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

Autumn 2018 results (re-issued)

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Metrolink

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Tram Passenger Survey (TPS) – Manchester Metrolink

Context to the survey

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Background to the 2018 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 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 **19 September and 8 December 2018**

2987 surveys were completed for Manchester Metrolink in autumn 2018

For further details of the survey method, see Appendix

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The Manchester network in context

	The Network	Passenger Journeys	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions/other notes
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
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 15-30 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
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 Train Tram 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)
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)

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Tram Passenger Survey (TPS) – Manchester Metrolink

Key findings

Key performance measures for Metrolink 2018

Metrolink

Punctuality
89%
88%

Value for money
60%
59%

Journey time
85%
86%

Overall journey
89%
89%

- ⬆ 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

Legend:
- All networks* (grey)
- Metrolink (yellow)
- Blackpool (red)
- Sheffield (blue)
- West Midlands (magenta)
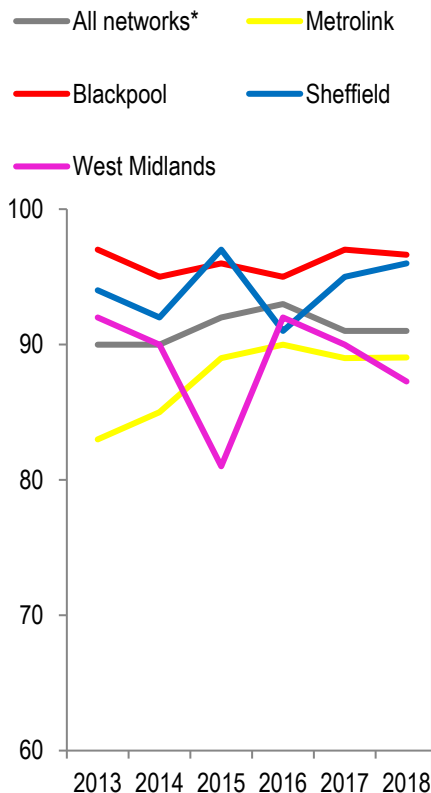
All networks includes different networks each year. 2018 excludes Nottingham Express Transit. 2013, 2017 and 2018 exclude Edinburgh Trams.

Overall journey satisfaction: 2018

- Manchester Metrolink — 89 (No change)
- All Networks* — 91 (No change)
- Blackpool Transport — 97 (No change)
- Sheffield Supertram — 97 (No change)
- West Midlands Metro — 87 (No change)

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

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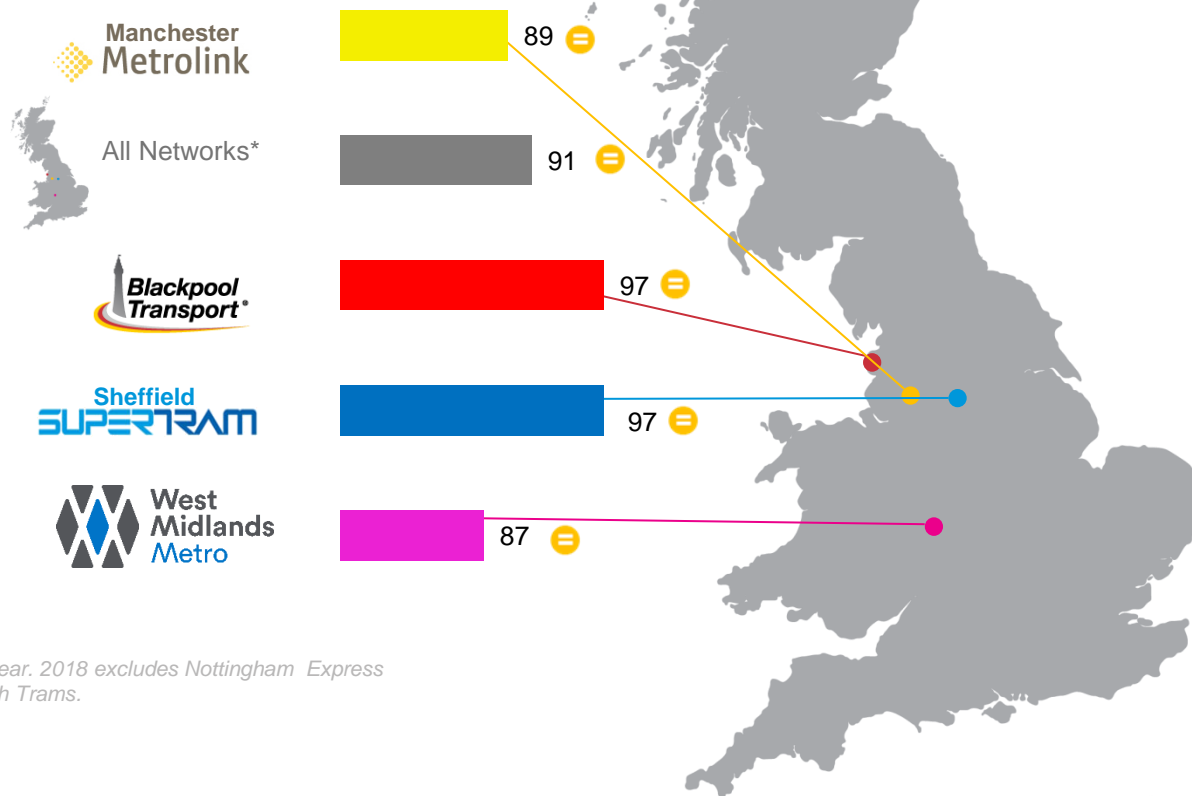
What makes a satisfactory or great journey on Metrolink?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?

- On tram environment and comfort 21%
- Value for money 11%
- Tram stop condition 8%
- Timeliness 20%
- Smoothness/ speed of tram 7%
- 6%
- Information throughout journey 8%
- Boarding the tram 14%
- 3%
- 2%

What makes a great journey?

- On tram environment and comfort 29%
- Value for money 10%
- Cleanliness and condition of the tram 8%
- Timeliness 14%
- Tram stop condition 8%
- Boarding the tram 7%
- Smoothness/ speed of tram 12%
- Access to tram stop 5%
- 4%
- 3%

Legend:
- ■ Cleanliness and condition of the tram
- ■ Access to the tram stop
- ■ Personal safety throughout journey
- ■ Information throughout journey

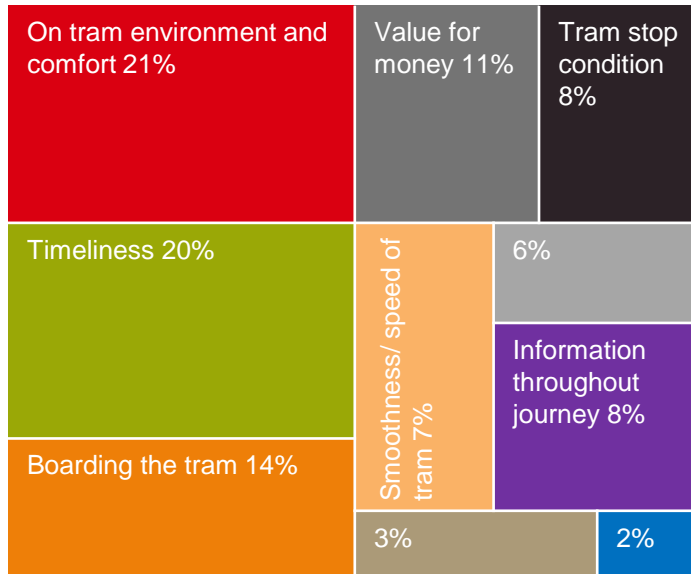*Key Driver Analysis looks at fare-paying passengers' overall journey satisfaction response and their response to the 26 individual satisfaction measures in the survey (including value for money), which have been grouped into 10 themes based upon a statistical analysis of the responses.*
The left hand 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 2018 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.

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Passenger experience in Manchester 2018: across the network

Metrolink

Satisfaction with key measures:

	Metrolink	All Networks	Airport	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone
Overall journey	89 ⊜	91 ⊜	88 ⊜	90 ⊜	89 ⊜	88 ⊜	92 ⊜	87 🔻	88 🔻	90 ⊜
Value for Money	60 ⊜	68 ⊜	59 🔻	58 🔺	68 ⊜	64 🔺	68 🔺	64 ⊜	69 🔺	69 ⊜
Punctuality	89 ⊜	89 ⊜	89 ⊜	87 ⊜	92 ⊜	88 ⊜	90 ⊜	87 ⊜	89 ⊜	89 ⊜
Overall stop	90 ⊜	91 ⊜	91 ⊜	90 ⊜	91 ⊜	86 ⊜	93 ⊜	92 ⊜	87 🔺	94 ⊜

Satisfaction with other measures driving overall journey satisfaction in Manchester:

On tram environment and comfort

	Metrolink	All Networks	Airport	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone
Space to sit/stand on board	68 🔻	73 ⊜	67 🔻	71 ⊜	72 ⊜	69 ⊜	69 ⊜	66 🔻	62 🔻	66 ⊜
Comfort of the seats	71 ⊜	92 🔺	70 🔻	71 ⊜	70 ⊜	69 ⊜	81 🔺	71 ⊜	65 🔻	69 ⊜
Amount of personal space on board	67 🔻	86 ⊜	65 🔻	67 ⊜	71 ⊜	68 ⊜	70 ⊜	65 🔻	58 🔻	71 ⊜

Timeliness

	Metrolink	All Networks	Airport	Altrincham	Ashton	Bury	East Didsbury	Eccles	Rochdale	City Zone
Length of time waiting for the tram	86 ⊜	88 ⊜	82 ⊜	86 ⊜	88 ⊜	87 🔺	89 ⊜	83 ⊜	88 ⊜	86 ⊜

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Overall passenger experience in Manchester 2018: a snapshot

At the stop

Measure		%
Overall satisfaction with stop	(no change)	90%
Distance from journey start	(no change)	84%
Convenience/accessibility	(no change)	90%
General condition and maintenance	(increase)	84%
Freedom from graffiti/vandalism	(no change)	85%
Freedom from litter	(no change)	78%
Behaviour of other passengers	(decrease)	80%
Information provided	(no change)	83%
Personal safety	(decrease)	83%

- ⬆ Statistically significant increase since 2017
- ⬅➡ No change
- ⬇ Statistically significant decrease since 2017

Boarding

Route info on tram (%)	Exterior cleanliness (%)	Ease of getting on (%)	Time taken to board (%)
92	89	90	91

On board

Interior cleanliness (%)	Info on board (%)	Seat / standing space (%)	Seat comfort (%)
82	84	68	71

Personal space (%)	Provision grabrails (%)	Temperature (%)	Personal security (%)
67	77	80	77

| Staff	
Appearance	*Not asked for Metrolink
Greeting	*Not asked for Metrolink
Helpfulness/attitude	*Not asked for Metrolink
Safety of driving	91%
Smoothness of journey	81%

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Manchester 2018: summary of key findings (1)

- In the 2018 wave of the Tram Passenger Survey 89 per cent of Metrolink passengers are satisfied with their journey overall (2017: 89 per cent). This is higher than the same measure on the Bus Passenger Survey (87 per cent). Half of all passengers (51 per cent) are 'very satisfied' with their journey overall

- Overall journey satisfaction is quite consistent across different passenger groups. Younger passengers tend to be slightly less satisfied, as do those who are commuting using Metrolink (71 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 2017, although satisfaction with the availability of seating or space to stand decreased significantly from 71 per cent in 2017 to 68 per cent in 2018.

- The next most important factor is timeliness. This is more important to making journeys 'satisfactory' than 'great'. Satisfaction with punctuality has increased slightly since 2017, with 89 per cent of passengers satisfied.

- Amongst fare-paying passengers, 60 per cent are satisfied with the value for money of their journey, a slight increase since 2017 (59 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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Manchester 2018: summary of key findings (2)

- Satisfaction is highest on the East Didsbury and Altrincham lines, with 92 per cent and 90 per cent satisfied with their journey overall respectively. Passengers using the Eccles line are the least satisfied overall (87 per cent). The Rochdale and the Eccles lines see some significant decreases in satisfaction with the on board environment and comfort

- 49 per cent of passengers spontaneously mention an improvement that could have been made to their journey (42 per cent in 2017). The most common improvements mentioned related to better seating and capacity on board trams

- Other improvements relate to the frequency/route of the tram, as well as the fares and tickets

- 6 per cent of passengers experienced a delay on their journey (2017: 9 per cent). When delays occurred they lasted 10 minutes on average

- Almost half of all passengers (47 per cent) are using Metrolink to commute (43 per cent travelling to work; 4 per cent travelling to education)

- Almost half of passengers (46 per cent) use a ticket vending machine to purchase their ticket compared with 69 per cent in 2017. Almost a fifth (19 per cent) use the 'get me there' app

- Passengers are moving towards using more electronic ticket formats. 20 per cent use a ticket on their mobile (2017: 15 per cent), with 48 per cent still using a paper ticket (2017: 57 per cent).
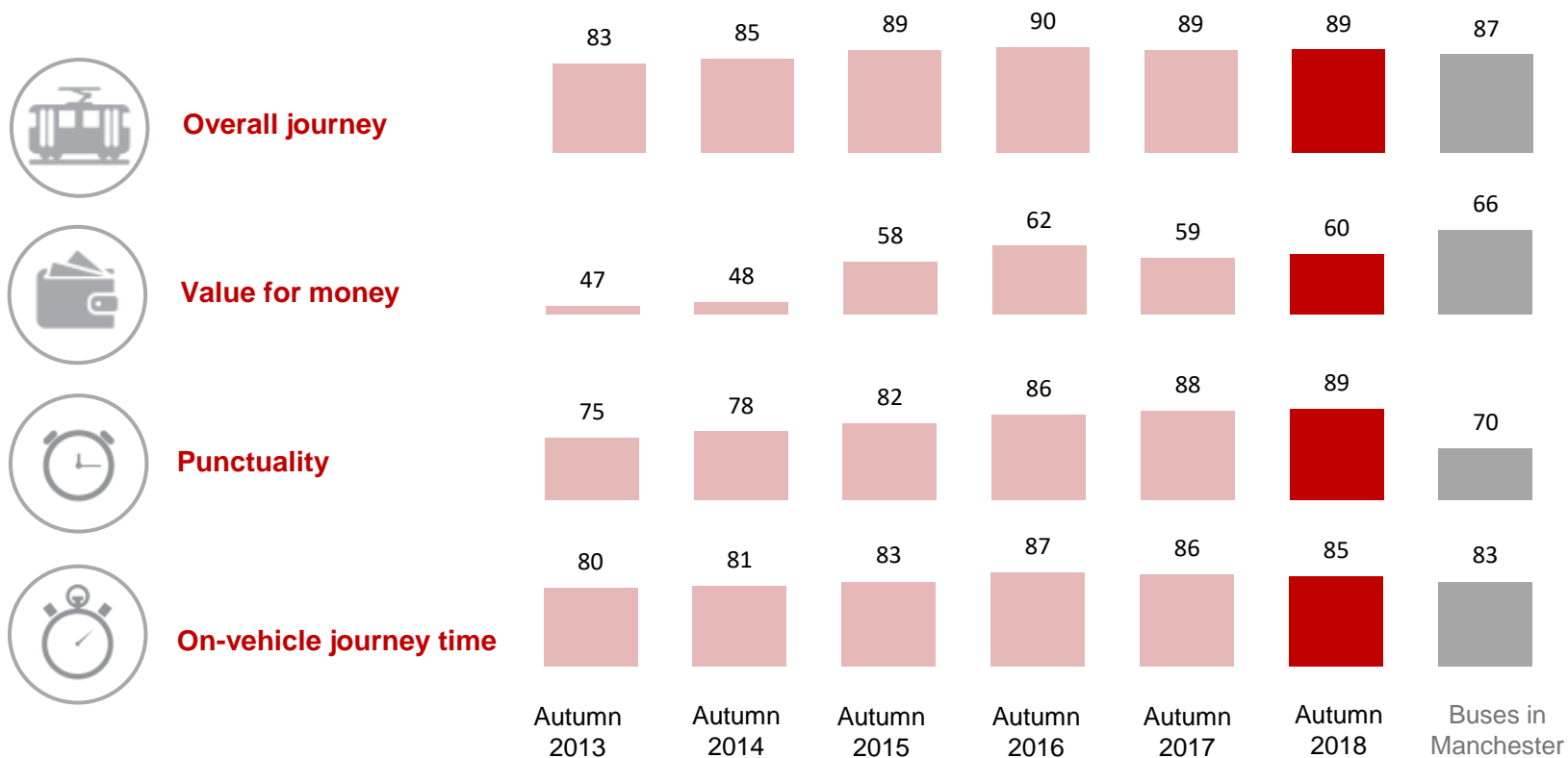
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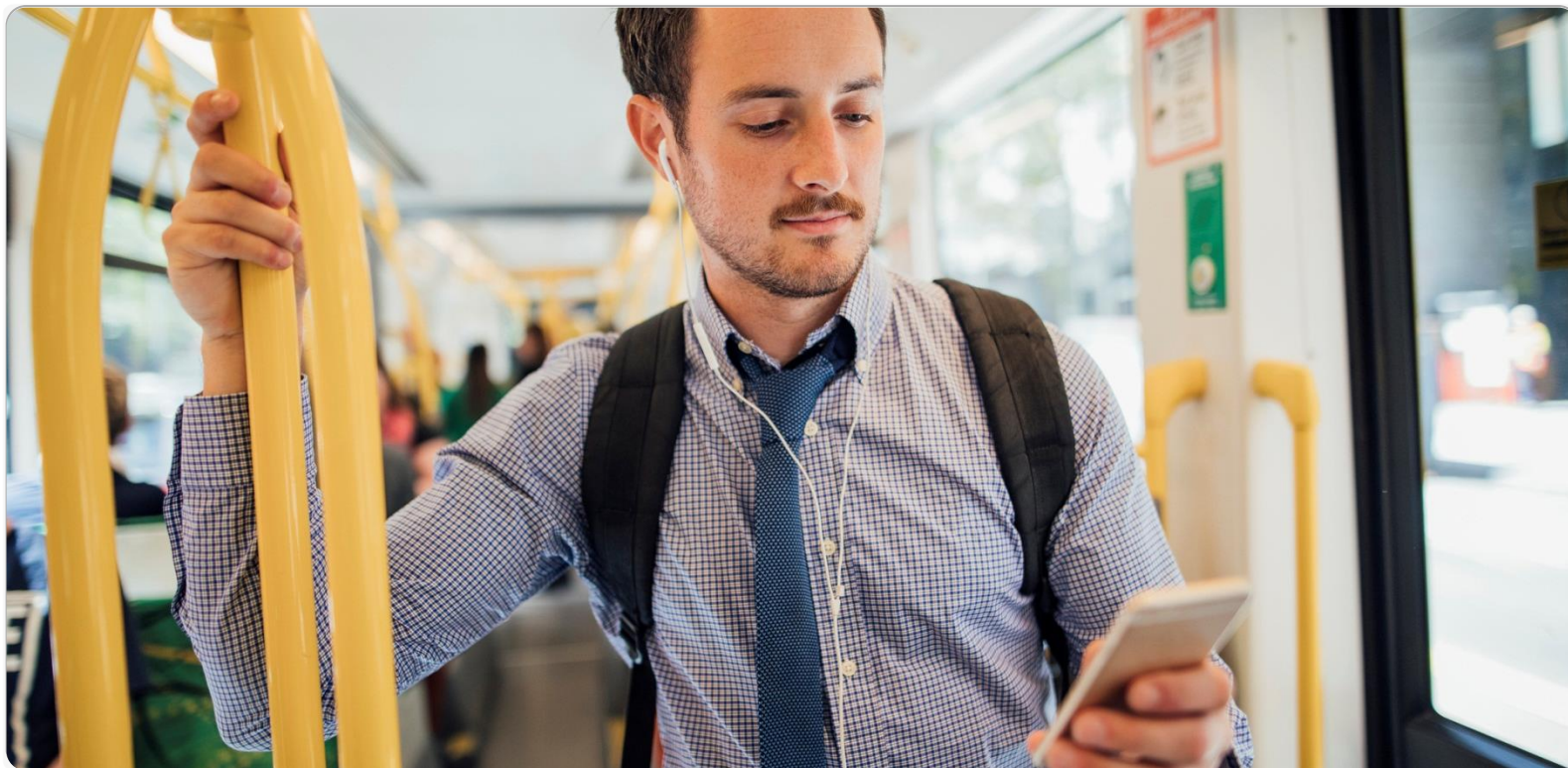
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Experience and opinions of the journey

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Experience and opinions of the journey: summary

Satisfaction with today's journey:

Metrolink

	Autumn 2013	Autumn 2014	Autumn 2015	Autumn 2016	Autumn 2017	Autumn 2018	Buses in Manchester
Overall journey	83	85	89	90	89	89	87
Value for money	47	48	58	62	59	60	66
Punctuality	75	78	82	86	88	89	70
On-vehicle journey time	80	81	83	87	86	85	83

Statistically significant increase since 2017

No change

Statistically significant decrease since 2017

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Who are satisfied and not satisfied passengers? – Metrolink

Metrolink Manchester

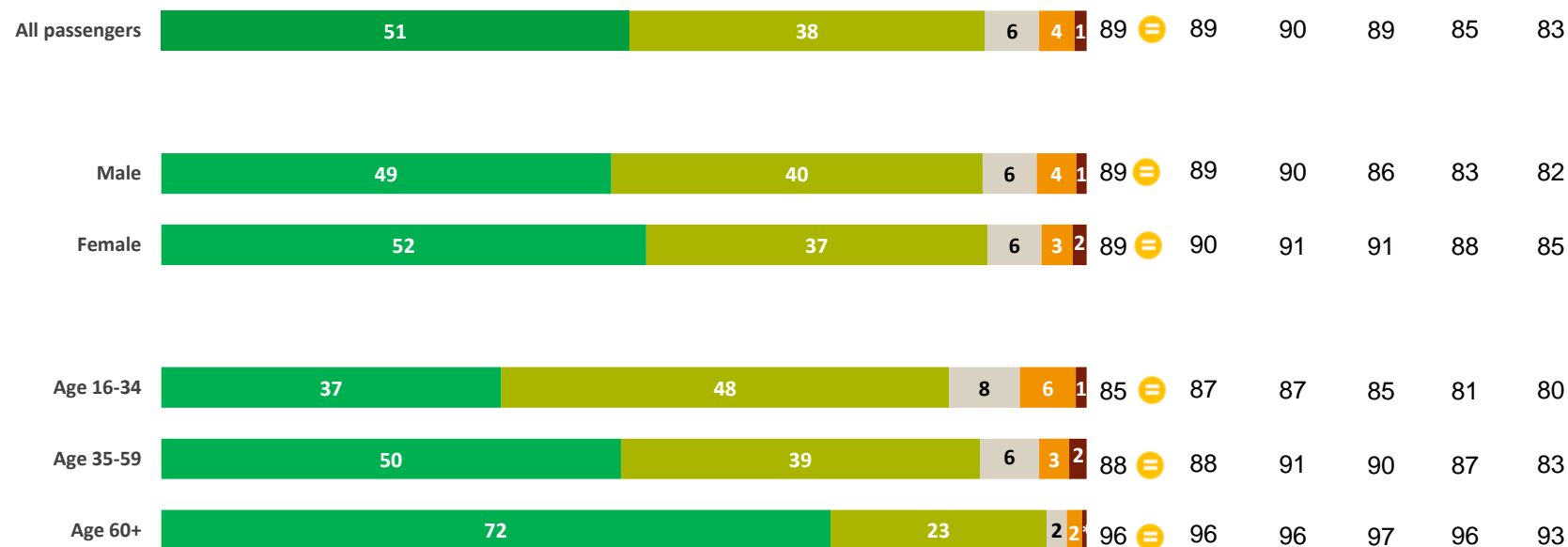|	Very satisfied passengers are more likely to:	Fairly satisfied passengers are more likely to:	Not satisfied passengers are more likely to:
Journey purpose	Be making **leisure** journeys (64%)	Be **commuting** (59%)	Be **commuting** (71%) more so than fairly satisfied
Time of travel	Travel **off-peak** on a weekday (54%) or in the **AM peak** (19%)	Travel **off-peak** on a weekday (52%)	Travel during **off-peak** times (45% - 29% in the morning and 16% in the afternoon)
Frequency of travel	Be those who travel **almost everyday**, 5 or more days a week (29%)	Be those who travel **5 or more days a week** (43%)	Be those who travel **more frequently** (59%)
Access to private transport	Have **easier access to private transport** ('easy' 44%); 'moderate' 34%)	Have **easy** (42%) access to private transport	Have **moderate** (36%) access to private transport but less than those who are fairly satisfied
Age and gender	Be aged 35-59 (41%) and more likely to be female (Female 54%; Male 46%)	Be aged 16-59 (86%)	Be **younger** (47% aged 16 to 34)
Trust in the operator	Have **higher** levels of trust in the operator (78% rated 6-7 on a 7-point scale)	Have **medium** to **high** levels of trust in the operator (97% rated 3-7 on a 7-point scale)	Have **medium** levels of trust in the operator (72% rated 3-5 on a 7-point scale)
	Base: those 'very satisfied' with journey overall (1669)	Base: those 'fairly satisfied' with journey overall (1018)	Base: those 'neither/nor', 'fairly dissatisfied' or 'very dissatisfied' with journey overall (282)

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Overall satisfaction (%) – by gender and age

Metrolink

Total fairly/very satisfied

						Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	51	38	6	4	1	89 ⊜	89	90	89	85	83
Male	49	40	6	4	1	89 ⊜	89	90	86	83	82
Female	52	37	6	3	2	89 ⊜	90	91	91	88	85
Age 16-34	37	48	8	6	1	85 ⊜	87	87	85	81	80
Age 35-59	50	39	6	3	2	88 ⊜	88	91	90	87	83
Age 60+	72	23	2	2	1	96 ⊜	96	96	97	96	93

■ **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?
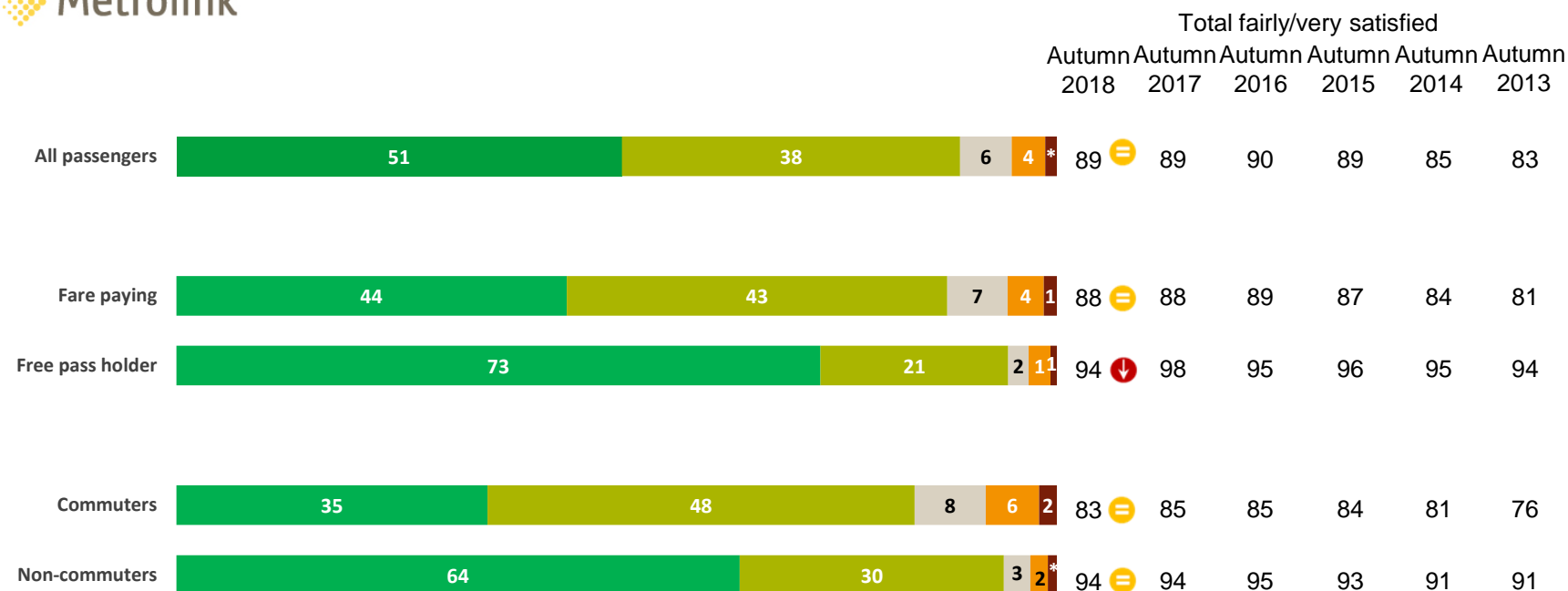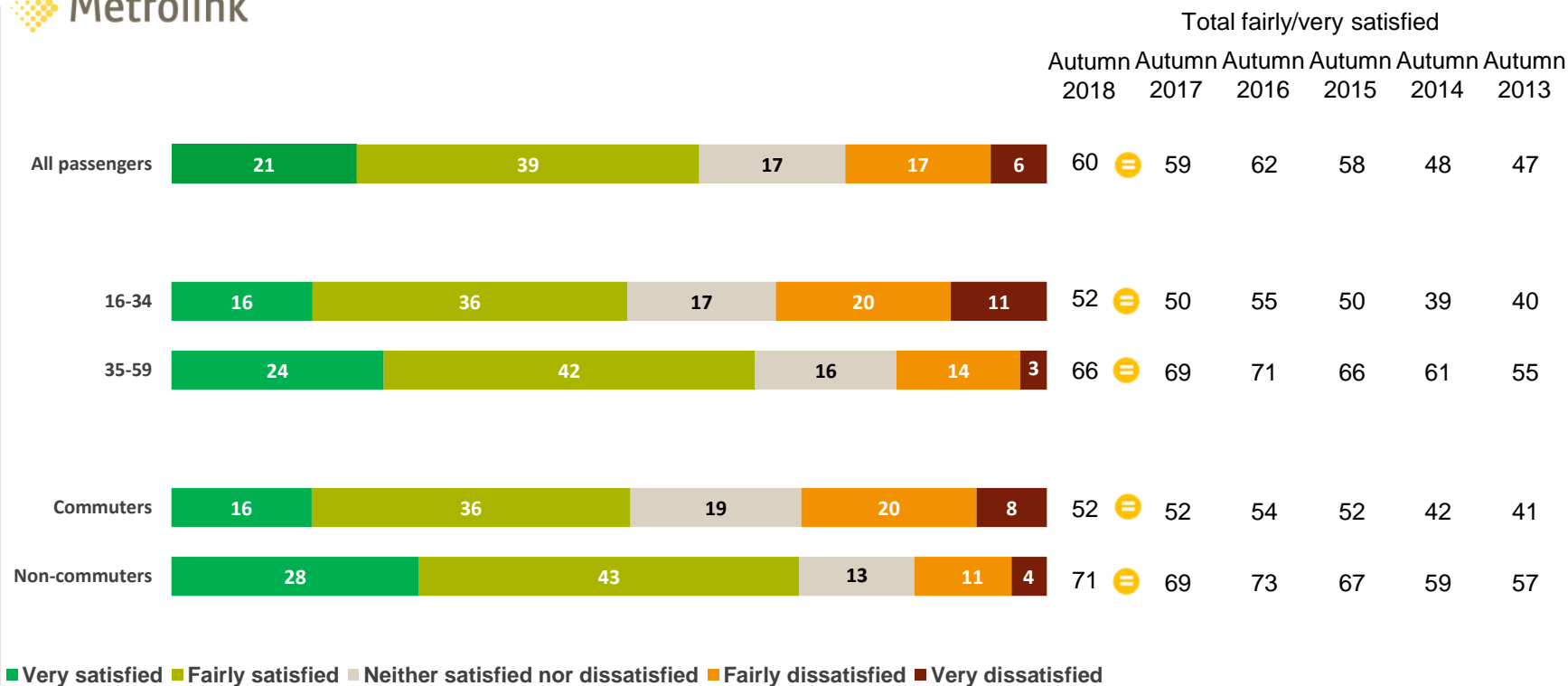Base: All passengers – 2969

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

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Overall satisfaction (%): by passenger type

Metrolink

		Total fairly/very satisfied					
		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	51 / 38 / 6 / 4 / *	89 =	89	90	89	85	83
Fare paying	44 / 43 / 7 / 4 / 1	88 =	88	89	87	84	81
Free pass holder	73 / 21 / 2 / 1 / 1	94 ↓	98	95	96	95	94
Commuters	35 / 48 / 8 / 6 / 2	83 =	85	85	84	81	76
Non-commuters	64 / 30 / 3 / 2 / *	94 =	94	95	93	91	91

■ **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 – 2969

↑ Statistically significant increase since 2017
= No change
↓ Statistically significant decrease since 2017
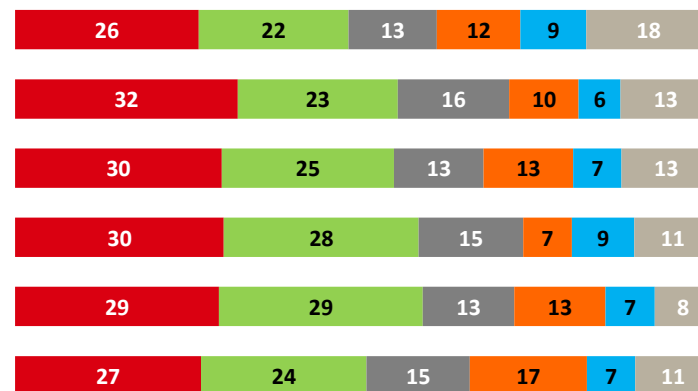
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Value for money (fare-payers only)

Metrolink

Total fairly/very satisfied

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	21	39	17	17	6	60	⊜	59	62	58	48	47
16-34	16	36	17	20	11	52	⊜	50	55	50	39	40
35-59	24	42	16	14	3	66	⊜	69	71	66	61	55
Commuters	16	36	19	20	8	52	⊜	52	54	52	42	41
Non-commuters	28	43	13	11	4	71	⊜	69	73	67	59	57

■ 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 - 2387

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

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What influenced value for money rating

Metrolink

Those satisfied with value for money
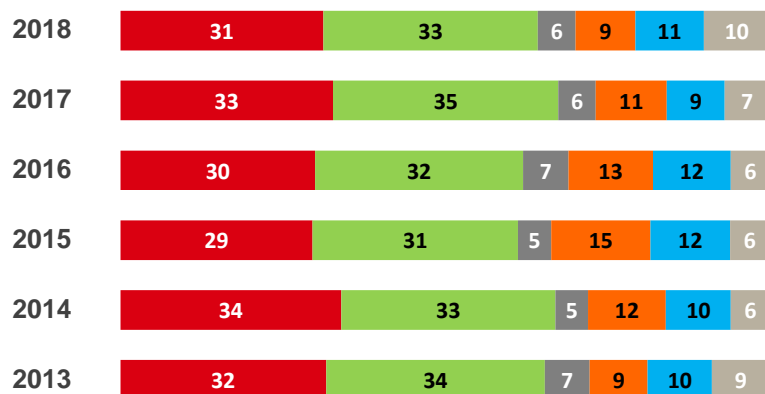
Year	Cost for distance travelled	Cost versus other transport	Fare compared to everyday items	Comfort/ quality for the fare paid	Cost of making same trip by car	Other reason
2018	31	33	6	9	11	10
2017	33	35	6	11	9	7
2016	30	32	7	13	12	6
2015	29	31	5	15	12	6
2014	34	33	5	12	10	6
2013	32	34	7	9	10	9

Those not satisfied with value for money

Year	Cost for distance travelled	Cost versus other transport	Fare compared to everyday items	Comfort/ quality for the fare paid	Cost of making same trip by car	Other reason
2018	26	22	13	12	9	18
2017	32	23	16	10	6	13
2016	30	25	13	13	7	13
2015	30	28	15	7	9	11
2014	29	29	13	13	7	8
2013	27	24	15	17	7	11

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

Q. What had the biggest influence on the 'value for money' rating you gave in the previous question?
Base: All fare-paying passengers satisfied with VFM -1136 ; all fare-paying passengers not satisfied with VFM - 685

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

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Punctuality and on-vehicle journey time

Metrolink

		Total fairly/very satisfied					
		Autumn 2017	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Satisfaction with punctuality	61 / 28 / 8 / 2 1	89 =	88	86	82	78	75
Satisfaction with on-vehicle journey time	48 / 37 / 9 / 1 1	85 =	86	87	83	81	80

Q. How satisfied were you with each of the following…Punctuality? Base: All passengers –2769
Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers – 2928

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

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Waiting at the stop

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Waiting at the stop: summary

	Metrolink	Buses in Manchester
Overall satisfaction with stop	90 ⊜	81
Distance from journey start	84 ⊜	84
Convenience/accessibility	90 ⊜	88
General condition and maintenance	84 ⬆	75
Freedom from graffiti/vandalism	85 ⊜	79
Freedom from litter	78 ⊜	70
Behaviour of other passengers	80 ⬇	N/A*
Information provided	83 ⊜	70
Personal safety	83 ⬇	76

⬆ Statistically significant increase since 2017
⊜ No change
⬇ Statistically significant decrease since 2017
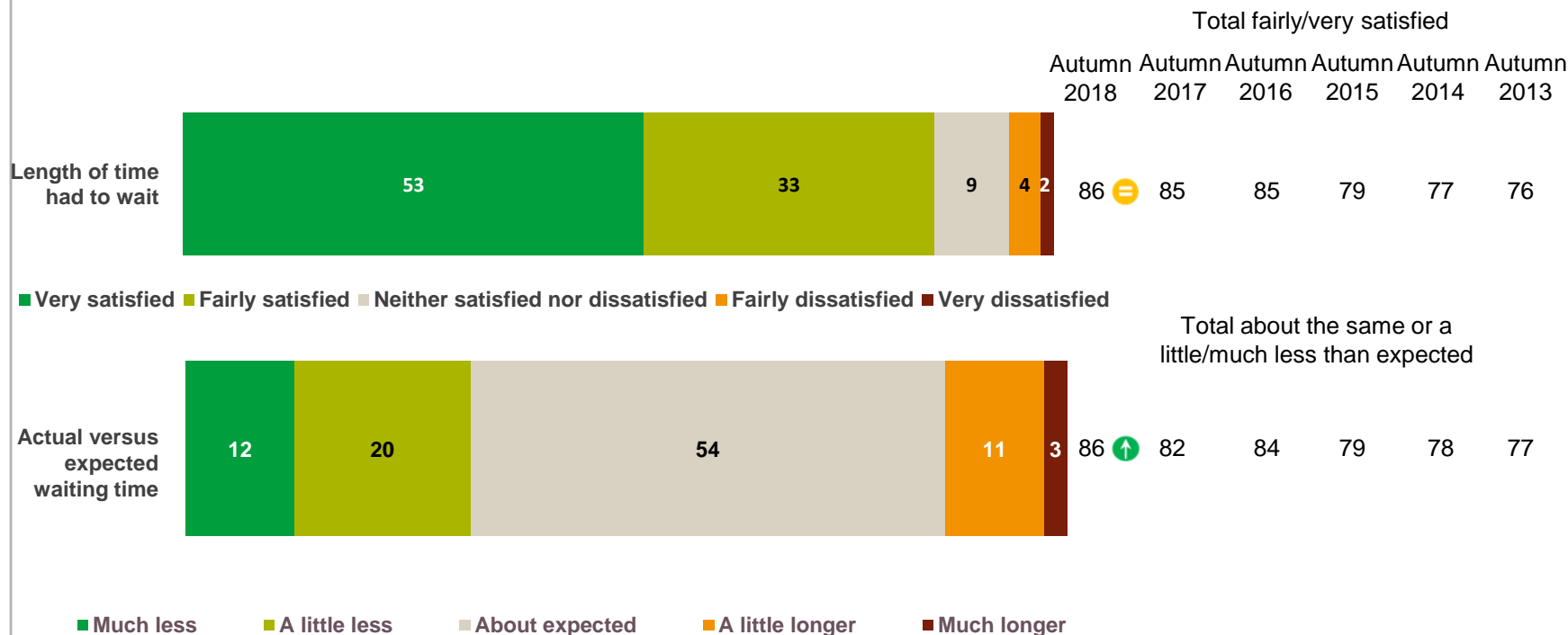
*Not asked in BPS

Waiting times:

	Metrolink	Buses in Manchester
Satisfaction: expected waiting time	86 ⊜	74
Expected wait time	7 mins	
Actual reported wait time	6 mins	

Checking tram information:

	Metrolink	Buses in Manchester
Passengers who checked tram time	82	60
Info sources used before arriving at stop	13% Online tram times most common	37% Online and 28% paper timetables
Info sources used at stop	74% Electronic display	54% Stop timetable
Among those that didn't check…	69% knew service frequent	56% knew service frequent

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Satisfaction – with the tram stop (%)

Metrolink

Total fairly/very satisfied
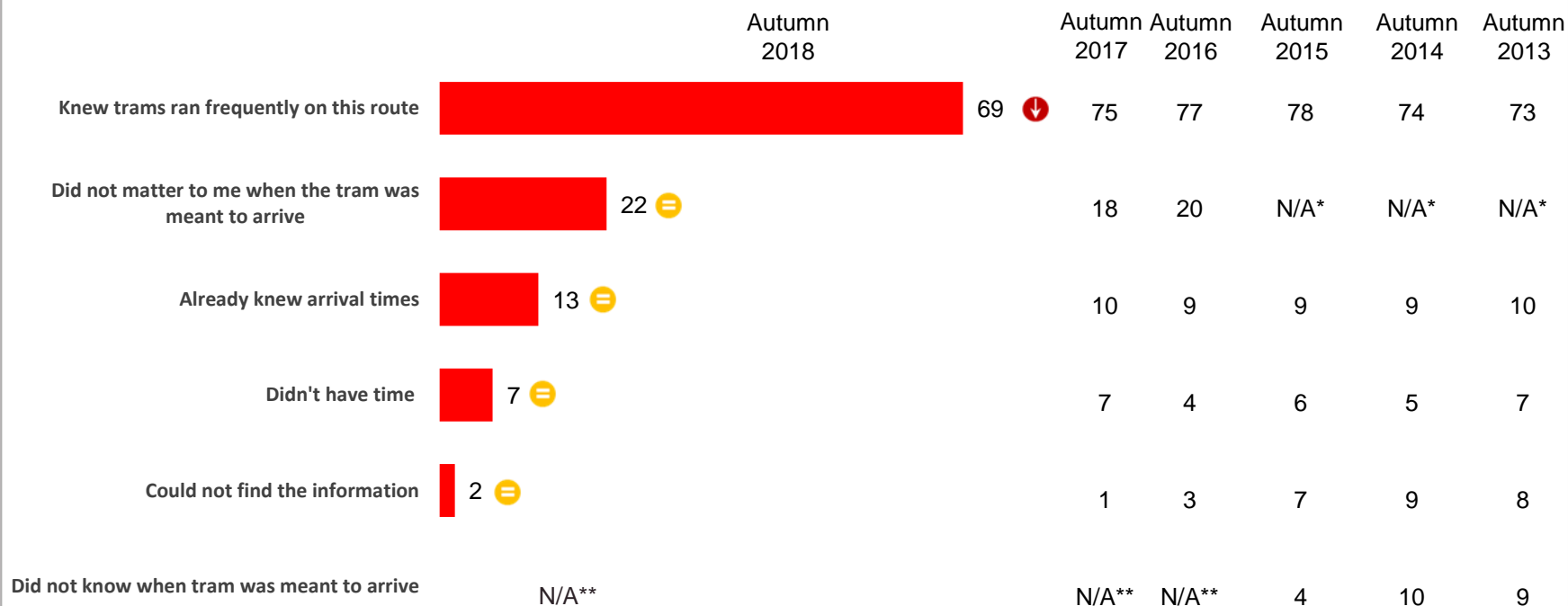
		Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Overall satisfaction - tram stop	48 / 42 / 7 / 2 / 1	90	⊜	89	89	88	86	87
Distance from journey start	54 / 30 / 10 / 4 / 2	84	⊜	84	83	81	79	81
Convenience/ accessibility	58 / 32 / 6 / 2 / 1	90	⊜	90	88	87	87	86
General condition and maintenance	43 / 41 / 10 / 4 / 2	84	⬆	82	81	81	80	78
Freedom from graffitti/vandalism	51 / 35 / 9 / 4 / 2	85	⊜	84	83	85	85	84
Freedom from litter	42 / 36 / 12 / 7 / 2	78	⊜	78	78	79	80	79
Behaviour of other passengers	46 / 34 / 12 / 5 / 2	80	⬇	83	84	82	81	80
Information provided at the stop	46 / 36 / 12 / 4 / 1	83	⊜	82	78	76	70	67
Personal safety	46 / 37 / 12 / 4 / 2	83	⬇	86	85	84	83	80
Ticket buying machines	44 / 36 / 12 / 5 / 3	80	⬆	78	75	77	75	81
Reliability of ticket machines	33 / 35 / 18 / 8 / 6	68	⬆	64	63	70	70	76

■ 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 - 2926

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Waiting time

Metrolink

Total fairly/very satisfied

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Length of time had to wait	86 ⊜	85	85	79	77	76

Bar: Very satisfied 53 | Fairly satisfied 33 | Neither satisfied nor dissatisfied 9 | Fairly dissatisfied 4 | Very dissatisfied 2

■ 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	86 ⬆	82	84	79	78	77

Bar: Much less 12 | A little less 20 | About expected 54 | A little longer 11 | Much longer 3

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

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

Q. How satisfied were you with each of the following? Base: All passengers - 2900
Q. Thinking about the time you waited for the tram today, was it [...] than expected? Base: All passengers - 2926

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Expected and reported waiting times

Metrolink

		Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Expected tram waiting time	Under 2 mins	5 ↓		12	5	4	3	3
	2-5 mins	47 ↑		42	44	39	38	38
	5-10 mins	38 ⊖		39	41	45	46	44
Average expected waiting time 7 minutes (2017: 6.4 minutes)	10-15 mins	8 ↑		7	9	11	11	13
	Over 15 mins	1 ⊖		1	1	1	1	3
Reported tram waiting time	Under 2 mins	21 ⊖		21	18	17	13	13
	2-5 mins	42 ⊖		40	45	35	34	37
	5-10 mins	30 ⊖		32	30	36	39	36
Average reported waiting time 6 minutes (2017: 5.7 minutes)	10-15 mins	5 ⊖		5	5	8	10	9
	Over 15 mins	2 ⊖		2	2	3	4	5

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

Q. Approximately how long did you expect to wait for the tram? Base: All passengers - 2824
Q. Approximately, how long did you wait for your tram? Base: All passengers - 2913

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How passengers checked tram times

Metrolink

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Before leaving the tram stop						
Leaflet/ paper timetable	1 ⬇	1	1	1	1	1
Online tram times	13 ⬆	4	8	10	8	8
Disruption information via Metrolink website	3 ⬆	2	7	6	7	3
Disruption updates via social media	1 🟰	1	2	3	3	3
Other	4 ⬆	3	6	6	6	8
At the tram stop						
Electronic display	74 ⬇	76	76	76	61	51
Information posters	2 🟰	2	2	3	4	7
Online	3 ⬆	1	1	1	1	2
Disruption updates via Metrolink website	1 🟰	1	1	2	1	2
Disruption updates via social media	1 🟰	1	1	2	1	2
Other	* ⬇	2	2	2	2	4

⬆ 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 – 2987
*Indicates a proportion lower than 1%

transportfocus

Why passengers did not check tram times

Metrolink

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Knew trams ran frequently on this route	69 ⬇		75	77	78	74	73
Did not matter to me when the tram was meant to arrive	22 ⊜		18	20	N/A*	N/A*	N/A*
Already knew arrival times	13 ⊜		10	9	9	9	10
Didn't have time	7 ⊜		7	4	6	5	7
Could not find the information	2 ⊜		1	3	7	9	8
Did not know when tram was meant to arrive	N/A**		N/A**	N/A**	4	10	9

⬆ Statistically significant increase since 2017

⊜ No change

⬇ Statistically significant decrease since 2017

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 – 715
*Not asked before 2016   **Not asked in 2016,2017*

transportfocus

Tram Passenger Survey (TPS) – Manchester Metrolink

The tram

The tram: summary

Start of journey

	Metrolink	Buses in Manchester
Route info on tram	92 ⊜	83
Exterior cleanliness	89 ⊜	78
Ease getting on**	90	90
Time taken to board	91 ⊜	89

On board

	Metrolink	Buses in Manchester
Interior cleanliness	82 ⊜	77
Info on board	84 ⊜	64
Seat/standing space	68 🔻	86
Seat comfort	71 ⊜	79
Personal space	67 🔻	77
Provision grabrails	77 ⊜	86
Temperature	80 ⊜	79
Personal security	77 🔻	84
Ease of getting off**	90	89

The staff

	Metrolink	Buses in Manchester
Appearance	*	88
Greeting	*	69
Helpfulness/attitude	*	72
Safety of driving	91 ⊜	89
Smoothness journey	81 🔼	76

*Not asked for Metrolink

**Added in 2018

Metrolink

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

transportfocus

Satisfaction with start of journey (%)
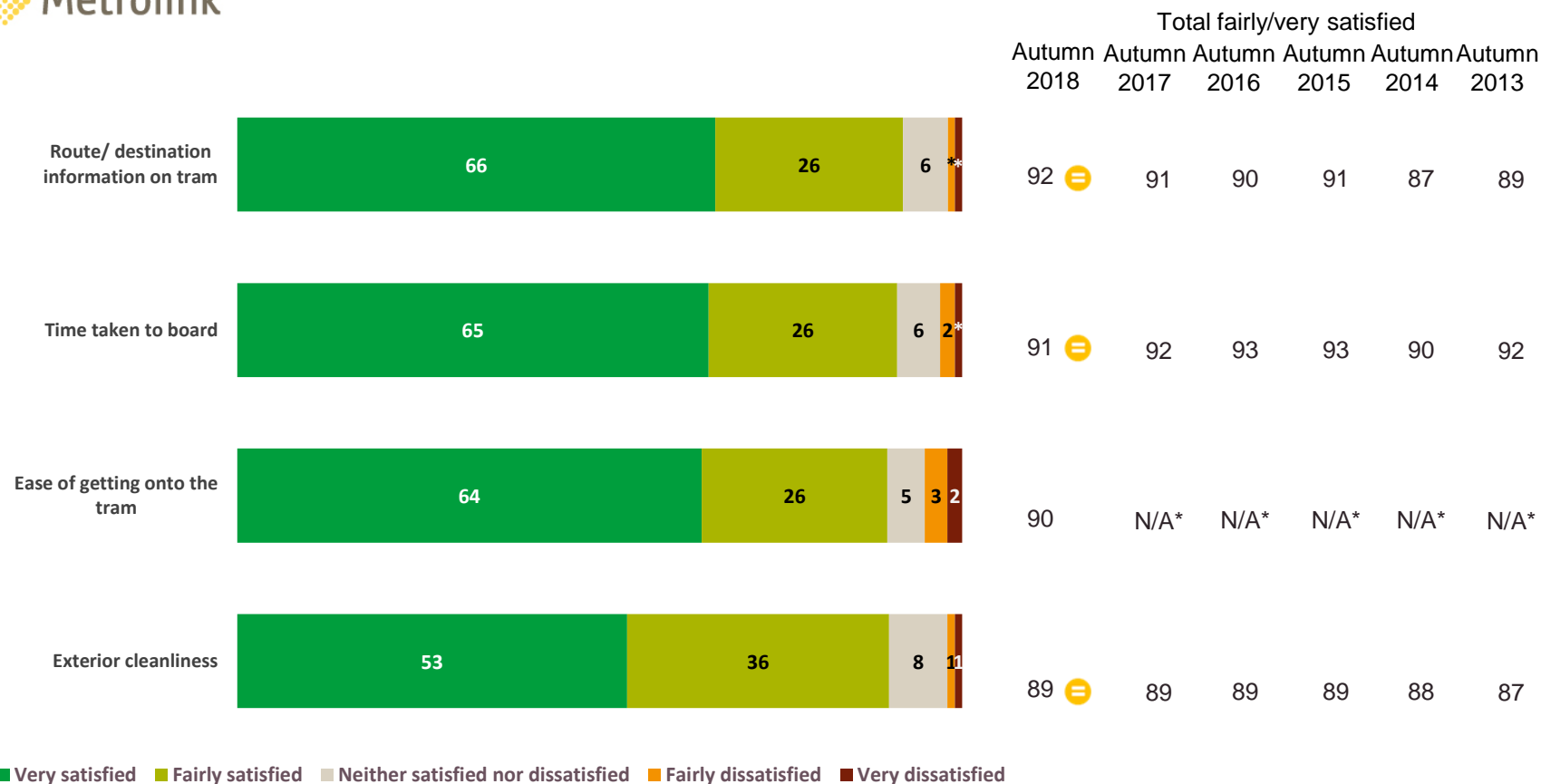
Metrolink

Total fairly/very satisfied

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Route/ destination information on tram	92 ⊖	91	90	91	87	89
Time taken to board	91 ⊖	92	93	93	90	92
Ease of getting onto the tram	90	N/A*	N/A*	N/A*	N/A*	N/A*
Exterior cleanliness	89 ⊖	89	89	89	88	87

Route/ destination information on tram: 66 | 26 | 6 | **
Time taken to board: 65 | 26 | 6 | 2*
Ease of getting onto the tram: 64 | 26 | 5 | 3 | 2
Exterior cleanliness: 53 | 36 | 8 | 1 | 1

■ 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 – 2987
*Added in 2018

transportfocus

31

Satisfaction on the tram (%)

Metrolink

Total fairly/very satisfied

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Ease of getting off the tram	90	N/A**	N/A**	N/A**	N/A**	N/A**
Information provided inside the tram	84 ⊜	84	85	81	80	80
Interior cleanliness/ condtion	82 ⊜	82	84	86	85	85
Temperature inside the tram	80 ⊜	81	81	83	76	76
Personal security	77 🔻	80	79	80	78	76
Provision of grab rails	77 ⊜	78	80	81	73	70
Comfort of the seats	71 ⊜	71	73	71	66	67
Availability of seating or space to stand	68 🔻	71	74	76	65	62
Amount of personal space	67 🔻	70	71	73	65	61

Bar chart values:

- Ease of getting off the tram: 58, 32, 6, 3, 2
- Information provided inside the tram: 48, 37, 14, 2*
- Interior cleanliness/ condtion: 38, 44, 10, 6, 2
- Temperature inside the tram: 39, 41, 12, 5, 3
- Personal security: 39, 39, 15, 5, 3
- Provision of grab rails: 39, 37, 12, 7, 4
- Comfort of the seats: 31, 40, 18, 7, 4
- Availability of seating or space to stand: 37, 31, 10, 12, 10
- Amount of personal space: 31, 36, 13, 12, 9

■ 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 whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers – 2987

transportfocus

Satisfaction with tram staff (%)

Metrolink

Total fairly/very satisfied

		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Safety of the driving	58 / 33 / 8 / 1*	91 ⊜	91	91	90	88	86
Smoothness/ freedom from jolting	40 / 40 / 12 / 5 / 2	81 ⬆	78	77	76	70	66
Appearance		N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Greeting/ welcome		N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
Helpfulness/ attitude		N/A*	N/A*	N/A*	N/A*	N/A*	N/A*

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

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

Not asked for Manchester Metrolink

TPS: Q. Thinking about any tram staff you encountered on your journey, please indicate how satisfied you were with each of the following:
Base: All passengers – 2987

transport**focus**
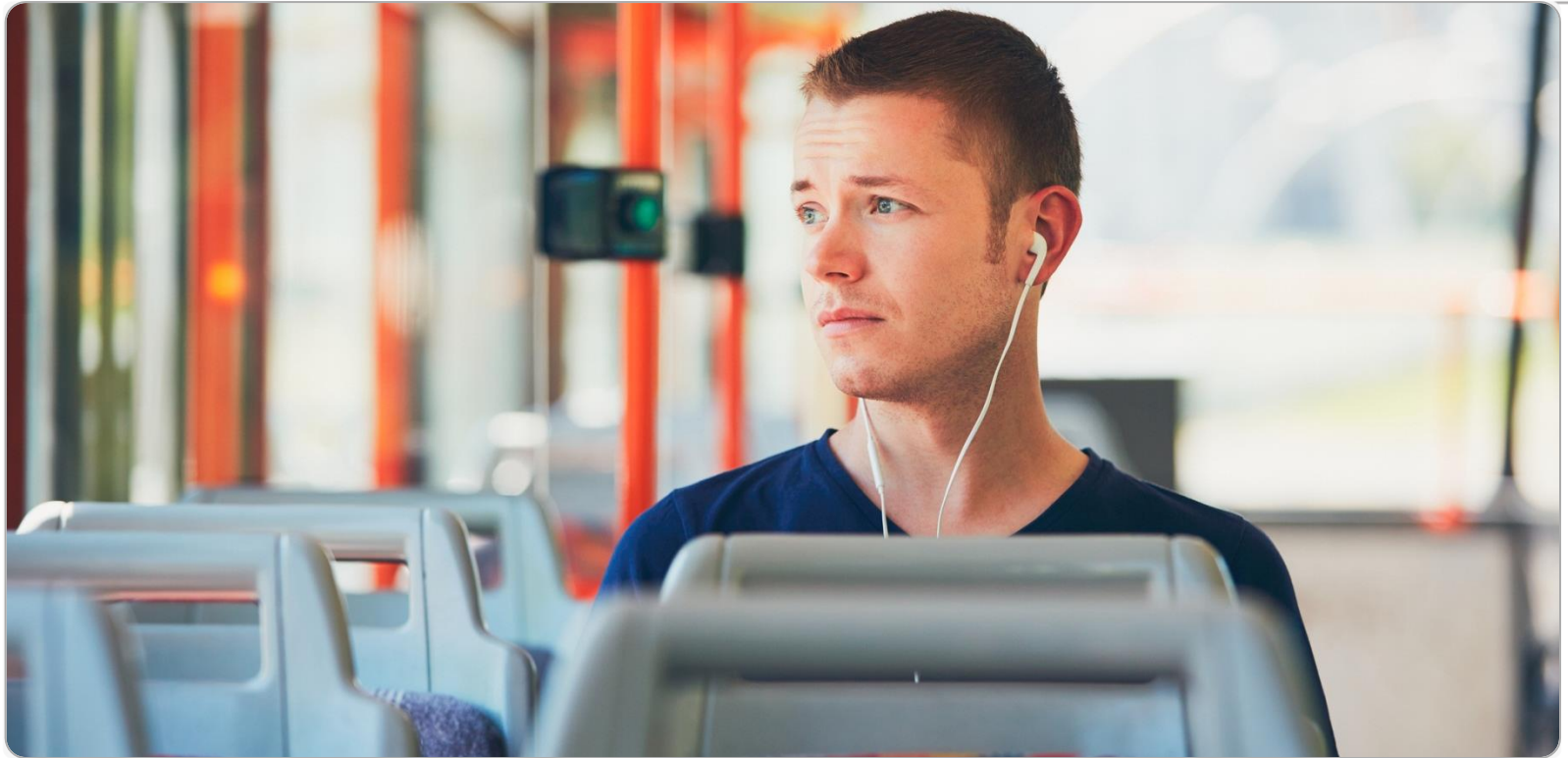
Tram Passenger Survey (TPS) – Manchester Metrolink

Negative experiences during the journey

Negative experiences during the journey: summary

Metrolink

Passengers experiencing a delay to their journey

6 ↓

Average length of delay *(perceived)*

10 mins

Most common cause of delay

Due to a signal/points failure ⊜

Passengers with worry or concern about others' behaviour on board
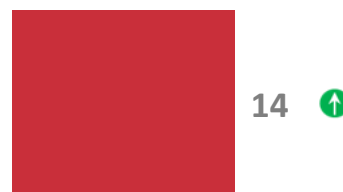
14 ↑

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

transportfocus

Experience of delays (%)

Metrolink

6 per cent (🔴) of Manchester passengers experienced a delay (2017: 9 per cent). Average length of delay was 10 minutes

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014
Signal/ points failure	15	🟡	13	18	10	10
Tram waiting too long at signals	14	🟡	10	6	11	11
Tram waiting too long at stops	10	🟡	12	8	7	12
Road congestion/ traffic jam	5	🟡	7	7	8	8
Tram failure	4	🔴	11	10	3	6
Planned engineering works	3	🟢	0	3	31	22
Had to use bus replacement	3	🟡	1	1	3	1
Time it took for passengers to board/ pay	3	🔴	12	6	4	6
Poor weather conditions	0	🟡	2	1	3	0
No reason given	13	🟡	15	19	20	17
Other	35	🟡	34	30	21	30
Not sure	11	🟡	15	11	6	13

🟢 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 - 155

transportfocus

Worry or concern at other passengers' behaviour (%)

Metrolink

% worried/concerned of other passengers' behaviour

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	14	⬆	11	10	9	8	9
Male	13	⬆	10	9	8	9	9
Female	15	⬆	11	10	9	8	9
Age 16 to 34	17	⬆	12	11	10	10	9
Age 35 to 59	13	⬆	10	9	9	6	9
Age 60+	11	⚊	9	8	6	6	7

Types of worrying/concerning behaviour (%)

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Rowdy behaviour	52	⬇	61	42	60	62	55
Passengers under influence of alcohol	34	⚊	36	25	25	26	27
Loud use of mobiles	32	⚊	33	28	27	33	31
Passengers not paying fares	28	⚊	34	22	27	21	21
Feet on seats	25	⚊	20	17	14	11	9
Passengers playing loud music	24	⚊	19	22	17	17	19
Passengers under influence of drugs	24	⚊	21	12	17	12	N/A*
Abusive or threatening behaviour	18	⚊	17	16	18	15	15
Passengers not moving out of priority seats	16	⬇	24	22	30	26	29
Smoking	7	⚊	4	14	8	5	6
Graffiti/ vandalism	6	⚊	4	3	4	7	1

⬆ 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 – 2976
Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?
*Base: All experiencing worrying/concerning behaviour – 390   *Not asked in 2013*

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Tram Passenger Survey (TPS) – Manchester Metrolink

Passengers' suggested improvements

Passengers' suggested improvements: summary

Metrolink

51% of Manchester passengers in 2018 had no suggestions for improvements

…of the 49% that did, the most common service areas for improvement were:

Category	Value
Frequency/ routes	24
Fares/ tickets	15
Real time information/ updates at tram stop	7
Disabled/ wheelchair provision	7
Passenger behaviour	6
Tram: Design/ comfort/ condition	6
Tram staff	5
Tram stop	4
Journey times	3
Punctuality	3
Information about routes	2
Security	2
External factors	2
On-board amenities (WiFi, tea/ coffee etc.)	2
Seating and capacity	1
Real time information/ updates via online sources	1
Pushchair provision	1
Cleanliness of tram	1
Other	6

⬆ 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 - 1313

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Selected verbatim comments

Metrolink

> Double trams on the Airport line during peak hours Security seems to have improved in the last few days but threatening behaviour from passengers is a common occurrence on this line

> Boarding passengers getting out of the way of departing passengers, more order/ structure to getting on tram though this is more of an etiquette issue

> I would like options to buy tickets on the tram e.g. machines or conductors. I feel conductors would help with feeling of safely at certain times of day.

> Oyster style/contactless tickets times for peak/off peak and costs at tram stop

> More seating/carriages for other patrons. While we boarded early enough to get a seat, many others were not so lucky and the tram was quickly cramped. We had to squeeze past several people to disembark. Also as it was so crowded, I would have had trouble giving up my seat to disabled/pregnant/etc. passengers.

> It's nice to have complimentary wi-fi on board the tram, but it's quite slow and unreliable, it will often cut out when a tram comes to a tram stop then pick back up once the tram moves away from the station.

> The price of tickets are very expensive I spend nearly £140 a month on a 28 day pass for me and my son, even though this is the cheapest option but it is still a lot of money

> Reduce overcrowding by adding capacity at rush hour. Second member of staff on board for safety and revenue. Seats are only comfortable for short journeys and uncomfortable when sat for the full Victoria to Airport trip.

> We need to have a ticket sale facility on the tram. I missed a tram on four occasions because of the time it takes to purchase a ticket.

> The 'get me there app' is fiddly and my debit card doesn't work in the machines.

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Tram Passenger Survey (TPS) – Manchester Metrolink

Opinion of trams in the local area

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Opinion of trams in the local area: summary

General opinion of services in area:

Metrolink

Bus services in Manchester (BPS)
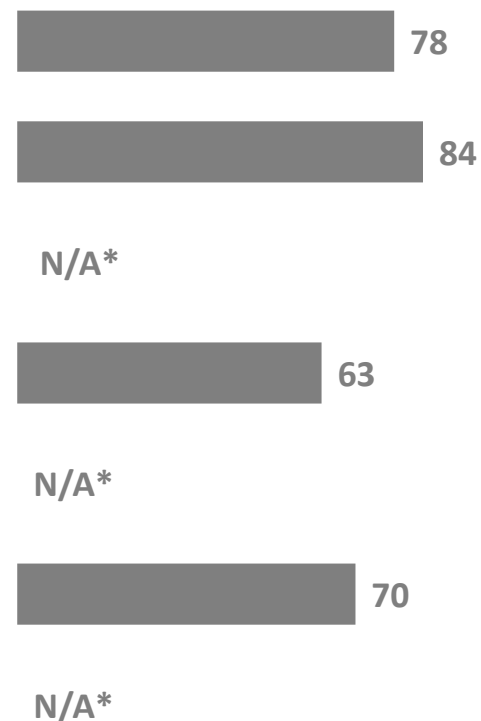
Measure	Metrolink		BPS
Connections with other modes	88	⊜	78
Ease of getting to local amenities	88	⬆	84
Ease of buying tickets	83	⊜	N/A*
Reliability	82	⬆	63
Range of payment options available	81	⊜	N/A*
Frequency	81	⊜	70
Range of ticket options available	66	⊜	N/A*

*Not asked in BPS

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

Q. And how satisfied are you overall with tram services for the following? Base: 2987
Q. How would you rate tram services for the following? Base: 2987

transportfocus

Satisfaction on the trams generally

Metrolink

Total fairly/very satisfied

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Ease of buying tickets	83 ⊜	82	81	81	80	84
Reliability	82 ⬆	80	79	76	70	58
Frequency	81 ⊜	80	80	75	72	66
Range of payment options available	81 ⊜	80	79	N/A*	N/A*	N/A*
Range of ticket options available	66 ⊜	67	69	69	64	N/A*

Bars:
- Ease of buying tickets: 44, 39, 8, 6, 3
- Reliability: 36, 46, 9, 7, 2
- Frequency: 38, 42, 8, 7, 4
- Range of payment options available: 40, 41, 13, 4, 2
- Range of ticket options available: 29, 37, 19, 10, 5

■ Very satisfied ■ Satisfied ■ Neither/ no ■ Dissatisfied ■ Very dissatisfied

Total good/very good

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Ease of getting to local amenities	88 ⬆	85	86	85	83	81
Connections with other modes	88 ⊜	88	86	86	82	84

Bars:
- Ease of getting to local amenities: 45, 43, 8, 3, 1
- Connections with other modes: 47, 42, 7, 3, 2

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

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

Q. And how satisfied are you overall with tram services for the following: & Q: How would you rate your local tram services for the following: Base: All passengers – 2987
*Not asked before 2016 **Statement changed in 2017 from 'Punctuality' to 'Reliability'.*

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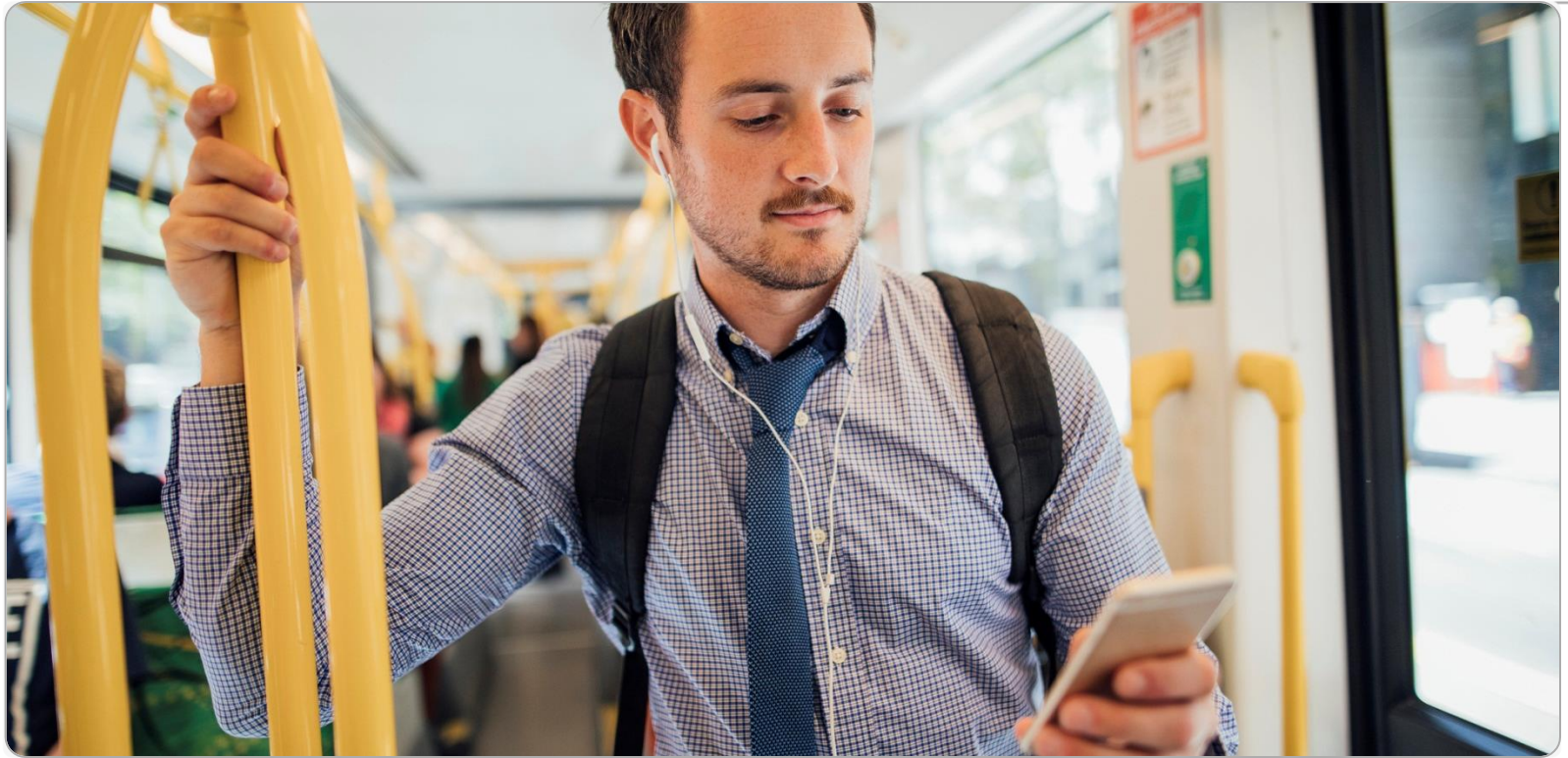
Tram Passenger Survey (TPS) – Manchester Metrolink

Appendix 1: the passenger and journey context

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Metrolink passengers: summary

Overview of passenger demographics
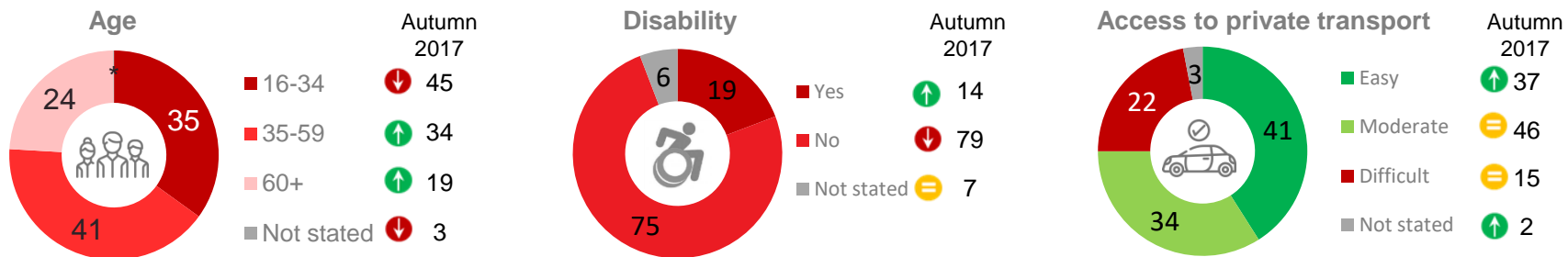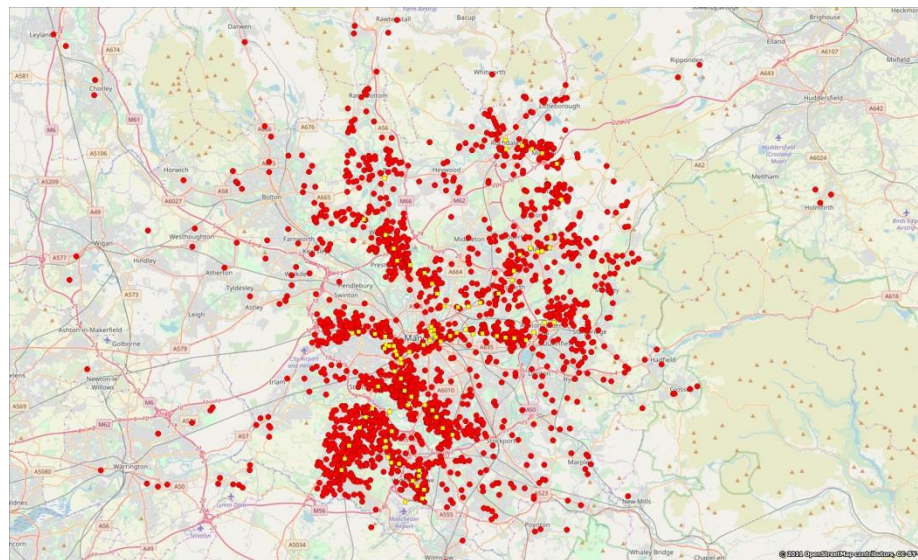
Age

	Autumn 2017
■ 16-34	⬇ 45
■ 35-59	⬆ 34
■ 60+	⬆ 19
■ Not stated	⬇ 3

24 * 35 41

Disability

	Autumn 2017
■ Yes	⬆ 14
■ No	⬇ 79
■ Not stated	⊜ 7

6 19 75

Access to private transport

	Autumn 2017
■ Easy	⬆ 37
■ Moderate	⊜ 46
■ Difficult	⊜ 15
■ Not stated	⬆ 2

22 3 41 34

Passengers' postcodes relative to tram network

■ Tram stop
■ Respondent

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

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

Airport
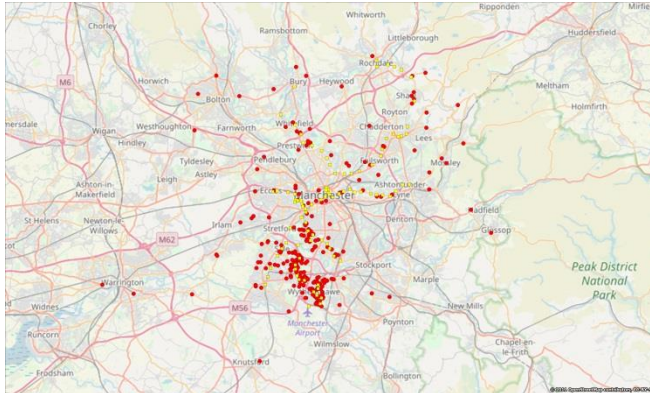
Ashton

Altrincham

Bury

- Tram stop
- Respondent

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

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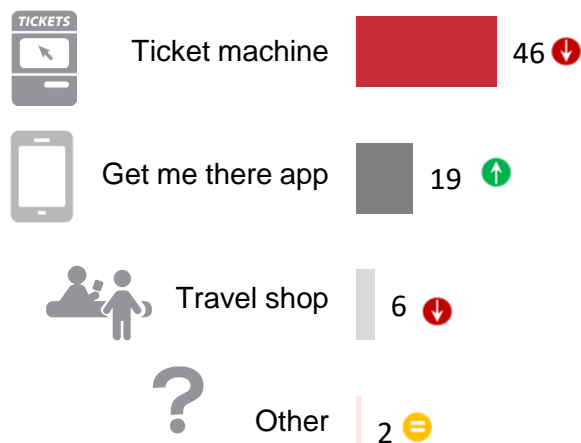# Passengers' postcodes relative to tram network: by route (2)

East Didsbury
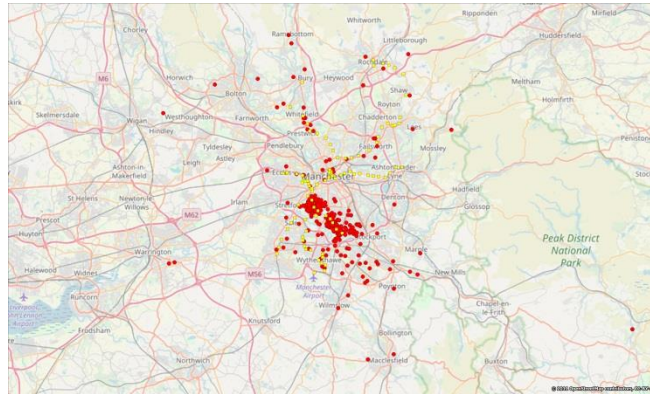
Rochdale
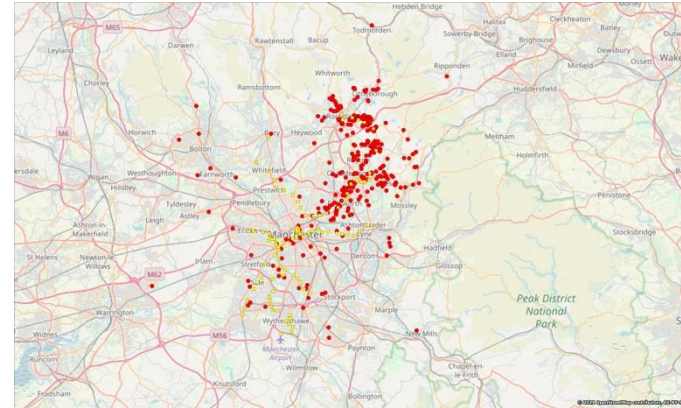
Eccles/ Mediacity UK
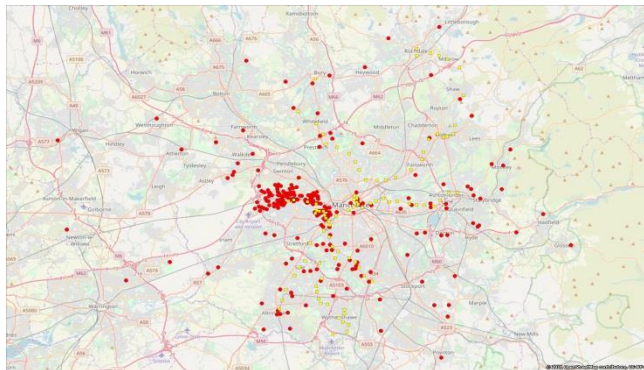
City Zone

■ Tram stop
■ Respondent

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

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Passenger profile

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Age						
16-34 ⬇	35	45	40	45	50	48
35-59 ⬆	41	34	36	35	34	35
Over 60 ⬆	24	19	20	17	16	17
Not stated ⬇	*	3	4	2	N/A	N/A
Access to private transport						
Easy ⬆	41	37	37	38	40	40
Moderate ⬇	34	46	46	43	43	43
Limited/none ⬇	22	15	14	15	17	15
Not stated ⬆	3	2	2	4	1	2
Has a disability						
Yes ⬆	19	14	15	14	13	9
Ticket type						
Free pass holders ⬆	22	18	20	18	16	16
Fare-payers ⬇	78	82	80	82	84	81

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

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Where Manchester Metrolink passengers live
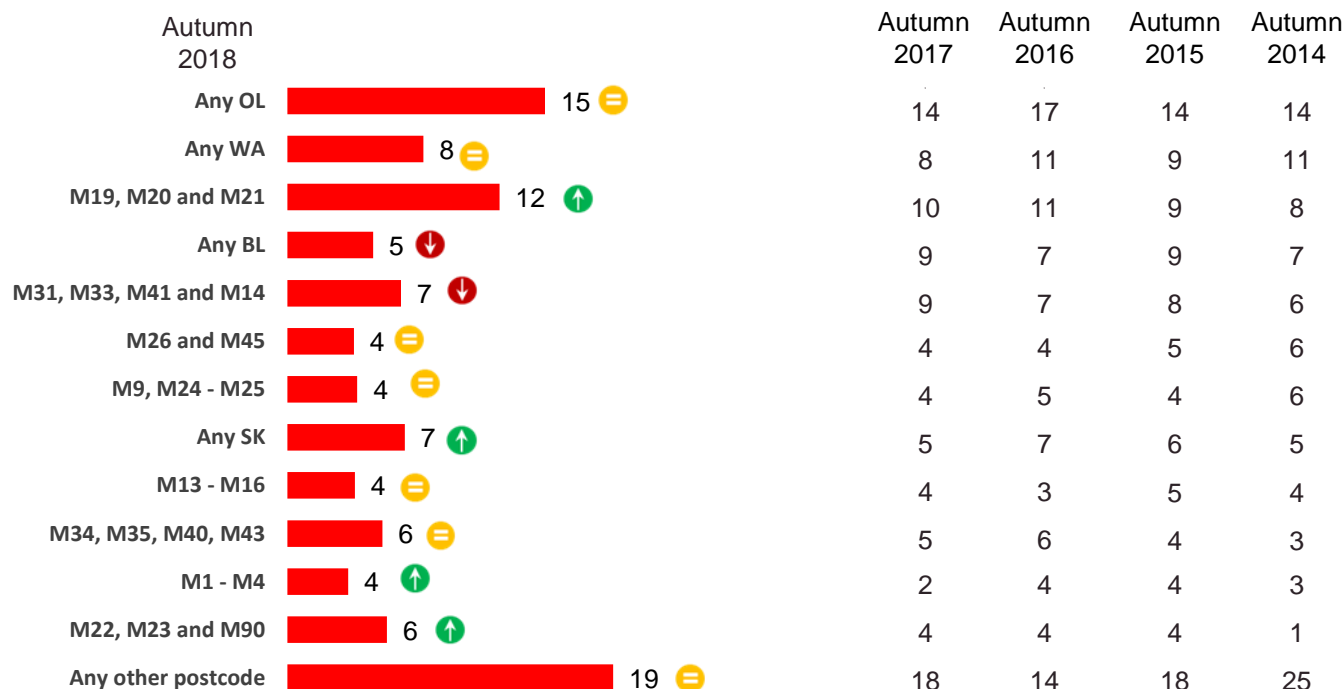
Metrolink

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014
Any OL	15 ⊜	14	17	14	14
Any WA	8 ⊜	8	11	9	11
M19, M20 and M21	12 ⬆	10	11	9	8
Any BL	5 ⬇	9	7	9	7
M31, M33, M41 and M14	7 ⬇	9	7	8	6
M26 and M45	4 ⊜	4	4	5	6
M9, M24 - M25	4 ⊜	4	5	4	6
Any SK	7 ⬆	5	7	6	5
M13 - M16	4 ⊜	4	3	5	4
M34, M35, M40, M43	6 ⊜	5	6	4	3
M1 - M4	4 ⬆	2	4	4	3
M22, M23 and M90	6 ⬆	4	4	4	1
Any other postcode	19 ⊜	18	14	18	25

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

Q: What is your postcode?
Base: All giving a postcode – 2640

transportfocus

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Metrolink journeys: summary (1)

Metrolink

Passenger journey details

Journey purpose

- Commuting — 47 ↓
- Business — 3 ⊜
- Leisure — 50 ↑
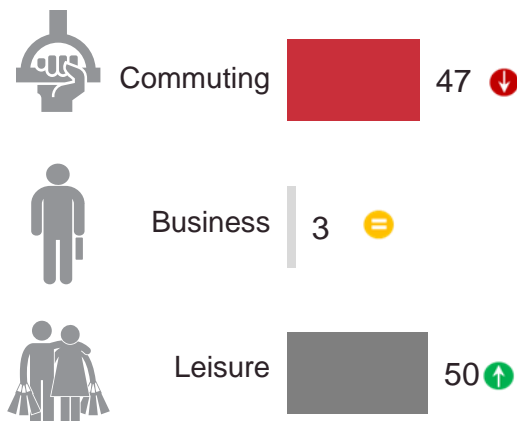
Frequency using trams in area
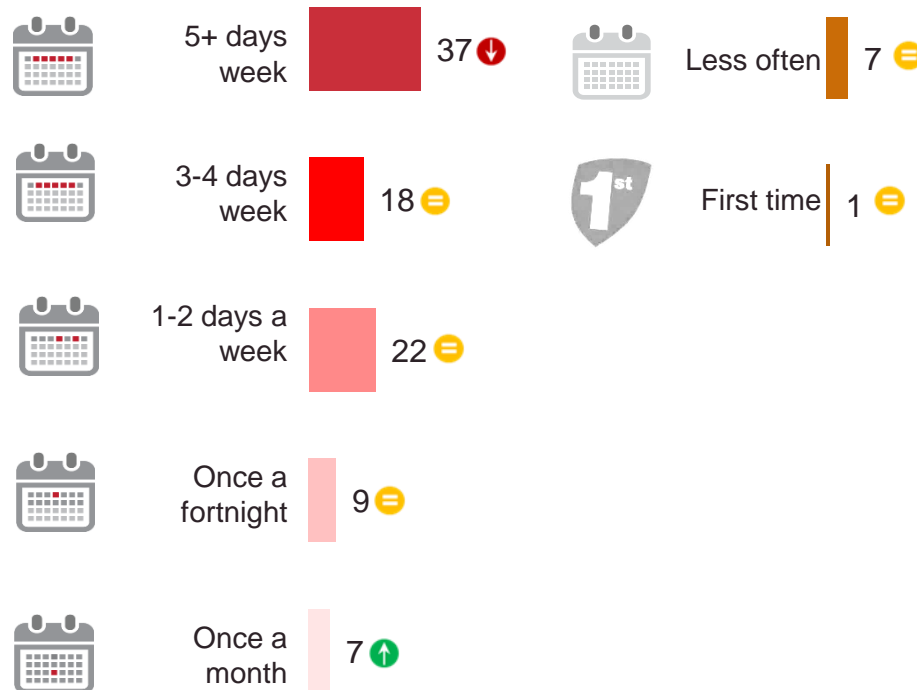
- 5+ days week — 37 ↓
- 3-4 days week — 18 ⊜
- 1-2 days a week — 22 ⊜
- Once a fortnight — 9 ⊜
- Once a month — 7 ↑
- Less often — 7 ⊜
- First time — 1 ⊜

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

Metrolink journeys: summary (2)

Tickets used for today's journey

Metrolink

Free/fare-payers

Fare-payer — 78 ↓

£0 Free pass — 22 ↑

Ticket type

Single/return — 37 ↓
Season — 39 ↑
Other — 22 ⊜

Mode permitted

Tram only — 71 ↓
Multi-mode — 29 ↑
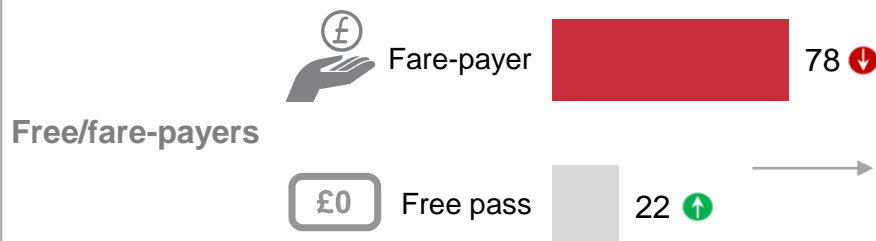
Purchased ticket via…

Ticket machine — 46 ↓
Get me there app — 19 ↑
Travel shop — 6 ↓
Other — 2 ⊜

Ticket format

Paper — 48 ↓
Photocard — 13 ⊜
Plastic card — 18 ↑
M-ticket — 20 ↑

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

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Metrolink journeys: summary (3)

Most used tram stops: journey start

St Peter's Square	9	⊜
Piccadilly	6	⊜
Altrincham	4	🔽
Bury	4	⊜
Victoria	4	⊜
Piccadilly Gardens	4	⊜
Deansgate-Castlefield	3	⊜
Market Street	3	⊜

Mode used to arrive at starting stop (all stops)

Mode	Value	
On foot	69	⊜
Car	14	⊜
Bus	6	⊜
Train	4	⊜
Other	6	⊜

Most used tram stops: journey destination

St Peter's Square	12	🔼
Piccadilly	7	⊜
Piccadilly Gardens	6	⊜
Victoria	4	⊜
Deansgate-Castlefield	4	⊜
Market Street	3	⊜
Bury	3	⊜
Exchange Square	3	⊜
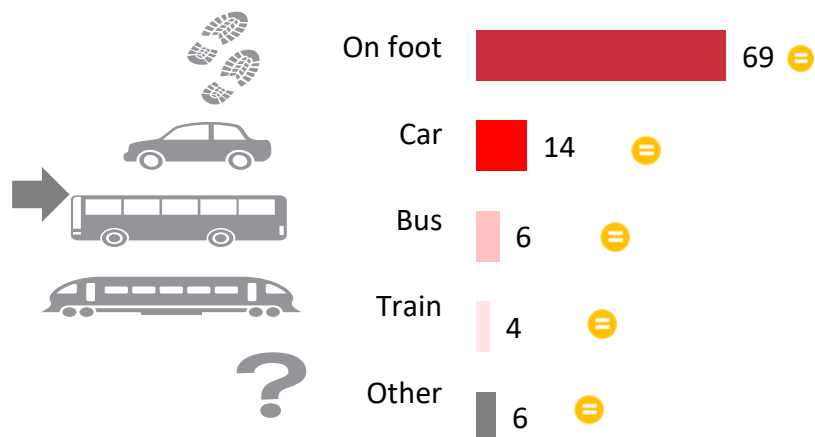
Mode used to travel on from destination stop (all stops)
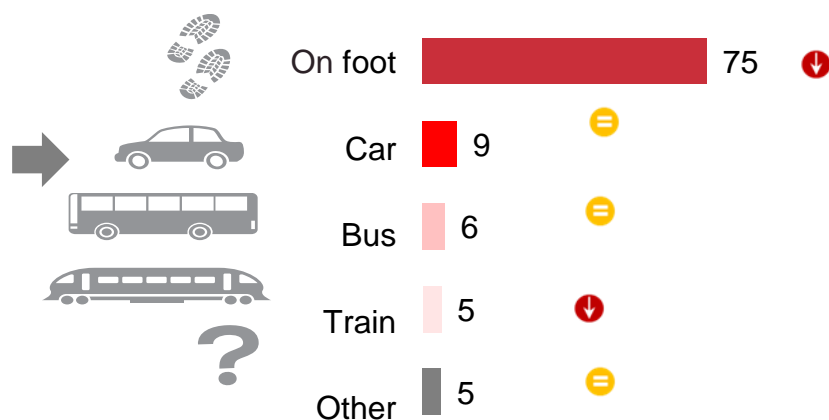
Mode	Value	
On foot	75	🔽
Car	9	⊜
Bus	6	⊜
Train	5	🔽
Other	5	⊜

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

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Metrolink journeys: summary (4)

Weather on day of journey
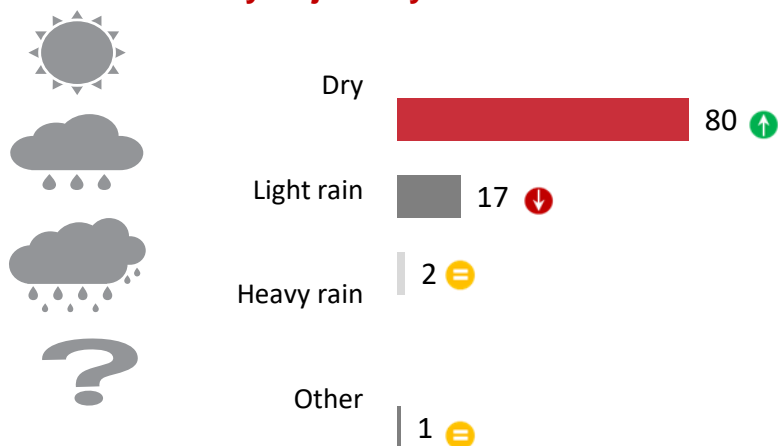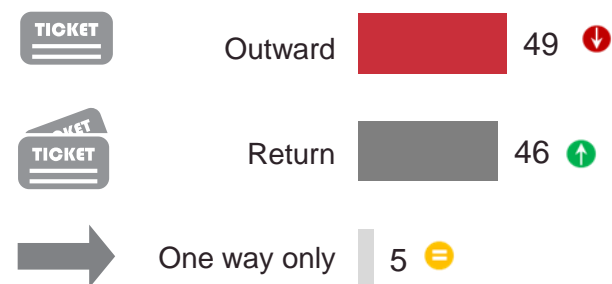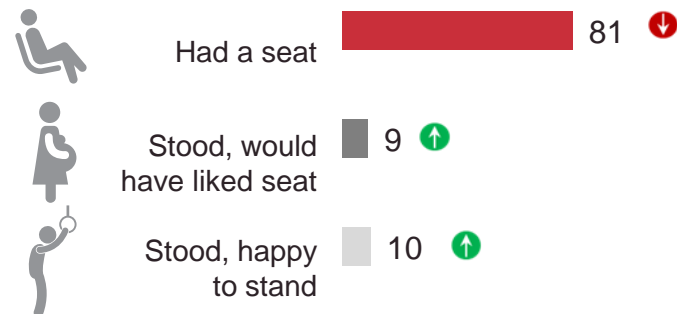
Dry 80 ↑

Light rain 17 ↓

Heavy rain 2 ⊖

Other 1 ⊖

Journey direction

Outward 49 ↓

Return 46 ↑

One way only 5 ⊖

Sitting/standing

Had a seat 81 ↓

Stood, would have liked seat 9 ↑

Stood, happy to stand 10 ↑

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

transportfocus

Journey purpose

◈ Metrolink

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Travelling to/from work	43	=	42	39	43	48	48
Leisure trip	17	↑	15	17	14	14	14
Shopping trip	12	=	12	14	11	10	12
Visit friends or relatives	9	↑	7	8	6	8	7
Travelling to/from education	4	↓	9	7	9	8	7
On personal business	3	=	4	5	6	5	4
On company business	3	=	4	5	4	3	4
Health visit	3	=	3	3	2	1	1
Other	5	↑	4	4	4	4	3
Sub-total: Commuter	47	↓	51	45	52	56	55
Sub-total: Business	3	=	4	5	4	3	4
Sub-total: Leisure	43	↑	45	50	44	41	54
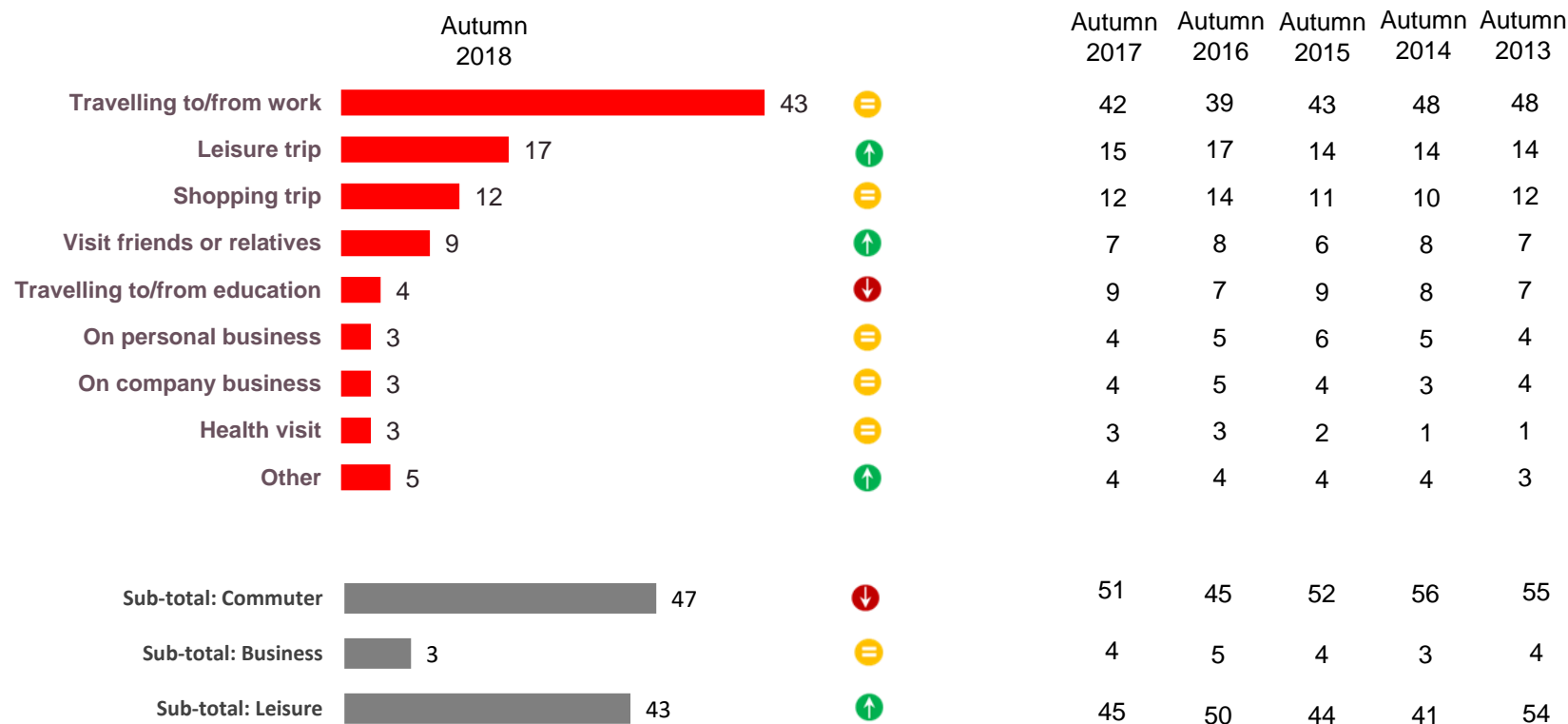
↑ Statistically significant increase since 2017
= No change
↓ Statistically significant decrease since 2017

Q. What is the main purpose of your tram journey today?
Base: All passengers – 2921

transportfocus

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Frequency of using Metrolink tramway
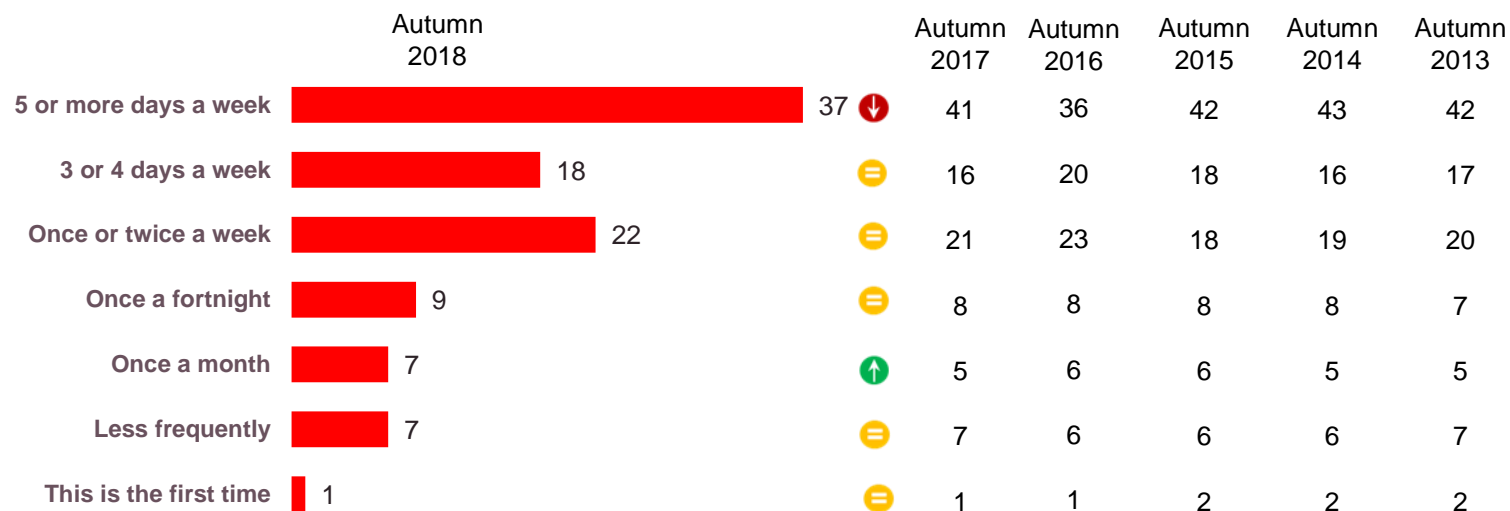
Metrolink

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
5 or more days a week	37 ⬇		41	36	42	43	42
3 or 4 days a week	18	⏺	16	20	18	16	17
Once or twice a week	22	⏺	21	23	18	19	20
Once a fortnight	9	⏺	8	8	8	8	7
Once a month	7	⬆	5	6	6	5	5
Less frequently	7	⏺	7	6	6	6	7
This is the first time	1	⏺	1	1	2	2	2

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

Q. How often do you typically travel by tram?
Base: All passengers – 2933

transportfocus

Ticket type and modes of transport permitted

Metrolink

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Sub-total: Single/return	37 ⬇	41	42	38	42	40
Single	10 ⚌	10	9	10	9	9
Return	27 ⬇	31	33	28	33	31
Sub-total: Season ticket/pass	39 ⬆	38	34	41	40	41
Day pass	9 ⬆	8	8	13	8	9
3 day/weekend	0 ⚌	1	2	1	1	1
5 days/1 week	10 ⬇	11	10	11	12	13
10 days/2 weeks	0 ⚌	0	0	0	0	0
4 weeks/1 month	16 ⚌	15	12	13	15	11
Quarterly/3 months	0 ⬇	0	0	0	0	2
1 year	3 ⬆	3	2	3	3	4
Free pass/journey	22 ⬆	18	20	18	16	16
Other ticket type	2 ⬇	3	3	3	2	3
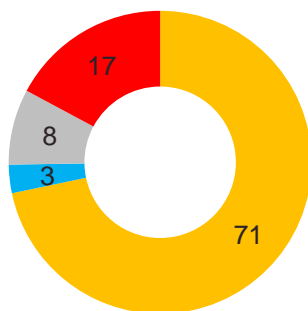
		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
■ Tram only	⬇	71	75	71	74	76	75
■ Train and tram	⚌	3	3	4	4	4	5
■ Bus and tram	⚌	8	7	8	8	8	8
■ Train, bus and tram	⬆	17	14	15	15	13	13

⬆ 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 – 2957

Q. What modes of transport does your ticket allow you to travel on?
Base: All passengers – 2958

transport**focus**

Method of buying ticket and ticket format

Metrolink
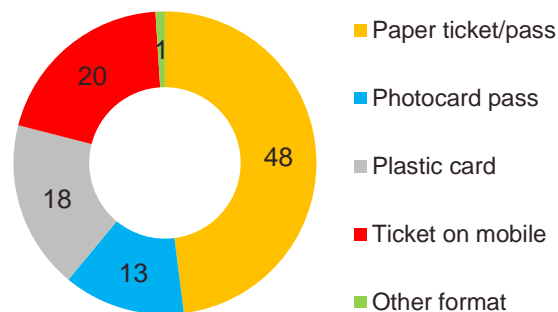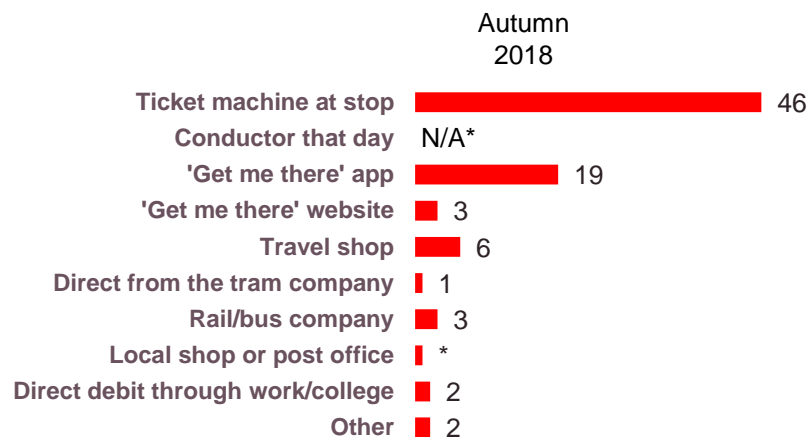
	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Ticket machine at stop	46	↓	69	71	84	82	79
Conductor that day	N/A*		N/A*	N/A*	N/A*	N/A*	N/A*
'Get me there' app	19	⊜	17	15	N/A*	N/A*	N/A*
'Get me there' website	3	↑	2	N/A*	N/A*	N/A*	N/A*
Travel shop	6	⊜	6	6	9	10	11
Direct from the tram company	1	⊜	1	1	1	1	2
Rail/bus company	3	⊜	3	4	4	4	5
Local shop or post office	*	⊜	0	0	0	0	1
Direct debit through work/college	2	⊜	1	2	1	1	1
Other	2	↑	1	1	1	1	1

Donut chart (Autumn 2018): Paper ticket/pass 48, Photocard pass 13, Plastic card 18, Ticket on mobile 20, Other format 1

		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Paper ticket/pass	↓	57	64	67	68	68
Photocard pass	⊜	12	19	19	26	28
Plastic card	↑	16	12	13	4	2
Ticket on mobile	↑	15	4	0	0	0
Other format	↑	1	1	1	1	2

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

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

Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 2952

Q. In what format was your ticket?
Base: All passengers – 2955

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Metrolink stops used by passengers surveyed

Metrolink

49 per cent of passengers were on an outward journey, 46 per cent on a return and 5 per cent on a one-way trip (2017: 54 per cent, 41 per cent and 5 per cent respectively)

81 per cent had a seat for their whole journey, while 9 per cent said they had to stand but would have liked to have a seat (2017: 85 per cent and 7 per cent)

Boarding	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
•Piccadilly	6	= 10	11	11	9	5
•Bury	4	= 7	6	6	8	7
•St Peter's Square	9	= 7	5	5	0	7
•Altrincham	4	↓ 5	7	7	6	8
•Victoria	4	= 4	4	4	3	0
•Deansgate-Castlefield	3	= 4	3	3	4	1
•Piccadilly Gardens	4	= 3	3	3	6	2
•Market Street	3	= 2	5	5	5	7

Alighting	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
•St Peter's Square	12	↑ 10	0	0	15	12
•Piccadilly	7	= 8	6	6	4	8
•Deansgate-Castlefield	4	= 5	7	7	1	2
•Bury	3	= 5	5	5	6	6
•Victoria	4	= 4	5	5	0	5
•Piccadilly Gardens	6	= 4	6	6	5	5
•Market Street	3	= 3	7	7	11	9
•Cornbrook	2	= 3	4	4	3	2

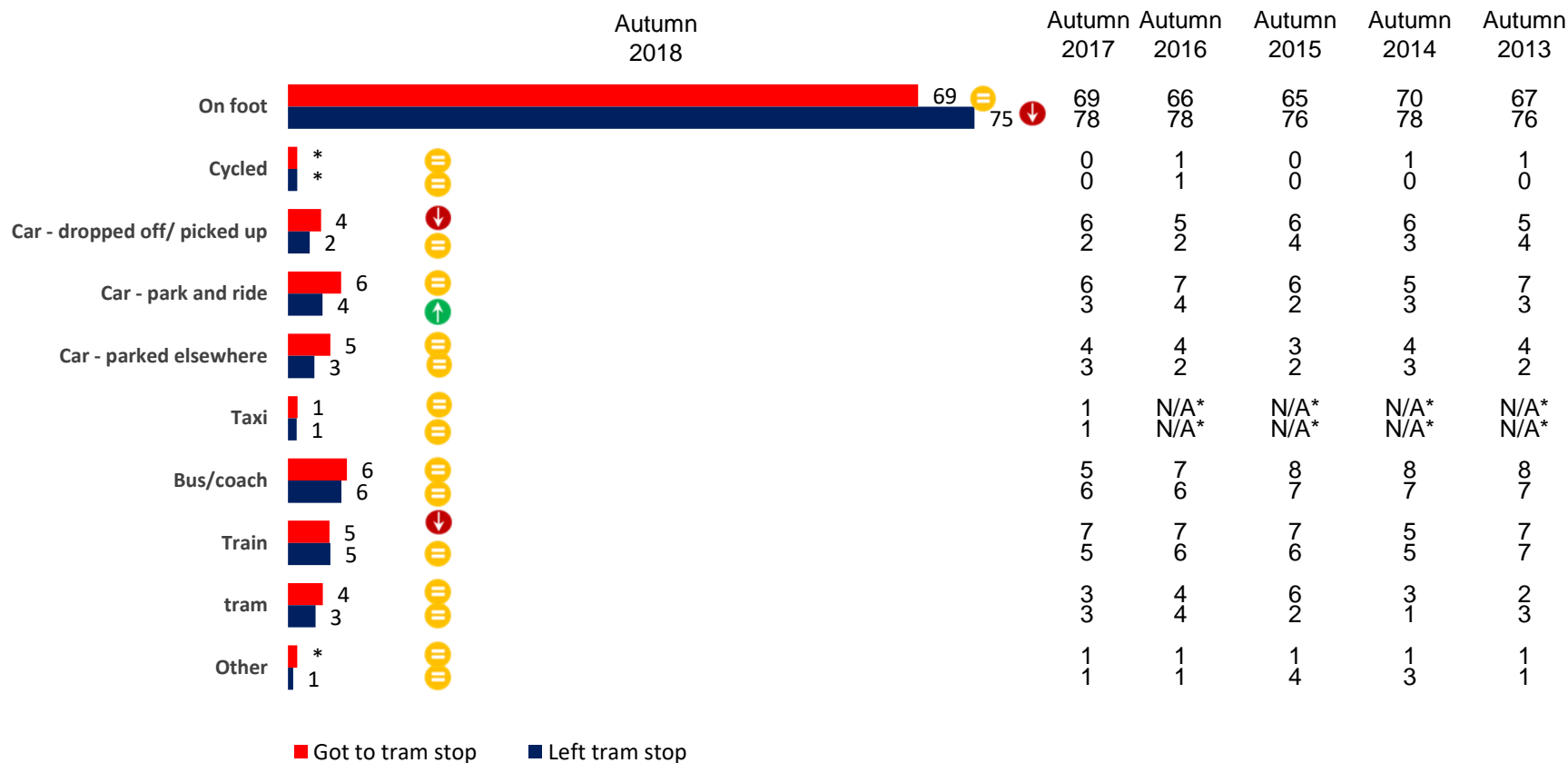Any changes in tram stops used reflects the sample of passengers in this survey rather than actual usage of stops

↑ Statistically significant increase since 2017

= No change

↓ Statistically significant decrease since 2017

Q: Were you on your outward or return journey?
Q. Did you get a seat on the tram? Q: At which stop did you board/leave this tram?
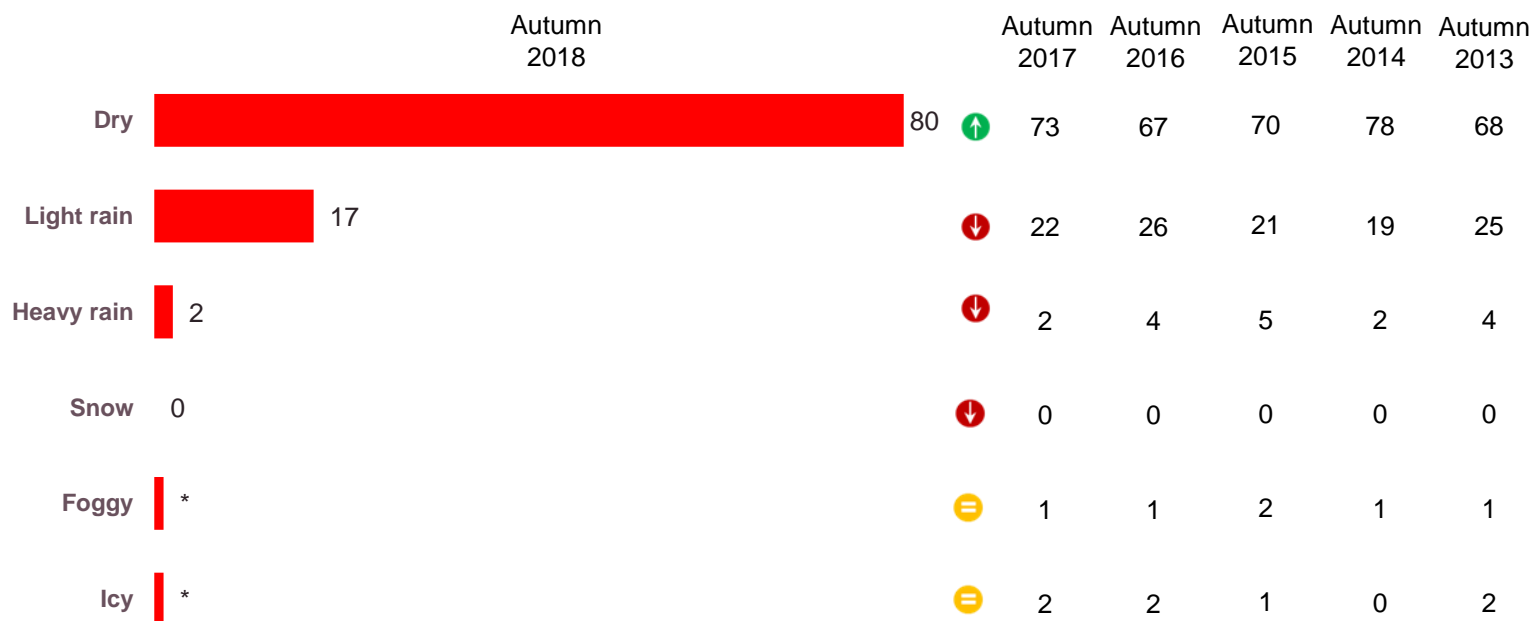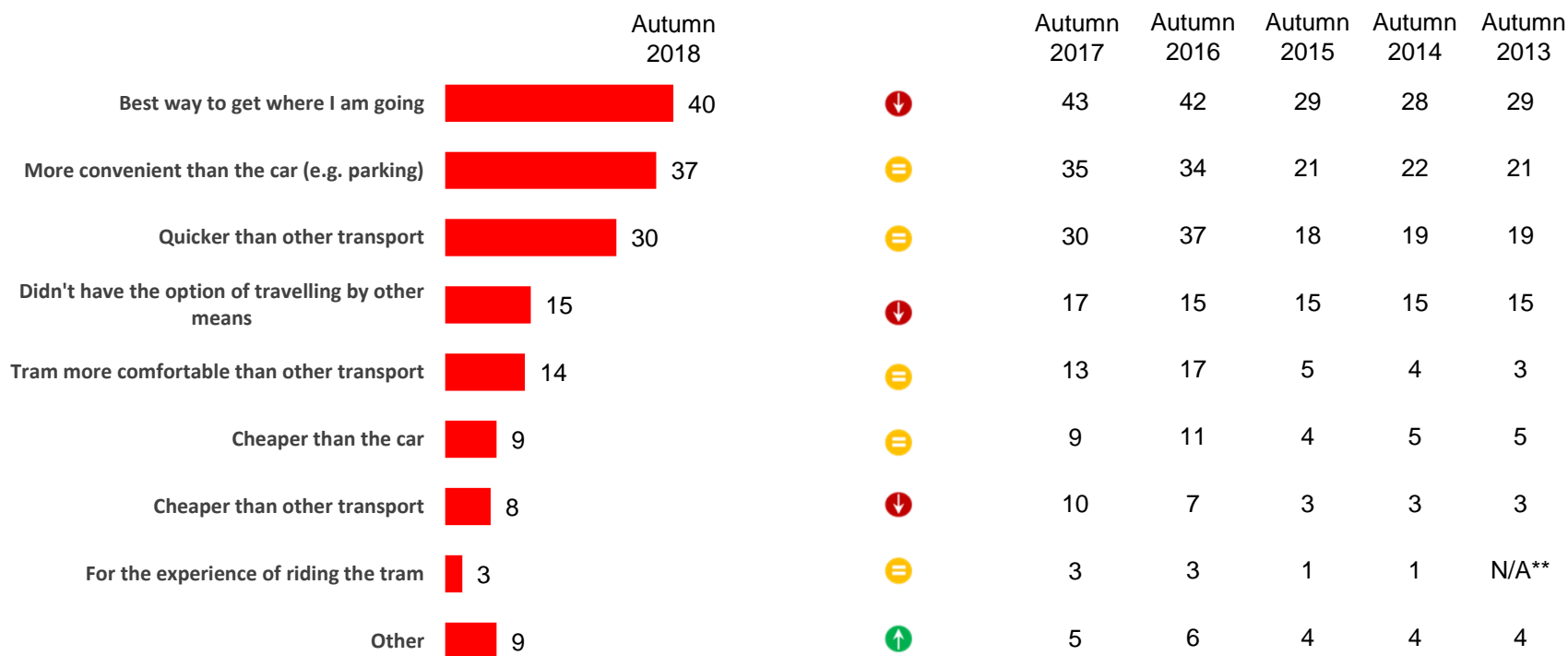*Base: All passengers - 2987*

How got to and from the tram stop

Metrolink

	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
On foot	69 / 75	69 / 78	66 / 78	65 / 76	70 / 78	67 / 76
Cycled	* / *	0 / 0	1 / 1	0 / 0	1 / 0	1 / 0
Car - dropped off/ picked up	4 / 2	6 / 2	5 / 2	6 / 4	6 / 3	5 / 4
Car - park and ride	6 / 4	6 / 3	7 / 4	6 / 2	5 / 3	7 / 3
Car - parked elsewhere	5 / 3	4 / 3	4 / 2	3 / 2	4 / 3	4 / 2
Taxi	1 / 1	1 / 1	N/A* / N/A*	N/A* / N/A*	N/A* / N/A*	N/A* / N/A*
Bus/coach	6 / 6	5 / 6	7 / 6	8 / 7	8 / 7	8 / 7
Train	5 / 5	7 / 5	7 / 6	7 / 6	5 / 5	7 / 7
tram	4 / 3	3 / 3	4 / 4	6 / 2	3 / 1	2 / 3
Other	* / 1	1 / 1	1 / 1	1 / 4	1 / 3	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 - 2987

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Weather conditions when journey made

Metrolink

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Dry	80	⬆	73	67	70	78	68
Light rain	17	⬇	22	26	21	19	25
Heavy rain	2	⬇	2	4	5	2	4
Snow	0	⬇	0	0	0	0	0
Foggy	*	⬄	1	1	2	1	1
Icy	*	⬄	2	2	1	0	2

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

Q. What was the weather like when you made your journey?
Base: All passengers - 2942

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Reasons for choosing the tram*

Metrolink

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Best way to get where I am going	40	⬇	43	42	29	28	29
More convenient than the car (e.g. parking)	37	⊜	35	34	21	22	21
Quicker than other transport	30	⊜	30	37	18	19	19
Didn't have the option of travelling by other means	15	⬇	17	15	15	15	15
Tram more comfortable than other transport	14	⊜	13	17	5	4	3
Cheaper than the car	9	⊜	9	11	4	5	5
Cheaper than other transport	8	⬇	10	7	3	3	3
For the experience of riding the tram	3	⊜	3	3	1	1	N/A**
Other	9	⬆	5	6	4	4	4

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

**Not asked in 2013

Q. What was the main reason you chose to take the tram for this journey?
Base: All passengers – 2919

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

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Factors preventing more journeys being made
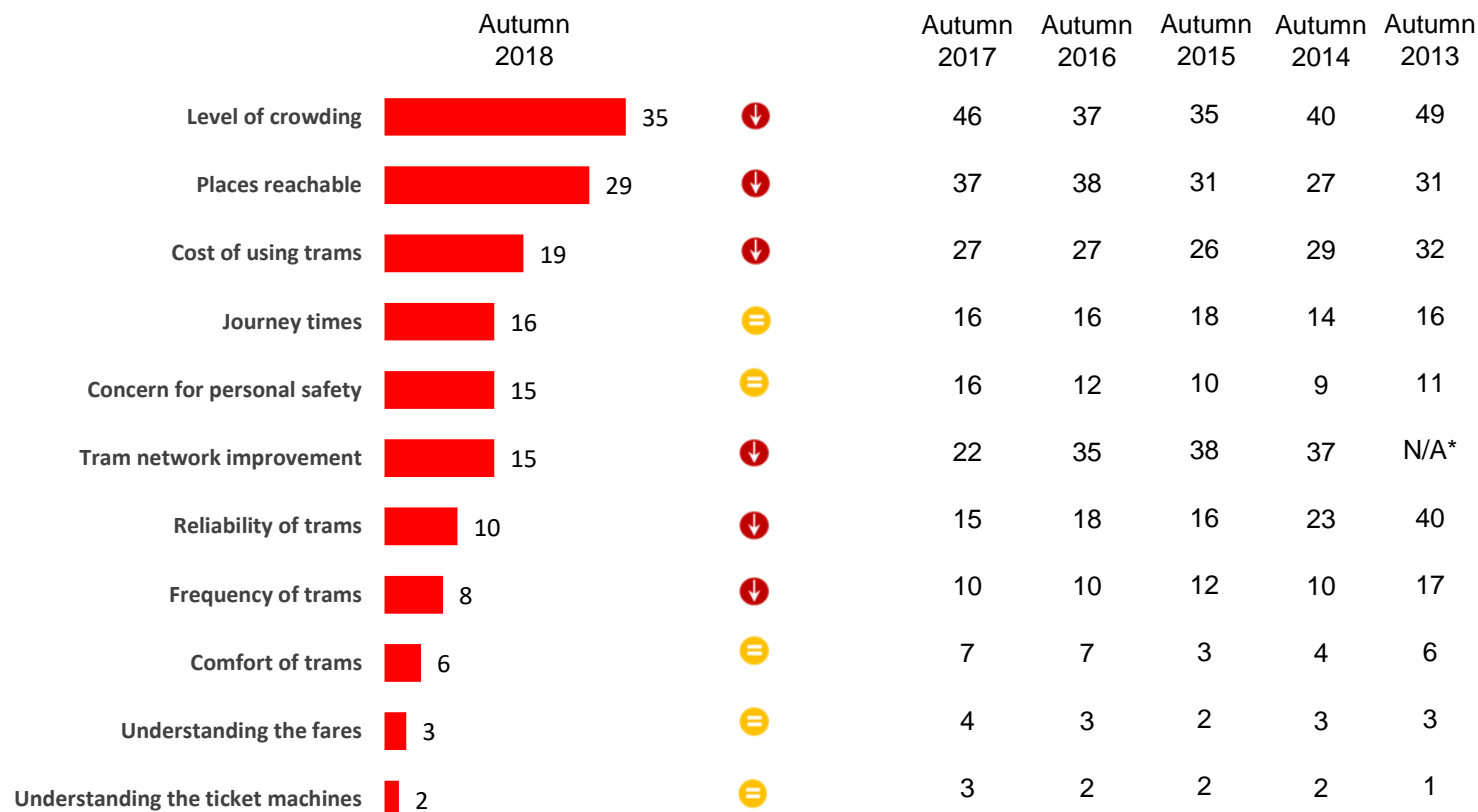
Metrolink

	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Level of crowding	35	⬇	46	37	35	40	49
Places reachable	29	⬇	37	38	31	27	31
Cost of using trams	19	⬇	27	27	26	29	32
Journey times	16	⬅➡	16	16	18	14	16
Concern for personal safety	15	⬅➡	16	12	10	9	11
Tram network improvement	15	⬇	22	35	38	37	N/A*
Reliability of trams	10	⬇	15	18	16	23	40
Frequency of trams	8	⬇	10	10	12	10	17
Comfort of trams	6	⬅➡	7	7	3	4	6
Understanding the fares	3	⬅➡	4	3	2	3	3
Understanding the ticket machines	2	⬅➡	3	2	2	2	1

*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 – 2768

⬆ Statistically significant increase since 2017
⬅➡ No change
⬇ Statistically significant decrease since 2017

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Tram Passenger Survey (TPS)

Appendix 2 – Further details on survey background and method

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Methodology – fieldwork

Manchester Metrolink (TPS)

Fieldwork: 19 September to 8 December 2018 (with a gap for half term from 22 October to 28 October)

Interviewer shifts: covered all days of the week and ran from 6am to 10pm. Each interviewer worked a three-hour shift; four-hour shifts were conducted in a few cases

Method: Choice of paper or online self-completion questionnaire

Sample size: 2987 interviews (2415 paper and 572 online)

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

Bus (BPS) data for Transport for Greater Manchester area

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: 2,074 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 26 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 the tram • The ease of getting off 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.
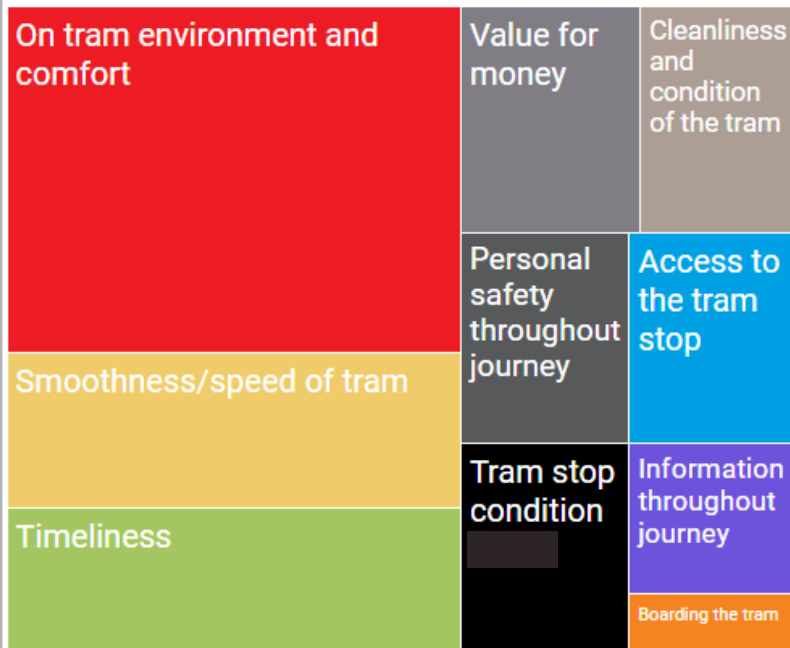
This analysis was conducted on fare-paying passengers only, so that the influence of value for money could be included. It also combines data from 2018 and 2017 surveys to increase robustness. The analysis excludes satisfaction measures relating to tram staff; due to differences in staff availability 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.

The Manchester Metrolink route map
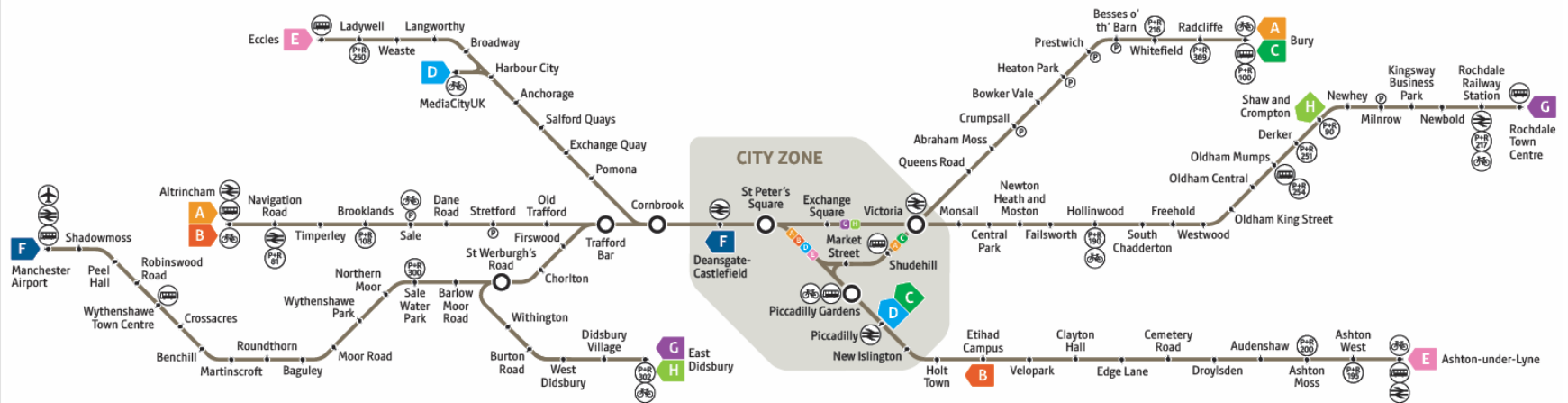
Tram Passenger Survey (TPS)

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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◆ **Metrolink**

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 interests 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 with Metrolink.

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

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

If you prefer to fill the questionnaire in online, then please go to www.tramsurvey.co.uk/Metrolink

WHEN ANSWERING:
CONSIDER ONLY THE JOURNEY YOU MADE WHEN GIVEN THIS QUESTIONNAIRE

1   About your journey on Metrolink

Q1a   At which stop did you board this tram?

(If your journey involved changing trams, please refer only to the part of your tram journey on which you were given this questionnaire)

Q1b   At which stop did you leave this tram?

Q2   Please fill in the time that you boarded the tram today:
Use the 24 hr. clock e.g. 5:25pm is 17:25
Enter your time of boarding into the boxes as shown

| 1 | 7 | | 2 | 5 |

For office use only:

MA

Your opinion counts! ☑
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1

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

Saver/ Season Ticket		Single/ Return ticket	
1 day	□	Single ticket	□
3 day/weekend	□	Return ticket	□
5 days/ 1 week	□	**A free pass or free journey**	
4 weeks/ 1 month	□	60+ Concessionary pass	□
1 year	□	Disabled person's pass	□
Other time period (please write in)	□	Complimentary/ free ticket	□
		Other ticket	
		Family/ group ticket	□
		Other	□

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

Metrolink only	□
Train and Metrolink	□
Bus and Metrolink	□
Train, Bus and Metrolink	□

Q4   In what format was your ticket?

A standard paper ticket/ pass	□
A photo card ticket/ pass	□
A plastic card you touched on to the smart reader	□
An electronic ticket on the get me there app	□
Other format	□

Transport for Greater Manchester funded a number of additional questions beyond those in the core TPS questionnaire. These question are not reported in this document and have been removed from this example questionnaire while retaining the question numbering as used in the full questionnaire.

Q9 What is the main purpose of your journey on Metrolink today?

Travelling to/ from work............................. ☐
Travelling to/ from education (e.g. college, school)........ ☐
On company business (or own if self-employed)........... ☐
On personal business (job interview, bank, post office). ☐
Travelling to/ from a medical/ other appointment.......... ☐
Shopping trip... ☐
Visiting friends or relatives............................. ☐
Leisure trip (e.g. day out)............................. ☐
Other... ☐

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

Outward................................... ☐
Return..................................... ☐
One way trip only...................... ☐

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

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

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

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

Q13 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................................. ☐

Q14 What was the main reason you chose to take Metrolink for this journey? *(Please tick all that apply)*

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

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

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

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

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

2   About the tram stop where you boarded this Metrolink tram

Q17 Thinking about the tram stop itself, how satisfied were you with the following?

	Very satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
Its distance from your journey start e.g. home/ shops	☐	☐	☐	☐	☐	☐
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..............	☐	☐	☐	☐	☐	☐
Ticket buying facilities..........................	☐	☐	☐	☐	☐	☐
Reliability of ticket machines......................	☐	☐	☐	☐	☐	☐
The time it took to buy a ticket at the ticket machine..	☐	☐	☐	☐	☐	☐

Q18 Overall how satisfied were you with the tram stop?

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

3   Waiting for the tram

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

Q20 Did you check any of the following to find out when the tram was meant to arrive?
(Please tick all that apply)

Before leaving for the tram stop   **At the tram stop**
Leaflet.. ☐   Electronic display at the stop................... ☐
Online tram times.................................. ☐   Information posters at the stop................. ☐
Disruption information via Metrolink website... ☐   Online tram times................................... ☐
Disruption updates (e.g. Twitter/ Facebook)... ☐   Disruption information via Metrolink website. ☐
Telephoned for information...................... ☐   Disruption updates (e.g. Twitter/Facebook). ☐
Other... ☐   Telephoned for information....................... ☐
     Other... ☐

If you did not check to find out when the tram was meant to arrive, why was this?
(Please tick all that apply)
Knew the trams ran 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... ☐

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

Q22a 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.. ☐

Q22b Were you able to board the first tram you wanted to travel on?

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

Q23 How satisfied were you with each of the following 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

Q24 Thinking about when the tram arrived, please indicate how satisfied you were with the following:

	Very satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the tram....	☐	☐	☐	☐	☐	☐
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......................	☐	☐	☐	☐	☐	☐

Q25 Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:

	Very satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The cleanliness & 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 safety of the driving (i.e. appropriateness of speed, driver concentrating).................................	☐	☐	☐	☐	☐	☐
The ease of getting off the tram............................	☐	☐	☐	☐	☐	☐

Q26 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.............. ☐

Q27a Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
Yes... ☐
No... ☐

Q27b *If yes:* Which of the following were the reason(s) for this? *(Please tick all that apply)*

Passengers drinking/under the influence of alcohol.. ☐   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........................ ☐

Q28a Was your journey on Metrolink today delayed at all?
Yes... ☐
No... ☐

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

Due to a signal/points failure..................	☐	Time it took passengers to board.....................	☐
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...	☐

Q29 *If yes:* By approximately how long was your journey today delayed?
(Please write the time in minutes)

[   ]

Q30 Overall, taking everything into account from start to end of this journey, how satisfied were you with your journey on Metrolink today?

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

Q31 If something could have been improved on your journey on Metrolink today what would it have been?

[   ]

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

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

Q33 What had the biggest influence on the 'value for money' rating you gave in the previous question?

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

[   ]

Q34 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
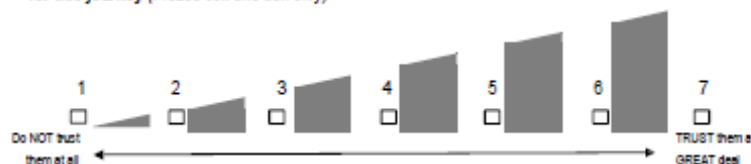
THE PREVIOUS QUESTIONS WERE ALL ABOUT YOUR JOURNEY TODAY. IN THIS SECTION WE WOULD LIKE YOU TO THINK MORE GENERALLY ABOUT YOUR METROLINK EXPERIENCES

Q43 Have any of the following frequently stopped you making journeys by Metrolink? *(Please tick all that apply)*

The places you can reach by Metrolink	☐	How long the journeys take when going by Metrolink...	☐
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 Metrolink..............	☐	A concern for your personal safety on Metrolink........	☐
Understanding the fares..............	☐	Tram network improvement works...........	☐
Understanding the ticket machines.....	☐	Nothing has stopped me making journeys by Metrolink.	☐

Q44 Thinking about cleanliness whilst travelling on Metrolink, please rank in order your top three cleaning priorities. Write in numbers 1 to 3 in the selected boxes where 1 is the most important and 3 is the third most important.
<u>Do not write the same number in more than one box.</u>

☐ Litter at the stop		☐ Stains/ spillages
☐ Seating		☐ Ticket machines and validators
☐ Overflowing bins		☐ Litter on the track
☐ Tram interior		☐ Tram exterior

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 Are you...?

Working full time (30+ hours)............. ☐
Working part time (under 30 hours)...... ☐
Not working – seeking work................. ☐

Retired.. ☐
Full time student............................... ☐
Other.. ☐
Prefer not to say............................... ☐

QD Which of the following best describes your ethnic background?

White.. ☐
Mixed/multiple ethnic groups.............. ☐
Asian or Asian British........................ ☐
Other ethnic group............................ ☐

Black, African/Caribbean or Black British.......... ☐
Chinese... ☐
Arab.. ☐
Prefer not to say............................... ☐

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

No – None.. ☐
Yes – Vision (e.g. blindness or partial sight).. ☐
Yes – Hearing (e.g. deafness or partial hearing).................................. ☐
Yes – Mobility (e.g only able to walk short distances or difficulty climbing stairs)............... ☐
Yes – Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard).................. ☐
Yes – Learning or understanding or concentrating................................ ☐
Yes – Memory.. ☐
Yes – Mental health.. ☐
Yes – Stamina or breathing fatigue... ☐
Yes – Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)... ☐
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............... ☐

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

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

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

All or most of the time....................... ☐
Some of the time.............................. ☐

You don't have anybody you can ask.............. ☐
Not applicable.. ☐

QH Day to day, which of the following items do you use? *(Please tick all that apply)*

Debit or credit card............................... ☐
Standard mobile phone.......................... ☐
Tablet e.g. iPad................................... ☐
Smartphone e.g. iPhone or Android........ ☐
Home computer e.g. PC or laptop........... ☐
None of these....................................... ☐

QI Which of the following would you most like to use to receive up to the minute travel information? *(Please tick all that apply)*

An App (for your smartphone/ tablet)... ☐
A website... ☐
Twitter.. ☐
Facebook.. ☐

Text service...................................... ☐
Displays at stops............................... ☐
Email alerts...................................... ☐
None of these.................................... ☐

QJ To help us get a better picture of tram services at a local level, it would be helpful if you could provide us with your home postcode. *(If you provide it, this will be used to help understand tram usage and make improvements locally. Your postcode will not be used to identify you personally and will only be used for research purposes.*

Please write in your home postcode here   Live outside the UK.................................... ☐

☐ ☐ ☐ ☐   ☐ ☐ ☐

Thank you for completing this questionnaire.

Please return it in the envelope provided or use the following Freepost address:
Freepost RTCU-LLTT-UHJA
AECOM Limited
AECOM House
179 Moss Lane
HALE
WA15 8FH

AECOM   transportfocus

Tram Passenger Survey (TPS) – Manchester Metrolink

Autumn 2018 results

March 2019

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