

Sept 12 BM 5.2
Research projects update
Q1 2012-13

Type of Research & Objective	Methodology	Agency	Fieldwork	Report Published	Key findings/Next steps	Research Owner	Project status
RAIL RESEARCH							
National Passenger Survey (Quantitative)	Mostly at station survey	Continental	Autumn 2012 wave started on the 1st September and continues until 9th November 2012	Spring 2012 survey published on June 28th 2012.		David	Continuous
National Station Improvement Programme Phase 2 (Quantitative)	Survey to be carried out at 8 stations once the improvement works have completed. 5 Stations were surveyed before Xmas 2010: Gipsy Hill, Smitham, Streatham Hill, Halifax and Uckfield. 3 stations to be surveyed in April 2011	IPSOS Mori	Wave 2 – Summer 2010 Fieldwork is complete at the 5 stations: Gipsy Hill, Streatham Hill, Smitham, Uckfield and Halifax. 3 more stations to be surveyed in January 2012	Final report will be published mid 2012	Following further delays to station improvements a halt has finally been called to the research programme.	Dan	In Progress
Northern TPE research (qualitative looking at passenger expectations)	Qualitative focus groups	Continental	Jun-12	End of September	Report currently being finalised before sending to comms	Laura	In Progress
Right Time research	Qualitative groups, as well as depth interviews with disabled passengers	Continental	13-21 September	TBC	Research commissioned, recruitment started, first group on 13th	Laura	In Progress
Future trends research	Desk research and focus groups	Flamingo	Completed end of Jan 2012	October	Report currently being finalised for microsite to be launched mid October	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	Feb/March	June	Finalising report	Ian	In Progress
Passengers' experiences during planned engineering works (Qualitative and quantitative)	Qualitative - Focus Groups/ depths, Quantitative - self completion questionnaires on certain routes (TBC) Also using thetrainline.com database to target passengers travelling on routes affected by engineering works	BDRC Continental The trainline.com	Focus groups - January 2012 Quant survey - February/March 2012 thetrainline.com research - February/March 2012	Aug-12	*Report with comms, awaiting publication	Rashpal	In Progress
SMART Ticketing research	To be decided	To be decided	Will be conducted over a two year programme		August 2012 - Awaiting sign off for next phase of research from DfT	Rashpal/ 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	18th June to 26th June (all groups will be viewable)	TBC	*Report being reviewed	Rashpal	In Progress
BUS & COACH RESEARCH							
BPS spring 2012 on Go-Ahead routes	On bus issued self completion survey	GfK NOP	Spring 2012	Scheduled for mid September	Production of published reports	Murray	In Progress
Impact of reductions to publicly supported bus services	Semi qualitative interviews	SPA Future Thinking	February and March 2012	Report emailed out end August	Stakeholder event on 5th October	Murray	In Progress
Analysis of BPS 2011 results - Antisocial behaviour topic	Data analysis	Not applicable	Analysis complete mid July	Expectation is mid October	Analysis complete, word doc written, awaiting foreword and artwork finished document	Murray	In Progress
Analysis of BPS 2011 results - Value for Money topic	Data analysis	Not applicable	Analysis to be complete around end October	TBA	Conduct analysis of BPS autumn wave data	Murray	In Progress
Analysis of BPS 2011 results - Punctuality topic	Data analysis	Not applicable	Analysis to be complete around end October	TBA	Analysis to be conducted	Murray	In Progress
Bus Passenger Survey - autumn 2012	On bus issued self completion survey	GfK NOP	September to November 2012	Mar-13	Boost funding secured Survey will be undertaken in 22 Local Transport Authority areas. Target of 25,000 responses. Fieldwork on track to start 23rd September	Murray	In Progress