

## **Interchange Matters: Improving airport interchanges 25 January 2018 - speaker biographies**

### **Janet Cooke - Chief Executive, London TravelWatch**



Janet Cooke is Chief Executive of London TravelWatch, the multi-modal body representing transport users in and around London. The watchdog uses its extensive evidence base drawn from feedback it gets from consumers and its own research to influence transport operators and key decision makers to improve the journey experience for everyone travelling in London.

Janet started her career in housing management, working to ensure tenants had a voice in the design and management of their homes. She then moved into local government, working for Westminster City Council, and then Surrey County Council where she was responsible for promoting public engagement, partnership working and service improvement. She has a Public Service MBA from the School of Public

Policy at Birmingham University.

### **Theo Panayi, Sustainable Travel Manager, Heathrow Airport**



In his role at Heathrow, Theo is responsible for delivering Heathrow's Sustainable Transport Plan and developing the airport's future surface access strategy with the aim of delivering a positive shift in both passenger and staff to sustainable travel.

He works closely with external stakeholders through the Heathrow Area Transport Forum steering group and working groups with local authorities, transport authorities and public transport operators and key local business groups to deliver a shift to sustainable transport modes to and from the airport.

## **Richard Higgins - Head of Surface Access Strategy, Gatwick Airport**



Richard Higgins joined Gatwick from Arup in 2016. He has over 25 years' experience of urban transport strategies and transport scheme design, evaluation and delivery with a focus on encouraging integrated, sustainable transport solutions.

Richard was with Arup for over 18 years, during which time he provided strategic transport planning advice to a wide range of clients in the UK, Europe and the Middle East, including surface access to airports and city-scale developments and masterplans. Before joining the team at Gatwick Richard spent most of his last four years at Arup advising the airport on its surface access strategy, including plans to support a second runway.

Richard's new role as Head of Surface Access Strategy involves setting the strategic direction for surface access to accommodate growth and to ensure Gatwick remains an accessible and attractive airport for all its passengers, staff and business partners.

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