

Type of Research & Objective	Methodology	Agency	Report Published	Key findings/Next steps	Stage	Research Owner	Project status
National Passenger Survey (Quantitative)	Mostly at station survey	Continental	Autumn 2012 survey published on January 29th 2013. Spring 2013 survey to be published in June 2013.			David	Continuous
Northern TPE reseach (qualitative looking at passenger expectations)	Qualitative focus groups	Continental	End of september	Report currently being finalised before sending to comms	Reporting	Laura	In Progress
Right Time research	Qualitative groups, as well as depth interviews with disabled passengers	Contiental	TBC	Research comissioned, recruitment started, first group on 13th	Reporting	Laura	In Progress
Future trends research	Desk research and focus groups	Flamingo	November	Report currently being finalised for microsite to be launched mid November	Reporting	Laura	In Progress
Rail fares and ticketing study	Desk research and industry interviews in 10 markets in Europe and beyond (joint work with ATOC)	MVA	June	Finalising report	Reporting	Ian	In Progress
Smartcard Research	Focus groups and depth interviews with south east commuters. To understand passenger views of and needs for smartcard ticketing, as well as other new ticketing solutions.	GfK NOP	TBC	*Report being reviewed	Reporting	Louise	In Progress
Analysis of BPS 2011 results - Antisocial behaviour topic	Data analysis	Not applicable	Expectation is February 2013	Analysis complete, word doc written, final document being designed.	Reporting	Murray	In Progress
Analysis of BPS 2011 results - Punctuality topic	Data analysis	Not applicable	Expectation is a report at end Feb 2013	Analysis complete, word doc near completion.	Reporting	Murray	In Progress
Bus Passenger Survey - autumn 2012	On bus issued self completion survey	GfK NOP	Mar-13	Field work complete Final SPSS file received Publication date set for 11 March 2013 Stakeholder 1:1 presentations in Feb 2013 Producing the final report data	Reporting	Murray	In Progress
Bus Disruption	Qualitative research - consists of focus groups and mini depths with disabled/staff members from bus operators.	BDRC continental	Feb-13	* Currently reviewing the initial draft report * Agency presented findings to internal team	Reporting	Sultana	In Progress
Passenger Engagement and Consultation	Qualitative research (FGs with pax; IDIs with user group reps) to explore understanding of contract process and desired inputs to consultation.	BDRC Continental	March	Fieldwork completed; report in preparation. Debrief 08/02/13	Reporting	Keith	In Progress
Festive Period Travel Experiences	On-line using NPS re-contact database; omnibus to provide universe data for weighting	BDRC Continental	March	Fieldwork completed; report in preparation. Debrief 12/02/13	Reporting	Keith	In Progress
Tram Passenger Survey (TPS) pilot	Mix of at-stop (peak) and on-tram (off-peak) questionnaire distribution	BDRC Continental	April	Fieldwork booked; questionnaire under development	Set-up	Keith	In Progress
Bus Passenger Survey - spring 2013	On bus issued self completion survey	GfK NOP	Approx July 2013	Survey set up including determining the level of 3rd party participation. Fieldwork planned for March to May 2013	Set-up	Murray	In Progress
bus value for money	Qual 12 groups looking at value for money and ticketing	SPA Future Thinking	March	in field-fieldwork to complete feb 5th	In-field	Laura	In Progress

Feb 13 BM 5.2
Research Projects Update
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Oxford SmartZone	1000 face to face interviews in Street	BDRC Continental	June	Fieldwork piloted	In-field	Louise	In Progress
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