



Insight Plan 2017-18

Quarterly update

November 2017

Background

Transport Focus is the independent transport user watchdog.

Transport Focus is an evidence-based organisation. Developing insight and research into the experiences, needs and priorities of transport users is the keystone of our work. This year we will talk to around 170,000 transport users.

Our plan [Making a difference for transport users: the next three years 2017-20](#) sets out main goals and the themes for our work. It also contains more information about us and how we work. In [Workplan 2017-18: Making a difference for transport users](#) you can find more specific plans for the year ahead. We will spend around 35 per cent of our budget on insight activities this year.

Our [Insight Plan](#) sets out what insight work we have recently published and plan to carry out. This report is a quarterly update on work that has been published, changed or newly added.

If you would like to know more about the insight projects or publications, please do get in touch with our Insight Team (louise.coward@transportfocus.org.uk).



What's new?

New insight work

On rail, we will explore:

- passengers' expectations around ways of paying for public transport in the future (in partnership with Great Western Railway)
- rail passengers' experiences, knowledge and expectations of the regular maintenance and renewal of the railways (in partnership with Network Rail)
- awareness of and attitudes towards rail compensation
- the impact of industrial action on passengers using affected rail services.

We will also carry out a phased programme of research to understand and mitigate the impact on passengers of engineering works around Derby next year.



What's new?

New insight work

On roads, we will:

- carry out research to inform potential improvements in tunnel design for the benefit of road users, both when refurbishing existing tunnels and when building new ones
- explore the extent to which A-road services meet the needs of road users in terms of provision and signage.

Having published the first Motorway Services User Survey, we are currently planning a second wave.



Coming soon

Provisional publication dates

By the end of 2017:

- a third wave of the HS2 [‘passenger panel’ insights](#)
- rail passenger priorities for improvement
- Caledonian Sleeper - guest satisfaction survey
- insight into non-users of rail
- HS2 luggage issues
- rail passengers’ experiences, knowledge and expectations of the regular maintenance and renewal of the railways
- impact of industrial action on passengers using affected rail services
- experiences of cyclists, equestrians and pedestrians using the strategic road network.



Coming soon

Provisional publication dates

Early 2018:

- National Rail Passenger Survey Autumn 2017
- experiences of disabled rail users
- Bus Passenger Survey
- young people's experiences of using buses (England only)
- Tram Passenger Survey
- experiences of strategic road network users with disabilities.



Recent publications

July – November 2017

Rail

- [*Rail passengers' experiences and priorities during engineering works*](#)
- [*Liverpool Lime Street station – engineering work October 2017*](#)
- [*Caledonian Sleeper: understanding passengers' expectations and experiences*](#)
- [*London Waterloo station and South West upgrade passenger research*](#)
- [*East Midlands rail franchise: passengers' experiences and aspirations*](#)
- [*Northern industrial action - Transport User Panel survey*](#)
- [*Merseyrail industrial action - Transport User Panel survey*](#)



Recent publications

July – November 2017

Road

- [Motorway Services User Survey - Spring 2017](#)
- [Road surface quality: what road users want from Highways England](#)
- [Getting to the heart of smart - road user experiences of smart motorways](#)
- [The A120 between Braintree and Marks Tey – road users' experiences and desired improvements](#)



Contact Transport Focus

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