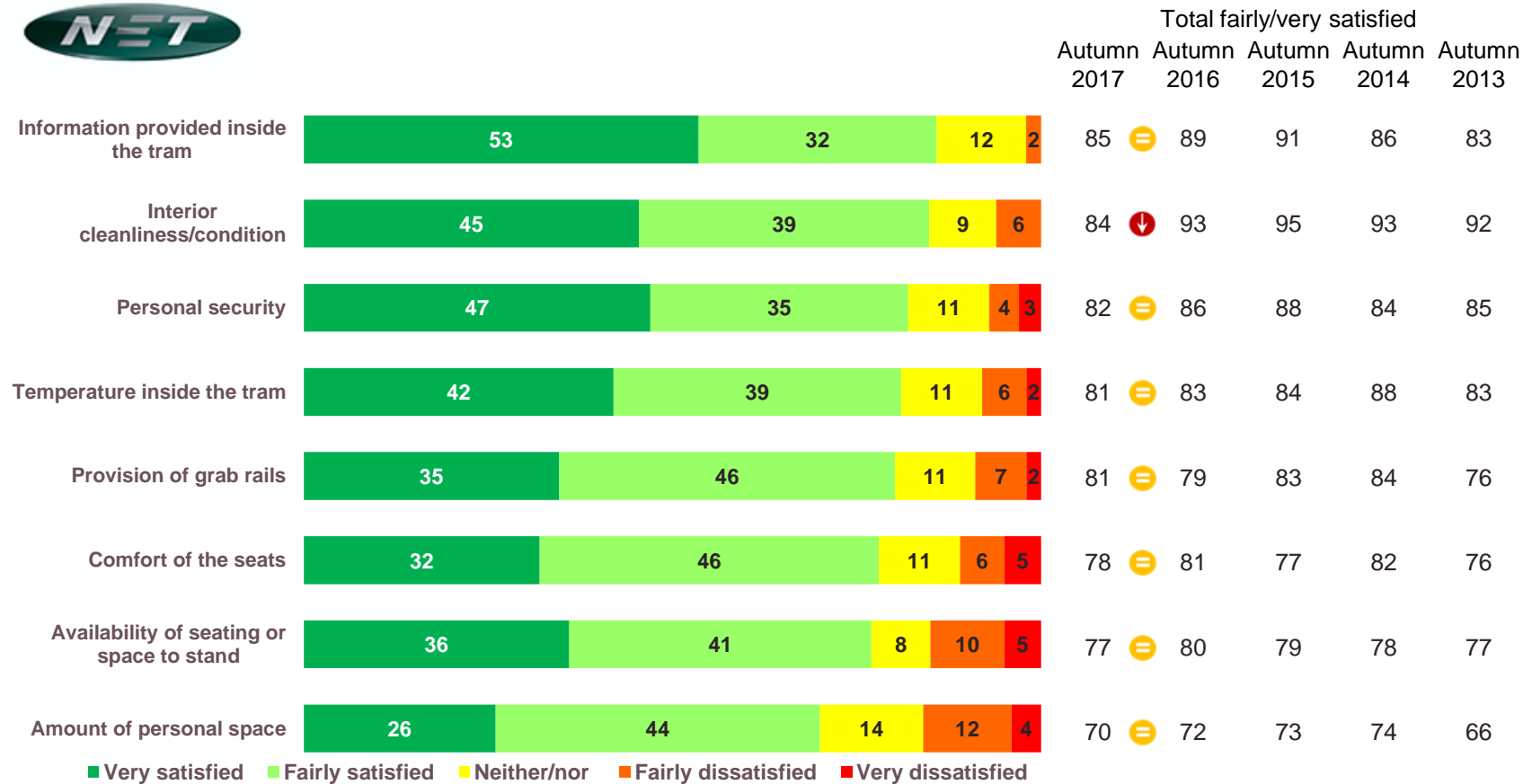
Satisfaction with start of journey (%)



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
 Base: All passengers – 355

Satisfaction on the tram (%)



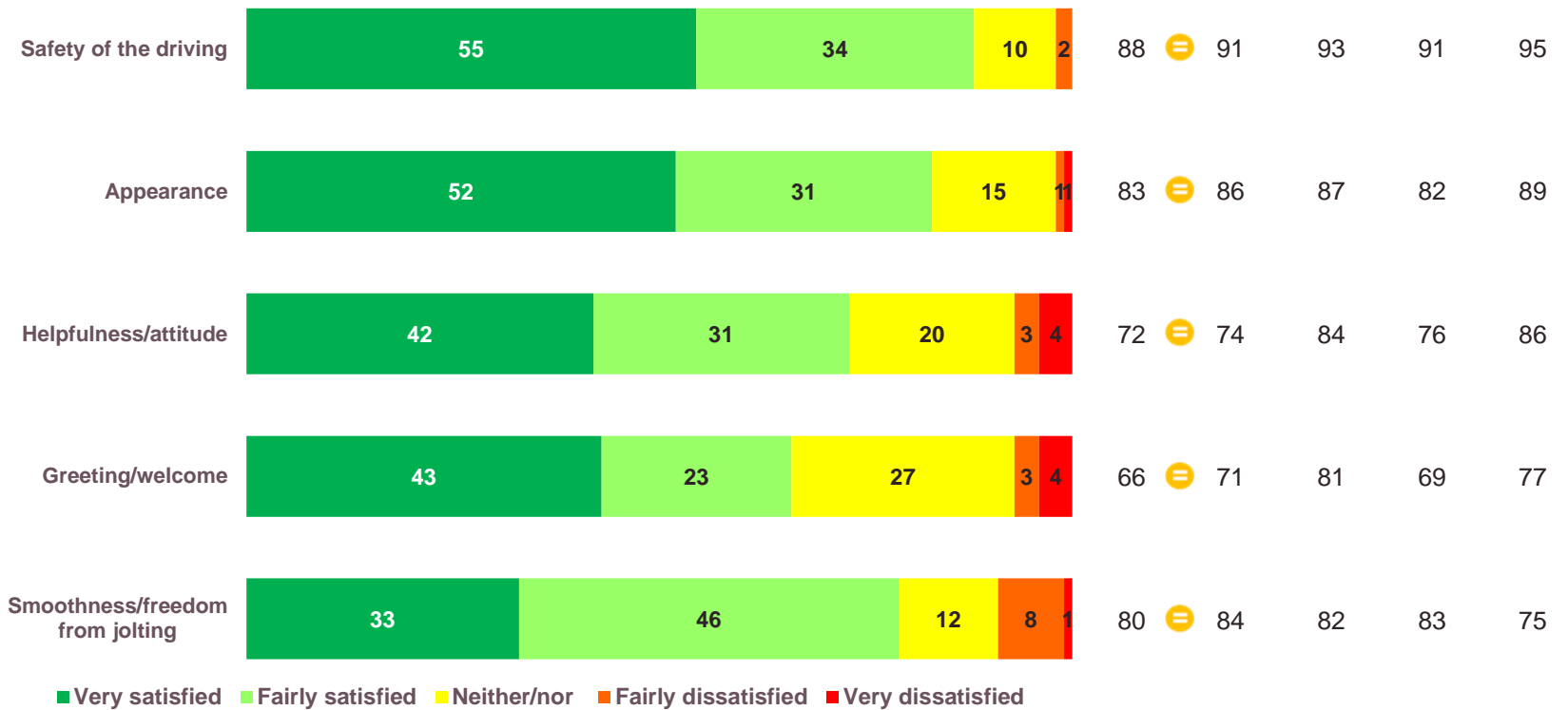
- Statistically significant increase since 2016
- No change
- Statistically significant decrease since 2016

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
 Base: All passengers – 355

Satisfaction with tram staff/driver (%)

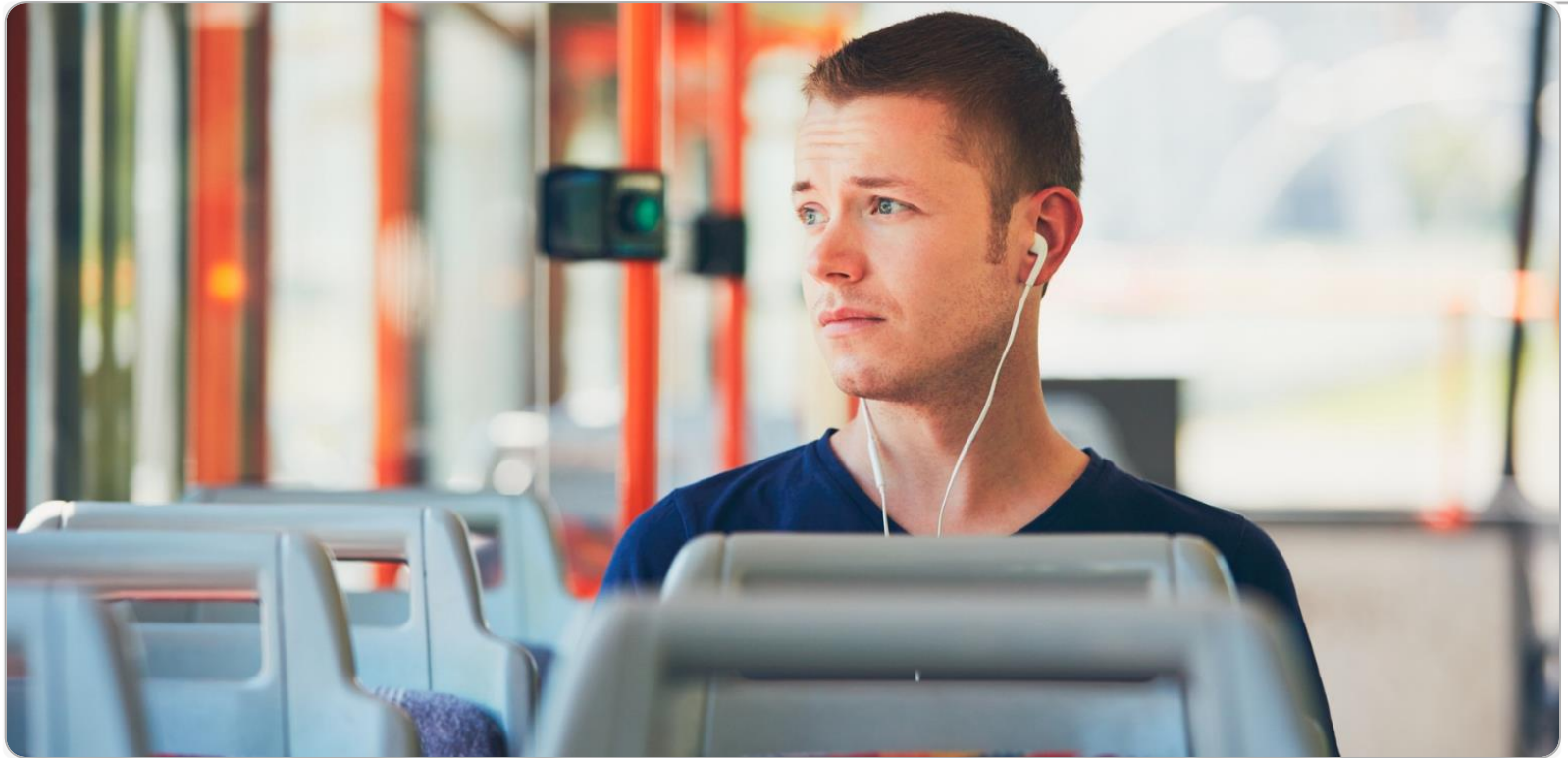


Total fairly/very satisfied
Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

TPS: Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers – 298



Tram Passenger Survey (TPS) – Nottingham

Negative experiences during the journey

Negative experiences during the journey: summary



Passengers experiencing a delay to their journey



Average length of delay
(perceived)

18 mins =

*Caution: small base (16)



Most common cause of delay

Tram failure* =

*Caution: small base (16)



Passengers with worry or concern about others' behaviour on board



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Experience of delays (%)

Nottingham



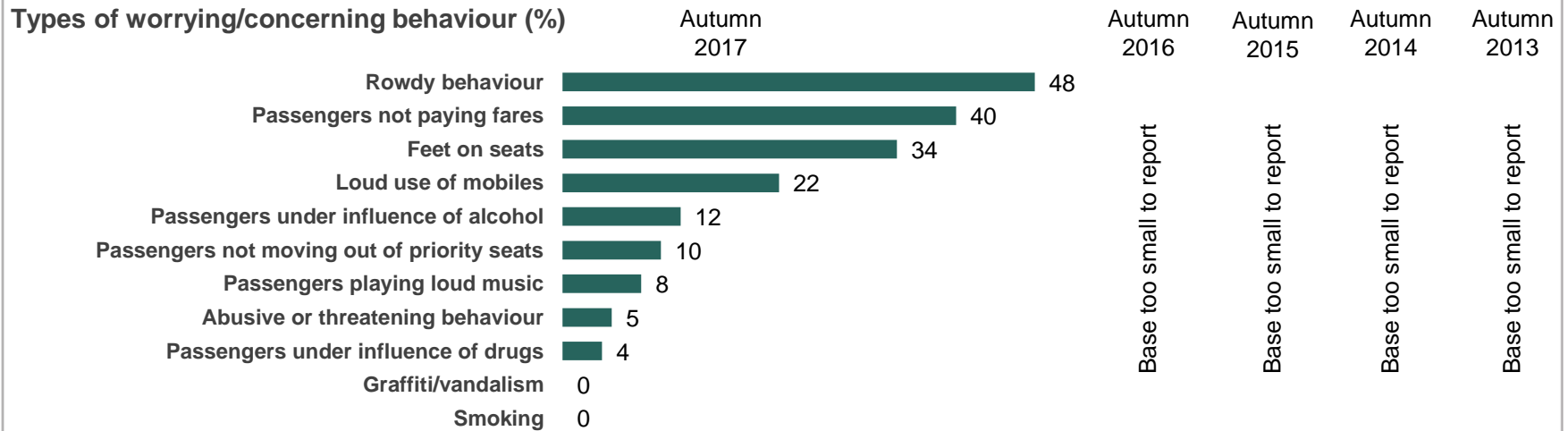
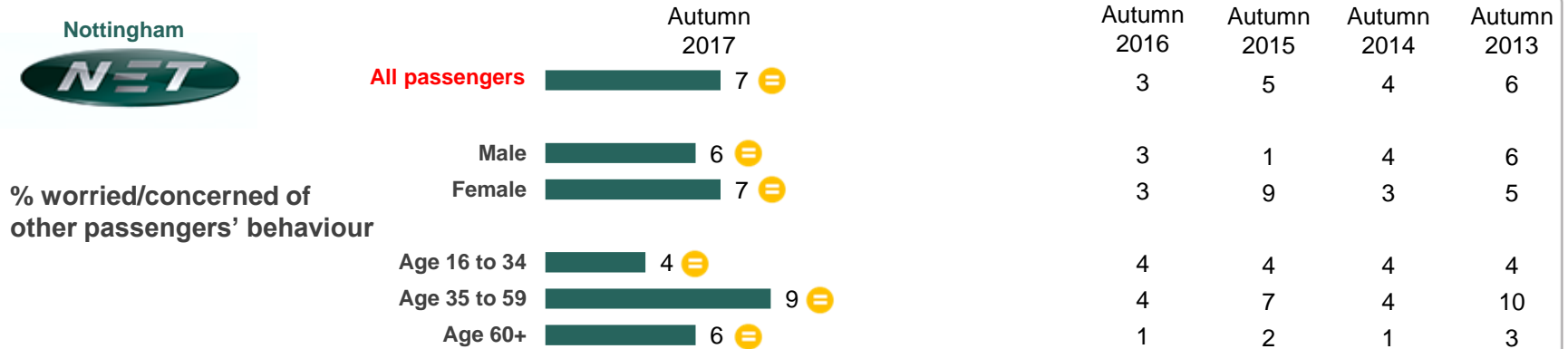
5 per cent (⊖) of Nottingham passengers experienced a delay (2016: 4 per cent). Average length of delay was 17.6 minutes (⊖)

	Autumn 2017	Autumn 2016	Autumn 2015
Signal/points failure			
Congestion/traffic jam	Sample size of concerned passengers too small to report upon	Base too small to report	Base too small to report
Tram failure			
Tram waiting too long at stops			
Time it took passengers to board			
Tram waiting too long at signals			
Planned engineering works			
Poor weather			
Had to use bus replacement			
Other			
No reason given for delay			
Not sure			

- ↑ Statistically significant increase since 2016
- ⊖ No change
- ↓ Statistically significant decrease since 2016

* 'No reason given for delay' not asked in 2013. Its addition could have caused the significant drops in the other factors
 TPS: Q. Why was your journey delayed?
 Base: All experiencing a delay - 16 (Caution small base)

Worry or concern at other passengers' behaviour (%)



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

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

Base: All passengers - 349

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

Base: All experiencing worrying/concerning behaviour – 29 (Caution small base)



Tram Passenger Survey (TPS) – Nottingham

Passengers' suggested improvements

Passengers' suggested improvements: the detail

Selected verbatim comments

The car park at Phoenix Park is very full, much earlier than it used to be. I have difficulty parking and frequently have to park at the end of the park on the kerb. Didn't used to be an issue.

More comfortable seats! Less announcements about tickets and swiping cards - we all know we need a ticket and to swipe our cards - it gets annoying!

More shelters at the stop as it was tipping it down. Maybe a screen in the vicinity or other sites when the next tram is coming

We were rammed on like cattle, hardly room to move. More trams at peak times would help. I always have to stand in recent weeks on what are very crowded trams.

More conductors about to sort out children during going to school hours.

Information on why my scheduled tram was missing or did not turn up.

I got an earlier tram today, which meant I managed to get a seat. Ordinarily, I'd have to stand most, if not all, of the journey and be crammed in with other passengers. There seems to be no authority when it comes to passenger capacity.

Less clunky tram. Sounded as if it was going to break down. Security presence on tram would be good, especially at night.

Run trams more often, so they are less cramped, to give passengers more personal space.

The announcements and beeping are far too loud - turn it down a bit please. Enforce the no food and drink rule.

A seat, quicker journey, smoother journey.



Tram Passenger Survey (TPS) – Nottingham

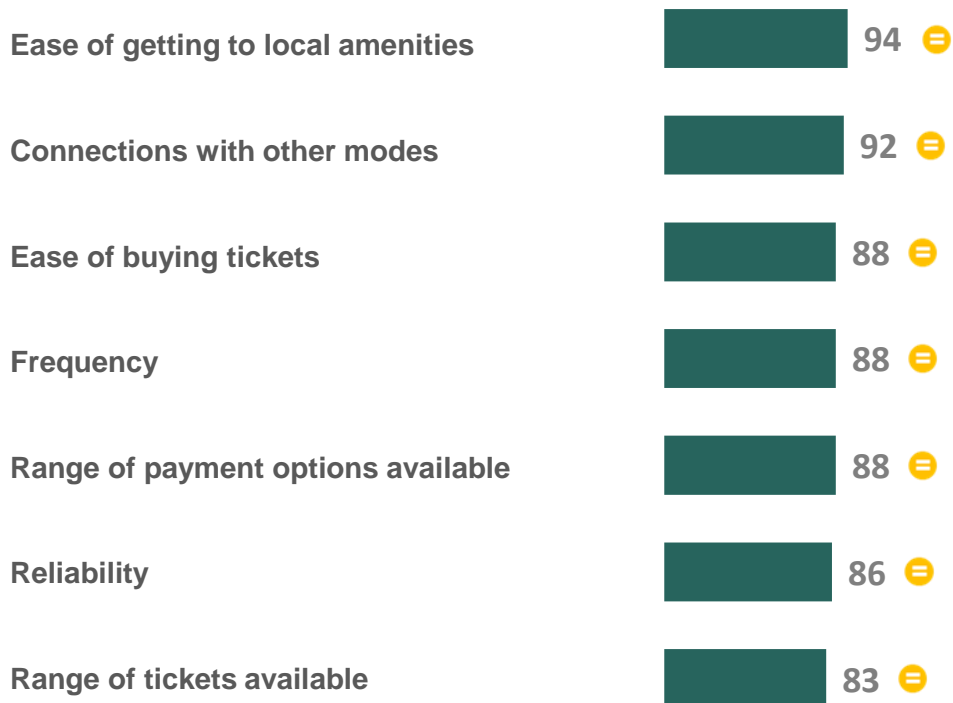
Opinion of trams in the local area

Opinion of trams in the local area: summary

Nottingham



General opinion of services in area:



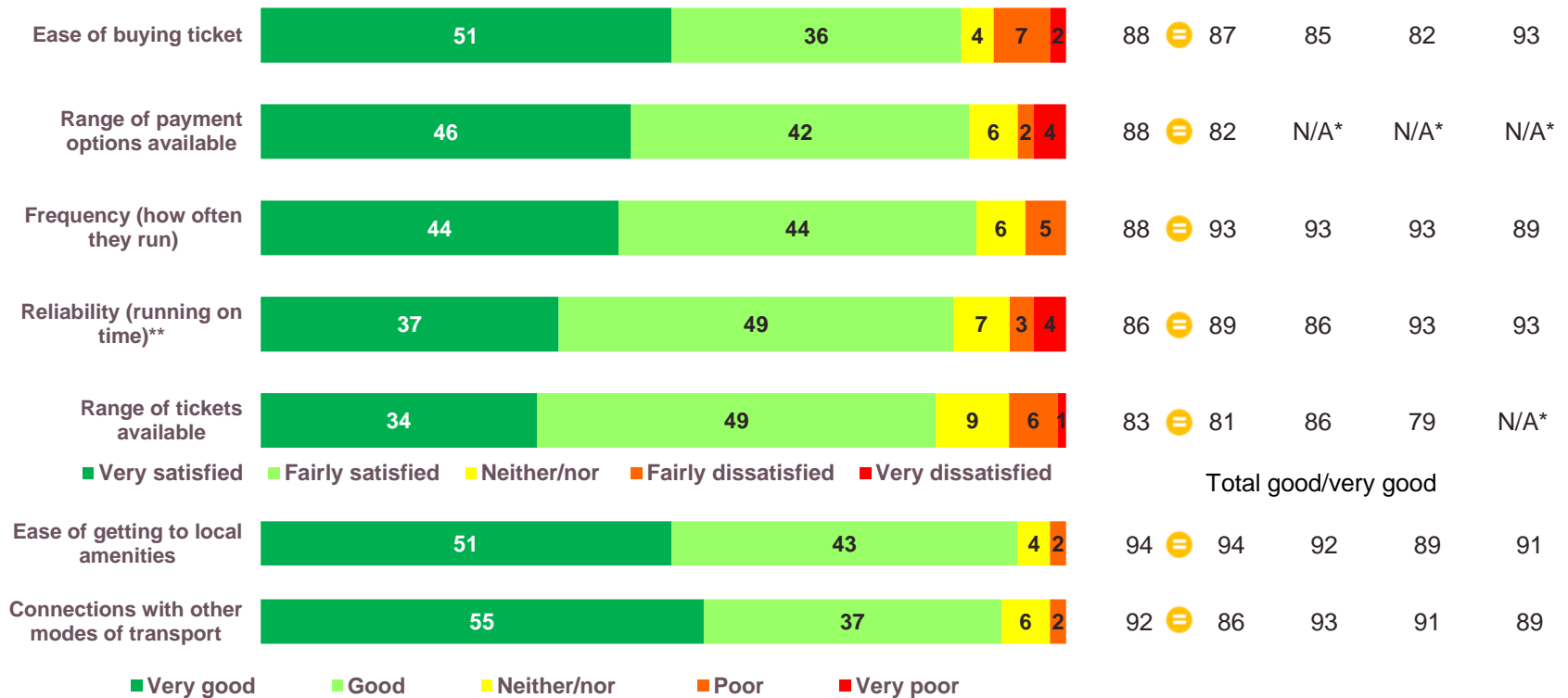
↑ Statistically significant increase since 2016
= No change
↓ Statistically significant decrease since 2016

Q. And how satisfied are you overall with tram services for the following?
Q. How would you rate tram services for the following?
Base: 347

Satisfaction on the trams generally



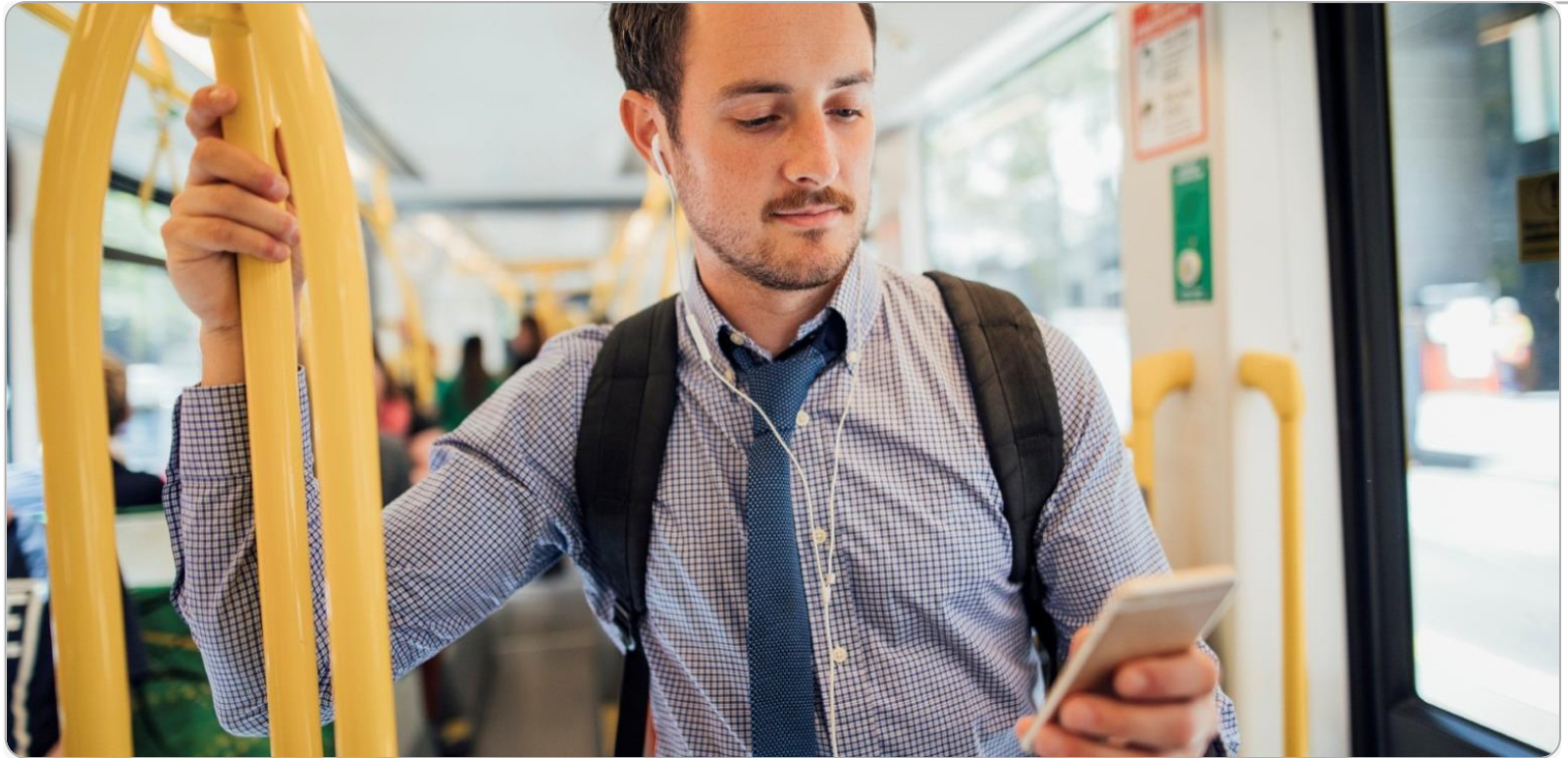
Total fairly/very satisfied
Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. And how satisfied are you overall with tram services for the following?
Q. How would you rate tram services for the following? Base: 347

*Not asked before 2016 **Statement changed in 2017 from 'Punctuality' to 'Reliability'.

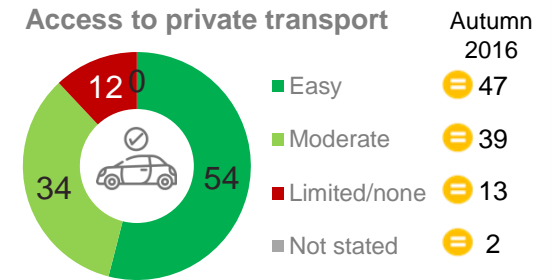
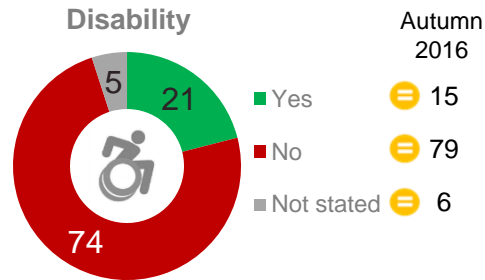
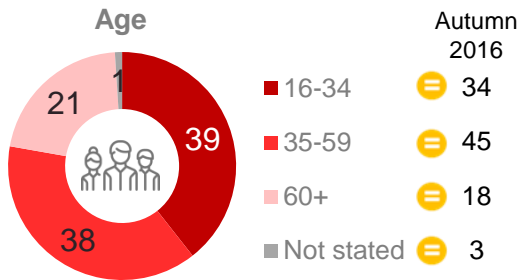


Tram Passenger Survey (TPS) – Nottingham

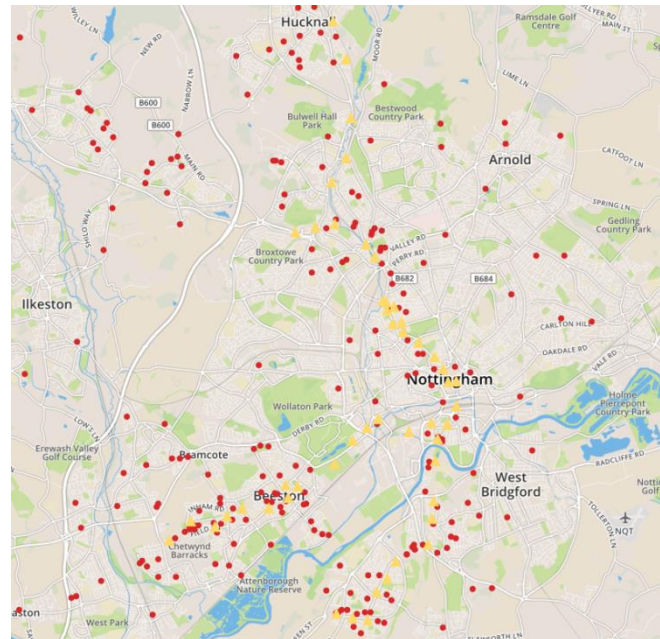
Appendix 1: the passenger and journey context

Nottingham passengers: summary

Overview of passenger demographics



Passengers' postcodes relative to tram network



● Tram stop
● Respondent

↑ Statistically significant increase since 2016
= No change
↓ Statistically significant decrease since 2016

Passenger profile

Nottingham



	Autumn 2017		Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Age						
16-34	39	=	34	39	44	46
35-59	38	=	45	43	34	36
Over 60	21	=	18	17	23	18
Not stated	1	=	3	2	N/A	N/A
Access to private transport						
Easy	54	=	47	48	52	48
Moderate	34	=	39	36	34	39
Difficult	12	=	13	13	12	11
Not stated	0	=	2	3	2	1
Has a disability						
Yes	21	=	15	11	15	12
Ticket type						
Free pass holders	20	=	20	13	19	15
Fare-payers	80	=	80	87	81	85

↑ Statistically significant increase since 2016

= No change

↓ Statistically significant decrease since 2016

Nottingham journeys: summary



	Autumn 2017		Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
NG9 - NG10	26	=	24	23	2	2
NG15 - NG18	16	=	20	24	25	37
NG11 - NG14	15	=	14	13	1	5
NG6	7	=	11	9	17	18
NG2	6	=	5	2	1	2
NG1	5	=	3	1	2	1
NG7	4	=	5	5	11	6
NG8	2	=	0	2	6	5
NG3	1	=	1	6	2	4
Any DE	7	=	8	5	6	3
Any LE	4	=	1	5	0	1
Any other	6	=	8	9	33	21

↑ Statistically significant increase since 2016

= No change

↓ Statistically significant decrease since 2016

Q: What is your postcode?

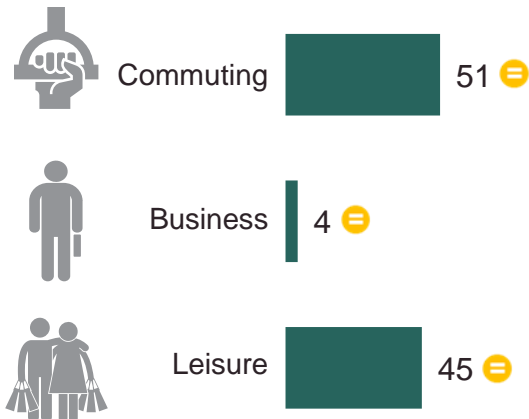
Base: All giving a postcode – 321

Nottingham journeys: summary (1)

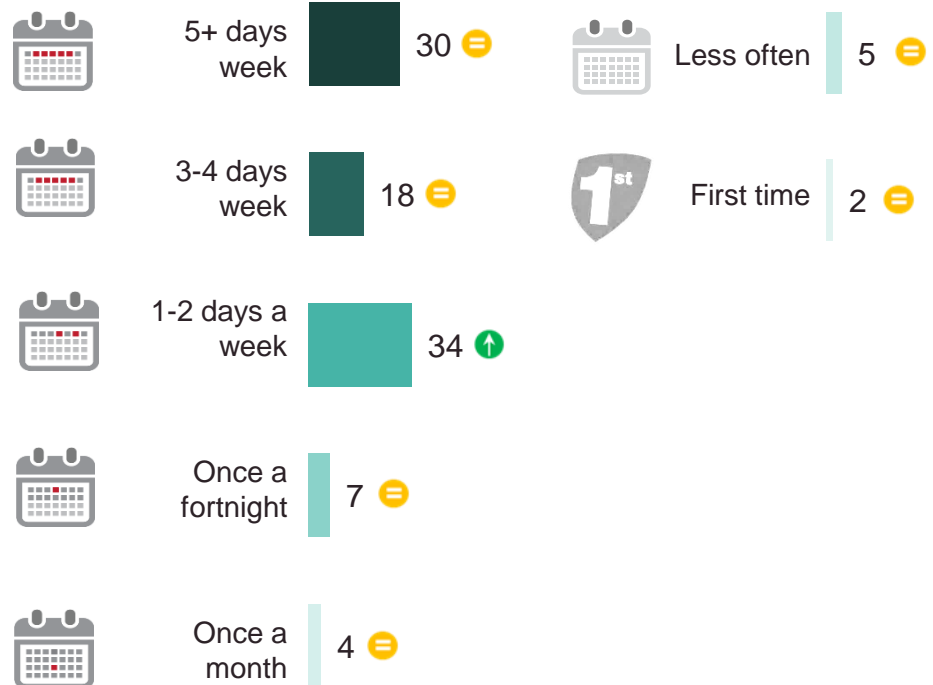


Passenger journey details

Journey purpose



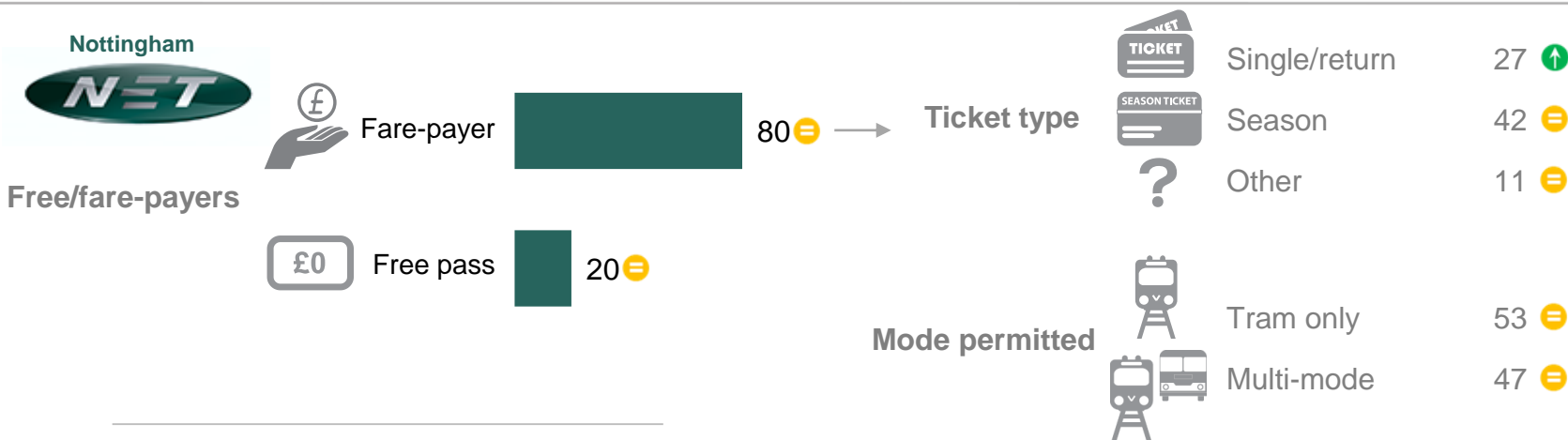
Frequency using trams in area



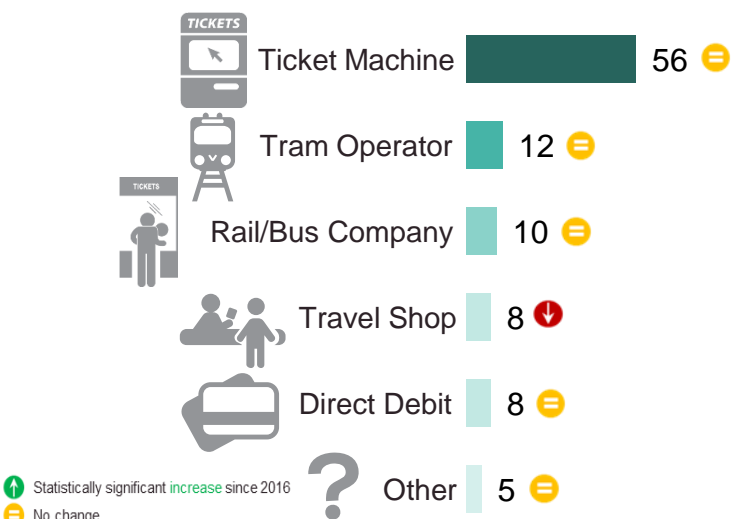
↑ Statistically significant increase since 2016
 = No change
 ↓ Statistically significant decrease since 2016

Nottingham journeys: summary (2)

Tickets used for today's journey

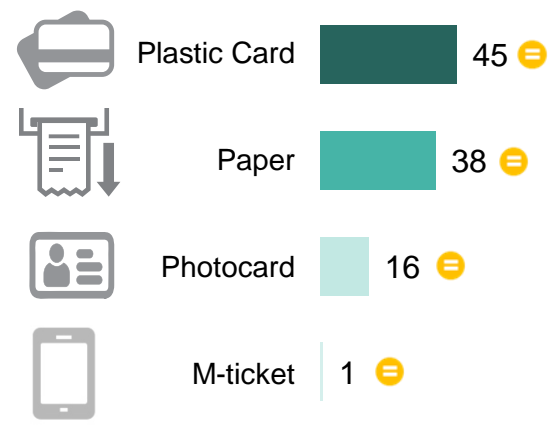


Purchased ticket via...



⬆️ Statistically significant increase since 2016
 ⊖ No change
 ⬇️ Statistically significant decrease since 2016

Ticket format



Nottingham journeys: summary (3)

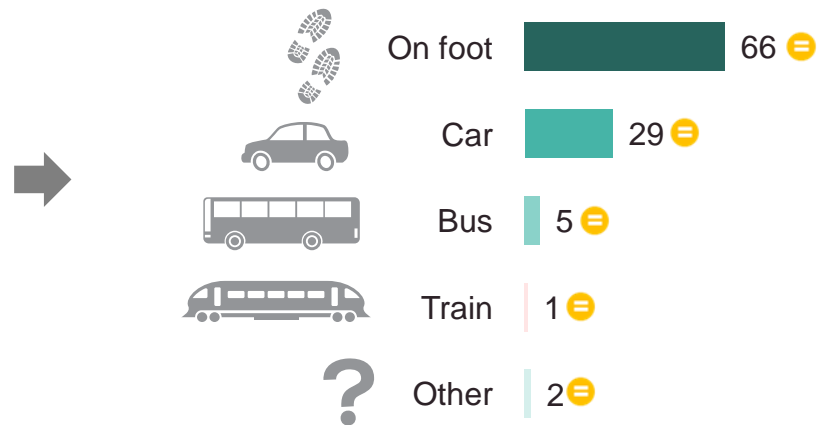
Most used tram stops: journey start

Hucknall	10	=
Old Market Square	9	=
Royal Centre	8	=
Phoenix Park	7	=
Clifton Centre	6	↑
Lace Market	6	=
Toton Lane	5	↓
Nottingham Station	5	=
Beeston Town Centre	3	=

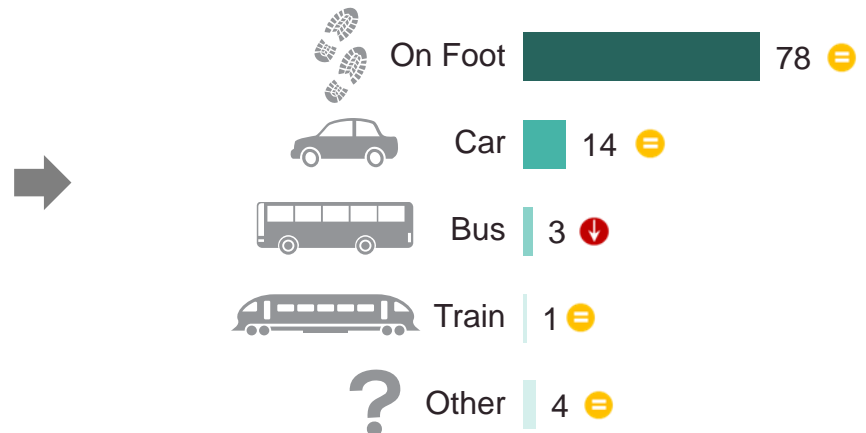
Most used tram stops: journey destination

Old Market Square	16	=
Toton Lane	9	↑
Nottingham Station	8	=
Lace Market	7	=
Royal Centre	6	=
Beeston Town Centre	6	=
Queens Medical Centre	6	=
Phoenix Park	5	=

Mode used to arrive at starting stop (all stops)



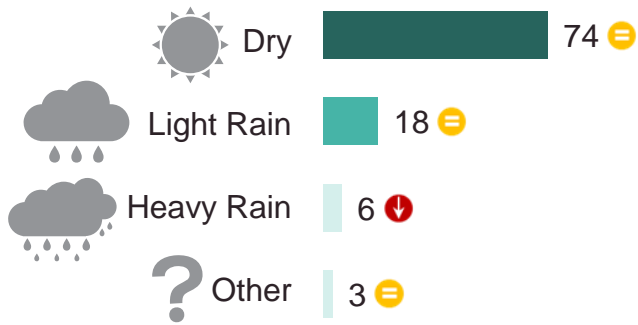
Mode used to travel on from destination stop (all stops)



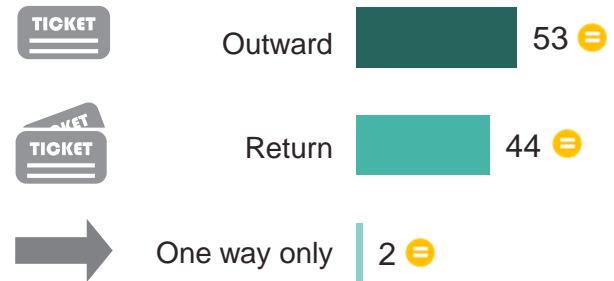
- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Nottingham journeys: summary (4)

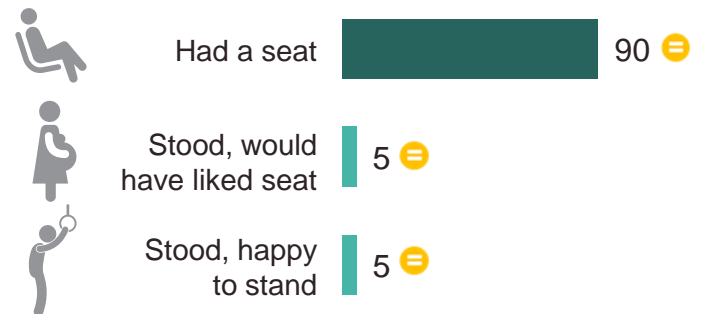
Weather on day of journey



Journey direction



Sitting/standing



- ↑ Statistically significant increase since 2016
- ⊞ No change
- ↓ Statistically significant decrease since 2016

Journey purpose

Nottingham



	Autumn 2017		Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Travelling to/from work	39	=	43	42	30	41
Travelling to/from education	12	=	8	10	8	13
Company business	4	=	3	1	1	1
Personal business	3	=	5	4	6	5
Health visit	6	=	2	1	2	1
Shopping trip	12	=	16	13	13	18
Visit friends or relatives	5	=	5	6	11	4
Leisure trip	17	=	14	20	25	12
Other	2	=	3	3	4	5
Sub-total: Commuter	51	=	51	53	37	54
Sub-total: Business	4	=	3	1	1	1
Sub-total: Leisure	45	=	47	46	62	45

↑ Statistically significant increase since 2016

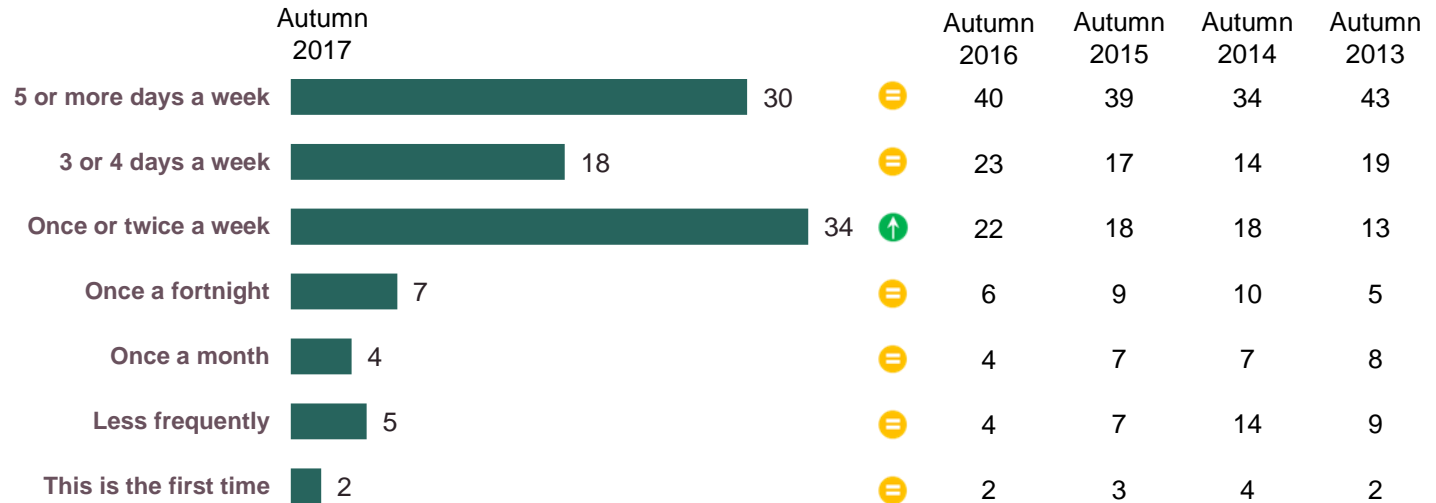
= No change

↓ Statistically significant decrease since 2016

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

Base: All passengers – 343

Frequency of using Nottingham Express Transit



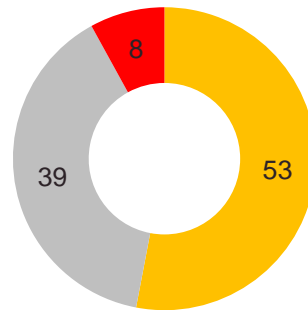
- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

Q. How often do you typically travel by tram?
 Base: All passengers – 349

Ticket type and modes of transport permitted



	Autumn 2017		Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Sub-total: Single/return	27	↑	14	23	20	27
Single	4	=	3	9	7	8
Return	22	↑	11	14	13	20
Sub-total: Season ticket/pass	42	=	52	57	42	51
Day pass	17	=	16	21	13	11
3 day/weekend	0	=	0	1	0	0
5 days/1 week	4	=	4	3	4	5
10 days/2 weeks	0	=	1	1	0	0
4 weeks/1 month	6	=	6	11	12	19
Quarterly/3 months	0	=	2	1	3	0
1 year	14	=	17	18	9	13
Other time period	2	=	6	2	0	4
Free pass/journey	20	=	20	13	19	15
Other ticket type	11	=	14	6	18	7



Mode of transport	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Tram only	46	53	52	54
Train and tram	1	1	1	1
Bus and tram	38	31	34	23
Train, bus and tram	15	15	13	22

- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

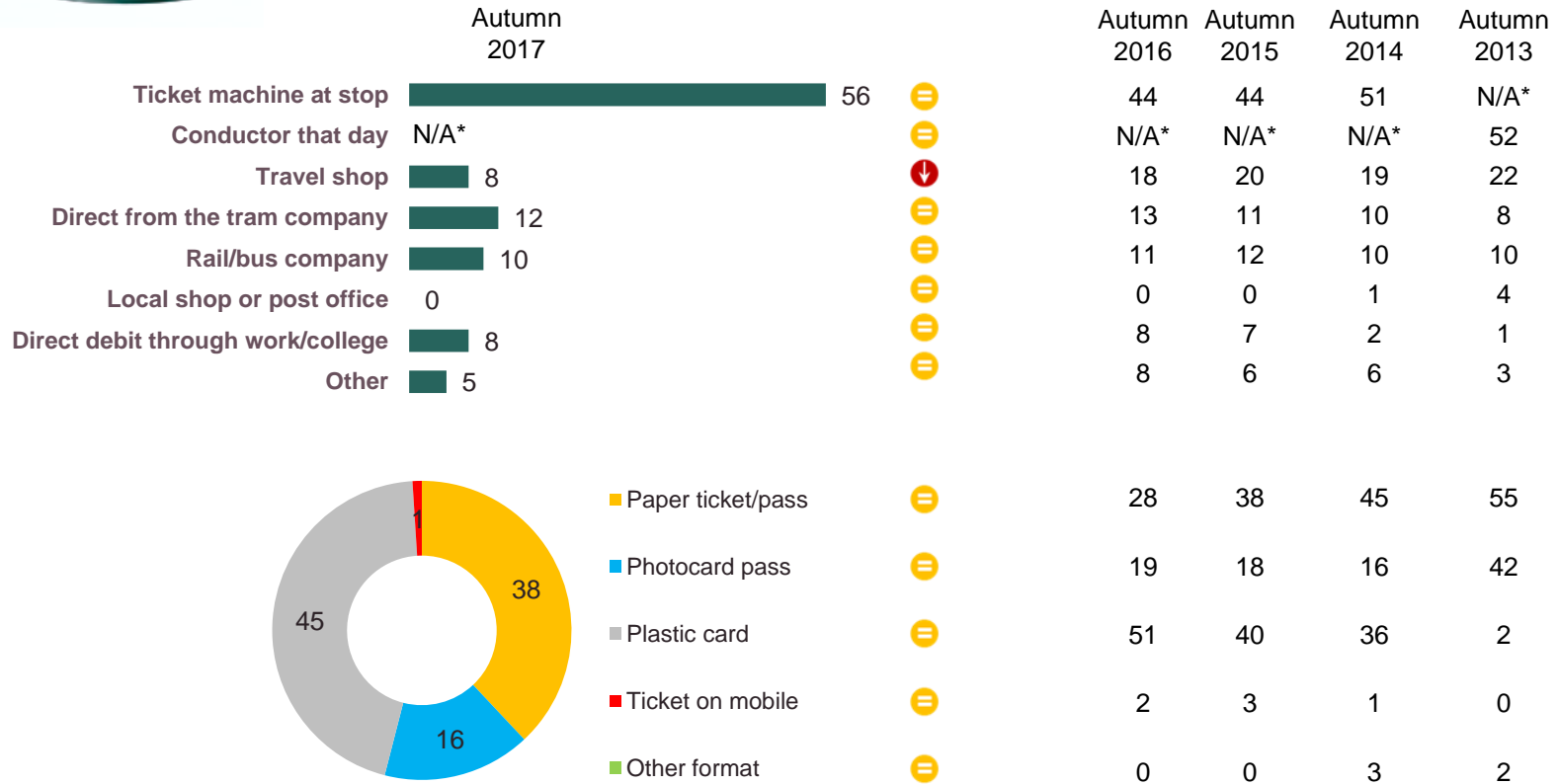
Q. What type of ticket/pass did you use for this tram journey today?

Base: All passengers – 319

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

Base: All passengers – 350

Method of buying ticket and ticket format



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

*Not asked for NET/ Not asked before 2016/2017

Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 216

Q. In what format was your ticket?
Base: All passengers – 343

Nottingham stops used by passengers surveyed



53% of passengers were on an outward journey, 44% on a return and 2% on a one-way trip (2016: 60%, 36% and 4% respectively) 76% had a seat for their whole journey, while 5% said they had to stand but would have liked to have a seat (2016: 89% and 3%). (The percentage having a seat for their whole journey is a significant drop from 2016; overall a similar proportion were able to sit, but in 2017 more people had a seat for only part of their journey)

Boarding	Autumn					Alighting	Autumn				
	2017	2016	2015	2014	2013		2017	2016	2015	2014	2013
• Hucknall	10	12	7	14	20	• Old Market Square	16	21	14	19	17
• Old Market Square	9	7	12	12	11	• Toton Lane*	9	3	9	N/A	N/A
• Royal Centre	8	3	7	5	3	• Nottingham Station*	8	9	12	N/A	N/A
• Phoenix Park	7	7	8	13	12	• Lace Market	7	7	10	4	7
• Clifton Centre*	6	1	2	N/A	N/A	• Royal Centre	6	9	10	22	13
• Lace Market	6	5	4	1	9	• Beeston Town Centre*	6	4	3	N/A	N/A
• Toton Lane*	5	12	8	N/A	N/A	• Queens Medical Centre*	6	2	2	N/A	N/A
• Nottingham Station*	5	6	7	N/A	N/A	• Phoenix Park	5	4	9	9	6

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

- Statistically significant increase since 2016
- No change
- Statistically significant decrease since 2016

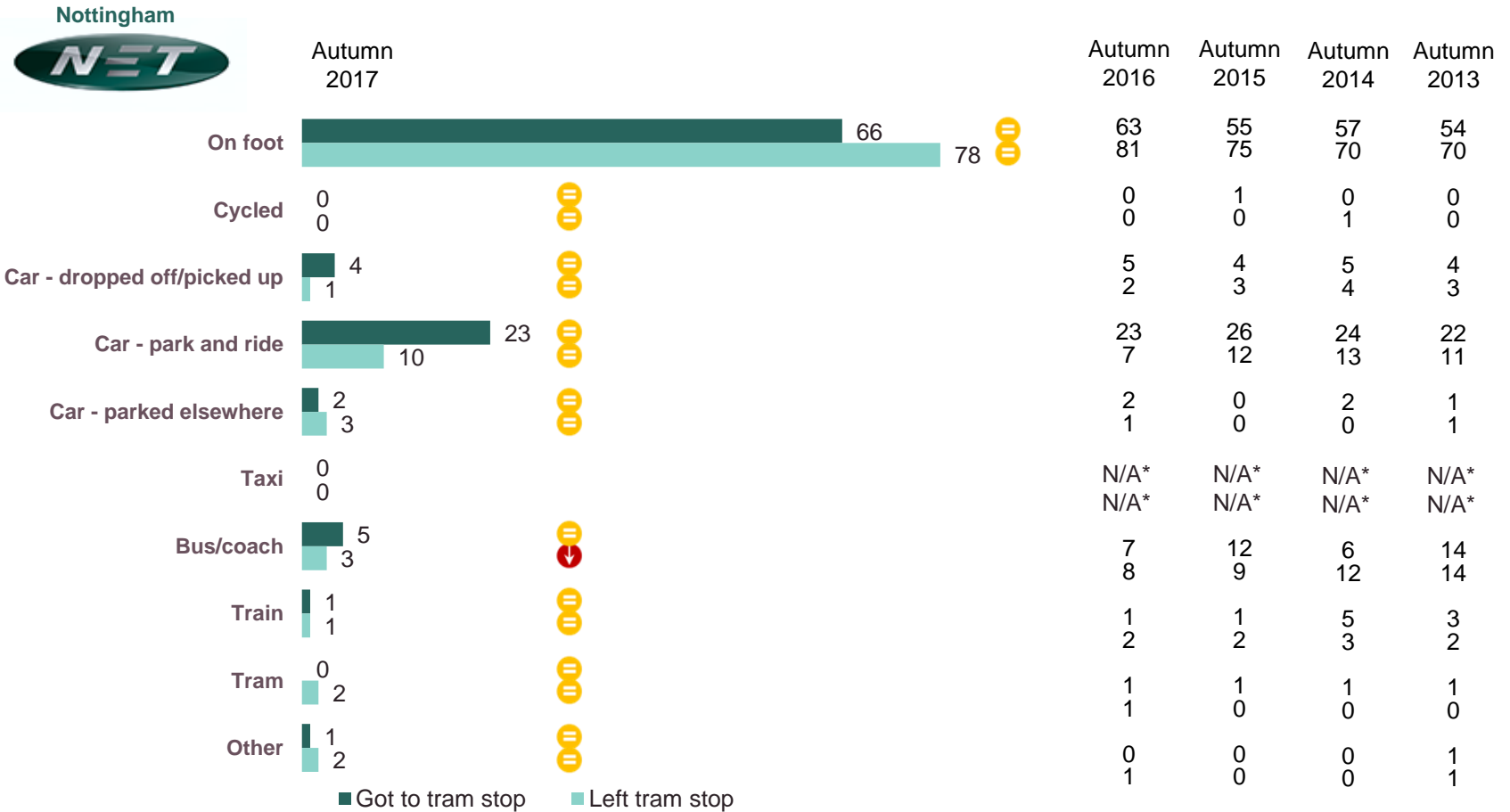
*Not included in 2014 survey

Q: Were you on your outward or return journey? Q: Did you get a seat on the tram?

Q: At which stop did you board/leave this tram?

Base: All passengers -355

How got to and from the tram stop



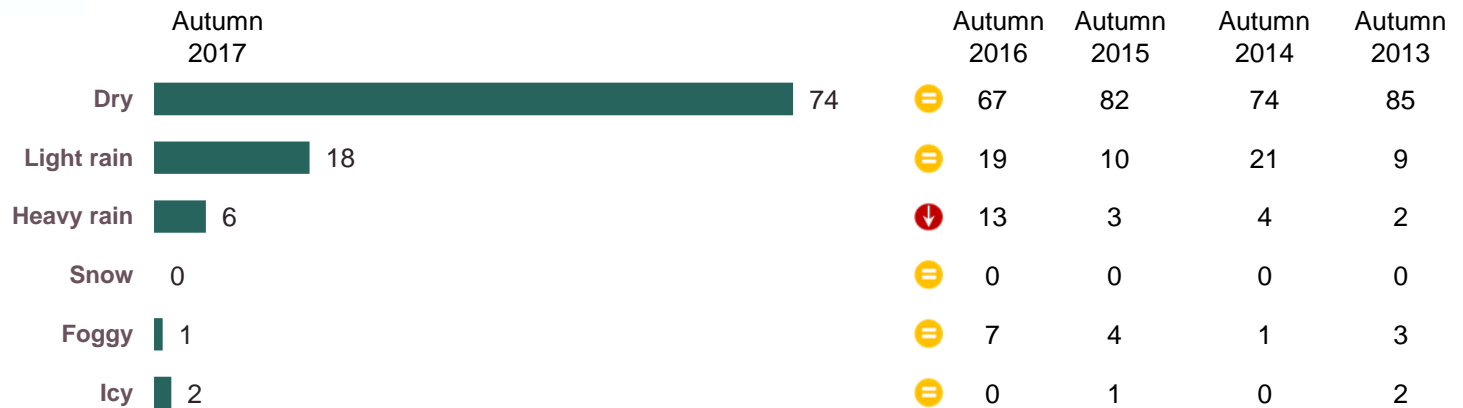
- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

* Not asked before 2017

Q: How did you get to/from the tram stop where you boarded/left the tram today?

Base: All passengers - 344

Weather conditions when journey made

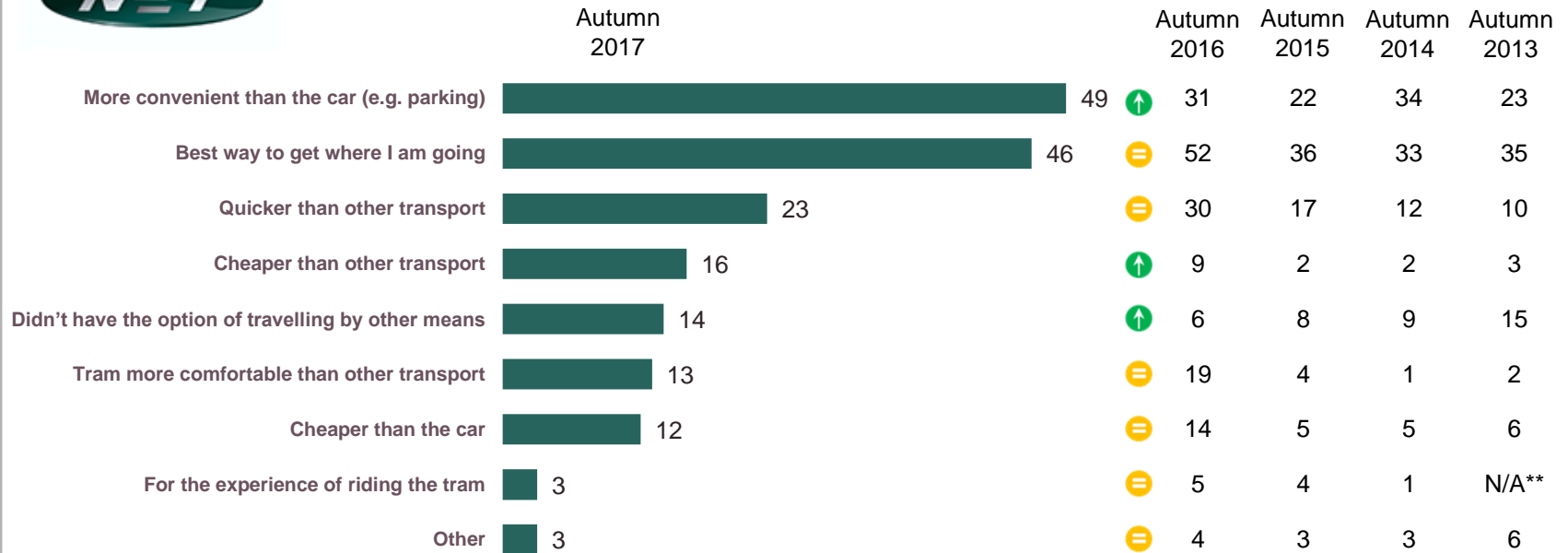


- ↑ Statistically significant increase since 2016
- ⊖ No change
- ⬇ Statistically significant decrease since 2016

Q. What was the weather like when you made your journey?
 Base: All passengers - 345

Reasons for choosing the tram

Nottingham



- ↑ Statistically significant increase since 2016
- = No change
- ↓ Statistically significant decrease since 2016

*Question changed to multi-code in 2016.

**Not asked in 2013

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

Base: All passengers – 334

Factors preventing more journeys being made

Nottingham



	Autumn 2017		Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Places reachable	41	=	39	37	37	48
Level of crowding	34	=	44	30	29	40
Tram network improvement works	26	↑	4	9	6	N/A*
Reliability of trams	23	↑	9	13	6	4
Journey times	16	=	18	11	9	11
Cost of using trams	14	=	13	18	19	26
Comfort of trams	8	=	7	7	6	8
Frequency of trams	8	=	7	4	9	7
Concern for personal safety	6	=	2	4	9	7
Understanding the fares	1	=	1	7	1	2
Understanding ticket machines	1	=	2	7	5	0

- Statistically significant increase since 2016
- No change
- Statistically significant decrease since 2016

*Not asked in 2013. The addition of 'Tram network improvement works' in TPS 2014 could have caused the significant drops in other factors
 Q. Have any of the following frequently stopped you making journeys by tram? (More than one answer permissible)
 Base: All passengers - 241



Tram Passenger Survey (TPS)

Appendix 2 – Further details on survey background and method

Methodology – fieldwork

Nottingham Express Transit (TPS)

Fieldwork: 18 September to 8 December 2017 (with a gap for half term from 23 October to 29 October)

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




Method: Choice of paper or online self-completion questionnaire

Sample size: 355 interviews (307 paper and 48 online)

In 2016 fieldwork took place between 26 September to 4 December 2016

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.

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

The full details of the weighting matrix can be found in the TPS Autumn 2017 technical report.

Waiver

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

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

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

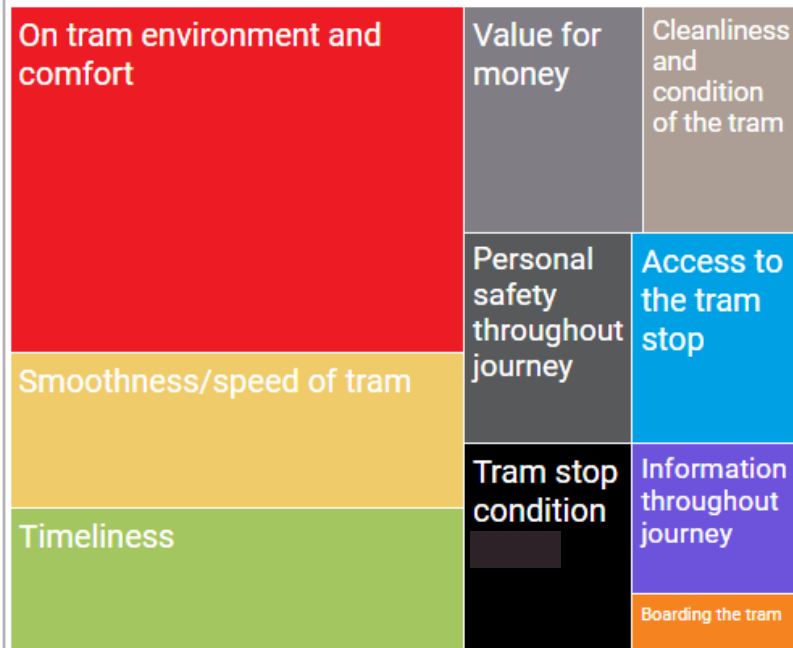
The approach to identifying themes that affect overall passenger satisfaction is split into two stages. At the first stage, we took all 25 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as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

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

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

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

The square diagrams show the proportional influence that each theme has on satisfaction for that area/operator. They should be read like a pie chart where the slices or portions are relative to each other and together add up to 100%. So in the example below, the theme of 'on tram environment and comfort' which is shaded red, has the greatest influence on satisfaction, followed by 'smoothness/speed of tram', while themes such as 'boarding the tram' and 'information throughout journey' have relatively less 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 2016 and 2017 surveys to increase robustness. The analysis excludes satisfaction measures relating to tram staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about tram staff. In order to run the analysis in a consistent and practical manner all staff measures have been excluded.

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

The process used for Glasgow differs slightly, in that only 24 out of 25 individual satisfaction measures are included in the Glasgow questionnaire. The first stage of the analysis was therefore conducted in isolation from the other networks and produces slightly different themes. A full description is included in the technical report.

The Nottingham route map





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



Tram Passenger Survey

Thank you for agreeing to take part in our survey. Your views as a tram passenger are important. Transport Focus is the official, independent consumer watchdog that represents rail, bus, and tram passengers.

To help us represent the views of passengers in your area we would appreciate a little of your time to complete this survey.

It asks about the tram journey you made when given this questionnaire.

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

Tram companies, local authorities and governments pay close attention to the survey's results.

These results provide Transport Focus with the evidence to seek improvements on behalf of passengers.

Completing the questionnaire

Please fill in the questionnaire after completing your journey on NET.

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

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

WHEN ANSWERING:

CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

1 About your journey on NET

Q1a At which stop did you board this tram?

Q1b At which stop did you leave this tram?

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

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

Enter your time of boarding into the boxes as shown

<input type="text"/>	:	<input type="text"/>
1 7		2 5

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

Season Ticket/Kangaroo/Mango/Student	Single/return ticket
1 day..... <input type="checkbox"/>	Single ticket..... <input type="checkbox"/>
3 day/weekend..... <input type="checkbox"/>	Return ticket..... <input type="checkbox"/>
5 days/1 week..... <input type="checkbox"/>	A free pass or free journey
10 days/2 weeks..... <input type="checkbox"/>	Elderly person's pass..... <input type="checkbox"/>
4 weeks/1 month..... <input type="checkbox"/>	Disabled person's pass..... <input type="checkbox"/>
Quarterly/3 months..... <input type="checkbox"/>	Complimentary/free ticket..... <input type="checkbox"/>
1 year..... <input type="checkbox"/>	Other ticket
Other time period (please write in)	Park and Ride..... <input type="checkbox"/>
	Family/Group ticket..... <input type="checkbox"/>
	Other..... <input type="checkbox"/>

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

NET only..... <input type="checkbox"/>	Bus and NET..... <input type="checkbox"/>
Train and NET..... <input type="checkbox"/>	Train, Bus and NET..... <input type="checkbox"/>

Q4 In what format was your ticket?

A standard paper ticket/pass..... <input type="checkbox"/>	A plastic card you touched on to the fare machine..... <input type="checkbox"/>
A photo card ticket/pass..... <input type="checkbox"/>	Other format..... <input type="checkbox"/>
An m-ticket (sent to your mobile phone)..... <input type="checkbox"/>	

Q5a How did you buy that ticket or pass?

Ticket machine at the stop..... <input type="checkbox"/>	From a local shop or post office..... <input type="checkbox"/>
Direct from Nottingham Express Transit (website/phone)..... <input type="checkbox"/>	You had a free pass..... <input type="checkbox"/>
Travel shop..... <input type="checkbox"/>	Direct debit through work/college..... <input type="checkbox"/>
Rail/bus company..... <input type="checkbox"/>	Other..... <input type="checkbox"/>

Q5b How did you pay for your ticket?

Cash..... <input type="checkbox"/>	Contactless payment..... <input type="checkbox"/>
Debit or credit card..... <input type="checkbox"/>	Don't know/not applicable..... <input type="checkbox"/>

Q6 What is the main purpose of your journey on NET today?

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

Q7 Were you on your outward or return journey when you were given a questionnaire?

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

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

Heavy/bulky luggage..... <input type="checkbox"/>	A non-folding bicycle..... <input type="checkbox"/>
Shopping bags..... <input type="checkbox"/>	A dog..... <input type="checkbox"/>
A shopping trolley..... <input type="checkbox"/>	A helper..... <input type="checkbox"/>
A pushchair, buggy or pram..... <input type="checkbox"/>	A mobility scooter..... <input type="checkbox"/>
Children (under 12)..... <input type="checkbox"/>	A wheelchair..... <input type="checkbox"/>
A folding bicycle..... <input type="checkbox"/>	None of the above..... <input type="checkbox"/>

Q9 How did you get to the tram stop where you boarded this tram today?

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

Q10 Which means of transport did you use when you got off this tram today?

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

Q11 What was the main reason you chose to take NET for this journey?

(Please tick all that apply)

Cheaper than the car..... <input type="checkbox"/>	Best way to get where I am going..... <input type="checkbox"/>
Cheaper than other transport..... <input type="checkbox"/>	Tram more comfortable than other transport..... <input type="checkbox"/>
More convenient than the car (e.g. parking)..... <input type="checkbox"/>	For the experience of riding the tram..... <input type="checkbox"/>
Didn't have the option of travelling by another means..... <input type="checkbox"/>	Other (please write in)
Quicker than other transport..... <input type="checkbox"/>	

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

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

2 About the tram stop where you boarded this NET tram

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

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

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)

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Q16 Did you check any of the following to find out when the tram was meant to arrive?

(Please tick all that apply)

Before leaving for the tram stop	At the tram stop
Leaflet/paper timetable..... <input type="checkbox"/>	Electronic display at the stop..... <input type="checkbox"/>
Online tram times..... <input type="checkbox"/>	Information posters at the stop..... <input type="checkbox"/>
Live tram locator/timings (e.g. via mobile app/web)..... <input type="checkbox"/>	Online tram times..... <input type="checkbox"/>
Disruption updates (e.g. on Twitter/Facebook)..... <input type="checkbox"/>	Live tram locator/timings (e.g. via mobile app/web)..... <input type="checkbox"/>
Telephoned for information..... <input type="checkbox"/>	Disruption updates (e.g. on Twitter/Facebook)..... <input type="checkbox"/>
Other..... <input type="checkbox"/>	Telephoned for information..... <input type="checkbox"/>
	Other..... <input type="checkbox"/>

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..... Didn't have time.....
 Already knew arrival times..... Did not matter to me when the tram was meant to arrive.....
 Could not find the information..... Other.....

Q17 Approximately how long did you expect to wait for the tram?

(Please write the time in minutes)

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

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

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

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

Q19 How satisfied were you with each of the following?

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

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.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness & condition of the outside of the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of getting onto and off of the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to board the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided inside the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for all the passengers to sit/stand.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seats.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of personal space you had around you.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of grab rails to hold on to when standing/moving about the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temperature inside the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of time the journey took.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothness/freedom from jolting during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Did you get a seat on the tram?

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

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

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

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

Passengers drinking/under the influence of alcohol..... <input type="checkbox"/>	Passengers not paying their fares..... <input type="checkbox"/>
Passengers taking/under the influence of drugs..... <input type="checkbox"/>	Feet on seats..... <input type="checkbox"/>
Abusive or threatening behaviour..... <input type="checkbox"/>	Music being played loudly..... <input type="checkbox"/>
Rowdy behaviour..... <input type="checkbox"/>	Smoking..... <input type="checkbox"/>
Passengers not moving out of priority seats..... <input type="checkbox"/>	Graffiti or vandalism..... <input type="checkbox"/>
	Loud use of mobile phones..... <input type="checkbox"/>
	Other (please write in) <table border="1" style="width: 100%; height: 20px;"></table>

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

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Q24a Was your journey on NET today delayed at all?

Yes No

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

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

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..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next tram stop..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next tram stop..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets/fares..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to contact the tram company, for example, to make a complaint or find out information..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

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

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

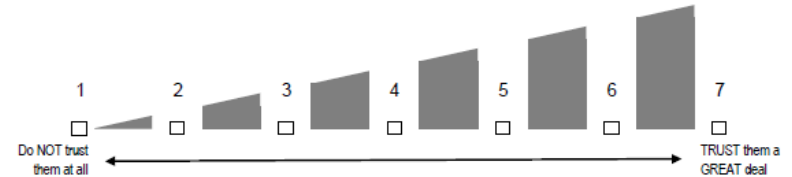
Q30 How satisfied were you with the value for money of your journey on NET?

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

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

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

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)



6 Your opinion of NET generally

WHEN ANSWERING THIS SECTION PLEASE CONSIDER NET SERVICES GENERALLY (NOT JUST THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE)
Q33a How would you rate NET services for the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities)..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection with other forms of public transport (e.g. trains/buses)..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

Phone: NET..... <input type="checkbox"/>	Smartphone app..... <input type="checkbox"/>
Phone: Nottingham City Council..... <input type="checkbox"/>	From a Park and Ride kiosk..... <input type="checkbox"/>
Internet: NET website..... <input type="checkbox"/>	Ask friend/relative..... <input type="checkbox"/>
Internet: Nottingham City Council website..... <input type="checkbox"/>	Ask tram staff..... <input type="checkbox"/>
Internet: Other travel website..... <input type="checkbox"/>	Other..... <input type="checkbox"/>
Travel shop..... <input type="checkbox"/>	Not sure..... <input type="checkbox"/>



Tram Passenger Survey (TPS) – Nottingham

Autumn 2017 results

March 2018

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