

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	Spring 2013 survey was published on 19th June 2013. The Autumn 2013 survey starts on 2nd September 2013.	Publication of the autumn results will be in late January 2014 (28th, 29th or 30th January)		David	Continuous
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
Tram Passenger Survey (TPS) looking at passenger satisfaction to complete the trio with NPS and BPS	Mix of on-tram questionnaire distribution and collection of e-mail addresses for on-line survey completion	BDRC Continental	Feb-14	Planning fieldwork; seeking co-funding partners	In-field	Keith	In Progress
Bus Passenger Survey - spring 2013	On bus issued self completion survey	GfK NOP	Oct-13	Survey complete. Final results produced for Go-Ahead bus companies and Centro area. Maybe some final work for publication.	Reporting	Murray	In Progress
bus value for money	Qual 12 groups looking at value for money and ticketing	SPA Future Thinking	TBC	With comms	Reporting	Laura	In Progress
Oxford SmartZone	1000 face to face interviews in Street	BDRC Continental	September	report with comms	Reporting	Louise	In Progress
Passenger requirements of rail Apps	Groups, mini groups and depths	BDRC Continental	October	report awaiting DfT sign off	Reporting	Louise	In Progress
Smart ticketing - market study	3000 on-line interviews with boosts on rail users and in Norfolk	BDRC Continental	November	Report in preparation	Reporting	Louise	In Progress
Bus Passenger Survey: online survey pilot	On bus issued request for participation	GfK NOP	Oct-13	Utilising TPS online trial knowledge. Programme design complete. Field work complete. Initial report produced. Report being reviewed. To be completed around October 2013	Reporting	Murray	In Progress
Bus Passenger Survey - autumn 2013	On bus issued self completion survey	BDRC Continental Ltd	Mar-14	Set up stage complete. Securing boost funders completed. Fieldwork set for 8 Sept to 30 Nov. On track.	In-field	Murray	In Progress
Passenger Confidence	Qualitative - groups (commuter/business/leisure users) and depths (infrequent users)	Illuminas	Oct-13	Analysing	Reporting	Keith	In Progress
Passenger Assist mystery shop	Quantitative - using disabled Mystery shoppers to undertake 117 return journeys	SPA Future Thinking	Spring 2014	Currently recruiting and training mystery shoppers before fieldwork starts in September 2013.		Sultana	In Progress
Merseytravel Rolling Stock Research	Qualitative focus groups & quantitative on street. To understand passenger requirements for new rolling stock design	Aecom & BDRC Continental	TBC	Qualitative fieldwork completed and fed into quantitative questionnaire. Quant fieldwork to start end of August.	In-field	Rashpal/Dan	In Progress
Passenger Experience Research	Qualitative focus groups and depths. Quantitative online questionnaire. To understand the passenger experience before, during and after travel.	Aecom & YouGov	Dec-13	Set up of qualitative research		Rashpal	In Progress