



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

Winter 2019/20 results

June 2020

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Contents

Overview

- Context to the survey 3
- Summary of 2019/20 findings 6

The findings

- Experience and opinions of the journey 13
- Waiting at the stop 20
- The tram 26
- Negative experiences during the journey 31
- Passengers' suggested improvements 34
- Opinion of trams in local area 37

Further information

- Appendix 1: Passenger and journey context 40
- Appendix 2: Further detail on survey background and method 56
- Appendix 3: Questionnaire 62



Tram Passenger Survey (TPS) – Manchester Metrolink

Context to the survey

Background to the Winter 2019/20 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 Winter 2019/20 TPS covered tram services in Manchester and Sheffield. In 2018 Manchester, Birmingham, Blackpool and Sheffield were covered. 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 **01 November 2019 and 18 January 2020**

2876 surveys were completed for Manchester Metrolink in winter 2019/20

For further details of the survey method, see Appendix

The Manchester network in context

	The Network	Passenger Journeys	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions/other notes
	7 lines 93 stops 57 miles	43.7* million	TVMs at stops Conductors on board	Info boards at stops (TTs, fares) Passenger Info Displays	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
	4 lines 50 stops 22 miles	11.9* 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) • Flooding in the Yorkshire region caused disruption to all lines in October and November 2019 and therefore fieldwork was delayed from starting until late November. • Problems on the Tram train line in December 2019 meant that shifts were delayed until January 2020 to be completed.

*Source: Department for Transport, Passenger journeys on light rail and trams by system in England, 2018/19



Tram Passenger Survey (TPS) – Manchester Metrolink

Key findings

Key Performance measures for Metrolink Winter Results 2019/20



Punctuality



85%
89%

Value for money



59%
60%

Journey time



84%
85%

Overall journey



87%
89%

↑ Statistically significant increase since 2018

⊖ No change

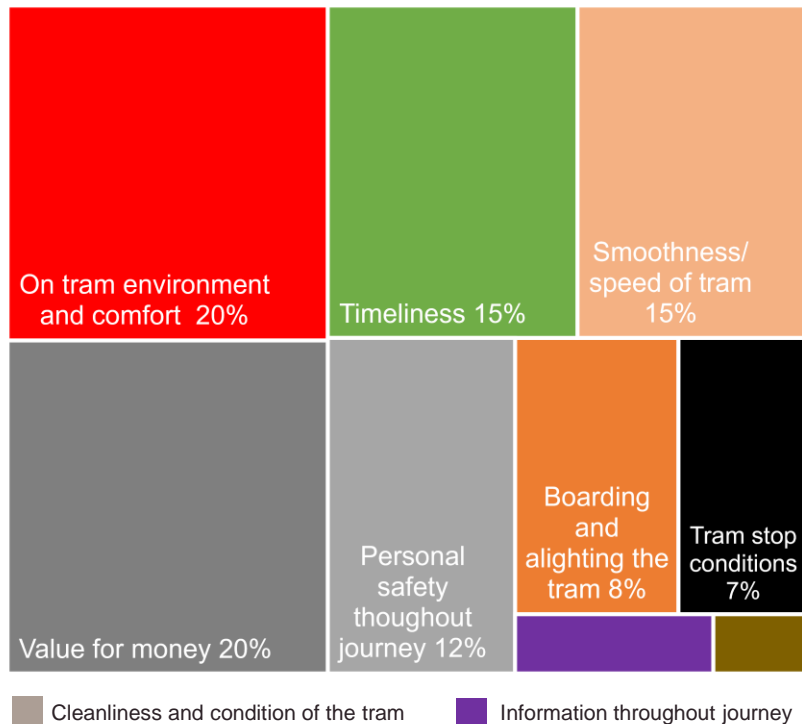
↓ Statistically significant decrease since 2018

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

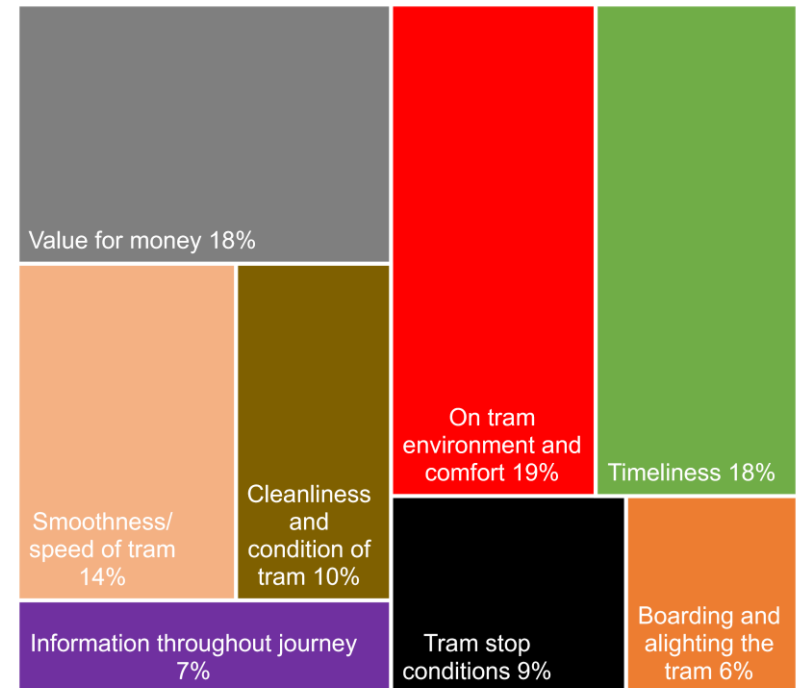
What makes a satisfactory or great journey on Metrolink?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?



What makes a great journey?



*Key Driver Analysis looks at fare-paying passengers' overall journey satisfaction response and their response to the 24 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.

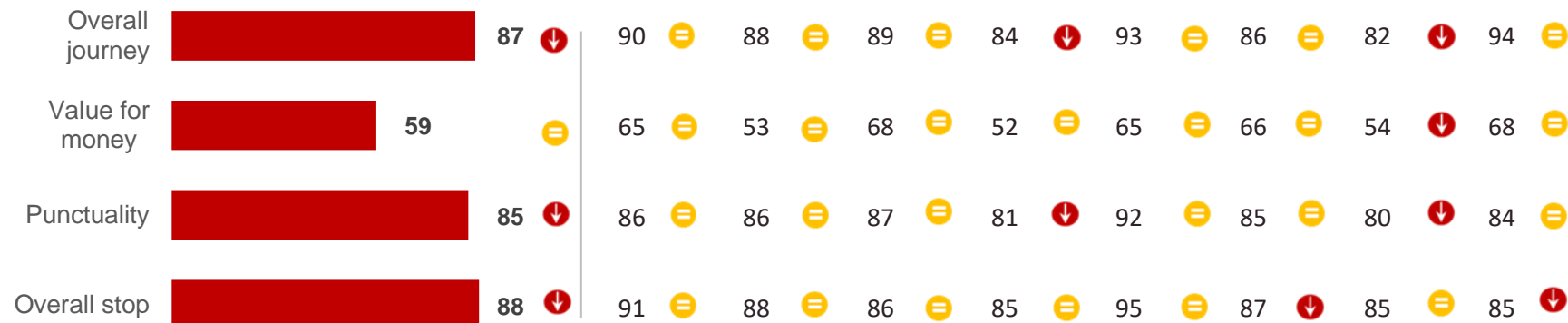
The analysis combines data from 2018 and 2019 surveys to increase robustness. It also excludes satisfaction measures relating to tram staff; due to differences in staff availability across the networks not all TPS questionnaires feature questions about tram staff. In order to run the analysis in a consistent 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 Manchester winter 2019/20: across the network

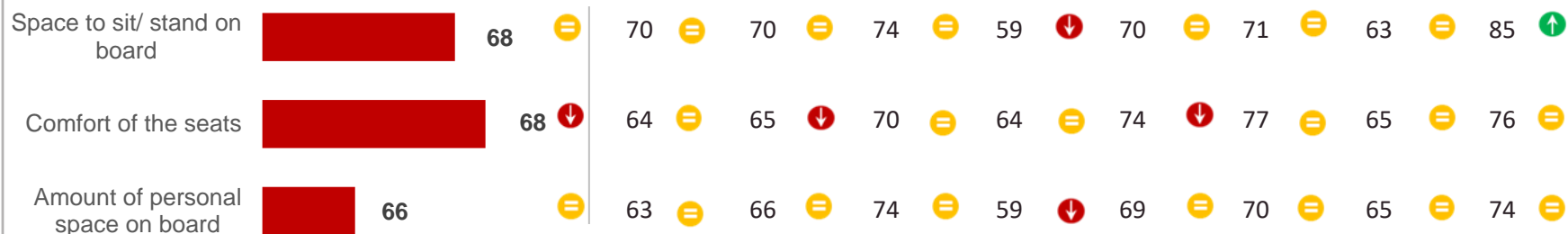


Satisfaction with key measures:



Satisfaction with other measures driving overall journey satisfaction in Manchester:

On tram environment and comfort



Timeliness



Overall passenger experience in Manchester winter 2019/20: a snapshot

At the stop

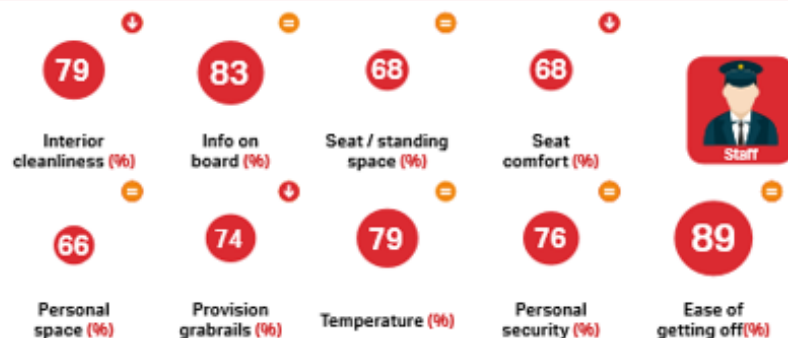


- ↑ Statistically significant increase since 2018
- No change
- ↓ Statistically significant decrease since 2018

Boarding



On board

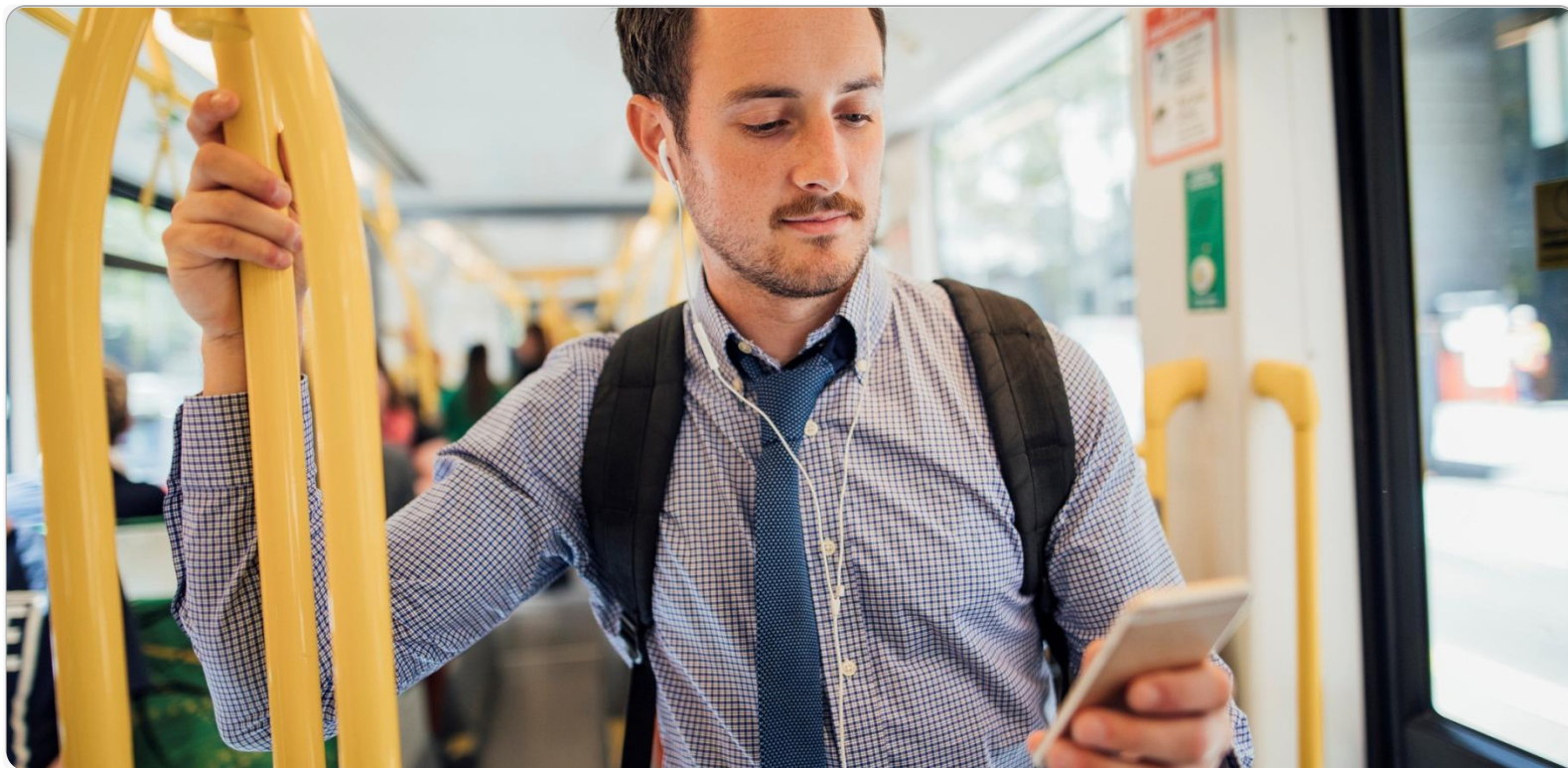


Manchester winter 2019/20: summary of key findings (1)

- In the winter 2019/20 wave of the Tram Passenger Survey 87 per cent of Metrolink passengers are satisfied with their journey overall (2018: 89 per cent). This is the same amount as the same measure on the Bus Passenger Survey (87 per cent). Half of all passengers (46 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 (73 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 2018, although satisfaction with comfort of the seats decreased significantly from 71 per cent in 2018 to 68 per cent in 2019/20.
- The next most important to making journeys 'great' is timeliness. Satisfaction with punctuality has decreased slightly since 2018, with 85 per cent of passengers satisfied.
- Amongst fare-paying passengers, 59 per cent are satisfied with the value for money of their journey, a slight decrease since 2018 (60 per cent).

Manchester winter 2019/20: summary of key findings (2)

- Satisfaction is highest on the City Zone and East Didsbury lines, with 94 per cent and 93 per cent satisfied with their journey overall respectively. Passengers using the Bury line are the least satisfied overall (84 per cent). The Bury line has seen some significant decreases in satisfaction with the on board environment and comfort also
- 41 per cent of passengers spontaneously mention an improvement that could have been made to their journey (49 per cent in 2018). The most common improvements mentioned related to better seating and capacity on board trams
- Other improvements relate to the fares and tickets, as well as the frequency/route of the tram
- 8 per cent of passengers experienced a delay on their journey (2018: 6 per cent).
- Almost half of all passengers (49 per cent) are using Metrolink to commute (43 per cent travelling to work; 6 per cent travelling to education)
- Passengers are moving towards using more electronic ticket formats. 21 per cent use a ticket on their mobile (2018: 20 per cent), with 42 per cent still using a paper ticket (2018: 48 per cent).



Tram Passenger Survey (TPS) – Manchester Metrolink

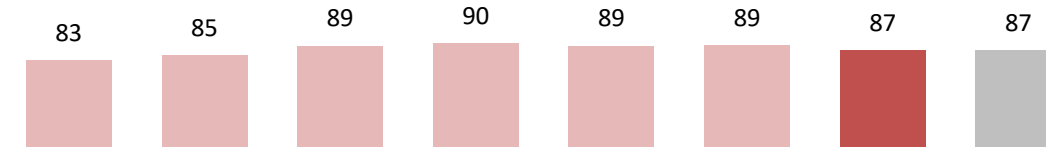
Experience and opinions of the journey

Experience and opinions of the journey: summary

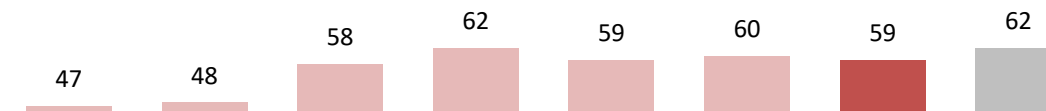
Satisfaction with today's journey:



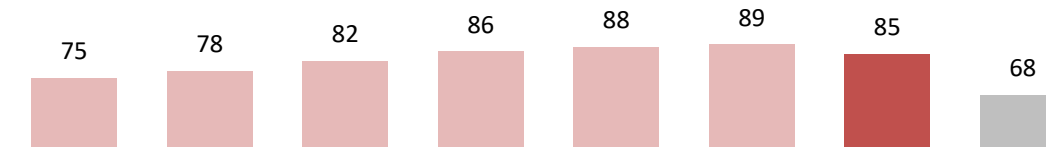
Overall journey



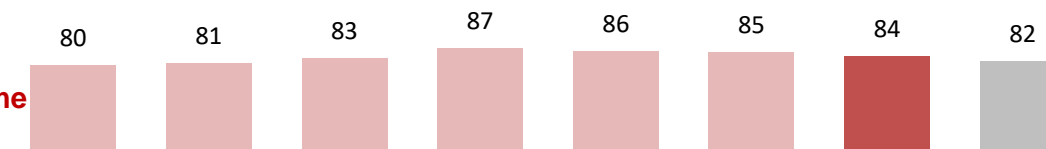
Value for money



Punctuality



On-vehicle journey time



Autumn
2013

Autumn
2014

Autumn
2015

Autumn
2016

Autumn
2017

Autumn
2018

Winter
2019/20

Buses in
Manchester

↑ Statistically significant increase since 2018

= No change

↓ Statistically significant decrease since 2018

Who are satisfied and not satisfied passengers? – Metrolink



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 (60%)

Be **commuting** (55%)

Be **commuting** (73%) more than fairly satisfied



Time of travel

Travel **off-peak** on a weekday (61%) or in the **AM peak** (12%)

Travel **off-peak** on a weekday (52%)

Travel during **off-peak** times (41% - 28% in the morning and 16% in the afternoon)



Frequency of travel

Be those who travel **almost everyday**, 5 or more days a week (28%)

Be those who travel **5 or more days a week** (42%)

Be those who travel 5 or more days a week (52%)



Car driving and availability

Do not have a car available (42%)

Do not have a car available (44%)

Do not have a car available (46%), higher than the passengers who are very satisfied or fairly satisfied



Age and gender

Be aged 35-59 (40%) and more likely to be male (Male 53%; Female 47%)

Be aged 16-59 (88%) and more likely to be male (Male 53%, Female 47%)

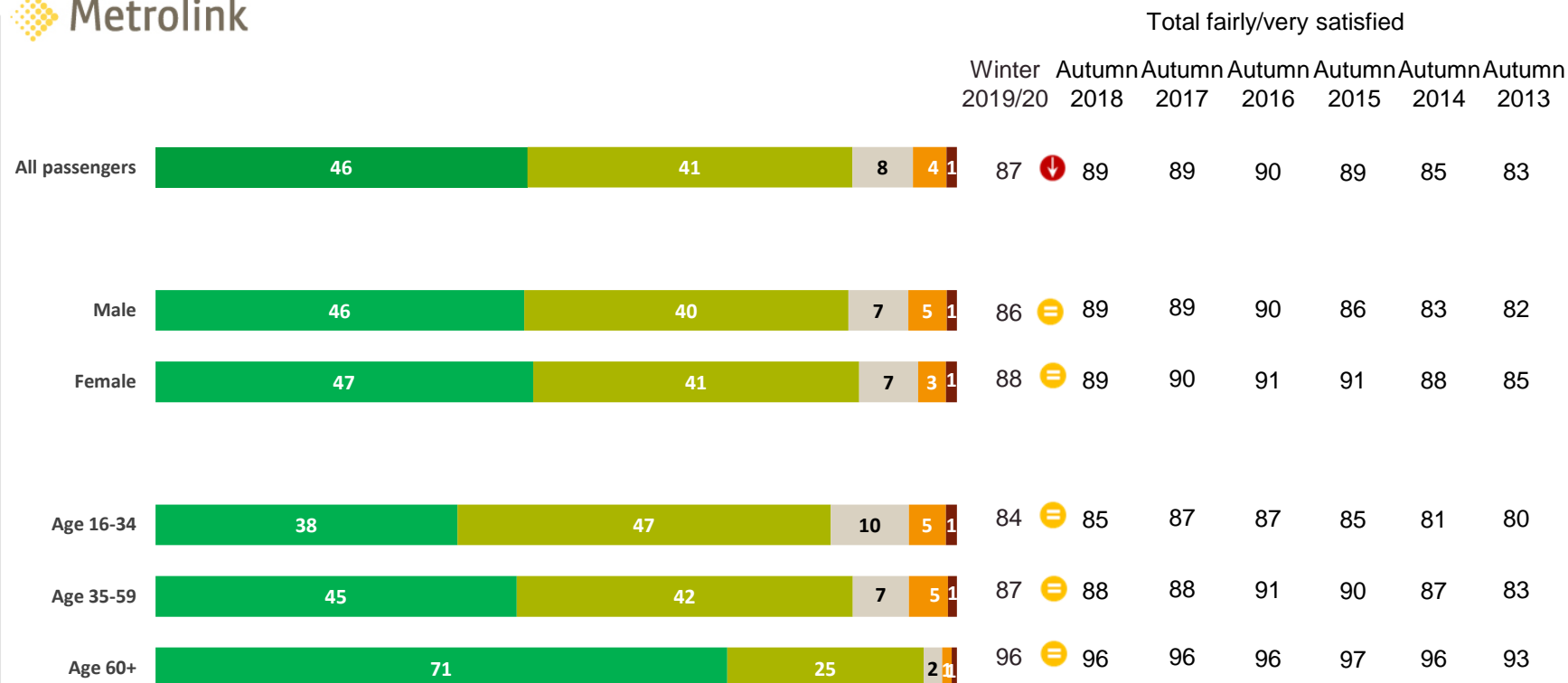
Be **younger** (49% aged 16 to 34)

Base: those 'very satisfied' with journey overall (1488)

Base: those 'fairly satisfied' with journey overall (1067)

Base: those 'neither/nor', 'fairly dissatisfied' or 'very dissatisfied' with journey overall (314)

Overall satisfaction (%) – by gender and age

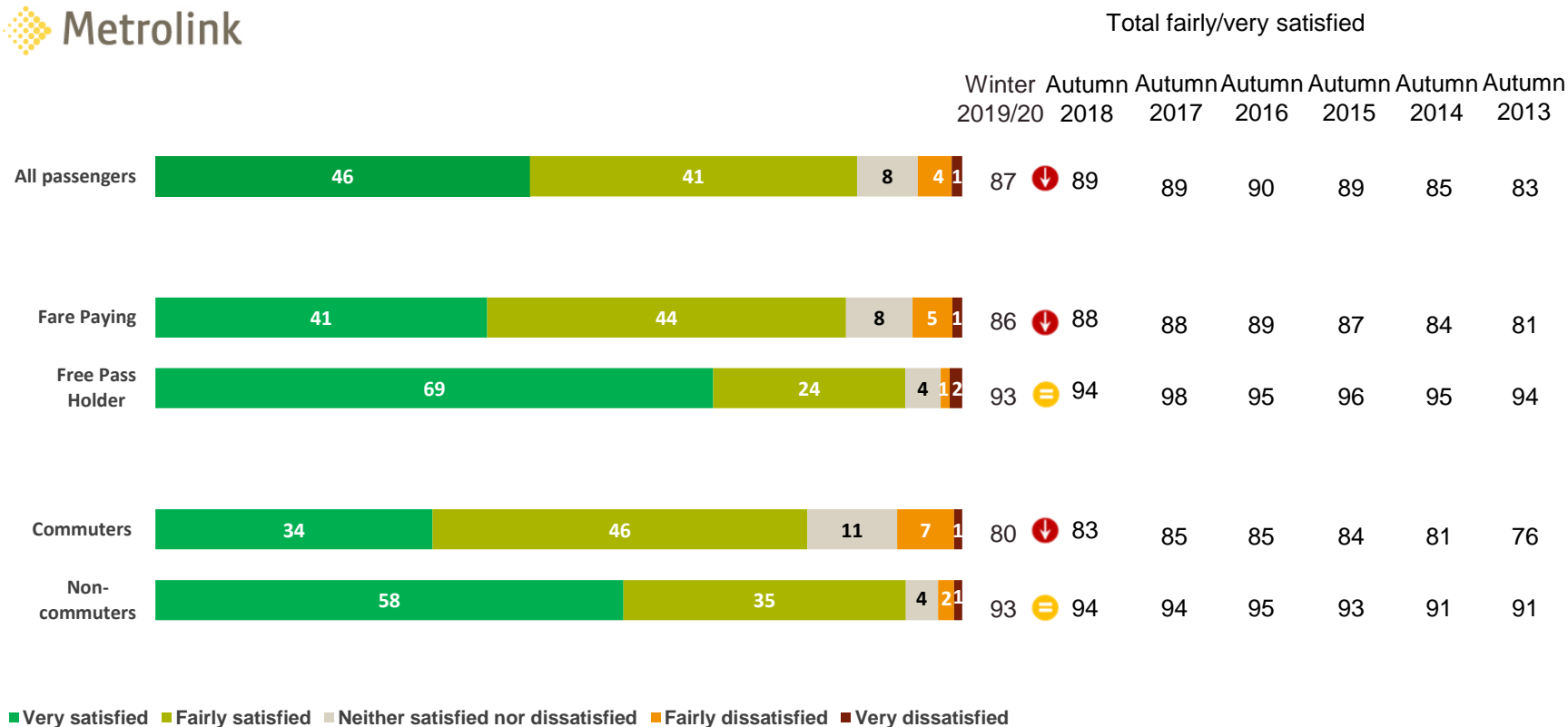


Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

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 – 2876

- Statistically significant **increase** since 2018
- No change
- Statistically significant **decrease** since 2018

Overall satisfaction (%): by passenger type



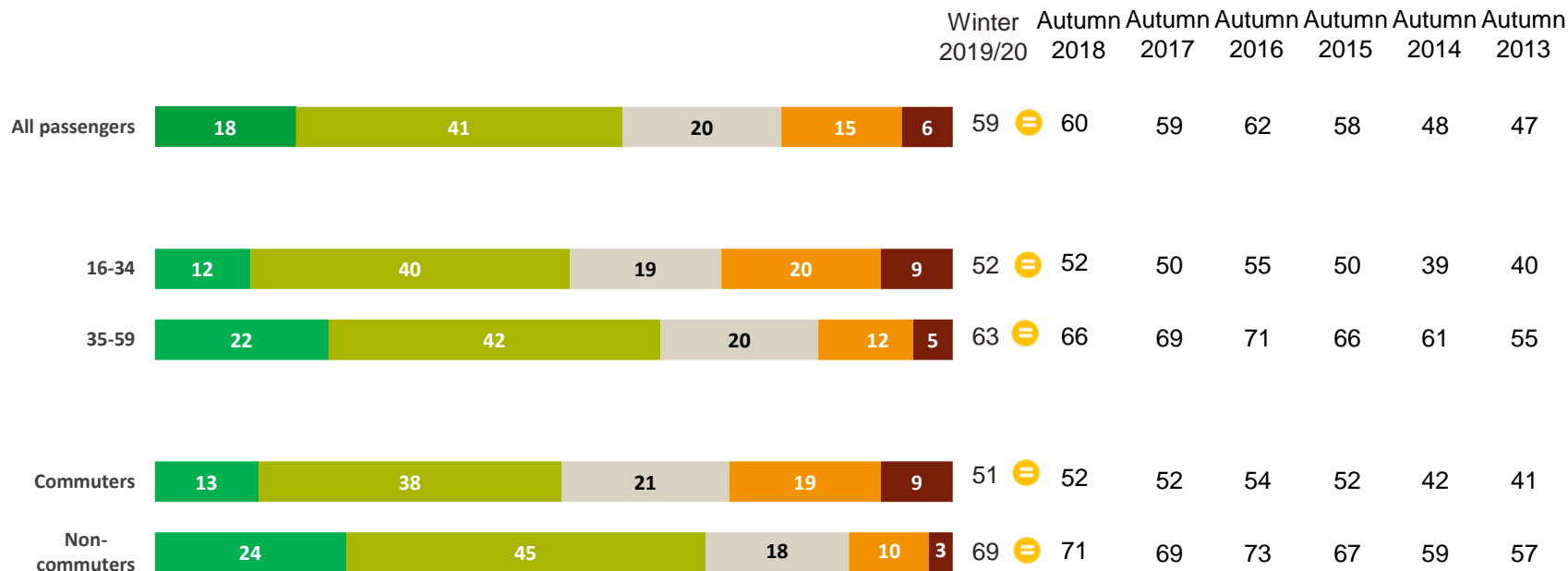
- Statistically significant increase since 2018
- No change
- Statistically significant decrease since 2018

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 – 2876

Value for money (fare-payers only)



Total fairly/very satisfied

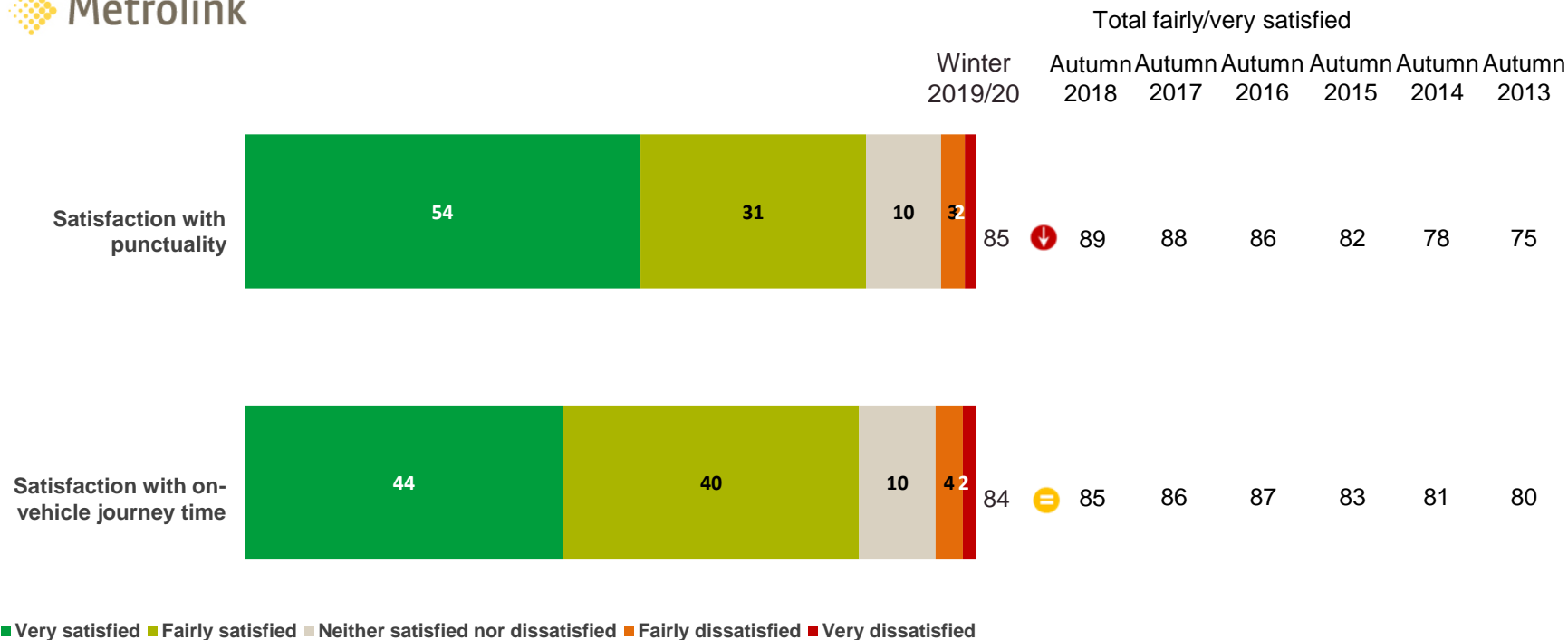


■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Q. How satisfied were you with the value for money of your journey?
Base: All fare-paying passengers - 1952

- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

Punctuality and on-vehicle journey time



Q. How satisfied were you with each of the following...Punctuality? Base: All passengers – 2740

Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers – 2813

↑ Statistically significant increase since 2018

= No change











↓ Statistically significant decrease since 2018




Tram Passenger Survey (TPS) – Manchester Metrolink

Waiting at the stop

Waiting at the stop: summary

	Metrolink	Buses in Manchester			Buses in Manchester
				Waiting times:	
				Satisfaction: expected waiting time	
Overall satisfaction with stop	88 	80		82 	71
General condition and maintenance	84 	72		Expected wait time	
Freedom from graffiti/vandalism	87 	76		6 mins	
Freedom from litter	80 	70		Actual reported wait time	
Behaviour of other passengers	82 	N/A*		5 mins	
Information provided	83 	71		Checking tram information:	
Personal safety	82 	74		Passengers who checked tram time before or at the stop	
				92	65
				Info sources used at stop	
				85% Electronic display	Online and paper timetables
				Info sources used at stop	
				10% Information posters	47% Stop timetable

 Statistically significant increase since 2018

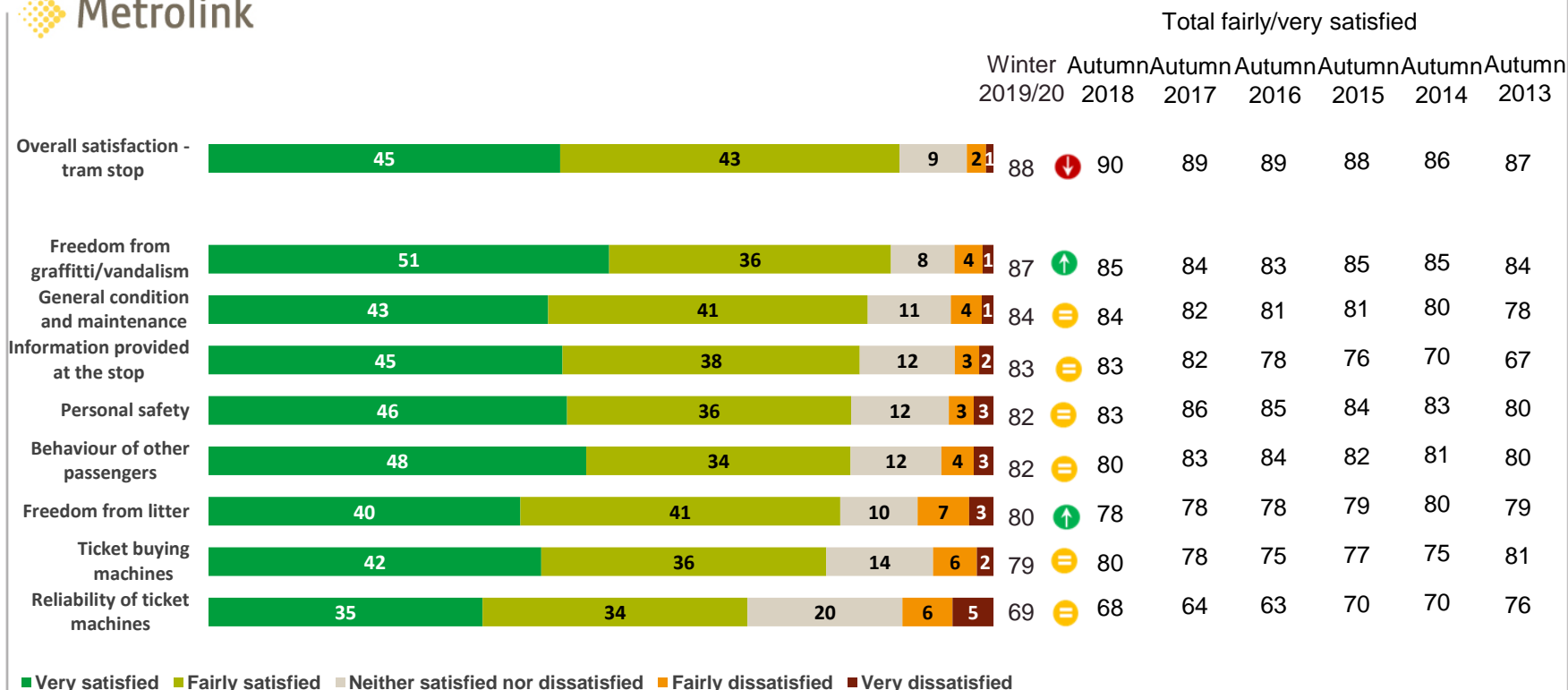
 No change

 Statistically significant decrease since 2018

*Not asked in BPS

**Not included in 2019

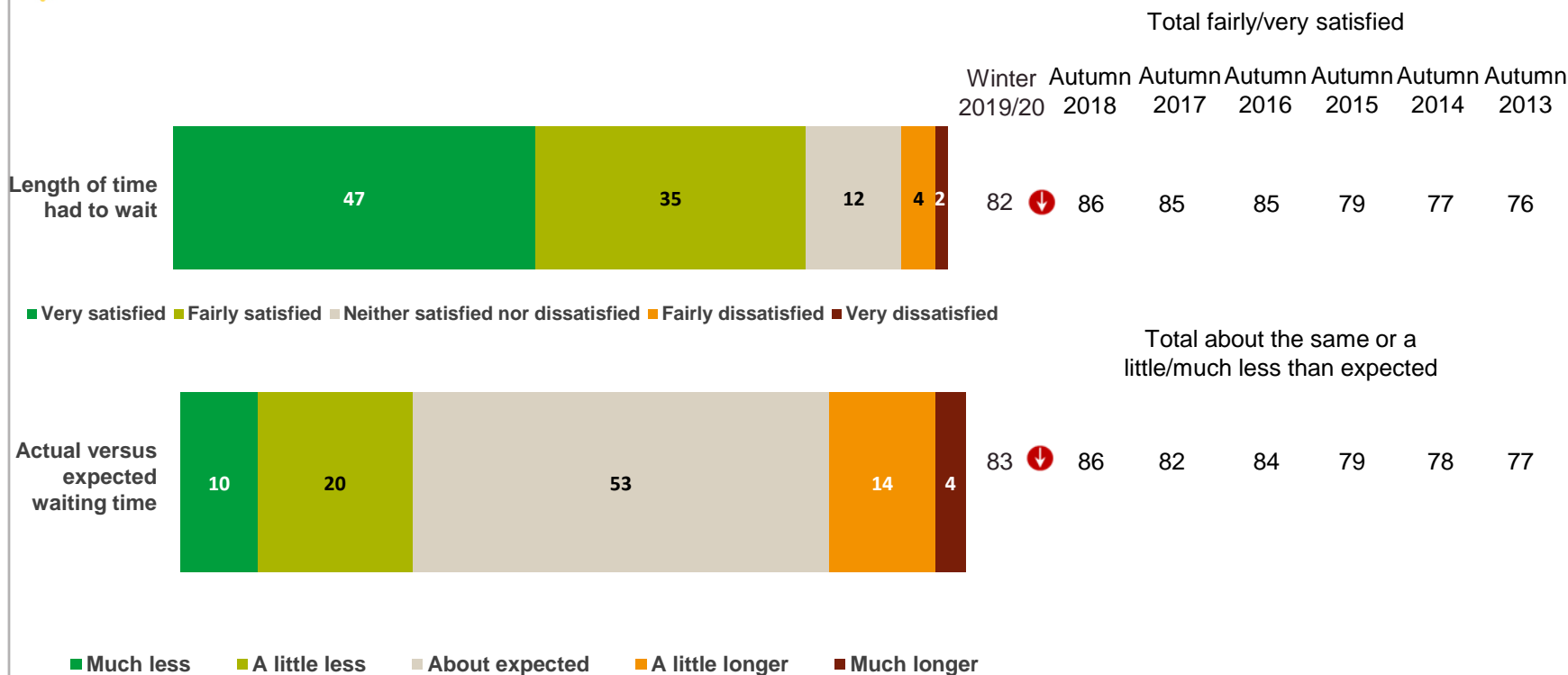
Satisfaction – with the tram stop (%)



- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

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 – 2849

Waiting time



- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

Q. How satisfied were you with each of the following? Base: All passengers - 2809

Q. Thinking about the time you waited for the tram today, was it [...] than expected? Base: All passengers - 2847

Expected and reported waiting times



		Winter 2019/20	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Expected tram waiting time	Under 2 mins	12	5	12	5	4	3	3
	2-5 mins	49	47	42	44	39	38	38
	5-10 mins	33	38	39	41	45	46	44
	10-15 mins	6	8	7	9	11	11	13
	Over 15 mins	*	1	1	1	1	1	3
<i>Average expected waiting time 6 minutes (2018: 7 minutes)</i>								
Reported tram waiting time	Under 2 mins	22	21	21	18	17	13	13
	2-5 mins	44	42	40	45	35	34	37
	5-10 mins	28	30	32	30	36	39	36
	10-15 mins	5	5	5	5	8	10	9
	Over 15 mins	1	2	2	2	3	4	5
<i>Average reported waiting time 5 minutes (2018: 6 minutes)</i>								

- Statistically significant **increase** since 2018
- No change
- Statistically significant **decrease** since 2018

Q. Approximately how long did you expect to wait for the tram? Base: All passengers - 2849

Q. Approximately, how long did you wait for your tram? Base: All passengers – 2853

* - less than 1%

How passengers checked tram times

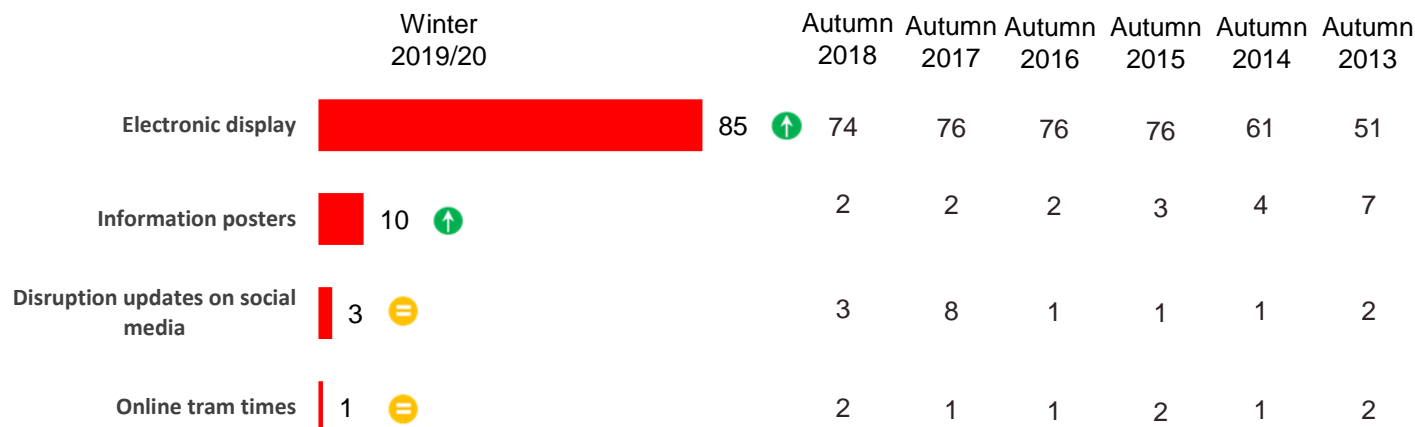


Winter
2019/20

Checked tram times



At the tram stop



- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

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%



Tram Passenger Survey (TPS) – Manchester Metrolink




The tram

The tram: summary

Metrolink Buses in Manchester

Start of journey

Route info on tram	89 ↓	82
Exterior cleanliness	84 ↓	77
Ease getting on**	88 =	89
Time taken to board	88 ↓	88

 Statistically significant increase since 2018
 No change
 Statistically significant decrease since 2018

Metrolink Buses in Manchester

On board

Interior cleanliness	79 ↓	74
Info on board	83 =	60
Seat/standing space	68 =	85
Seat comfort	68 ↓	74
Personal space	66 =	75
Provision grabrails	74 ↓	83
Temperature	79 =	76
Personal security	76 =	81
Ease of getting off	89 =	87

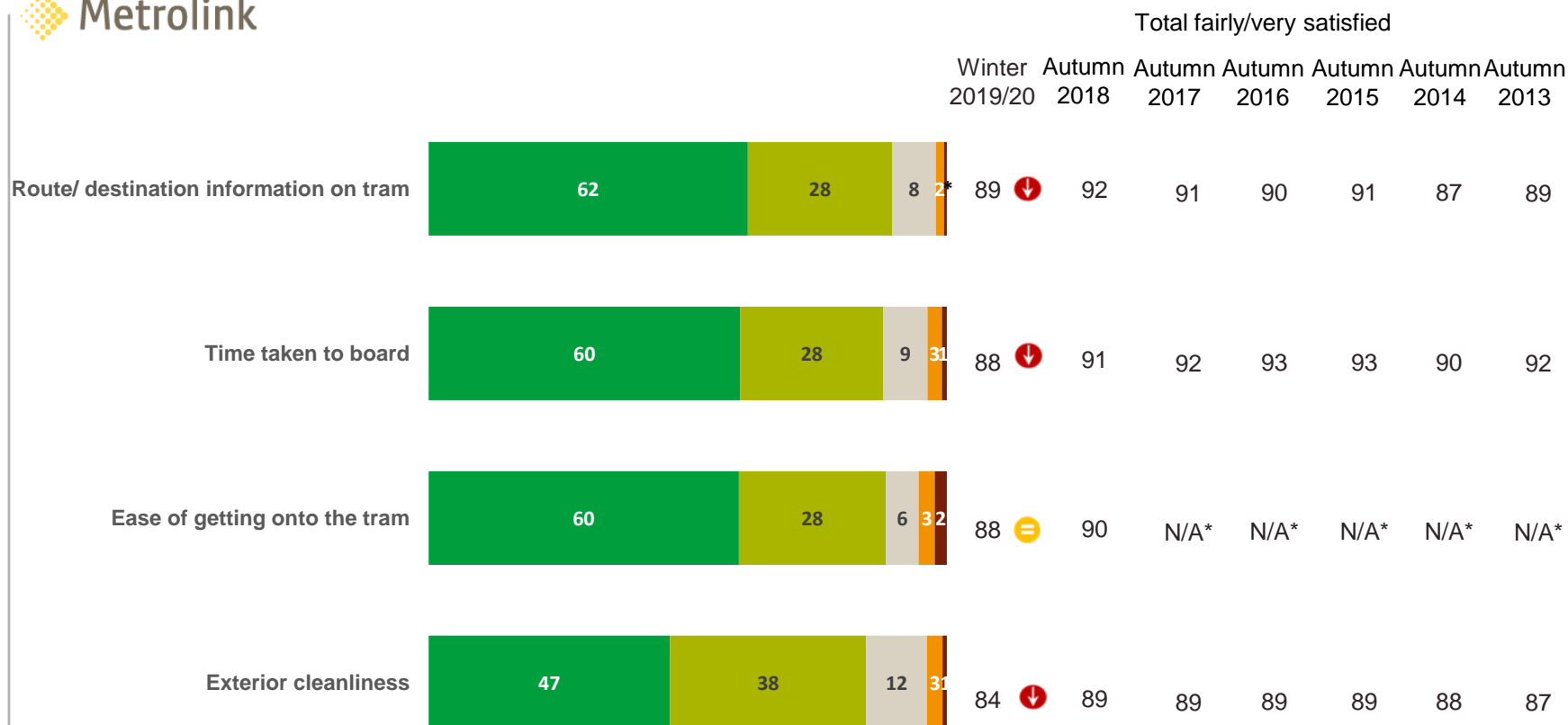
Metrolink Buses in Manchester

The staff

Safety of driving	91 ↑	88
Smoothness journey	77 =	76

*Not asked for Metrolink

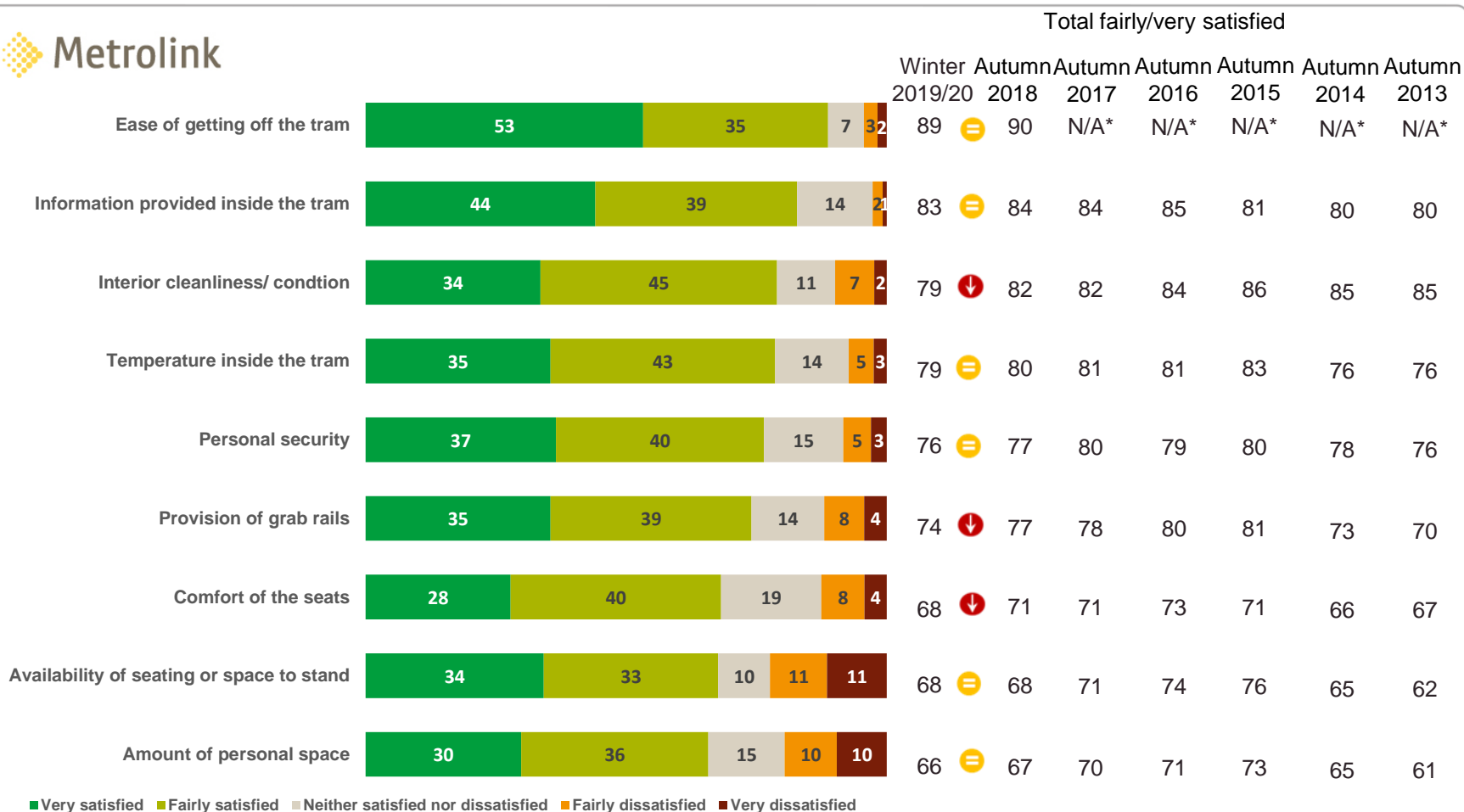
Satisfaction with start of journey (%)



- Statistically significant **increase** since 2018
- No change
- Statistically significant **decrease** since 2018

Q. Thinking about when the tram arrived, please indicate how satisfied you were with the following:
 Base: All passengers –2520
 *Added in 2018

Satisfaction on the tram (%)



↑ Statistically significant increase since 2018

= No change

↓ Statistically significant decrease since 2018

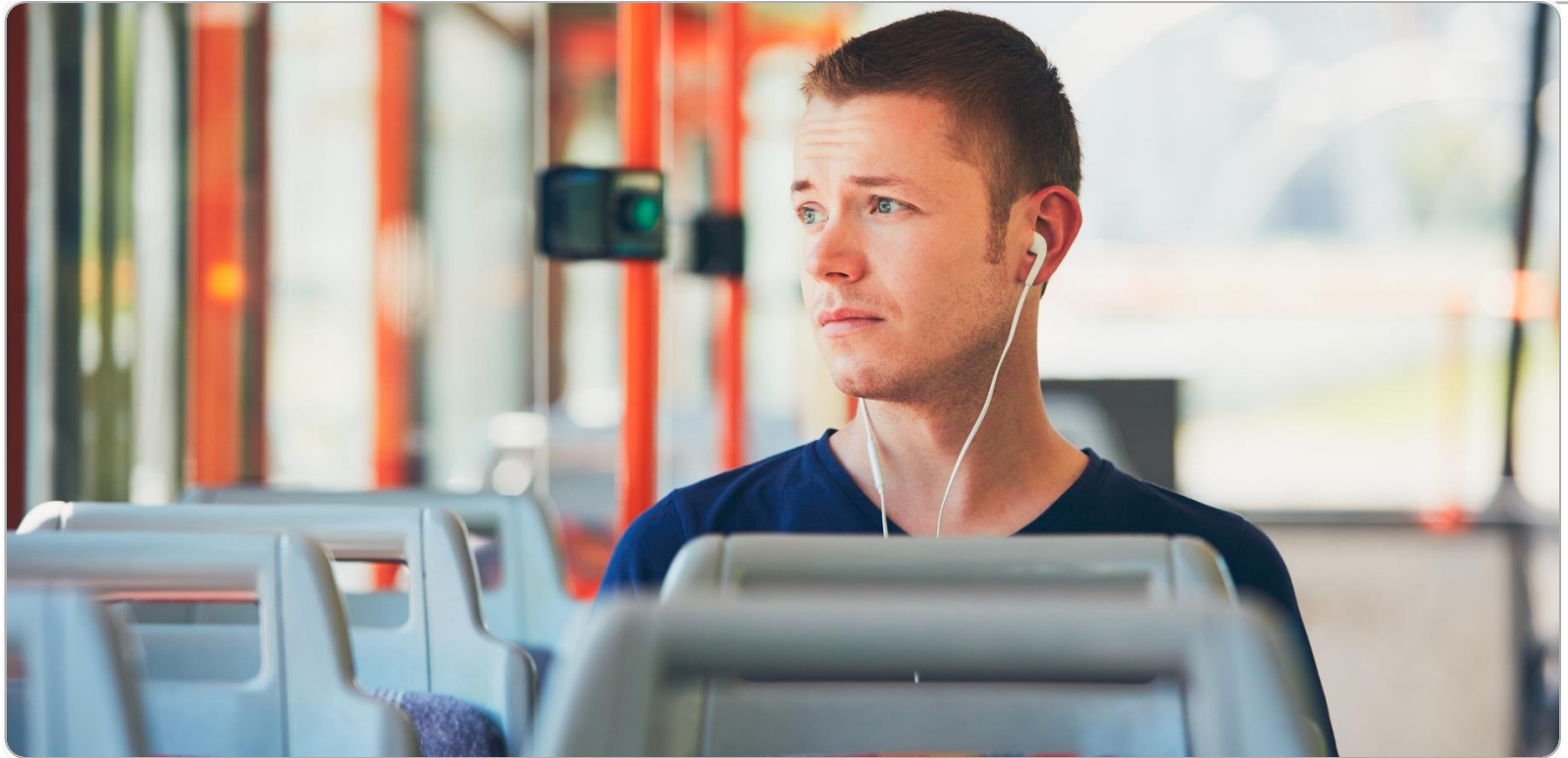
Q. Thinking about whilst you were on the tram, please indicate how satisfied you were with the following:
Base: All passengers – 2821

Satisfaction with tram staff (%)



- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

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 **Not asked for Manchester Metrolink*



Tram Passenger Survey (TPS) – Manchester Metrolink

Negative experiences during the journey

Negative experiences during the journey: summary



Passengers experiencing a delay to their journey



8 ↑



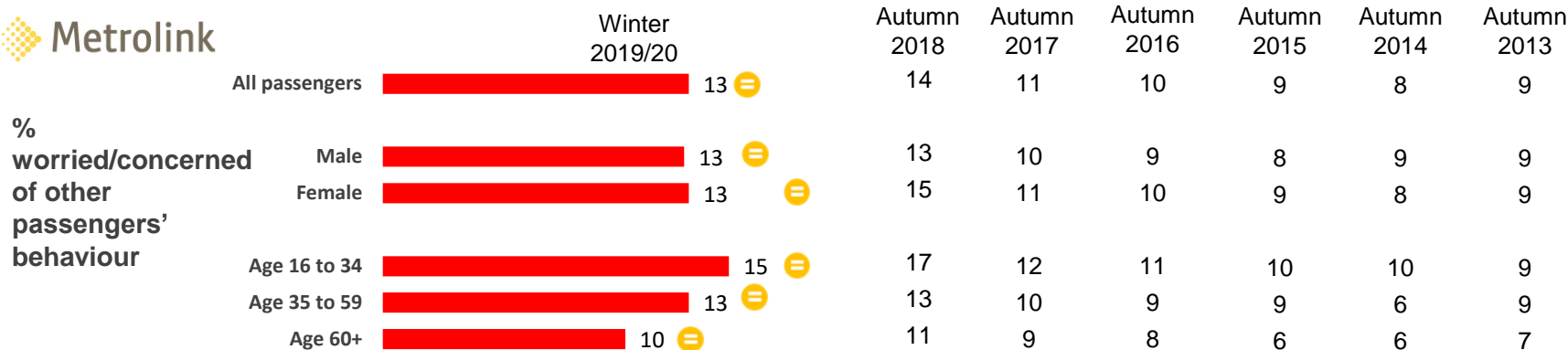
Passengers with worry or concern about others' behaviour on board



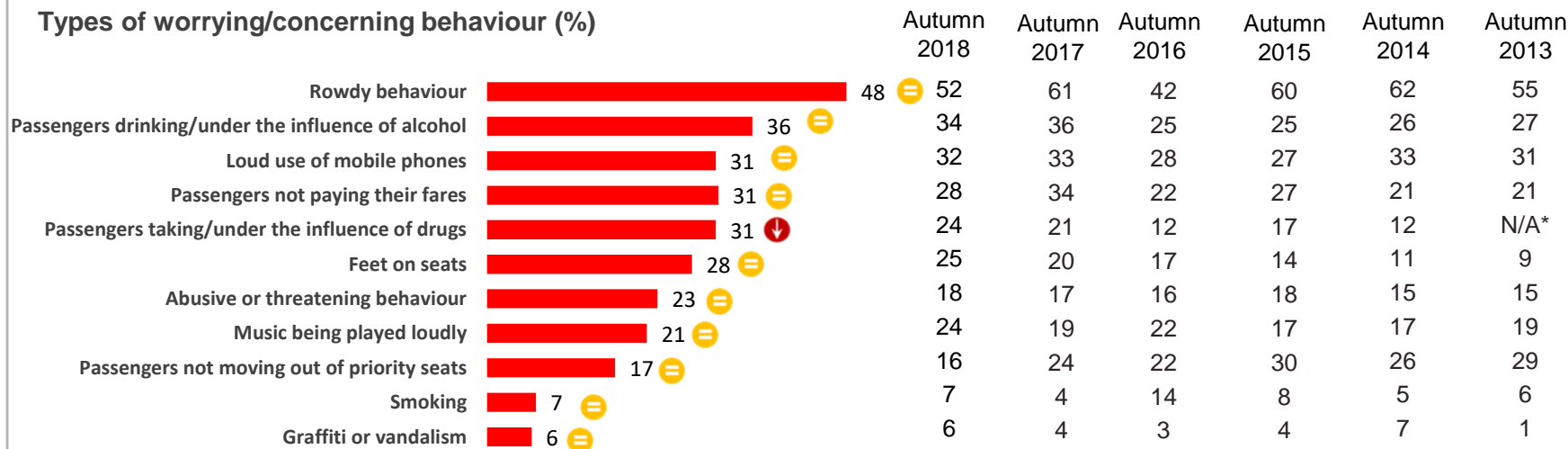
13 =

- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

Worry or concern at other passengers' behaviour (%)



Types of worrying/concerning behaviour (%)



- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

Q. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?
 Base: All passengers – 2872
 Q. Which of the following were the reasons for [other passengers behaviour causing you concern]?
 Base: All experiencing worrying/concerning behaviour – 362 *Not asked in 2013



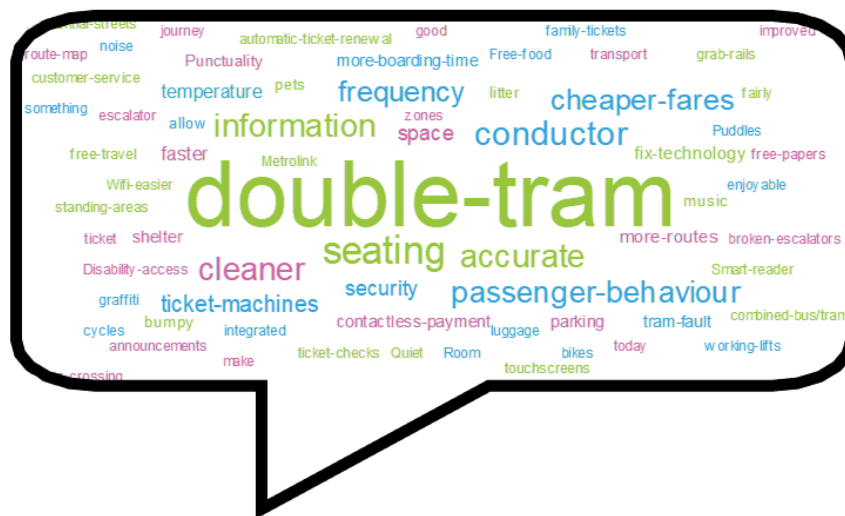
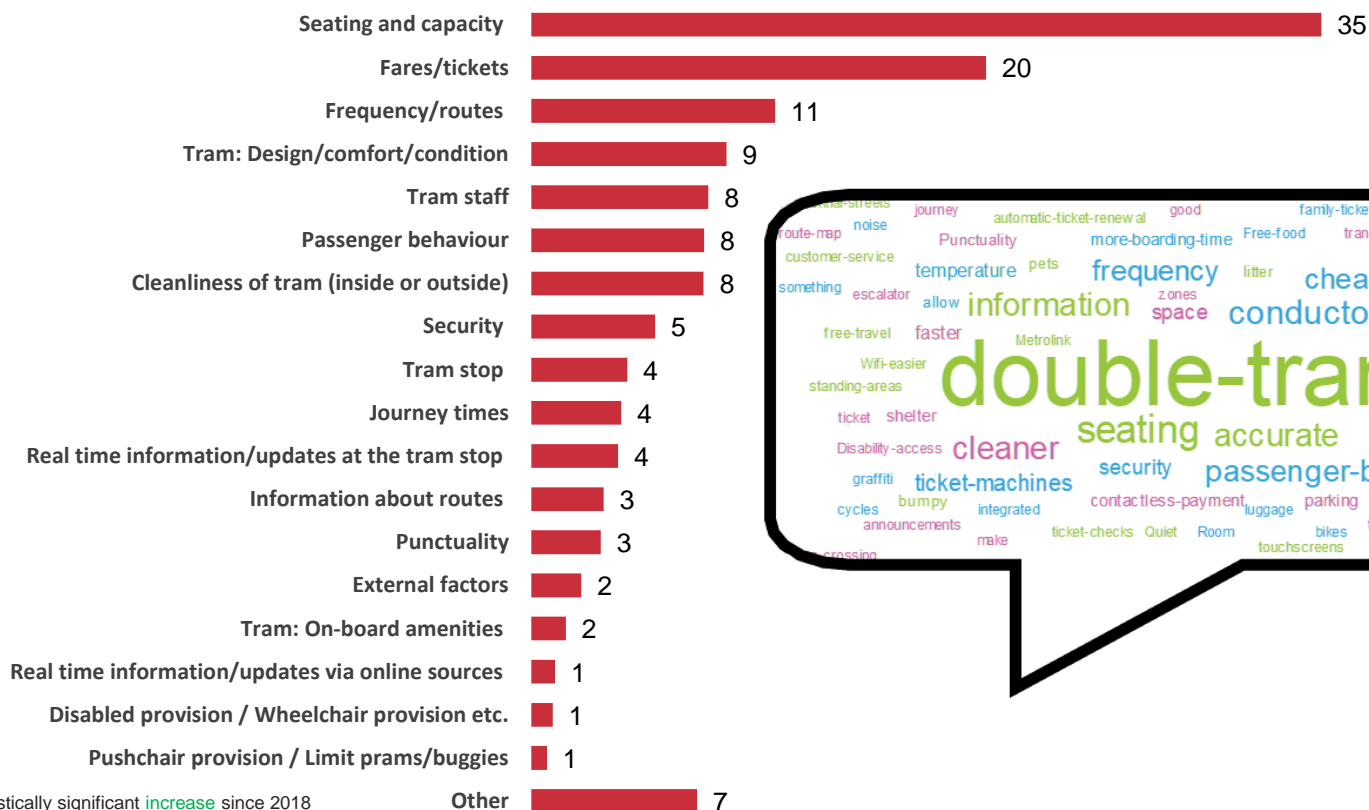
Tram Passenger Survey (TPS) – Manchester Metrolink

Passengers' suggested improvements

Passengers' suggested improvements: summary

 **59%**  of Manchester passengers in 2019/20 had no suggestions for improvements

...of the 41% that did, the most common service areas for improvement were:



- Statistically significant **increase** since 2018
- No change
- Statistically significant **decrease** since 2018

Q. If something could have been improved on your tram journey today, what would it have been?

Base: All suggesting an improvement - 1116

Selected verbatim comments

Metrolink

Please install touch in touch out machines on the Bury platform at Altrincham to help when switching from train to tram. Why cant i buy a child's tram/train/bus ticket on your machines? ditto wayfarer tickets? real time tram information via app or web please

More inspectors on who enforce all the people riding for free who are let off. Enforcement to enforce not look out windows or on phones

The trams between 8 and 9 on the East Didsbury line are insanely busy and double trams seem to have disappeared on the line recently !

Destination displayed inside tram and intermittent list of all stops on display

You need to make announcements to encourage people to move down the tram and use all available space. In rush hour it's very uncomfortable and there is always room down the aisle. It means people end up shouting to get people to move down and that doesn't make for a nice atmosphere.

I am very unhappy about those who fare dodge i.e. young people who can't be bothered to purchase a ticket and wait for next tram. Also, ticket inspectors have no legal right to detain or collect information from fare dodgers unless there is a police officer present. I have witnessed this situation and have been informed that the above information is correct

I have raised the concern before about the lack of security on trams especially with drunks/drug users and teenagers. Also the over crowding is a severe issue for someone like me who suffers from medical conditions such as anxiety and panic attacks.

It could have been a double tram and on time. People were left standing on the platform as the tram was full. This consistently happens on the Eccles Ashton line in both directions. After it being delayed to then not be able to even get on is frustrating day in day out.

Yes I feel that the trams get too busy and it would be helpful if double trams were operating in peak times Thank you

Ticket machine not working at Barlow Moor Road, i had to cross to the other side to get a ticket

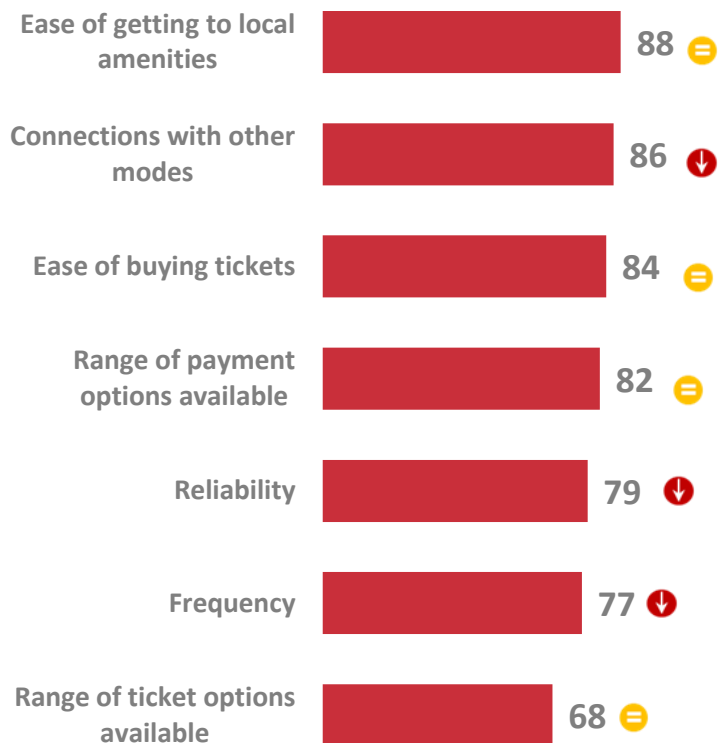


Tram Passenger Survey (TPS) – Manchester Metrolink

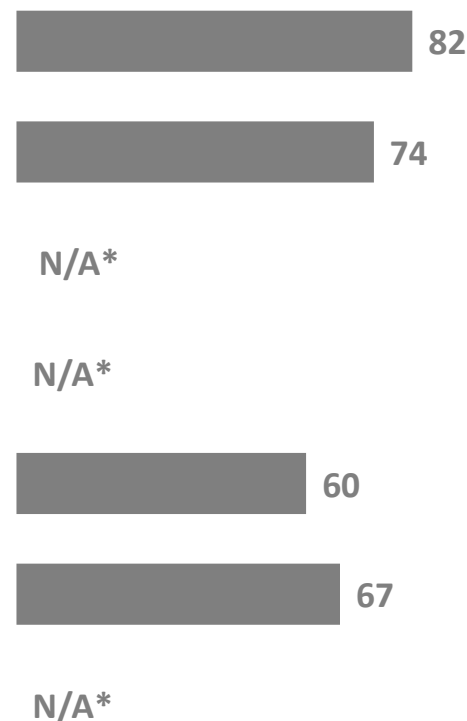
Opinion of trams in the local area

Opinion of trams in the local area: summary

General opinion of services in area:



Bus services in Manchester (BPS)



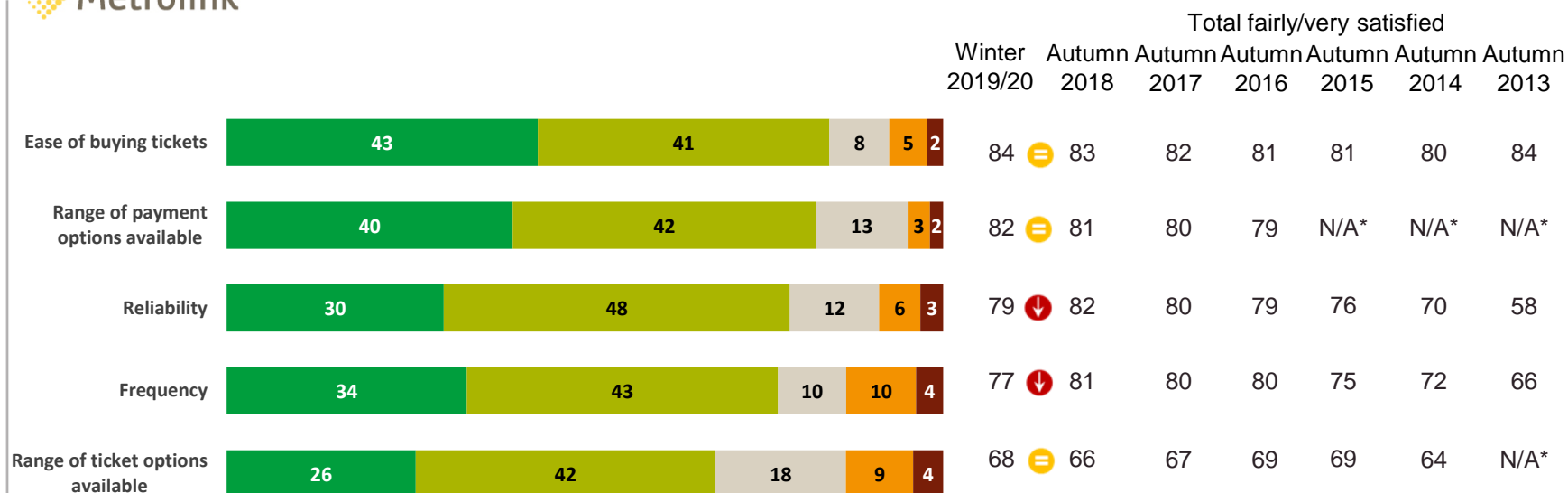
- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

*Not asked in BPS

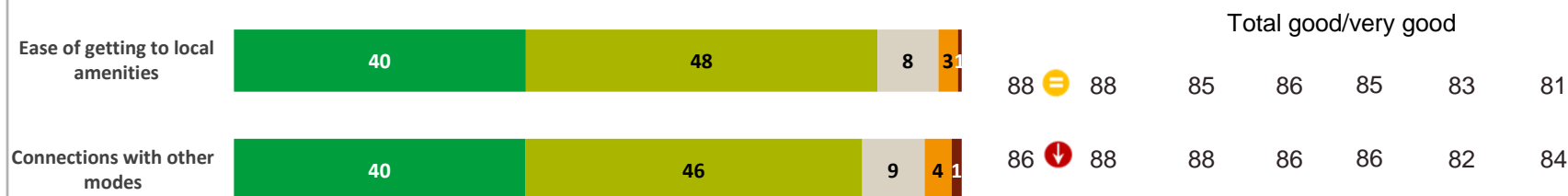
Q. And how satisfied are you overall with tram services for the following? Base: 2572

Q. How would you rate tram services for the following? Base: 2006

Satisfaction on the trams generally



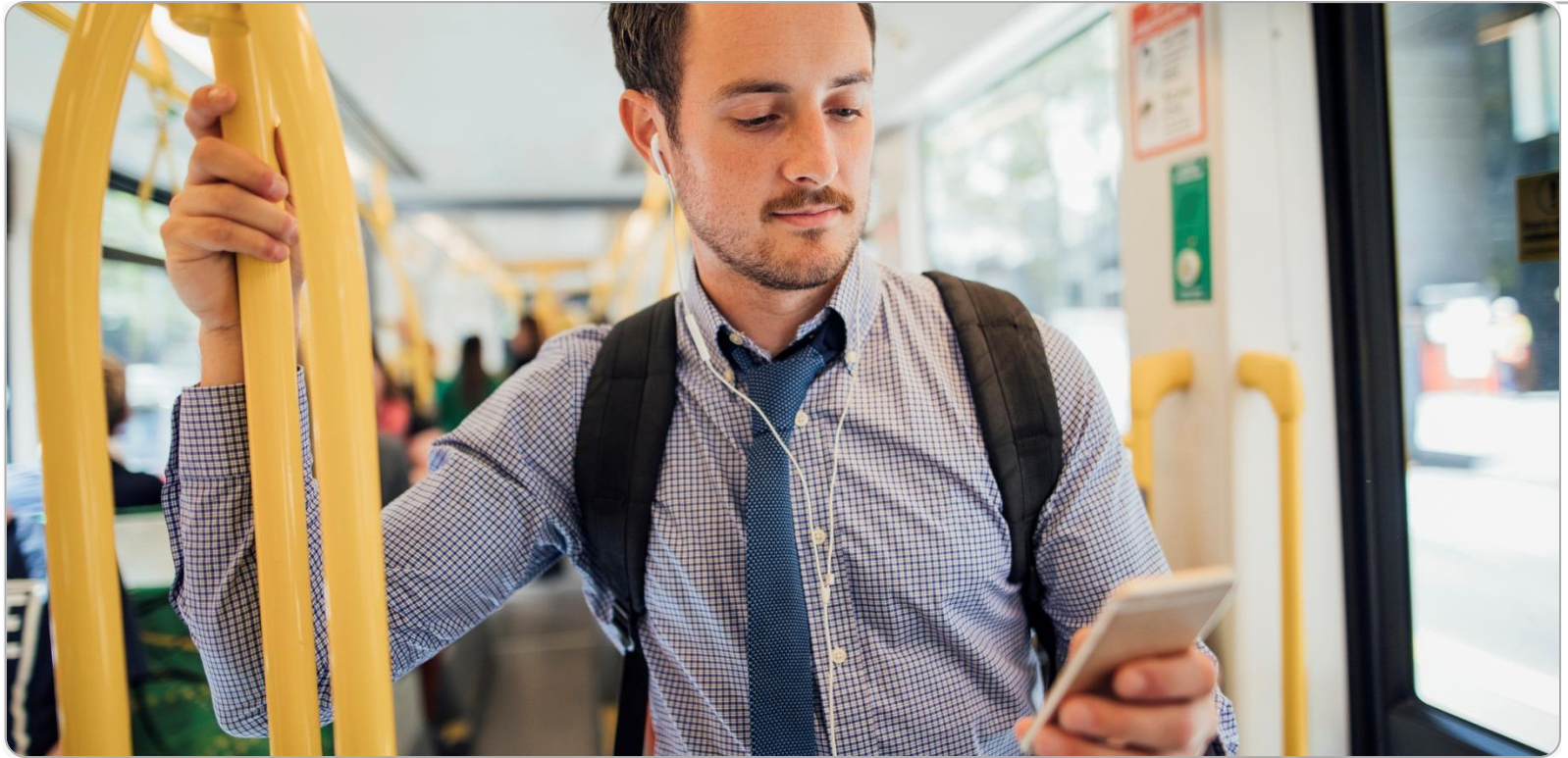
■ Very satisfied
 ■ Satisfied
 ■ Neither/ no
 ■ Dissatisfied
 ■ Very dissatisfied



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

- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

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 – 2572
 *Not asked before 2016 **Statement changed in 2017 from 'Punctuality' to 'Reliability'.

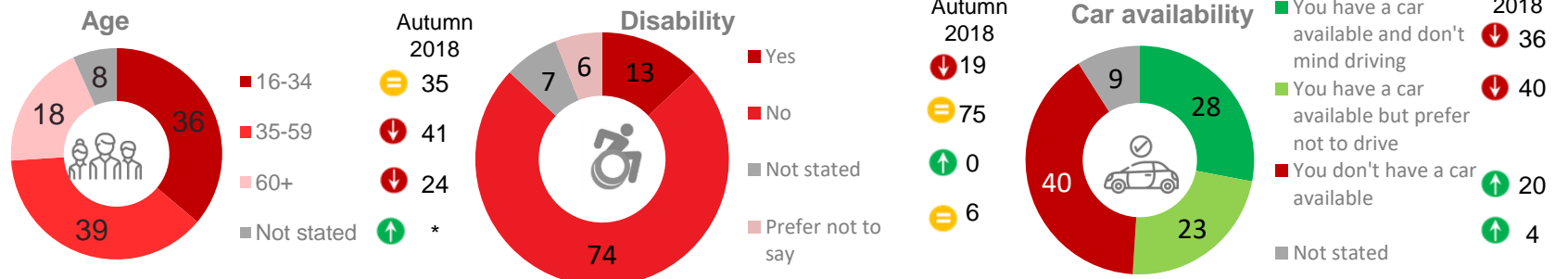


Tram Passenger Survey (TPS) – Manchester Metrolink

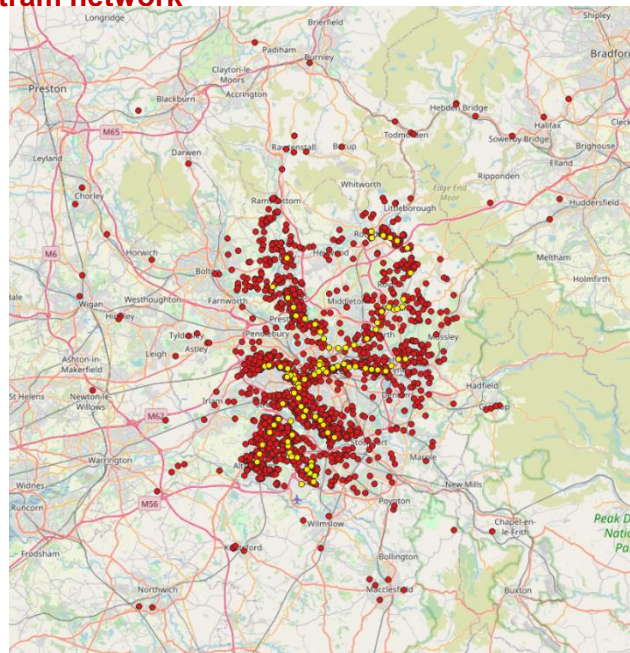
Appendix 1: the passenger and journey context

Metrolink passengers: summary

Overview of passenger demographics



Passengers' postcodes relative to tram network

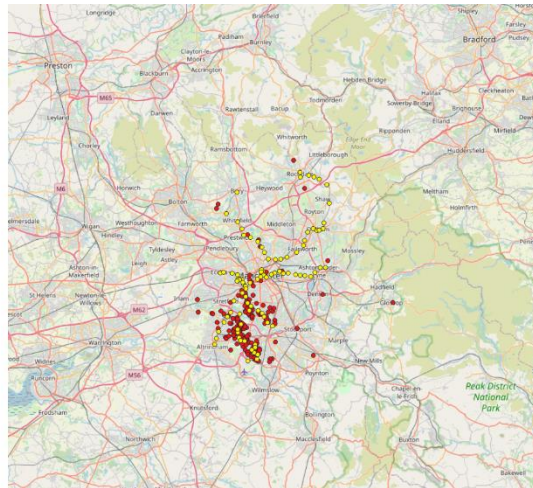


- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

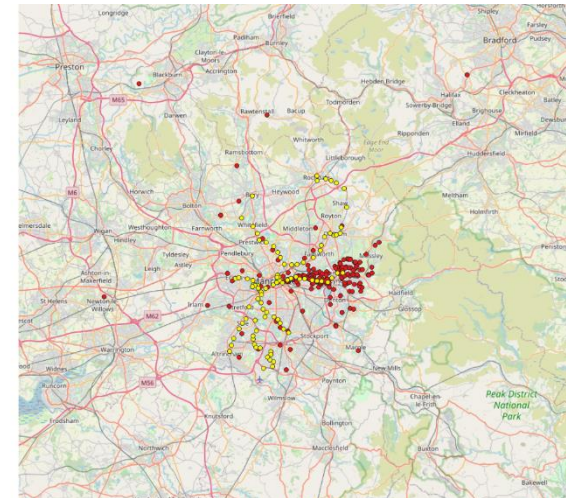
* - less than 1%

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

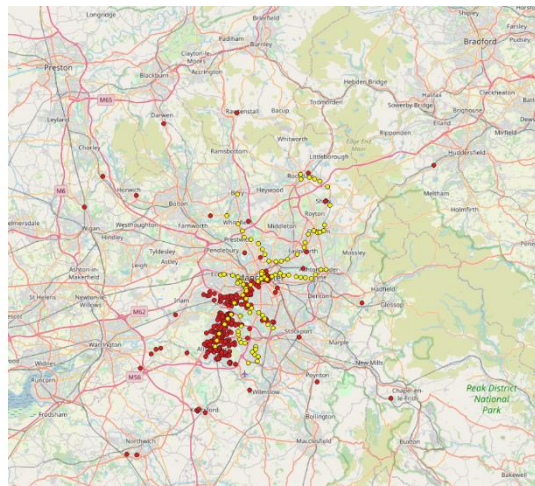
Airport



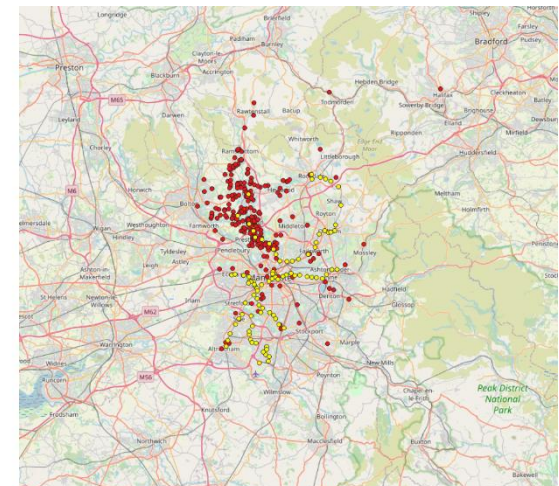
Ashton



Altrincham



Bury

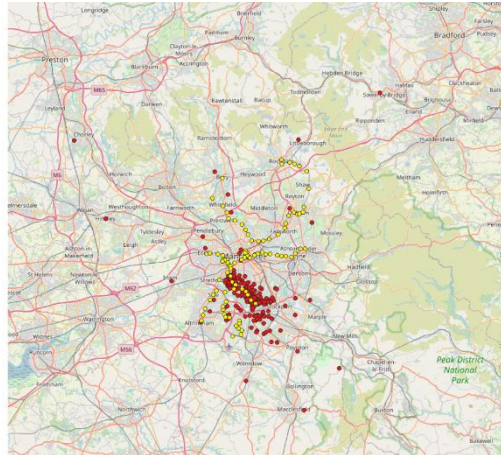


● Tram stop
● Respondent

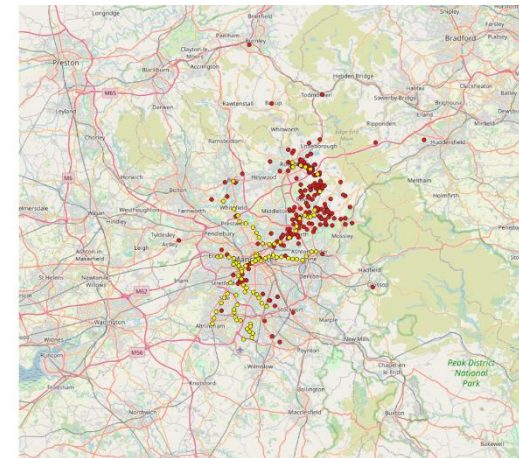
↑ Statistically significant **increase** since 2018
= No change
↓ Statistically significant **decrease** since 2018

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

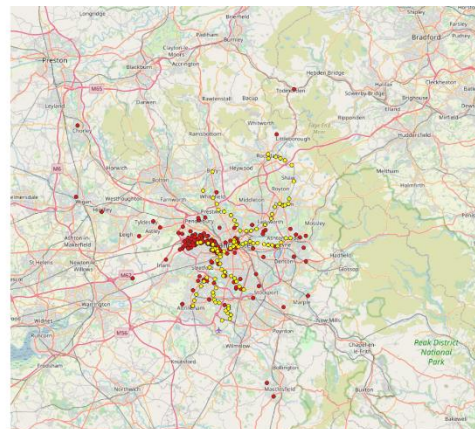
East Didsbury



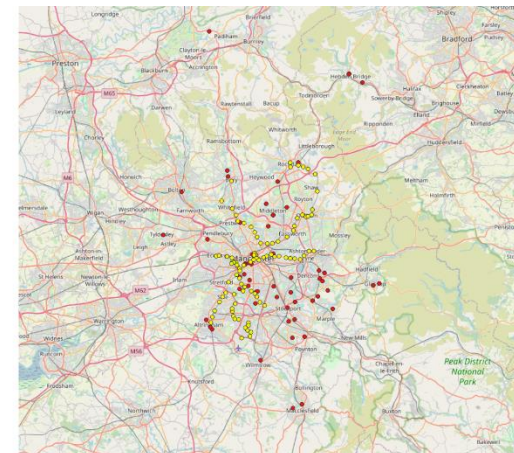
Rochdale



Eccles/ Mediacity UK



City Zone



■ Tram stop
■ Respondent

↑ Statistically significant **increase** since 2018
= No change
↓ Statistically significant **decrease** since 2018

Passenger profile

	Winter 2019/20		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Age								
16-34	36	=	35	45	40	45	50	48
35-59	39	↓	41	34	36	35	34	35
Over 60	18	↓	24	19	20	17	16	17
Not stated	8	↑	*	3	4	2	N/A	N/A
Car availability								
Have a car available and don't mind driving	28	↓	36	31	31	30	32	33
Have a car available but prefer not to drive	23	↓	40	36	36	36	29	33
Don't have a car available	40	↑	20	29	28	29	37	31
Not stated	9	↑	4	5	5	4	2	2
Has a disability								
Yes	13	↓	19	14	15	14	13	9
Ticket type								
Free pass holders	19	↓	22	18	20	18	16	16
Fare-payers	81	↑	78	82	80	82	84	81

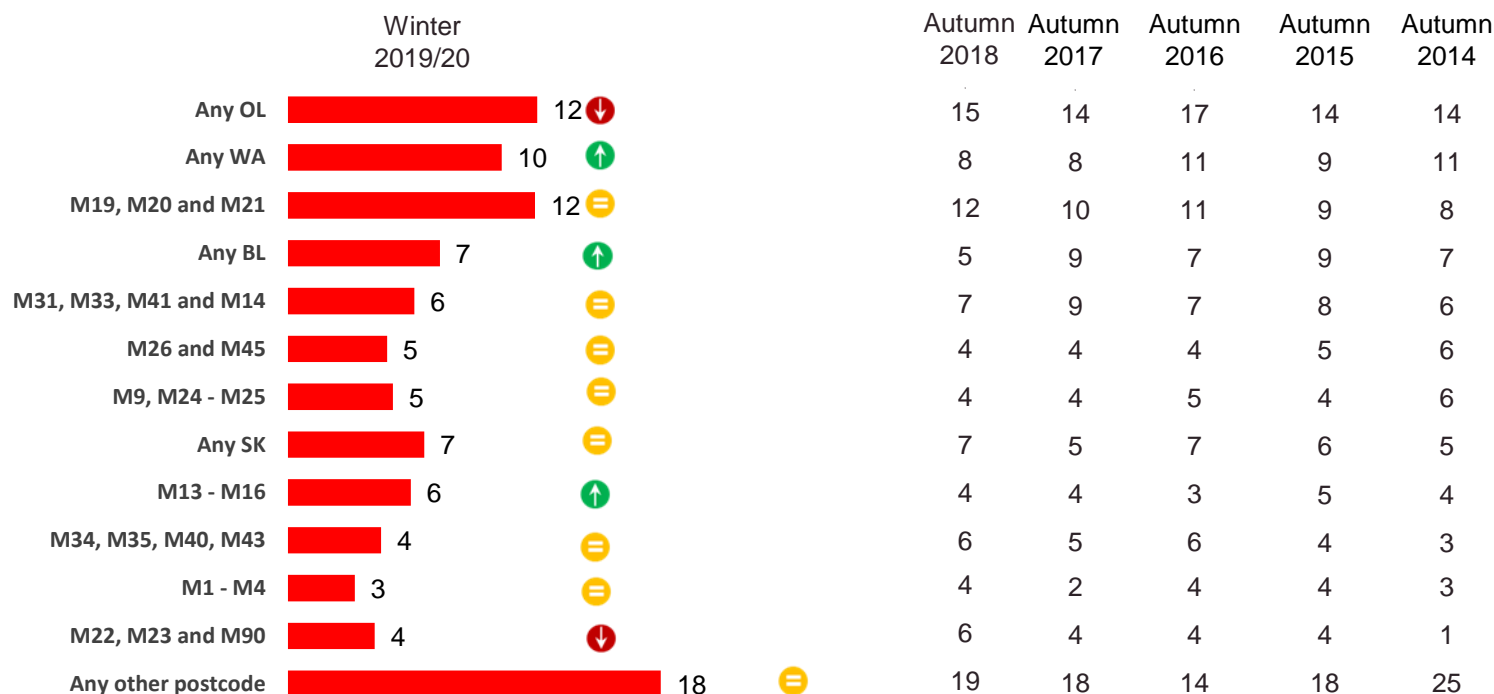
↑ Statistically significant increase since 2018

= No change

↓ Statistically significant decrease since 2018

* - less than 1%

Where Manchester Metrolink passengers live



- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

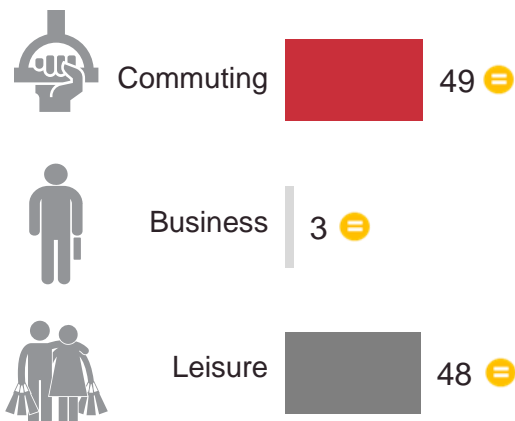
Q: What is your postcode?
Base: All giving a postcode – 2468

Metrolink journeys: summary (1)

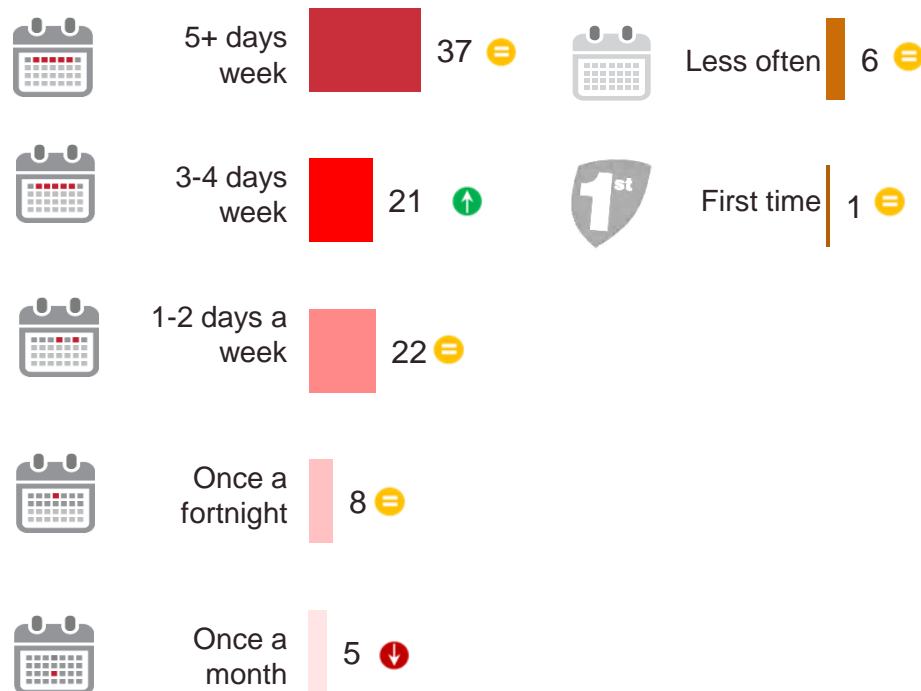


Passenger journey details

Journey purpose



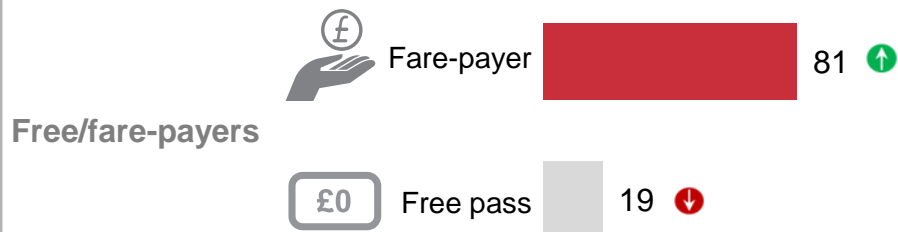
Frequency using trams in area



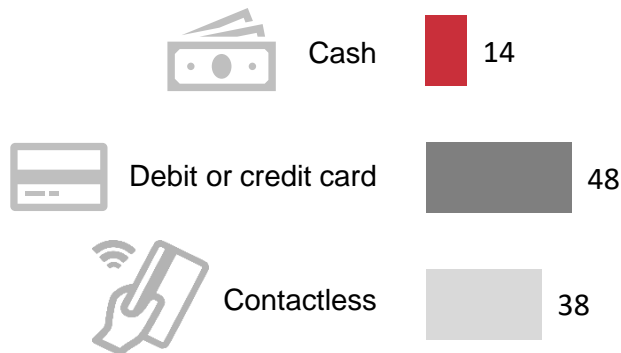
- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

Metrolink journeys: summary (2)

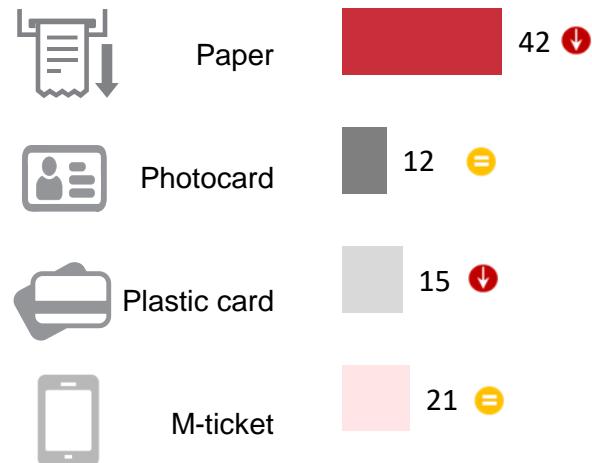
Tickets used for today's journey



Purchased ticket via...



Ticket format



- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

Metrolink journeys: summary (3)

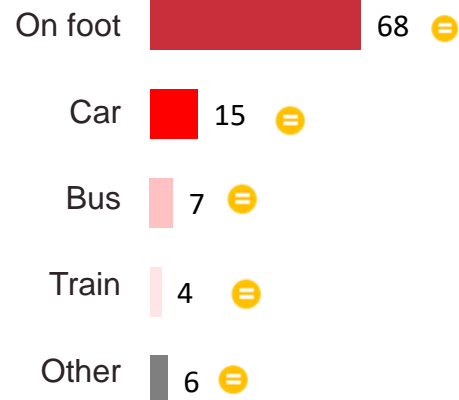
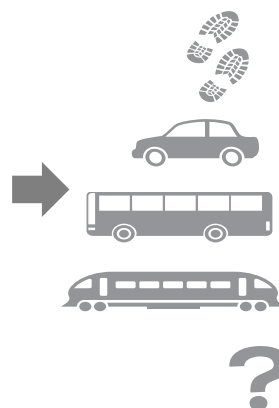
Most used tram stops: journey start

St Peter's Square	9	=
Piccadilly	8	↑
Altrincham	6	↑
Bury	5	=
Victoria	4	=
Piccadilly Gardens	4	=
East Didsbury	3	=
Market Street	3	=

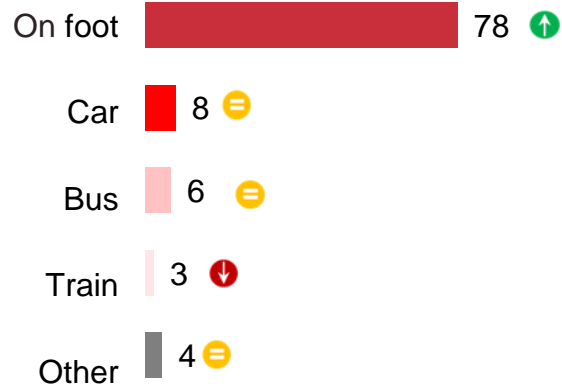
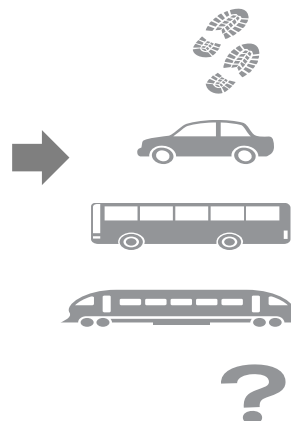
Most used tram stops: journey destination

St Peter's Square	12	=
Piccadilly	7	=
Victoria	5	=
Piccadilly Gardens	5	=
Deansgate-Castlefield	4	=
Market Street	4	=
Altrincham	4	=
Bury	3	=

Mode used to arrive at starting stop (all stops)



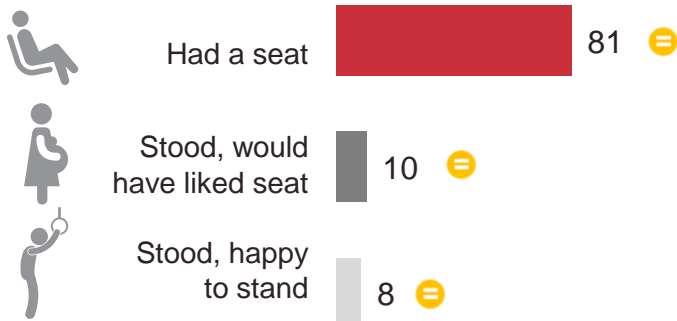
Mode used to travel on from destination stop (all stops)



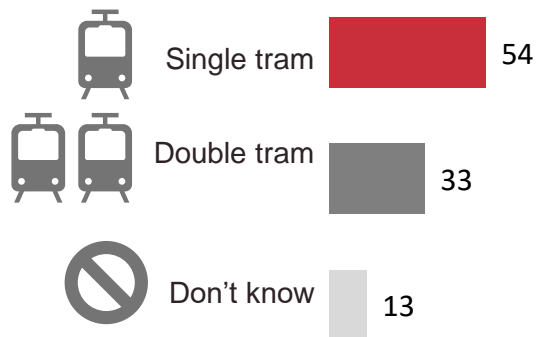
- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

Metrolink journeys: summary (4)

Sitting/standing

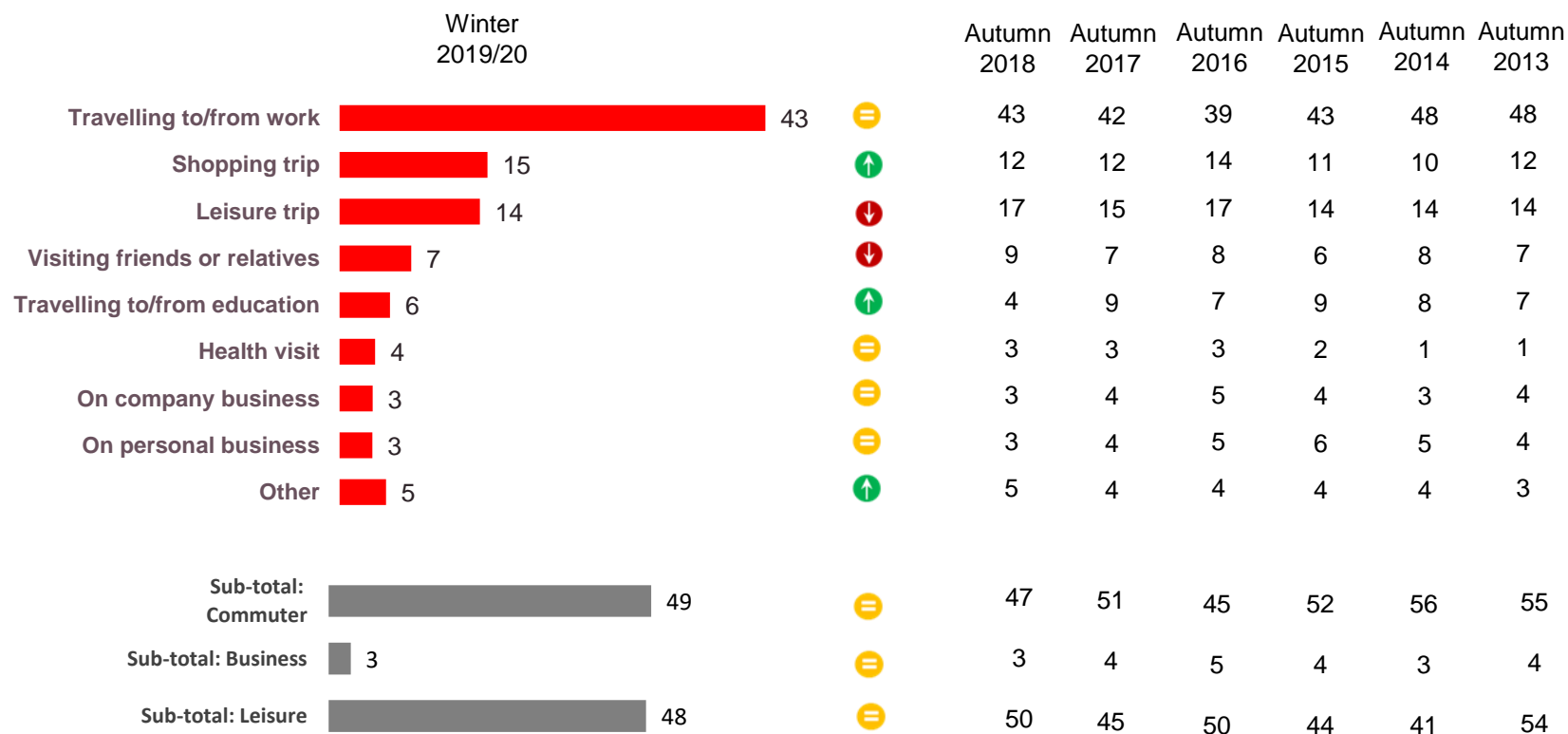


Type of tram



- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

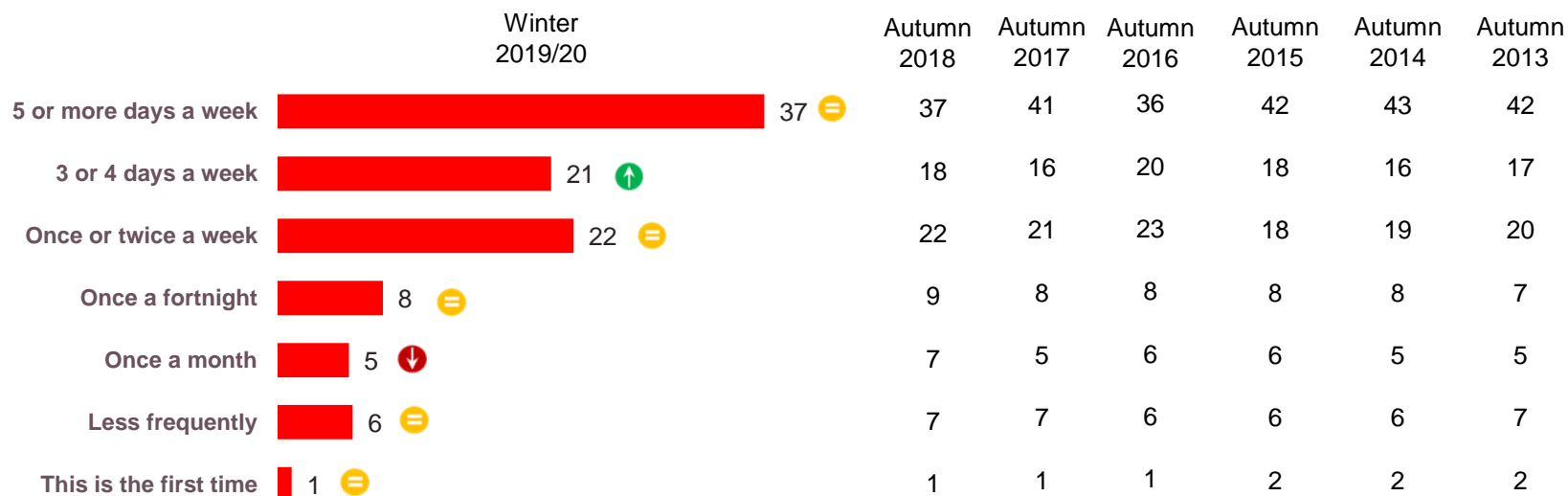
Journey purpose



- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

Q. What is the main purpose of your tram journey today?
Base: All passengers – 2876

Frequency of using Metrolink tramway



- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

Q. How often do you typically travel by tram?
Base: All passengers – 2753

Ticket type

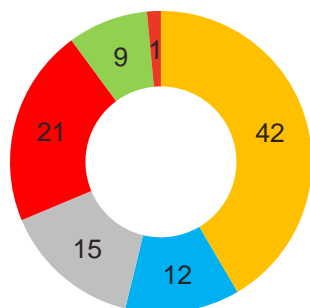


	Winter 2019/20		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Single	12		10	10	9	10	9	9
Return	14		27	31	33	28	22	31
Day ticket	23		9	8	8	13	8	9
Weekly ticket	7		10	11	10	11	12	13
Monthly ticket	17		16	15	12	13	15	11
1 year	3		3	3	2	3	3	4
Free pass/ journey	19		22	18	20	18	16	16
Other	6		2	4	5	4	3	6

- Statistically significant **increase** since 2018
- No change
- Statistically significant **decrease** since 2018

Q. What type of ticket/pass did you use for this tram journey today?
Base: All passengers – 2876

Method of buying ticket and ticket format



	Winter 2019/20		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
■ Paper ticket/pass	42	↓	48	57	64	67	68	68
■ Photocard pass	12	=	13	12	19	19	26	28
■ Plastic card	15	↓	18	16	12	13	4	2
■ Ticket on mobile	21	=	20	15	4	0	0	0
■ Contactless	9	↑	N/A*	N/A*	N/A*	N/A*	N/A*	N/A*
■ Other format	1	=	1	1	1	1	1	2

- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

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

Q. In what format was your ticket?

Base: All passengers – 2866

Metrolink stops used by passengers surveyed



57 per cent of passengers used the trams 3 or more days a week and 22 per cent weekly.
48 per cent of journeys were for leisure purposes

67 per cent had a seat for their whole journey, while 10 per cent said they had to stand but would have liked to have a seat (2018: 81 per cent and 10 per cent)

Boarding	Winter 2019/20						Alighting	Winter 2019/20							
	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2018		Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014				
•St Peter's Square	9	🟡	9	7	5	5	0	•St Peter's Square	12	🟡	12	10	8	0	15
•Piccadilly	8	🟢	6	10	11	11	9	•Piccadilly	7	🟡	7	8	6	6	4
•Altrincham	6	🟢	4	5	7	7	6	•Victoria	5	🟡	4	4	7	5	0
•Bury	5	🟡	4	7	6	6	8	•Piccadilly Gardens	5	🟡	6	4	6	6	5
•Victoria	4	🟡	4	4	4	4	3	•Market Street	4	🟡	3	3	6	7	11
•Piccadilly Gardens	4	🟡	4	3	3	3	6	•Altrincham	4	🟡	3	3	3	4	4
•East Didsbury	3	🟡	2	3	2	2	3	•Deansgate-Castlefield	4	🟡	4	5	5	7	1
•Market Street	3	🟡	3	2	5	5	5	•Bury	3	🟡	3	5	4	5	6

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

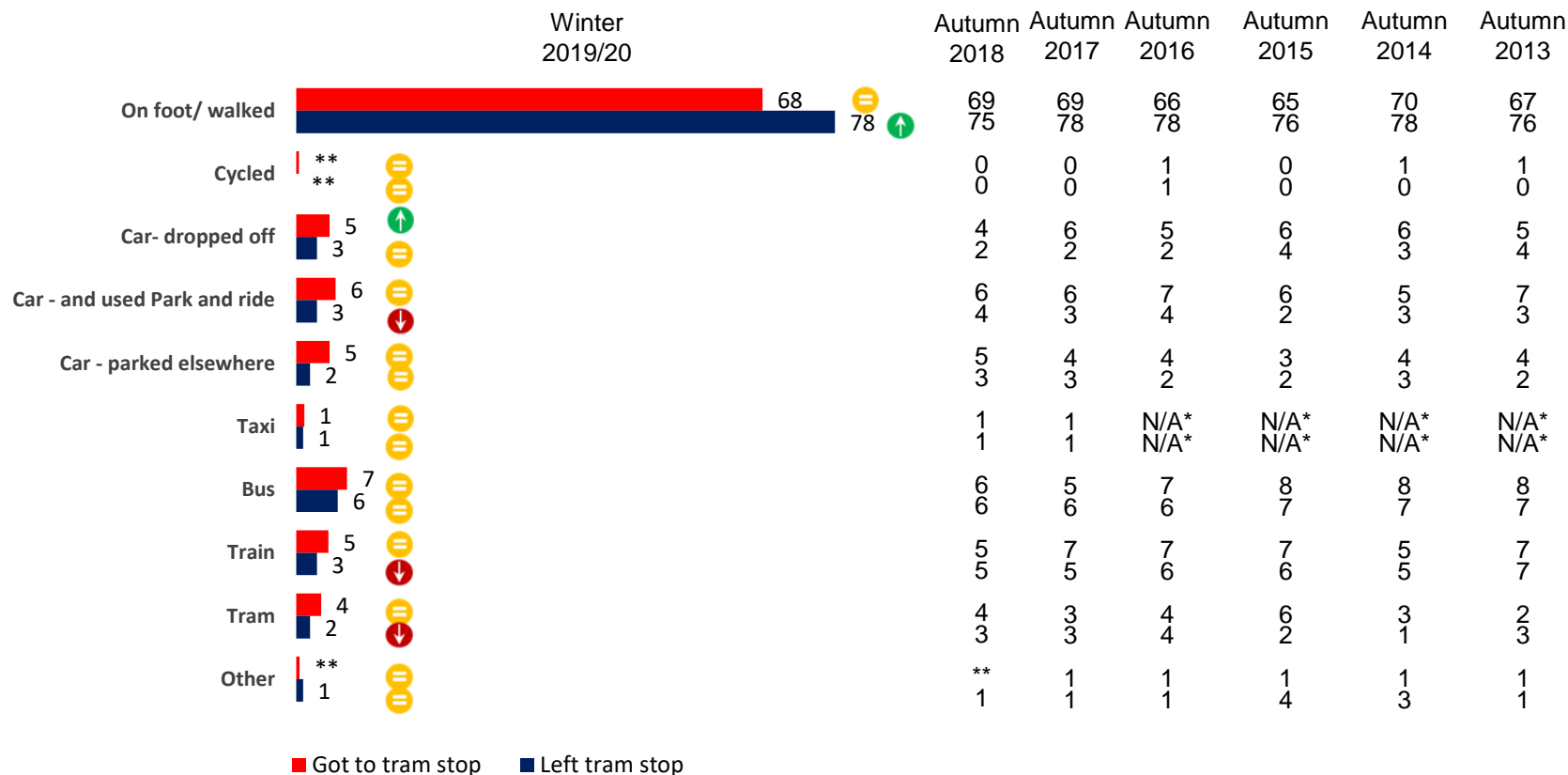
- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

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 - 2849

How got to and from the tram stop



- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

* Not asked before 2017

** Less than 1%

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

Base: All passengers - 2876



Tram Passenger Survey (TPS)

Appendix 2 – Further details on survey background and method

Methodology – fieldwork

Manchester Metrolink (TPS)

Fieldwork: 1 November 2019 to 18 January 2020 (with 2 week gap for Christmas from 22 December to 6 January)

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: 2876 interviews (2093 paper and 783 online)

In 2018 fieldwork took place between 19 September to 8 December 2018

Bus (BPS) data for Transport for Greater Manchester area

Fieldwork: 8 September to 21 December 2019

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: 2,214 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 Winter 2019/20 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)

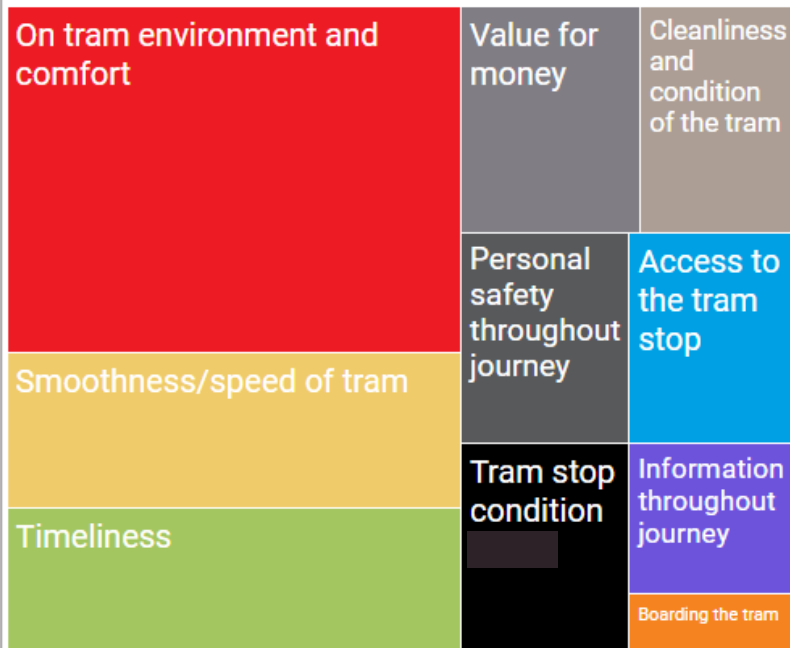
The approach to identifying themes that affect overall passenger satisfaction is split into two stages. At the first stage, we took all 24 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as 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• Provision of grab rails to hold on to when standing/moving about the tram• The amount of personal space you had around you• 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 the tram• The length of time it took to board the tram• The ease of getting off 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 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
6 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
7 Smoothness/speed of tram	<ul style="list-style-type: none">• The amount of time the journey took• Smoothness/freedom from jolting during the journey
8 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
9 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 2019 and 2018 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.

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.

Please fill in the questionnaire after completing your journey with Metrolink and 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/Metrolink

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 journey where 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
---	---	---	---

Q3 What type of ticket or pass did you use for this journey on Metrolink?

- | | | |
|--------------------------|--------------------------|------------------------------------|
| Single ticket..... | <input type="checkbox"/> | A free pass or free journey |
| Return ticket..... | <input type="checkbox"/> | 60+ Concessionary pass..... |
| Day ticket..... | <input type="checkbox"/> | Disabled person's pass..... |
| Weekly ticket..... | <input type="checkbox"/> | Complimentary/ free ticket..... |
| Monthly ticket..... | <input type="checkbox"/> | Other ticket |
| 1 year..... | <input type="checkbox"/> | Family/ group ticket..... |
| Family/group ticket..... | <input type="checkbox"/> | Other (please specify)..... |

For office use only:

MA

Q4 In what format was your ticket?

- | | | | |
|--|--------------------------|---|--------------------------|
| A standard paper ticket/ pass..... | <input type="checkbox"/> | A photo card ticket/ pass..... | <input type="checkbox"/> |
| A plastic card you touched on to the smart reader..... | <input type="checkbox"/> | An electronic ticket on the get me there app..... | <input type="checkbox"/> |
| Contactless bank card..... | <input type="checkbox"/> | Other format..... | <input type="checkbox"/> |

Q5 How did you pay for your ticket?

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

Q6 If you purchased a Metrolink ticket today, how easy did you find it to buy a ticket?

- | | |
|---------------------------------|--------------------------|
| Very difficult..... | <input type="checkbox"/> |
| Difficult..... | <input type="checkbox"/> |
| Neither easy nor difficult..... | <input type="checkbox"/> |
| Easy..... | <input type="checkbox"/> |
| Very easy..... | <input type="checkbox"/> |
| Did not buy a ticket today..... | <input type="checkbox"/> |

Q7 How confident are you that you bought the lowest price ticket for your travel today?

- | | |
|---------------------------------|--------------------------|
| Very confident..... | <input type="checkbox"/> |
| Fairly confident..... | <input type="checkbox"/> |
| Not confident..... | <input type="checkbox"/> |
| Don't know/ not applicable..... | <input type="checkbox"/> |

Q8 What is the main purpose of your journey on Metrolink today?

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

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

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

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

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

Q11 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

Q12 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
Is general condition/standard of maintenance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is freedom from graffiti/vandalism.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is 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"/>
Ticket buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of ticket machines.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time it took to buy a ticket at the ticket machine.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 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

Q14 Approximately, how long did you wait for your tram?
 (Please write the time in minutes)

Q15a Did you check any travel information before leaving for the tram stop, to find out when the tram was meant to arrive?

- Yes..... ☐ No..... ☐

Q15b Did you check any of the following at the tram stop to find out when the tram was meant to arrive?
 (Please tick all that apply)

- Electronic display at the stop..... ☐ Information posters at the stop..... ☐
 Online tram times..... ☐ Disruption updates (e.g. Twitter/Facebook)..... ☐
 Telephoned for information..... ☐ Other..... ☐

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

Q17 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..... ☐

Q18 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

Q19 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
Rear/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"/>

Q20 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"/>
Simplicity/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 safety of the driving (i.e. appropriateness of speed, driver concentration).....	<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"/>

Q21 Did you get a seat on the tram?

- Yes – for all of the journey..... ☐ No – but you were happy to stand/choose not to sit..... ☐
 Yes – for part of the journey..... ☐ No – but you would have liked a seat..... ☐

Q22a Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

- Yes..... ☐
 No..... ☐

Q22b 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..... ☐
 Passengers taking/under the influence of drugs..... ☐ Music being played loudly..... ☐
 Abusive or threatening behaviour..... ☐ Smoking..... ☐
 Rowdy behaviour..... ☐ Graffiti or vandalism..... ☐
 Passengers not moving out of priority seats..... ☐ Loud use of mobile phones..... ☐
 Passengers not paying their fares..... ☐ Other (write in)..... ☐

Q23 Was your journey on Metrolink today delayed at all?

Yes..... ☐
No..... ☐

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

Q24 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..... ☐

Q25 If something could have been improved on your journey on Metrolink today what would it have been?

Q26 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..... ☐

8 Your opinion of Metrolink generally

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

Q27 How satisfied or dissatisfied are you with the following:

	Very satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
Your usual experience on board Metrolink vehicles.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often the Metrolink services arrive.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Metrolink services arrive when you expect them to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Metrolink journeys operate without delays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way any delays to your Metrolink journeys are dealt with.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The levels of crowding on Metrolink.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ways you can buy Metrolink tickets.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 How satisfied or dissatisfied are you with the following:

	Very satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
Metrolink customer services helpline.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metrolink website.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metrolink information at stops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Announcements for passengers at stops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presence of staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver announcements on vehicles.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about your next service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metrolink App.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about delays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided via social media (e.g. twitter/ facebook).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of information provided about planned service changes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about planned service changes is provided far enough in advance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29a How would you rate Metrolink services for the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
Ease of getting to local amenities (e.g. shops, hospitals, leisure facilities).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection with other forms of public transport (e.g. trains/buses).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting to special events (e.g. football, concerts etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29b And how satisfied or dissatisfied are you overall with Metrolink 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"/>

Q30 Thinking about your overall experience, please rank in order your top three priorities for improvements to Metrolink services. Write in number 1 to 3 in the selected boxes where 1 is the most important and 3 is the third most important.

Do not write the same number in more than one box.

<input type="checkbox"/>	Reliable ticket machines	<input type="checkbox"/>	Overall customer service
<input type="checkbox"/>	Smart ticketing (e.g. get me there, London Overground, contactless payment)	<input type="checkbox"/>	Car parking
<input type="checkbox"/>	Lower fares	<input type="checkbox"/>	Information on the next service due and delays
<input type="checkbox"/>	Service reliability	<input type="checkbox"/>	Cycle access/ storage facilities
<input type="checkbox"/>	Cleanliness of stops and vehicles	<input type="checkbox"/>	Personal security
<input type="checkbox"/>	Disability access	<input type="checkbox"/>	More double trams
<input type="checkbox"/>	Pedestrian routes to stops	<input type="checkbox"/>	Trams more frequent

Q31 Thinking about your usual experience on Metrolink, how satisfied or dissatisfied are you with the overall service provided?

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

Q32 How often do you typically travel on Metrolink?

(Please tick the closest to your frequency of tram use)

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

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)..... ☐ Retired..... ☐
 Working part time (under 30 hours)..... ☐ Full time student..... ☐
 Not working – seeking work..... ☐ Other..... ☐
 Prefer not to say..... ☐

QD Which of the following best describes your ethnic background?
 White..... ☐ Black, African/Caribbean or Black British..... ☐
 Mixed/multiple ethnic groups..... ☐ Chinese..... ☐
 Asian or Asian British..... ☐ Arab..... ☐
 Other ethnic group..... ☐ Prefer not to say..... ☐

QE Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?
 No, none..... ☐ Yes..... ☐
 Prefer not to say..... ☐

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 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)..... ☐ Text service..... ☐
 A website..... ☐ Displays at stops..... ☐
 Twitter..... ☐ Email alerts..... ☐
 Facebook..... ☐ None of these..... ☐

QH 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..... ☐

Your response to this survey is being collected by AECOM on behalf of Transport Focus. Any personal data you provide will be held in strict confidence and stored securely and in accordance with all legislation governing the protection of personal information, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). We will not make your personal information available to anyone without your knowledge or 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 sensitive information. For further information about your legal rights and how to exercise these, please visit aecom.com/privacy-policy or email AECOM's Data Protection Officer at privacyquestions@aecom.com.

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 this 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..... ☐

If you have any queries about this survey or how your data will be used please contact Jodie Knight at AECOM on 0161 527 8328. If you would like to check that this survey is genuine, you can contact the Market Research Society on 0800 5799696 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 (www.transportfocus.org.uk) or follow @transportfocus on Twitter.

If you would be happy to participate in future research projects for TFGM please tick the relevant box below and complete the contact details to provide your consent.

I am happy to be contacted by Transport for Greater Manchester for other research..... ☐

Name:
 Email address:

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

Winter 2019/20 results

June 2020

Insight Team, Transport Focus, Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX