

# Notes

## National Passenger Survey Stakeholder Board February 2011

**Date:** Wednesday 09 February 2011  
**Location:** One Drummond Gate, Pimlico, London, SW1V 2QY  
**Time:** 12.30 – 14.00

### Attending

#### *Stakeholders attending*

Adrian Chapman	Market Research Manager, ATOC
Allan Anderson	Rail Passenger Interest Manager, Transport Scotland
Nigel Fisher	Head of Monitoring, Office of Rail Regulation
Andrew Regan	Research Specialist, Network Rail
James Patterson	Quality of Service Research Officer, British Transport Police
David Bovill	Department for Transport
Tom Sansom	Consultation & Research Officer, pteg / GMPTE
Alan Smart	Transport for London

#### *Apologies*

Margaret Shaw	Department for Transport
Poonam Tamana	London TravelWatch

#### *Passenger Focus*

Ashwin Kumar	Rail Passenger Director
Ian Wright	Head of Research
David Greeno	Senior Passenger Researcher
Joel Braniff	Corporate Services Officer

# Notes

## **NPS Stakeholder Board – Wednesday 9<sup>th</sup> February 2011**

The board noted the changes to the Autumn 2010 report of the National Passenger Survey Individual tables by TOC and a route based breakdown have been included as well as data tables for stations. It is hoped that the more flexible layout will be useful to stakeholders. The Passenger Focus research team is always keen to get feedback from survey users which will help them work towards making further improvements to the NPS. The board also noted that Passenger Focus and ORR are carrying out some joint research to understand bigger picture of what passenger information is wanted from the rail industry.

Ian Wright, Head of Research at Passenger Focus, reported that a review of the NPS was carried out during the Autumn of 2010. The review highlighted that over the last 5 years the NPS has been used by more and more Stakeholders and in greater depth with more users attempting to drill down to a local level in their analysis. The review reported that almost all users of the survey would like to see a larger sample size used if possible. It is hoped that the sample size can be boosted through redistribution, greater efficiency and obtaining funding from additional sources. Many TOCs carry out their own research in addition to the NPS but a different methodology is often used therefore could not be used to supplement the NPS sample. The building block approach was highlighted as an important aspect of the survey but further work is needed to ensure a more consistent breakdown of data.

The response rate for the NPS has declined over the last five years, although the response rate for the Autumn wave 2010 is nevertheless considered to be reasonable. It is hoped that an incentive such as a prize draw would be a cost effective method to increase the response rate. Furthermore the inclusion of some subsidiary questions will be reviewed with a view to reducing the length of questionnaire. Passengers have the option of completing the survey online although relatively few responses are captured this way. However, technology options are likely to be explored in the future. NPS data can be accessed online via the Reportal service on the Passenger Focus website although the NPS review noted that it could be more user friendly. Training has recently been provided for NPS stakeholders and positive feedback was noted by those who attended the sessions.

The overall conclusion of the review was that further refinement would be made but there is no need for any radical changes to be implemented. Improvements agreed will be fed into the retendering process for the next NPS contract which will be complete by the end of May 2011. Further substantial changes are likely to be implemented during 2012.