

London TravelWatch Tram Satisfaction Surveys Comparison



Transport for London headings were used of which there are some similarities in the ones used by Passenger Focus.

Note: Comparable Headings used	
TfL - Composites (scores)	PF - Percentages
Overall satisfaction	Overall satisfaction with the tram journey (%)
Stops composite*	Satisfaction with the tram stop (%)
Personal safety at tram stop	Personal safety at the stop
Freedom from litter at the tram stop	Freedom from litter
The Cleanliness and freedom from graffiti at the tram stop	Freedom from graffiti/vandalism
Tram composite*	
Cleanliness and freedom from graffiti outside the tram	
Cleanliness and freedom from litter inside the tram	Interior cleanliness/condition
Notices and other information provided inside the tram	Info provided inside the tram
Journey composite*	
Length of time your tram journey took	Satisfaction with on-tram journey time (%)**
Length of time you waited for the tram	Satisfaction - with waiting time (%)**
Availability of seats	Satisfaction with availability of seating or space to stand (%)
Your personal safety during your tram journey	Personal security
Reliability of trams being on time**	Satisfaction with the punctuality of the tram (%)**
Value for Money**	Value for money - fare payers only (%)**

Areas that make up London Tramlink and Passenger Focus composites/percentage scores

** These measures were not included in any category

Stops composite :-

- Personal safety at tram stop
- Freedom from litter at the tram stop
- The cleanliness and freedom from graffiti at the tram stop
- The state of repair at the tram stop
- The information provided at the tram stop

Tram composite :-

- Cleanliness and freedom from graffiti of the outside of the tram
- Cleanliness and freedom from litter inside the tram
- State of repair of the outside of the tram
- State of repair inside the tram
- Information provided on the outside of the tram
- Notices and other information provided inside the tram

TfL

Journey (service) composite :-

- Your comfort inside the tram
- Length of time you waited for the tram
- Ease of getting on and off this tram
- Length of time your tram journey took
- Smoothness and freedom from jolting during your journey
- Level of crowding inside the tram
- Ease of making your journey
- Availability of seats
- Your personal safety during the tram journey
- The announcements (including driver announcements) in the tram

Passenger Focus

Satisfaction with the tram stop:-

- Distance from journey start
- Convenience/accessibility
- General condition/maintenance
- Freedom from graffiti/vandalism
- Freedom from litter
- Behaviour of other passengers
- Information provided at the stop
- Personal safety at the stop

Satisfaction on the tram

- Interior cleanliness/condition
- Info provided inside the tram
- Availability of seating or space to stand
- Comfort of the seats
- Amount of personal space
- Provision of grab rails
- Temperature inside the train
- Personal security