

Passenger Focus research update – February 2009

Fares and ticketing research

Drivers of passenger satisfaction

Qualitative and quantitative research to understand what the drivers of passenger satisfaction with value for money are, and to find out what the rail industry could do to improve on current passenger satisfaction levels in this area. The work was undertaken during Autumn 2008 with publication scheduled for mid-February 2009.

European comparisons

Research that will provide meaningful comparisons of fares and ticketing arrangements in Britain to those in continental Europe, to be published mid-February 2009.

Ticket retailing channels

Mystery shopping is currently underway to compare the different retail channels available to passengers. This work will enable Passenger Focus to provide advice to passengers on which retail channel is the most appropriate to their needs. The work is due to be published in March/April 2009.

Getting a seat research

Route Utilisation Strategies

Research is planned for the following routes:

- 1 Yorkshire - Humber: this research work has been completed
- 2 Kent/Sussex: fieldwork has commenced on this RUS
- 3 Merseyrail, Great Western (South West, West Midlands and West Coast Main Line): timeframes for these routes are still to be finalised
- 4 Liverpool to Norwich: research has been completed on this 'mini' RUS

Intercity Express Programme (IEP) rolling stock research

To determine passenger aspirations for the internal layout of new long distance rolling stock. This work has now been completed and is scheduled for publication in March 2009.

Planned service disruption research

King's Cross Station redevelopment work

Qualitative research to understand passengers' requirements during the redevelopment programme. This work has been undertaken in conjunction with First Capital Connect, Network Rail, National Express East Coast, Grand Central and Hull Trains. The research is scheduled to be published in April 2009.

Accessibility research

No projects are planned for the remainder of the 2008-2009 financial year.

Stations research

Integrated transport

Looking at passengers' perceptions towards integrated transport and what are the key issues. Fieldwork is currently underway, with publication scheduled for April/May 2009.

Research work to identify passengers' satisfaction with Network Rail station improvements is being developed in conjunction with Network Rail. This work has been completed and publication is scheduled for May/April 2009.

Passenger Focus, in conjunction with the Rail Safety and Standards Board, ATOC and others, has developed a research methodology for the data collection and monitoring strategy for the DfT's Station Travel Plan project. This work has been completed and publication is scheduled for March 2009.

Understanding the needs and experiences of rail passengers research

National Passenger Survey

Fieldwork for the Autumn wave (19) has been completed and results were published on 28 January 2008. Fieldwork for the Spring wave (20) commenced on 30 January 2009.

Employer's Requirements

Qualitative and quantitative research to inform Passenger Focus of employer's transport needs. Publication of this project is scheduled for mid-February 2009.

Buses/Coaches research

Concessionary bus travel

Research project to explore the impacts of the introduction of free off-peak travel anywhere in the country for 60+ and disabled passengers. Fieldwork is underway with publication scheduled for early April 2009.

Bus passenger satisfaction pilot

Project to measure bus passenger satisfaction in an initial selection of pilot areas. Fieldwork is planned for March 2009, to be completed by April 2009.

Bus passenger complaints handling

Research exploring the current arrangements for handling complaints by bus passengers in England. Fieldwork is planned for early 2009, to be completed by April 2009.

Bus Mystery Traveller Survey

This is an ongoing monitor to record changes in the quality of local bus services to complement the bus passenger satisfaction survey. Passenger Focus takes over the management of this project from DfT as of 1 April 2009.