



Freedom of Information request ref 01/FOI/25/3809
We received your request on the 10/11/2025.

Request

You asked us:

The information that we require, under the Freedom of Information Act, is as follows:

- 1) Do you use a survey platform?**
- 2) If so, what tools do you use?**
- 3) How much do you spend annually on a survey platform?**
- 4) Which month & year does your contract with your supplier end?**

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

BTP predominantly run three surveys; one to gain passenger perceptions, one for rail staff & one focussed on victims of crime. The three tools/companies mentioned below are each used for a different survey process.

- 1) Do you use a survey platform? Yes**
- 2) If so, what tools do you use? Snap Survey, Zencity & Opinion Research Services**
- 3) How much do you spend annually on a survey platform? £27,000, £144,000 & £70,000, respectively**
- 4) Which month & year does your contract with your supplier end? February 2026, June 2026 & June 2026, respectively**