

## **Passenger Focus research update**

### **Fares and Ticketing**

Queuing Times – queuing time observations has been undertaken to better understand the queuing times at the NPS identified 12 worst performing stations. Currently finalising the report with expected publication to be mid April 2008.

Ticket Vending Machines – specific research is underway, in partnership with South West Trains, to survey passengers to gain an understanding of attitudes and reasons for purchasing tickets at either the ticket office or ticket vending machine. The research is focusing on the recognised “pinch-points” when queues at stations for purchasing tickets are at their longest. The project is expected to be finalised in May 2008.

### **Getting a Seat**

Route Utilisation Strategies – research has been undertaken on the following specific routes: Lancashire and Cumbria – the research for this has been completed and is being used by PLM's in the area.

Southern – the research has been completed and reports are being finalised to inform the South Central Franchise process of passenger priorities.

Wales – research is currently underway four Welsh routes in February 2008 (the routes are Shrewsbury to Hereford, Shrewsbury to Machynlleth, Swansea to Whitland and the Valley lines). Results available beginning April 2008,

Cumbria – research on the Windemere to Oxenholme route and Carlisle/Penrith and Oxenholme. Results available beginning April 2008.

### **Planned Service Disruption**

Passenger Focus Planned Service Disruption work theme - qualitative research to establish whether the draft vision for delivery of passenger information within the rail industry is appropriate. The vision has been developed by the National Rail Enquiries-led Passenger Information Strategy Group. The research has been completed and the report is being finalised due for publication April 2008.

Thameslink Passenger Needs 2008 – qualitative research to determine what measures the rail industry can take prior to December 2008 to minimise the impact of the Thameslink Programme construction work. Research to be undertaken in early 2008. This will be a joint project between Passenger Focus, First Capital Connect and South Eastern Railway.

### **Accessibility**

Assisted Passenger Reservation Service Mystery Shop research Phase Two – qualitative research is currently being undertaken to identify how the service can be improved, phase two will be carried out in the north of England and Scotland. Research is being undertaken in March – April 2008, reporting expected in June 2008.

### **Stations**

Research work to identify passengers' satisfaction with Network Rail station improvements is being developed in conjunction with Network Rail. This work will be undertaken mid 2008.

### **Understanding the needs and experiences of rail passengers**

NPS – fieldwork for the spring wave 18 is currently underway with publication expected on 20 May 2008.

Employer's Requirements – qualitative and quantitative research to inform us of employer's transport needs. Currently finalising the report with expected publication April 2008.

Thameslink Rolling Stock – qualitative research to capture passengers' needs and ensure interests are reflected in the design of the new rolling stock to operate on the Thameslink routes from 2015. Currently finalising the report with expected publication April 2008. This is a joint project with Passenger Focus, London TravelWatch and DfT.

Stakeholder Survey 2007 – qualitative research to gauge the knowledge and attitudes towards Passenger Focus by its key stakeholders. Currently finalising the report with expected publication May 2008.

The Association of Rail Partnerships (ACoRP) – has sought our input to research being undertaken to calculate the value of community railways. Research to be undertaken in January 2008, reporting in May 2008.