



Tram Passenger Survey (TPS) – Sheffield

Winter 2019/20 results

May 2020

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

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Tram Passenger Survey (TPS) Sheffield

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 2019/20 TPS covered tram services in Manchester, and Sheffield.



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 28 January 2020**

Supertram experienced flooding issues during October and early November 2019 so fieldwork did not start in Sheffield until late November due to this. Also during December 2019, the Tram train line experienced technical and signal issues so services were suspended, delaying fieldwork resuming on this line until January 2020.

455 surveys were completed for Sheffield Supertram in winter 2019/20.

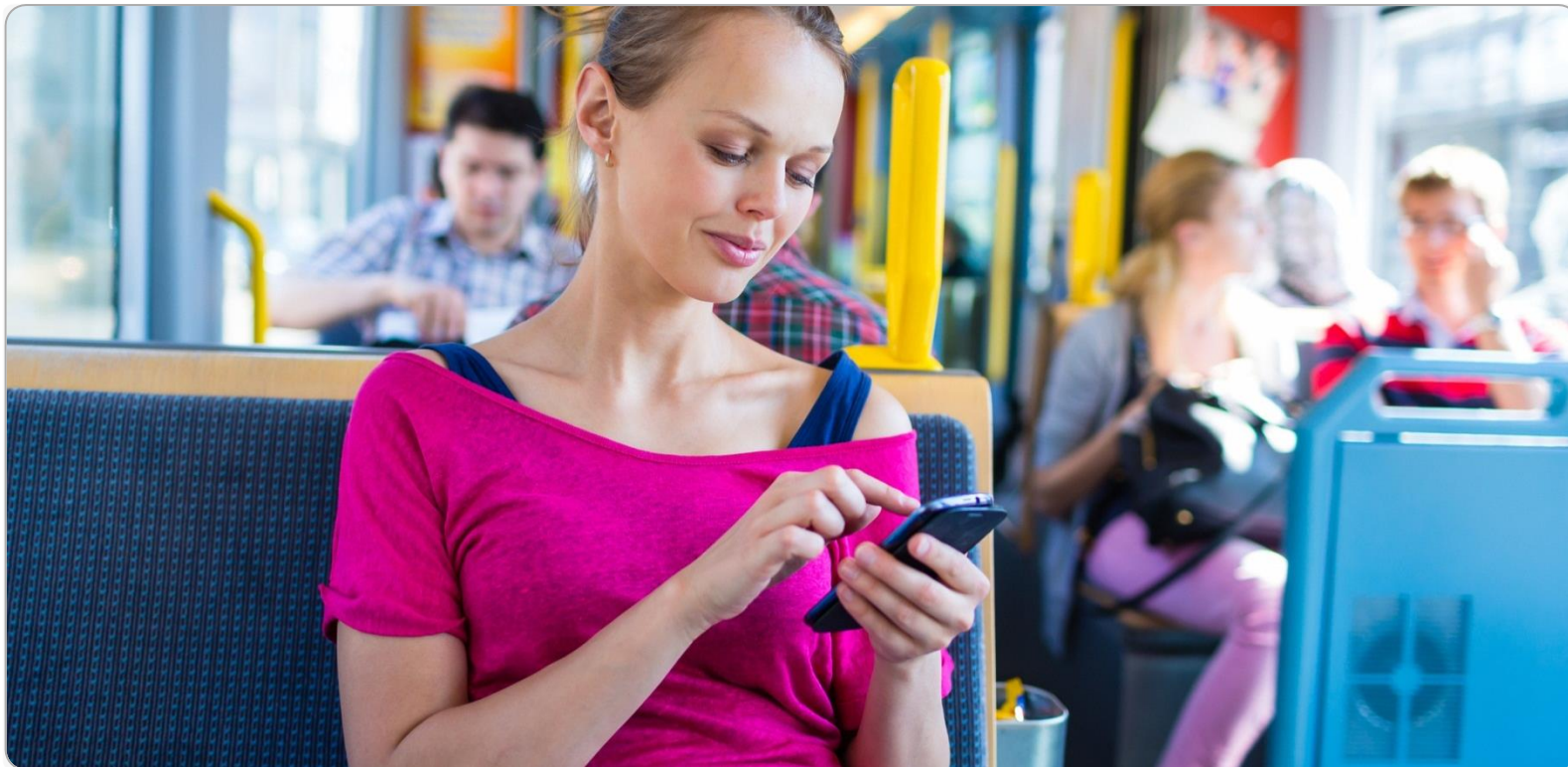
For further details of the survey method, see Appendix

The Sheffield network in context

The Network	Passenger Journeys	Ticket Purchasing	Information at stops	Frequency	Engineering disruptions/other notes
 <p>4 lines 50 stops 22 miles</p>	11.9* million	<p>✗ TVMs at stops</p> <p>✓ Conductors on board</p>	<p>Info boards at stops ✓ (TTs, fares)</p> <p>✗ Passenger Info Displays</p>	<p>Mon-Sat: every 5-20 mins</p> <p>Sun: 10-20 mins</p>	<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.
 <p>7 lines 93 stops 57 miles</p>	43.7** million	<p>✓ TVMs at stops</p> <p>✗ Conductors on board</p>	<p>✓ Info boards all stops (TTs, fares)</p> <p>✓ Passenger Info Displays (Not all stops on Bury and Altrincham lines)</p>	<p>Mon-Sat: every 6-12 mins</p> <p>Sun: 12-15 mins</p>	<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

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

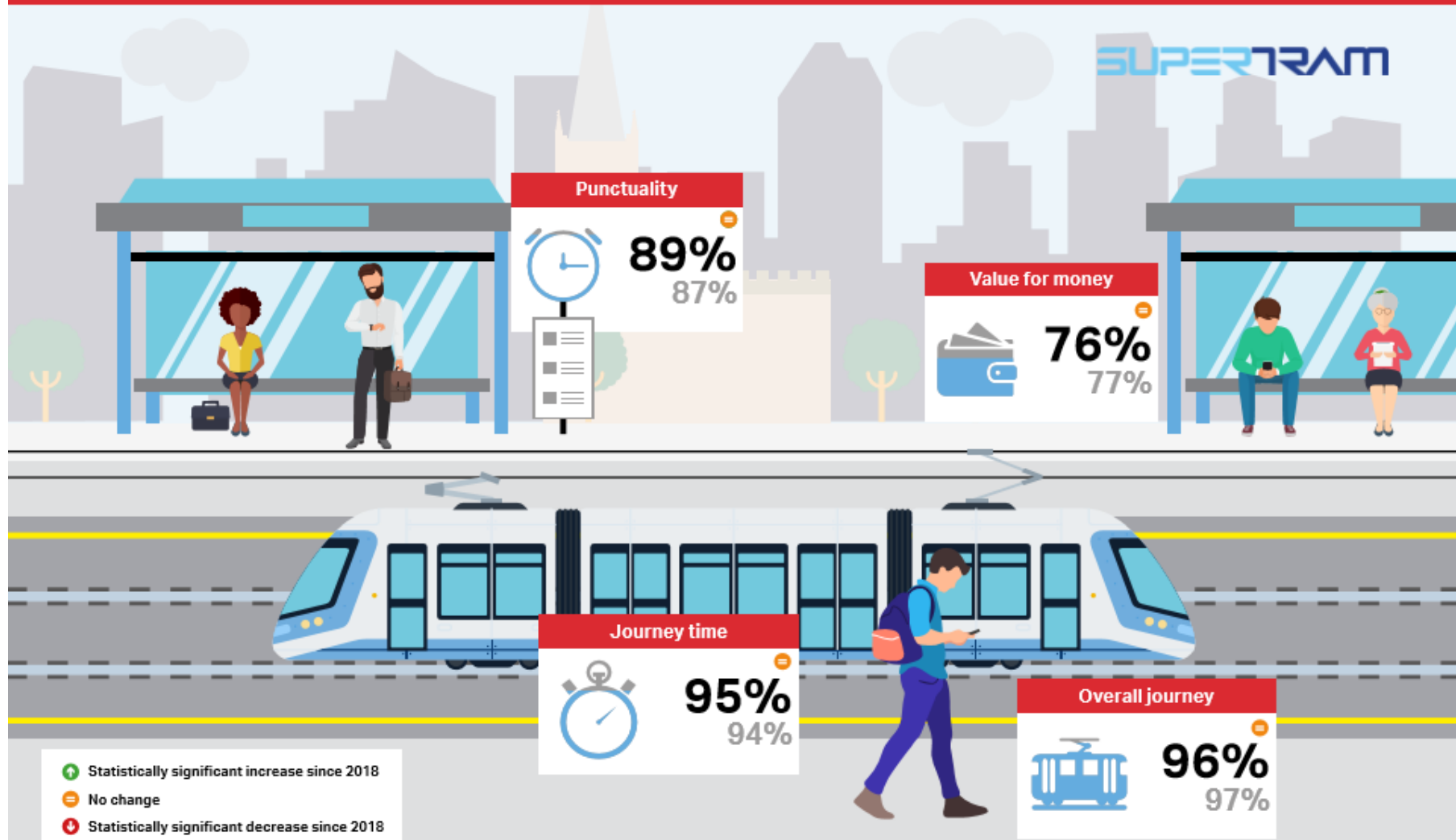
**Source: Direct from operator



Tram Passenger Survey (TPS) – Sheffield

Key findings

Key Performance measures for Sheffield Supertram Winter Results 2019/20



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

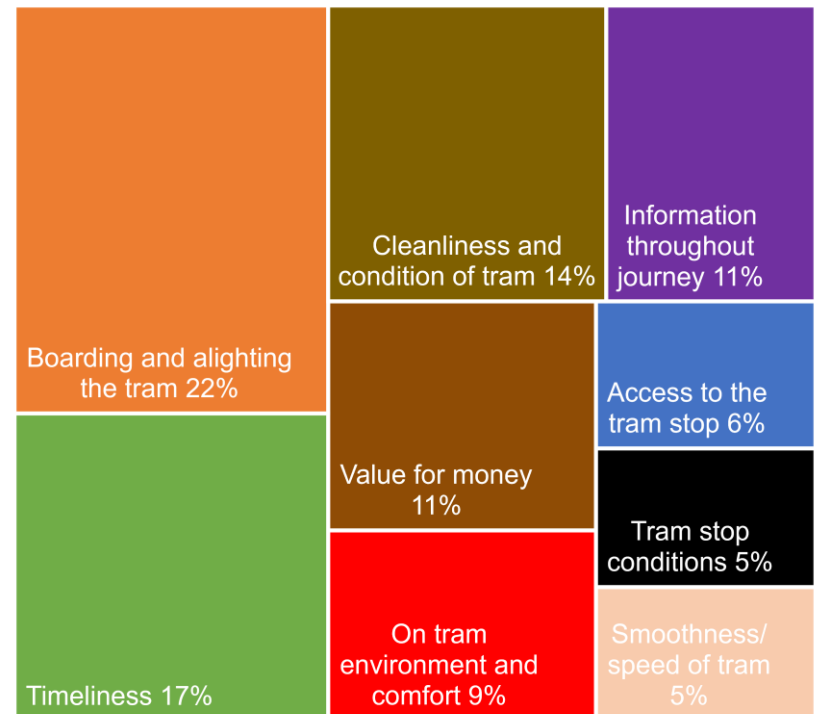
What makes a satisfactory or great journey on Supertram?

The top factors linked to overall journey satisfaction*

What makes a satisfactory journey?



What makes a great journey?



*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'.

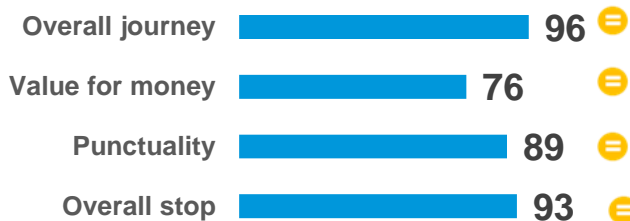
The right hand chart shows which themes most differentiate between those fairly and very satisfied overall – making a 'great' journey.

The analysis combines data from 2019 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.

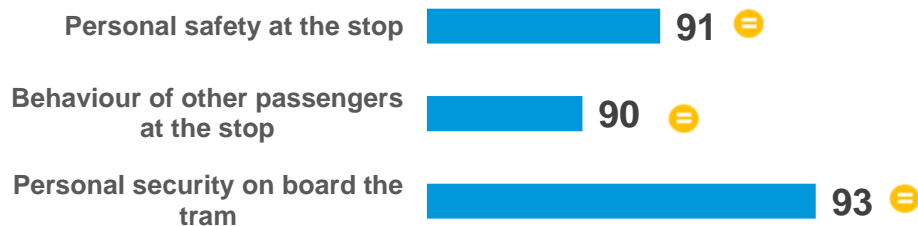
See appendix 2 for a full explanation of the analysis to identify factors linked to overall journey satisfaction.

Passenger experience in Sheffield 2019: across the network

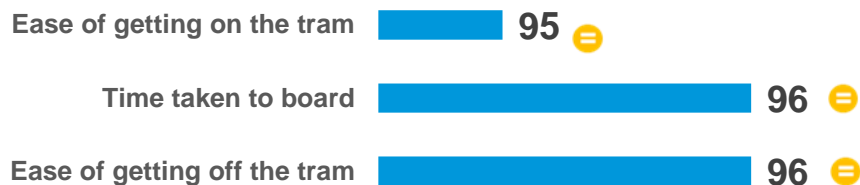
Satisfaction with key measures:



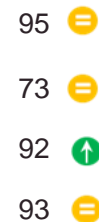
Satisfaction with other measures which make a satisfactory journey:



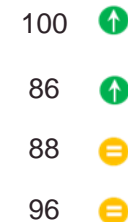
Satisfaction with other measures which make a great journey:



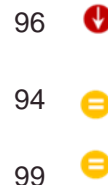
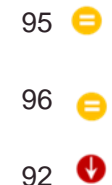
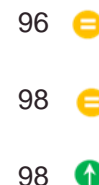
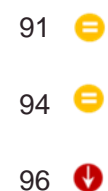
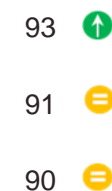
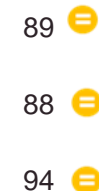
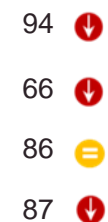
Blue/Purple route



Yellow route



Tram Train**



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

**Tram Train line opened in November 2018

Overall passenger experience in Sheffield Winter Results 2019/20: a snapshot

At the stop

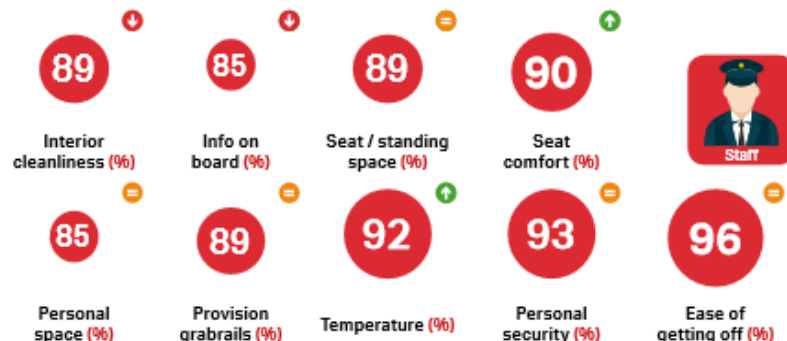


- ↑ Statistically significant increase since 2018
- = No change
- ↓ Statistically significant decrease since 2018

Boarding



On board

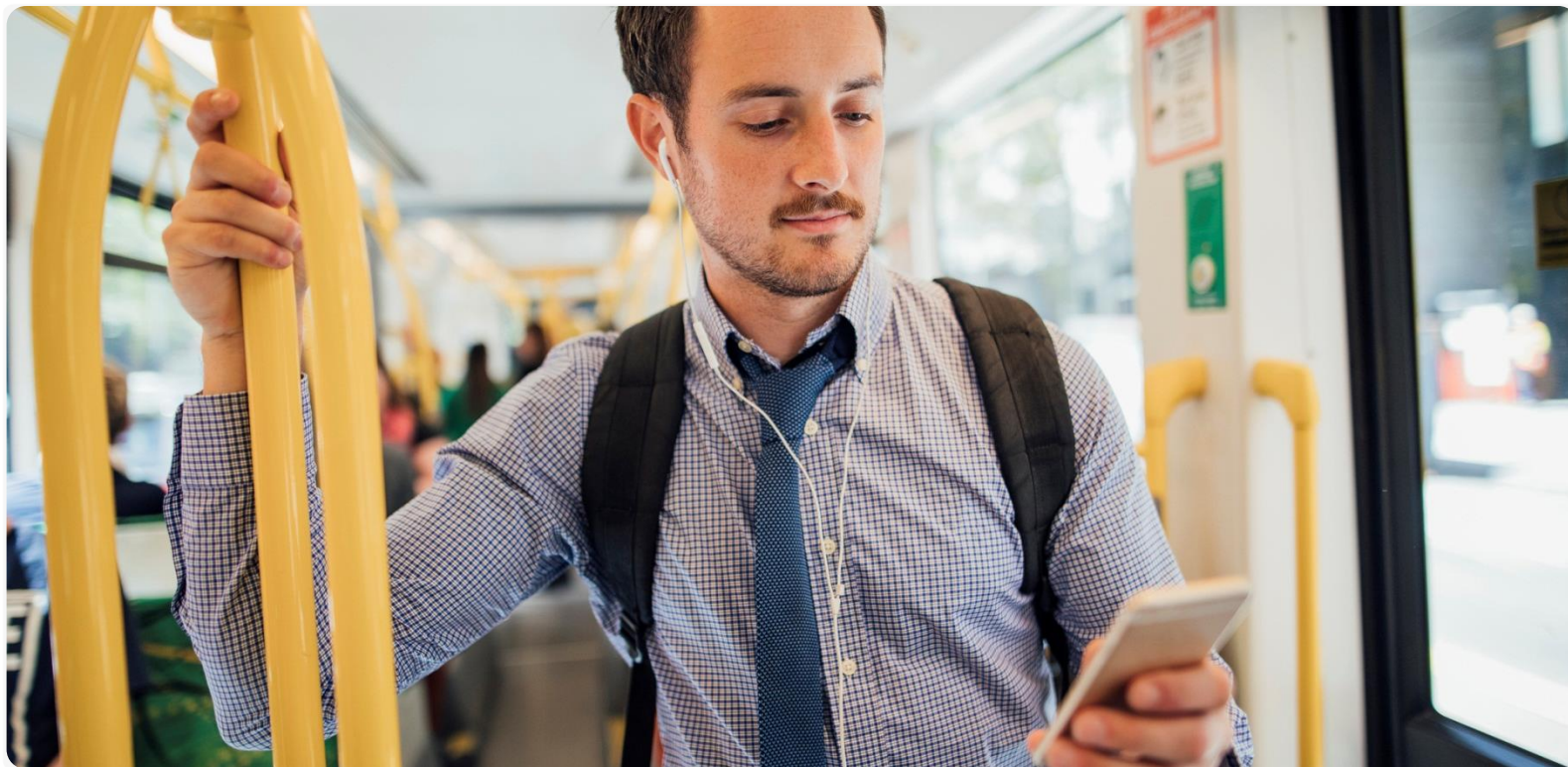


Summary of key findings (1)

- In the Winter 2019/20 wave of the Tram Passenger Survey 96 per cent of Supertram passengers are satisfied with their journey overall. This is a similar figure compared to 2018 (97 per cent). Two thirds of passengers (67 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 (89 per cent satisfied)
- Overall satisfaction is quite consistent across different passenger groups
- The key factor which makes journeys satisfactory on Supertram is the personal safety of passengers throughout the journey on the trams. Satisfaction with personal safety at the tram stop, behaviour of other passengers at the tram stop and personal security whilst on the tram were all 90% or above.
- The key factor which makes journeys great on Supertram is boarding and alighting the tram. Satisfaction is generally high for aspects linked to this, in the ease of getting off the tram (96 per cent), the time taken to board (96 per cent) and the ease of getting on the tram (95 per cent).
- The lowest rated aspects are the amount of personal space on board, which have remained similar to 2018 (both 85% respectively)
- Amongst fare-paying passengers, 76 per cent are satisfied with value for money. This is similar figure to 77 per cent in 2018.

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 Yellow line: 100 per cent compared to 95 per cent on the Blue/Purple line and 94 on the Tram train line.
- 30 per cent of passengers spontaneously mention an improvement that could have been made to their journey (29 per cent in 2018). The most common improvement mentioned relates to the fares and tickets.
- Other improvements relate to the design, comfort and condition of the vehicles and frequencies and routes.
- 4 per cent of passengers experienced a delay on their journey (2018: 7 per cent).
- Just less than half of all passengers (42 per cent) are using Supertram to commute. 35 per cent are travelling for work; 7 per cent for education
- 44% of passengers used tickets on a plastic card whilst 33% used paper tickets. Only 4 per cent use an m-ticket and this is similar to the figure in 2018 (3 per cent).



Tram Passenger Survey (TPS) – Sheffield

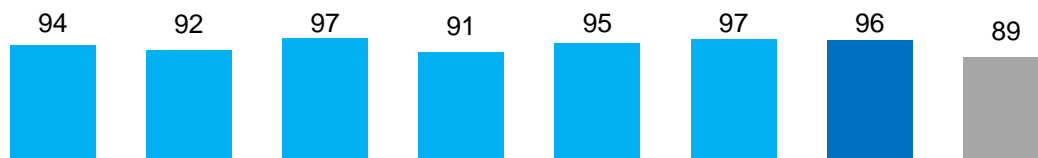
Experience and opinions of the journey

Experience and opinions of the journey: summary

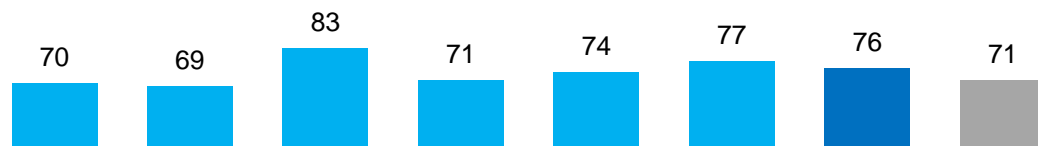
Satisfaction with today's journey:



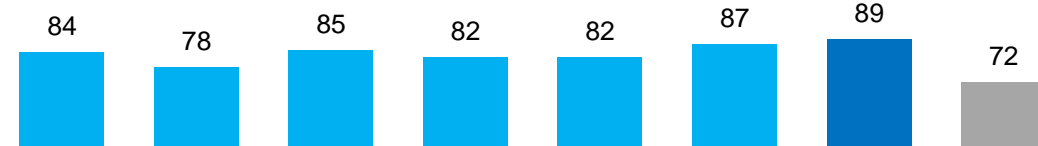
Overall journey



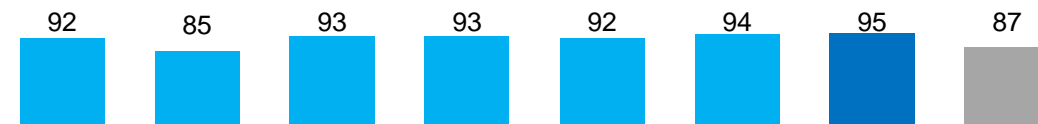
Value for money



Punctuality



On-vehicle journey time



Autumn
2013

Autumn
2014

Autumn
2015

Autumn
2016

Autumn
2017

Autumn
2018

Winter
2019/20

Buses in
South
Yorkshire

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 (63%)

Be **commuters** (54%)



Time of travel

Be travelling during **off-peak** times
(55%)

Travel during **off-peak** times (44%)



Frequency of travel

Travel the **most frequent** (39% 5 or
more days a week)

Travel the **most frequent** (51% 5 or
more days a week)



Access to private
transport

Have **easy** to **moderate** access to
private transport (33% 'easy'; 37%
'moderate')

Have **moderate** access to private
transport (38%)



Age and gender

Be **under 35** (34% 16-34) and female
(60%)

Be **younger** (44% 16-34)

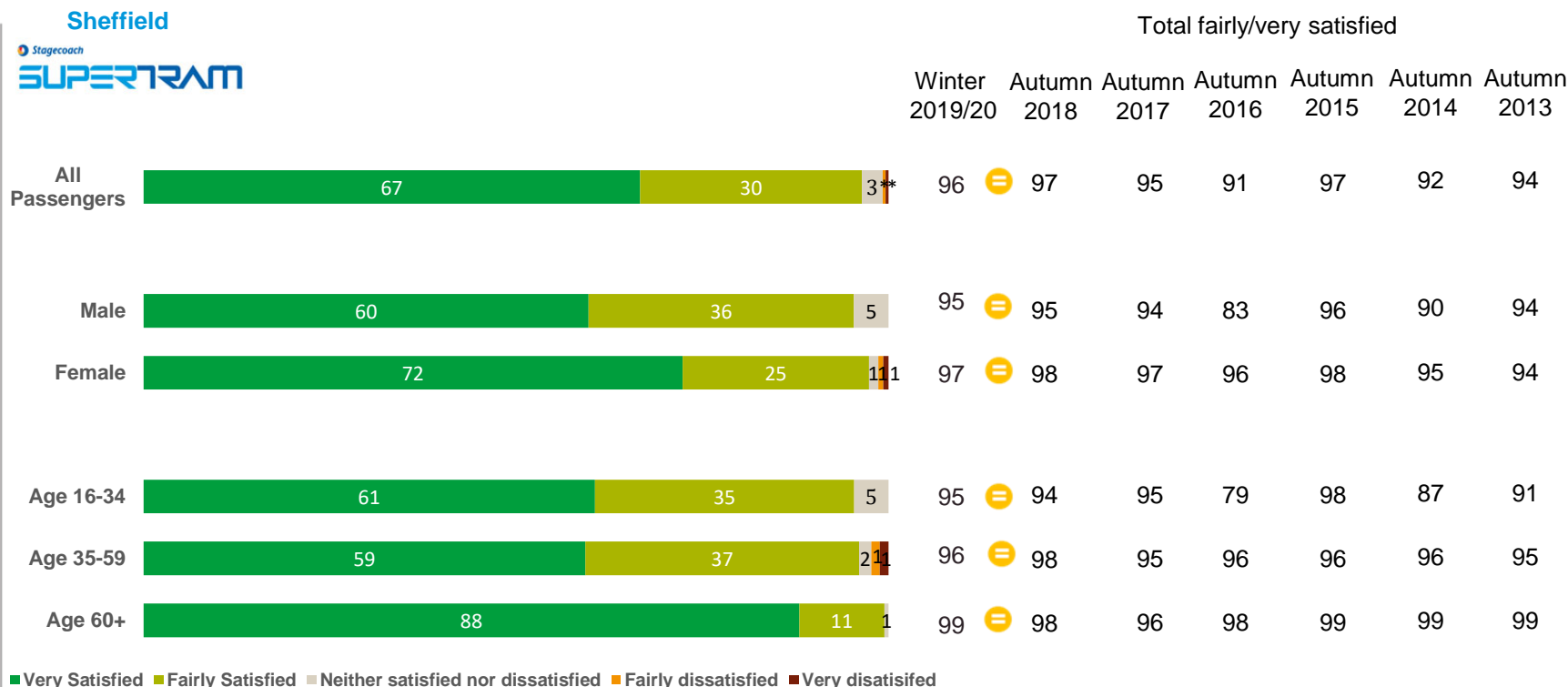
Base: those 'very satisfied' with journey
overall (596)

Base: those 'fairly satisfied' with journey
overall (189)

Sample size of not satisfied
passengers too small to report

Base: those 'neither/nor', 'fairly
dissatisfied' or 'very dissatisfied' with
journey overall (3)

Overall satisfaction (%) – by gender and age



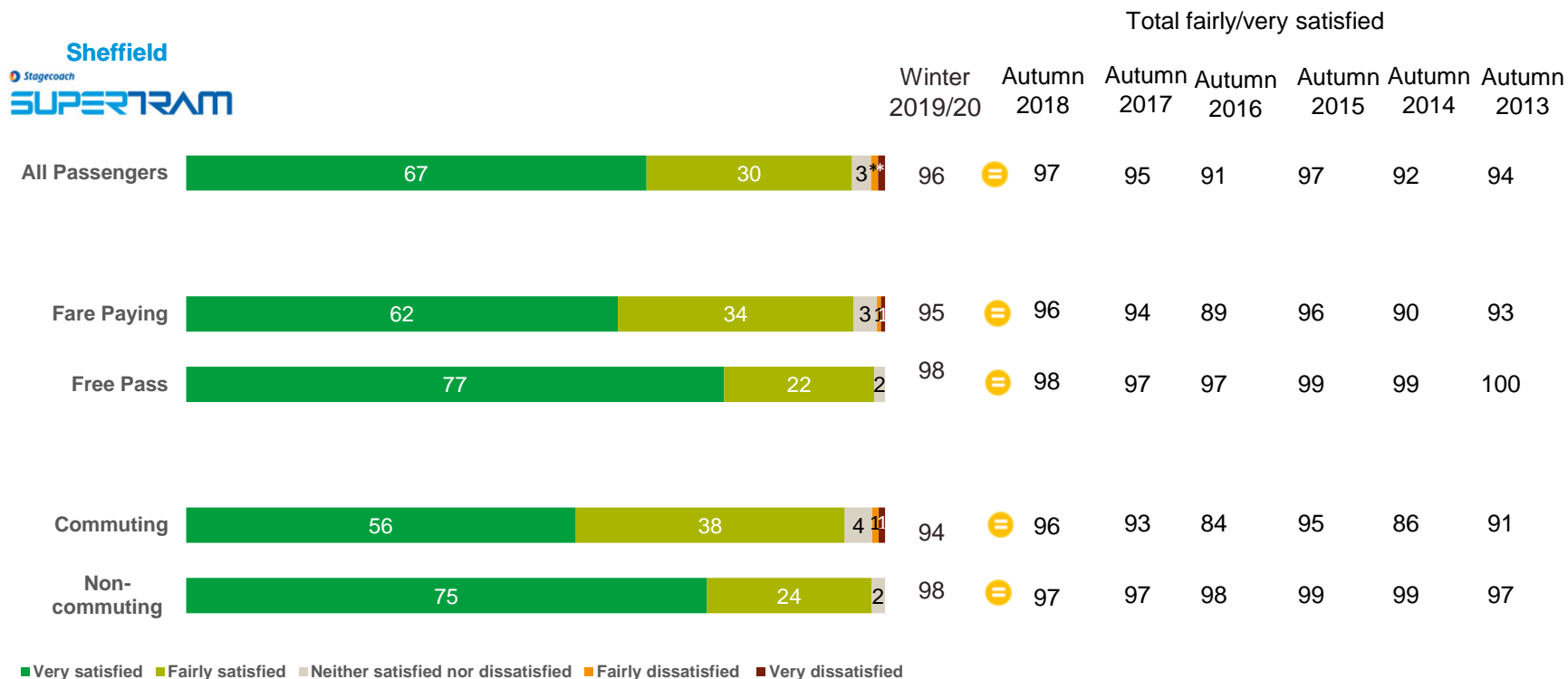
Q. Overall, taking everything into account from the start to the end of this tram journey, how satisfied were you with your tram journey today?

Base: All passengers – 455

*Indicates a proportion lower than 1%

- ⬆ Statistically significant increase since 2018
- = No change
- ⬇ Statistically significant decrease since 2018

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 – 455

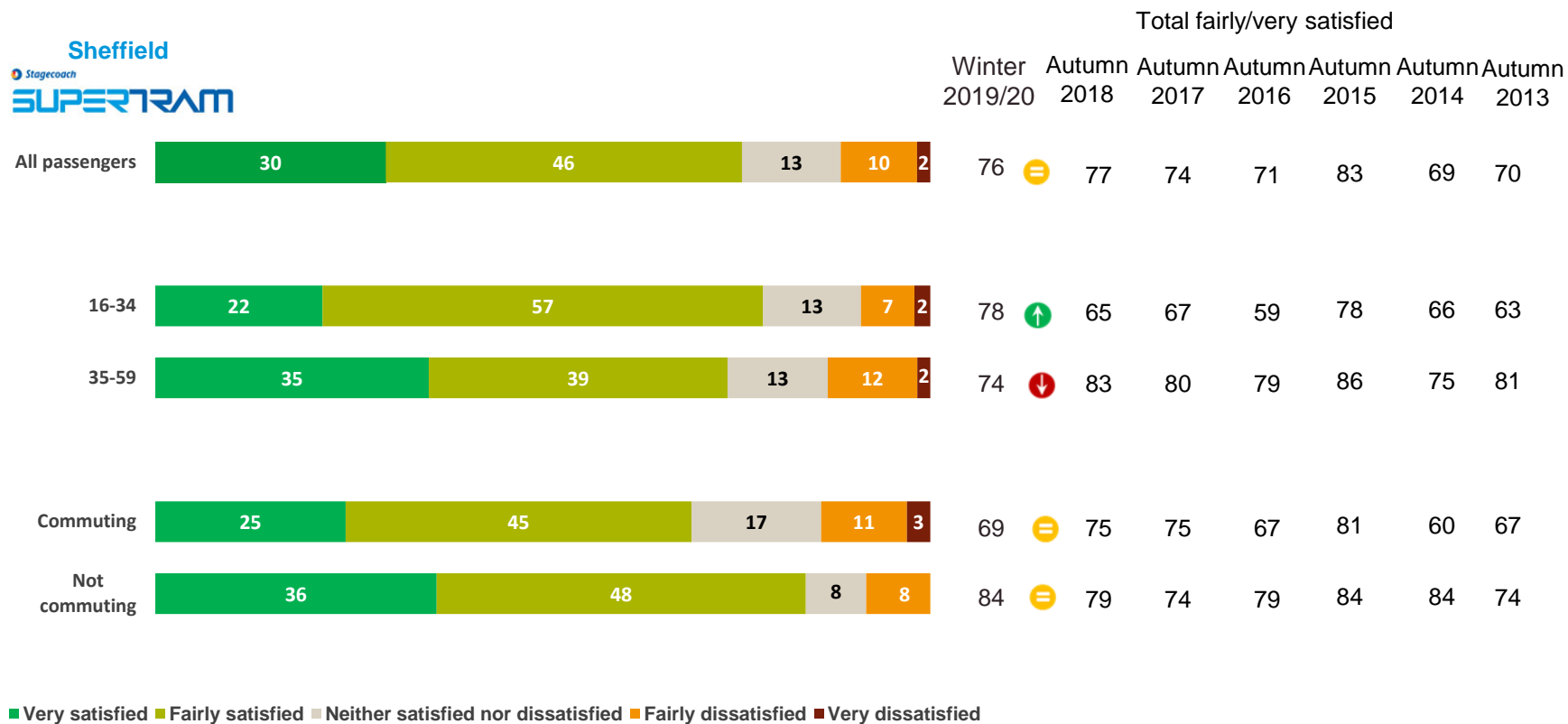
*Indicates a proportion lower than 1%

↑ Statistically significant increase since 2018

= No change

↓ Statistically significant decrease since 2018

Value for money (%) – fare-payers only



Q. How satisfied were you with the value for money of your journey?

Base: All fare-paying passengers – 191

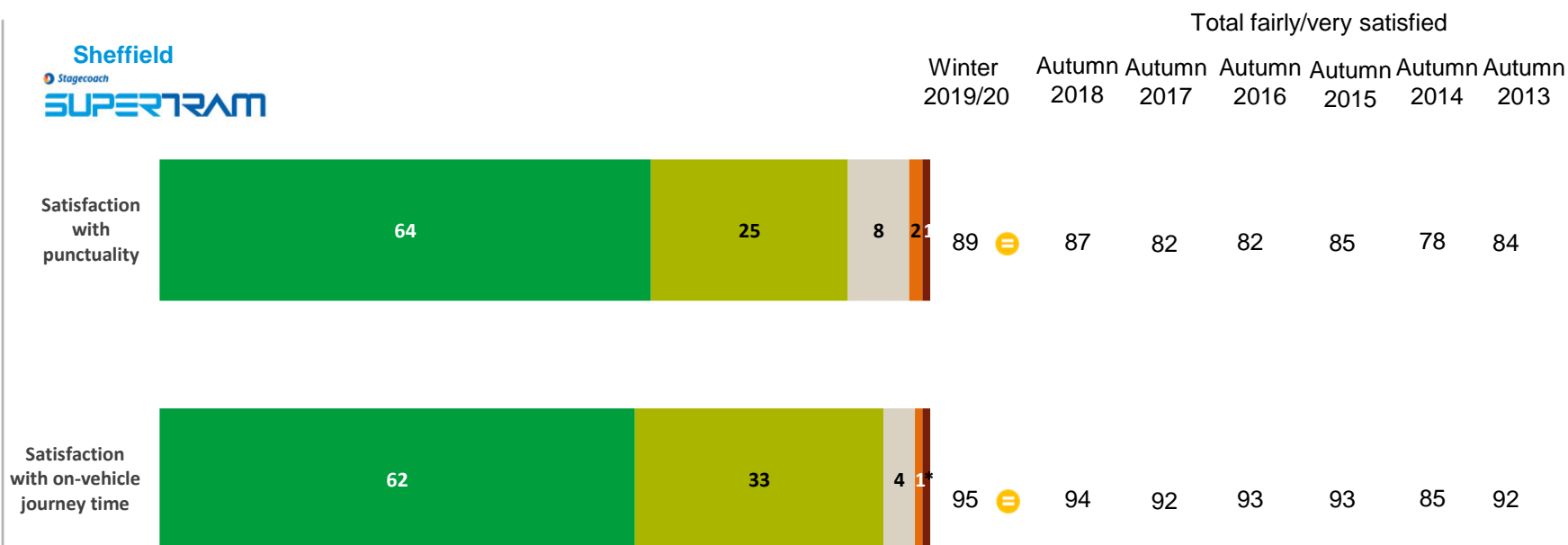
*Indicates a proportion lower than 1%

↑ 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 – 434

Q. How satisfied were you with the amount of time your journey on the tram took? Base: All passengers – 452

*Indicates a proportion lower than 1%

↑ Statistically significant increase since 2018

= No change

↓ Statistically significant decrease since 2018



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	93	=	81
Distance from journey start	85	=	86
Convenience/accessibility	91	=	89
General condition and maintenance	86	=	76
Freedom from graffiti/vandalism	90	=	79
Freedom from litter	85	=	73
Behaviour of other passengers	90	=	N/A*
Information provided	83	=	74
Personal safety	91	=	81



Waiting times:

Satisfaction:
expected waiting time

Sheffield
Stagecoach
SUPERTRAM

89 =

Buses
in South
Yorkshire

71

Expected
wait time

7 mins =

Actual reported
wait time

6 mins =



Checking tram information:

Passengers who checked tram
time before or at the stop

87%

74%



Info sources used at stop

73% Electronic
display

43% digital
display

Info sources used at stop

8% online tram
times

38% stop timetable

↑ Statistically significant increase since 2018

= No change

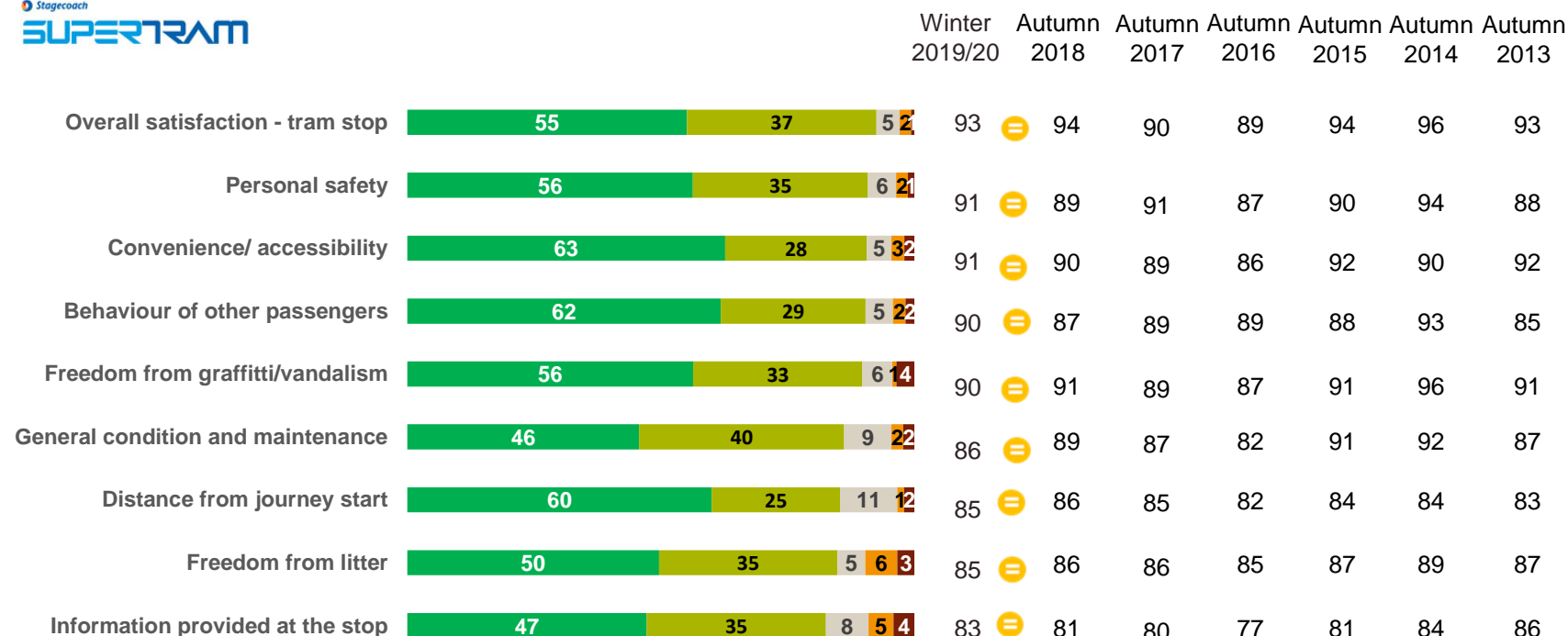
↓ Statistically significant decrease since 2018

*Not asked in BPS

Satisfaction – with the tram stop (%)



Total fairly/very satisfied



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

- ↑ 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 – 453
*Indicates a proportion lower than 1%

Satisfaction with waiting time (%)



Length of time had to wait



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

Total fairly/very satisfied

Winter 2019/20	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
89	89	86	84	86	80	83



Actual vs expected waiting time



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

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

Winter 2019/20	Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
88	83	82	77	85	76	82



Q. How satisfied were you with each of the following? Base: All passengers – 453

Q. Thinking about the time you waited for the tram today, was it [...] than expected? Base: All passengers – 455

Indicates a proportion lower than 1%

Statistically significant increase since 2018

No change

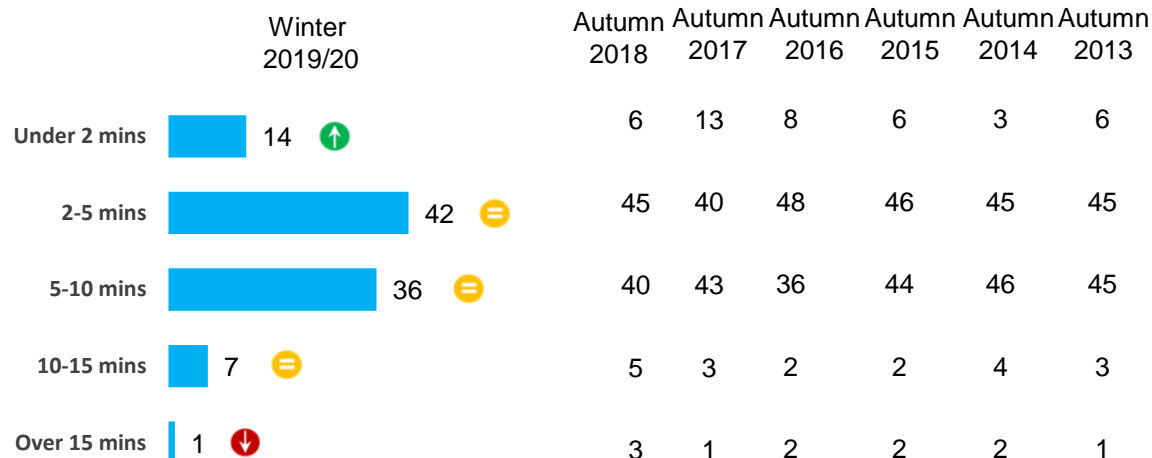
Statistically significant decrease since 2018

Expected and reported waiting times



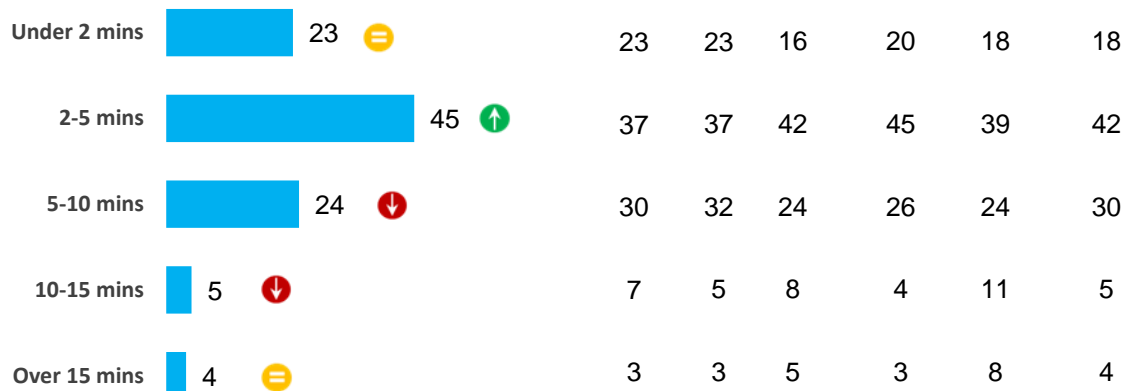
Expected tram waiting time

Average expected waiting time **7 minutes** (2018: 8 minutes)



Reported tram waiting time

Average reported waiting time **6 minutes** (2018: 6 minutes)



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

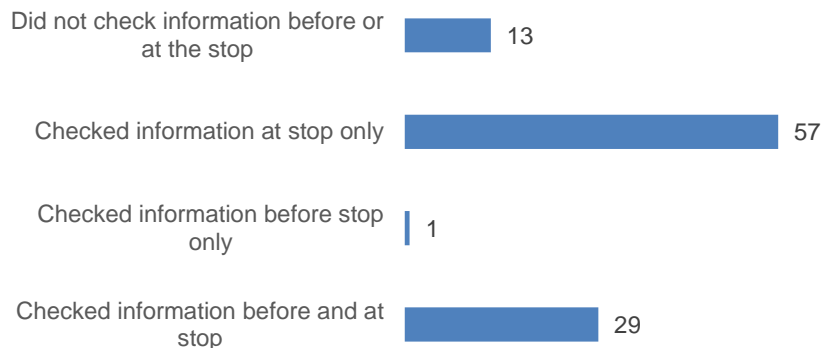
Q. Approximately how long did you expect to wait for the tram? & Q. Approximately, how long did you wait for your tram
 Base: All passengers – 455
 Base: All passenger – 452

How passengers checked tram times

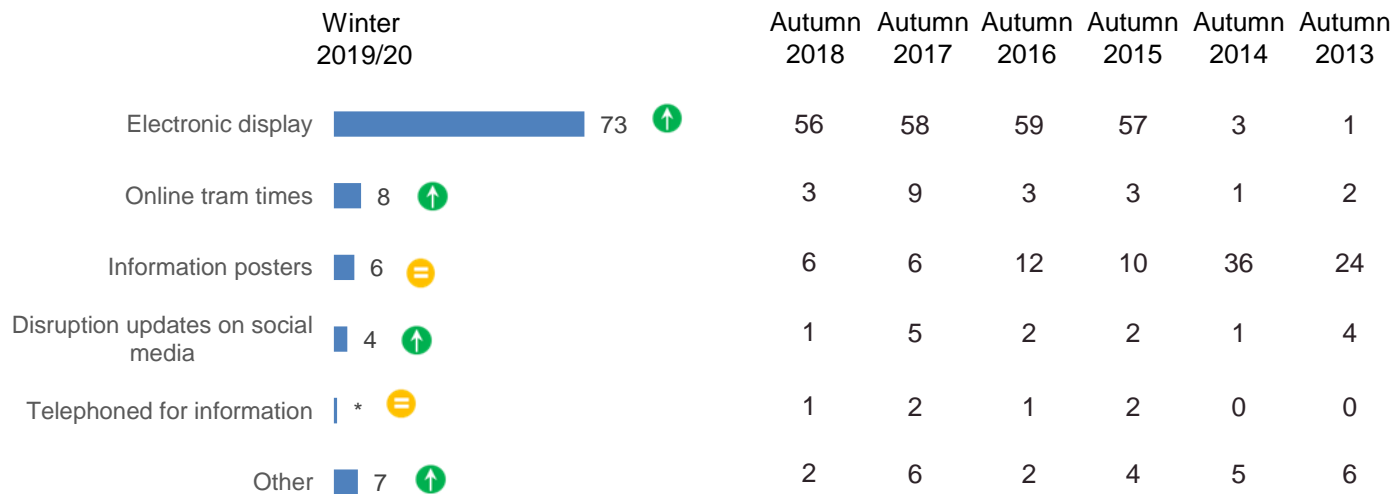
Winter 2019/20



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 – 455
 *Indicates proportion lower than 1%



Tram Passenger Survey (TPS) – Sheffield

The tram

The tram: summary

Sheffield
Stagecoach
SUPERTRAM
Buses in South Yorkshire

Start of journey

Route info on tram	93	=	86
Exterior cleanliness	87	↓	80
Ease getting on	95	=	92
Time taken to board	96	=	91

Sheffield
Stagecoach
SUPERTRAM
Buses in South Yorkshire

On board

Interior cleanliness	89	↓	80
Info on board	85	↓	69
Seat/standing space	89	=	87
Seat comfort	90	↑	79
Personal space	85	=	79
Provision grab rails	89	=	86
Temperature	92	↑	80
Personal security	93	=	86
Ease getting off	96	=	88

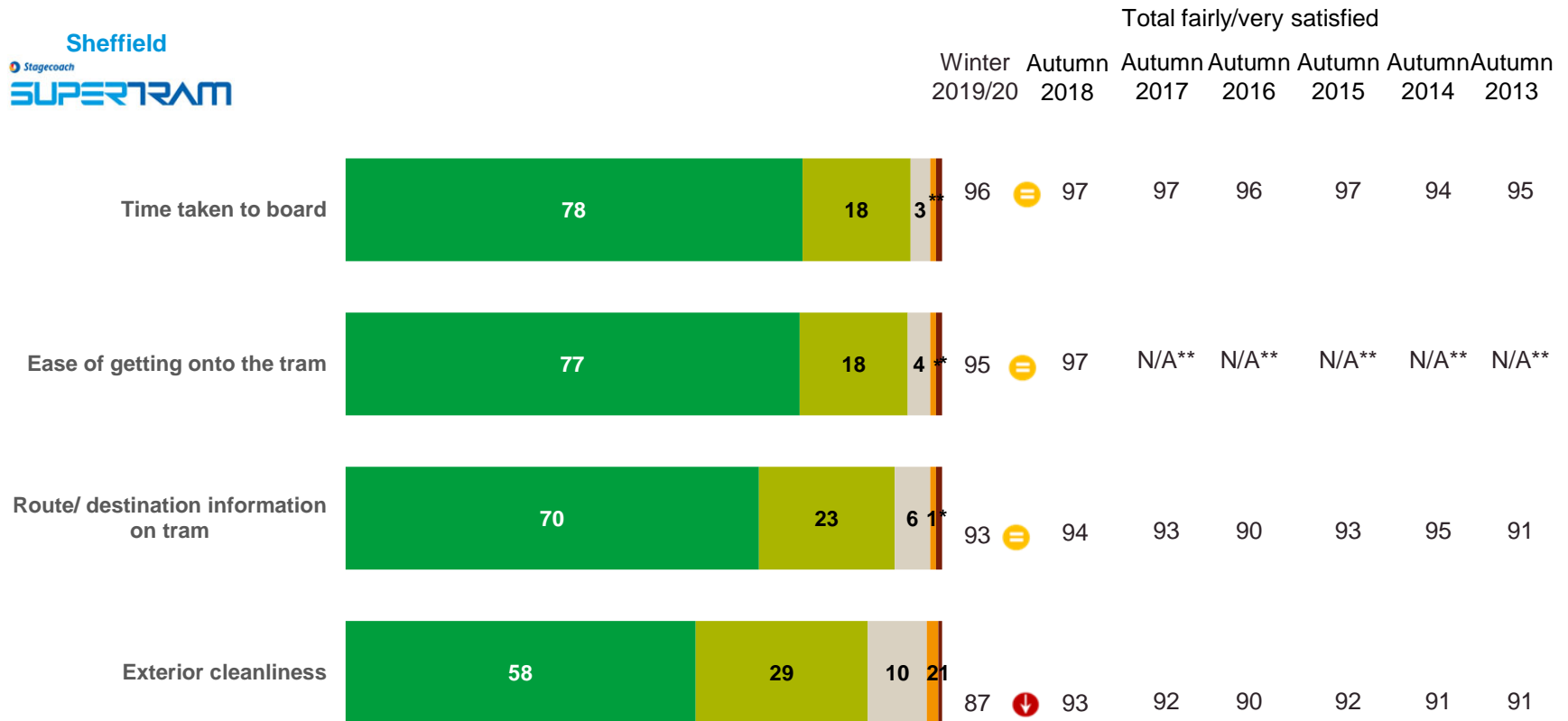
Sheffield
Stagecoach
SUPERTRAM
Buses in South Yorkshire

The staff

Appearance	93	=	93
Greeting	86	=	76
Helpfulness/attitude	88	=	77
Safety of driving	94	=	89
Smoothness journey	87	=	80

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

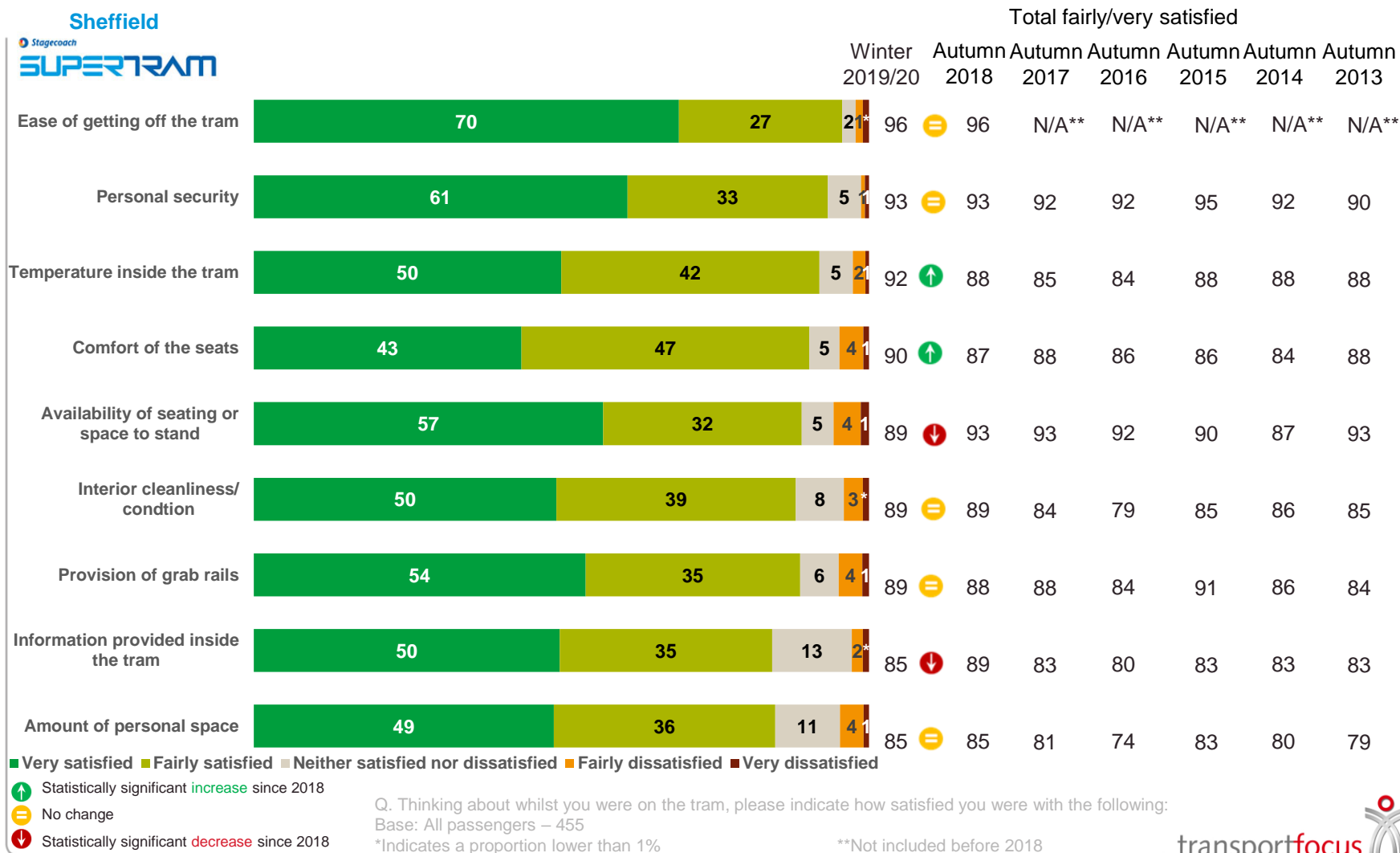
Satisfaction with start of journey (%)



- ↑ 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 – 455
*Indicates a proportion lower than 1%

Satisfaction on the tram (%)

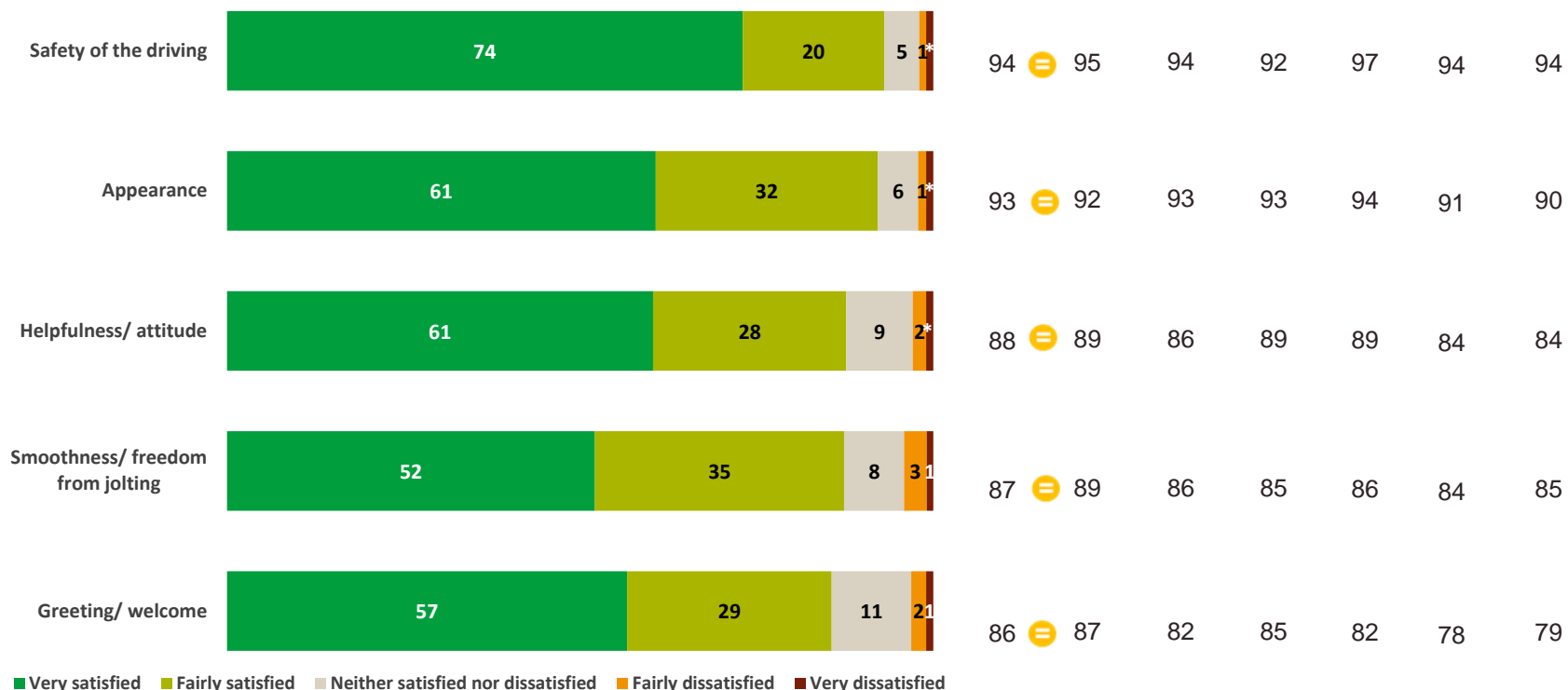


Satisfaction with tram staff (%)



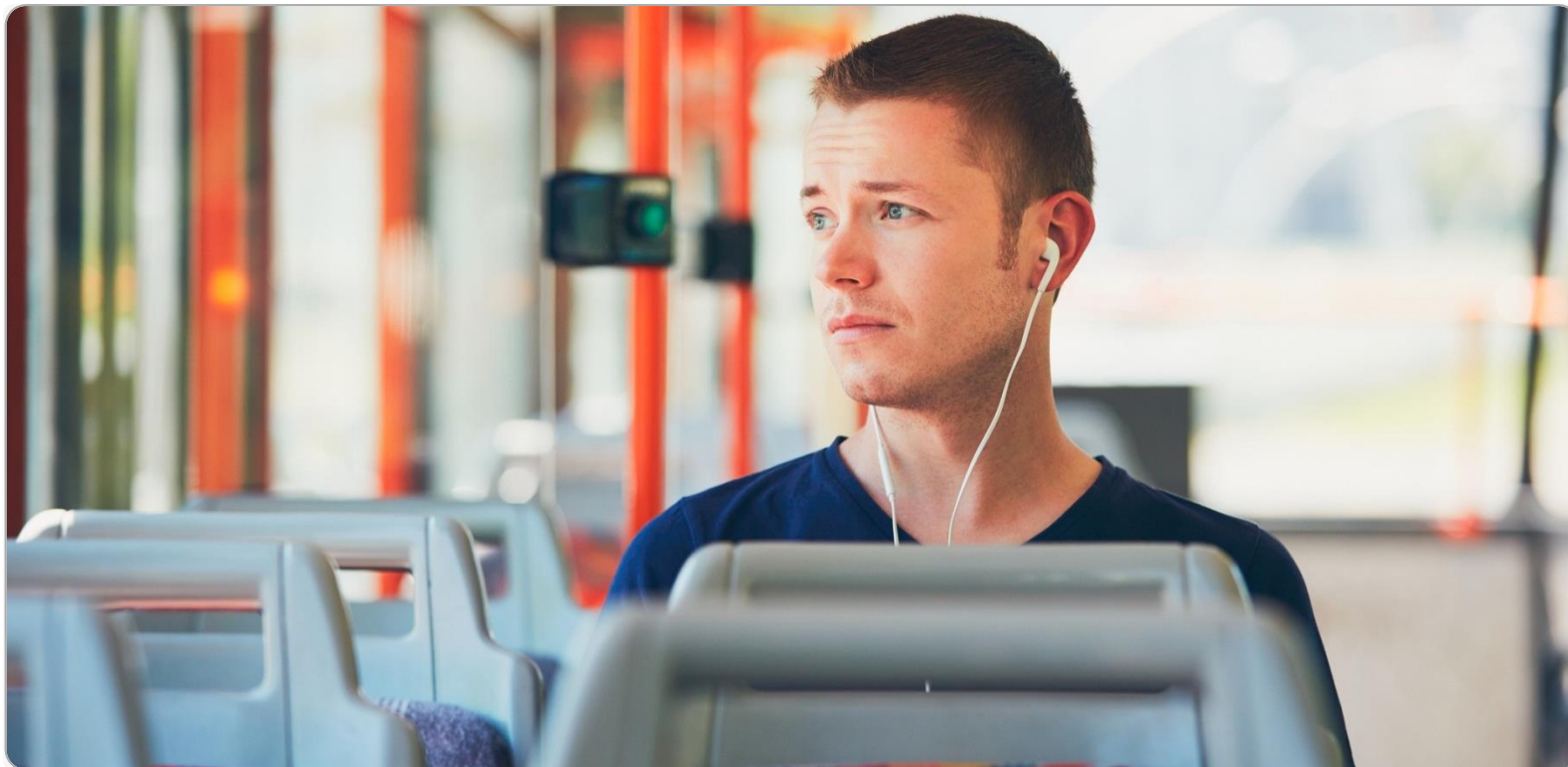
Total fairly/very satisfied

Winter 2019/20 Autumn 2018 Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013



- ↑ 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 so ypassengers – 455
 *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



4 ↓



Passengers with worry or
concern about others'
behaviour on board



6 =

Worry or concern at other passengers' behaviour (%)

% worried/concerned of other passengers' behaviour

	Winter 2019/20		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
All passengers	6	=	4	4	5	3	1	5
Male	5	=	3	5	2	3	0	5
Female	7	=	5	4	6	4	2	6
Aged 16-34	8	=	8	4	6	5	1	7
Aged 35-59	5	=	3	4	3	2	2	4
Aged 60+	5	=	3	5	5	2	0	4

↑ 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 – 455



Tram Passenger Survey (TPS) – Sheffield

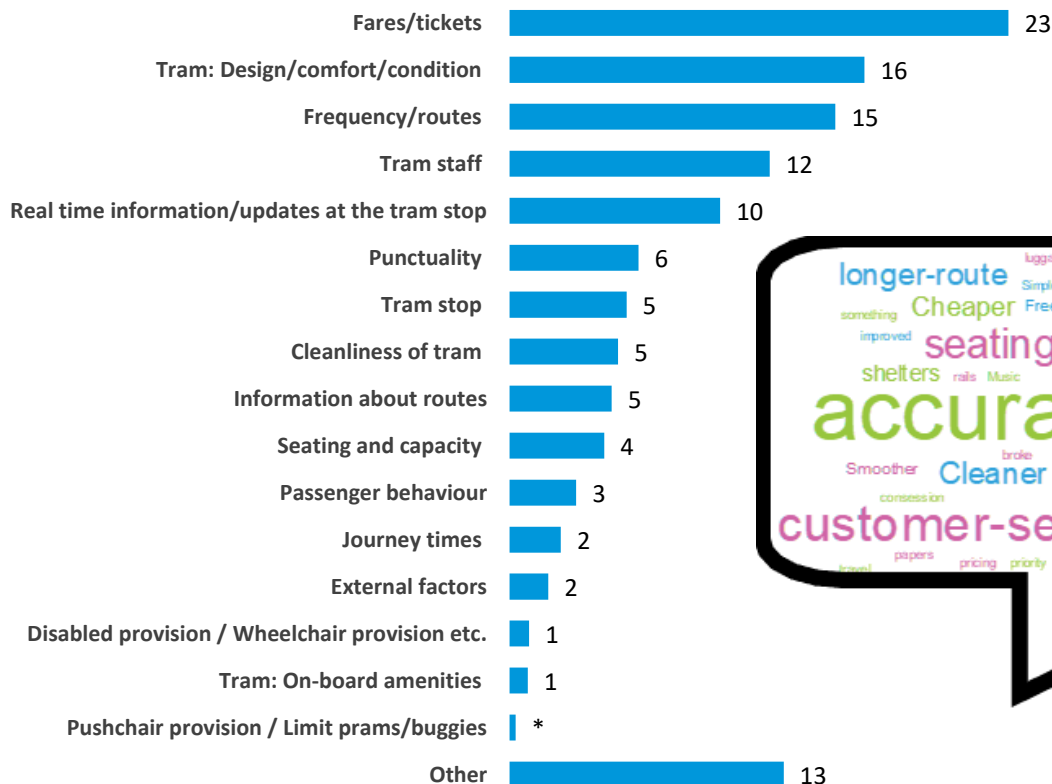
Passengers' suggested improvements

Passengers' suggested improvements: summary



70% ⁼ of Sheffield passengers in 2019/20 had no suggestions for improvements

...of the 30% 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 - 212

Passengers' suggested improvements: the detail

Selected verbatim comments

A better shelter at Parkgate. It was very open to the elements. Supertram is a great way of getting around but it doesn't exist in S.W. Sheffield. What a pity I can only get it if I go into the city centre - and it doesn't go near the two major hospitals (esp. Northern General). How silly is that!

Bought weekly citywide, it hasn't scanned onto my card properly even though I have receipt to show I paid, was embarrassed in front of very packed / late tram

Public transport (e.g. a bus) to take me from the area I live in to the tram stop, there's a lot of OAPs in the area who would benefit

Less noise and smoother ride from tram wheels (tram-train type) Tip up seats should be vacated for prams

Tram shelters do not protect from rain Tram window sills collect water quite badly from condensation resulting in wet clothing

Improvement on trams at busy times could be that more conductors are on as a lot of people don't pay, or a conductor at some tram stops taking fares before they get on, i.e. Granville Road at 3pm for school children

I travelled on a tram/ train, I find these to be noisier and less comfortable than the trams with less space

The electronic read-out on the tram stop was slightly incorrect. However, it's actually usually much more inaccurate than it was today. Never seems to have worked since it was installed

Clarification on electronic notice board said 2 tram trains an hour, as did conductor when asked but live departures implying in 6 minutes, there was 3 which was confusing



Tram Passenger Survey (TPS) – Sheffield

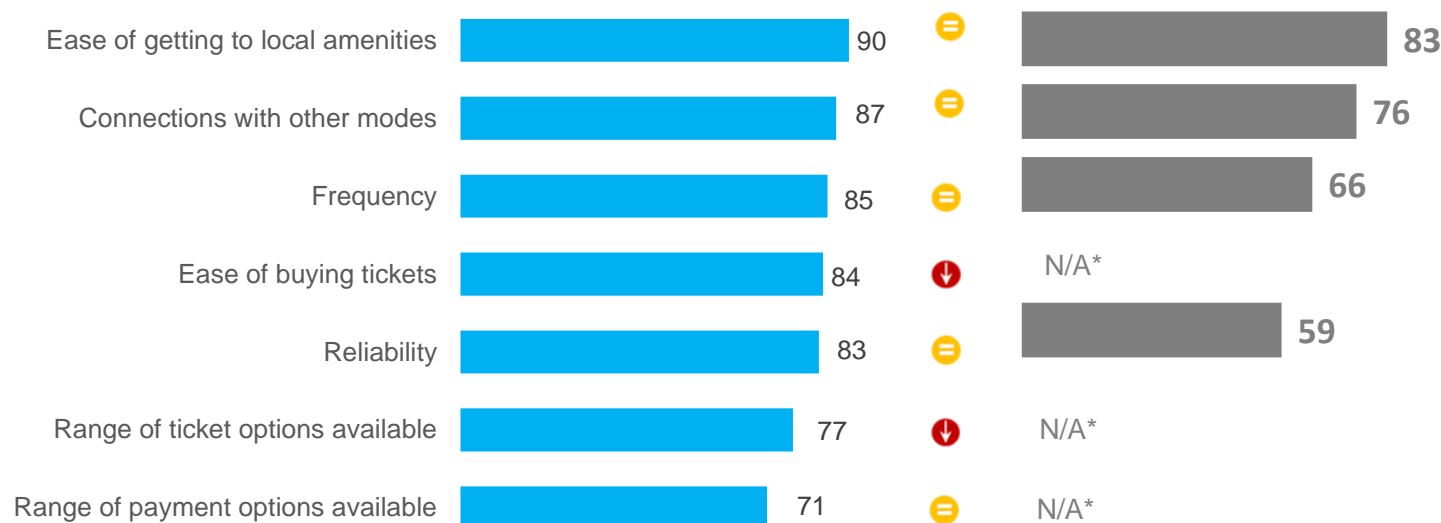
Opinion of trams in the local area

Opinion of trams in the local area: summary



Bus services in South Yorkshire (BPS)

General opinion of services in area:



↑ Statistically significant increase since 2018

= No change

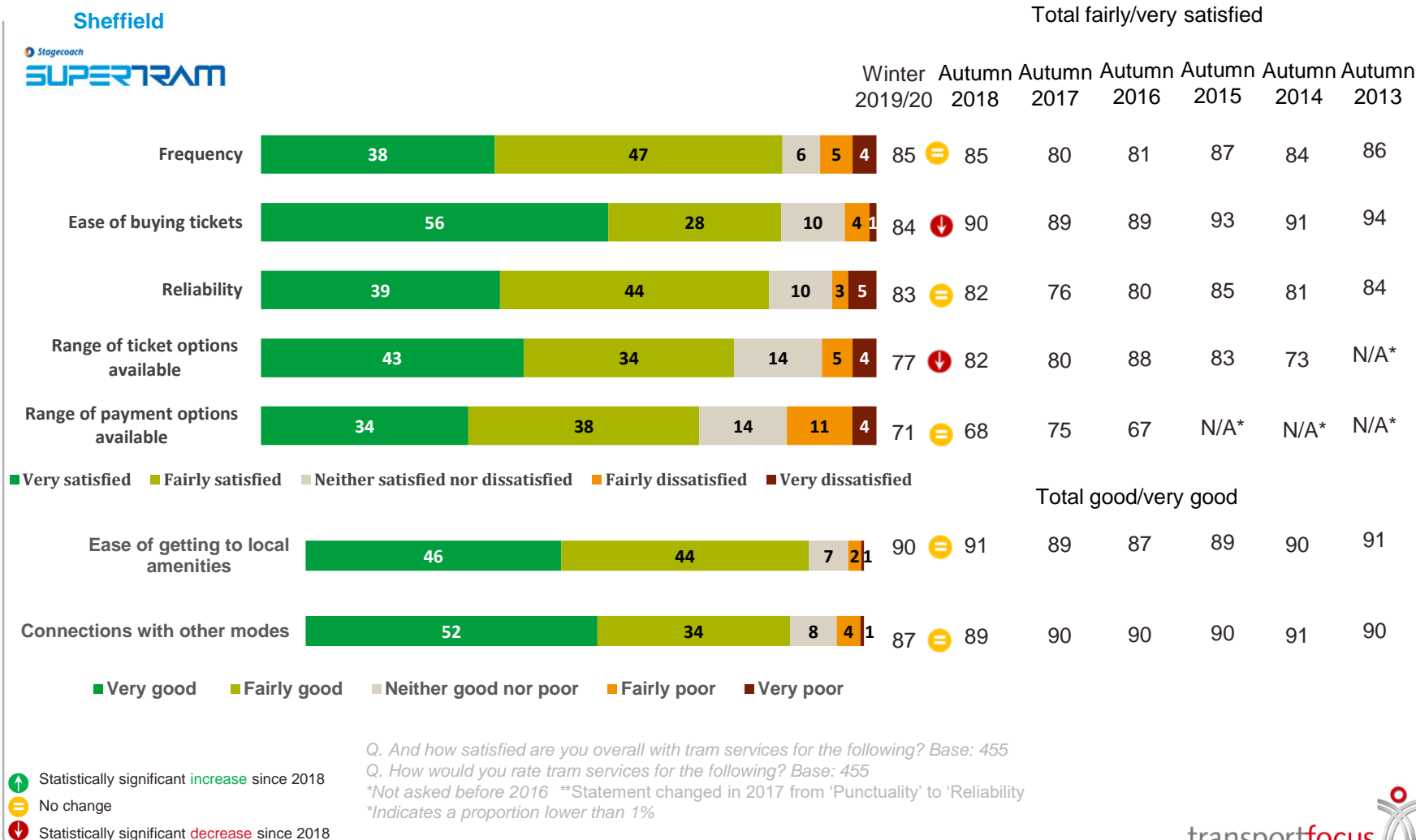
↓ Statistically significant decrease since 2018

*Not asked in BPS

Q. And how satisfied are you overall with tram services for the following? Base: 455

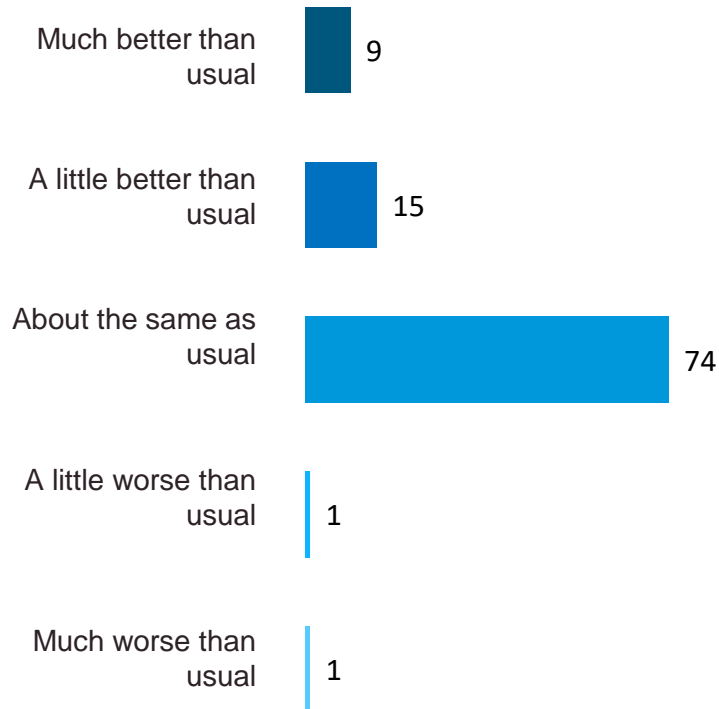
Q. How would you rate tram services for the following? Base: 455

Satisfaction on the trams generally

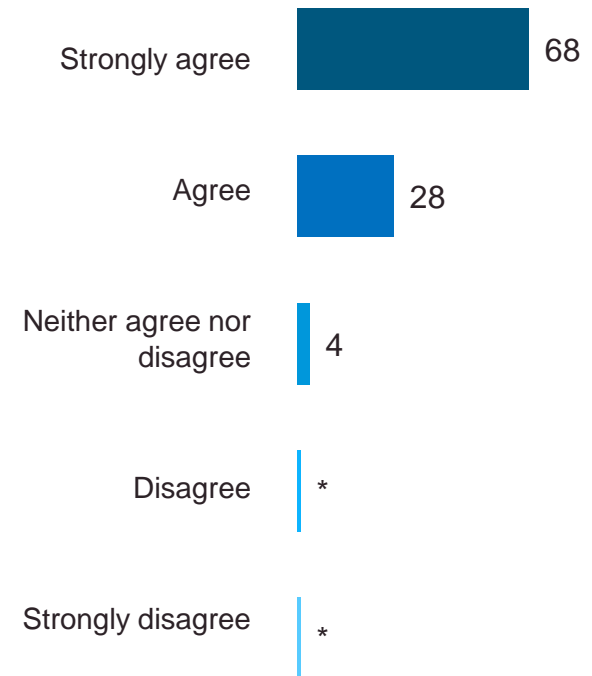


Opinions on Supertram

How typical your journey was today



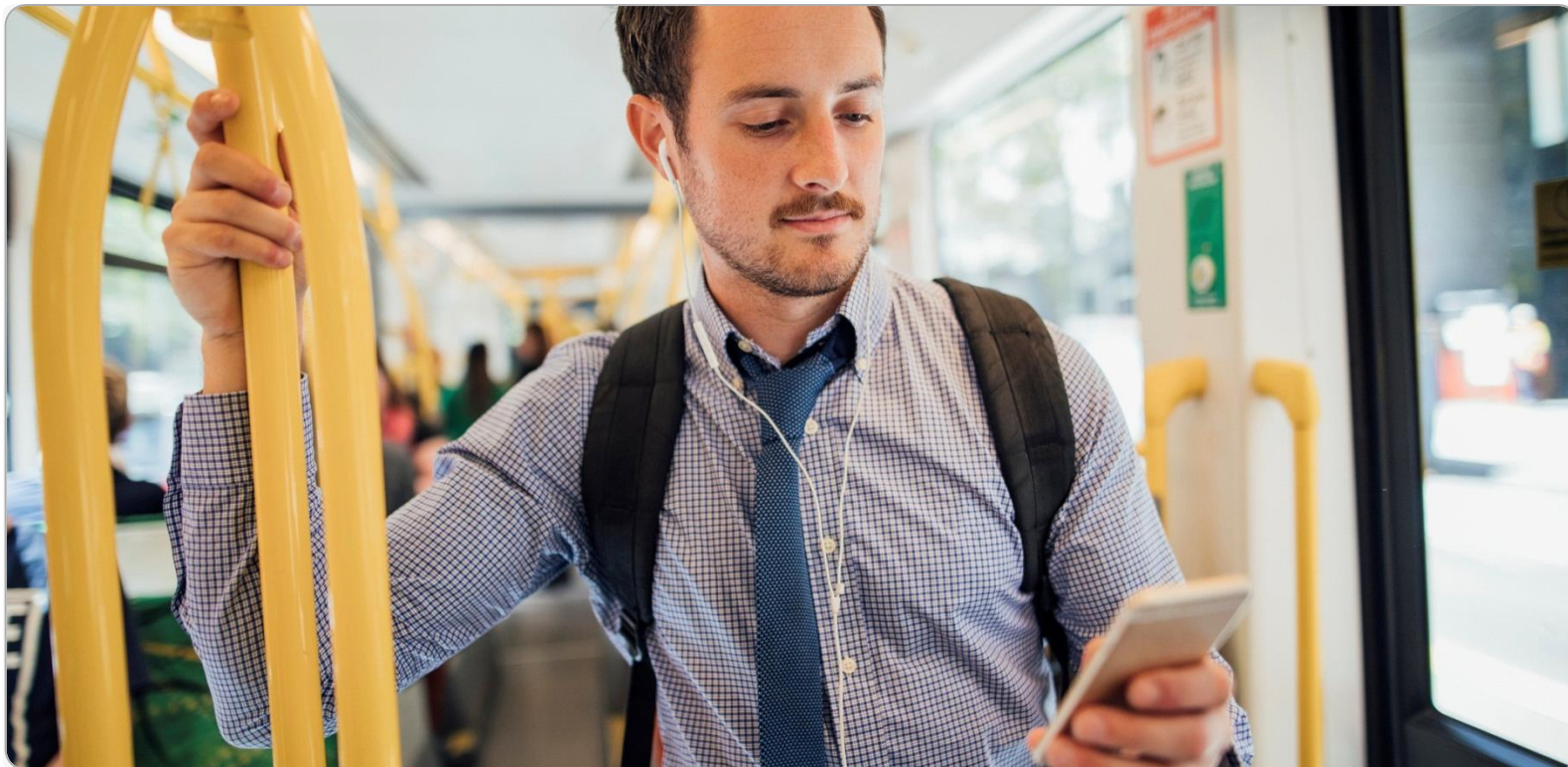
'Investment in the Supertram system, to enable it to continue to operate reliably into the future, is essential to support regional growth'



Q. If you have used Supertram before, how typical would you say today's experience was? Base: 455

Q. To what extent do you agree, or disagree, with the following statement? 'Investment in the Supertram system, to enable it to continue to operate reliably into the future, is essential to support regional growth'. Base: 455

Both not asked before 2019 *Indicates a proportion lower than 1%

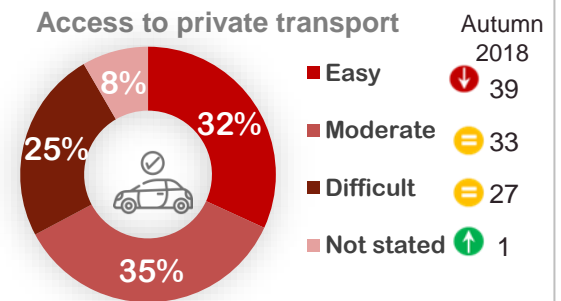
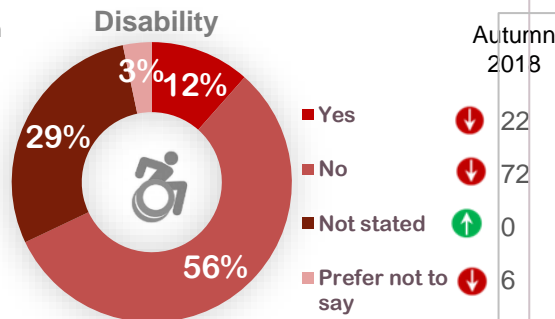
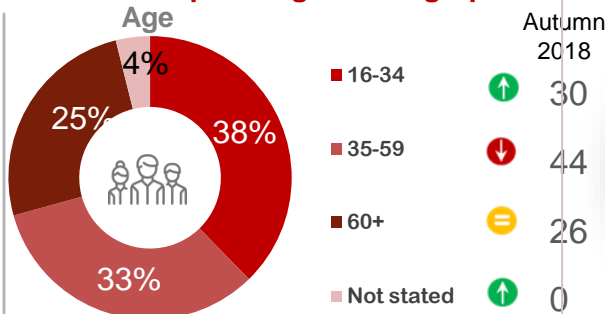


Tram Passenger Survey (TPS) – Sheffield

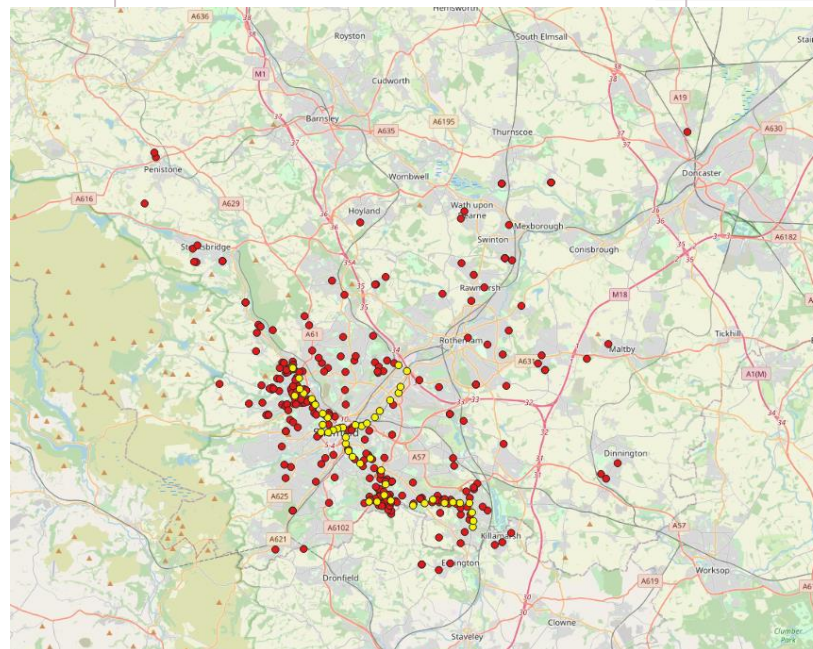
Appendix 1: the passenger and journey context

Sheffield passengers: summary

Overview of passenger demographics



Passengers' postcodes relative to tram network



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

Passenger profile

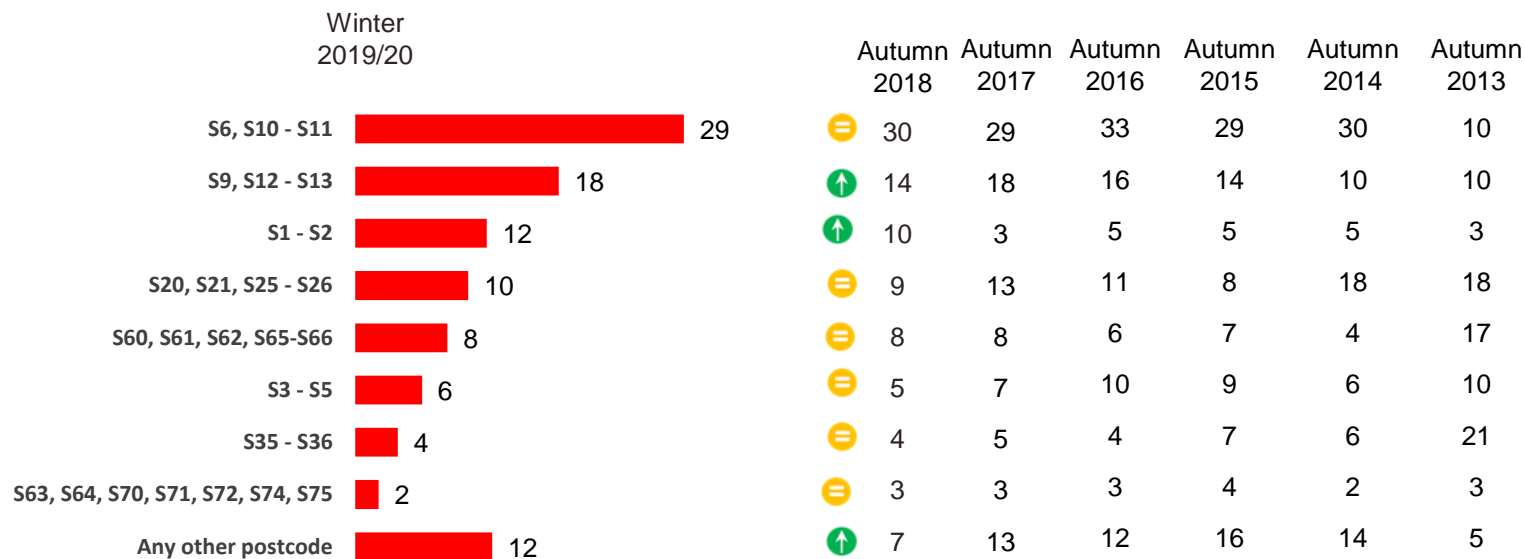
		Tram							
		Winter 2019/20		Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
Age									
16-34	38	↑	30	37	30	40	52	50	
35-59	33	↓	44	35	39	37	25	29	
Over 60	25	=	26	24	26	21	24	21	
Not stated	4	↑	0	3	4	2	N/A	N/A	
Access to private transport									
Easy	32	↓	39	37	35	35	45	38	
Moderate	35	=	33	51	51	52	42	47	
Limited/none	24	=	27	10	11	11	11	13	
Not stated	8	↑	1	2	3	2	3	2	
Has a disability									
Yes	12	↓	22	18	21	18	10	12	
Ticket type									
Free pass holders	32	↑	24	26	27	24	24	20	
Fare-payers	68	↓	76	74	73	76	76	80	

↑ Statistically significant increase since 2018

= No change

↓ Statistically significant decrease since 2018

Where Sheffield passengers live



Q: What is your postcode?
Base: All giving a postcode – 433

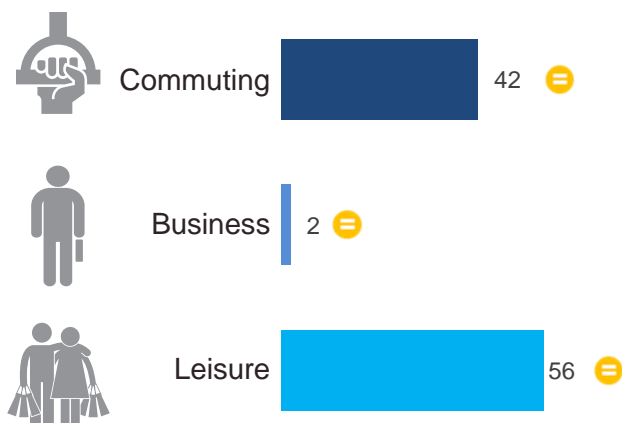
- ↑ Statistically significant **increase** since 2018
- = No change
- ↓ Statistically significant **decrease** since 2018

Sheffield journeys: summary (1)

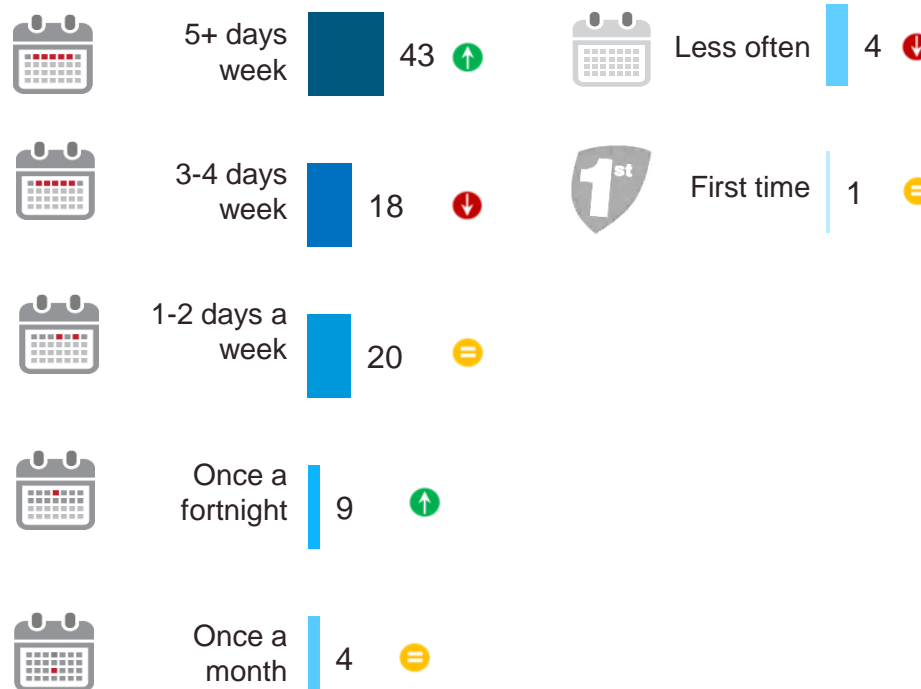


Passenger journey details

Journey purpose



Frequency using trams in area



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

Sheffield journeys: summary (2)

Tickets used for today's journey



Fare
Paying



68 ↓

Free/fare-payers



Free Pass
Holder



32 ↑

Ticket type



Single/return

24 ↑



Season

35 ↓



Other

40 ↑

How ticket was bought

On tram



54

Off Tram (this includes ticket
machine, on-line etc.)



46

Ticket format



Paper



33 ↓



Photocard



16 =



Plastic card



44 =



M-ticket



4 =

↑ Statistically significant increase since 2018

= No change

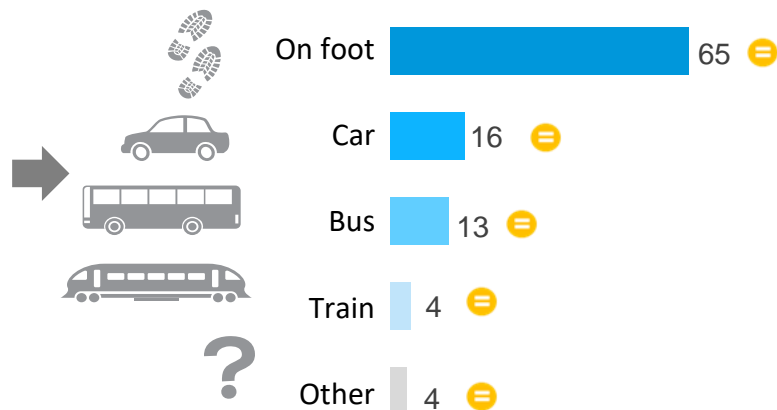
↓ Statistically significant decrease since 2018

Sheffield journeys: summary (3)

Most used tram stops: journey start

•Cathedral	10 =
•Meadowhall Interchange	8 =
•Meadowhall South/ Tinsley	6 ↑
•Fitzalan Square/ Ponds Forge	5 ↑
•Malin Bridge	5 =
•Hillsborough Interchange	5 =
•Carbrook for IKEA	4 ↑
•Crystal Peaks	4 ↑

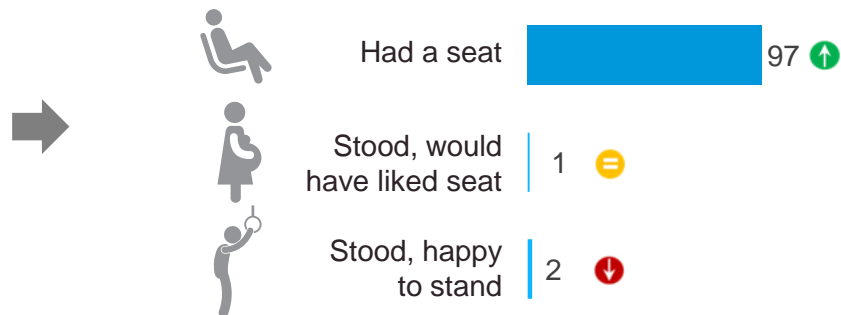
Mode used to arrive at starting stop (all stops)



Most used tram stops: journey destination

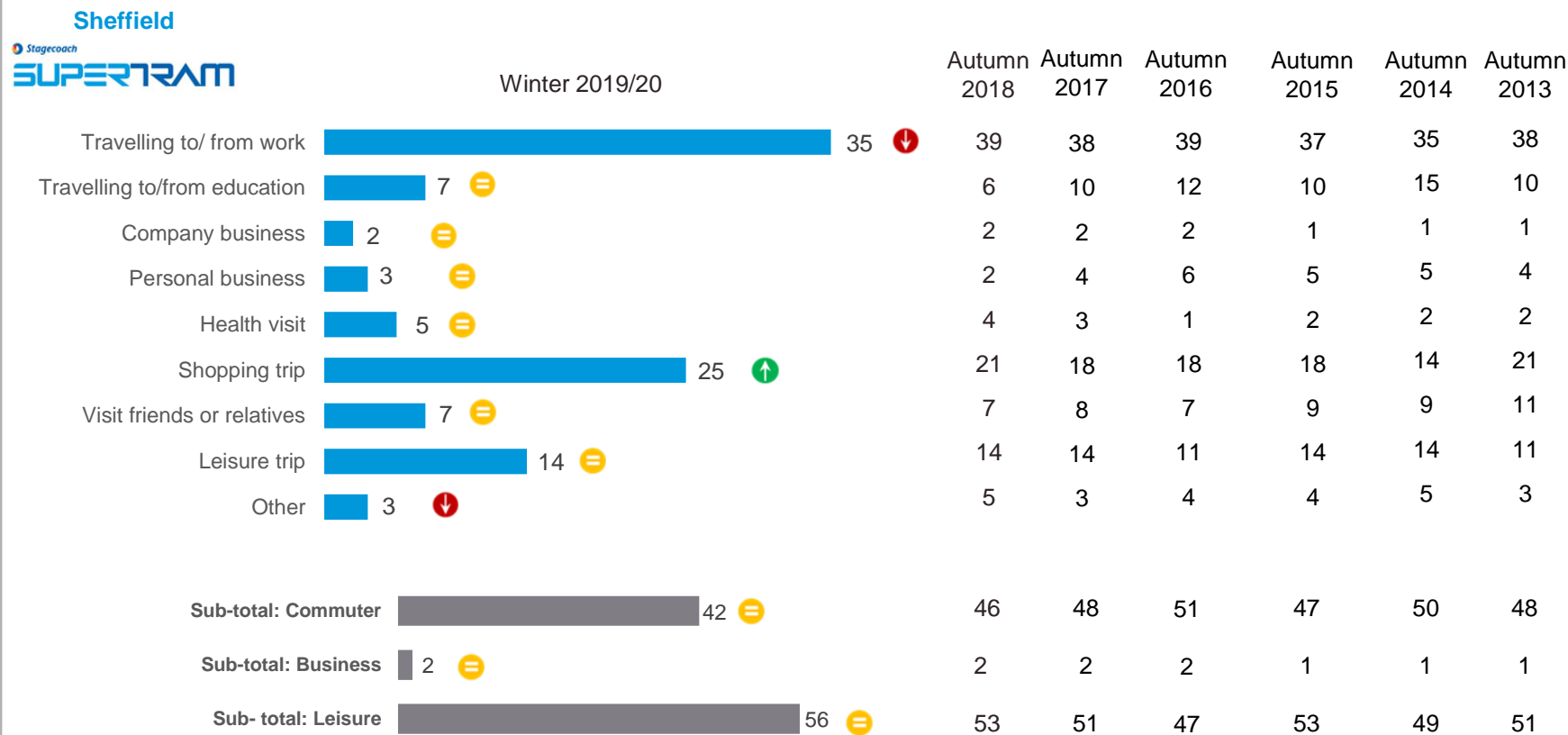
Cathedral	16 ↓
University of Sheffield	11 ↑
Fitzalan Square/ Ponds Forge	7 ↑
Meadowhall Interchange	6 =
City Hall	5 =
Infirmay Road	5 ↑
Sheffield Station/ Sheffield Hallam	5 =
Carbrook for IKEA	4 ↑

Sitting/standing



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

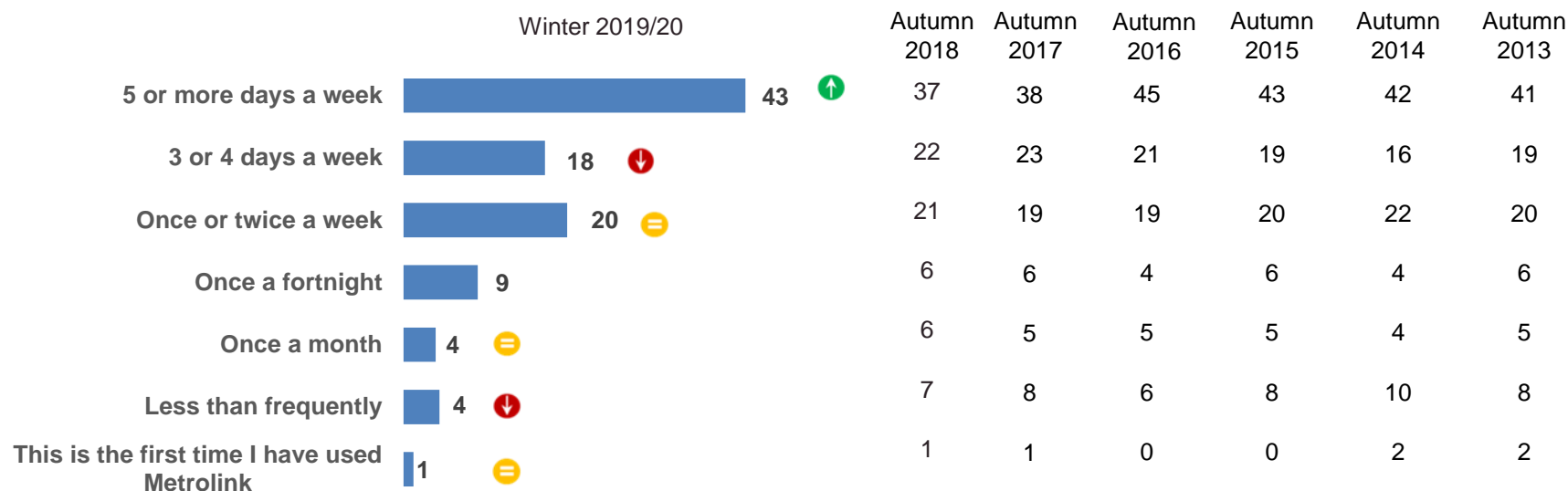
Journey purpose



- ↑ 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 –455

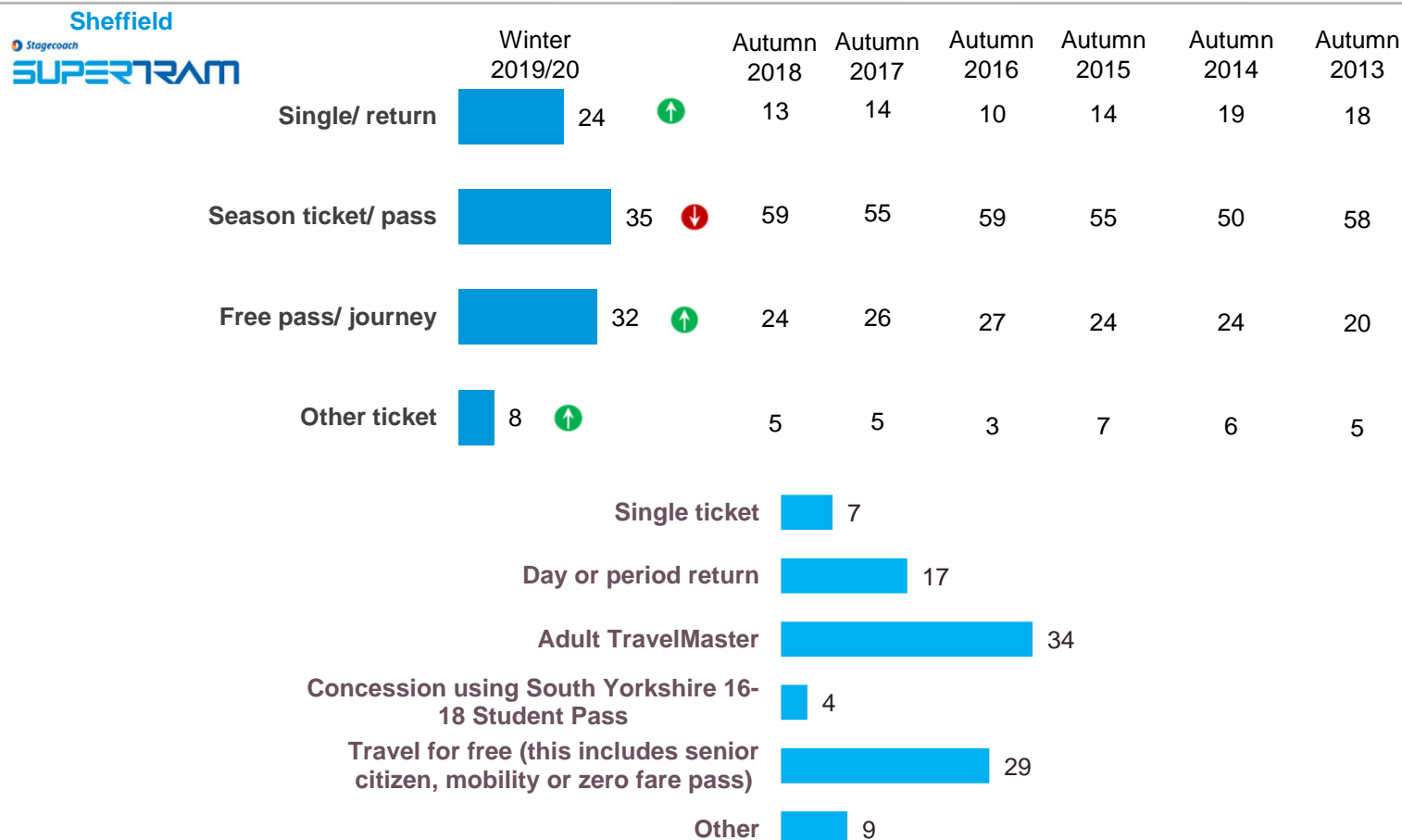
Frequency of using Sheffield tramway



Q. How often do you typically travel by tram?
Base: All passengers – 455

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

Ticket type and modes of transport permitted



- ↑ 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 – 455
 Base: All passengers – 455
 *Indicates a proportion lower than 1%

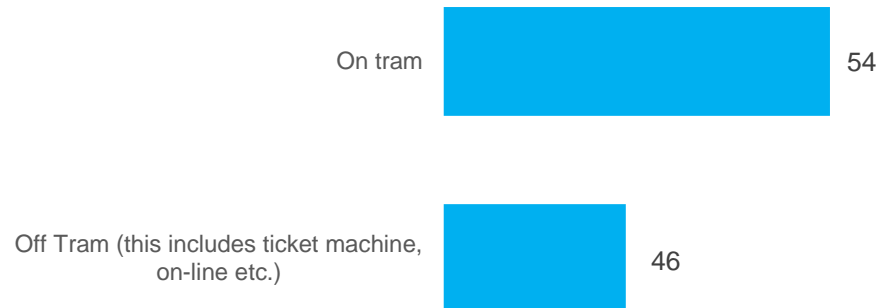
Method of buying tickets and ticket format

Sheffield

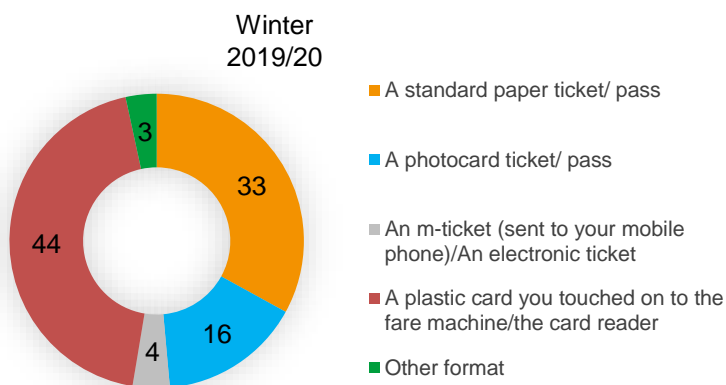
Stagecoach

SUPERTRAM

Method of buying tickets*



Ticket Format



	August 2018	August 2017	August 2016	August 2015	August 2014	August 2013
<div></div> <div> A standard paper ticket/ pass </div>	<div>↓</div> 39	44	40	60	56	70
<div></div> <div> A photocard ticket/ pass </div>	<div>=</div> 15	14	14	12	15	12
<div></div> <div> An m-ticket (sent to your mobile phone)/An electronic ticket </div>	<div>=</div> 41	39	44	27	23	14
<div></div> <div> A plastic card you touched on to the fare machine/the card reader </div>	<div>=</div> 3	2	0	0	0	0
<div></div> <div> Other format </div>	<div>↑</div> 1	1	2	1	6	4

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

*New question in 2019

Q. How did you buy that ticket or pass?
Base: All fare-paying passengers – 455

Q. In what format was your ticket?
Base: All passengers – 455

Sheffield stops used by passengers surveyed



94 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 (2018: 90 per cent and 1 per cent)

Boarding

Winter 2019/20 Autumn 2018 Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013

•Cathedral	10 = 12	13	12	7	9	9
•Meadowhall Interchange	8 = 7	11	6	11	12	13
•Meadowhall South/ Tinsley	6 ↑ 3	1	3	2	3	2
•Fitzalan Square/ Ponds Forge	5 ↑ 3	4	2	4	3	3
•Malin Bridge	5 = 5	4	5	3	8	5
•Hillsborough Interchange	5 = 6	6	9	7	5	5
•Carbrook for IKEA	4 ↑ 2	1	1	1	*	1
•Crystal Peaks	4 ↑ 2	1	3	2	2	1
•University of Sheffield	4 = 4	5	2	7	6	6
•Rotherham Central	4 = 3	N/A*	N/A*	N/A*	N/A*	N/A*

Alighting

Winter 2019/20 Autumn 2018 Autumn 2017 Autumn 2016 Autumn 2015 Autumn 2014 Autumn 2013

•Cathedral	16 ↓ 20	18	19	11	20	13
•University of Sheffield	11 ↑ 7	8	10	9	10	9
•Fitzalan Square/ Ponds Forge	7 ↑ 4	3	3	6	3	3
•Meadowhall Interchange	6 = 6	9	4	8	6	9
•City Hall	5 = 5	4	5	5	6	3
•Infirmary Road	5 ↑ 1	1	2	2	*	2
•Sheffield Station/ Sheffield Hallam University	5 = 3	4	4	3	10	7
•Carbrook for IKEA	4 ↑ 1	2	1	2	*	1
•West Street	3 = 2	2	2	2	3	2
•Hillsbrough Interchange	3 ↓ 6	6	9	8	3	5

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? Base: All passengers - 455

Q: Did you get a seat on the tram? Base: All passengers - 455

Q: At which stop did you board/leave this tram? Base: All passengers - 455

How got to the tram stop



Winter
2019/20

			Autumn 2018	Autumn 2017	Autumn 2016	Autumn 2015	Autumn 2014	Autumn 2013
On foot/ walked	65	=	66	68	63	62	60	68
Cycled	0	=	*	0	0	0	0	0
Car - dropped off	6	↑	3	4	4	4	4	6
Car - and used Park and Ride	6	=	7	6	9	6	7	5
Car - parked elsewhere	5	=	4	4	5	2	8	3
Taxi	*	=	1	N/A*	N/A*	N/A*	N/A*	N/A*
Bus	13	=	13	13	17	17	17	15
Train	4	=	3	4	2	8	3	3
Tram	3	=	2	2	4	3	1	2
Other	0	=	0	0	0	0	0	1

↑ Statistically significant increase since 2018

= No change

↓ Statistically significant decrease since 2018

* Not asked before 2018

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

Base: All passengers – 452

**Indicates a proportion lower than 1%



Tram Passenger Survey (TPS)

Appendix 2 – Further details on survey background and method

Methodology – fieldwork

Sheffield Supertram (TPS)

Fieldwork: 25 November 2019 to 28 January 2020 (with a gap for Christmas from 21 December 2019 to 5 January 2020)

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: 455 interviews (391 paper and 64 online)

In 2018 fieldwork took place between 18 September to 8 December 2018

Bus (BPS) data for South Yorkshire

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: 1774 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
- 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)

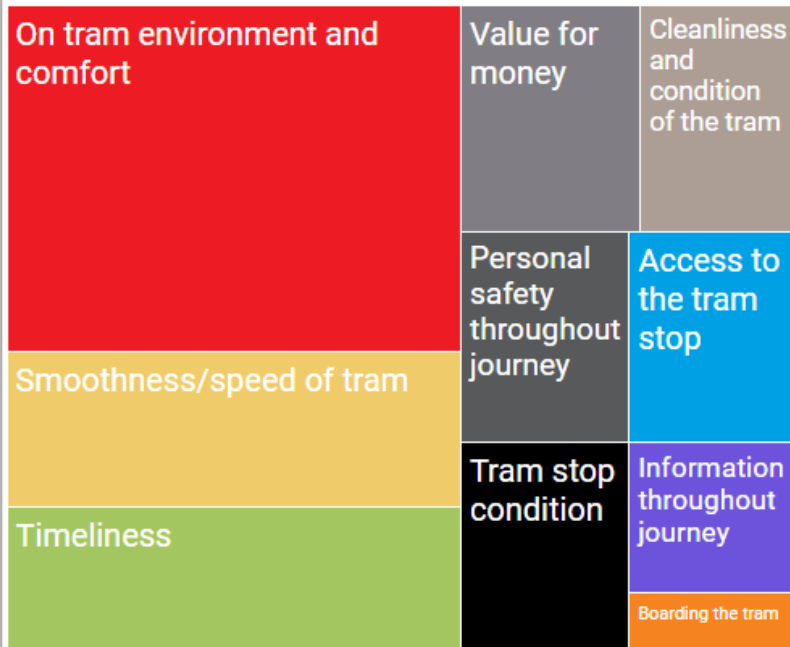
The approach to identifying themes that affect overall passenger satisfaction is split into two stages. At the first stage, we took all 26 individual satisfaction measures from the survey (apart from the overall journey satisfaction) and formed them into themes using a statistical technique known as 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 and alighting 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 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 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.

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.

Please fill in the questionnaire after completing your journey with Supertram 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/Sheffield

1 About your journey on Sheffield 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

1	7	2	5
---	---	---	---

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

- | | | | |
|--|--------------------------|---|--------------------------|
| Single..... | <input type="checkbox"/> | Day or period return..... | <input type="checkbox"/> |
| Adult TravelMaster (this includes daily, weekly, monthly, annual)..... | <input type="checkbox"/> | Travel for free (this includes senior citizen, mobility or zero fare pass)..... | <input type="checkbox"/> |
| Concession using South Yorkshire 16-18 student pass..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |

Q4 In what format was your ticket?

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

Q5 How did you buy that ticket or pass?

- | | | | |
|--------------|--------------------------|---|--------------------------|
| On Tram..... | <input type="checkbox"/> | Off Tram (this includes ticket machine, on-line etc.) | <input type="checkbox"/> |
|--------------|--------------------------|---|--------------------------|

Q6 What is the main purpose of your journey on Supertram 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 medical/ other appointment..... | <input type="checkbox"/> | | |

For office use only: SS



Q7 How did you get to the tram stop where you boarded this tram today?

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

2 About the tram stop where you boarded this Supertram

Q8 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"/>

Q9 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

Q10 Approximately, how long did you wait for the tram?

(Please write the time in minutes)

Q11a Did you check any travel information before leaving for the tram stop, to find out when the tram was meant to arrive?

- | | | | |
|----------|--------------------------|---------|--------------------------|
| Yes..... | <input type="checkbox"/> | No..... | <input type="checkbox"/> |
|----------|--------------------------|---------|--------------------------|

Q11b 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..... | <input type="checkbox"/> | Information posters at the stop..... | <input type="checkbox"/> |
| Online tram times..... | <input type="checkbox"/> | Disruption updates (e.g. Twitter/Facebook)..... | <input type="checkbox"/> |
| Telephoned for information..... | <input type="checkbox"/> | Other..... | <input type="checkbox"/> |

Q12 Approximately, how long did you expect to wait for the tram?

(Please write the time in minutes)

Q13 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"/> | | |

Q14 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

Q15 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"/>

Q16 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"/>

Q17 Did you get a seat on the tram?

Yes – for all of the journey.....	<input type="checkbox"/>	No – but you were happy to stand/chose not to sit.....	<input type="checkbox"/>
Yes – for part of the journey.....	<input type="checkbox"/>	No – but you would have liked a seat.....	<input type="checkbox"/>

Q18a 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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Q18b 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"/>	Music being played loudly.....	<input type="checkbox"/>
Passengers taking/under the influence of drugs.....	<input type="checkbox"/>	Smoking.....	<input type="checkbox"/>
Abusive or threatening behaviour.....	<input type="checkbox"/>	Graffiti or vandalism.....	<input type="checkbox"/>
Rowdy behaviour.....	<input type="checkbox"/>	Loud use of mobile phones.....	<input type="checkbox"/>
Passengers not moving out of priority seats.....	<input type="checkbox"/>	Other (write in).....	<input type="checkbox"/>
Passengers not paying their fares.....	<input type="checkbox"/>		
Feet on seats.....	<input type="checkbox"/>		

Q19 Was your journey on Supertram today delayed at all?

Yes.....	<input type="checkbox"/>	No.....	<input type="checkbox"/>
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Q20 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

Q21 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"/>

Q22 If something could have been improved on your journey on Supertram today what would it have been?

Q23 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"/>

6 Your opinion of Supertram generally

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

Q24a 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"/>

Q24b 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"/>

Q25 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"/>		



Tram Passenger Survey (TPS) – Sheffield

Winter 2019/20 results

May 2020

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