

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 on 19th June 2013.			David	Continuous
Right Time research	Qualitative groups, as well as depth interviews with disabled passengers	Contiental	May	Report received from agency, has now been approved by ORR and NRE-currently being designed	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	Apr-13	* finalising the publication date	Reporting	Sultana	In Progress
Passenger Engagement and Consultation - exploring understanding of contract process and desired inputs to consultation	Qualitative research (FGs with pax; IDIs with user group reps)	BDRC Continental	May	Rail report with Comms; bus report in preparation	Reporting	Keith	In Progress
Festive Period Travel Experiences - looking at passengers' experiences with rail travel over the holiday period	On-line using NPS re-contact database; omnibus to provide universe data for weighting	BDRC Continental	May	Report in preparation	Reporting	Keith	In Progress
Tram Passenger Survey (TPS) pilot - looking at passenger satisfaction to complete the trio with NPS and BPS	Mix of at-stop (peak) and on-tram (off-peak) questionnaire distribution; also trialling on-line data collection	BDRC Continental	May	Findings presented to Centro; report in preparation	Reporting	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	May	Report received from agency-currently working on third draft	Reporting	Laura	In Progress
Oxford SmartZone	1000 face to face interviews in Street	BDRC Continental	June	Fieldwork piloted	In-field	Louise	In Progress

Late Travellers Survey (RAIL)	Follow up quant survey looking at pax satisfaction/experience of travelling late evenings compared to during the day. Results will be compared to 2008 findings.	BDRC Continental	TBC	Debrief - April 2013	Reporting	Sultana	In Progress
Delays & Compensation - looking at passengers' experience of delays and awareness/experience of claiming compensation	On-line using NPS re-contact database	BDRC Continental	June	Report in preparation	Reporting	Keith	In Progress
Average Commuter - profiling the 'average commuter' and looking at weekend commuting behaviour	On-line using NPS re-contact database	BDRC Continental	June	Report in preparation	Reporting	Keith	In Progress
Passenger requirements of rail Apps	Groups, mini groups and depths	BDRC Continental	July	Report in preparation	Reporting	Louise	In Progress
Smart ticketing - market study	3000 on-line interviews with boosts on rail users and in Norfolk	BDRC Continental	July	Report in preparation	Reporting	Louise	In Progress
Norfolk bus operators	Teleddepth interviews	BDRC Continental	July	Report in preparation	Reporting	Louise	In Progress
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