Tram Passenger Survey (TPS) **– Sheffield**

Autumn 2018 results

April 2019

Sheffield
Stagecoach
SUPERTRAM

transportfocus

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Tram Passenger Survey (TPS) Sheffield

Context to the survey

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Background to the 2018 survey

- 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 2018 TPS covered tram services in Manchester, Birmingham, Blackpool and Sheffield. Edinburgh Trams was covered in 2014-2016 and Nottingham was included in 2013-2017.

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 2018**

809 surveys were completed for Sheffield Supertram in autumn 2018

*For further details of the survey method, see Appendix*

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The Sheffield network in context

	The Network	Passenger Journeys	Ticket Purchasing		Information at stops		Frequency	Engineering disruptions/other notes
Sheffield Stagecoach **SUPERTRAM**	4 lines 50 stops 22 miles	12.3* 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	• New Tram Train extension to the Network opened late-Oct 2018 including two new stops. Some shifts were held back so they could be completed on the new line in November 2018 • Additional consultation (not part of this research) was held on the network which coincided with this fieldwork period (Sep – Oct 2018)
Blackpool Transport®	1 line 38 stops 11 miles	5.2* million	✗ TVMs at stops	✓ Conductors on board	✓ Info boards at stops (TTs, fares)	✗ Passenger Info Displays	Mon-Sat: every 12-30 mins Sun: 15-30 mins	• Blackpool illuminations 30 Aug to 3 Nov 2018 • Heritage trams operate bank holidays, weekends and summer; not covered in this research • No significant issues affected fieldwork
Manchester Metrolink	7 lines 93 stops 57 miles	42.8** 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 • 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
West Midlands Metro	1 line 26 stops 13 miles	5.7* 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 • 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)

Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2017/18
Source: Direct from operator

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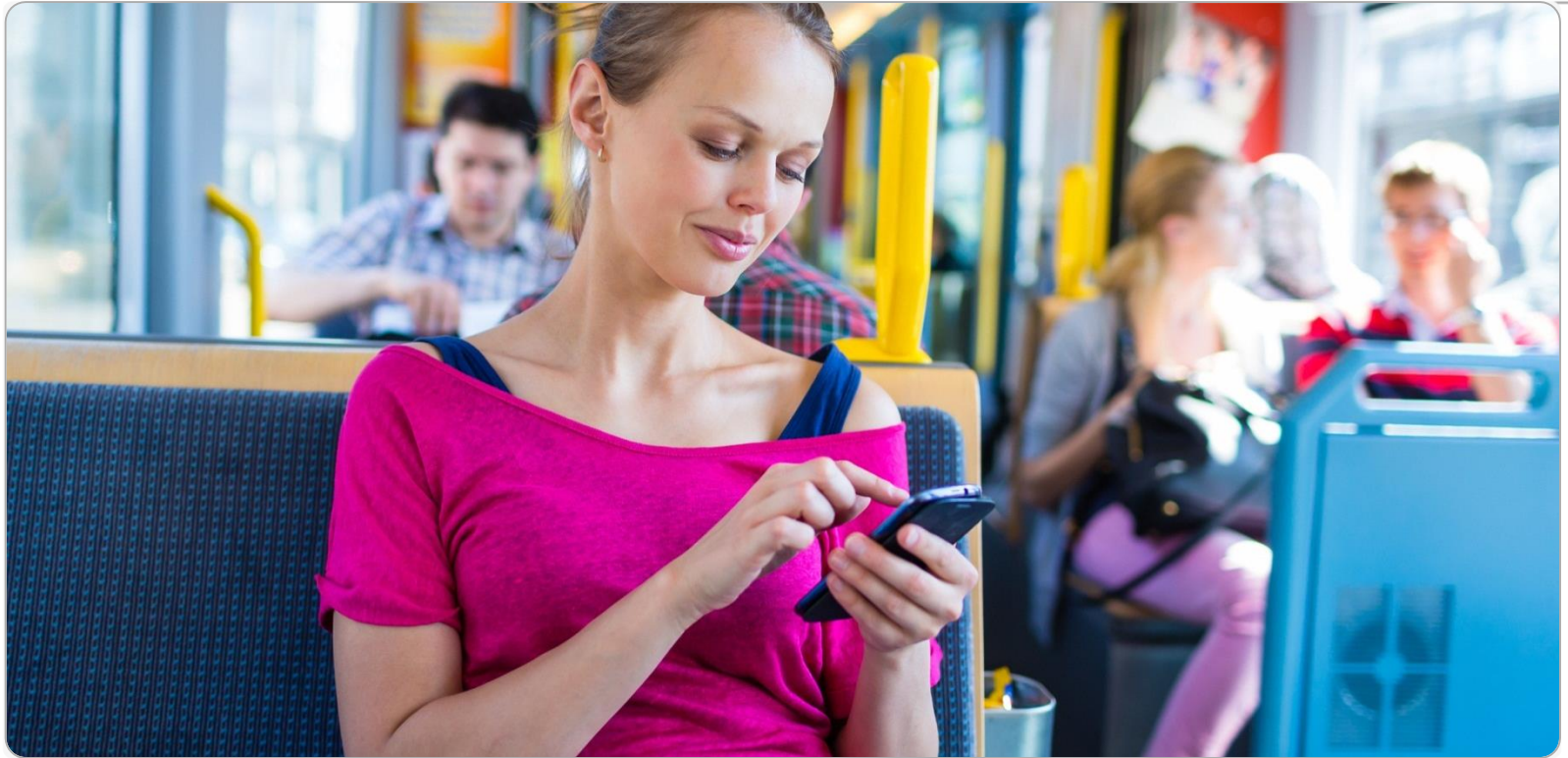
Tram Passenger Survey (TPS) – Sheffield

Key findings

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Key performance measures for Sheffield Supertram 2018

SUPERTRAM

Punctuality
87%
82%

Value for money
77%
74%

Journey time
94%
92%

Overall journey
97%
95%

- Statistically significant increase since 2017
- No change
- Statistically significant decrease since 2017

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: trend over time

- All networks*
- Sheffield
- Blackpool
- Metrolink
- West Midlands

Overall journey satisfaction: 2018

Sheffield SUPERTRAM — 97 (No change)

All Networks* — 91 (No change)

Blackpool Transport — 97 (No change)

Metrolink — 89 (No change)

West Midlands Metro — 87 (No change)

All networks includes different networks each year. 2018 excludes Nottingham Express Transit. 2013, 2017 and 2018 exclude Edinburgh Trams.
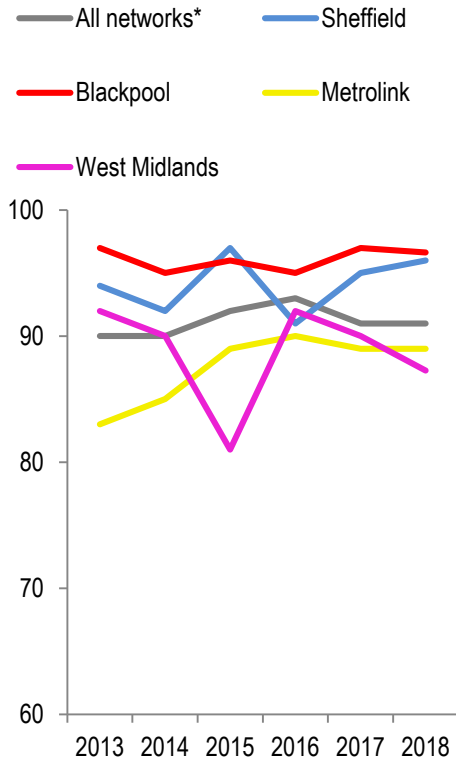
- ⬆ Statistically significant increase since 2017
- ⬌ No change
- ⬇ Statistically significant decrease since 2017

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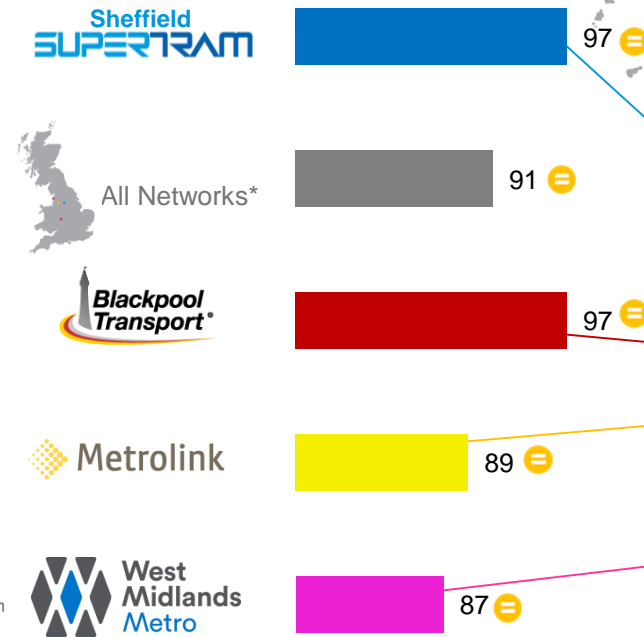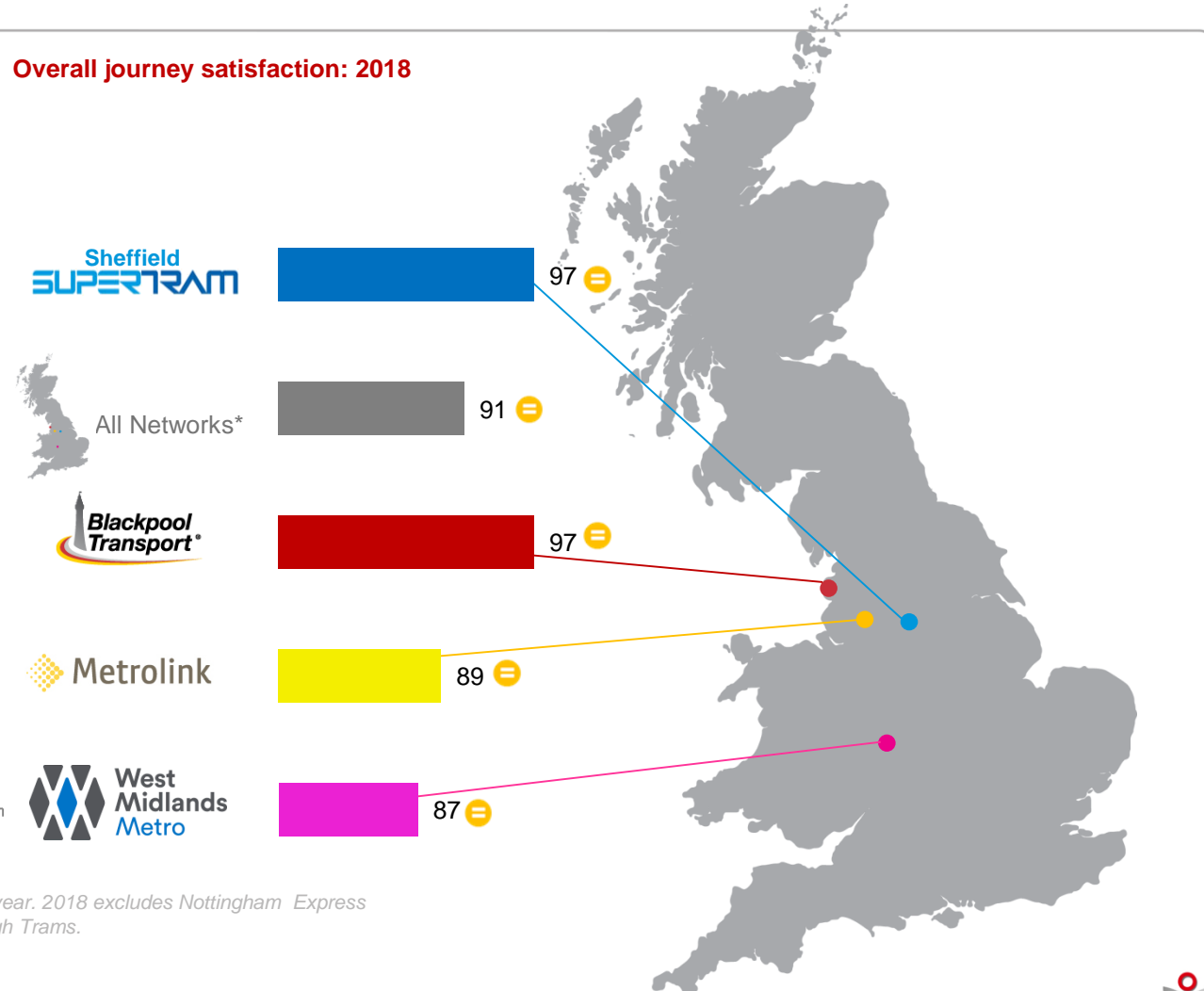# What makes a satisfactory or great journey on Supertram?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?

Timeliness 36%	Tram stop condition 11%	Boarding the tram 8%
		Value for money 7%
On tram environment and comfort 22%	Cleanliness and condition of tram 9%	Personal safety throughout the journey 4%
		Smoothness/ speed of tram 3%
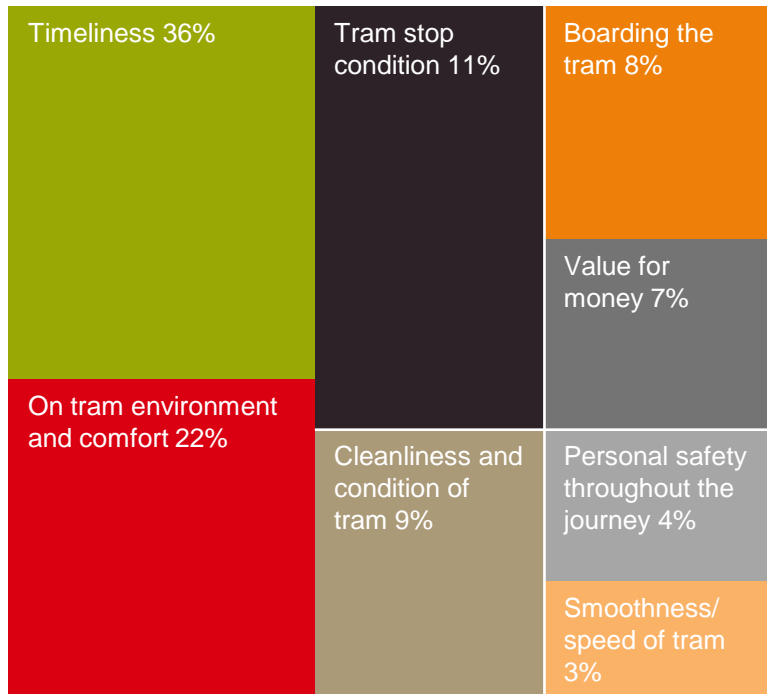
What makes a great journey?

On tram environment and comfort 25%	Value for money 18%	
	Smoothness/ speed of tram 10%	
Timeliness 24%	Personal safety throughout journey 9%	
	Information through journey 5%	
	Tram stop condition 3%	1%
	2%	3%
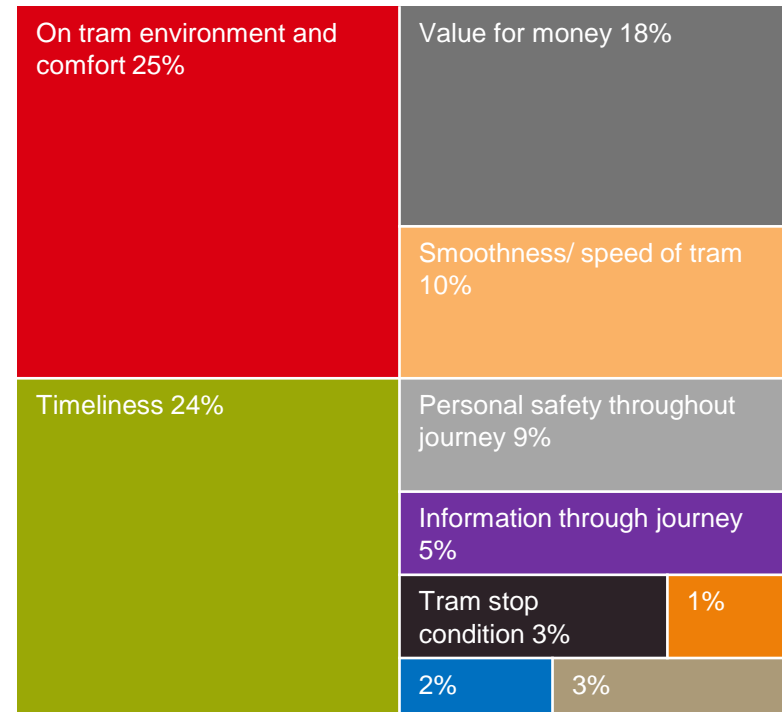
Legend: ■ Cleanliness and condition of the tram ■ Access to the tram stop ■ Boarding the tram

*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 2017 and 2018 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.

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Passenger experience in Sheffield 2018: across the network

Satisfaction with key measures:

	Sheffield Stagecoach SUPERTRAM	All Networks	Blue/Purple route	Yellow route	Tram Train**
Overall journey	97 ⊜	91 ⊜	97 ⊜	96 ⊜	100
Value for money	78 ⊜	68 ⊜	77 ⊜	74 ⊜	92
Punctuality	87 ⬆	89 ⊜	87 ⬆	86 ⊜	90
Journey time	94 ⊜	88 ⊜	91 ⊜	95 ⊜	100

Satisfaction with other measures which make a satisfactory journey:

Distance from journey start	86 ⊜	86 ⊜	87 ⊜	84 ⊜	92
Convenience/ accessibility of location	90 ⊜	91 ⊜	88 ⊜	91 ⊜	93

Satisfaction with other measures which make a great journey:

Space to sit/ stand on board	89 ⬆	73 ⊜	86 ⊜	89 ⊜	96
Comfort of the seats	87 ⊜	74 ⊜	85 ⊜	87 ⊜	91
Amount of personal space on board	85 ⬆	71 ⊜	85 ⬆	82 ⊜	90
Provision of grab rails	88 ⊜	80 ⊜	86 ⊜	88 ⊜	95
Temperature on board	88 ⊜	82 ⊜	81 ⊜	91 ⬆	97
Length of time	89 ⊜	88 ⊜	90 ⬆	90 ⊜	87

⬆ Statistically significant increase since 2017
⊜ No change
⬇ Statistically significant decrease since 2017

**Tram Train line opened in November 2018

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Overall passenger experience in Sheffield 2018: a snapshot

At the stop

Measure		%
Overall satisfaction with stop	⬆	94%
Distance from journey start	⊜	86%
Convenience/accessibility	⊜	90%
General condition and maintenance	⊜	89%
Freedom from graffiti/vandalism	⊜	91%
Freedom from litter	⊜	86%
Behaviour of other passengers	⊜	87%
Information provided	⊜	81%
Personal safety	⊜	89%

⬆ Statistically significant increase since 2017
⊜ No change
⬇ Statistically significant decrease since 2017

Boarding

94 ⊜	93 ⊜	97 ⊜	97 ⊜
Route info on tram (%)	Exterior cleanliness (%)	Ease of getting on (%)	Time taken to board (%)

On board

93 ⊜	89 ⬆	89 ⬆	87 ⊜
Interior cleanliness (%)	Info on board (%)	Seat / standing space (%)	Seat comfort (%)

85 ⬆	88 ⊜	88 ⊜	93 ⊜
Personal space (%)	Provision grabrails (%)	Temperature (%)	Personal security (%)

Staff

Measure		%
Appearance	⊜	94%
Greeting	⬆	87%
Helpfulness/attitude	⬆	89%
Safety of driving	⊜	95%
Smoothness of journey	⊜	89%

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Summary of key findings (1)

- In the 2018 wave of the Tram Passenger Survey 97 per cent of Supertram passengers are satisfied with their journey overall. This is a slight increase compared to 2017 (95 per cent). Seven in ten passengers (69 per cent) are 'very satisfied' with their journey overall

- Overall journey satisfaction is higher than the same measure on the Bus Passengers Survey for bus services in South Yorkshire (86 per cent)

- Overall satisfaction is quite consistent across different passenger groups

- The key factor which makes journeys satisfactory on Supertram is the timeliness of trams. Satisfaction with the length of time waiting for the tram has remained consistent with last year however satisfaction with punctuality has increased since 2017 from 82 per cent to 87 per cent

- The key factor which makes journeys great on Supertram is the on board environment and comfort. Satisfaction is generally high for aspects linked to this, in particular the space to sit/stand (89 per cent), the provision of grab rails (88 per cent) and the temperature on board (88 per cent). The lowest rated aspect is the amount of personal space on board, which has increased significantly this year from 81 per cent to 85 per cent

- Amongst fare-paying passengers, 78 per cent are satisfied with value for money, a slight increase since 2017 (74 per cent). Those aged 16-34 are less satisfied with value for money (65 per cent)

- When evaluating value for money, the most important factors are the cost of the tram versus other modes of transport and the cost for the distance travelled.

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Summary of key findings (2)

- Overall satisfaction is very high on all routes in Sheffield. When comparing the three lines (Blue/Purple, Yellow and Tram Train), overall satisfaction is marginally higher on the Tram Train line: 100 per cent compared to 97 per cent on the Blue/Purple line and 96 per cent on the Yellow line

- 29 per cent of passengers spontaneously mention an improvement that could have been made to their journey (29 per cent in 2017). The most common improvement mentioned relates to the frequency and routes of the tram

- Other improvements relate to the design, comfort and condition of the vehicles and external factors

- 7 per cent of passengers experienced a delay on their journey (2017: 11 per cent). When delays occurred they lasted 6 minutes on average

- Just less than half of all passengers (46 per cent) are using Supertram to commute. 40 per cent are travelling for work; 6 per cent for education

- 47 per cent purchase their ticket from a conductor. There is a relatively even split between paper tickets (39 per cent) and tickets on a plastic card (41 per cent). Only 3 per cent use an m-ticket, although this is significantly higher than 2017 (2 per cent).

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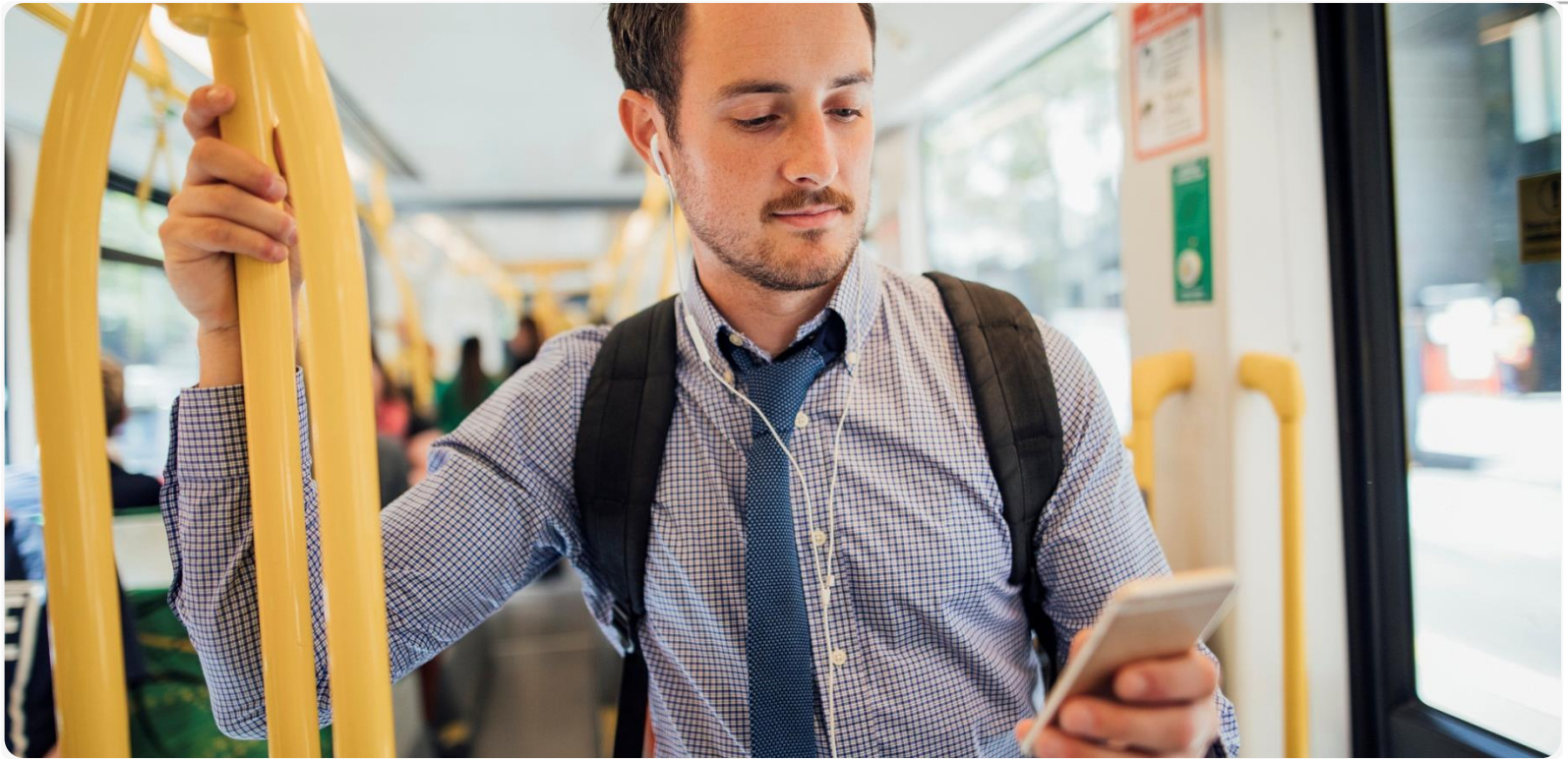
Tram Passenger Survey (TPS) – Sheffield

Experience and opinions of the journey

Experience and opinions of the journey: summary

Satisfaction with today's journey:

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	Autumn 2013	Autumn 2014	Autumn 2015	Autumn 2016	Autumn 2017	Autumn 2018	Buses in South Yorkshire
Overall journey	94	92	97	91	95	97	86
Value for money	70	69	83	71	74	78	69
Punctuality	84	78	85	82	82	87	76
On-vehicle journey time	92	85	93	93	92	94	83

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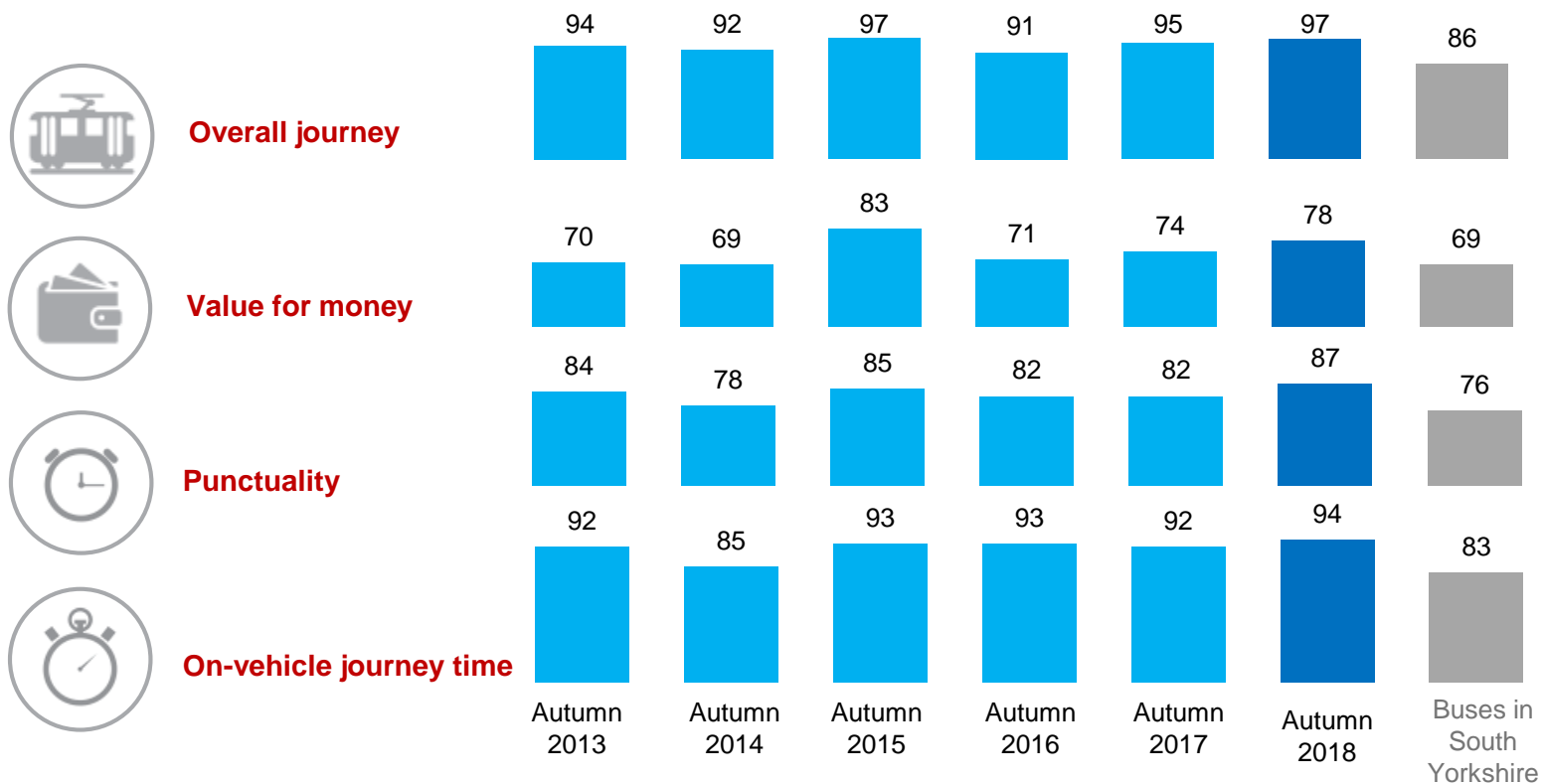
Who are satisfied and not satisfied passengers?

Stagecoach SUPERTRAM Sheffield	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 (57%)	Be **commuters** (54%)	
Time of travel	Be travelling during **off-peak** times (61%)	Travel during **off-peak** times (52%)	
Frequency of travel	Travel the **most frequently** (35% 5 or more days a week)	Travel the **most frequently** (41% 5 or more days a week)	
Access to private transport	Have **easy** to **moderate** access to private transport (41% 'easy'; 30% 'moderate')	Have **moderate** access to private transport (41%)	Sample size of not satisfied passengers too small to report
Age and gender	Be **under 60** (45% 35-59) and female (60%)	Be **younger** (46% 16-34)	
Trust in the operator	Have **high** trust in the operator (77% rated 6-7 on a 7-point scale)	Have **medium** to **high** levels of trust (97% rated 3-7 on a 7-point scale)	
	Base: those 'very satisfied' with journey overall (596)	Base: those 'fairly satisfied' with journey overall (189)	Base: those 'neither/nor', 'fairly dissatisfied' or 'very dissatisfied' with journey overall (22)

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Overall satisfaction (%) – by gender and age

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Total fairly/very satisfied

		Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	69 / 28 / 3	97	=	95	91	97	92	94
Male	69 / 26 / 4	95	=	94	83	96	90	94
Female	68 / 30 / 2	98	=	97	96	98	95	94
Age 16-34	51 / 43 / 5	94	=	95	79	98	87	91
Age 35-59	70 / 28 / 2*	98	=	95	96	96	96	95
Age 60+	87 / 12 / 2	99	=	96	98	99	99	99

■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ 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 – 807
*Indicates a proportion lower than 1%

↑ Statistically significant increase since 2017
= No change
↓ Statistically significant decrease since 2017

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Overall satisfaction (%) – by passenger type

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	Autumn 2018	Total fairly/very satisfied					
		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	69 | 28 | 3 — 97 ⬆	95	91	97	92	94
Fare paying	64 | 33 | 3 — 96 ⏸	94	89	96	90	93
Free pass holder	84 | 13 | 2 — 98 ⏸	97	97	99	99	100
Commuting	65 | 32 | 3 — 97 ⬆	93	84	95	86	91
Not commuting	71 | 25 | 30 — 96 ⏸	97	98	99	99	97

■ **Very satisfied** ■ **Fairly satisfied** ■ **Neither satisfied nor dissatisfied** ■ **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 – 807
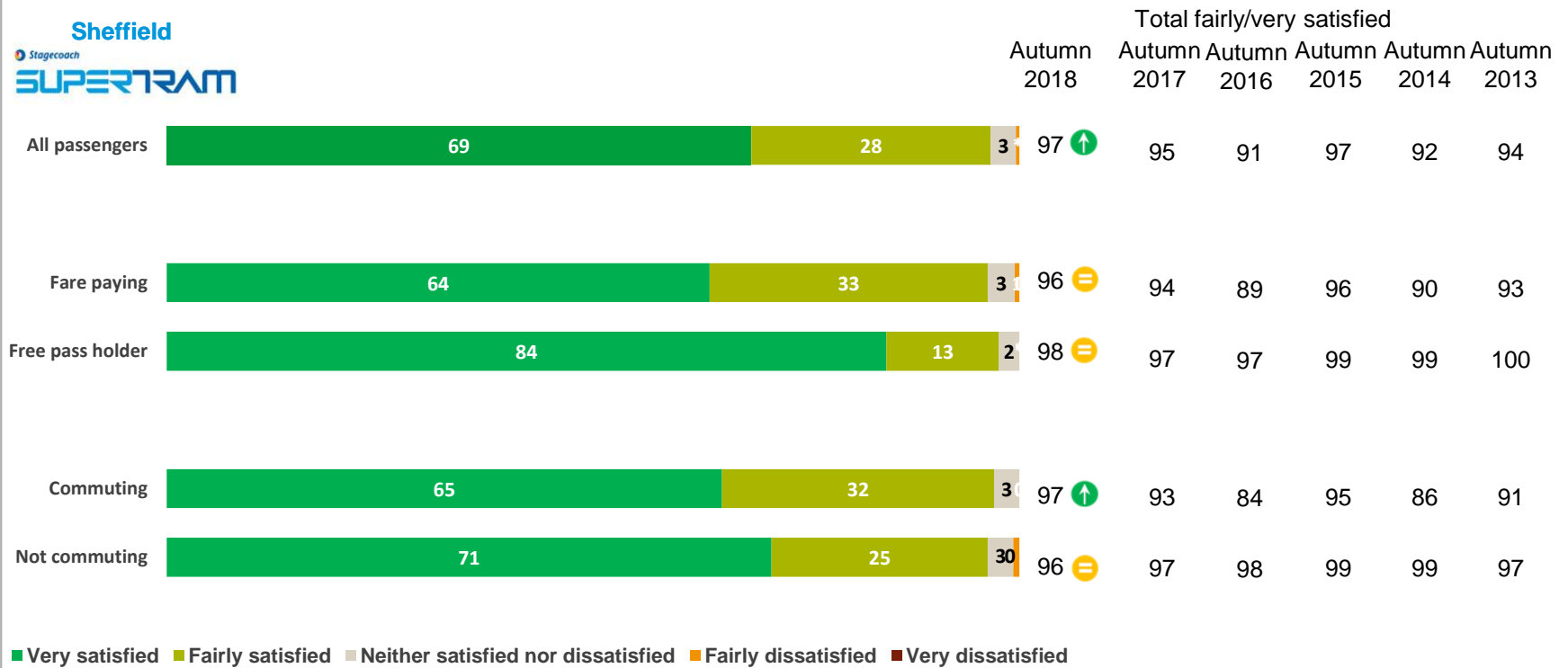*Indicates a proportion lower than 1%

⬆ Statistically significant increase since 2017
⏸ No change
⬇ Statistically significant decrease since 2017

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Value for money (%) – fare-payers only

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Stagecoach SUPERTRAM

Total fairly/very satisfied

		Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	38 / 39 / 12 / 8 / 2	77	⊖	74	71	83	69	70
16-34	26 / 38 / 17 / 14 / 5	65	⊖	67	59	78	66	63
35-59	43 / 40 / 10 / 6 / 1	82	⊖	80	79	86	75	81
Commuting	35 / 41 / 12 / 9 / 3	74	⊖	75	67	81	60	67
Not commuting	41 / 37 / 13 / 7 / 2	81	⊖	74	79	84	84	74

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

Q. How satisfied were you with the value for money of your journey?
Base: All fare-paying passengers – 487
*Indicates a proportion lower than 1%

⬆ Statistically significant increase since 2017
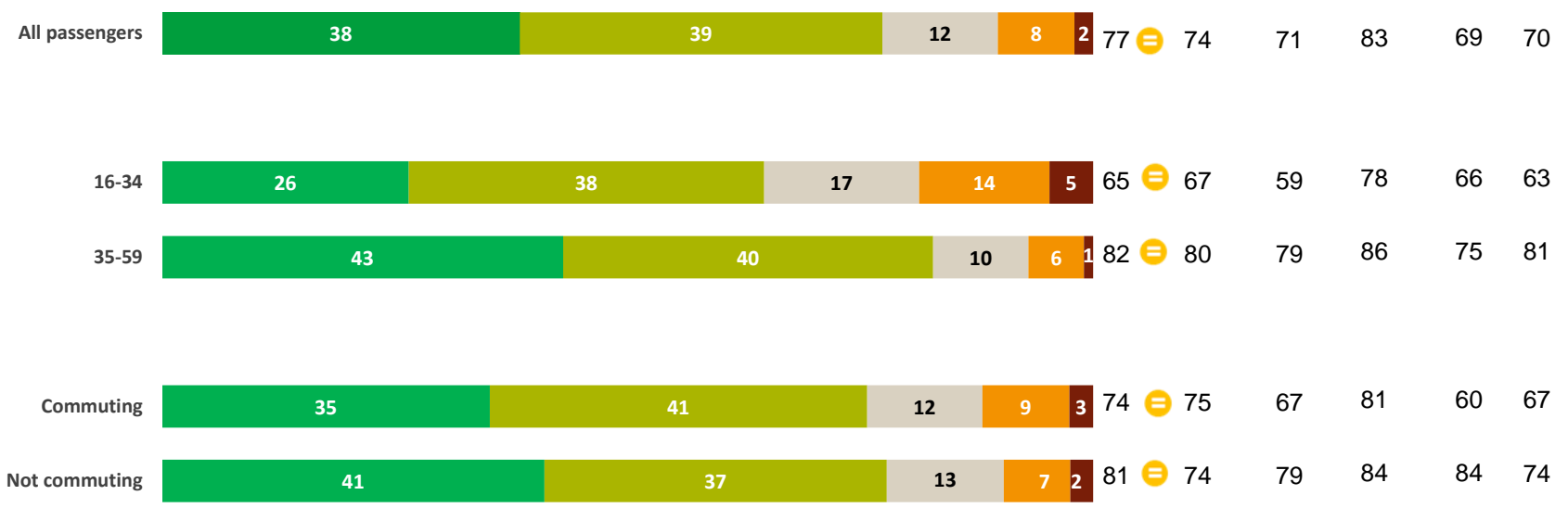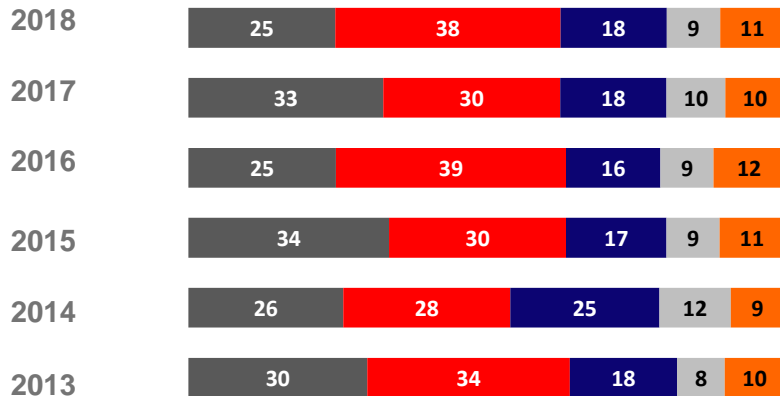⊖ No change
⬇ Statistically significant decrease since 2017

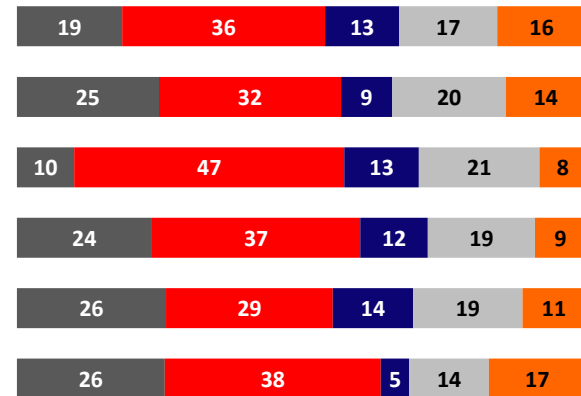transportfocus

What influenced value for money rating (%)

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Those satisfied with value for money

Year	The cost of the tram versus other modes of transport	The cost for the distance travelled	Comfort/journey quality for the fare paid	The fare in comparison to the cost of everyday items	Other
2018	25	38	18	9	11
2017	33	30	18	10	10
2016	25	39	16	9	12
2015	34	30	17	9	11
2014	26	28	25	12	9
2013	30	34	18	8	10

Those not satisfied with value for money

Year	The cost of the tram versus other modes of transport	The cost for the distance travelled	Comfort/journey quality for the fare paid	The fare in comparison to the cost of everyday items	Other
2018	19	36	13	17	16
2017	25	32	9	20	14
2016	10	47	13	21	8
2015	24	37	12	19	9
2014	26	29	14	19	11
2013	26	38	5	14	17

- ■ The cost of the tram versus other modes of transport
- ■ The cost for the distance travelled
- ■ Comfort/journey quality for the fare paid
- ■ The fare in comparison to the cost of everyday items
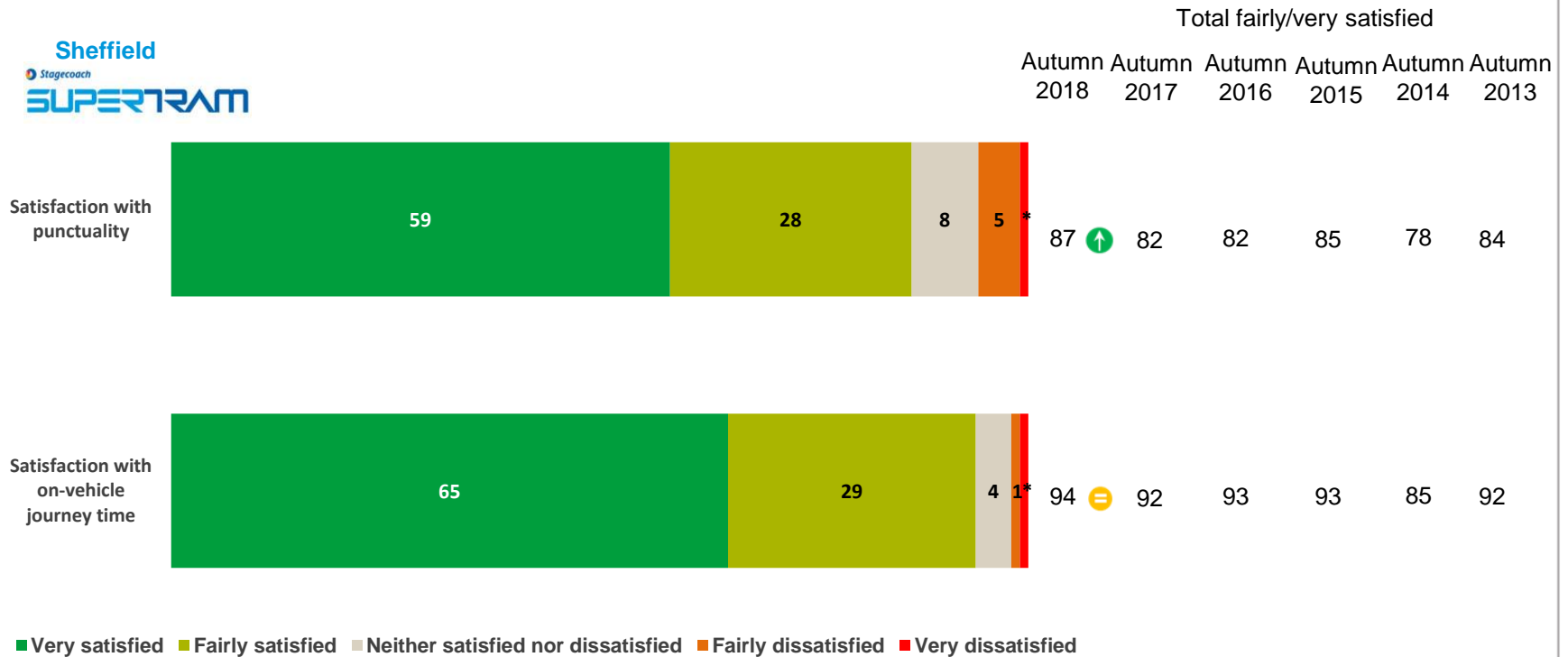- ■ Other

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 - 487

- ⬆ Statistically significant increase since 2017
- ⬌ No change
- ⬇ Statistically significant decrease since 2017

Punctuality and on-vehicle journey time

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Total fairly/very satisfied

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Satisfaction with punctuality	59 28 8 5 * 87 ⬆	82	82	85	78	84
Satisfaction with on-vehicle journey time	65 29 4 1 * 94 ⊖	92	93	93	85	92

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

Q. How satisfied were you with each of the following…Punctuality? Base: All passengers – 744
Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers – 793
*Indicates a proportion lower than 1%

⬆ Statistically significant increase since 2017
⊖ No change
⬇ Statistically significant decrease since 2017

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Tram Passenger Survey (TPS) – Sheffield

Waiting at the stop

Waiting at the stop: summary

	Sheffield **Stagecoach SUPERTRAM**	Buses in South Yorkshire
Overall satisfaction with stop	94 ⬆	77
Distance from journey start	86 ⊜	79
Convenience/accessibility	90 ⊜	83
General condition and maintenance	89 ⊜	72
Freedom from graffiti/vandalism	91 ⊜	73
Freedom from litter	86 ⊜	70
Behaviour of other passengers	87 ⊜	N/A*
Information provided	81 ⊜	71
Personal safety	89 ⊜	76

⬆ Statistically significant increase since 2017
⊜ No change
⬇ Statistically significant decrease since 2017

*Not asked in BPS

Waiting times:

	Sheffield **Stagecoach SUPERTRAM**	Buses in South Yorkshire
Satisfaction: expected waiting time	89 ⊜	76
Expected wait time	8 mins ⊜	
Actual reported wait time	6 mins ⊜	

Checking tram information:

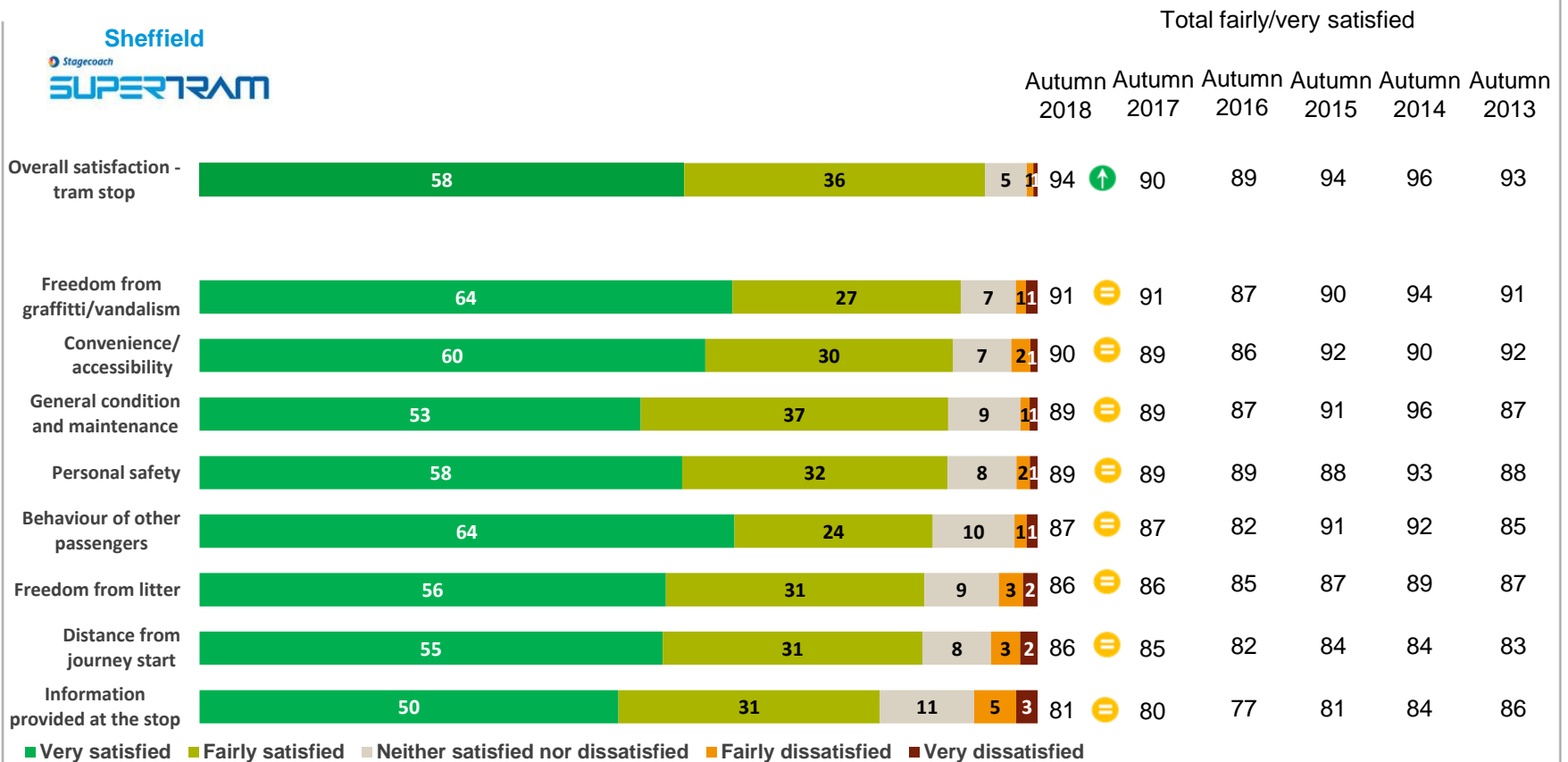|	Sheffield **Stagecoach SUPERTRAM**	Buses in South Yorkshire
Passengers who checked tram time	70% ⊜ ⬇	65% ⬇
Info sources used before arriving at stop	11% online tram times	53% stop timetable
Info sources used at stop	56% electronic display	51% timetable at stop
Among those that didn't check…	71% knew service frequent	51% knew service frequent

Satisfaction – with the tram stop (%)

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Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither	Dissatisfied		Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	58	36	5	1	1	94	↑	90	89	94	96	93
Freedom from graffitti/vandalism	64	27	7	1	1	91	＝	91	87	90	94	91
Convenience/ accessibility	60	30	7	2	1	90	＝	89	86	92	90	92
General condition and maintenance	53	37	9	1		89	＝	89	87	91	96	87
Personal safety	58	32	8	2	1	89	＝	89	89	88	93	88
Behaviour of other passengers	64	24	10	1	1	87	＝	87	82	91	92	85
Freedom from litter	56	31	9	3	2	86	＝	86	85	87	89	87
Distance from journey start	55	31	8	3	2	86	＝	85	82	84	84	83
Information provided at the stop	50	31	11	5	3	81	＝	80	77	81	84	86

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

↑ Statistically significant increase since 2017
＝ No change
↓ Statistically significant decrease since 2017

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 – 809
Indicates a proportion lower than 1%

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Satisfaction with waiting time (%)

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Total fairly/very satisfied

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Length of time had to wait	89 😐	86	84	86	80	83

Length of time had to wait: Very satisfied 55, Fairly satisfied 34, Neither satisfied nor dissatisfied 8, Fairly dissatisfied 2, Very dissatisfied 1

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

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

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Actual versus expected waiting time	83 😐	82	77	85	76	82

Actual versus expected waiting time: Much less 15, A little less 17, About expected 51, A little longer 12, Much longer 4

■ Much less ■ A little less ■ About expected ■ A little longer ■ Much longer

Q. How satisfied were you with each of the following? Base: All passengers – 788
Q. Thinking about the time you waited for the tram today, was it […] than expected? Base: All passengers – 795
Indicates a proportion lower than 1%

⬆ Statistically significant increase since 2017
➖ No change
⬇ Statistically significant decrease since 2017

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Expected and reported waiting times

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Expected tram waiting time

*Average expected waiting time **8 minutes** (2017: 7 minutes)*

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Under 2 mins	6 ⬇		13	8	6	3	6
2-5 mins	45 ⬆		40	48	46	45	45
5-10 mins	40 ⚌		43	36	44	46	45
10-15 mins	5 ⬆		3	2	2	4	3
Over 15 mins	3 ⚌		1	2	2	2	1
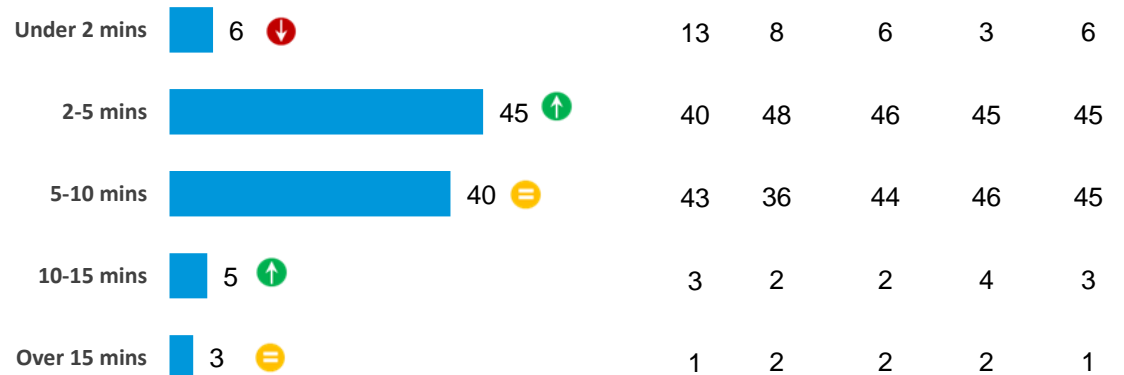
Reported tram waiting time

*Average reported waiting time **6 minutes** (2017: 6 minutes)*
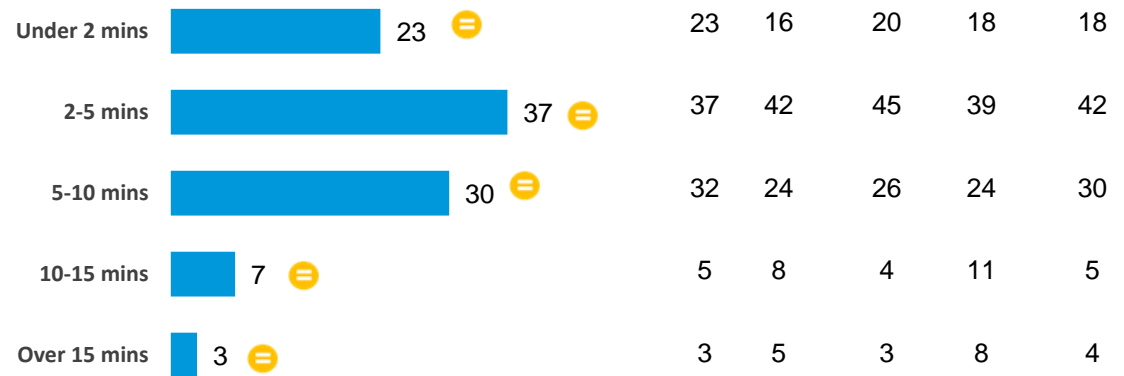
	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Under 2 mins	23 ⚌		23	16	20	18	18
2-5 mins	37 ⚌		37	42	45	39	42
5-10 mins	30 ⚌		32	24	26	24	30
10-15 mins	7 ⚌		5	8	4	11	5
Over 15 mins	3 ⚌		3	5	3	8	4

⬆ Statistically significant increase since 2017
⚌ No change
⬇ Statistically significant decrease since 2017

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 – 769
Base: All passenger - 788

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How passengers checked tram times

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	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Before leaving the tram stop						
Leaflet/ paper timetable	6 ⬆	4	4	4	7	11
Online	11 ⬆	3	9	9	11	12
Live tram location/ timings	5 ⬆	2	5	5	4	3
Disruption updates via social media	2 ⚌	2	4	1	0	0
Other	5 ⚌	4	5	9	4	7
At the tram stop						
Electronic display	56 ⚌	58	59	57	3	1
Information posters	6 ⚌	6	12	10	36	24
Online	3 ⬇	9	3	3	1	2
Live tram location/ timings	0 ⚌	5	2	2	1	4
Disruption updates via social media	1 ⚌	2	1	2	0	0
Other	2 ⬇	6	2	4	5	6

⬆ Statistically significant increase since 2017
⚌ No change
⬇ Statistically significant decrease since 2017

Q. Did you check any of the following to find out when the tram was meant to arrive?
Base: All passengers – 809
*Indicates proportion lower than 1%

transportfocus

Why passengers did not check tram times

Sheffield

Stagecoach
SUPERTRAM

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Knew the trams ran frequently on this route	71	=	68	82	77	79	81
Did not matter to me when the tram was meant to arrive	17	=	22	15	N/A*	N/A*	N/A*
Already knew arrival times	14	=	20	18	16	13	18
Could not find the information	4	↑	0	3	2	2	2
Didn't have time	4	=	5	5	4	4	3
Did not know when tram was meant to arrive	N/A**		N/A**	N/A**	1	3	4

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 – 809
*Not asked before 2016   **Not asked from 2016

↑ Statistically significant increase since 2017
= No change
↓ Statistically significant decrease since 2017

transportfocus

Tram Passenger Survey (TPS) – Sheffield

The tram

The tram: summary

Start of journey	Sheffield Stagecoach SUPERTRAM		Buses in South Yorkshire
Route info on tram	94	⊜	87
Exterior cleanliness	93	⊜	81
Ease getting on	97	⊜	89
Time taken to board	97	⊜	89

On board	Sheffield Stagecoach SUPERTRAM		Buses in South Yorkshire
Interior cleanliness	93	⊜	70
Info on board	89	⬆	63
Seat/standing space	89	⬆	86
Seat comfort	87	⊜	71
Personal space	85	⬆	76
Provision grab rails	88	⊜	82
Temperature	88	⊜	76
Personal security	93	⊜	80

The staff	Sheffield Stagecoach SUPERTRAM		Buses in South Yorkshire
Appearance	93	⊜	88
Greeting	87	⬆	79
Helpfulness/attitude	89	⬆	81
Safety of driving	95	⊜	82
Smoothness journey	89	⊜	76

⬆ Statistically significant increase since 2017
⊜ No change
⬇ Statistically significant decrease since 2017

transportfocus

Satisfaction with start of journey (%)

Stagecoach SUPERTRAM

Total fairly/very satisfied

		Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Time taken to board	78 / 19 / 2 / 1 / *	97	=	97	96	97	94	95
Ease of getting onto the tram	76 / 21 / 2 / 1	97	=	96	95	96	95	95
Route/ destination information on tram	69 / 25 / 5 / 1 / 1	94	=	93	90	93	95	91
Exterior cleanliness	64 / 29 / 6 / 1 / *	93	=	92	90	92	91	91

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

⬆ Statistically significant increase since 2017

⊜ No change

⬇ Statistically significant decrease since 2017

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
Base: All passengers – 809
*Indicates a proportion lower than 1%

transport**focus**

Satisfaction on the tram (%)

Sheffield

Stagecoach
SUPERTRAM

Total fairly/very satisfied

			Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Interior cleanliness/ condtion	59 | 34 | 5 | * 0		93	〇	93	92	90	87	93
Personal security	61 | 32 | 7 | 1		93	〇	92	92	95	92	90
Temperature inside the tram	52 | 36 | 9 | 2 *		88	〇	88	84	91	86	84
Information provided inside the tram	54 | 35 | 9 | 1		89	⬆	88	86	86	84	88
Provision of grab rails	53 | 35 | 7 | 4 1		88	〇	85	84	88	88	88
Comfort of the seats	51 | 36 | 9 | 3 1		87	〇	84	79	85	86	85
Availability of seating or space to stand	57 | 32 | 8 | 2 1		89	⬆	83	80	83	83	83
Amount of personal space	48 | 37 | 9 | 4 2		85	⬆	81	74	83	80	79

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

⬆ Statistically significant increase since 2017

〇 No change

⬇ Statistically significant decrease since 2017

Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers – 809
*Indicates a proportion lower than 1%

transportfocus

32

Satisfaction with tram staff (%)

Sheffield

Stagecoach
SUPERTRAM

Total fairly/very satisfied

		Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Safety of the driving	70 / 25 / 5 / 1	95	=	94	92	97	94	94
Appearance	65 / 28 / 6 / *	93	=	93	93	94	91	90
Helpfulness/ attitude	60 / 29 / 9 / 1 / *	89	⬆	86	89	89	84	84
Smoothness/ freedom from jolting	55 / 34 / 8 / 4 / *	89	=	86	85	86	84	85
Greeting/ welcome	59 / 28 / 12 / 1 / *	87	⬆	82	85	82	78	79

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

⬆ Statistically significant increase since 2017
= No change
⬇ Statistically significant decrease since 2017

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 – 809
*Indicates a proportion lower than 1%

transportfocus
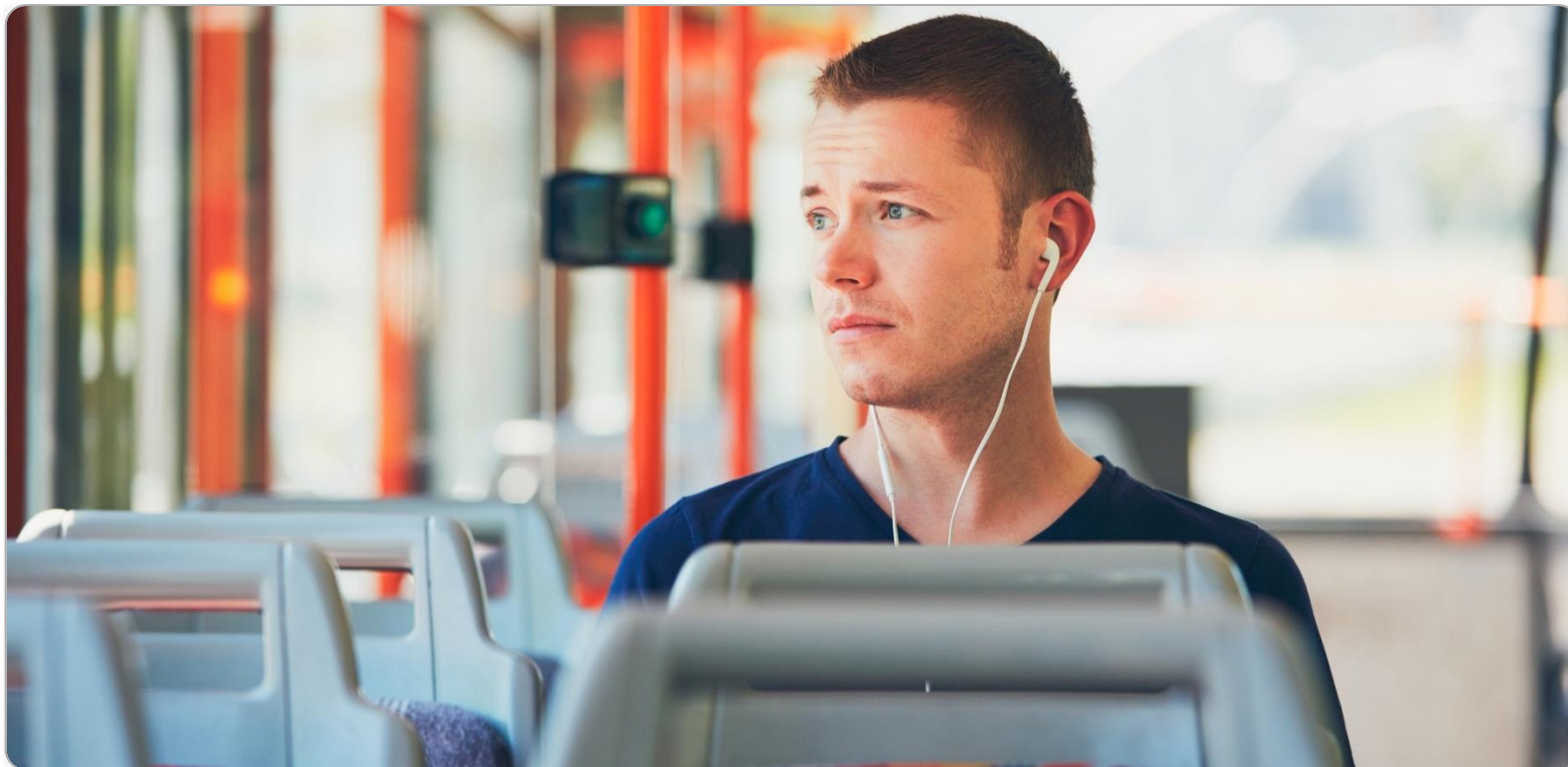
Tram Passenger Survey (TPS) – Sheffield

Negative experiences during the journey

transportfocus

Negative experiences during the journey: summary

Sheffield

Stagecoach
SUPERTRAM

Passengers experiencing a delay to their journey

7 🔻

Average length of delay *(perceived)*

6 mins ⊜

Most common cause of delay

Road congestion/traffic jam ⊜

Passengers with worry or concern about others' behaviour on board
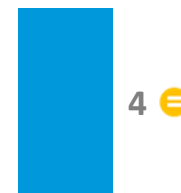
4 ⊜

🔼 Statistically significant increase since 2017
⊜ No change
🔻 Statistically significant decrease since 2017

transportfocus

Experience of delays (%)

SUPERTRAM
Stagecoach

7 per cent (🔴) of Sheffield passengers experienced a delay (2017: 11 per cent). Average length of delay was 6 minutes (🟡)

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014
Road congestion/ traffic jam	21 🟡	28	14	11	14
The tram/ train was waiting too long at stop/ stations	10 🟡	4	15	5	24
Due to a tram/ train failure	5 🟡	4	6	5	11
Poor weather conditions	2 🟡	3	0	0	0
The tram/ train was waiting too long at signals	1 🟡	3	0	0	0
Had to use bus replacement service	0 🟡	0	0	0	0
Time it took passengers to board/ pay for tickets	0 🟡	4	5	0	0
Planned engineering works	0 🟡	0	0	0	0
Due to a signal/ points failure	0 🟡	1	0	4	0
Other	11 🟡	21	29	23	12
No reason given	28 🟡	20	13	29	30
Don't know	21 🟡	27	38	34	32

🟢 Statistically significant increase since 2017
🟡 No change
🔴 Statistically significant decrease since 2017

'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 - 48

transport**focus**

Worry or concern at other passengers' behaviour (%)

Sheffield

Stagecoach SUPERTRAM

% worried/concerned of other passengers' behaviour

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	4	4	5	3	1	5
Male	3	5	2	3	0	5
Female	5	4	6	4	2	6
Aged 16-34	8	4	6	5	1	7
Aged 35-59	3	4	3	2	2	4
Aged 60+	3	5	5	2	0	4
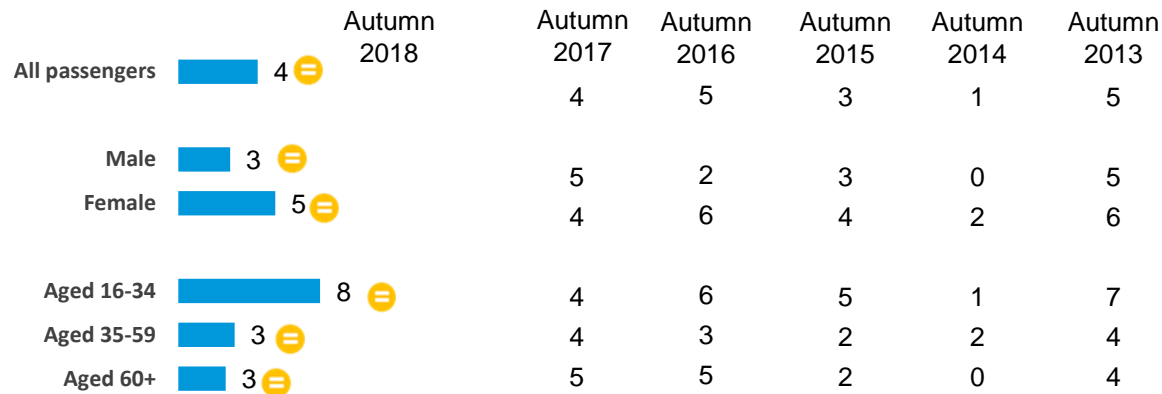
Types of worrying/concerning behaviour (%)
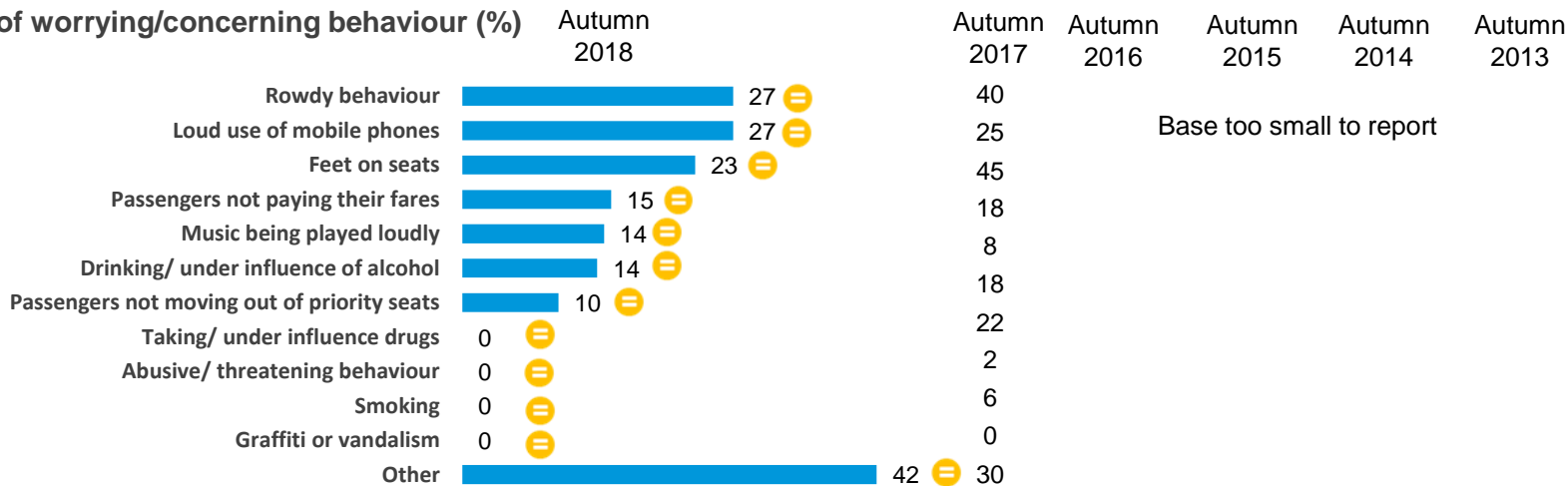
	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Rowdy behaviour	27	40				
Loud use of mobile phones	27	25				
Feet on seats	23	45	Base too small to report			
Passengers not paying their fares	15	18				
Music being played loudly	14	8				
Drinking/ under influence of alcohol	14	18				
Passengers not moving out of priority seats	10	22				
Taking/ under influence drugs	0	2				
Abusive/ threatening behaviour	0	6				
Smoking	0	0				
Graffiti or vandalism	0					
Other	42	30				

↑ Statistically significant increase since 2017
━ No change
↓ Statistically significant decrease since 2017

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Base: All passengers – 803
Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?
*Base: All experiencing worrying/concerning behaviour – 34 *Not asked in 2013*

transportfocus

Tram Passenger Survey (TPS) – Sheffield

Passengers' suggested improvements

transport**focus**

Passengers' suggested improvements: summary

Stagecoach
SUPERTRAM

71% of Sheffield passengers in 2018 had no suggestions for improvements

…of the 29% that did, the most common service areas for improvement were:

Area	Value
Frequency/ routes	16
Tram: Design/ comfort/ condition	13
External factors	12
Comment about other journey	11
Real time information/ updates at tram stop	11
Fares/ tickets	10
Punctuality	10
Information about routes	8
On-board amenities (WiFi, tea/ coffee etc.)	7
Tram staff	6
Other	6
Passenger behaviour	5
Security	3
Pushchair provision	2
Real time information/ updates via online sources	2
Tram stop	2
Seating and capacity	1
Journey times	1
Cleanliness of tram	1
Disabled/ wheelchair provision	0

⬆ Statistically significant increase since 2017
⊟ No change
⬇ Statistically significant decrease since 2017

Q. If something could have been improved on your tram journey today, what would it have been?
Base: All suggesting an improvement - 247

transport**focus**

Passengers' suggested improvements: the detail Selected verbatim comments

Any chance of rearranging the early morning journey between 5am to 5.30 am Monday to Friday for between Parkgate to Sheffield. It would be very helpful for passengers who are travelling to work. Only one bus runs at that time too so a tram would be useful

Clearer information on the printed timetable at the stop. It's not obvious to everyone that it is the new times (it should have had the date on).

The digital displays frequently bear no relation to when a tram is actually going to arrive, would be useful if these were accurate

Too crowded and seats don't have enough room for leg spaces and they are so close

Too confusing array of ticket prices. Should be able to use £4.50 day ticket by bus from Rotherham, then tram train to Sheffield

Put seats at Attercliffe tram stop and improve the lighting at the tram stop. Clean the tram seats. Clean up the litter on the tram

Staff told more about when fairs are changing, asked three different people and all have said no communication from the company

Phone charging and USB ports if wi-fi available. Better signage and access instructions

Although there were two conductors, there was a group of youths, both male and female, who were singing and swearing. They were not challenged in any way. At times the conductors were sat together which I thought was unusual.

Tram Passenger Survey (TPS) – Sheffield

Opinion of trams in the local area

Opinion of trams in the local area: summary

Sheffield

Stagecoach
SUPERTRAM

Bus services in South Yorkshire (BPS)

General opinion of services in area:
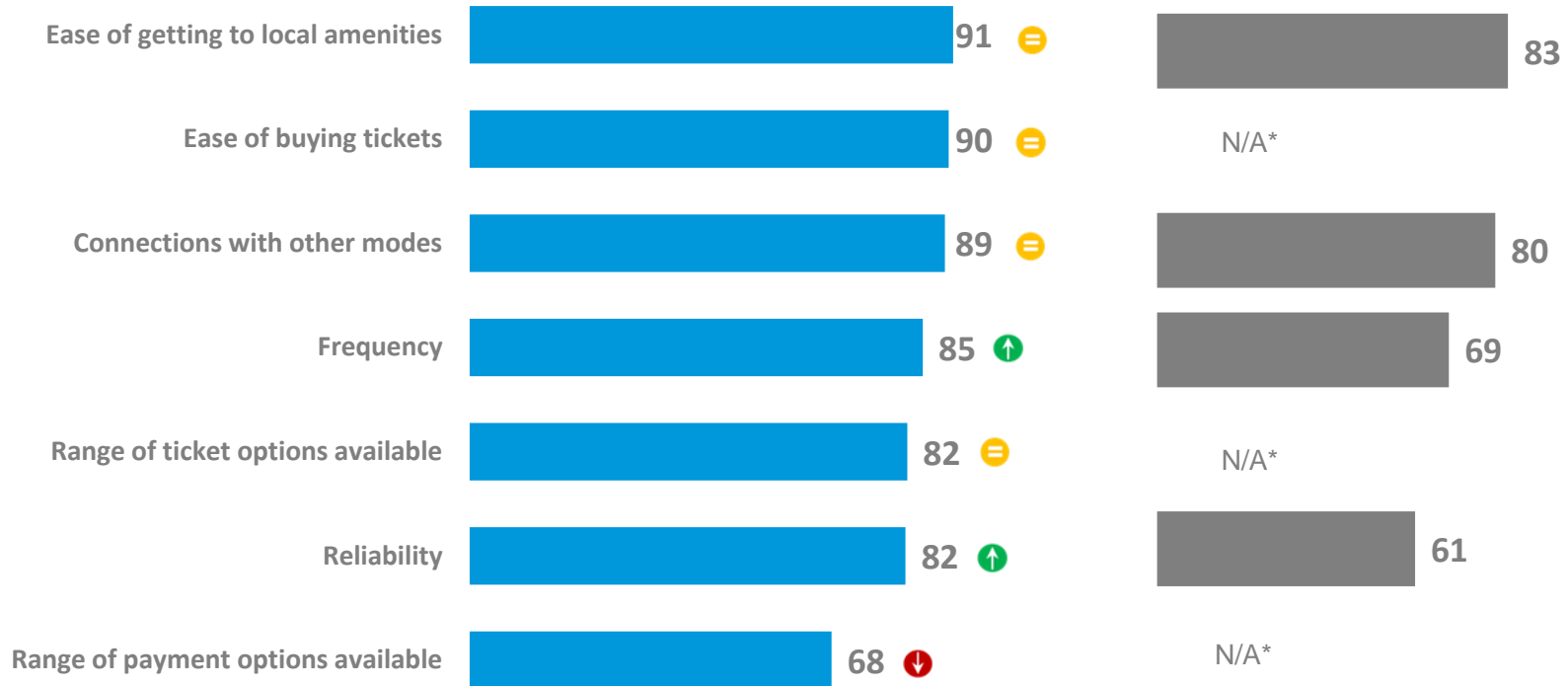
	Sheffield Supertram	Bus services (BPS)
Ease of getting to local amenities	91 ⊜	83
Ease of buying tickets	90 ⊜	N/A*
Connections with other modes	89 ⊜	80
Frequency	85 ⬆	69
Range of ticket options available	82 ⊜	N/A*
Reliability	82 ⬆	61
Range of payment options available	68 ⬇	N/A*

⬆ Statistically significant increase since 2017

⊜ No change

⬇ Statistically significant decrease since 2017

*Not asked in BPS

Q. And how satisfied are you overall with tram services for the following? Base: 809
Q. How would you rate tram services for the following? Base: 809

transportfocus

Satisfaction on the trams generally

Sheffield

Stagecoach SUPERTRAM

Total fairly/very satisfied

	2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Ease of buying tickets	60 / 30 / 5 / 3 / 2	90 (=)	89	89	93	91	94
Frequency	44 / 42 / 8 / * / *	85 (↑)	80	81	87	84	86
Range of ticket options available	44 / 39 / 12 / 5 / 1	82 (=)	80	88	83	73	N/A*
Reliability	41 / 41 / 8 / 8 / 2	82 (↑)	76	80	85	81	84
Range of payment options available	39 / 29 / 16 / 9 / 7	68 (↓)	75	67	N/A*	N/A*	N/A*

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

Total good/very good

	2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Ease of getting to local amenities	53 / 38 / 6 / 2 / *	91 (=)	89	87	89	90	91
Connections with other modes	52 / 38 / 8 / 2	89 (=)	90	90	90	91	90

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

Q. And how satisfied are you overall with tram services for the following? Base: 760
Q. How would you rate tram services for the following? Base: 809
*Not asked before 2016   **Statement changed in 2017 from 'Punctuality' to 'Reliability
*Indicates a proportion lower than 1%

(↑) Statistically significant increase since 2017
(=) No change
(↓) Statistically significant decrease since 2017

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43
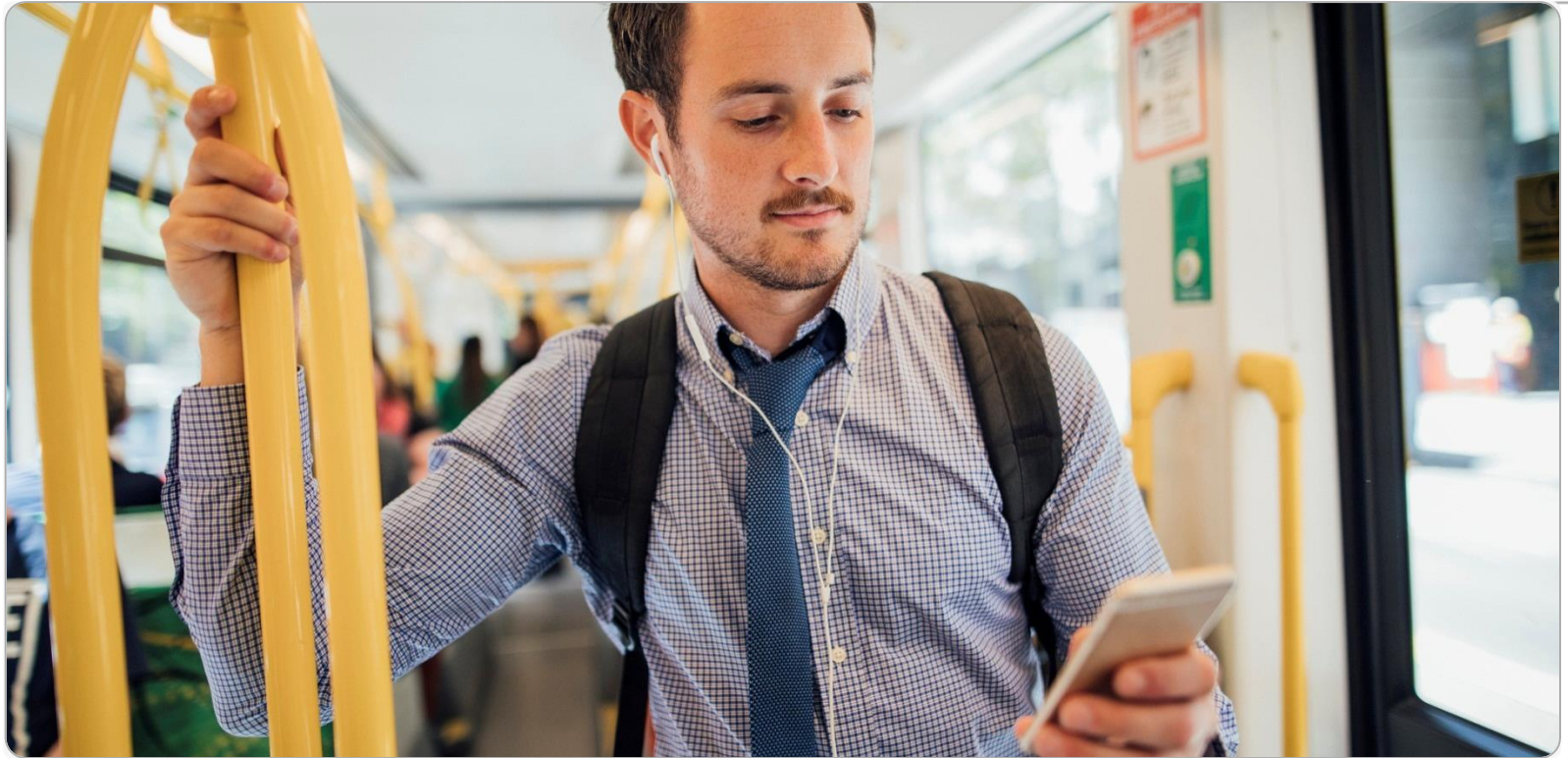
Tram Passenger Survey (TPS) – Sheffield

Appendix 1: the passenger and journey context

transportfocus

Sheffield passengers: summary

Overview of passenger demographics

Age

- 16-34
- 35-59
- 60+

30% | 26% | 44%

Autumn 2018
- ⬇ 37
- ⬆ 35
- ⟱ 24
- ⟱ 3

Disability

- Yes
- No
- Not stated

23% | 5% | 72%

Autumn 2018
- ⟱ 18
- ⟱ 74
- ⟱ 9

Access to private transport

- Easy
- Moderate
- Difficult
- Not stated

39% | 1% | 27% | 33%

Autumn 2018
- ⟱ 37
- ⟱ 51
- ⟱ 10
- ⟱ 2
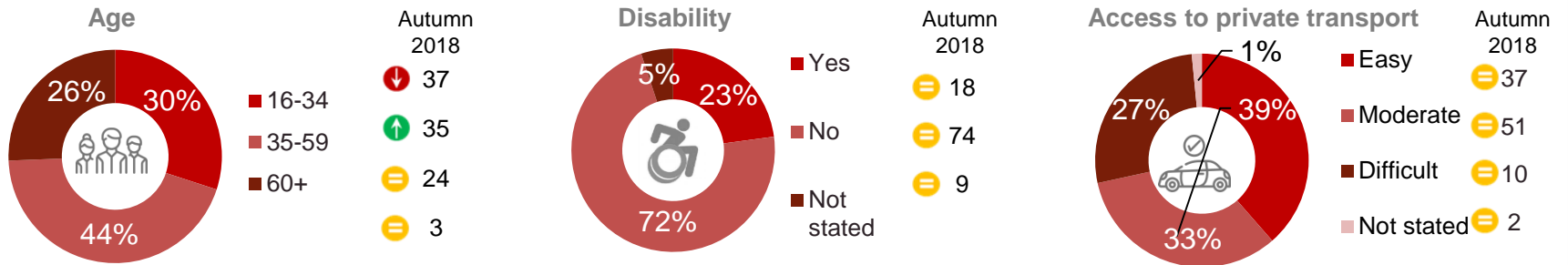
Passengers' postcodes relative to tram network
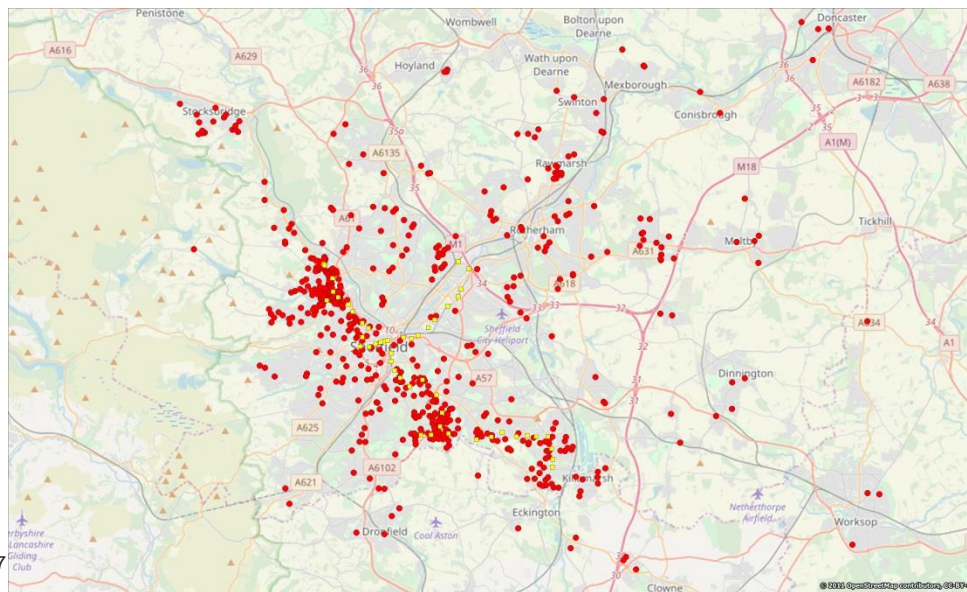
- 🟨 Tram stop
- 🟥 Respondent

- ⬆ Statistically significant increase since 2017
- ⟱ No change
- ⬇ Statistically significant decrease since 2017

transportfocus

Passenger profile

		Tram				
		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Age							
16-34	⊜	30	37	30	40	52	50
35-59	⊜	44	35	39	37	25	29
Over 60	⊜	26	24	26	21	24	21
Not stated	⊜	0	3	4	2	N/A	N/A
Access to private transport							
Easy	⊜	39	37	35	35	45	38
Moderate	⊜	33	51	51	52	42	47
Limited/none	⊜	27	10	11	11	11	13
Not stated	⊜	1	2	3	2	3	2
Has a disability							
Yes	⊜	23	18	21	18	10	12
Ticket type							
Free pass holders	⊜	24	26	27	24	24	20
Fare-payers	⊜	76	74	73	76	76	80

⬆ Statistically significant increase since 2017
⊜ No change
⬇ Statistically significant decrease since 2017

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Where Sheffield passengers live

Stagecoach SUPERTRAM

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
S6-S8, S10-11	30	=	29	33	29	30	10
S9, S12-S13	14	↓	18	16	14	10	10
S60-S62, S65-S66	10	↑	3	5	5	5	3
S20-S21, S25-S26	9	↓	13	11	8	18	18
S1-S2	8	↑	8	6	7	4	17
S35-S36	5	=	7	10	9	6	10
S3-S5	4	=	5	4	7	6	21
S63-S64, S70-S75	3	=	3	3	4	2	3
Any other postcode	7	=	13	12	16	14	5
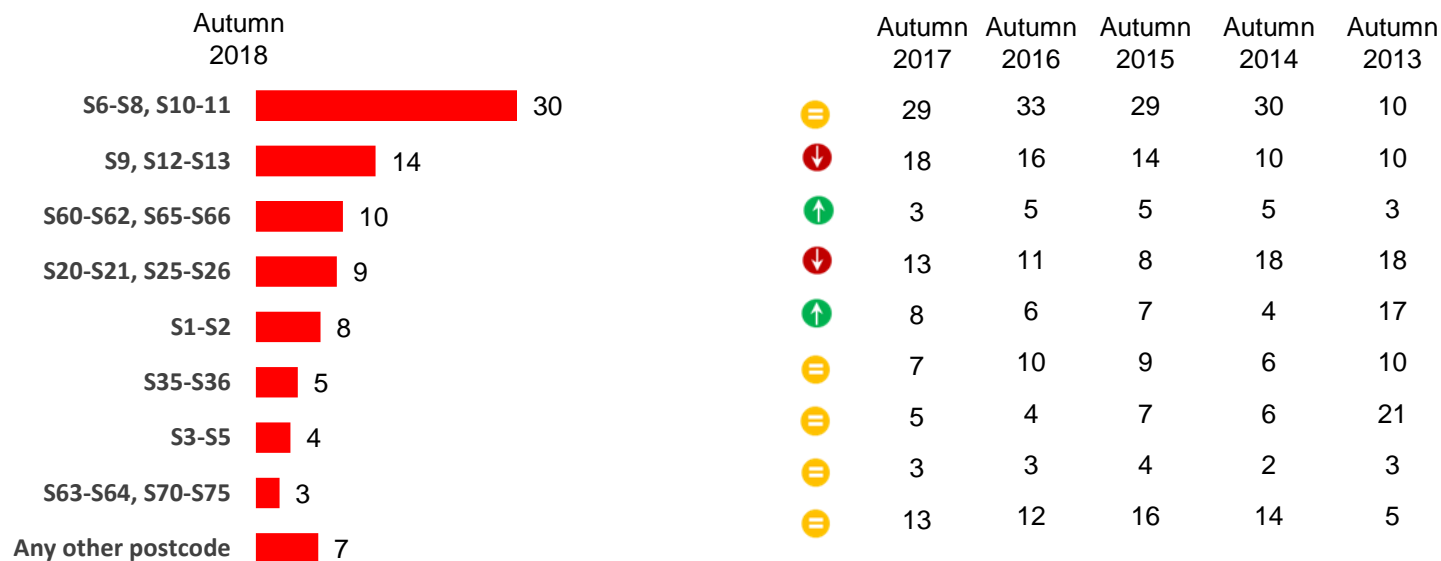
Q: What is your postcode?
Base: All giving a postcode – 727

↑ Statistically significant increase since 2017
= No change
↓ Statistically significant decrease since 2017

Sheffield journeys: summary (1)

Sheffield

Stagecoach SUPERTRAM

Passenger journey details

Journey purpose

Commuting — 46 ⚖
Business — 6 🔻
Leisure — 53 🔼
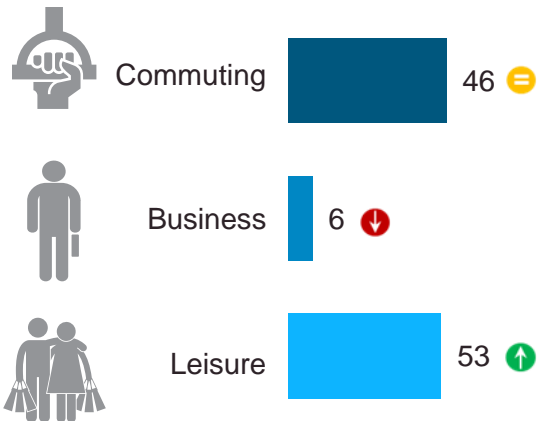
Frequency using trams in area

5+ days week — 37 ⚖
3-4 days week — 22 ⚖
1-2 days a week — 21 ⚖
Once a fortnight — 6 ⚖
Once a month — 6 ⚖

Less often — 7 ⚖
First time — 1 ⚖

🔼 Statistically significant increase since 2017
⚖ No change
🔻 Statistically significant decrease since 2017

transportfocus

Sheffield journeys: summary (2)

Tickets used for today's journey

Sheffield

Stagecoach
SUPERTRAM

Free/fare-payers

Fare-payer — 76 ⊖

Ticket type

Single/return — 31 ⊖
Season — 40 ⊖
Other — 28 ⊖

Free pass — 24 ⊖

Mode permitted

Tram only — 47 ⊖
Multi-mode — 53 ⊖

Purchased ticket via…

Conductor — 47 🔴
Direct from tram operator — 13 ⊖
Rail/bus company — 6 ⊖
Other — 4 ⊖

Ticket format

Paper — 39 🔴
Photocard — 15 ⊖
Plastic card — 41 ⊖
M-ticket — 3 🟢

🟢 Statistically significant increase since 2017
⊖ No change
🔴 Statistically significant decrease since 2017

transport focus

Sheffield journeys: summary (3)

Most used tram stops: journey start

Cathedral	12	⚌
Meadowhall Interchange	7	🔴⬇
Hillsborough	6	⚌
Castle Square	6	🟢⬆
Middlewood	5	⚌
Rotherham Parkgate	5*	
Malin Bridge	5	⚌
University of Sheffield	4	⚌

Mode used to arrive at starting stop (all stops)

On foot	66	⚌
Car	15	⚌
Bus	13	⚌
Train	3	⚌
Other	3	⚌
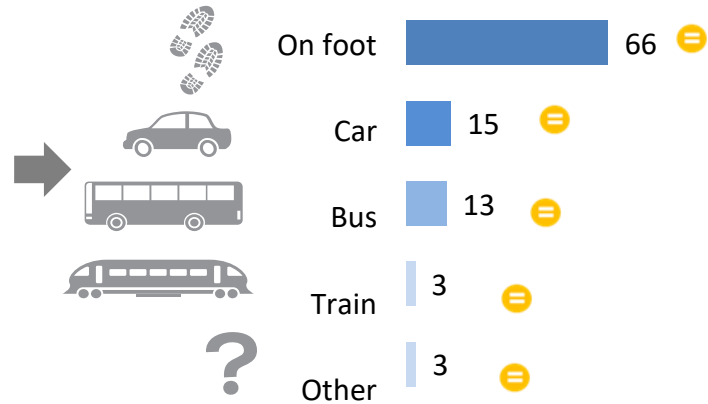
Most used tram stops: journey destination

Cathedral	20	⚌
Castle Square	7	⚌
University of Sheffield	7	⚌
Meadowhall Interchange	6	🟢⬆
Hillsborough	6	⚌
City Hall	5	⚌
Fitzalan Square/ Ponds Forge	5	⚌
Sheffield Station	3	⚌

Mode used to travel on from destination stop (all stops)
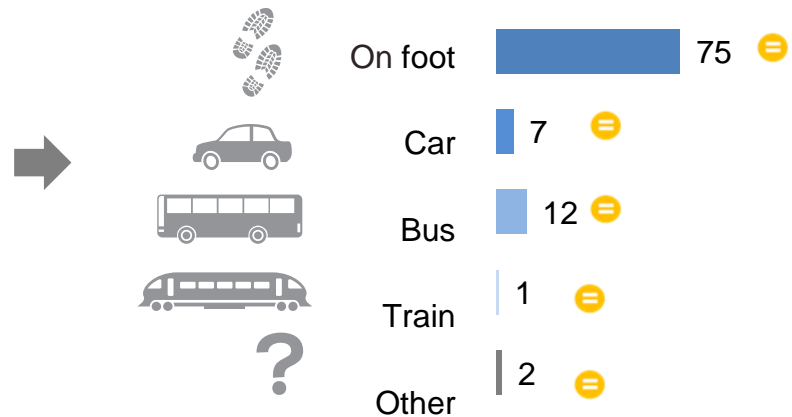
On foot	75	⚌
Car	7	⚌
Bus	12	⚌
Train	1	⚌
Other	2	⚌

🟢⬆ Statistically significant increase since 2017
⚌ No change
🔴⬇ Statistically significant decrease since 2017

**New station in 2018

transport**focus**

Sheffield journeys: summary (4)

Weather on day of journey
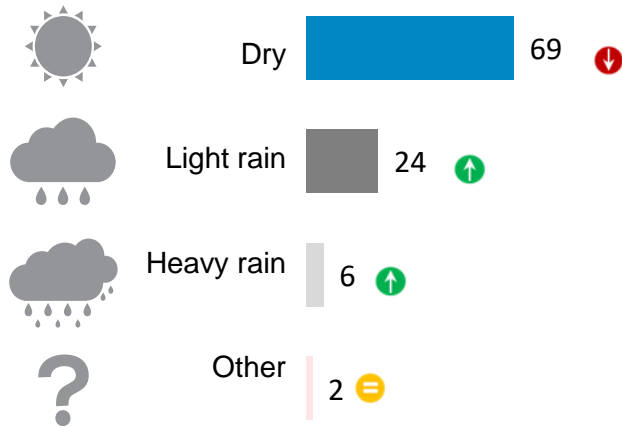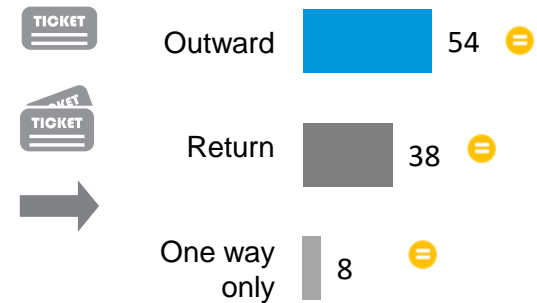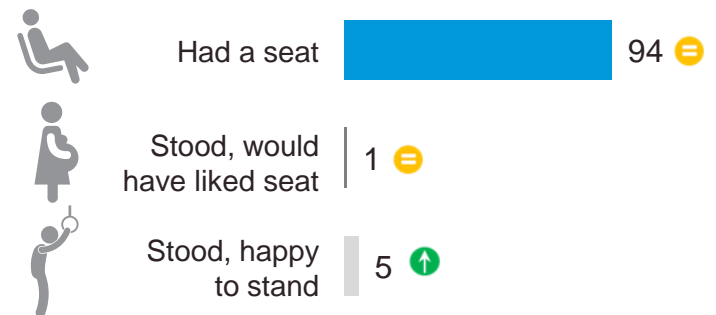
Dry 69 ↓

Light rain 24 ↑

Heavy rain 6 ↑

Other 2 =

Journey direction

Outward 54 =

Return 38 =

One way only 8 =

Sitting/standing

Had a seat 94 =

Stood, would have liked seat 1 =

Stood, happy to stand 5 ↑

↑ Statistically significant increase since 2017
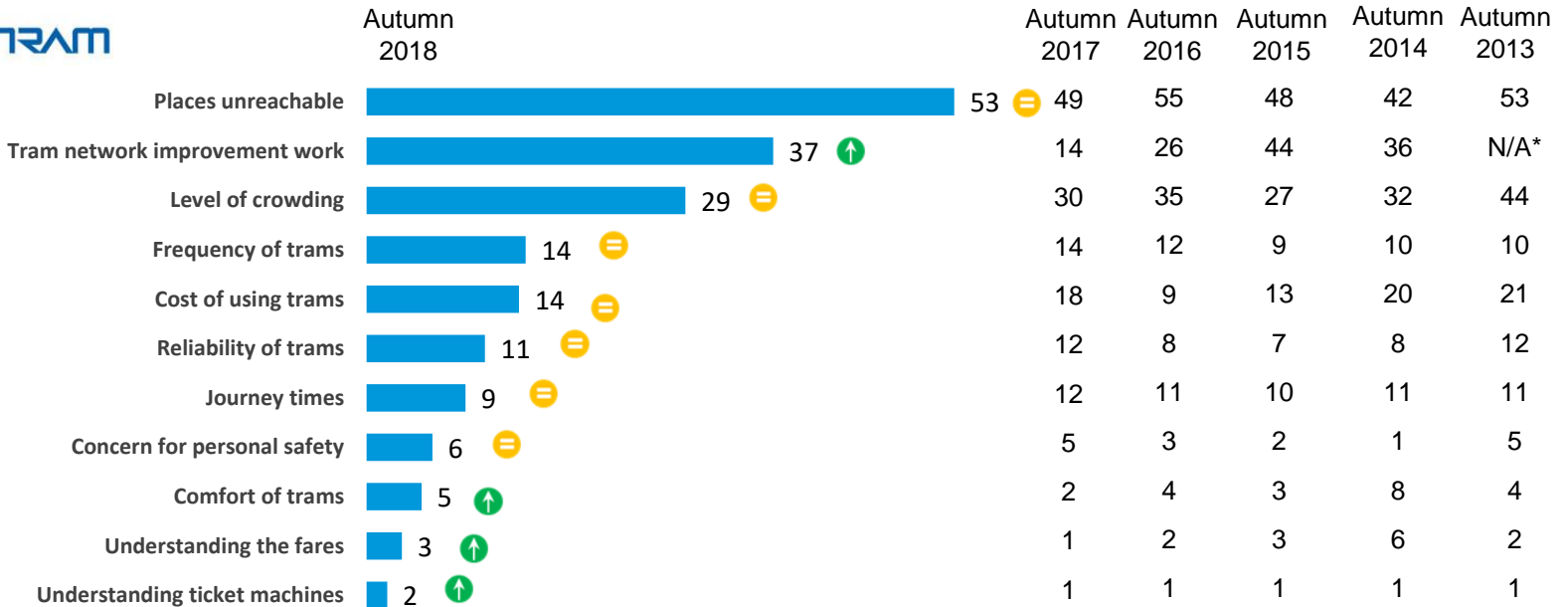= No change
↓ Statistically significant decrease since 2017

transportfocus

Journey purpose

Sheffield

Stagecoach
SUPERTRAM

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Travelling to/from work	39	38	39	37	35	38
Travelling to/from education	6	10	12	10	15	10
Company business	2	2	2	1	1	1
Personal business	2	4	6	5	5	4
Health visit	4	3	1	2	2	2
Shopping trip	21	18	18	18	14	21
Visit friends or relatives	7	8	7	9	9	11
Leisure trip	14	14	11	14	14	11
Other	5	3	4	4	5	3
Sub-total: Commuter	46	48	51	47	50	48
Sub-total: Business	2	2	2	1	1	1
Sub-total: Leisure	53	51	47	53	49	51

Q. What is the main purpose of your tram journey today?
Base: All passengers – 794

⬆ Statistically significant increase since 2017

⬟ No change

⬇ Statistically significant decrease since 2017

transportfocus

Frequency of using Sheffield Supertram

Sheffield

SUPERTRAM
Stagecoach

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
5 or more days a week	37	=	38	45	43	42	41
3 or 4 days a week	22	=	23	21	19	16	19
Once or twice a week	21	=	19	19	20	22	20
Once a fortnight	6	=	6	4	6	4	6
Once a month	6	=	5	5	5	4	5
Less frequently	7	=	8	6	8	10	8
This is the first time	1	=	1	0	0	2	2
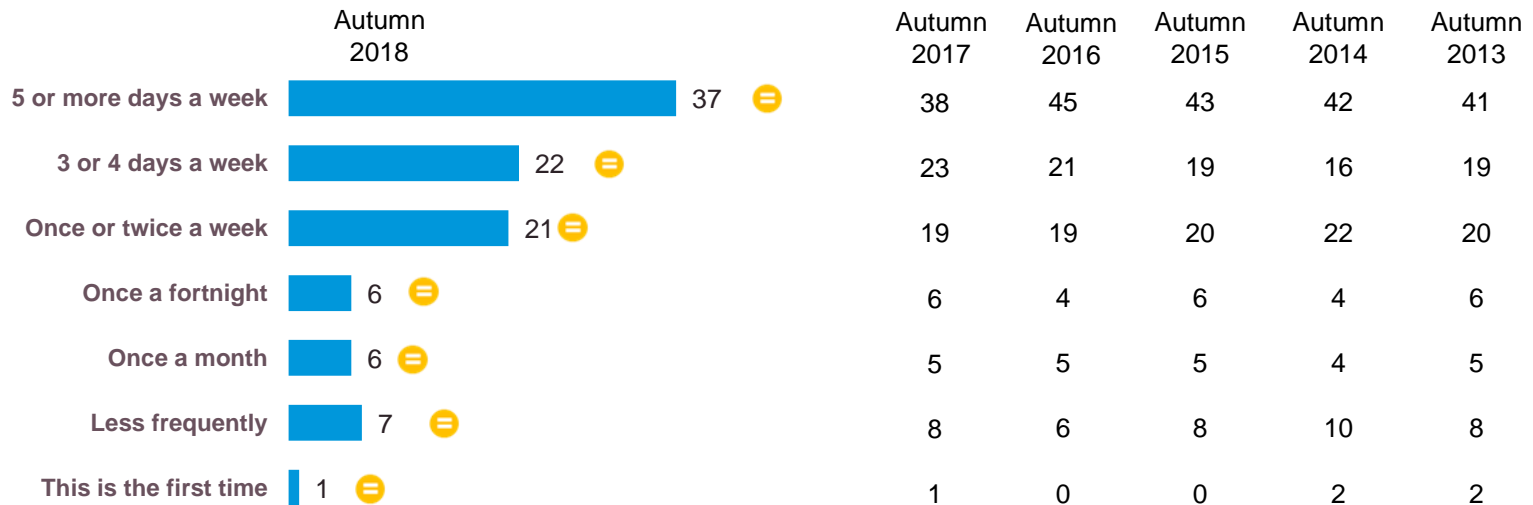
Q. How often do you typically travel by tram?
Base: All passengers – 794

⬆ Statistically significant increase since 2017
⬌ No change
⬇ Statistically significant decrease since 2017

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Ticket type and modes of transport permitted

Sheffield
Stagecoach
SUPERTRAM

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Sub-total: Single/ return	13	14	10	14	19	18
Single	8	10	5	11	13	13
Return	5	5	6	4	6	5
Sub-total: Season ticket/ pass	59	55	59	55	50	58
Day pass	18	18	15	14	14	17
3 day/ weekend	*	0	0	0	0	0
5 days/ 1 week	23	21	22	21	18	22
10 days/ 2 weeks	0	0	0	0	0	0
4 weeks/ 1 month	16	15	18	14	13	11
Quarterly/ 3 months	*	0	0	2	0	1
1 year	1	1	4	3	1	3
Other time period	4	0	1	0	0	0
Free pass/ journey	24	26	27	24	24	20
Other ticket type	5	5	3	7	6	5
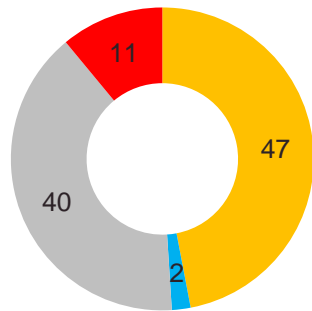
		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Tram only (47)		43	39	45	34	28
Train and tram (2)		1	1	0	2	2
Bus and tram (40)		44	48	43	53	48
Train, bus and tram (11)		12	12	12	11	23

⬆ Statistically significant increase since 2017

⊜ No change

⬇ Statistically significant decrease since 2017

Q. What type of ticket/pass did you use for this tram journey today? Base: All passengers – 802
Q. What modes of transport does your ticket allow you to travel on? Base: All passengers – 786
*Indicates a proportion lower than 1%

transportfocus

Method of buying ticket and ticket format

Sheffield

Stagecoach
SUPERTRAM

	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
From a ticket machine at stop — N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
From Conductor — 62	64	58	61	61	66
Direct from Stagecoach Supertram... — 14	5	6	7	10	9
Travelshop — 5	13	18	15	16	10
Rail/Bus Company — 8	6	10	5	8	4
From a local shop or post office (Pay Point) — 0	1	0	1	0	0
You had a free pass — 1	0	0	1	0	1
Direct debit through work/college — 1	0	0	1	0	1
Other — 9	1	7	10	5	7
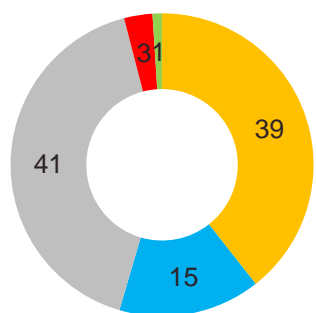
Pie chart values: 39, 15, 41, 31

	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Paper ticket/pass	44	40	60	56	70
Photocard pass	14	14	12	15	12
Plastic card	39	44	27	23	14
Ticket on mobile	2	0	0	0	0
Other format	1	2	1	6	4

↑ Statistically significant increase since 2017
= No change
↓ Statistically significant decrease since 2017

*Not asked for Sheffield

Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 493

Q. In what format was your ticket?
Base: All passengers – 797

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Sheffield stops used by passengers surveyed

Sheffield

Stagecoach
SUPERTRAM

54 per cent of passengers were on an outward journey, 38 per cent on a return and 8 per cent on a one-way trip (2017: 53 per cent, 41 per cent and 6 per cent respectively)

90 per cent had a seat for their whole journey, while 1 per cent said they had to stand but would have liked to have a seat (2017: 91 per cent and 2 per cent)

Boarding

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
•Cathedral	13	13	12	7	9	9
•Meadowhall Interchange	7	11	6	11	12	13
•Castle Square	6	5	6	5	3	4
•Hillsborough Interchange	6	6	9	7	5	5
•Middlewood	5	6	11	8	7	14
•Rotherham Parkgate	5	N/A*	N/A*	N/A*	N/A*	N/A*
•University of Sheffield	5	5	2	7	6	6
•Malin Bridge	5	4	5	3	8	5
•Sheff. Station/Sheff. Hallam Uni	4	5	6	6	3	3

Alighting

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
•Cathedral	20	18	19	11	20	13
•University of Sheffield	7	8	10	9	10	9
•Castle Square	7	6	4	7	5	5
•Meadowhall Interchange	6	9	4	8	6	9
•Hillsborough Interchange	6	6	9	8	3	5
•City Hall	5	4	5	5	6	3
•Sheff. Station/Sheff. Hallam Uni.	3	4	4	3	10	7
•Middlewood	3	4	3	4	3	4
•Rotherham Central	3	N/A*	N/A*	N/A*	N/A*	N/A*

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

⬆ Statistically significant increase since 2017

🟡 No change

⬇ Statistically significant decrease since 2017

Q: Were you on your outward or return journey? Base: All passengers - 791
Q. Did you get a seat on the tram? Base: All passengers - 809
Q: At which stop did you board/leave this tram? Base: All passengers - 809

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How got to and from the tram stop
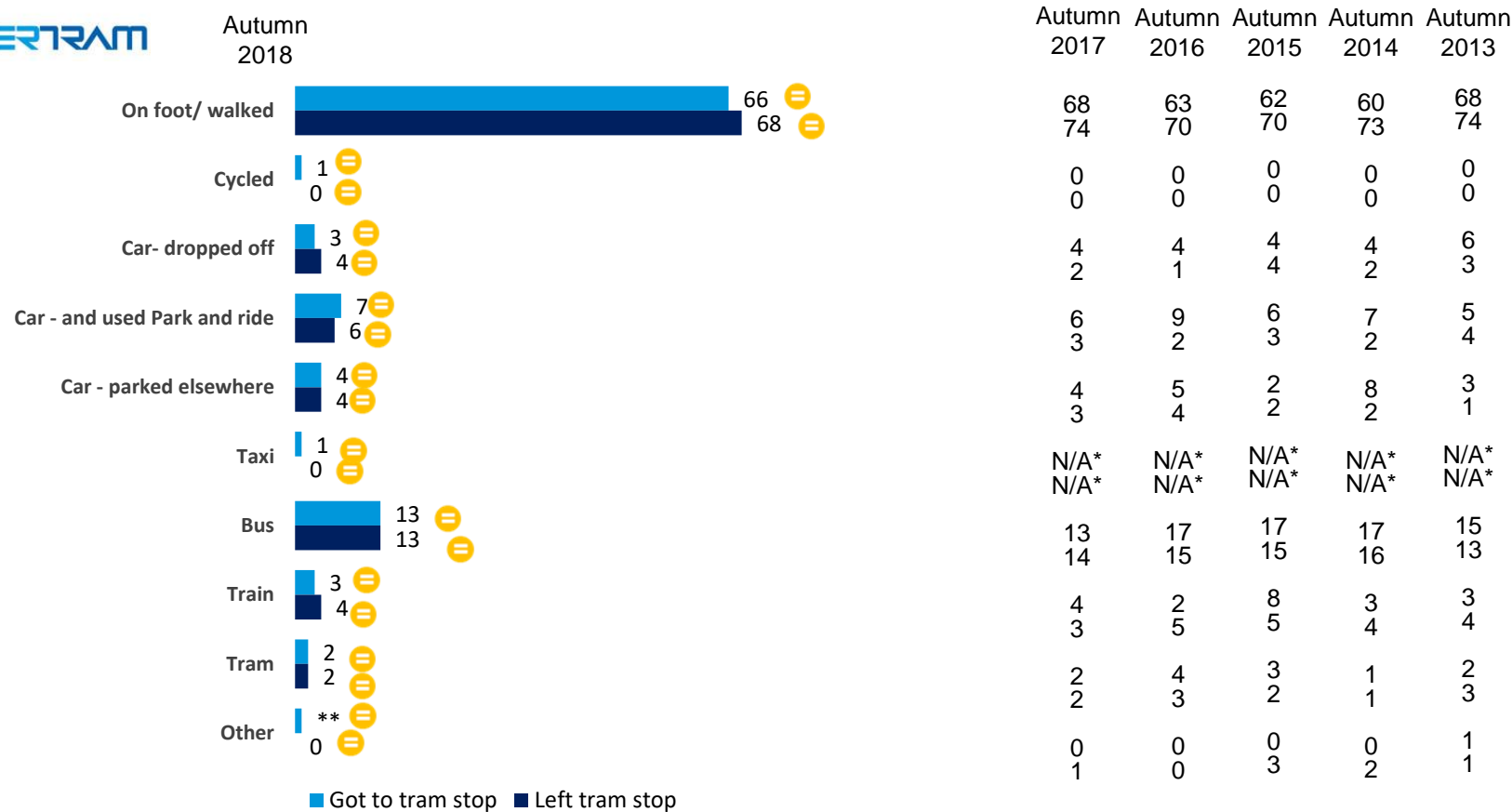
Sheffield

Stagecoach SUPERTRAM

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
On foot/ walked	66 / 68	68 / 74	63 / 70	62 / 70	60 / 73	68 / 74
Cycled	1 / 0	0 / 0	0 / 0	0 / 0	0 / 0	0 / 0
Car- dropped off	3 / 4	4 / 2	4 / 1	4 / 4	4 / 2	6 / 3
Car - and used Park and ride	7 / 6	6 / 3	9 / 2	6 / 3	7 / 2	5 / 4
Car - parked elsewhere	4 / 4	4 / 3	5 / 4	2 / 2	8 / 2	3 / 1
Taxi	1 / 0	N/A* / N/A*	N/A* / N/A*	N/A* / N/A*	N/A* / N/A*	N/A* / N/A*
Bus	13 / 13	13 / 14	17 / 15	17 / 15	17 / 16	15 / 13
Train	3 / 4	4 / 3	2 / 5	8 / 5	3 / 4	3 / 4
Tram	2 / 2	2 / 2	4 / 3	3 / 2	1 / 1	2 / 3
Other	** / 0	0 / 1	0 / 0	0 / 3	0 / 2	1 / 1

■ Got to tram stop ■ Left tram stop

⬆ Statistically significant increase since 2017
⚊ No change
⬇ Statistically significant decrease since 2017

Not asked before 2017
Q: How did you get to/from the tram stop where you boarded/left the tram today?
Base: All passengers – 801
**Indicates a proportion lower than 1%*

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Weather conditions when journey made

Sheffield

Stagecoach SUPERTRAM

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Dry	69 🔻		85	90	55	81	71
Light rain	24 🔼		13	9	32	13	24
Heavy rain	6 🔼		1	0	7	3	1
Snow	0 ⚌		0	0	0	0	0
Foggy	2 ⚌		1	1	5	2	2
Icy	0 ⚌		0	0	0	1	1
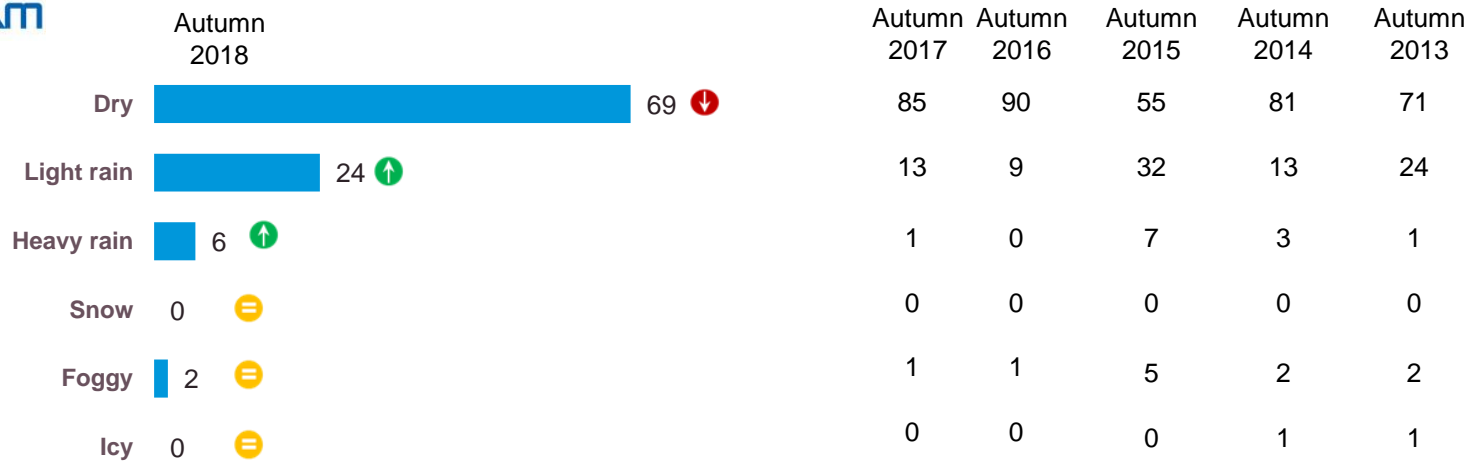
Q. What was the weather like when you made your journey?
Base: All passengers - 802

🔼 Statistically significant increase since 2017
⚌ No change
🔻 Statistically significant decrease since 2017

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Reasons for choosing the tram*

Sheffield

SUPERTRAM

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Best way to get where I am going	51	=	53	50	37	37	34
Quicker than other transport	27	↑	21	27	16	13	10
More convenient than the car (e.g. parking)	26	=	30	33	17	21	20
Tram more comfortable than other transport	22	=	20	21	6	8	8
Didn't have the option of travelling by another means	17	=	17	17	16	11	16
Cheaper than the car	9	=	10	12	3	5	5
For the experience of riding the tram	6	↑	3	5	0	1	N/A**
Cheaper than other transport	5	=	6	4	1	2	2
Other	5	=	4	4	2	2	6

↑ Statistically significant increase since 2017
= No change
↓ Statistically significant decrease since 2017

*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 – 799

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Factors preventing more journeys being made

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Places unreachable	53 (=)	49	55	48	42	53
Tram network improvement work	37 (↑)	14	26	44	36	N/A*
Level of crowding	29 (=)	30	35	27	32	44
Frequency of trams	14 (=)	14	12	9	10	10
Cost of using trams	14 (=)	18	9	13	20	21
Reliability of trams	11 (=)	12	8	7	8	12
Journey times	9 (=)	12	11	10	11	11
Concern for personal safety	6 (=)	5	3	2	1	5
Comfort of trams	5 (↑)	2	4	3	8	4
Understanding the fares	3 (↑)	1	2	3	6	2
Understanding ticket machines	2 (↑)	1	1	1	1	1

(↑) Statistically significant increase since 2017
(=) No change
(↓) Statistically significant decrease since 2017

*Not asked in 2013. The addition of 'Tram network improvement works' in TPS 2014 could have caused the significant drops in other factors
Q. Have any of the following frequently stopped you making journeys by tram? (More than one answer permissible)
Base: All previously using the tram – 525

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Tram Passenger Survey (TPS)

Appendix 2 – Further details on survey background and method

Methodology – fieldwork

Sheffield Supertram (TPS)

Fieldwork: 18 September to 8 December 2018 (with a gap for half term from 29 October to 4 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 paper or online self-completion questionnaire

Sample size: 809 interviews (726 paper and 83 online)

In 2017 fieldwork took place between 18 September to 8 December 2017

Bus (BPS) data for South Yorkshire

Fieldwork: 10 September to 12 December 2018

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: 1483 interviews

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Methodology – data analysis

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

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 and Sheffield Supertram this was by line)
• Age: 16-34, 35-59, 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 2018 technical report.

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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	• 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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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.
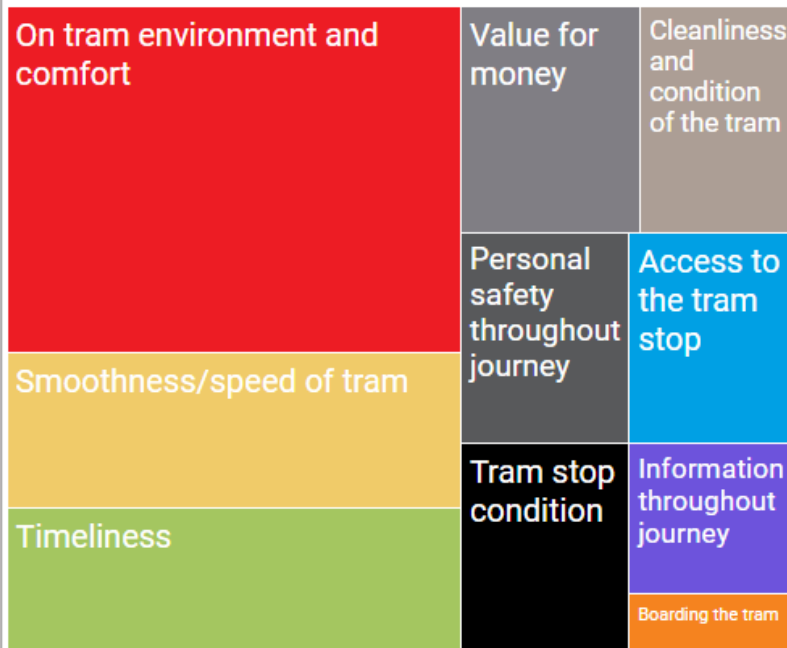
This analysis was conducted on fare-paying passengers only, so that the influence of value for money could be included. It also combines data from 2018 and 2017 surveys to increase robustness. The analysis excludes satisfaction measures relating to tram staff; due to differences in staff availability 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.

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The Sheffield tramway 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.

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Tram Passenger Survey

Thank you for agreeing to take part in our survey about the tram journey you made when given this questionnaire.

There are also questions about your general experiences at the end.

All the information you give will be treated in the strictest confidence.

Your views as a passenger are important.

Transport Focus is the official, independent consumer watchdog that promotes the interested of transport users.

Tram companies, local authorities and governments act on the survey results. They are the evidence we use to seek improvements on behalf of passengers.

Completing the questionnaire
Please fill in the questionnaire after completing your journey on Supertram.
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.
If you prefer to fill the questionnaire in online, then please go to www.tramsurvey.co.uk/Sheffield
WHEN ANSWERING:
CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

1 About your journey on Supertram

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

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

Season Ticket/ Megarider/ Dayrider/ Unirider/ TravelMaster		Single/ Return ticket	
1 day	□	Single ticket	□
3 day/weekend	□	Return ticket	□
5 days/ 1 week	□	**A free pass or free journey**	
10 days/ 2 weeks	□	Elderly person's pass	□
4 weeks/ 1 month	□	Disabled person's pass	□
Quarterly/ 3 months	□	Student free travel pass	□
1 year	□	Complimentary/ free ticket	□
Other time period (please write in)	□	**Other ticket**	
		Park and Ride	□
		Family/ group ticket	□
		Other	□

Q3b What modes of transport does your ticket allow you to travel on?
Supertram only □   Bus and Supertram □
Train and Supertram □   Train, Bus and Supertram □

For office use only:
SS

Your opinion counts! ☑
transportfocus
1

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

Q5a How did you buy that ticket or pass?
From Conductor □   From a local shop or post office (Pay Point) □
Direct from Stagecoach Supertram (website/ phone) □   You had a free pass □
Travel shop □   Direct debit through work/ college □
Rail/ Bus Company □   Other □

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

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

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

Q8 Were you travelling with….? (Please tick all that apply)
Heavy/ bulky luggage □   A non-folding bicycle □
Shopping bags □   A dog □
A shopping trolley □   A helper □
A pushchair, buggy or pram □   A mobility scooter □
Children (under 12) □   A wheelchair □
A folding bicycle □   None of the above □

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

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

Q11 What was the main reason you chose to take Supertram for this journey? (please tick all that apply)
Cheaper than the car □   Best way to get where I am going □
Cheaper than other transport □   Tram more comfortable than other transport □
More convenient than the car (e.g. parking) □   For the experience of riding the tram □
Didn't have the option of travelling by another means □   Other (please write in) □
Quicker than other transport □

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 Supertram

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

Q16 Approximately, how long did you wait for the tram?
(Please write the time in minutes) [ ]

Q18 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. Twitter/ Facebook) ☐
Telephoned for information ☐
Other ☐

At the tram stop
Electronic display at the stop ☐
Information posters at the stop ☐
Online tram times ☐
Disruption updates (e.g. 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 ☐   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) [ ]

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 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 at the tram stop?

	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 (arriving on time)	☐	☐	☐	☐	☐	☐

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 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 & 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.	☐	☐	☐	☐	☐	☐
The ease of getting off the tram	☐	☐	☐	☐	☐	☐

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

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

[ ]

Q24a Was your journey on Supertram today delayed at all?

Yes ☐   No ☐

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

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

Q26 *If yes: By approximately how long was your journey today delayed?*

(Please write the time in minutes) [   ]

Q28 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....................	☐	☐	☐
Free wi-fi..	☐	☐	☐

Q27 Thinking about any Supertram 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)............	☐	☐	☐	☐	☐	☐
The knowledge of the staff................	☐	☐	☐	☐	☐	☐

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 Supertram today?

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

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

[   ]

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

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

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

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

[   ]

Q32 All things considered, how much do you trust the tram company that operated the tram that 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
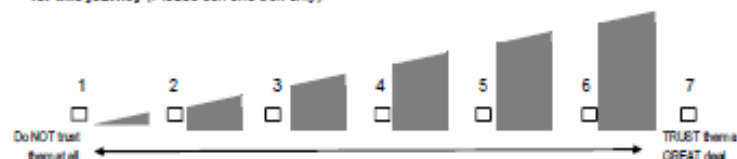
6   Your opinion of Supertram generally

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

Q33a How would you rate Supertram 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 Supertram 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..................	☐	☐	☐	☐	☐	☐
Reliability (running on time).................	☐	☐	☐	☐	☐	☐
Frequency (how often the trams run)...........	☐	☐	☐	☐	☐	☐
Range of tickets available..................	☐	☐	☐	☐	☐	☐
Range of payment options available...........	☐	☐	☐	☐	☐	☐
Customer service...........................	☐	☐	☐	☐	☐	☐

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: Stagecoach Supertram.................. ☐	Travel centre.................... ☐
Phone: Travel South Yorkshire................. ☐	Ask friend/relative.............. ☐
Internet: Stagecoach Supertram website.......... ☐	Ask tram staff................... ☐
Internet: Travel South Yorkshire website.......... ☐	Other............................ ☐
Internet: Other travel website................. ☐	Not sure......................... ☐
Smartphone App.............................. ☐	

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

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

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

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7   About you

In this final section we ask for some information about you, some of which, like your health and ethnicity, is considered to be sensitive information. Any information you give us here is used for research purposes only and not to identify any particular individual. You are also free to decide whether you want to give us this information or not.

We ask these questions so that we can understand how different passengers' experiences vary, so, for example, what do younger passengers think compared to those who are middle aged or of retirement age.

QA Are you?

Male................................... ☐	Female.. ☐
Prefer another term............................. ☐	Prefer not to say................................... ☐

QB Are you...?

16 to 18................... ☐	35 to 44....................... ☐	65 to 69...................... ☐
19 to 21................... ☐	45 to 54....................... ☐	70 to 79...................... ☐
22 to 25................... ☐	55 to 59....................... ☐	80+............................. ☐
26 to 34................... ☐	60 to 64....................... ☐	Prefer not to say..... ☐

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............................. ☐	Prefer not to say............................... ☐

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

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

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

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

QF Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? *(Please tick all that apply)*

No – None.. ☐
Yes – Vision (e.g. blindness or partial sight).. ☐
Yes – Hearing (e.g. deafness or partial hearing)...................................... ☐
Yes – Mobility (e.g only able to walk short distances or difficulty climbing stairs)........ ☐
Yes – Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)........ ☐
Yes – Learning or understanding or concentrating..................................... ☐
Yes – Memory... ☐
Yes – Mental health.. ☐
Yes – Stamina or breathing fatigue... ☐
Yes – Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome).. ☐
Yes – A condition not mentioned above... ☐
Prefer not to say.. ☐

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 And finally, 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.. ☐

☐ ☐ ☐ ☐   ☐ ☐ ☐ ☐

How the information you have provided will be used (General Data Protection Regulations)

Your name, address, email address or phone number – your personal information
Your personal information will always be handled confidentially. We will not make your personal information available to anyone without your knowledge and consent. It will be used solely for the purposes of this research and quality control, and no sales or marketing contact will result from this survey. You have the right to access, withdraw your consent to use and object to processing of your personal information.

Your responses to the questions in this survey, including the 'about you' section

Your responses to the questions in this survey will always be handled confidentially. They will be used solely for the purposes of the research and will not be used to identify you personally. We may share the responses to the questions in this survey, including postcode (if you have provided this) with other organisations that have a legitimate interest in the survey data, such as, but not limited to, local transport authorities, government departments, tram operating companies and academic institutions. Any organisations receiving the data will also be subject to the same restrictions and obligations under GDPR.

As some of the information we ask for in the 'about you' section is considered to be sensitive information we require your consent for this sensitive information to be stored and processed as described above.

Please confirm whether or not you consent to this:
Yes I consent.................................... ☐   No, I do not consent................................. ☐

You also have the right to access, withdraw your consent to use, and object to processing of your sensitive information. For further information about your legal rights and how to exercise these please contact AECOM's Data Protection Officer at privacyquestions@aecom.com.

If you have any queries about this survey or how your data will be used please contact Jodie Knight at AECOM on 0161 927 8328. If you would like to check that this survey is genuine, you can contact the Market Research Society on 0800 9759596 or www.mrs.org.uk who will verify AECOM's status as a legitimate market research organisation.

To find out more about the Tram Passenger Survey or Transport Focus' work visit our website (www.transportfocus.org.uk) or follow us on Twitter (@transportfocus).

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

Name: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Email address: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Thank you for completing this questionnaire.

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

AECOM

Freepost RTCU-LLTT-UHJA
AECOM Limited
AECOM House
179 Moss Lane
HALE
WA15 8FH

transportfocus

Tram Passenger Survey (TPS) **– Sheffield**

Autumn 2018 results

April 2019

Sheffield
Stagecoach
SUPERTRAM

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