



Tram Passenger Survey (TPS) – Sheffield

Autumn 2018 results (re-issued)

September 2020

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Contents

Overview

- Context to the survey 3
- Summary of 2018 findings 6

The findings

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

Further information

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



Tram Passenger Survey (TPS) Sheffield

Context to the survey

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 **18 September and 8 December 2018**

809 surveys were completed for Sheffield Supertram in autumn 2018

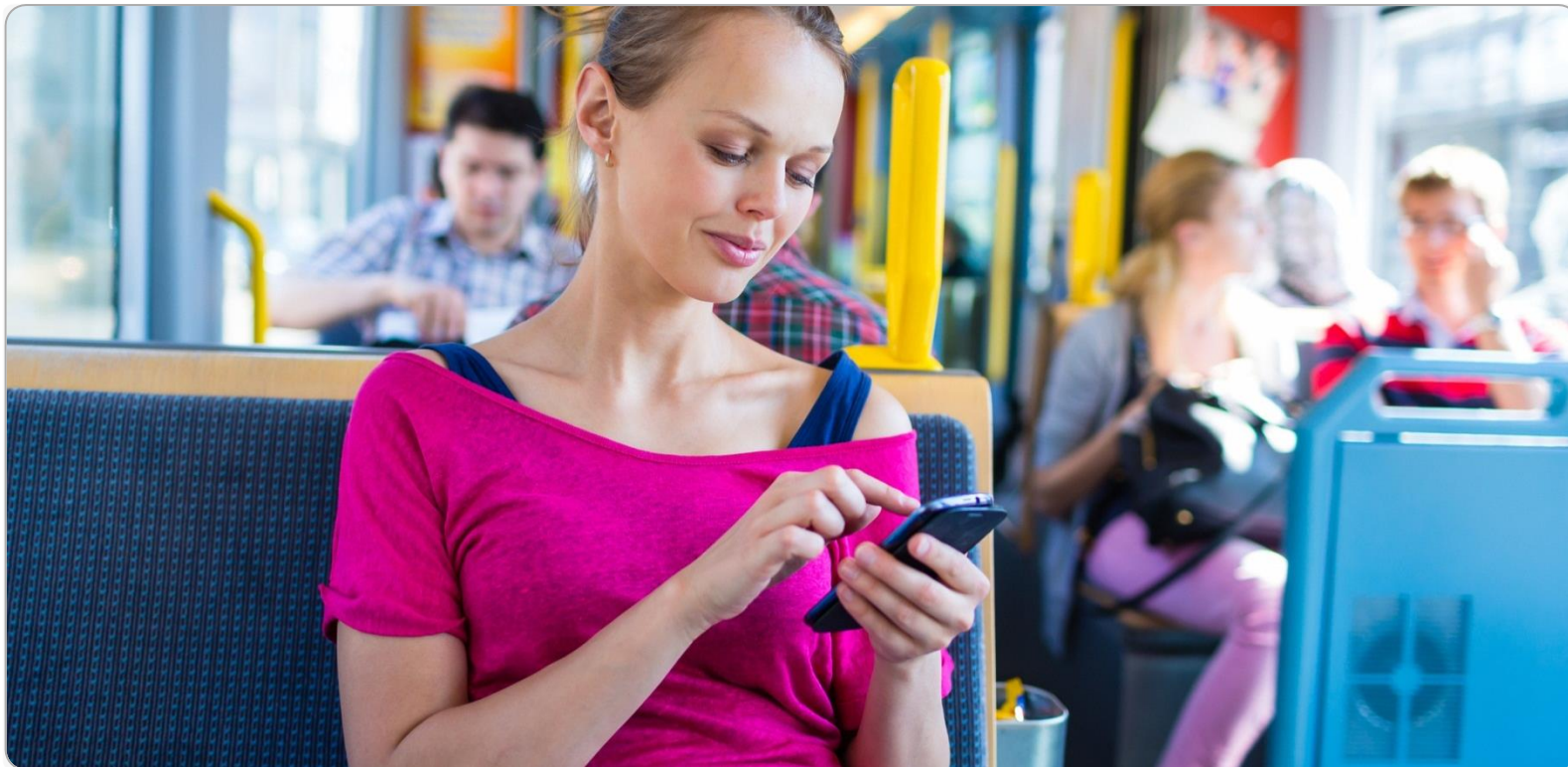
For further details of the survey method, see Appendix

The Sheffield network in context

	The Network	Passenger Journeys	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions/other notes
	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	<ul style="list-style-type: none"> 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)
	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	<ul style="list-style-type: none"> 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
	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	<ul style="list-style-type: none"> Airport line opened late 2014, covered for first time in 2015 Exchange Square and link with Victoria opened in December 2015 Increasing use of double carriage trams Second City Crossing opened in February 2017 enabling quicker journeys across the city A tram collision on the 10th November 2017 affected two shifts which were rescheduled due to no trams running
	1 line 26 stops 13 miles	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	<ul style="list-style-type: none"> Network extension to Grand Central (New Street Station) opened on 30 May 2016 and was included in the TPS 2016 Network improvement works meant that two tram stops at the Wolverhampton end of the route were closed for the duration of fieldwork in 2017 (Wolverhampton St George's and The Royal)

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

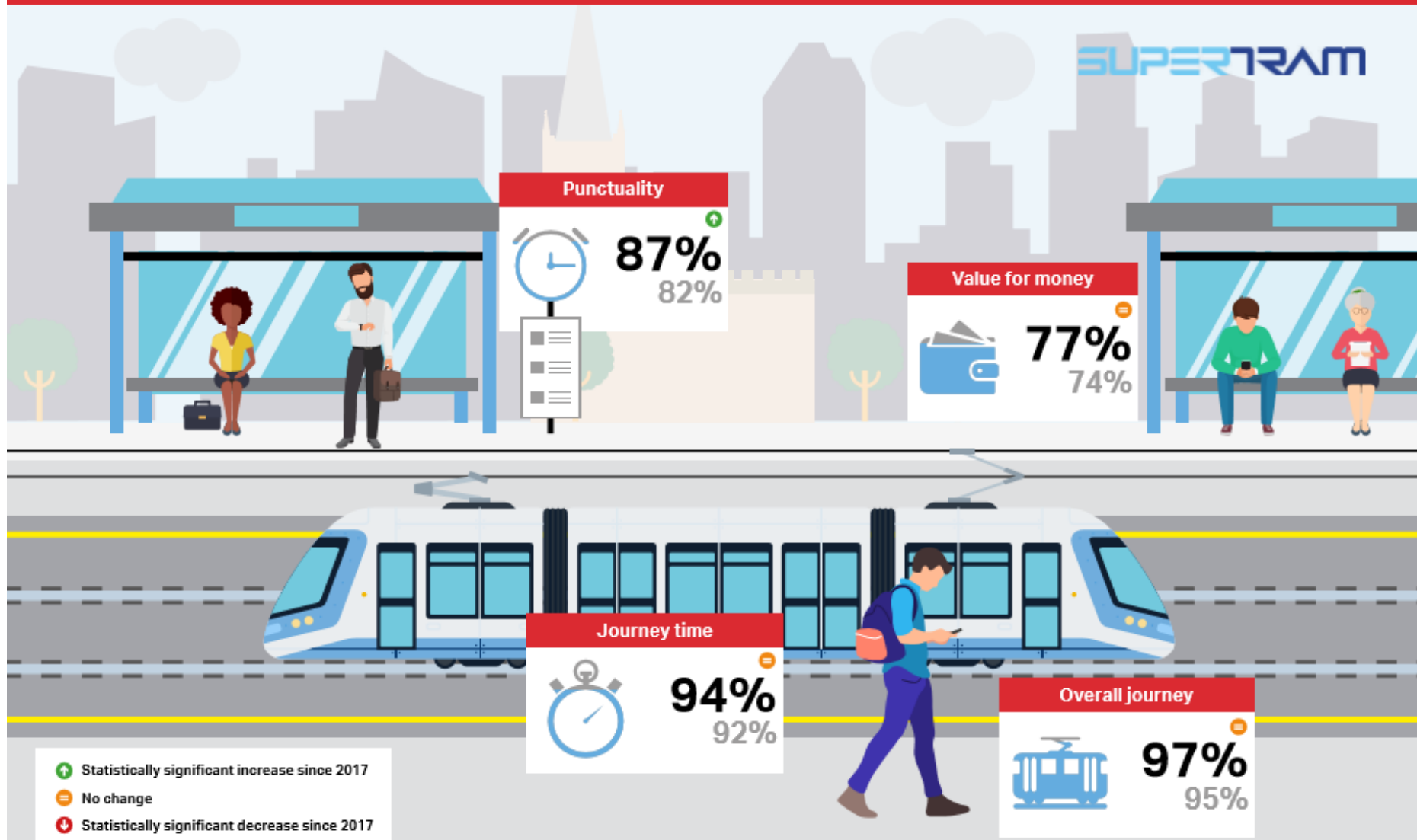
**Source: Direct from operator



Tram Passenger Survey (TPS) – Sheffield

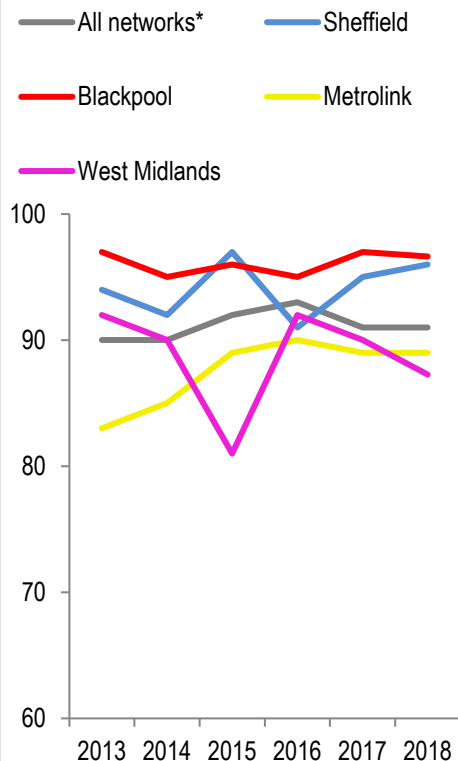
Key findings

Key performance measures for Sheffield Supertram 2018

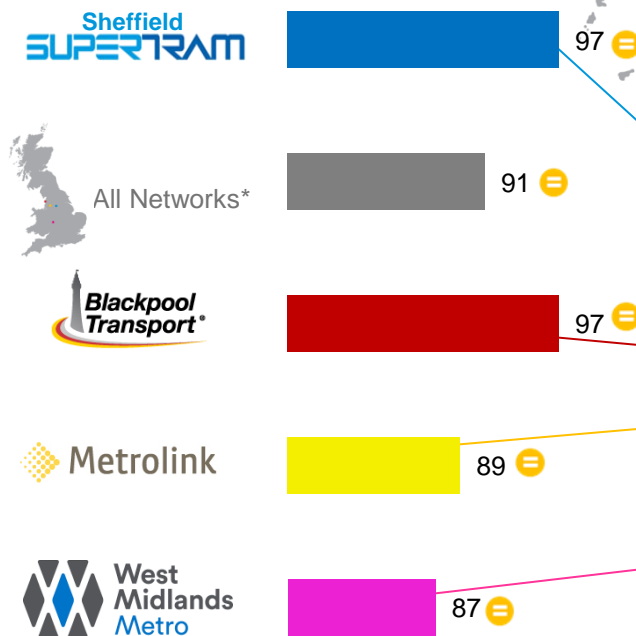


Passenger experience: a snapshot

Overall journey satisfaction: trend over time



Overall journey satisfaction: 2018



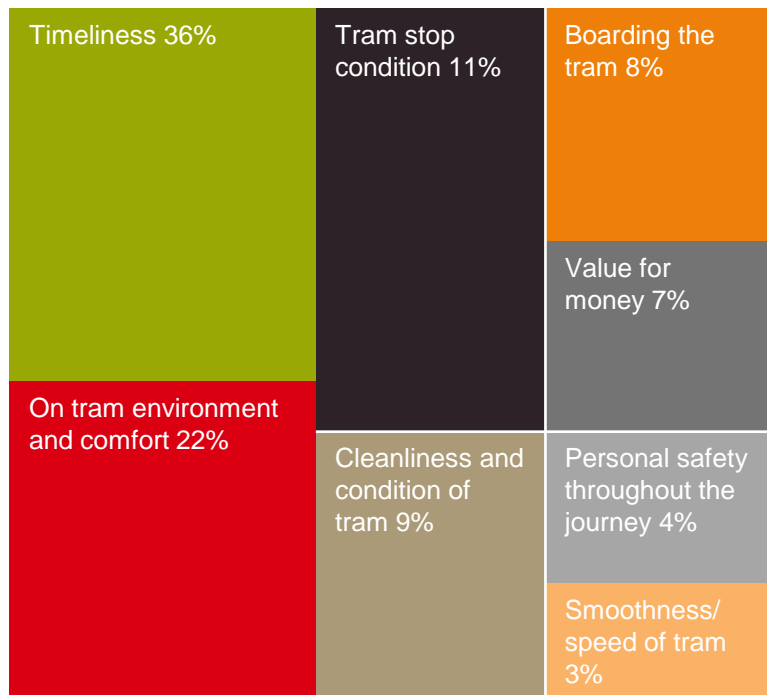
*All networks includes different networks each year. 2018 excludes Nottingham Express Transit. 2013, 2017 and 2018 exclude Edinburgh Trams.

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

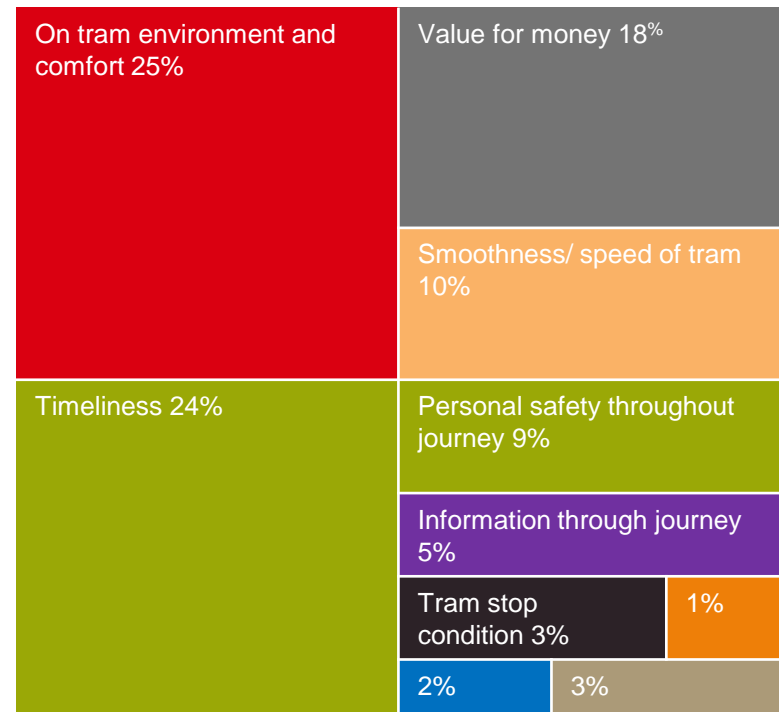
What makes a satisfactory or great journey on Supertram?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?



What makes a great journey?



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 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.

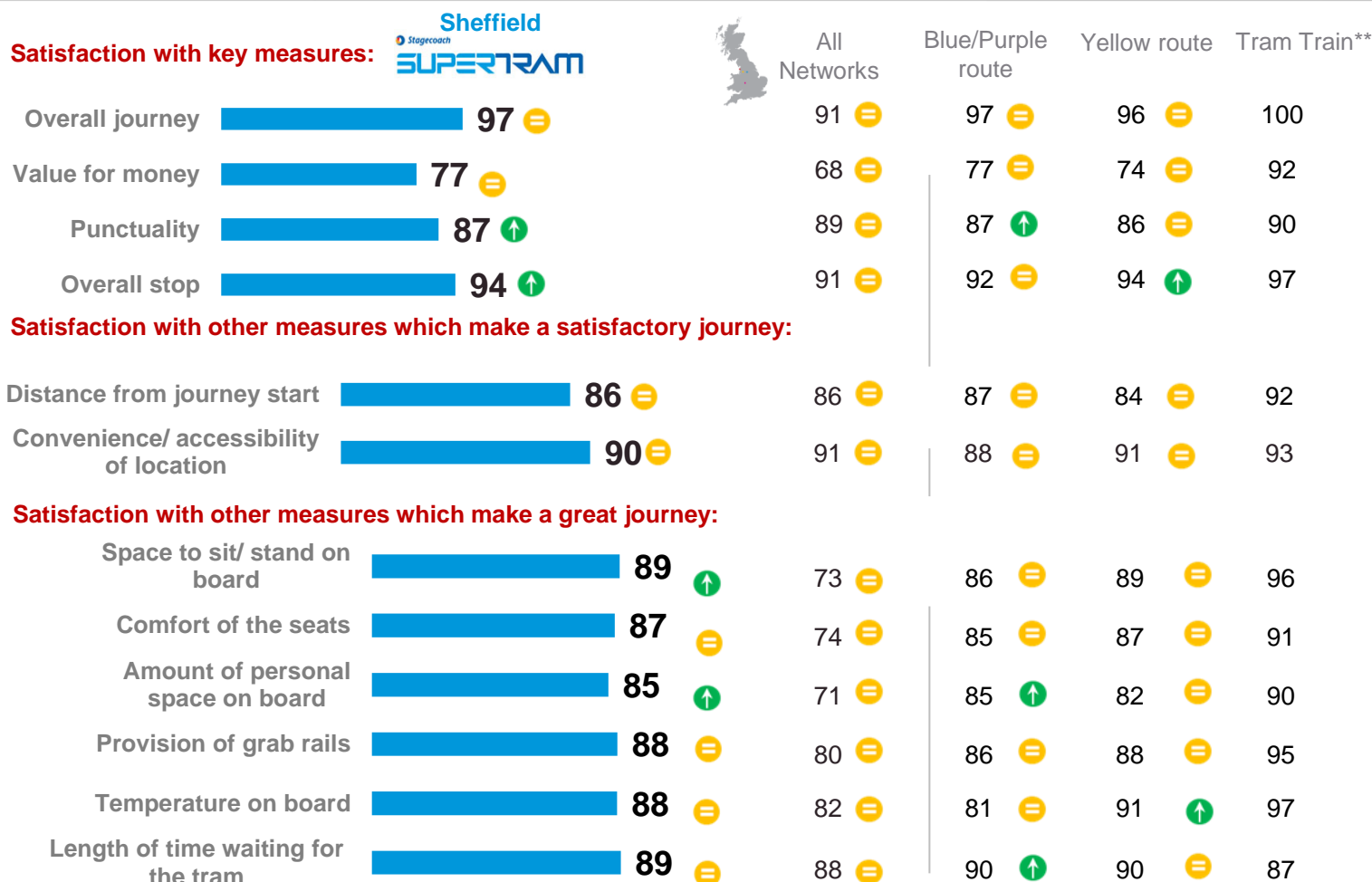
The left hand chart shows which themes most differentiate between those not satisfied and satisfied overall – making a journey 'satisfactory'.

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 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.

Passenger experience in Sheffield 2018: across the network



 Statistically significant increase since 2017

 No change

 Statistically significant decrease since 2017

**Tram Train line opened in November 2018

Overall passenger experience in Sheffield 2018: a snapshot

At the stop



↑ Statistically significant increase since 2017

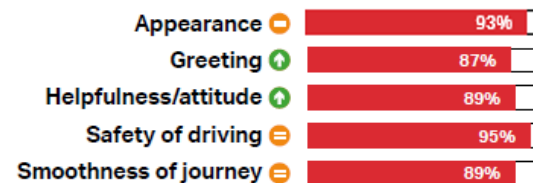
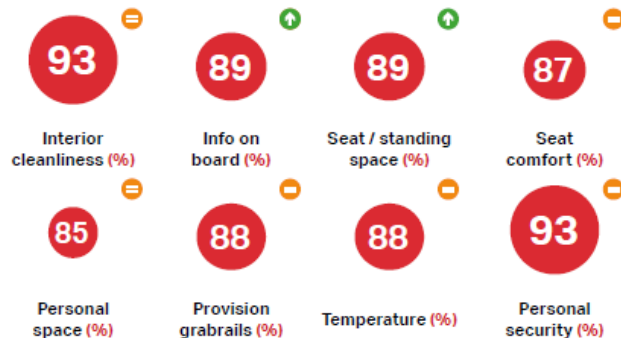
= No change

↓ Statistically significant decrease since 2017

Boarding



On board

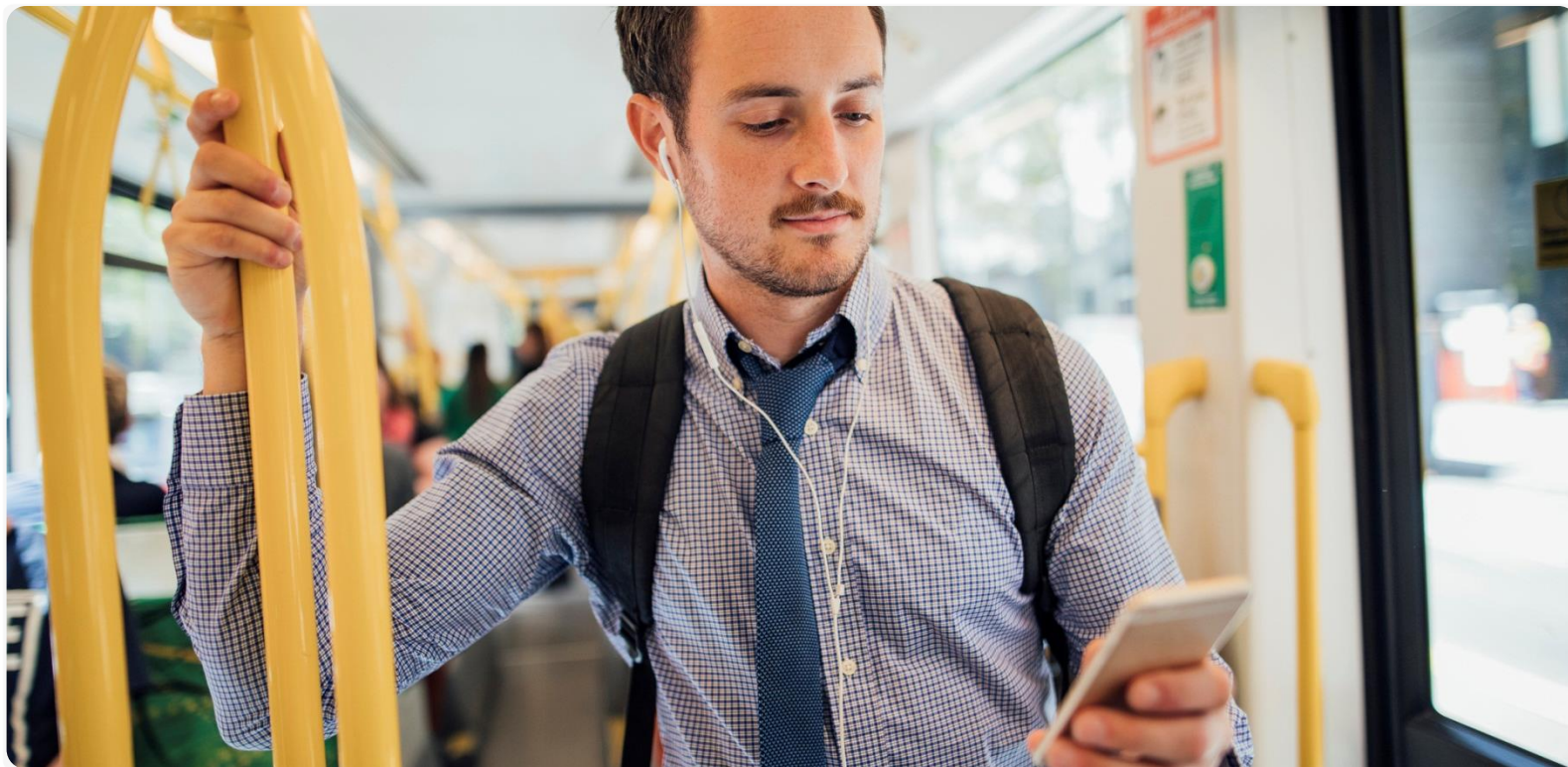


Summary of key findings (1)

- In the 2018 wave of the Tram Passenger Survey 97 per cent of Supertram passengers are satisfied with their journey overall. This is a significant increase compared to 2017 (91 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 satisfied)
- 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 punctuality and the length of time waiting for the tram have remained consistent with last year. Satisfaction with punctuality has increased since 2017 from 82 per cent to 87 per cent satisfied
- 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 (89 per cent), and the provision of grab rails and temperature on board (88 per cent) are satisfied with both aspects of the on board experience. 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, 77 per cent are satisfied with value for money. This is an upwards movement from 74 per cent in 2017. 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

Summary of key findings (2)

- When comparing the three lines in Sheffield (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 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 frequencies 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
- Three fifths of passengers (60 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)



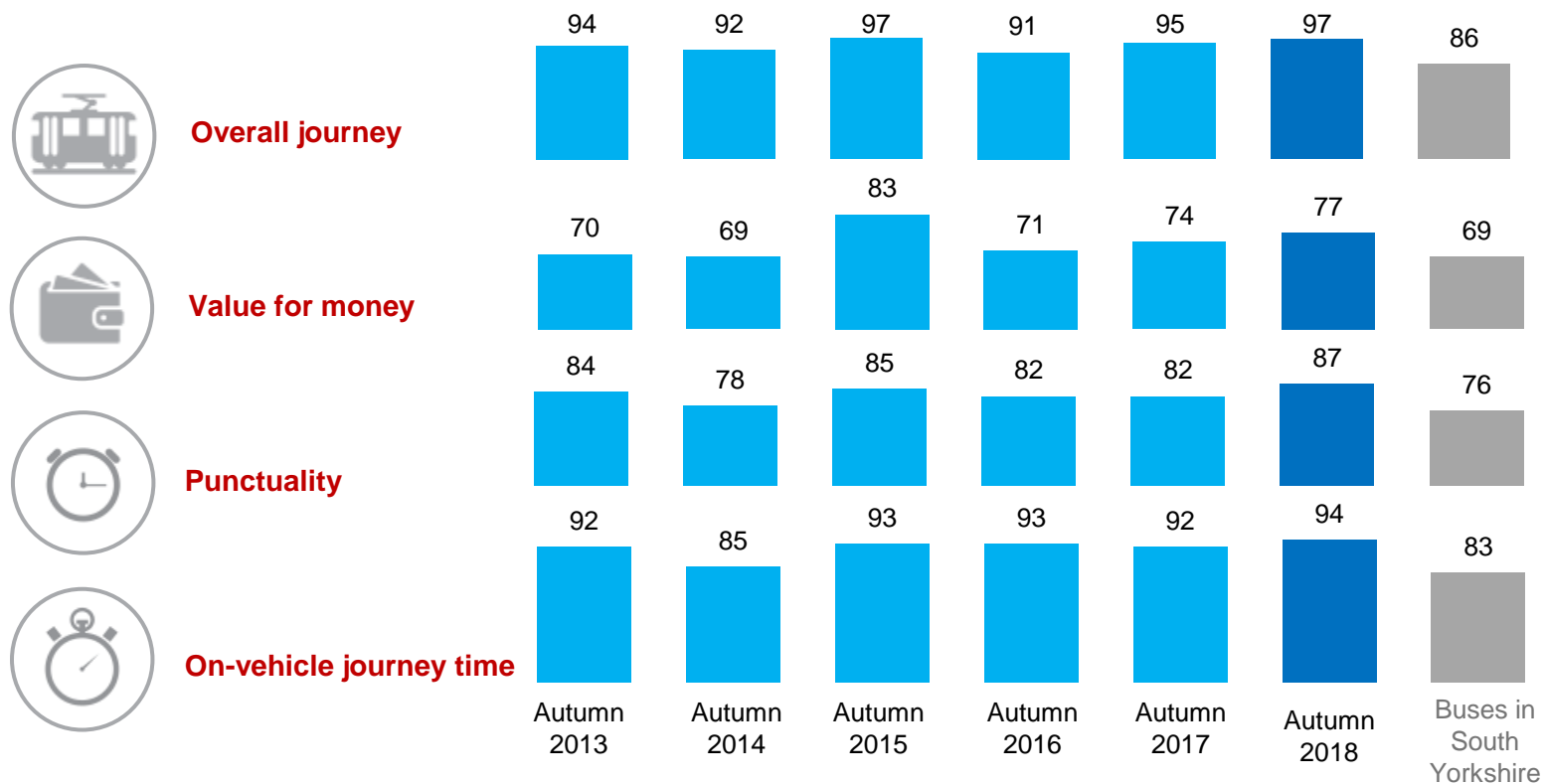
Tram Passenger Survey (TPS) – Sheffield

Experience and opinions of the journey

Experience and opinions of the journey: summary

Satisfaction with today's journey:

Sheffield
Stagecoach
SUPERTRAM



Who are satisfied and not satisfied passengers?









**Very satisfied passengers
are more likely to:**



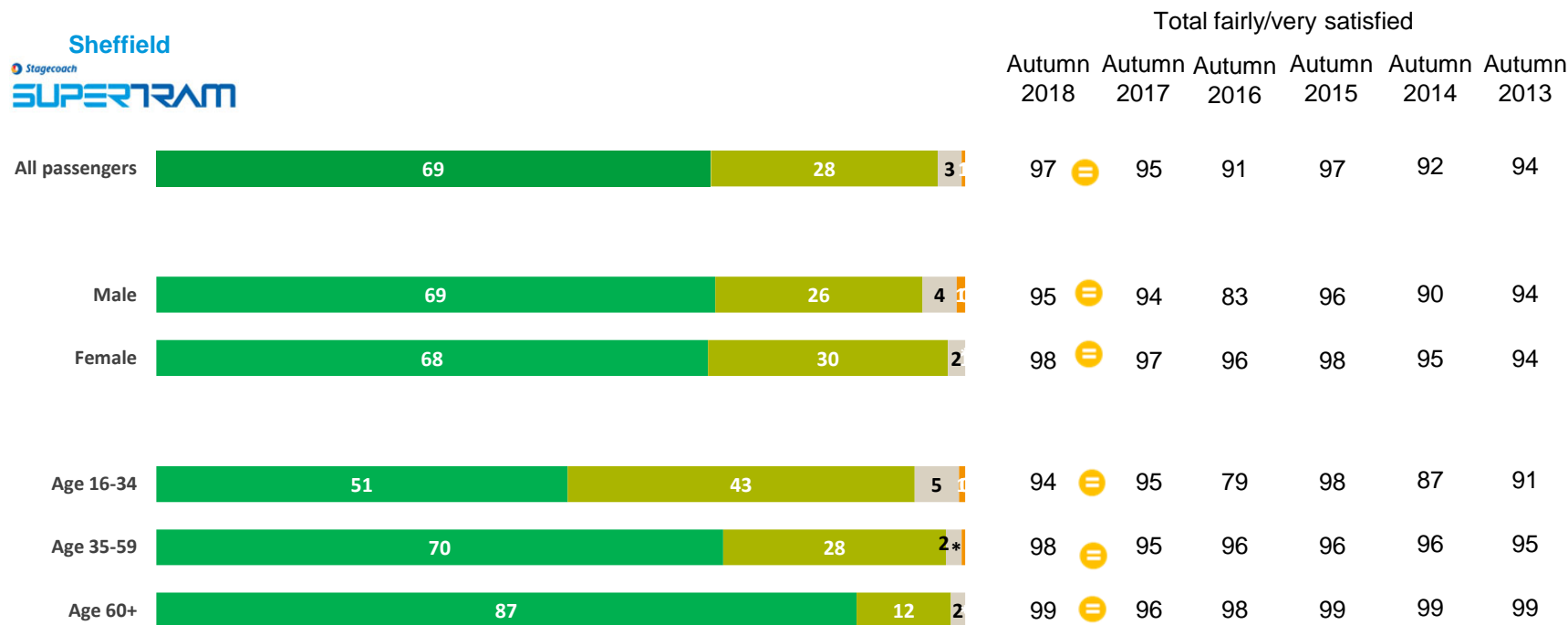
**Fairly satisfied passengers
are more likely to:**



**Not satisfied passengers
are more likely to:**

	Journey purpose	Be leisure travellers (57%)	Be commuters (54%)	Sample size of not satisfied passengers too small to report
	Time of travel	Be travelling during off-peak times (61%)	Travel during off-peak times (52%)	
	Frequency of travel	Travel the most frequent (35% 5 or more days a week)	Travel the most frequent (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%)	
	Age and gender	Be under 60 (45% 35-59) and female (60%)	Be younger (46% 16-34)	
	Trust in the operator	Have the 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)

Overall satisfaction (%) – by gender and age



■ 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

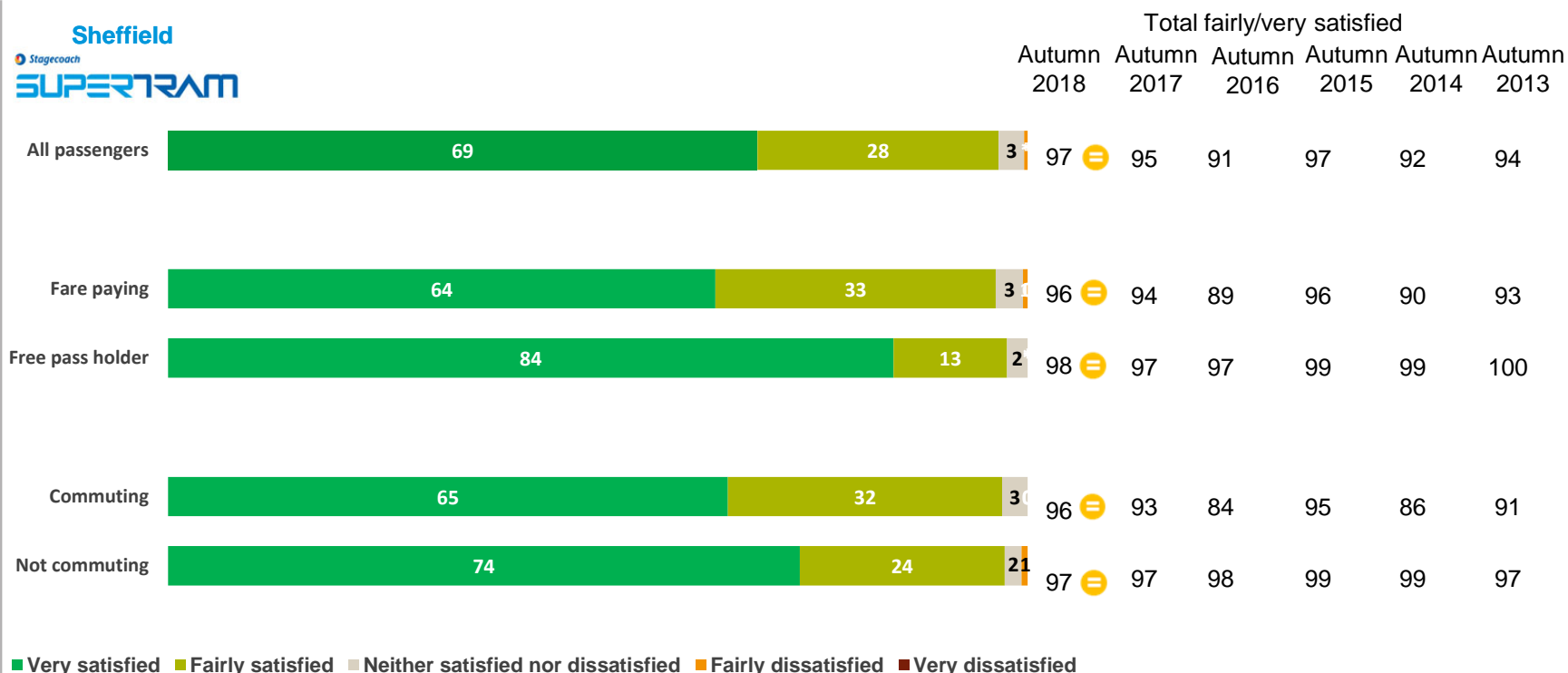
*Indicates a proportion lower than 1%

⬆ Statistically significant increase since 2017

= No change

⬇ Statistically significant decrease since 2017

Overall satisfaction (%) – by passenger type



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

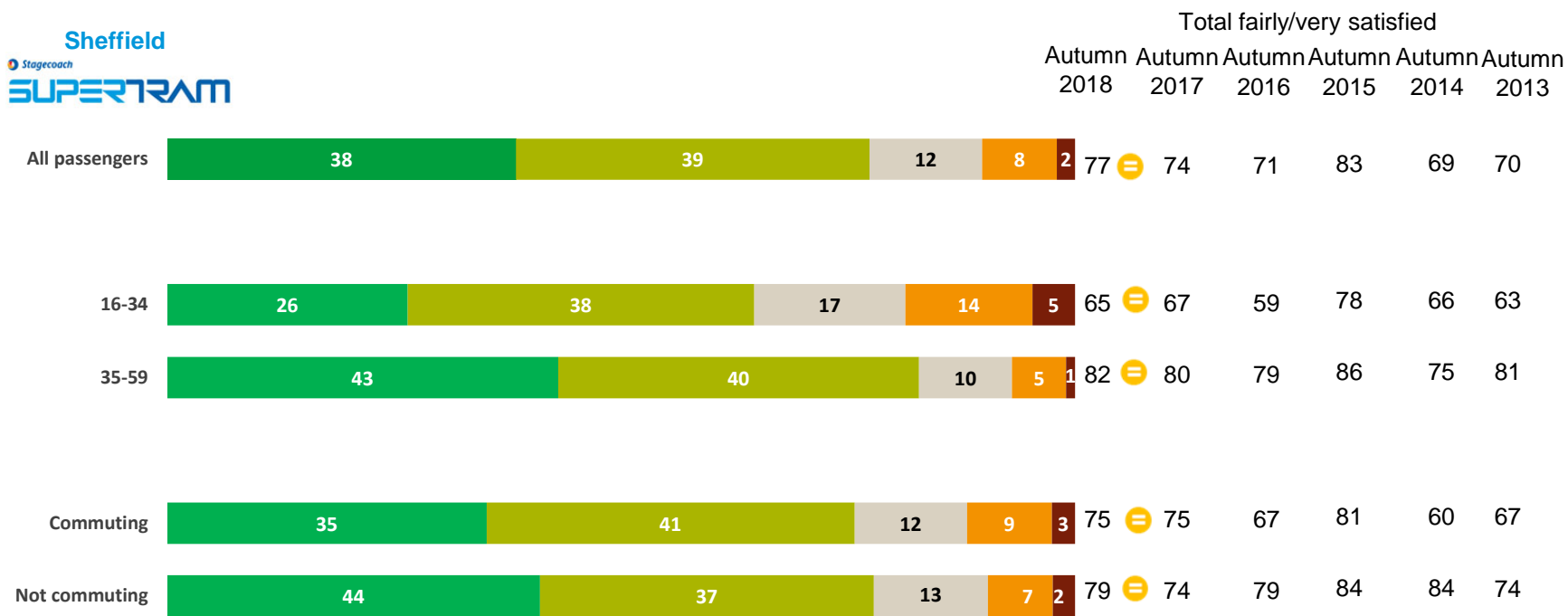
*Indicates a proportion lower than 1%

⬆ Statistically significant increase since 2017

= No change

⬇ Statistically significant decrease since 2017

Value for money (%) – fare-payers only



■ 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%

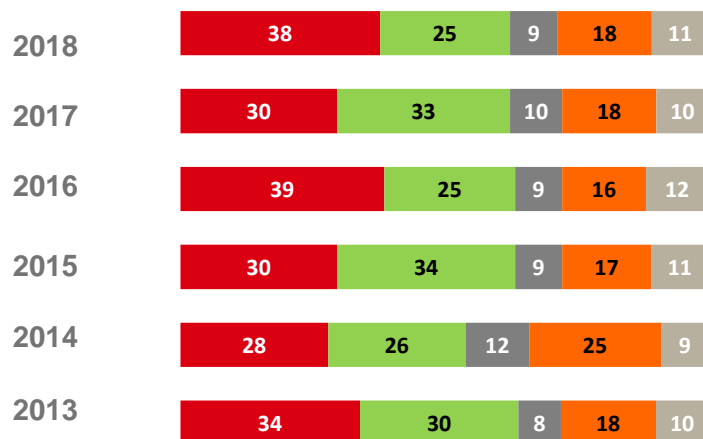
⬆ Statistically significant increase since 2017

= No change

⬇ Statistically significant decrease since 2017

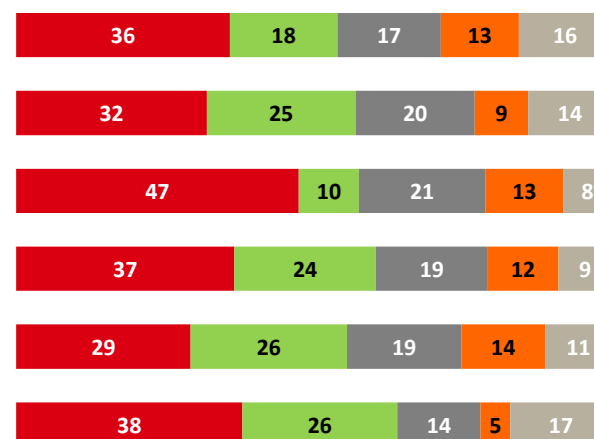
What influenced value for money rating (%)

Those satisfied with value for money



- 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
- A reason not mentioned above (Please write in the box)

Those not satisfied with value for money

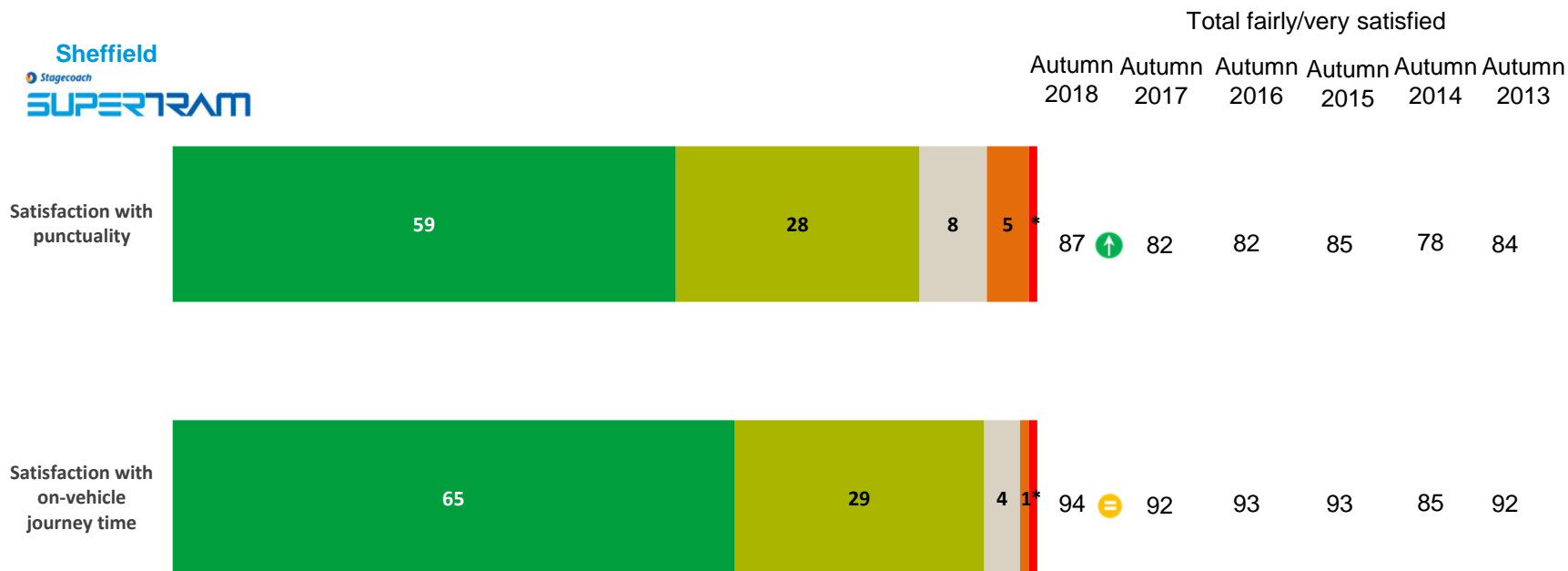


- The cost for the distance travelled
- The cost of the tram versus other modes of transport
- The fare in comparison to the cost of everyday items
- A reason not mentioned above (Please write in the box)

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



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



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



Waiting times:

Satisfaction:
expected waiting time

89 

Buses
in South
Yorkshire
76

Expected
wait time

8 mins 

Actual reported
wait time

6 mins 



Checking tram information:

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

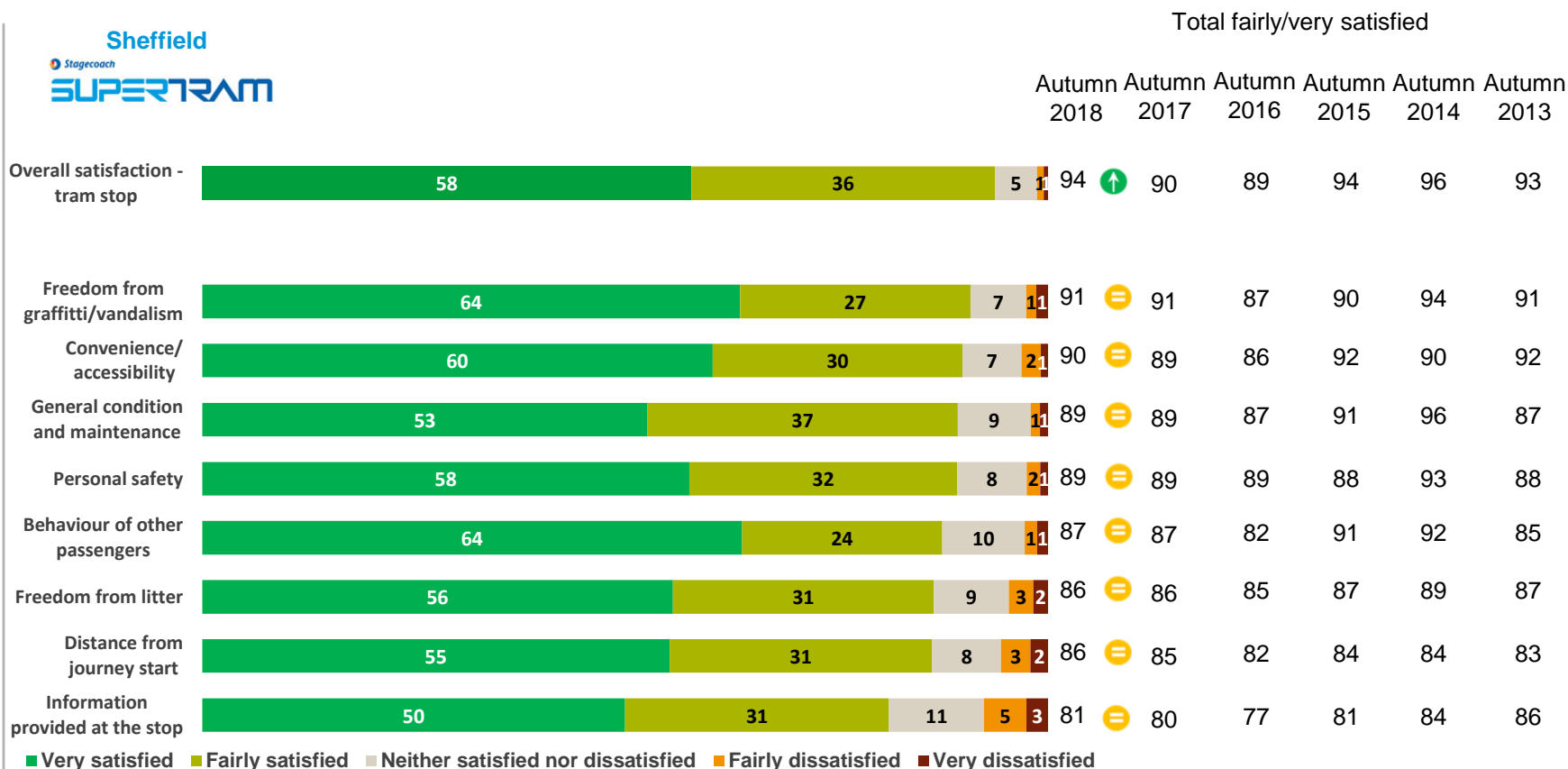
 Statistically significant **increase** since 2017

 No change

 Statistically significant **decrease** since 2017

*Not asked in BPS

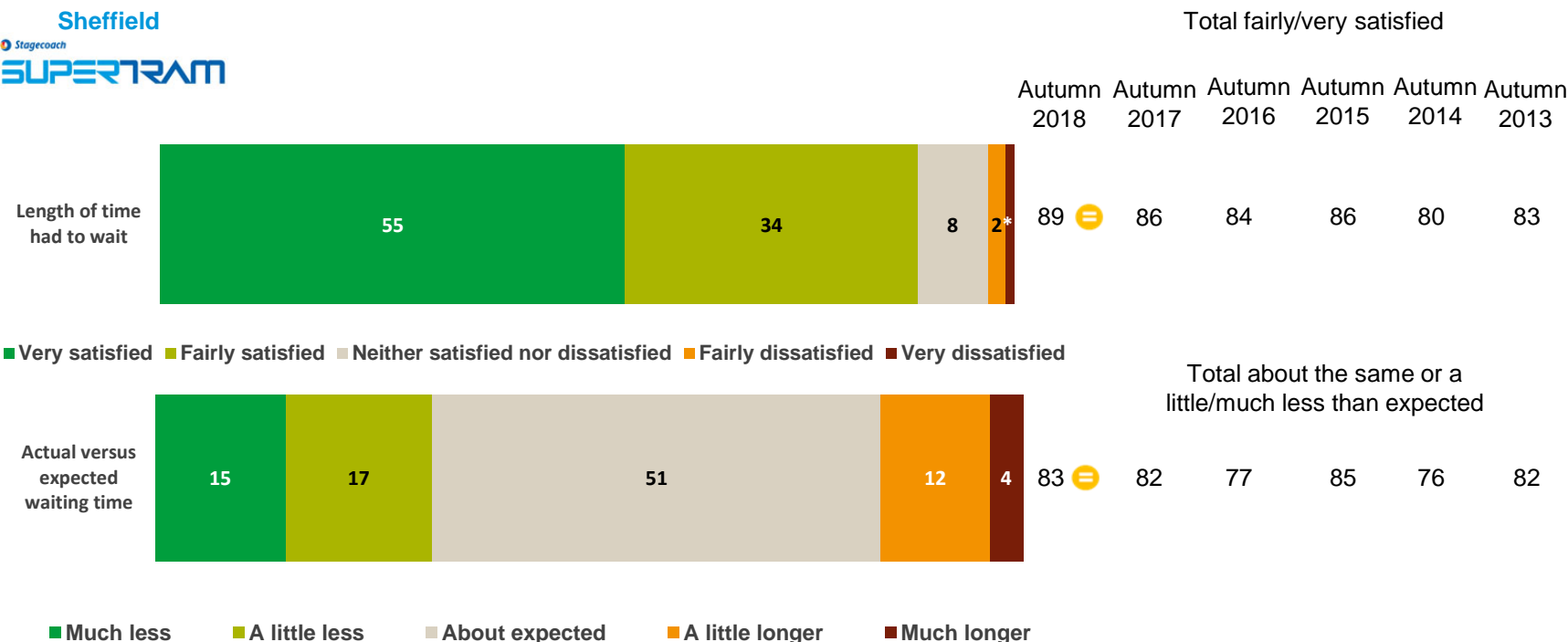
Satisfaction – with the tram stop (%)



- ↑ 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%

Satisfaction with waiting time (%)



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

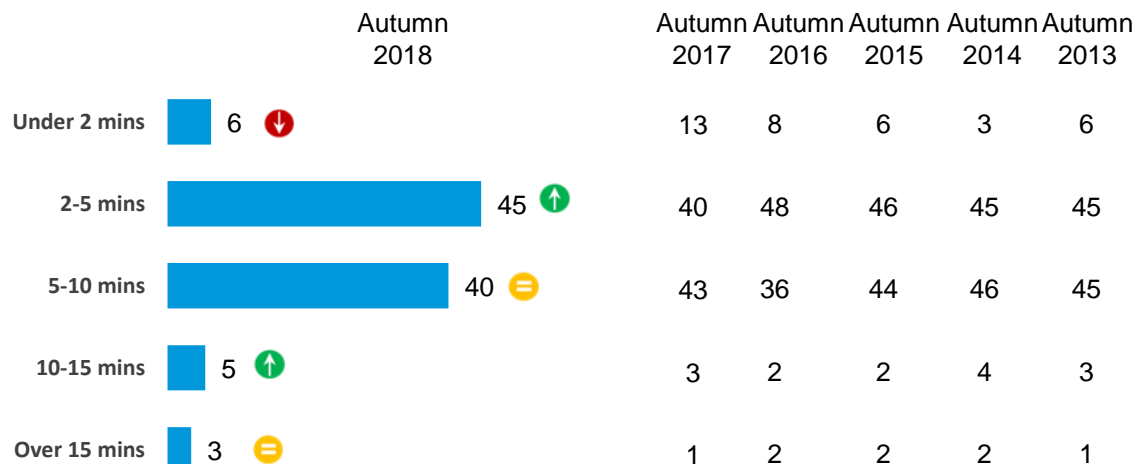
↓ Statistically significant decrease since 2017

Expected and reported waiting times



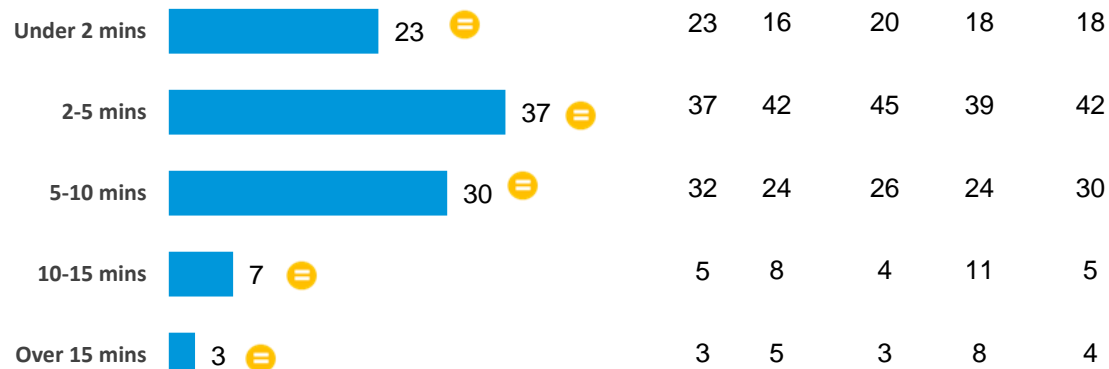
Expected tram waiting time

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



Reported tram waiting time

Average reported waiting time **6 minutes** (2017: 6 minutes)



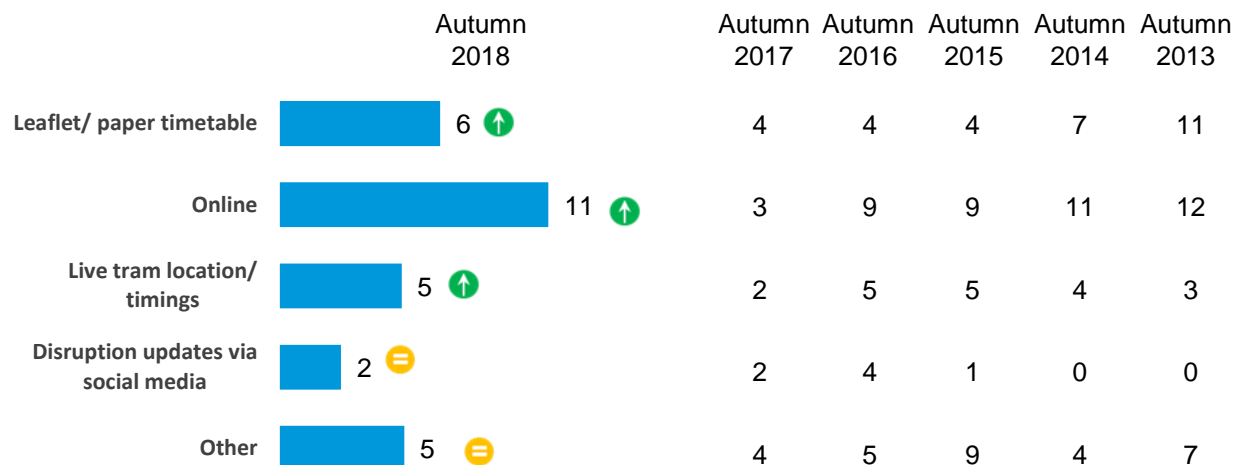
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

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

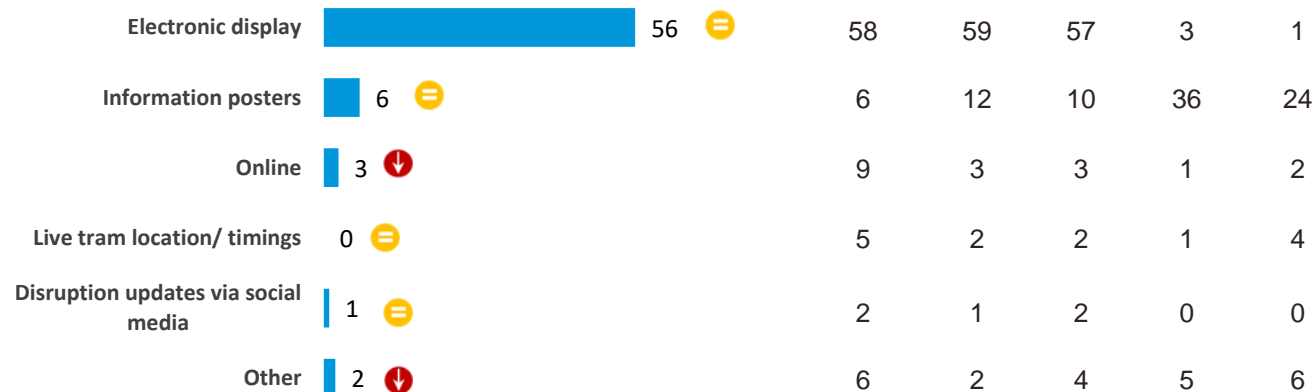
How passengers checked tram times



Before Leaving the tram stop



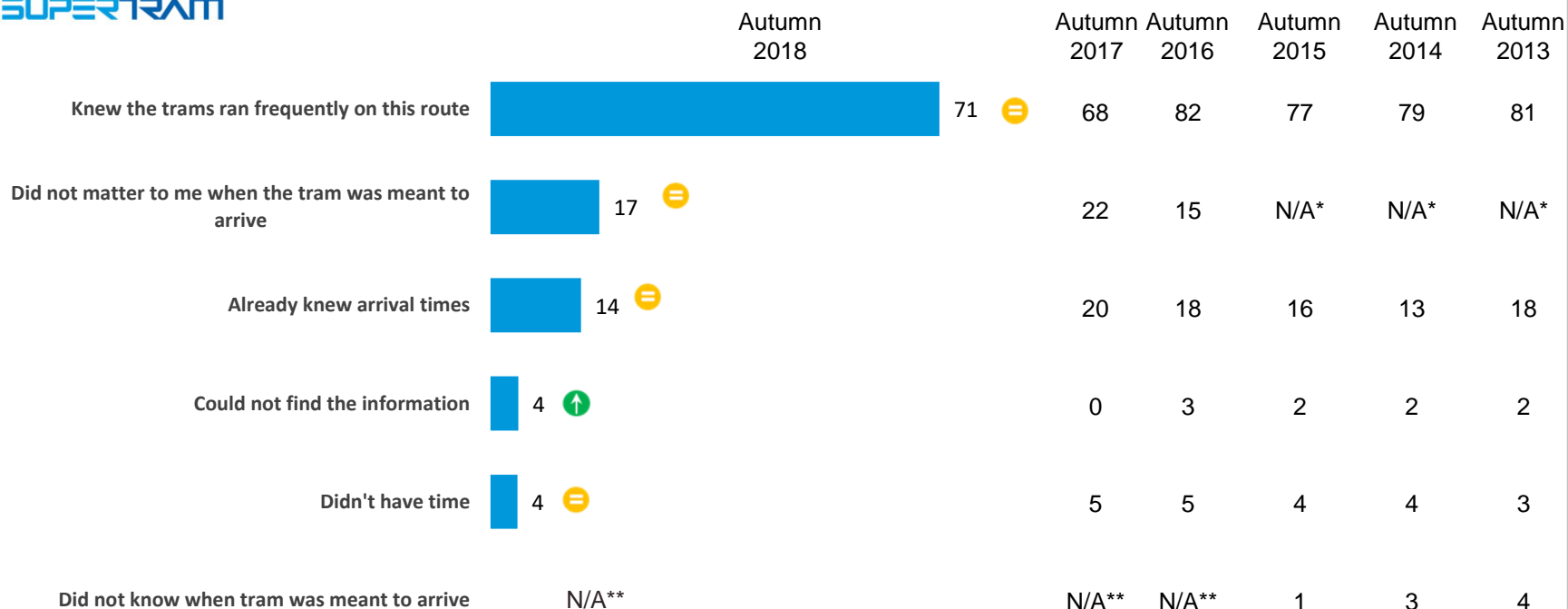
At the tram stop



- ↑ 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%

Why passengers did not check tram times



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



Tram Passenger Survey (TPS) – Sheffield

The tram

The tram: summary

Sheffield
Stagecoach
SUPERTRAM
Buses in South Yorkshire

Start of journey

Route info on tram	94	=	87
Exterior cleanliness	93	=	81
Ease getting on	97		89
Time taken to board	97	=	89

Sheffield
Stagecoach
SUPERTRAM
Buses in South Yorkshire

On board

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
Ease of getting off	96		83

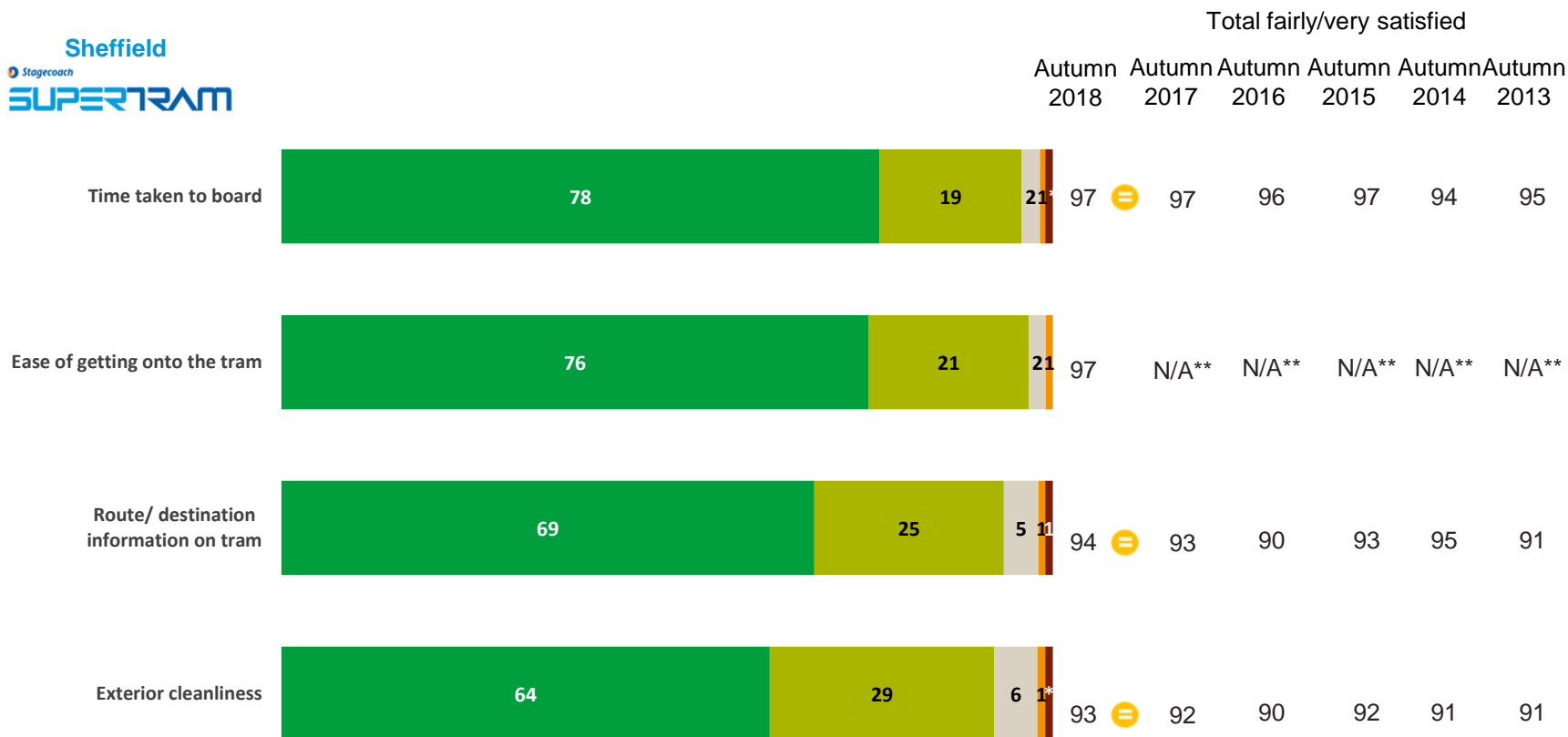
Sheffield
Stagecoach
SUPERTRAM
Buses in South Yorkshire

The staff

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

Satisfaction with start of journey (%)

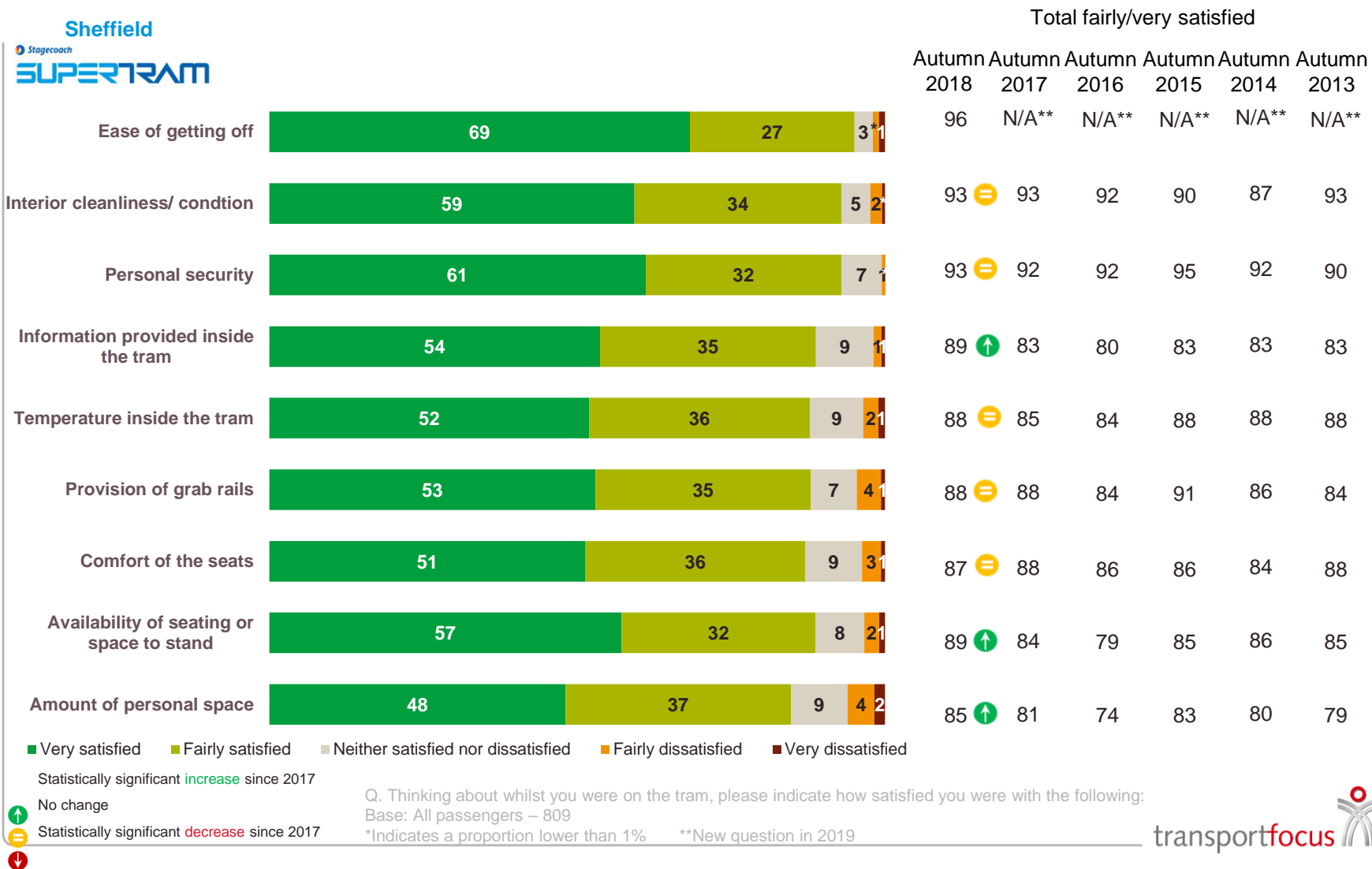


■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very dissatisfied

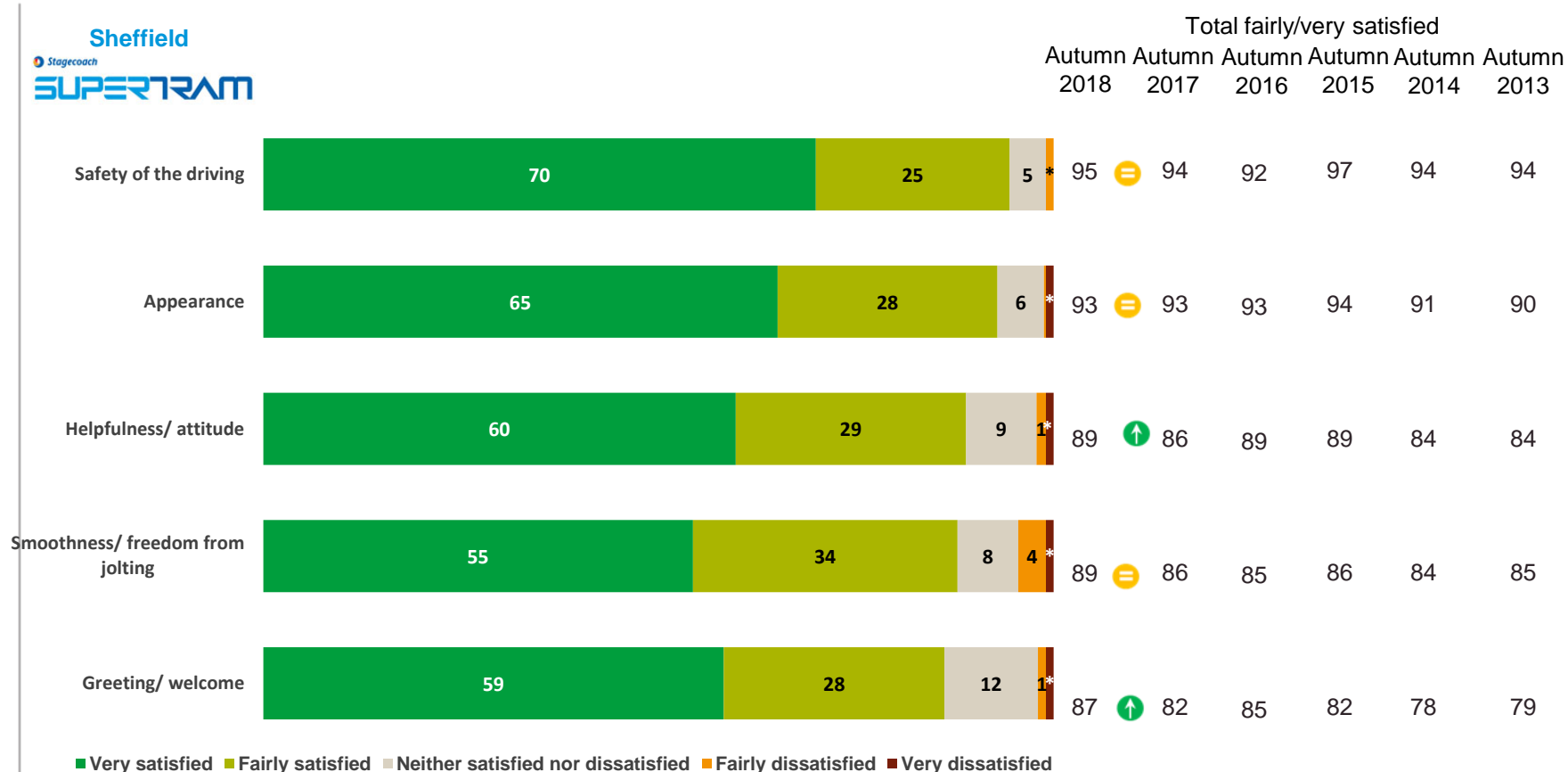
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

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%
 ***New question in 2018

Satisfaction on the tram (%)

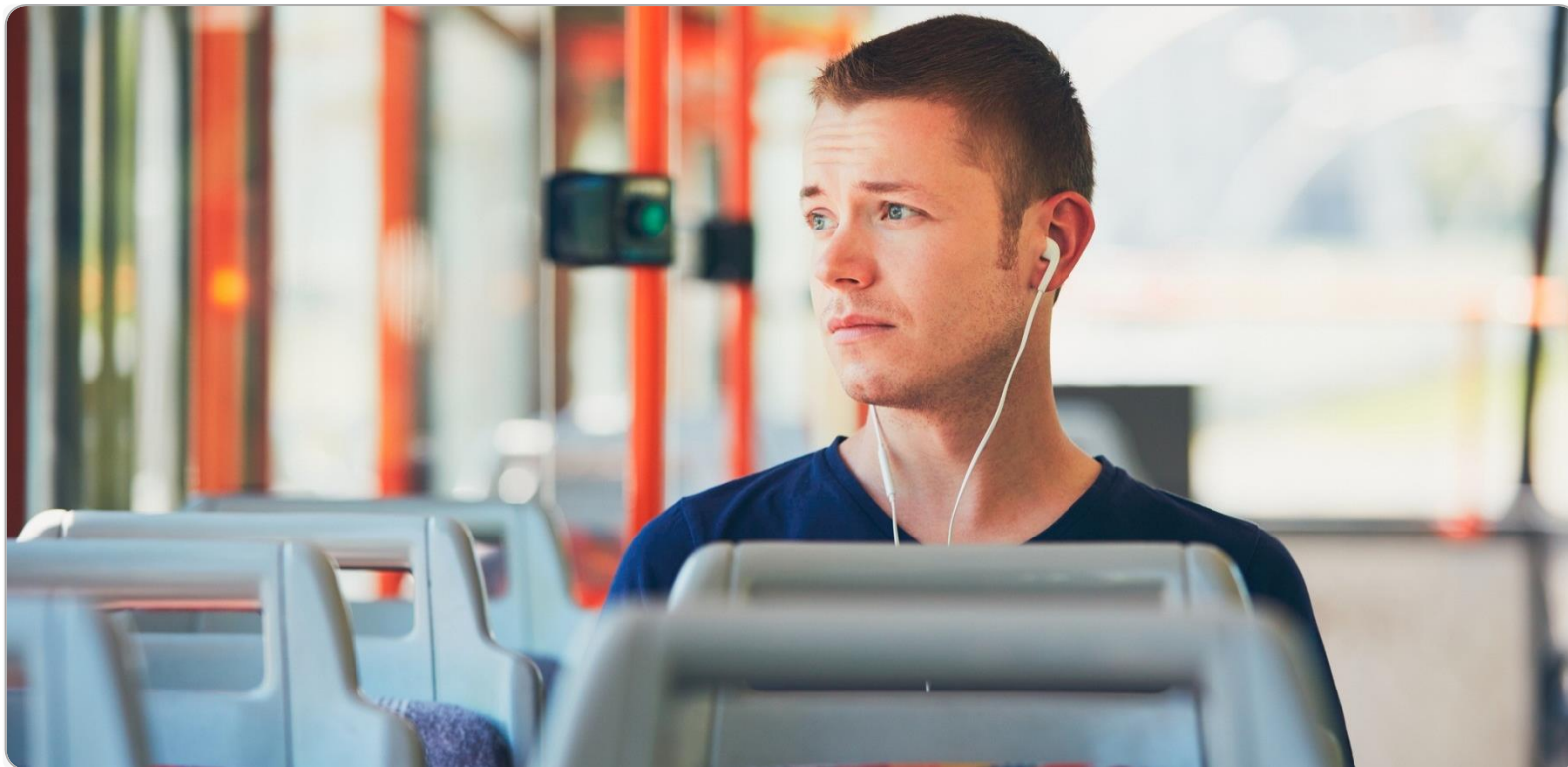


Satisfaction with tram staff (%)



- ↑ 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%



Tram Passenger Survey (TPS) – Sheffield

Negative experiences during the journey

Negative experiences during the journey: summary



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

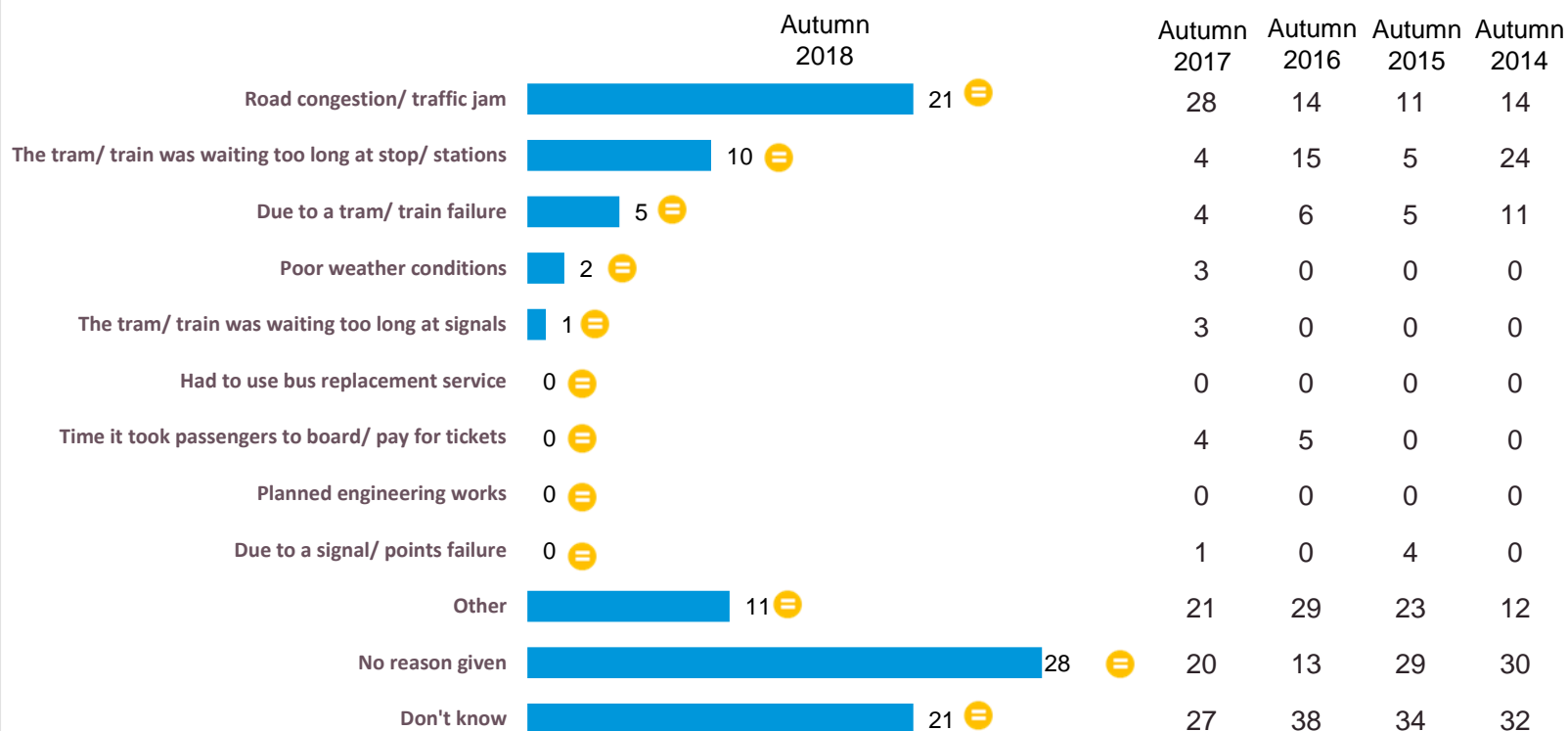
= No change

↓ Statistically significant decrease since 2017

Experience of delays (%)



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



- ↑ Statistically significant increase since 2017
- ⚖ No change
- ↓ Statistically significant decrease since 2017

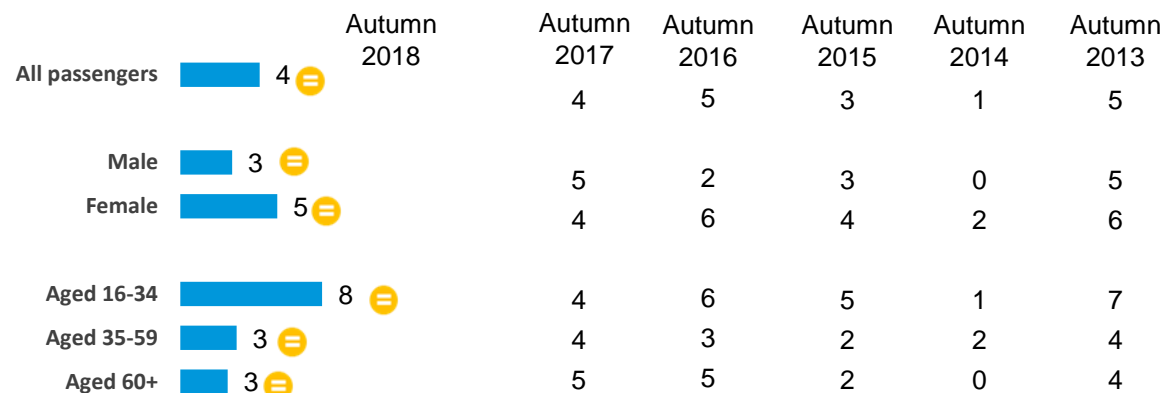
* 'No reason given for delay' not asked in 2013. Its addition could have caused the significant drops in the other factors

TPS: Q. Why was your journey delayed?
Base: All experiencing a delay - 48

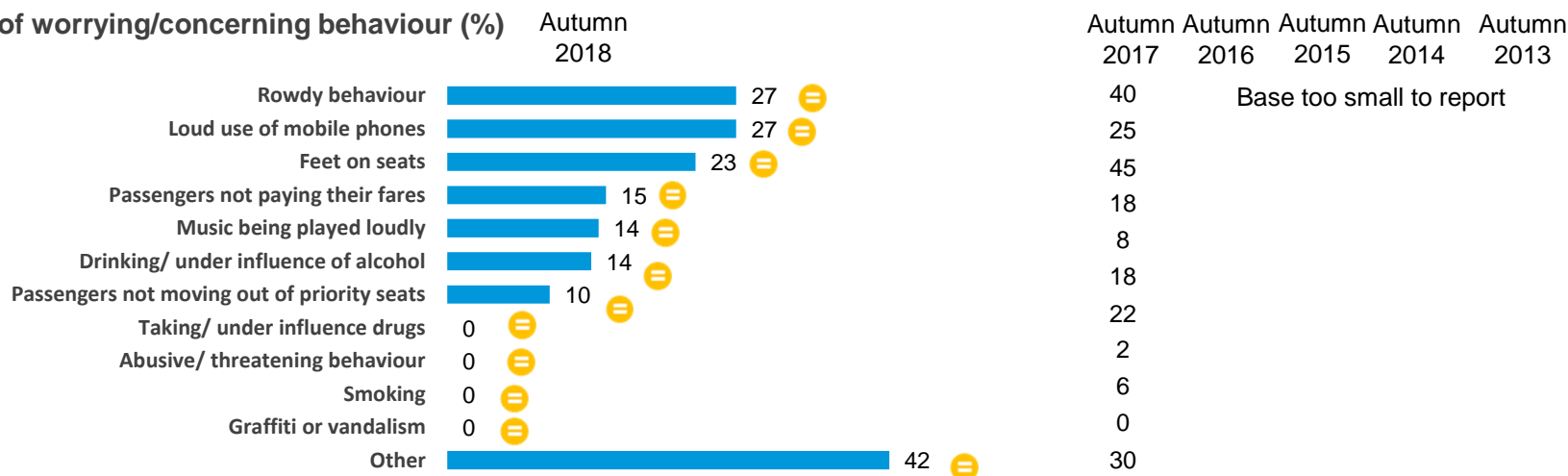
Worry or concern at other passengers' behaviour (%)



% worried/concerned of other passengers' behaviour



Types of worrying/concerning behaviour (%)



- ↑ 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

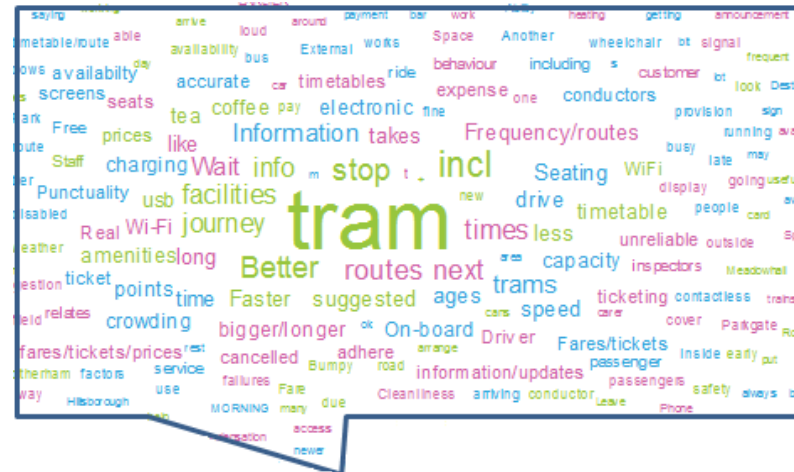
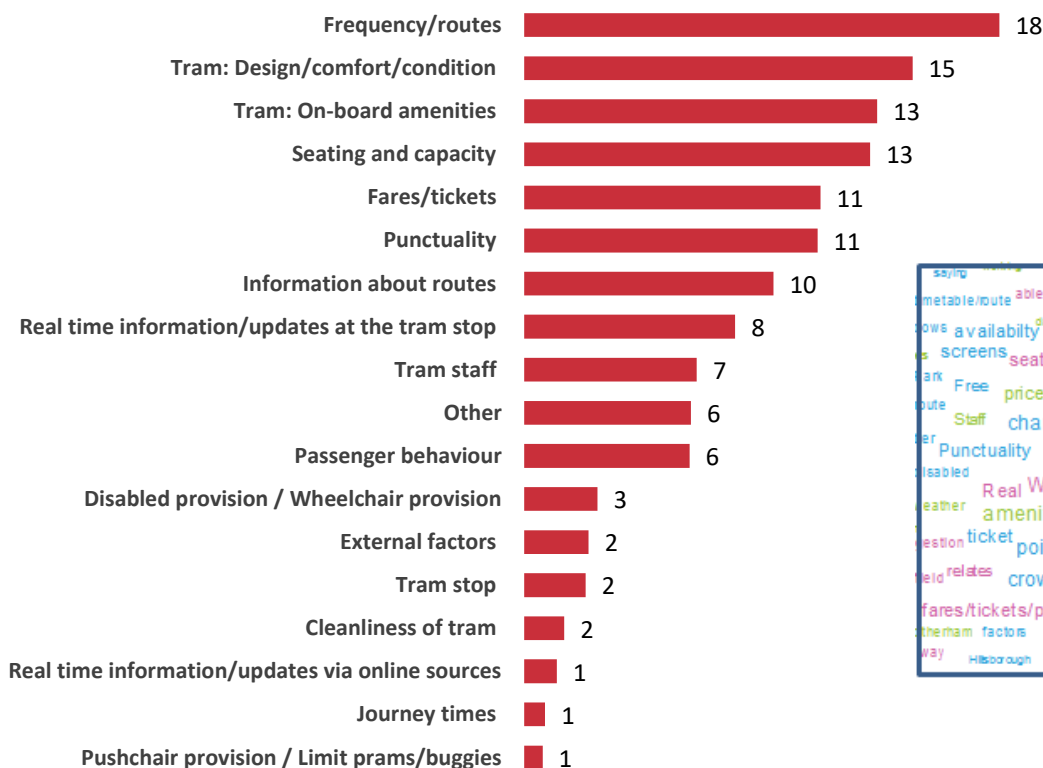


Tram Passenger Survey (TPS) – Sheffield

Passengers' suggested improvements

Sheffield
Stagecoach
SUPERTRAM

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



- 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

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 two 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

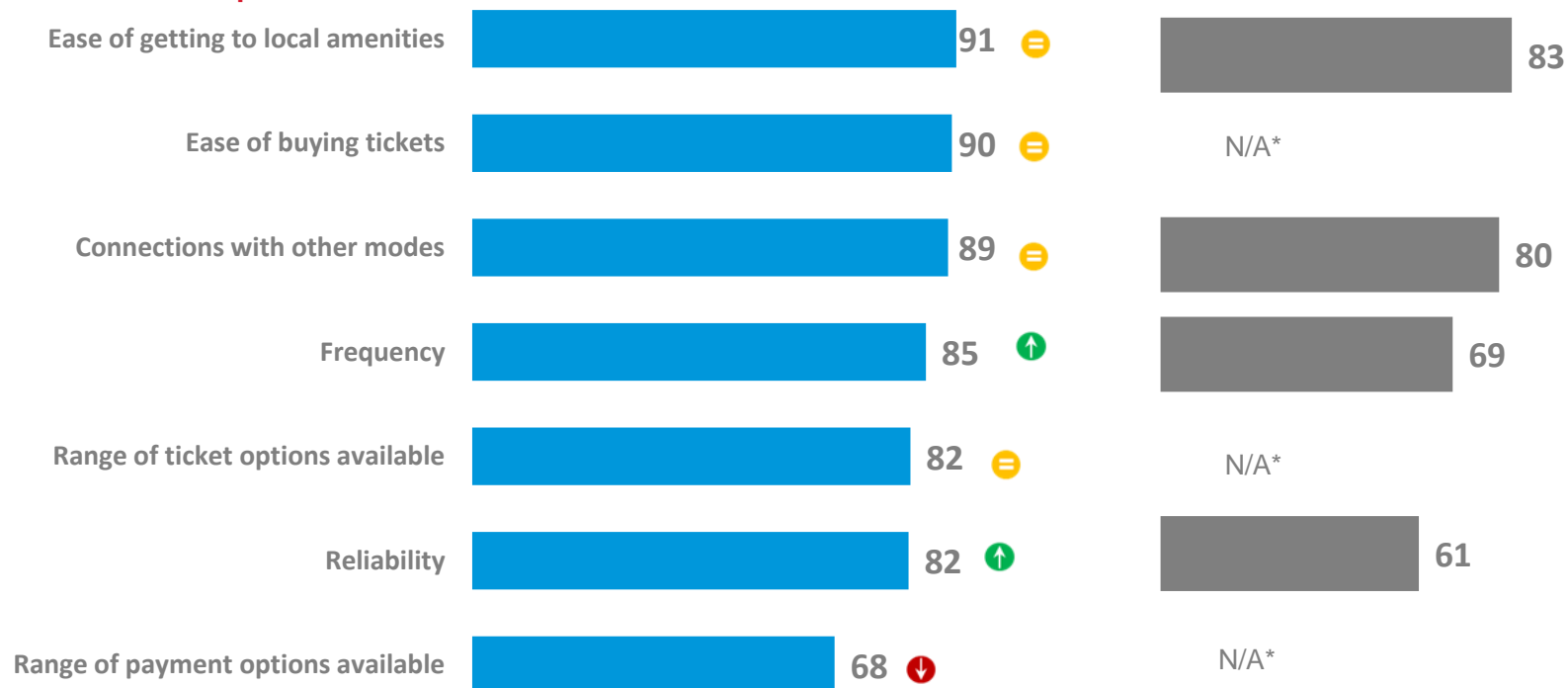
Opinion of trams in the local area

Opinion of trams in the local area: summary



Bus services in South Yorkshire (BPS)

General opinion of services in area:



↑ Statistically significant increase since 2017

= No change

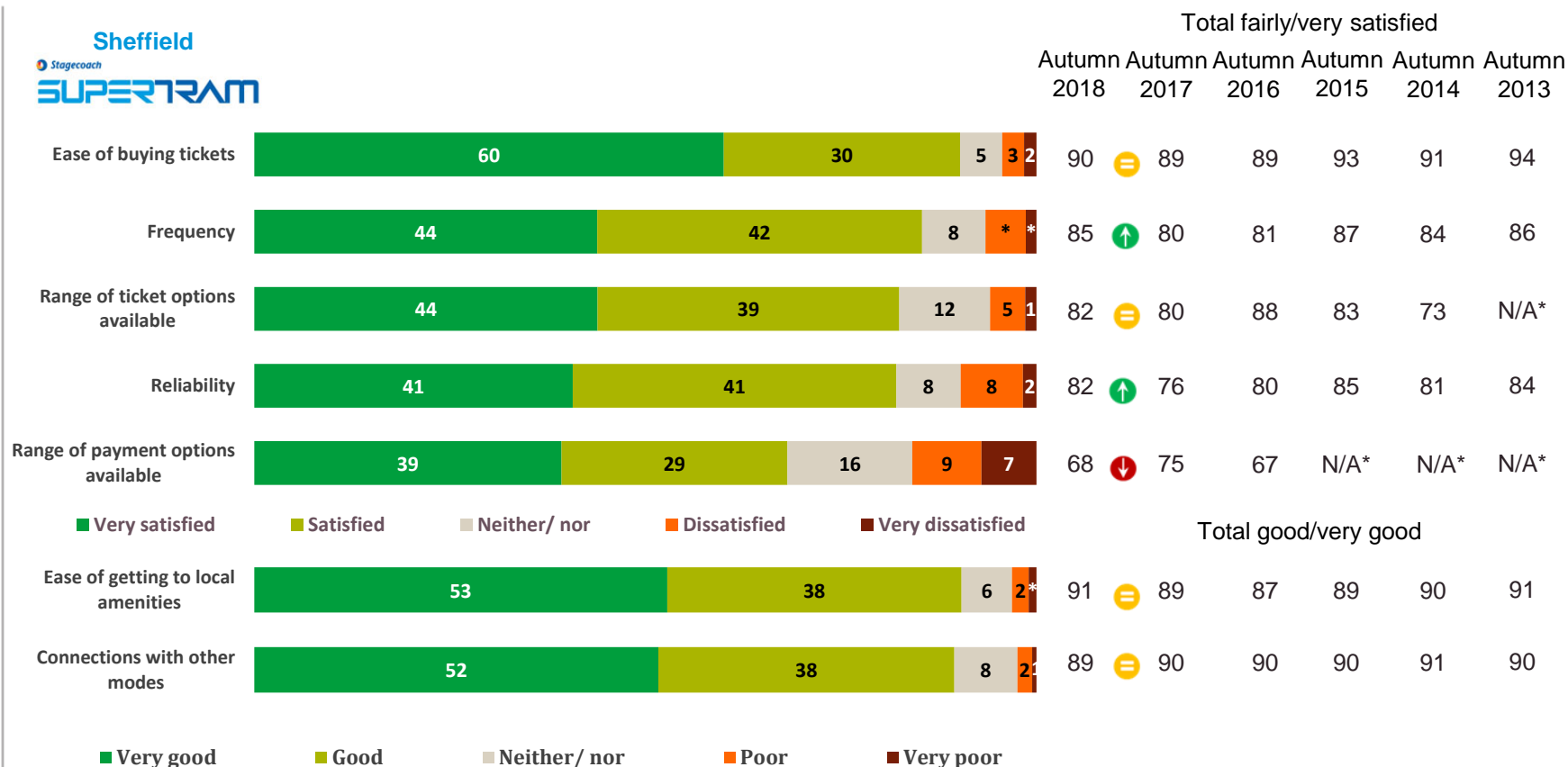
↓ Statistically significant decrease since 2017

*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

Satisfaction on the trams generally



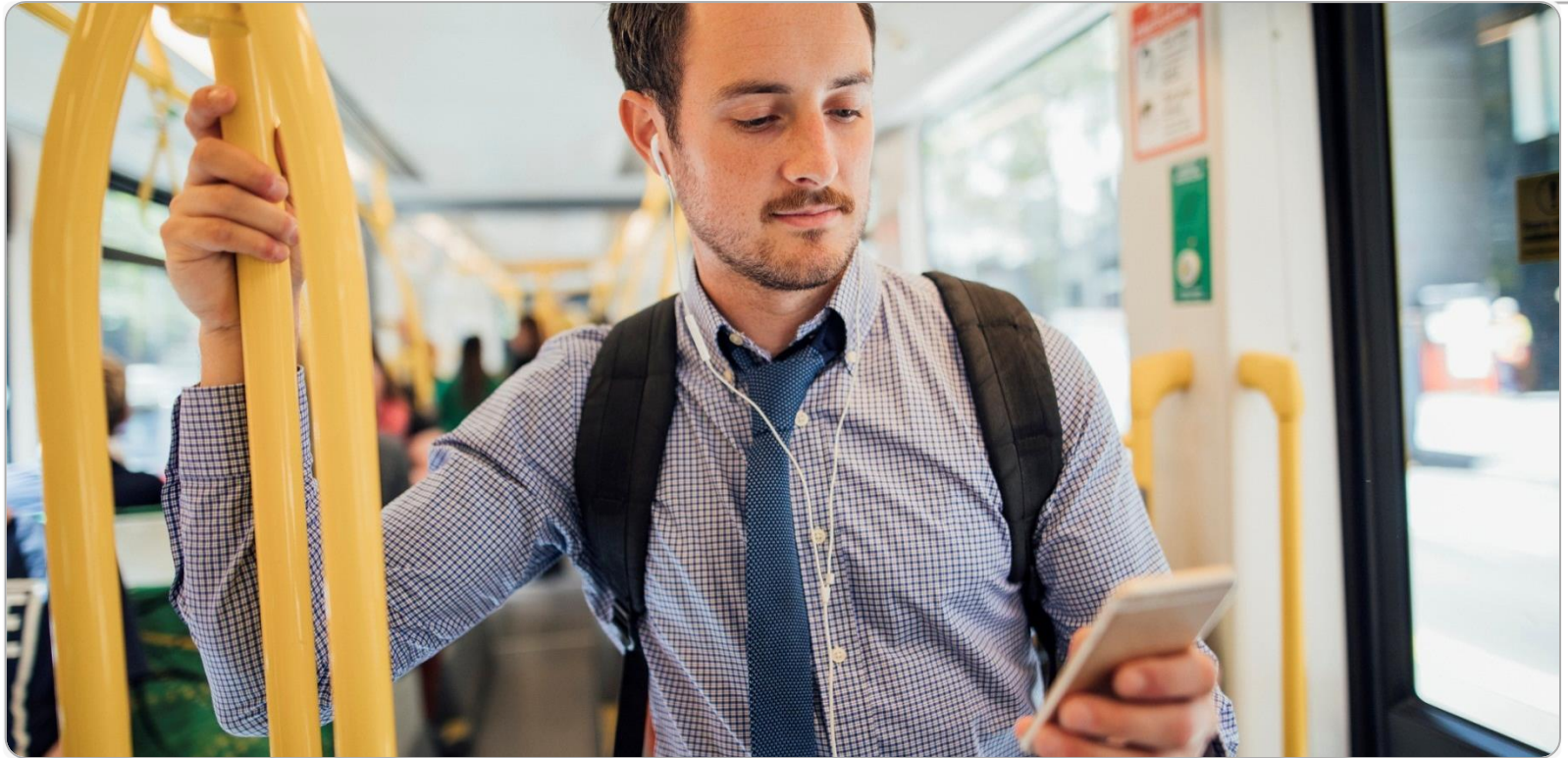
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Q. And how satisfied are you overall with tram services for the following? Base: 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%

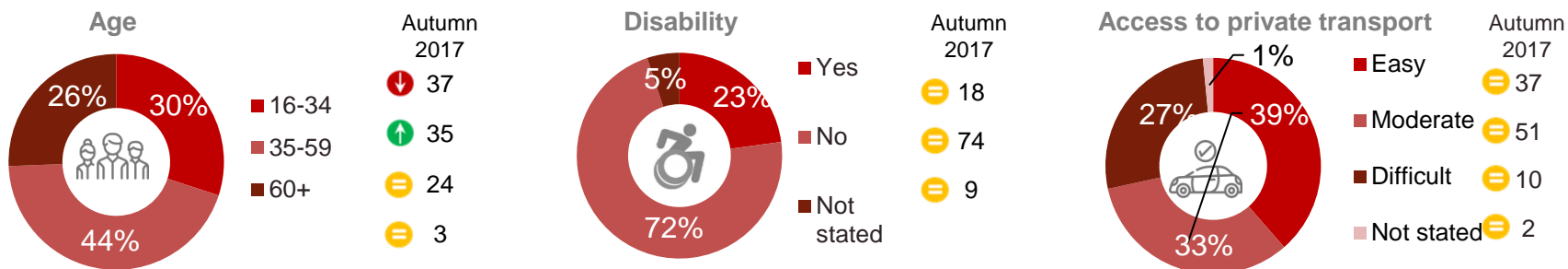


Tram Passenger Survey (TPS) – Sheffield

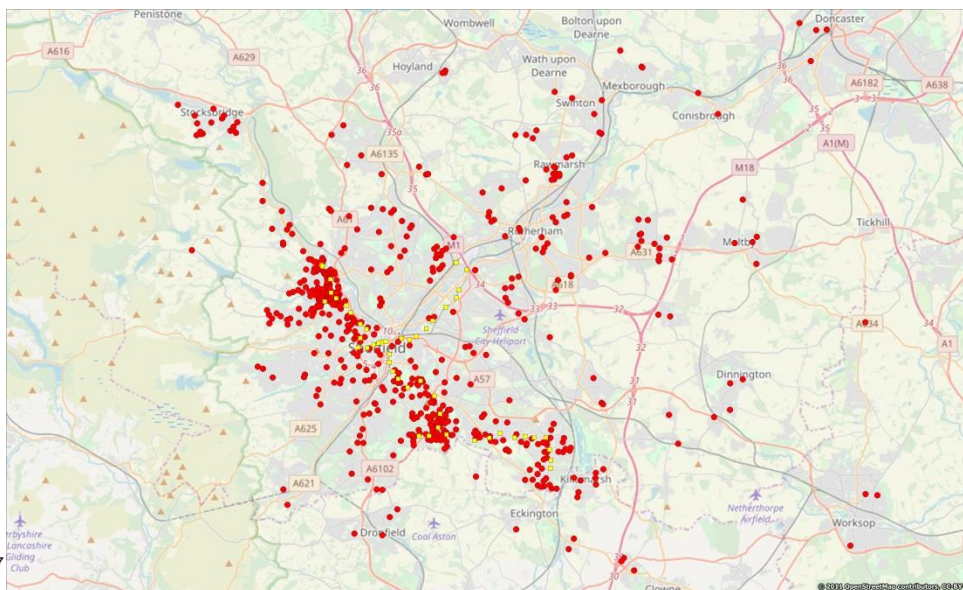
Appendix 1: the passenger and journey context

Sheffield passengers: summary

Overview of passenger demographics



Passengers' postcodes relative to tram network



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

Passenger profile

Tram

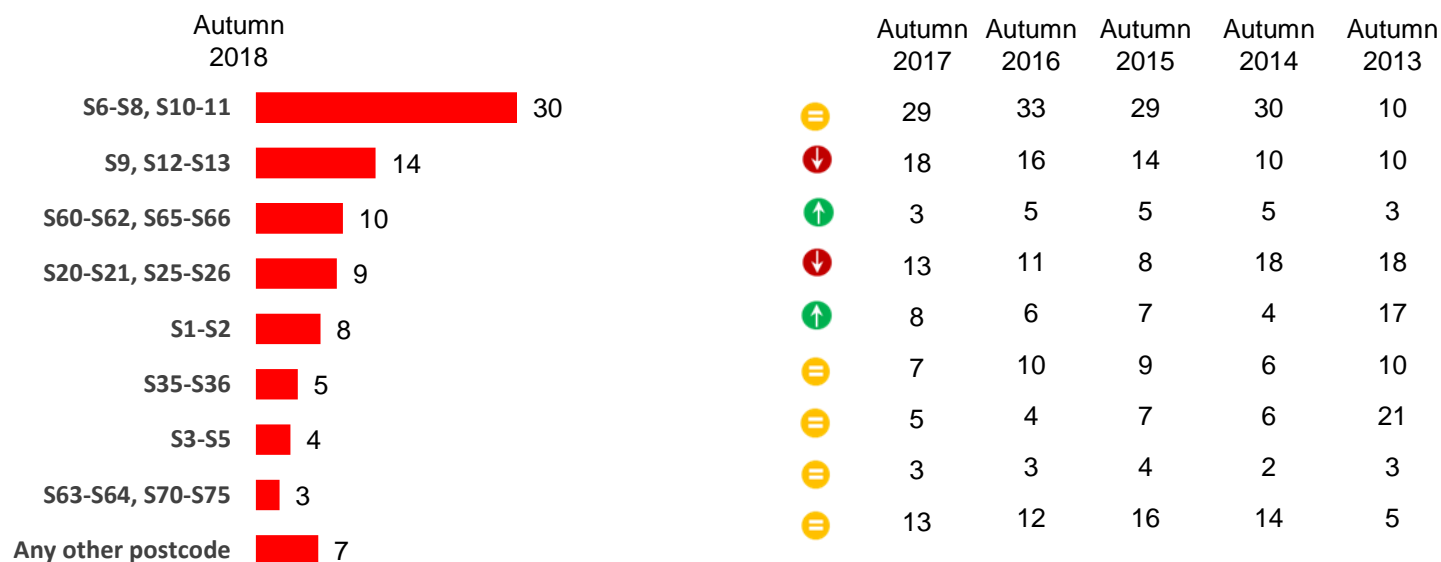
		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Age							
16-34	=	30	37	30	40	52	50
35-59	=	44	35	39	37	25	29
Over 60	=	26	24	26	21	24	21
Not stated	=	0	3	4	2	N/A	N/A
Access to private transport							
Easy	=	39	37	35	35	45	38
Moderate	=	33	51	51	52	42	47
Limited/none	=	27	10	11	11	11	13
Not stated	=	2	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

Where Sheffield passengers live



Q: What is your postcode?
Base: All giving a postcode – 727

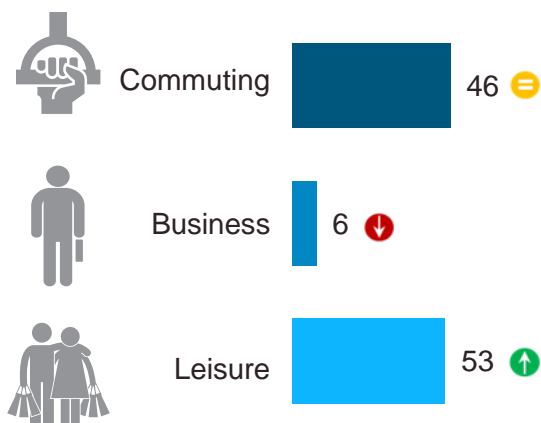
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Sheffield journeys: summary (1)



Passenger journey details

Journey purpose



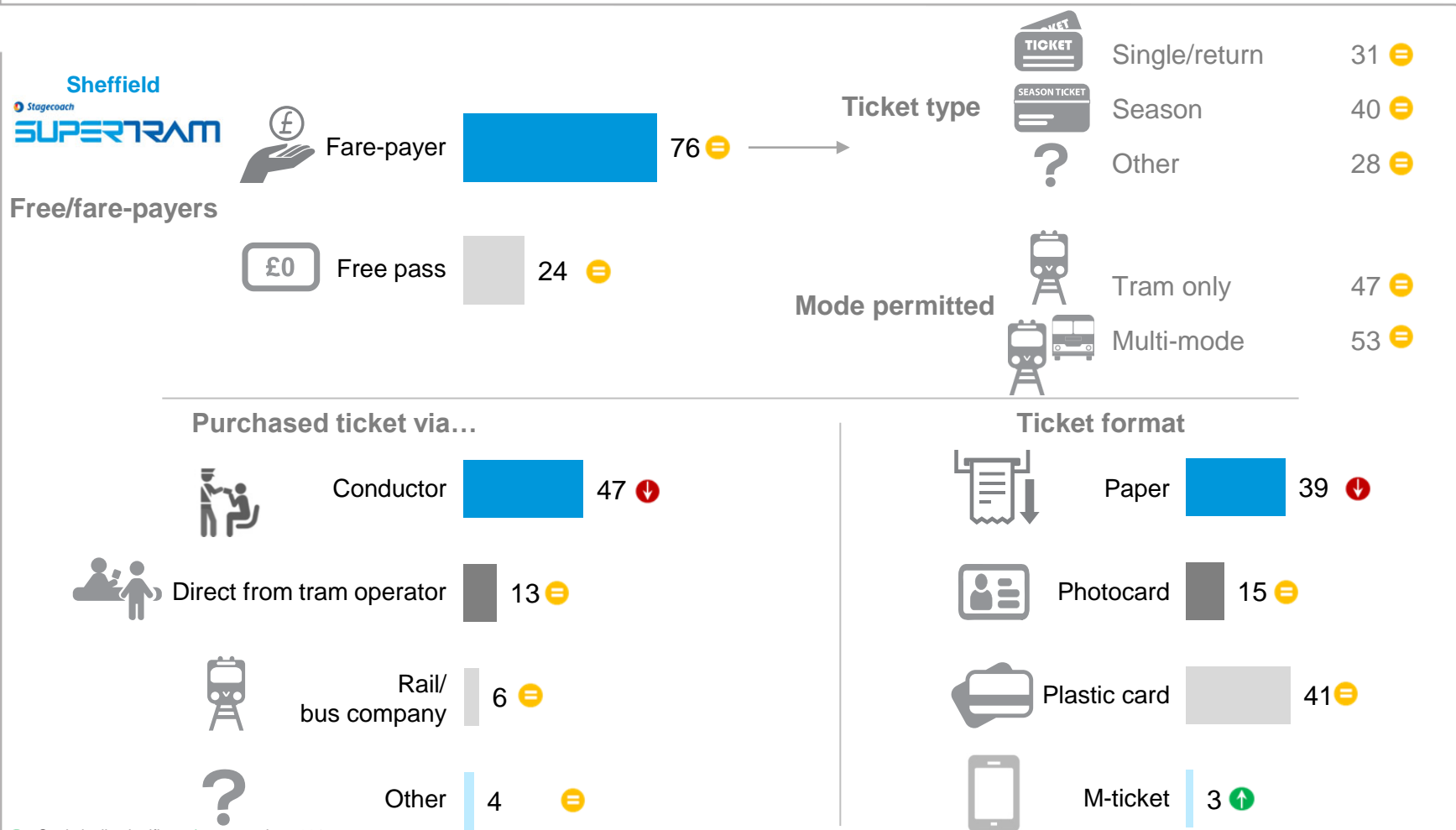
Frequency using trams in area



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

Sheffield journeys: summary (2)

Tickets used for today's journey



↑ Statistically significant increase since 2017

= No change

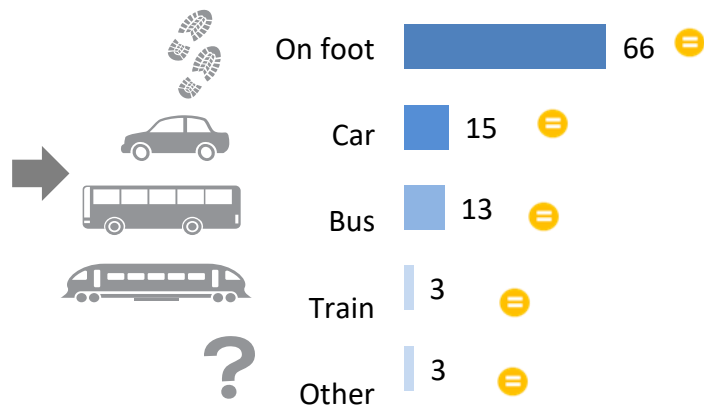
↓ Statistically significant decrease since 2017

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 =

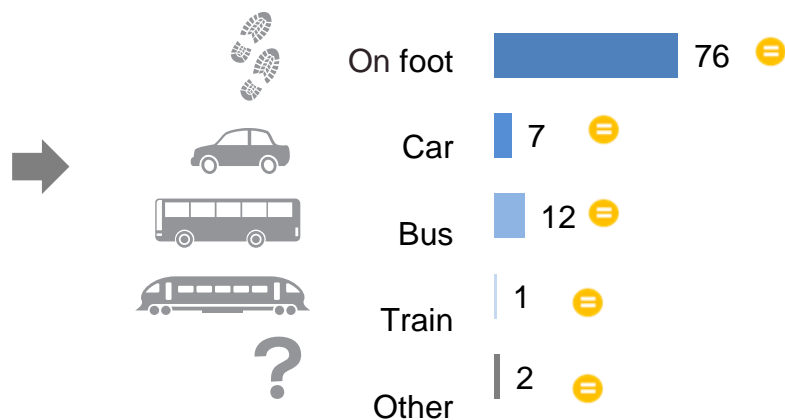
Mode used to arrive at starting stop (all stops)



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)



↑ Statistically significant increase since 2017

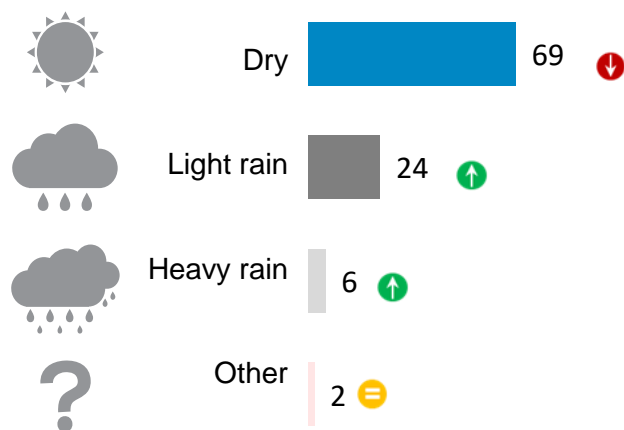
= No change

↓ Statistically significant decrease since 2017

**New station in 2018

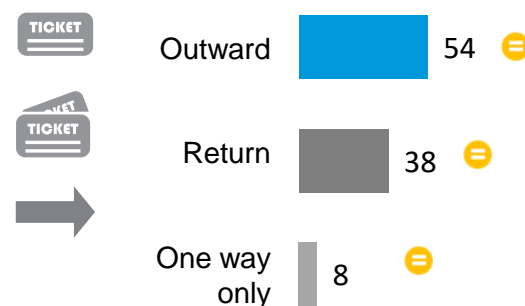
Sheffield journeys: summary (4)

Weather on day of journey

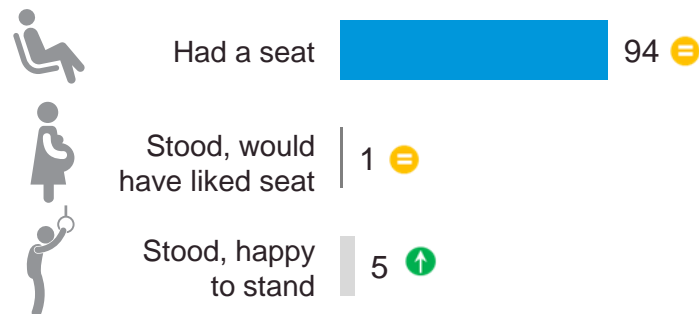


- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

Journey direction



Sitting/standing



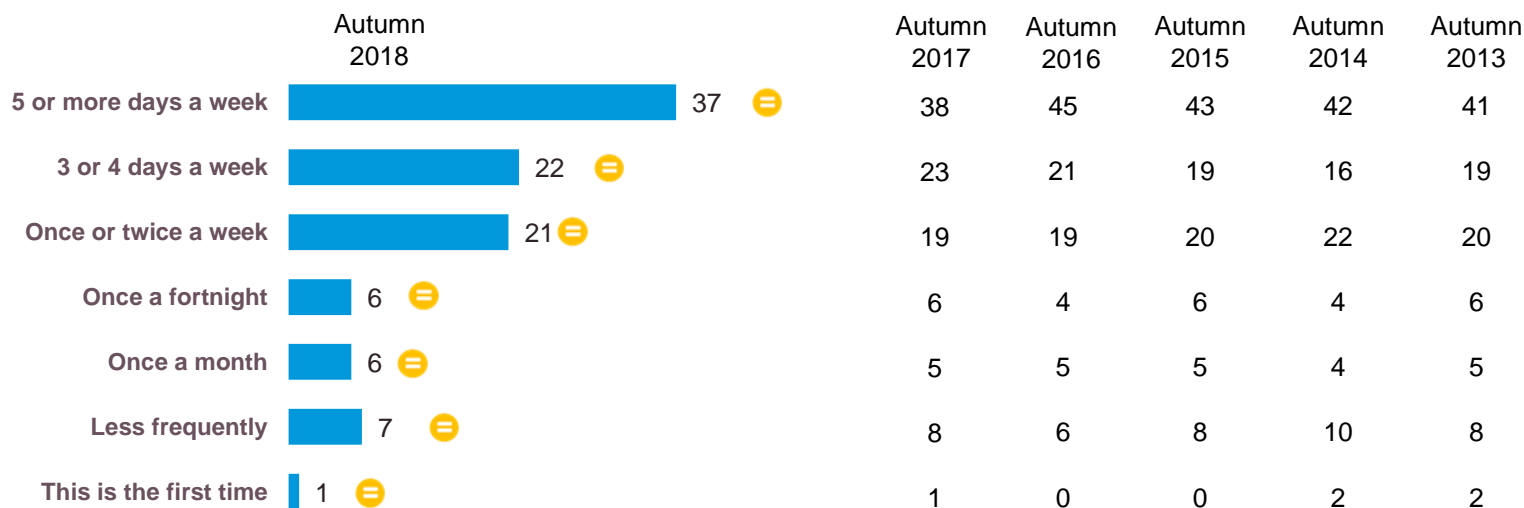
Journey purpose

	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

- ↑ 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 – 794

Frequency of using Sheffield tramway



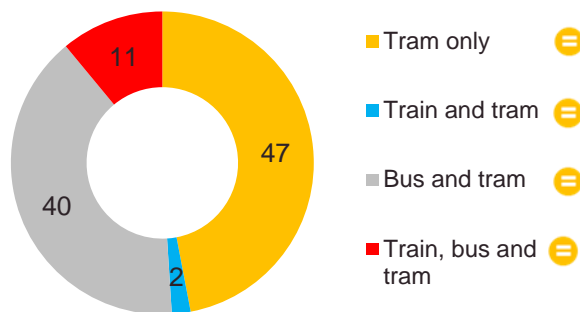
Q. How often do you typically travel by tram?
Base: All passengers – 794

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

Ticket type and modes of transport permitted



	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



Tram only	=	43	39	45	34	28
Train and tram	=	1	1	0	2	2
Bus and tram	=	44	48	43	53	48
Train, bus and tram	=	12	12	12	11	23

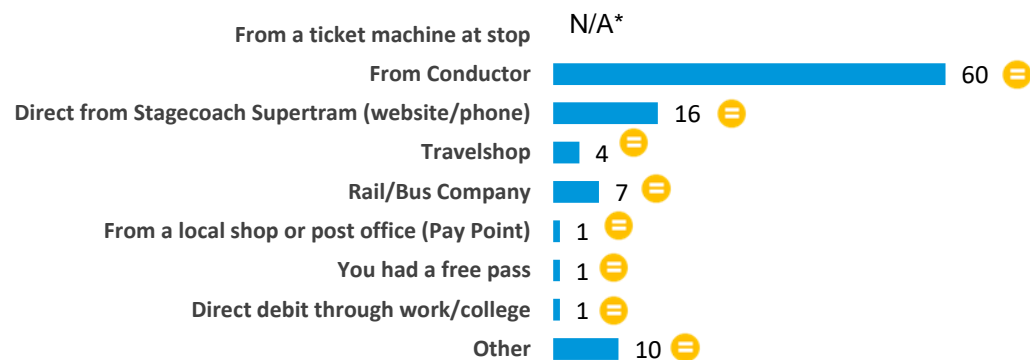
- ↑ Statistically significant increase since 2017
- = No change
- ↓ Statistically significant decrease since 2017

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%

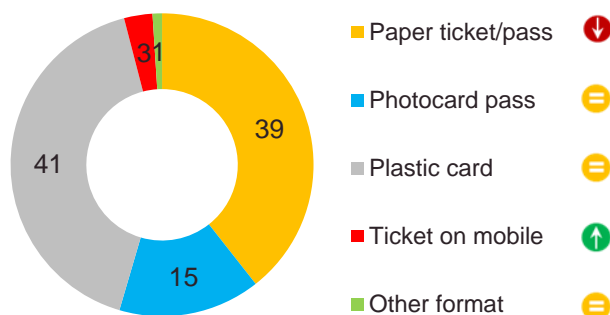
Method of buying ticket and ticket format

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*
From Conductor	64	58	61	61	66
Direct from Stagecoach Supertram (website/phone)	13	18	15	16	10
Travelshop	5	6	7	10	9
Rail/Bus Company	6	10	5	8	4
From a local shop or post office (Pay Point)	1	0	1	0	0
You had a free pass	0	0	0	0	0
Direct debit through work/college	0	0	1	0	1
Other	10	7	10	5	7



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

Sheffield stops used by passengers surveyed



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

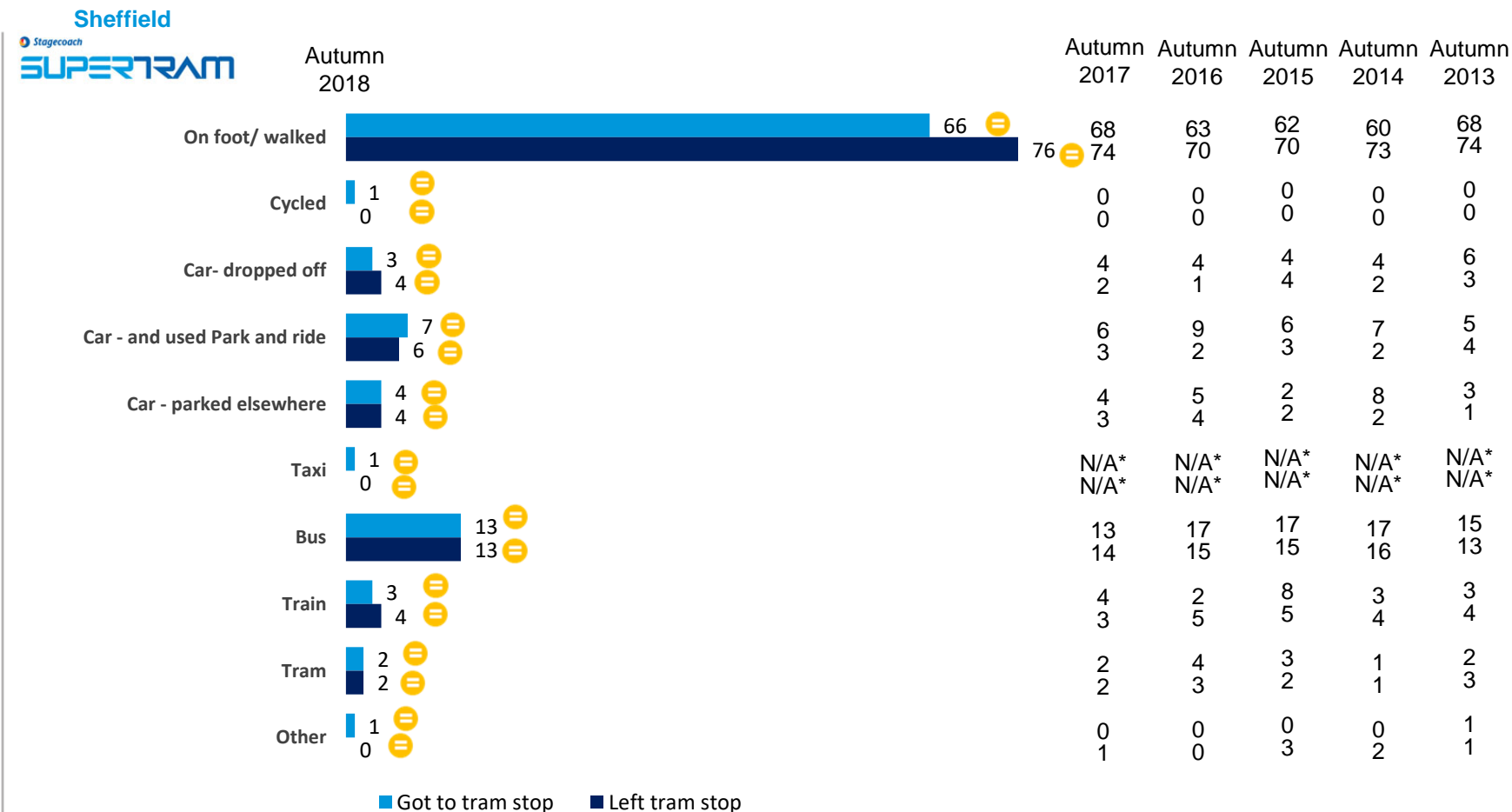
↓ Statistically significant decrease since 2017

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

How got to and from the tram stop



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

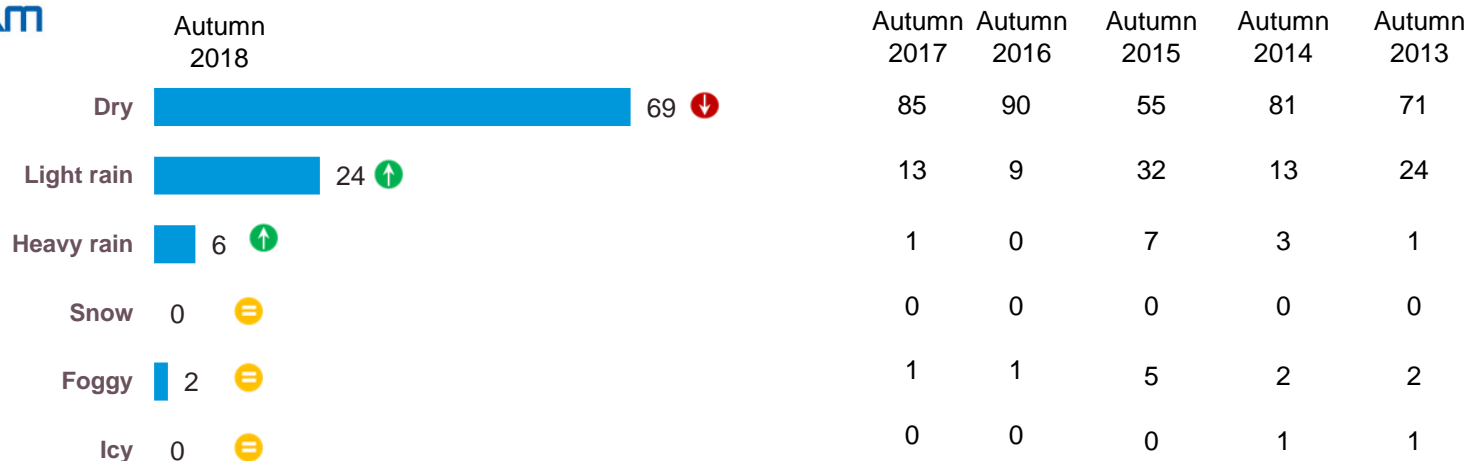
* Not asked before 2017

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%

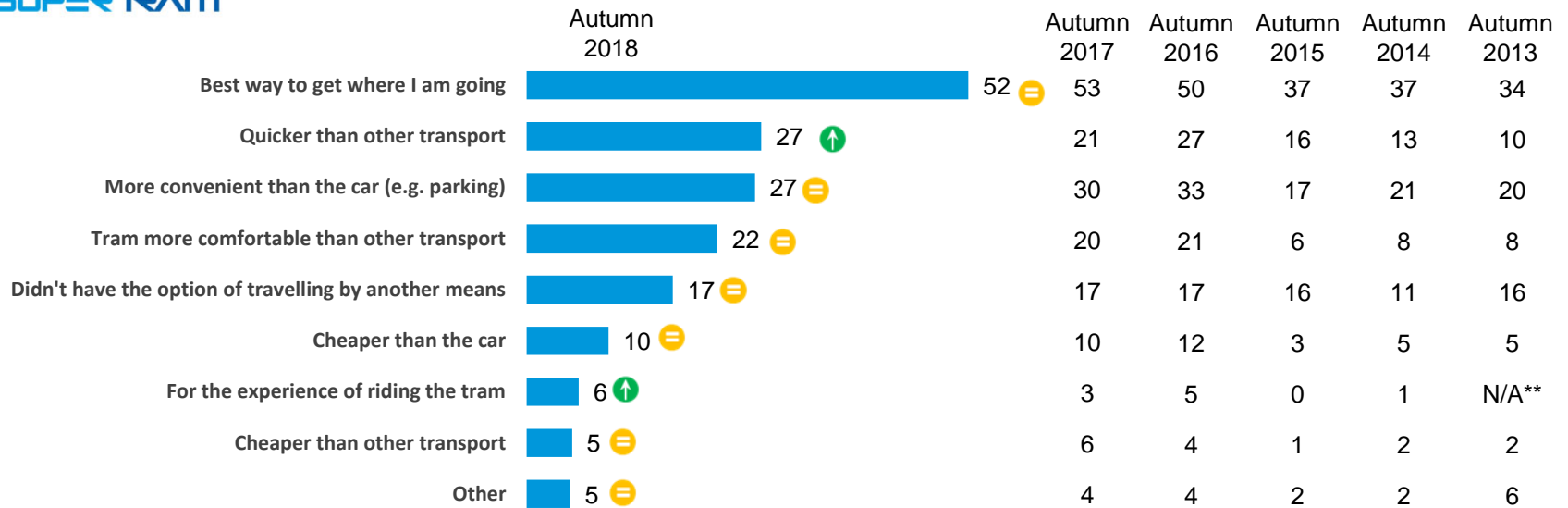
Weather conditions when journey made



- ↑ 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 - 802

Reasons for choosing the tram*



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

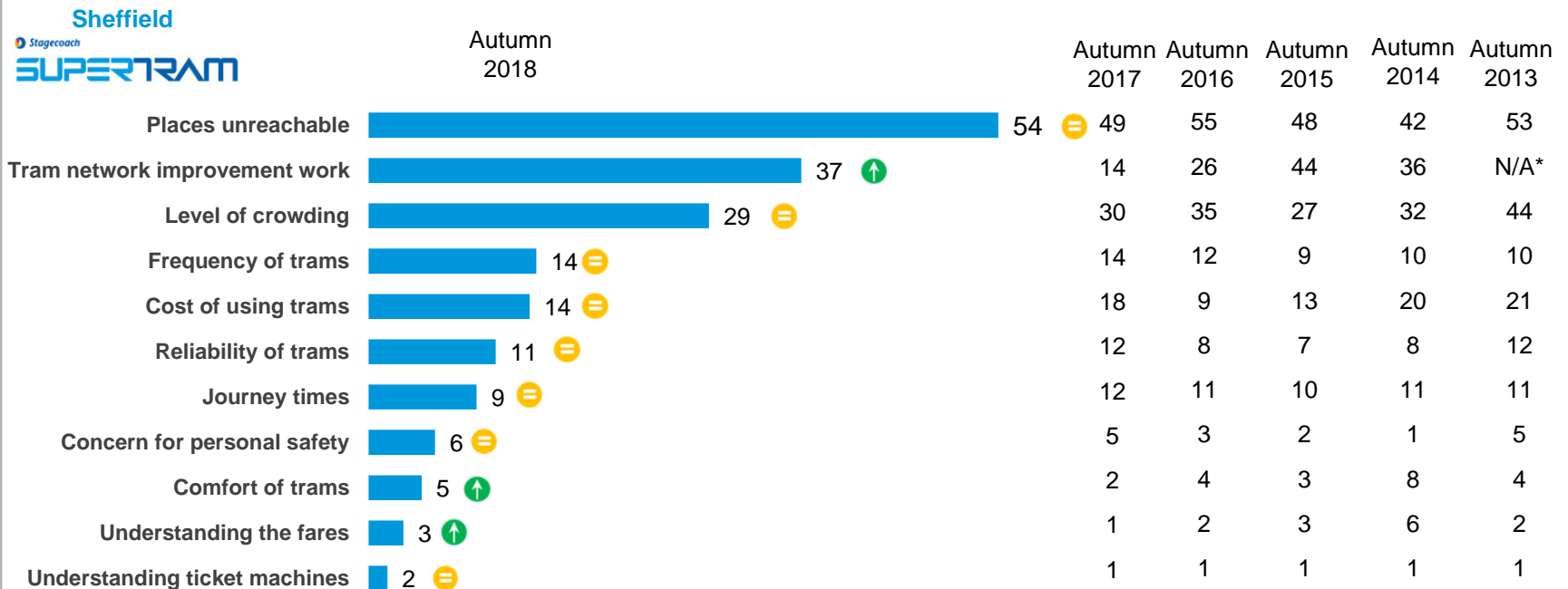
*Question changed to multi-code in 2016

**Not asked in 2013

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

Base: All passengers – 799

Factors preventing more journeys being made



- ↑ 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 – 522



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

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.

Waiver

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

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

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

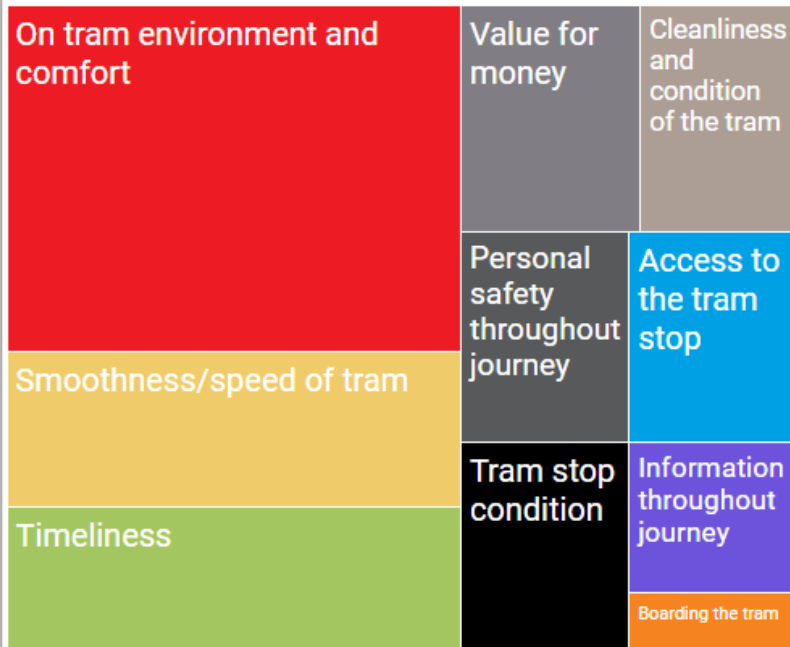
The approach to identifying themes that affect overall passenger satisfaction is split into two stages. At the first stage, we took all 26 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as 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	<ul style="list-style-type: none"> Sufficient room for all the passengers to sit/stand The comfort of the seats The amount of personal space you had around you Provision of grab rails to hold on to when standing/moving about the tram The temperature inside the tram
2 Tram stop condition	<ul style="list-style-type: none"> Its general condition/standard of maintenance Its freedom from graffiti/vandalism Its freedom from litter
3 Boarding the tram	<ul style="list-style-type: none"> The ease of getting on to and off of the tram The length of time it took to board the tram
4 Timeliness	<ul style="list-style-type: none"> The length of time you had to wait for the tram The punctuality of the tram
5 Access to the tram stop	<ul style="list-style-type: none"> Its distance from your journey start e.g. home, shops The convenience/accessibility of its location
6 Personal safety throughout journey	<ul style="list-style-type: none"> Behaviour of fellow passengers waiting at the stop Your personal safety whilst at the tram stop Your personal security whilst on the tram
7 Cleanliness and condition of the tram	<ul style="list-style-type: none"> The cleanliness and condition of the outside of the tram The cleanliness and condition of the inside of the tram
8 Smoothness/speed of tram	<ul style="list-style-type: none"> The amount of time the journey took Smoothness/freedom from jolting during the journey
9 Information throughout journey	<ul style="list-style-type: none"> The information provided at the tram stop Route/destination information on the outside of the tram The information provided inside the tram
10 Value for money	<ul style="list-style-type: none"> How satisfied were you with the value for money of your tram journey?

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

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

The square diagrams show the proportional influence that each theme has on satisfaction for that area/operator. They should be read like a pie chart where the slices or portions are relative to each other and together add up to 100%. So in the example below, the theme of 'on tram environment and comfort' which is shaded red, has the greatest influence on satisfaction, followed by 'smoothness/speed of tram', while themes such as 'boarding the tram' and 'information throughout journey' have relatively less influence here.



This analysis was conducted on fare-paying passengers only, so that the influence of value for money could be included. It also combines data from 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.

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.

transportfocus 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 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 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/

Unrider/ TravelMaster

1 day..... ☐

3 day/weekend..... ☐

5 days/ 1 week..... ☐

10 days/ 2 weeks..... ☐

4 weeks/ 1 month..... ☐

Quarterly/ 3 months..... ☐

1 year..... ☐

Other time period (please write in)..... ☐

Single/ Return ticket

Single ticket..... ☐

Return ticket..... ☐

A free pass or free journey

Elderly person's pass..... ☐

Disabled person's pass..... ☐

Student free travel pass..... ☐

Complimentary/ free ticket..... ☐

Other ticket

Park and Ride..... ☐

Family/ group ticket..... ☐

Other..... ☐

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

Supertram only..... ☐

Train and Supertram..... ☐

Bus 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 photo card ticket/ pass..... ☐

An m-ticket (sent to your mobile phone)..... ☐

A plastic card you touched on to the fare machine..... ☐

Other format..... ☐

Q5a How did you buy that ticket or pass?

From Conductor..... ☐

Direct from Stagecoach Supertram (website/ phone)..... ☐

Travel shop..... ☐

Rail/ Bus Company..... ☐

From a local shop or post office (Pay Point)..... ☐

You had a free pass..... ☐

Direct debit through work/ college..... ☐

Other..... ☐

Q5b How did you pay for your ticket?

Cash..... ☐

Debit or credit card..... ☐

Contactless payment..... ☐

Don't know/ not applicable..... ☐

Q6 What is the main purpose of your journey on Supertram 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 medical/ other appointment..... ☐

Shopping trip..... ☐

Visiting friends or relatives..... ☐

Leisure trip (e.g. day out)..... ☐

Other..... ☐

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

Outward..... ☐

Return..... ☐

One way trip only..... ☐

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

Heavy/ bulky luggage..... ☐

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..... ☐

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

On foot/ walked..... ☐

Cycled..... ☐

Car - dropped off..... ☐

Car - and used Park and Ride..... ☐

Car - parked elsewhere..... ☐

Taxi..... ☐

Bus..... ☐

Train..... ☐

Tram..... ☐

Other..... ☐

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

On foot/ walked..... ☐

Cycled..... ☐

Car - dropped off..... ☐

Car - and used Park and Ride..... ☐

Car - parked elsewhere..... ☐

Taxi..... ☐

Bus..... ☐

Train..... ☐

Tram..... ☐

Other..... ☐

Q11 What was the main reason you chose to take Supertram for this journey? (please tick all that apply)

Cheaper than the car..... ☐

Cheaper than other transport..... ☐

More convenient than the car (e.g. parking)..... ☐

Didn't have the option of travelling by another means..... ☐

Quicker than other transport..... ☐

Best way to get where I am going..... ☐

Tram more comfortable than other transport..... ☐

For the experience of riding the tram..... ☐

Other (please write in)..... ☐

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

Dry.....	<input type="checkbox"/>	Foggy.....	<input type="checkbox"/>
Light rain.....	<input type="checkbox"/>	Snow.....	<input type="checkbox"/>
Heavy rain.....	<input type="checkbox"/>	Icy.....	<input type="checkbox"/>

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The convenience/accessibility of its location.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its general condition/standard of maintenance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from graffiti/vandalism.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its freedom from litter.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour of fellow passengers waiting at the stop..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided at the tram stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal safety whilst at the tram stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Overall how satisfied were you with the tram stop?

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

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	At the tram stop
Leaflet/paper timetable.....	Electronic display at the stop.....
Online tram times.....	Information posters at the stop.....
Live tram location/timings (e.g. via mobile app/web).....	Online tram times.....
Disruption updates (e.g. Twitter/Facebook).....	Disruption updates (e.g. Twitter/Facebook).....
Telephoned for information.....	Telephoned for information.....
Other.....	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.....	<input type="checkbox"/>	A little less time than you expected.....	<input type="checkbox"/>
A little longer than expected.....	<input type="checkbox"/>	Much less time than you expected.....	<input type="checkbox"/>
About the length of time you expected.....	<input type="checkbox"/>		

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

Yes.....	<input type="checkbox"/>	No.....	<input type="checkbox"/>
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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.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The punctuality of the tram (arriving on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 On the tram

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Route/destination information on the outside of the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness & condition of the outside of the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of getting onto the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to board the tram.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Q22 Did you get a seat on the tram?

Yes – for all of the journey.....	<input type="checkbox"/>	No – but you were happy to stand.....	<input type="checkbox"/>
Yes – for part of the journey.....	<input type="checkbox"/>	No – but you would have liked a seat.....	<input type="checkbox"/>

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

Yes.....	<input type="checkbox"/>	No.....	<input type="checkbox"/>
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Q23b If yes: Which of the following were the reason(s) for this? (Please tick all that apply)

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

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.....	<input type="checkbox"/>	No.....	<input type="checkbox"/>
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Q24b If yes: Why was this? (Please tick all that apply)

<input type="checkbox"/> Due to a signal/points failure.....	<input type="checkbox"/> Time it took passengers to board/pay for tickets.....
<input type="checkbox"/> Road congestion/traffic jam.....	<input type="checkbox"/> Had to use bus replacement service.....
<input type="checkbox"/> Due to a tram failure.....	<input type="checkbox"/> Other (please write in)
<input type="checkbox"/> Planned engineering works.....	
<input type="checkbox"/> Poor weather conditions.....	
<input type="checkbox"/> The tram waiting too long at stops.....	<input type="checkbox"/> No reason given.....
<input type="checkbox"/> The tram waiting too long at signals.....	<input type="checkbox"/> 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.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio announcements e.g. saying the next tram stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next tram stop.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about tickets/fares.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timetable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to contact the tram company, for example, to make a complaint or find out information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free wi-fi.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any greeting/welcome you got from the staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of the staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The safety of the driving (i.e. appropriateness of speed, driver concentrating).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The knowledge of the staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

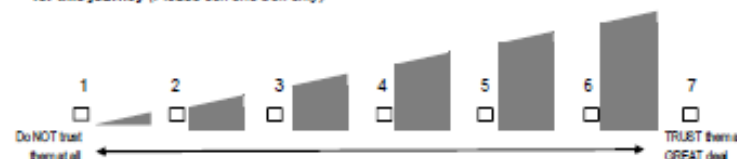
Q30 How satisfied were you with the value for money of your journey on supertram?

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

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

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

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)



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).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection with other forms of public transport (e.g. trains/buses).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability (running on time).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency (how often the trams run).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of tickets available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of payment options available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Phone: Stagecoach Supertram.....	<input type="checkbox"/>	Travel centre.....	<input type="checkbox"/>
Phone: Travel South Yorkshire.....	<input type="checkbox"/>	Ask friend/relative.....	<input type="checkbox"/>
Internet: Stagecoach Supertram website.....	<input type="checkbox"/>	Ask tram staff.....	<input type="checkbox"/>
Internet: Travel South Yorkshire website.....	<input type="checkbox"/>	Other.....	<input type="checkbox"/>
Internet: Other travel website.....	<input type="checkbox"/>	Not sure.....	<input type="checkbox"/>
Smartphone App.....	<input type="checkbox"/>		

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.....	<input type="checkbox"/>	Once a month.....	<input type="checkbox"/>
3 or 4 days a week.....	<input type="checkbox"/>	Less frequent.....	<input type="checkbox"/>
Once or twice a week.....	<input type="checkbox"/>	This is the first time I have used the Supertram.....	<input type="checkbox"/>
Once a fortnight.....	<input type="checkbox"/>		

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

Much better than usual.....	<input type="checkbox"/>	A little worse than usual.....	<input type="checkbox"/>
A little better than usual.....	<input type="checkbox"/>	Much worse than usual.....	<input type="checkbox"/>
About the same as usual.....	<input type="checkbox"/>		

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..... | <input type="checkbox"/> | How long the journeys take when going by tram..... | <input type="checkbox"/> |
| The frequency of trams in the area..... | <input type="checkbox"/> | The comfort of the trams..... | <input type="checkbox"/> |
| The reliability of the trams..... | <input type="checkbox"/> | The level of crowding on the trams..... | <input type="checkbox"/> |
| The cost of using the tram..... | <input type="checkbox"/> | A concern for your personal safety on tram..... | <input type="checkbox"/> |
| Understanding the fares..... | <input type="checkbox"/> | Tram network improvement work..... | <input type="checkbox"/> |
| Understanding the ticket machines..... | <input type="checkbox"/> | | |

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.....	<input type="checkbox"/>	35 to 44.....	<input type="checkbox"/>	65 to 69.....	<input type="checkbox"/>
19 to 21.....	<input type="checkbox"/>	45 to 54.....	<input type="checkbox"/>	70 to 79.....	<input type="checkbox"/>
22 to 25.....	<input type="checkbox"/>	55 to 59.....	<input type="checkbox"/>	80+.....	<input type="checkbox"/>
26 to 34.....	<input type="checkbox"/>	60 to 64.....	<input type="checkbox"/>	Prefer not to say.....	<input type="checkbox"/>

Q6 Which of the following best describes your ethnic background?

White.....	<input type="checkbox"/>	Black, African/Caribbean or Black British.....	<input type="checkbox"/>
Mixed/multiple ethnic groups.....	<input type="checkbox"/>	Chinese.....	<input type="checkbox"/>
Asian or Asian British.....	<input type="checkbox"/>	Arab.....	<input type="checkbox"/>
Other ethnic group.....	<input type="checkbox"/>	Prefer not to say.....	<input type="checkbox"/>

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 don't have a car available..... ☐

You have a car available but prefer not to drive..... ☐

Q6 How often are you able to ask someone else to drive you for local journeys?

All or most of the time.....	<input type="checkbox"/>	You don't have anybody you can ask.....	<input type="checkbox"/>
Some of the time.....	<input type="checkbox"/>	Not applicable.....	<input type="checkbox"/>

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.....	<input type="checkbox"/>
Yes – Vision (e.g. blindness or partial sight).....	<input type="checkbox"/>
Yes – Hearing (e.g. deafness or partial hearing).....	<input type="checkbox"/>
Yes – Mobility (e.g. only able to walk short distances or difficulty climbing stairs).....	<input type="checkbox"/>
Yes – Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard).....	<input type="checkbox"/>
Yes – Learning or understanding or concentrating.....	<input type="checkbox"/>
Yes – Memory.....	<input type="checkbox"/>
Yes – Mental health.....	<input type="checkbox"/>
Yes – Stamina or breathing fatigue.....	<input type="checkbox"/>
Yes – Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome).....	<input type="checkbox"/>
Yes – A condition not mentioned above.....	<input type="checkbox"/>
Prefer not to say.....	<input type="checkbox"/>

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..... ☐

Q3 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.

[illegible]

Thank you for completing this questionnaire.

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

AECOM

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

transportfocus 



Tram Passenger Survey (TPS) – Sheffield

Autumn 2018 results

March 2019

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