

How we're doing...

During November and December last year, customers were encouraged to share their feedback as part of our annual customer satisfaction survey.

The surveys were conducted independently by Transport for West Midlands using a specialist team trained to carry out face-to-face interviews with customers on our network and as a digital survey.

Thank you to everyone who took part, here are the headline results from your feedback.

Over
1,400
surveys
completed

91%
of customers
satisfied with
West Midlands
Metro overall

92%
Overall experience at
our tram stops

91%
Duration of
the journey

91%
Helpfulness and
appearance of our team

90%
Information provided
onboard the tram

On the tram

90% 

Cleanliness &
condition of
the tram

84% 

Comfort of
the journey

Ticketing

90% 

Range of payment
options available


89% 

Range of ways you
can purchase tickets
for the Metro


73% 


Overall value for
money

At tram stops


Convenience & accessibility of
the stop location **93%** 


90%  Condition and maintenance
of stops


Freedom from graffiti and
vandalism **90%** 


89%  Information provided at the
tram stop

Waiting for the tram

91%  How quick and easy it is to board
the tram

Route / destination information
on the front of the tram **91%** 

90%  The ease of getting on and off
the tram

Accuracy of the next tram
information displayed at stop **89%** 

Tram times

89% 

Reliability (trams
running on time)

87% 

Time waiting for
a tram to arrive

86% 

Frequency (how
often the trams run)

Security

87% 

Security onboard
the tram

84% 

Security at
tram stops

We value our customers' opinions and would love to hear about your recent tram journey with Metro.

To tell us about what we do well or what we can do better, please get in touch by chatting to us via our social platforms, emailing us at customerservices@westmidlandsmetro.com, or calling **0345 835 8181**.

Our normal opening times: **Mon-Fri** 08:00-18:00, **Sat** 09:00-13:00, **Sun** Closed.

 @WMMetro  WMMetro

 **West
Midlands
Metro**