

## Quarterly Progress Report



<b>Team:</b>	Research
<b>Quarter:</b>	3
<b>Agenda Item:</b>	6.2.2
<b>Sponsor</b>	Ian Wright
<b>Author(s):</b>	Ian Wright

### 1. Highlights

#### General

- New Head of Research (Ian Wright) started in November
- Research Framework agreed by the Board

#### Rail

- Fieldwork for NPS Autumn Wave 2009 (W21) conducted. Wave 22 questionnaire agreed, including liaison with key stakeholders such as BTP
- Rail Disruption Panel recruited to assess industry performance during unplanned disruptions
- Qualitative research commissioned (with Network Rail) to ascertain passenger needs during Birmingham New Street redevelopment. Reporting February 2010
- Quantitative research conducted on anti-social behaviour on the rail network. Reporting January 2010
- Set up for Greater Anglia refranchise research (fieldwork Jan 2010, reporting February)
- Rail National Priorities for Improvement reporting
- East Midlands RUS fieldwork (focus on car parking)
- East Coast Mainline refranchise reporting. Publishing Jan 2010
- West Coast Main Line RUS fieldwork

#### Bus

- Q3 fieldwork for Bus Mystery Traveller Survey conducted, annual report for 2008/09 and Q2 report 2009/10 produced
- Phase 2 of Pilot Bus Satisfaction fieldwork conducted in November. 14 areas, 18,000 interviews
- Fieldwork for Bus and Coach Priorities for Improvement research conducted.
- Arrive Bus passenger satisfaction survey in Milton Keynes

## 2. Issues

- There remain some resourcing issues within the team; the resignation of the Research and Policy Adviser coupled with the candidate who had been recruited to the role of Senior Researcher in Q2 deciding not to take up the position has left us stretched.

A replacement for the Senior Researcher is currently being recruited, and we are hopeful that they will be in post by Q1 of 2010/11 or sooner, depending on notice periods. Murray Leader our Research and Project Adviser is also helping cover the gap.