

# Passenger Focus research update – September 2009

## Rail

### Strategic priority one: Making a difference for all rail passengers

#### National Passenger Survey (NPS):

The two waves of NPS will be conducted in autumn (September – October 2009) and spring 2010 (February – March). Expected dates of publication will be for the autumn wave, January 2010, and for the spring wave, July 2010.

For further information please contact David Greeno at [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk).

#### National passenger priorities rail:

The overall objective is to generate data which will confirm the ranking (or otherwise) of the existing passenger priorities for improvements that were produced by Passenger Focus in 2007. We will approach this by identifying passengers' expectations of their rail services and by identifying the relative importance that passengers attach to improving different aspects of the rail service currently experienced. Fieldwork is scheduled for September – November with publication expected by the end of 2009.

For further information please contact Dan Taylor at [dan.taylor@passengerfocus.org.uk](mailto:dan.taylor@passengerfocus.org.uk).

#### Route Utilisation Strategy (RUS):

The overall objective of the research is to inform Passenger Focus's knowledge, evidence and policy about passengers' priorities for specific routes. The work will contribute directly to our input into the development of RUSs and franchise consultations for these routes.

Research will be undertaken in the East Midlands, the West Coast Main Line and the West Midlands and Chilterns, with fieldwork being undertaken throughout the year.

#### Franchise replacement – East Coast Main Line:

In response to changes to the East Coast Main Line franchise, the Department for Transport (DfT) has requested Passenger Focus to undertake research to specifically look at the priorities of passengers on this part of the network.

This piece of research will provide robust, comprehensive and up-to-date evidence on the perceptions, views and issues of concern for passengers travelling on the East Coast Main Line. Fieldwork for this piece of work will be undertaken in September 2009.

For further information please contact Sultana Idris at [sultana.idris@passengerfocus.org.uk](mailto:sultana.idris@passengerfocus.org.uk).

## **Franchise replacement – c2c:**

Research will be undertaken to provide a passenger perspective on the content of the specification for the re-franchise of the c2c rail services.

This piece of research will provide robust, comprehensive and up-to-date evidence on the perceptions, views and issues of concern for passengers travelling on the c2c network. Fieldwork for this piece of work will be undertaken in September 2009.

For further information please contact Sultana Idris at [sultana.idris@passengerfocus.org.uk](mailto:sultana.idris@passengerfocus.org.uk).

## **Performance and safety**

### **Anti-social behaviour:**

A research project exploring what passengers mean by, and how they view, anti-social behaviour on the rail network. Fieldwork will be undertaken in September – October with the findings being available to share with British Transport Police (BTP) before the end of December 2009. This project is being undertaken in conjunction with BTP (North West Division, Scotland and Wales), Southeastern Trains, Virgin Trains, London Midland, Southern, Network Rail Scotland, First ScotRail, Arriva Trains Wales and Merseyrail.

For further information please contact Bob Callender at [bob.callender@passengerfocus.org.uk](mailto:bob.callender@passengerfocus.org.uk) or Ashley Grumble at [ashley.grumble@passengerfocus.org.uk](mailto:ashley.grumble@passengerfocus.org.uk).

## **Fares and value for money**

### **Ticket retailing channels:**

Mystery shopping undertaken to compare the different retail channels available to passengers allowing us to provide advice to passengers on which retail channel is the most appropriate to their needs. The work is scheduled to be published in late-September 2009.

For further information please contact Bob Callender at [bob.callender@passengerfocus.org.uk](mailto:bob.callender@passengerfocus.org.uk).

## **Capacity**

### **Rolling stock – Scotland:**

Working with Transport Scotland to identify passenger expectations and aspirations of new rolling stock. Fieldwork is provisionally scheduled for November 2009.

For further information please contact Bob Callender at [bob.callender@passengerfocus.org.uk](mailto:bob.callender@passengerfocus.org.uk).

## **Timetable changes**

### **National Express East Anglia:**

Research into passengers' views about proposed December 2010 timetable changes on particular National Express East Anglia routes. Fieldwork will be undertaken in September with results available in November 2009.

For further information please contact Guy Dangerfield at [guy.dangerfield@passengerfocus.org.uk](mailto:guy.dangerfield@passengerfocus.org.uk) or Bob Callender at [bob.callender@passengerfocus.org.uk](mailto:bob.callender@passengerfocus.org.uk).

### **Brighton Mainline:**

Working with Network Rail to understand passenger needs for additional stops at Clapham Junction and East Croydon since the changes to the peak extended Gatwick Express service. The project will be undertaken in September – October 2009.

For further information please contact Sharon Hedges at [sharon.hedges@passengerfocus.org.uk](mailto:sharon.hedges@passengerfocus.org.uk) or Bob Callender at [bob.callender@passengerfocus.org.uk](mailto:bob.callender@passengerfocus.org.uk).

## **Delays and planned disruption**

### **Disruption research panel:**

The overall objective of the research is to discover the passenger perspective on the rail industry's management of incidents of disruption. The fieldwork for this research will commence in September and continue for the remainder of the financial year. Continual feedback will be provided to the Train Operating Companies with a final report being produced April 2010.

For further information please contact Bob Callender at [bob.callender@passengerfocus.org.uk](mailto:bob.callender@passengerfocus.org.uk).

### **Birmingham New Street and Reading Stations redevelopment:**

Working with Network Rail undertaking research to understand passengers' requirements during the redevelopment programme. The research is scheduled for the third quarter.

For further information please contact Sultana Idris at [sultana.idris@passengerfocus.org.uk](mailto:sultana.idris@passengerfocus.org.uk).

## **End-to-end journeys**

### **Integrated transport:**

Publish the findings of the joint research project undertaken with the Association of Train Operating Companies to understand the perceptions of passengers towards integrated transport, specifically looking at end-to-end journeys and identifying the barriers to using rail for non-users and infrequent users. The report is scheduled to be published in September 2009.

For further information please contact Sultana Idris at [sultana.idris@passengerfocus.org.uk](mailto:sultana.idris@passengerfocus.org.uk).

**Strategic priority 2: Tackle examples of poor rail passenger service**

Carry out research with Glamorgan University in Wales to understand the passenger experience of unstaffed stations in Wales.

For further information please contact Janet Cardell at [janet.cardell@passengerfocus.org.uk](mailto:janet.cardell@passengerfocus.org.uk).

## **Bus**

### **Strategic priority 6: Build and deliver effective passenger representation for bus and coach passengers**

#### **Bus Mystery Traveller Survey:**

This is an ongoing monitor to record changes in the quality of local bus services to complement the DfT bus passenger satisfaction survey. Passenger Focus will publish the findings in October 2009.

For further information please contact Bob Callender at [bob.callender@passengerfocus.org.uk](mailto:bob.callender@passengerfocus.org.uk).

#### **Bus passenger complaints handling:**

Research to be published in October 2009 providing details on what passengers tell us about the current arrangements for handling complaints from bus passengers in England.

For further information please contact Tim Knight at [tim.knight@passengerfocus.org.uk](mailto:tim.knight@passengerfocus.org.uk).

#### **Bus passenger satisfaction:**

Undertake passenger satisfaction research in a further 14 areas (six areas have already been completed) around England: Manchester, Merseyside, South and West Yorkshire, Medway Kent, Stoke-on-Trent, Brighton, Plymouth, Swindon, Cumbria, Cambridgeshire, Cornwall, Hampshire and Shropshire. Fieldwork will be undertaken in October – November with the findings of all 20 areas being published in April 2010.

For further information please contact Tim Knight at [tim.knight@passengerfocus.org.uk](mailto:tim.knight@passengerfocus.org.uk) and [sultana.idris@passengerfocus.org.uk](mailto:sultana.idris@passengerfocus.org.uk).

#### **National bus and coach passenger priorities for improvement:**

The research will measure how passengers' experiences of travelling compare to their expectations, with regard to different attributes, and the relative priority attached to the improvements passengers would most like to see to the services they use. Fieldwork for this work will be undertaken in October with the findings being published in early 2010.

For further information please contact Tim Knight at [tim.knight@passengerfocus.org.uk](mailto:tim.knight@passengerfocus.org.uk).