

Minutes

B 01.2 Mar 19 BM

Date: Monday, January 14th 2019
 Location: Fleetbank House, Meeting Room 2
 Time: 1400 - 1600

Attended

Theo de Pencier	TdP	Chair
Philip Mendelsohn	PM	Board member
Rob Wilson	RW	Board member
Anthony Smith	AS	Chief Executive
Jon Carter	JC	Head of Board and Governance
Shelly van der Nest	SVDN	CEO Team Coordinator
Louise Coward	LC	Acting Head of Insight
David Greeno	DG	Senior Insight Advisor
Robert Pain	RP	Senior Insight Advisor
Murray Leader	ML	Senior Insight Advisor
Rosie Giles	RG	Insight Advisor

Item	Subject	Action reference (if any)
A Standing items		
1	<p>Chair's opening remarks: declaration of interests and apologies</p> <ul style="list-style-type: none"> TdP welcomed everyone to the meeting. No apologies or declarations of interest were noted. It was agreed to also discuss the SRUS contract paper up for board approval the following day 	
2	<p>Minutes from previous meeting: 11th September 2018</p> <p>The minutes of the previous meeting were discussed and amendments made as follows</p> <ul style="list-style-type: none"> assessment of NRPS was reported in the July 2018 meeting (page 3, paragraph 3). agency name is BDRC and not BDLC as stated in the minutes (page 4, paragraph 3) 	<p>SGG 1819-134 JC / Mar 19</p> <p>SGG 1819-135 JC / Mar 19</p>
3	<p>Action matrix</p> <p>The action matrix was discussed and updated accordingly:</p> <ul style="list-style-type: none"> 1819-133 - TPS funding gap – complete / delete 	
B National Rail Passenger Survey (NRPS)		
1	<p>Autumn 2018 and Spring 2019 planning</p> <ul style="list-style-type: none"> Noted update paper from DG Weightings for all the TOC's have been revised (this happens every two years). Delays to sign off but completed 12/11/18. Reflects the most recent passenger loadings on each of the train companies. 	

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- Fieldwork took place between September and November 2018 using a revised sample plan.
- Initial returns and sample sizes were lower than expected. Although handout rates and respond rates were very similar than the previous wave. The overall sample size was around 27000 which include all TOC's and non-franchising TOC's.
- The online response rate was very similar to the previous wave which is 34% compared to 33% in the Spring 2018 wave.
- Additional fieldwork checks were done by the agency following the problems in spring 2018; so far nothing has been found to concern us at this time.
- Greater Anglia continuous surveys (which include NRPS and mystery shopping) are ongoing. A problem downloading data from the Watermelon website was quickly sorted out. There was also a problem with a wrong station code in the database. An additional member of staff has joined the Watermelon project team to review and sign off all outputs.
- For the Spring 2019 wave the Insight team have now spoken to TOC's and the sampling plan will be slightly revised.
- NRPS results will be added to the datahub by the end of March 2019.
- NRPS verbatim comment analysis is being explored. This is an experiment with a respected practitioner, based on machine readable comments from the questionnaire. It will help explore the possibility of doing follow-up work with online NRPS respondents. Being suitably anonymous the comments can also be posted to the data hub. It can be further explored in the next wave.
- AS reported that RDG's 'heartbeat' product, now rebranded 'wavelength', is an attempt to get speedier satisfaction feedback from passengers than NRPS can

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provide. We need to ensure it does not compete directly with NRPS.

- The ScotRail parallel run had gone according to plan with results consistent with the main survey.
- The Group noted the increasing use made of the datahub and asked for usage statistics to be available at future meetings

SGG 1819-137
LC (RP) / Mar 19

2 NRPS re-tender timing

- The Group discussed the four options proposed in respect of retendering the NRPS contract
- Option 1 (start retendering now) was not considered viable and may attract additional unbudgeted costs in 2019-20; option 3 was problematic as it would coincide with the reweighting process. On the other hand, these options had the greater gaps between contract award and first wave.
- TOC's are anxious for the retendering to start sooner rather than later, as there were low levels of confidence in Watermelon; LC noted that despite the earlier problems, they remained a respected agency.
- An upper limit on contract value was suggested in the next ITT
- The Group **agreed** that further thinking was needed and that a proposal should be worked up for agreement in March.

SGG 1819-136
LC (DG) / Mar 19

C Bus Passenger Survey (BPS)

1 Autumn 2018 survey

- **Noted** update from RP.
- The general picture is that it continues to be a bit of a struggle to recruit the desired number of respondents. The main sampling changes made this wave were to the online survey, but these have resulted in significant variations by area.
- Further detailed information on the online survey (just received) was provided. There were improvements in time lapse to receive the survey (70% were received on the same day, although 11% at four days plus was still too high); 24% of those that started it finished it;

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67% were completed on smartphones although the dropout rate on this medium remained too high.

- Response target however was met. The time delay is considered critical (from when the journey was done until the survey is received) to achieving a good response.
- Headline results will be available the second week of February 2019 and publication is due on the 14th March 2019, ahead of the launch event in Bristol.
- The issue of the availability of wifi on buses was raised, and it was agreed that an assessment would be made of the current situation (to the extent reasonably possible)

SGG 1819-138
LC (RP) / Mar 19

D Tram Passenger Survey (TPS)

1 TPS update

- **Noted** update from RG
- Fieldwork has now been completed for current wave. We are using a new agency (AECOM) which we are monitoring closely. The response rates are similar to last year, with sample sizes slightly up.
- The survey covers a variety of very different networks. Each network is generally more interested in its own score rather than others.
- There is no logical explanation for the low response rates of the West Midlands.
- Publishing scheduled for the third week in March 2019. We are very satisfied with the work AECOM has done.
- AS mentioned, given the patchy participation this might be another place where we could trial a short survey for a smartphone.
- The Group asked for similar statistics for the online survey for TPS as had been provided for BPS

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LC (RG) / Mar 19

2 TPS participation update

- **Noted** update from David Sidebottom
- Talks are ongoing but not a huge amount of commitment going forward. Operator's priorities often tend to shift at the last minute.
- Given no grant-in-aid funding going forward, a rethink of the survey may be necessary. This might include a much shorter (and therefore less expensive) survey. We should also consider webinar dissemination rather

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than taking results on the road. A marketing strategy would also be required.

- No direct action for the present, but the above must be factored into our thinking in the medium term.

E Strategic Road Users Survey (SRUS)

1 SRUS update and proposed refinements

- **Noted** update from ML
- Decisions had recently been made with regard to weighting and how results functioned within the datahub.
- Generally, the survey is running well. The agency can improve on certain things and is doing so, this should be seen in the results after January 2019. The sample size has been close to the target. Monthly data is coming in much more quickly.
- The launch in November was very successful; the reaction from stakeholders on the day was very positive. An analytical assurance had been requested and provided. The decision to terminate NRUS after the next year was a positive outcome.
- Feedback from Highways England was also very good, although limited use made of results so far. A workshop with HE customer service team is being arranged in this regard.
- Options for entry and exit points to the SRN and truck stops were being explored. It is also proposed to make the start time of the journey more specific to the SRN One Road Chosen
- Other key stakeholders need to be guided on how to use the data hub. This could be an income stream for Transport Focus. It was **agreed** that (perhaps in cooperation with Aecom and Kantar) we would consider if / how SRUS results can be commercialised.

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F Any other business

1 Data hub

- Data hub has launched. SRUS and BPS are already on it. We are working on adding other surveys, including NRPS and TPS. MSUS will be added to the data hub soon. Aim to become as multimodal as possible.

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2 SRUS Rentender

- The paper for the members event and subsequent approval was **noted** and discussed. We need to keep an eye on long term affordability and the potential of 'major roads' being included. We also need to engage with DVLA again.

The meeting finished at 16:14.

Signed as an accurate record of the meeting

Theo de Pencier
Chair

Date

Next scheduled meeting: 11 March 2019