



NET Customer Survey Report

*Comparative Analysis
2022 Statistics*

Tramstops

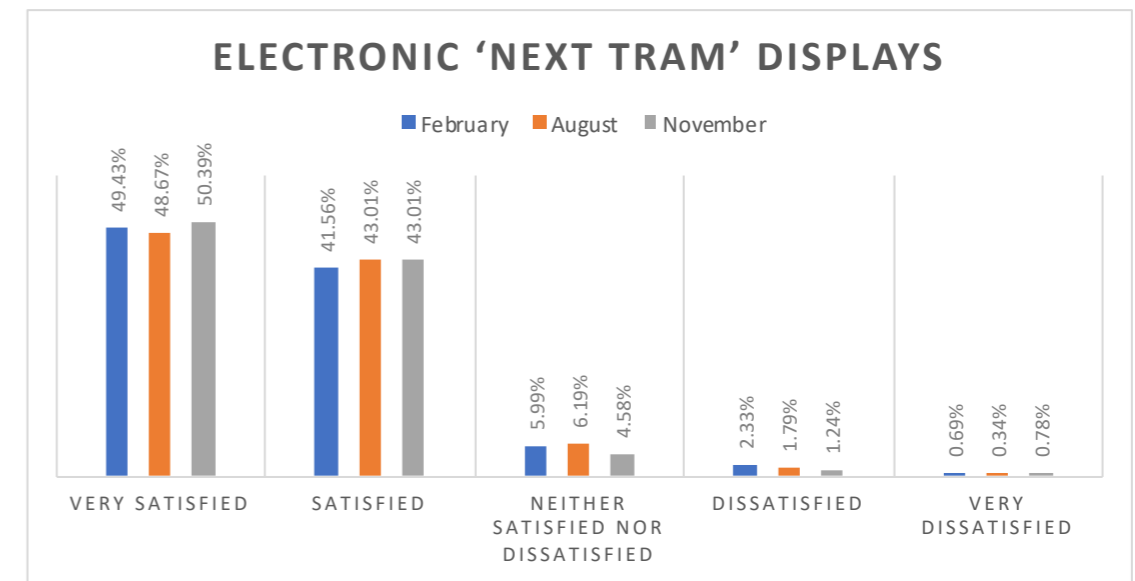
Question

When you're at a tramstop, how satisfied are you with the following ...

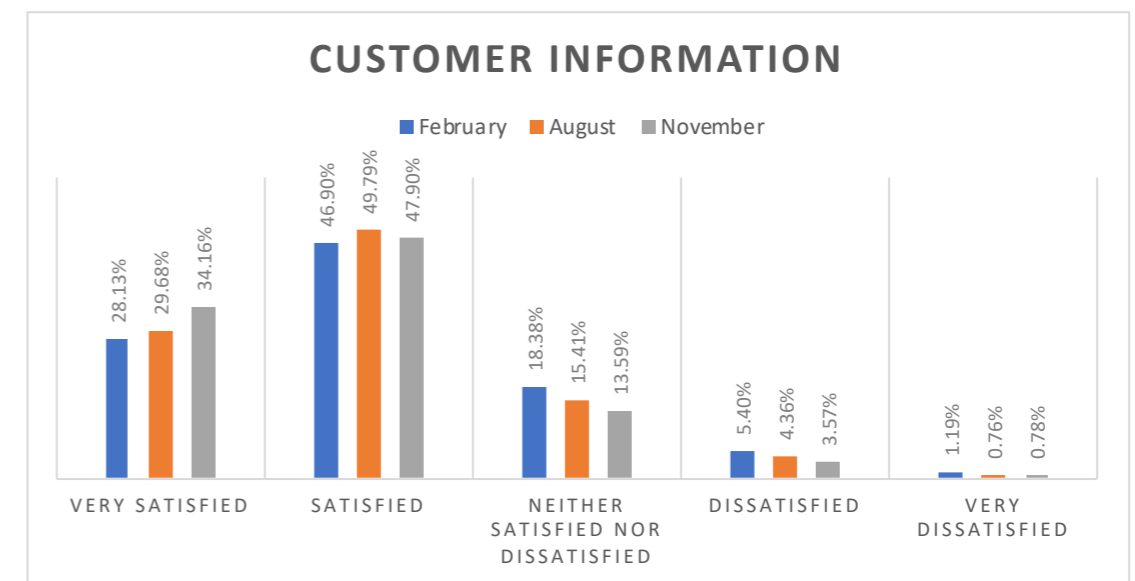
Survey Results

February 2022
August 2022
November 2022

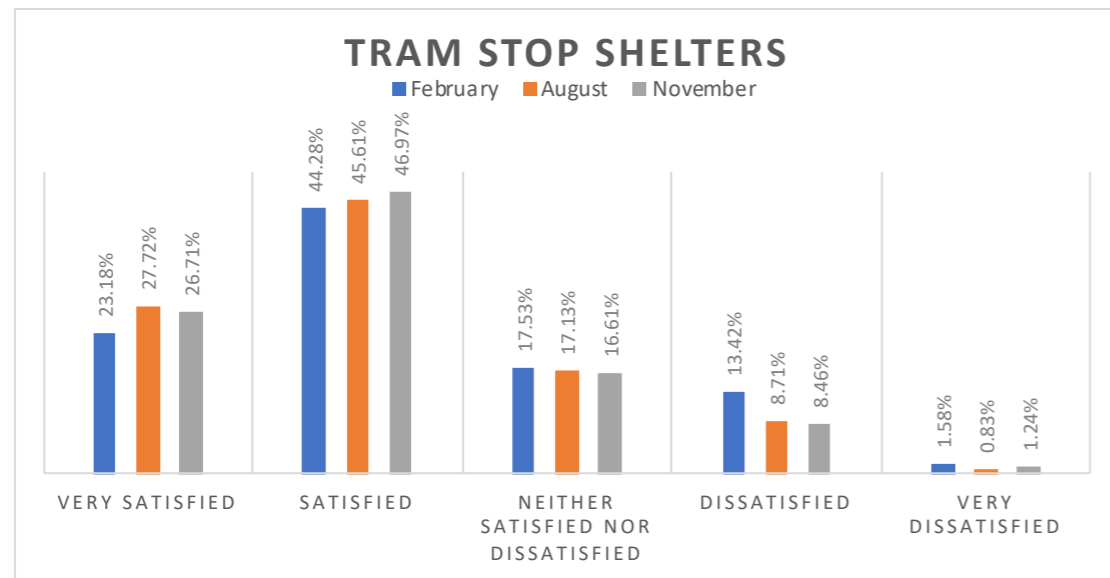
1. Electronic 'next tram' displays



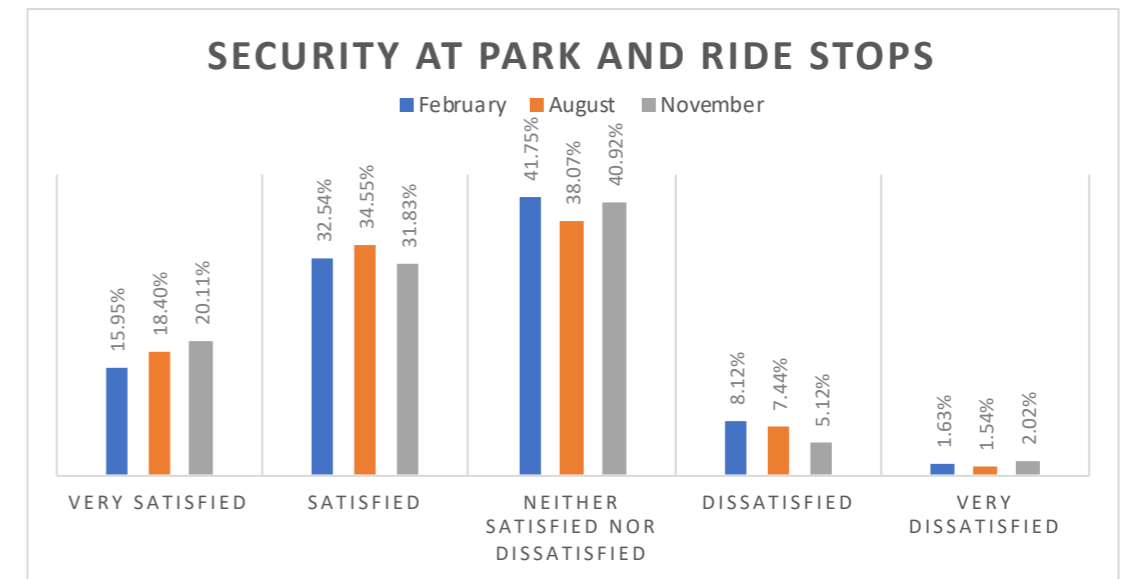
2. Customer information



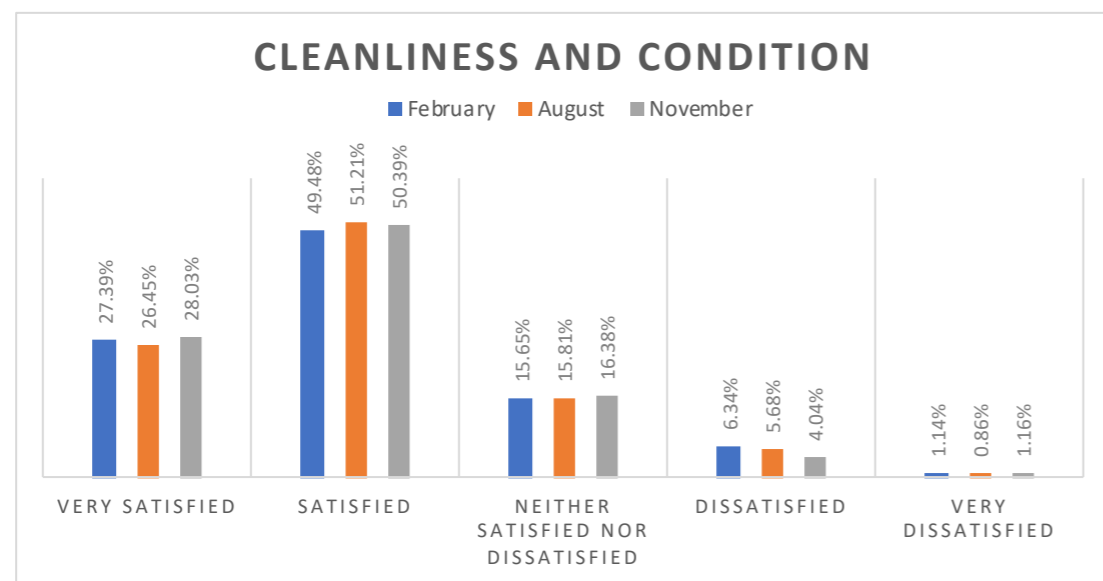
3. Tramstop shelters



5. Security at park and ride stops



4. Cleanliness and condition



Tram Journeys

Question

When onboard the tram and throughout your journey, how satisfied are you with the following ...

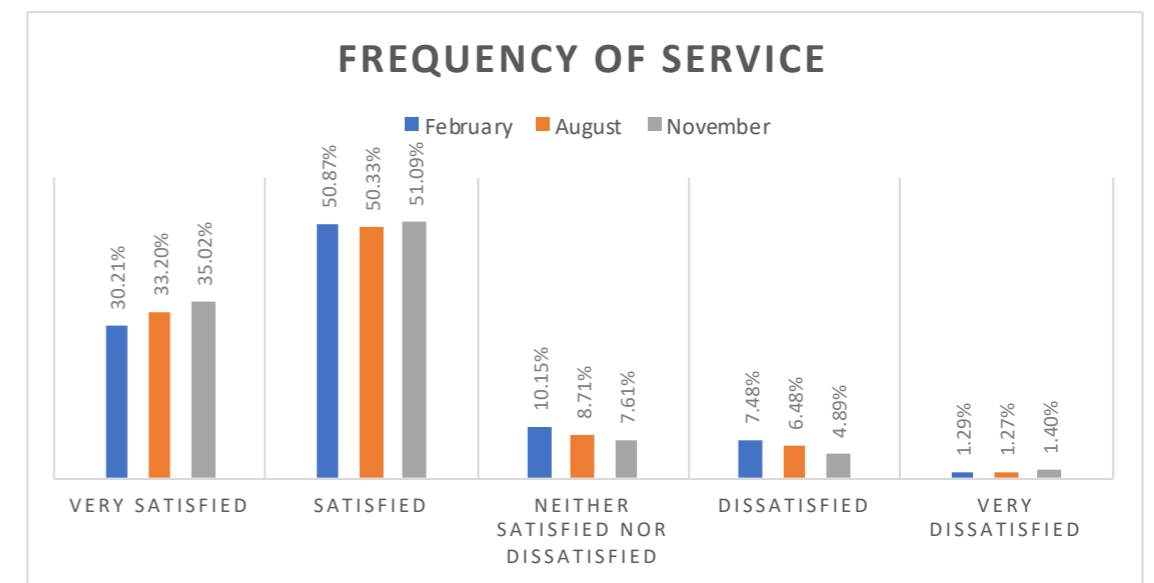
Survey Results

February 2022

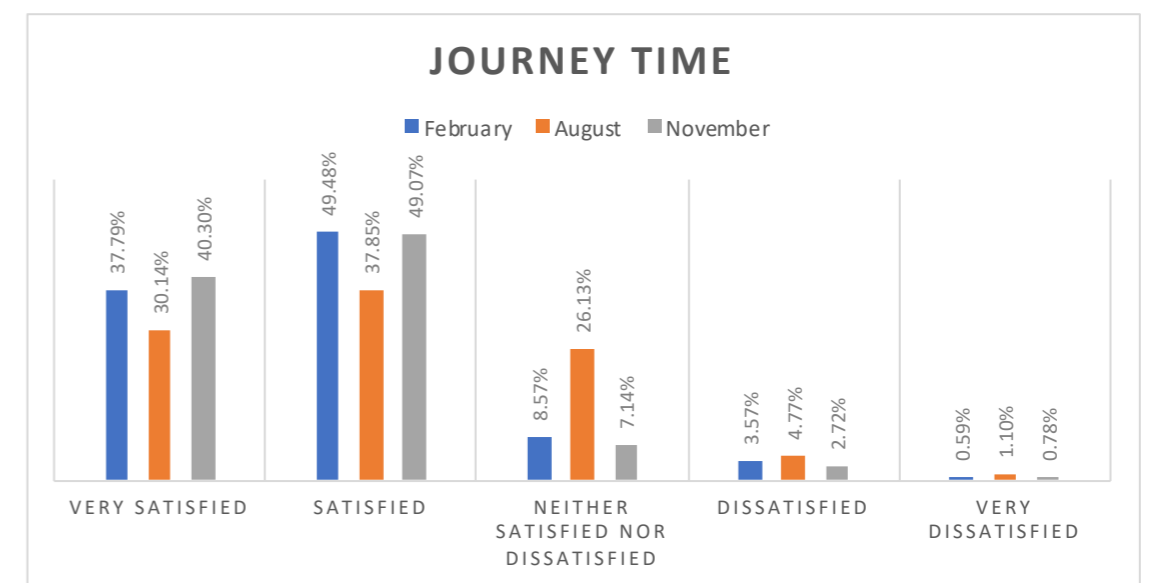
August 2022

November 2022

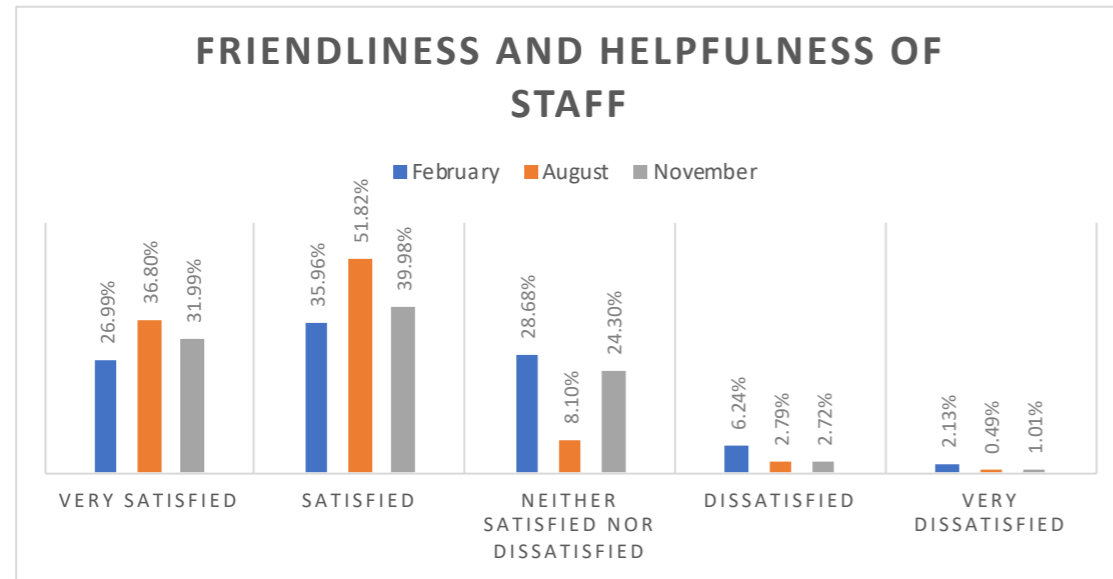
1. Frequency of Service



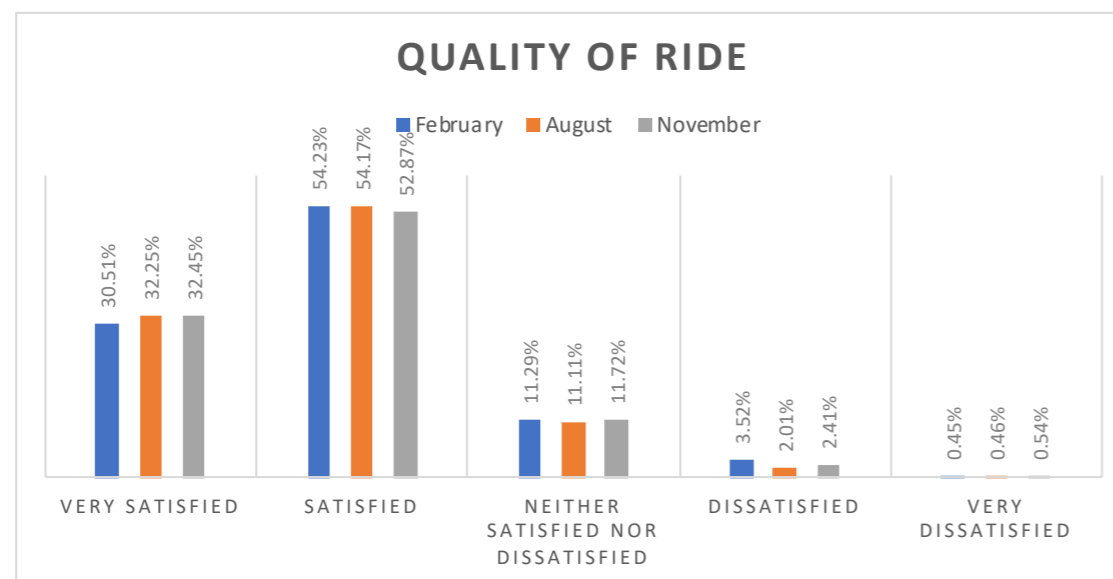
2. Journey Time



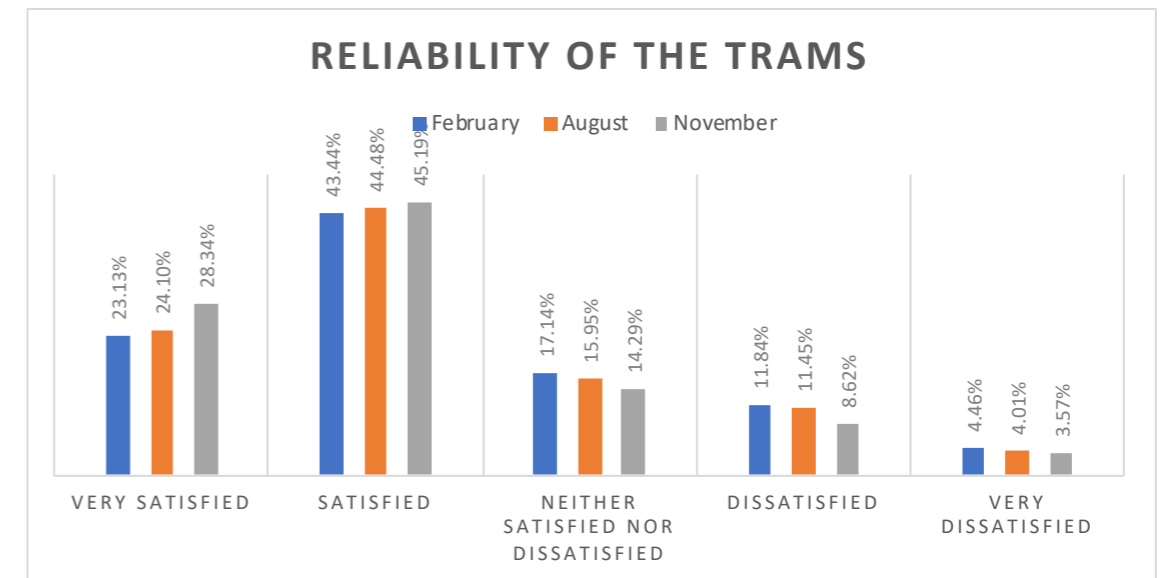
3. Friendliness and helpfulness of staff



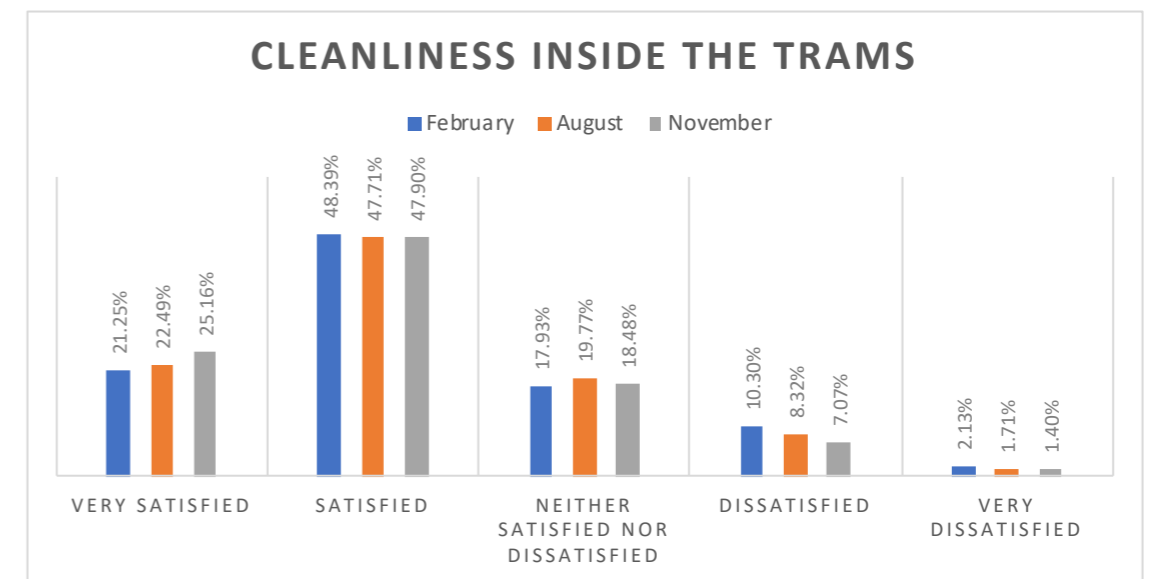
4. Quality of ride



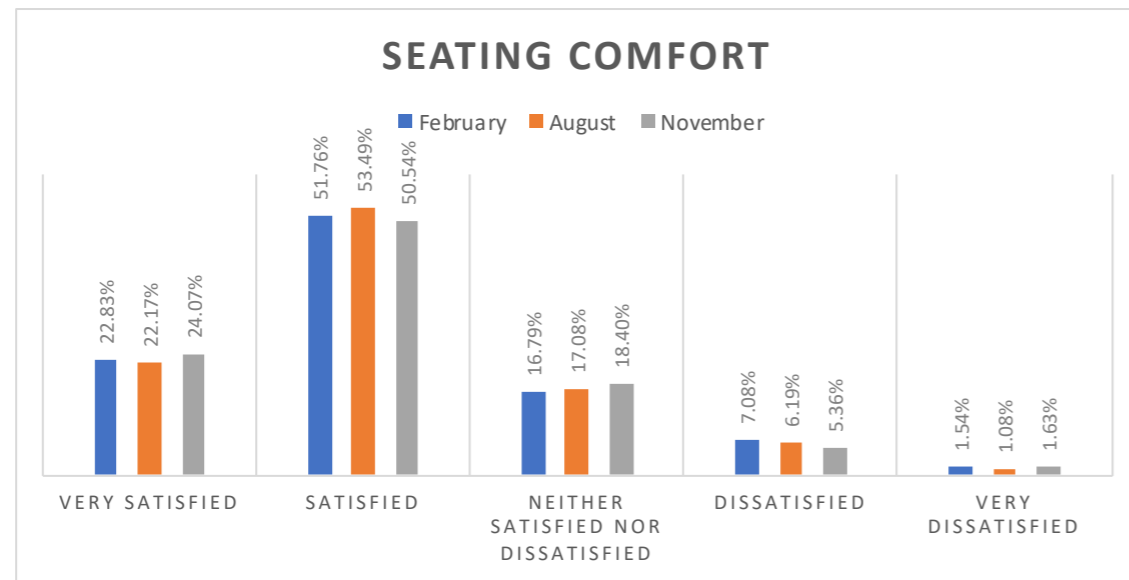
5. Reliability of the trams



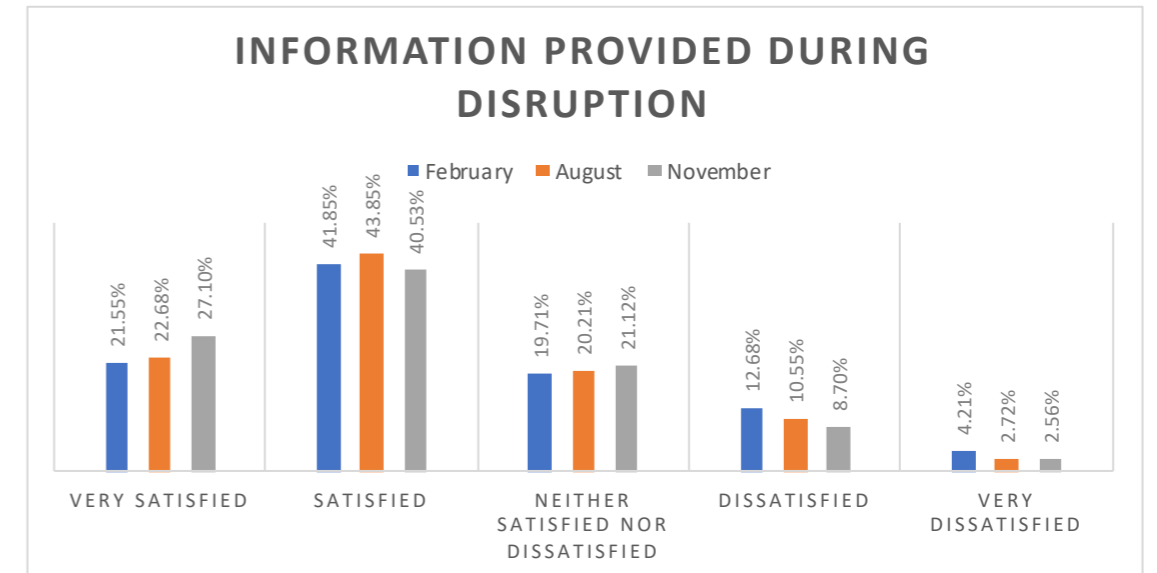
6. Cleanliness inside the trams



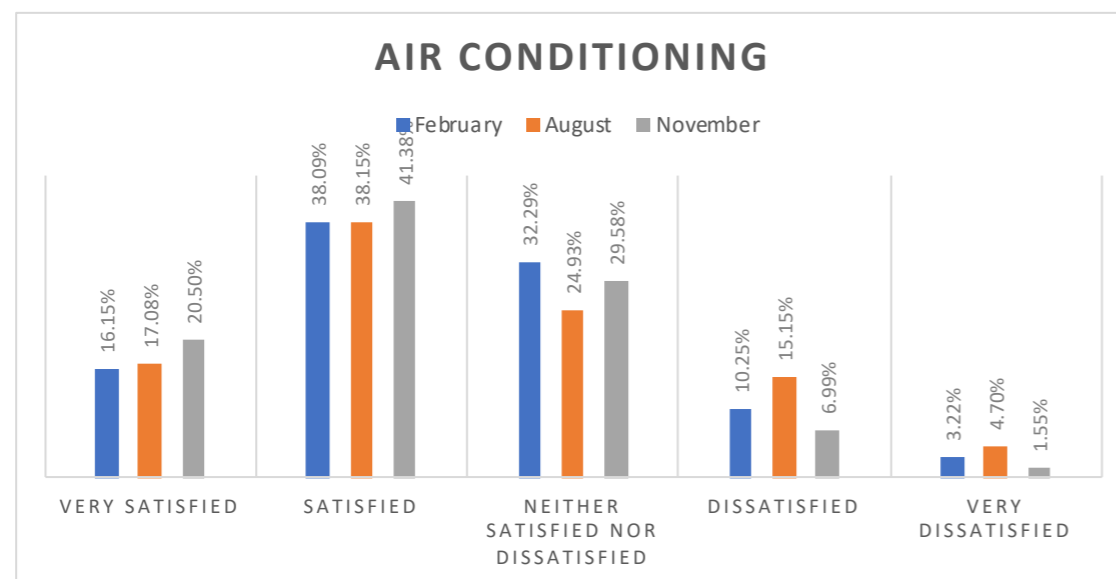
7. Seating comfort



9. Information provided during disruption



8. Air conditioning



Strengths

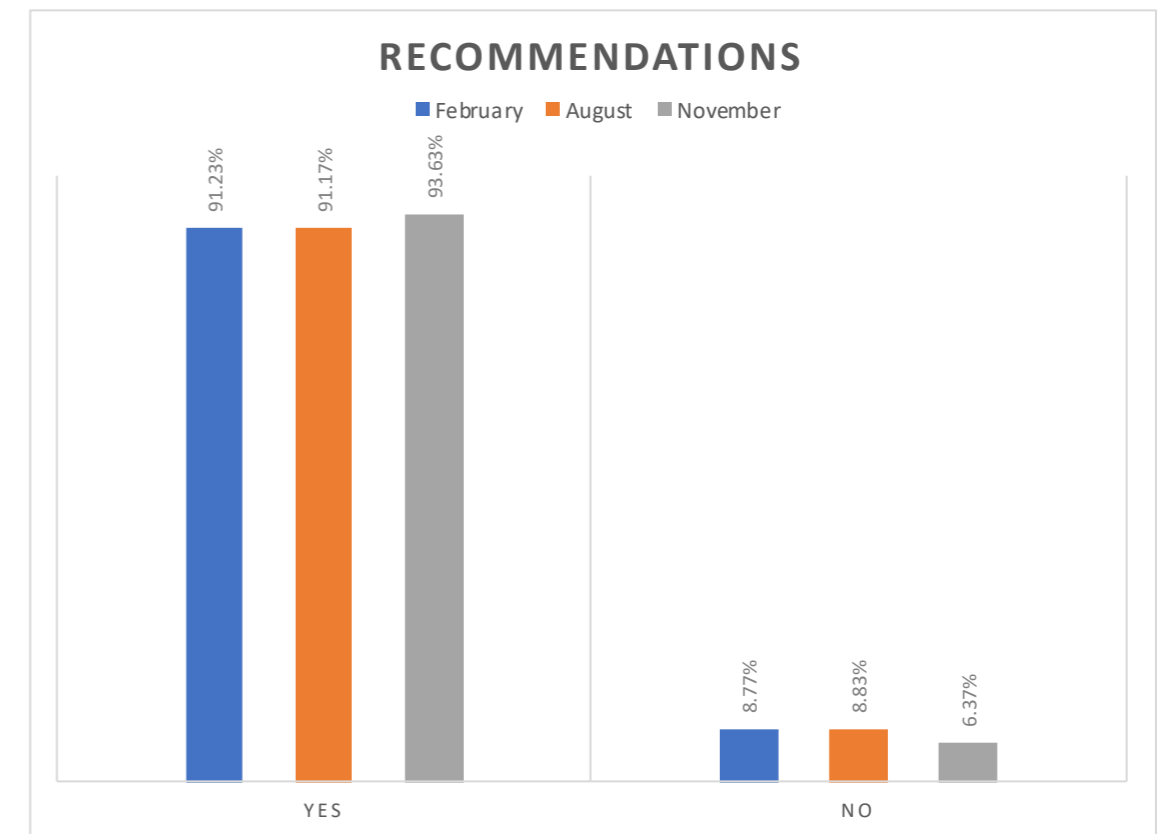
Question

Would you recommend the NET service to a friend or family member?

Survey Results

February 2022
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Overall rating



Weaknesses

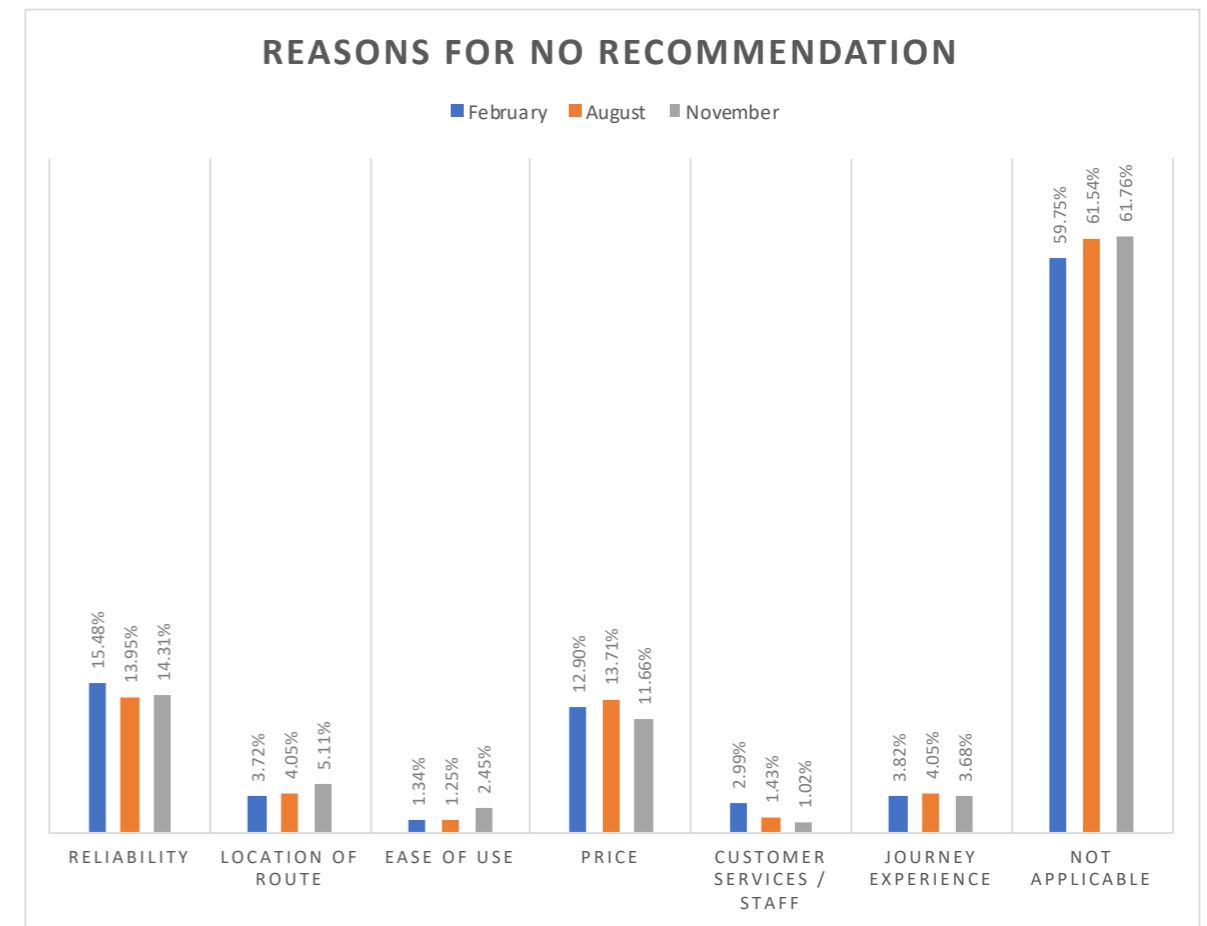
Question

If not, why would you not recommend the NET service?

Survey Results

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Overall rating



Overall rating

Opportunities

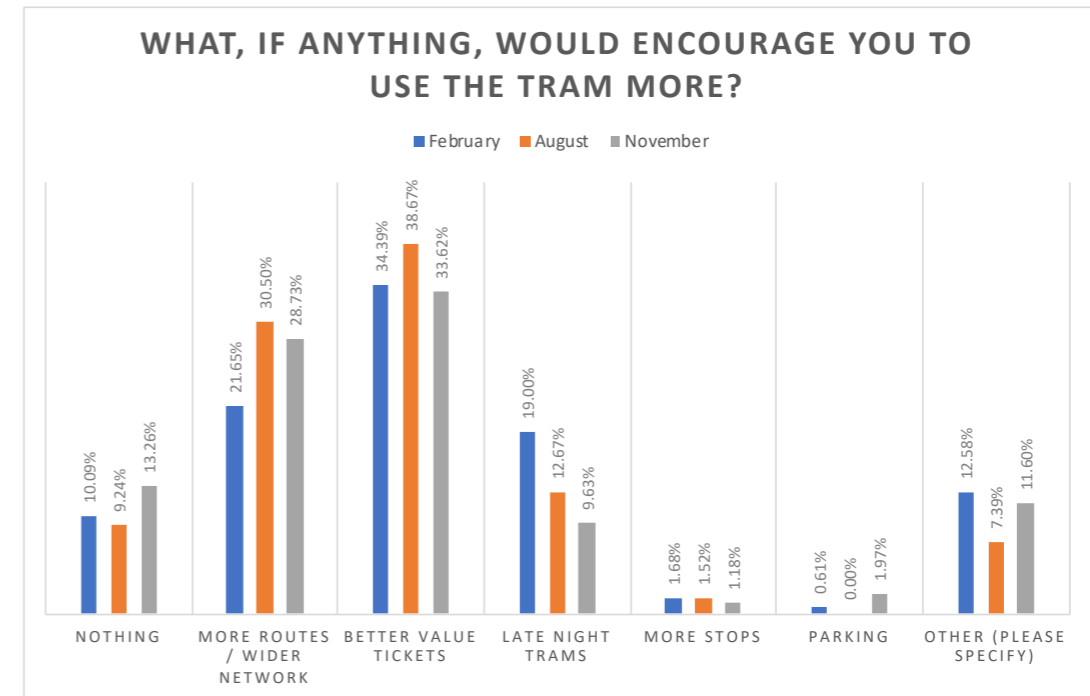
Question

What, if anything, would encourage you to use the tram more?

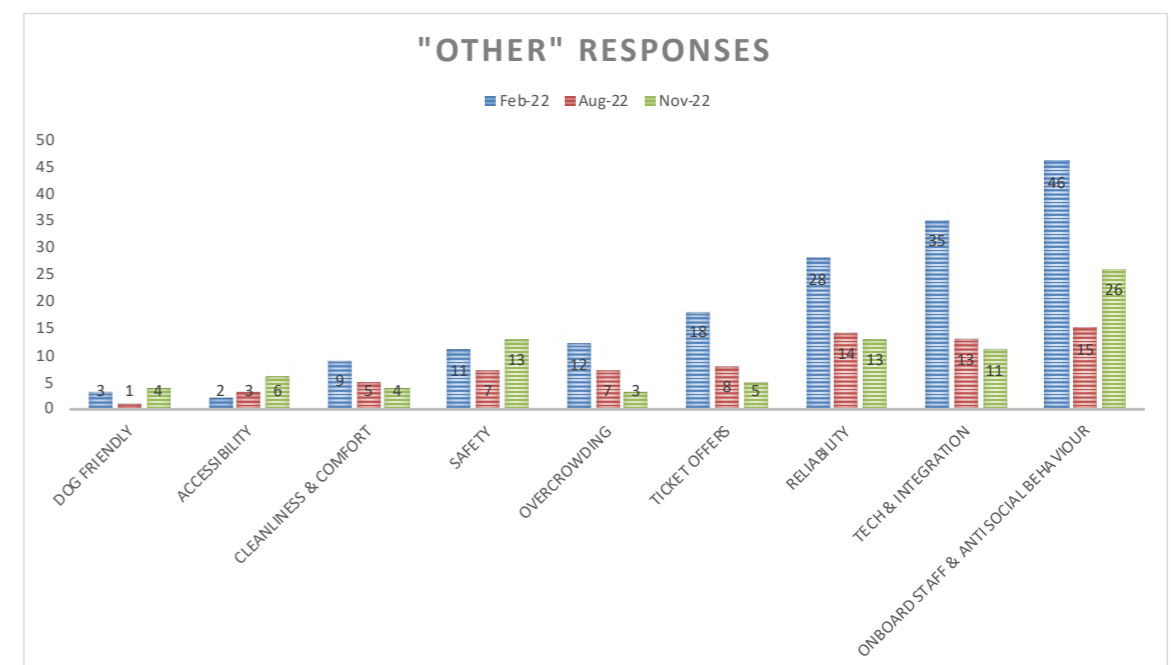
Survey Results

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Overall rating



"Other" responses



Satisfaction

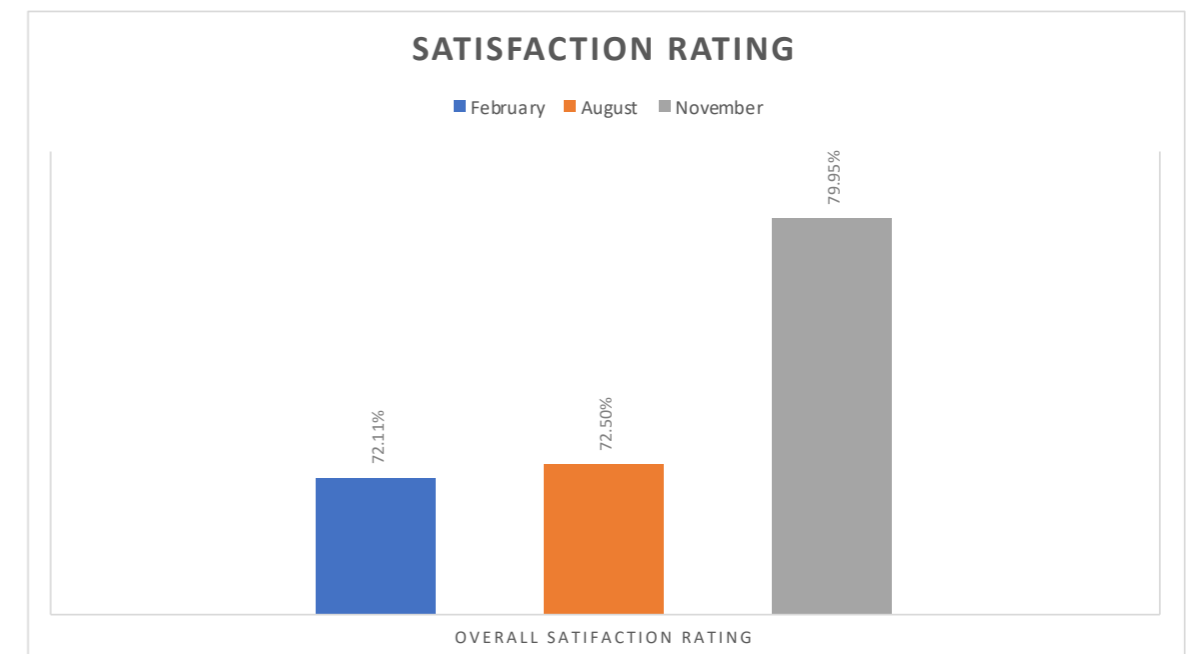
Question

Taking everything into consideration, how satisfied are you with the overall service you receive during your tram journeys?

Survey Results

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Overall rating





**NET Customer
Survey Report**

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