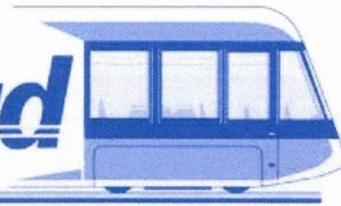




TramForward



A PRESS RELEASE FROM THE LIGHT RAIL TRANSIT ASSOCIATION

3 April 2019

***TramForward* welcomes tram passenger survey results**

TramForward welcomes the results from the latest Transport Focus tram passenger survey

The survey by the independent watchdog Transport Focus covered nearly 5,000 passengers on the tram systems in Blackpool, Manchester, Sheffield and the West Midlands.

There was a 91 per cent satisfaction rate across the four networks, with passengers in Blackpool and Sheffield the most satisfied overall with their journey at 97 per cent. Passengers rated Blackpool as the best value for money service with 91 per cent satisfaction. For the first time passengers on Sheffield's new TramTrain service were surveyed with 100 per cent passenger satisfaction on this route.

There was a significant increase in passengers' satisfaction with the smoothness of their journey at 82 per cent, up from 80 per cent in 2017 and satisfaction with the helpfulness of staff increased to 89 per cent, up from 82 per cent in 2017.

Chair of the Light Rail Transit Association, Paul Rowen, said "Once again trams have outshone other public transport modes - testament to the growing popularity of light rail. It will not be long before the 6 UK systems carry more passengers than the whole UK bus fleet."

NOTES

1. The LRTA (<http://www.lrta.org/>) is the world's leading organisation campaigning for better public transport in urban areas through light rail, tramway and metro systems and has been in existence for more than 80 years. It also supports the revitalisation of suburban and rural transport through the application of light rail and TramTrain technology.

2. Press enquiries - please contact:

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