

Planning and Sharing

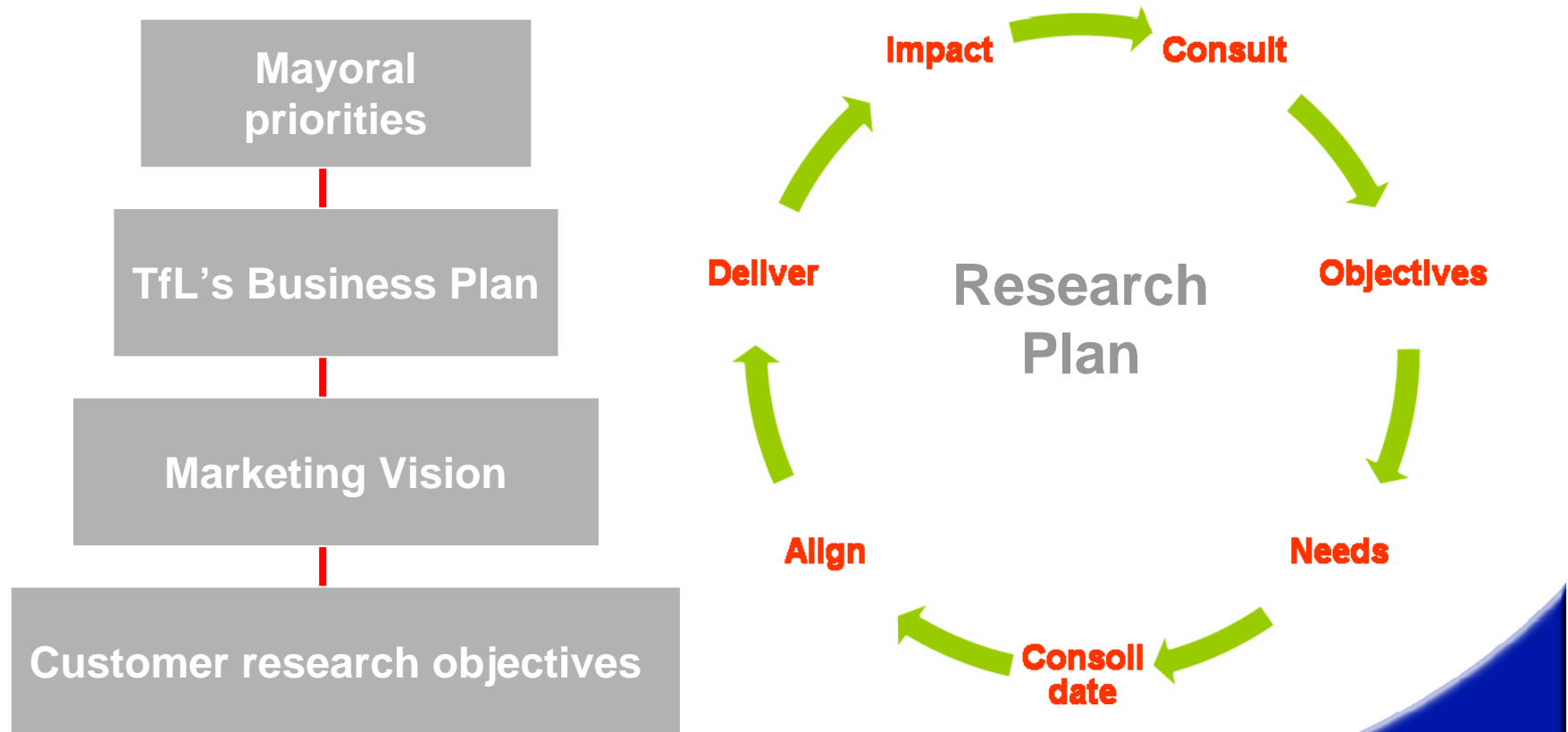
Bob Crowther
Head of Customer Research

Travelwatch Board
November 10th 2009



Planning

The annual research planning process ensures customer research is aligned to business objectives, budgets and client needs



Research Planning

Key themes 2010/2011

To expand public transport capacity

To smooth traffic flows

To lead a revolution in cycling and waling in London

To deliver our London 2012 transport projects and leave a lasting legacy

To further improve the safety and security of the travelling public

To dramatically improve the experience of travelling in London

To improve emissions from vehicles in London and minimise transport impacts on the environment

To ensure value for money



Travelwatch involvement in research planning

Meeting ID	Business Area	Contacts	Core Meetings	Who to attend	Notes	Meeting Date
1	MD	David Brown	-	A	KB + DC	
1	Strategy - S&BD	Dick Hale, Keith Gardner, Steve Jenkins	CB B	B	KB + DC + CB	02/11/2009 @16:30
2	Strategy - S&BD - Marketing & Information	Paul Amherst-Hatcher, Alison Nevzor, John Coupe	P B	B	KB + P + VW	02/11/2009 @11:00
3	Strategy - S&BD - Highways and Traffic, Land Use Planning, Buses	Ken Farrell, Angela Young, Will Fooks	CB B	B	KB + DC + CB	02/11/2009 @16:30
4	Strategy - S&BD - Project Initiation	Nigel Hardy, Penny Reed, Susanna Morris, Graham Smith	CB B	B	KB	
5	Strategy - Special Projects	McK Fickford, Philo Ayerst, Gary McLean, Ross Bowler	RP	B	KB	
6	Strategy - Special Projects	Roz Barber		RP		
7	Strategy - Infrastructure (incl. for Bus Stations)	Chris Kershaw (NB moving into Mike Weston's area)	CB / RW	C	KB + CB	
8	Strategy - Concess	Dev Hall	P B	D	KB + P	02/10/2009 @14:00
9	Strategy - Concess - Consultation and Engagement	Peter Bradley (with Cary Runda if poss)	CB C	C	KB + P	
10	Strategy - Concess - Stakeholder Relationships	Ouy Corwey	CB			
11	Strategy - Concess - Concess Centre	Cary Runda (with Peter Bradley if poss), Luke Knight	CB C	C		
12	Strategy - Concess - Curt Services	Patricia Mitchell, Steve Price, Simon Holloway	RP C	C	RP	
13	Operations	Mike Weston (Mike may provide input on behalf of Mike Walker, Nicola Chestham and Anna Rickard (not leave))	CB B	B	KB + CB	02/11/2009 @10:00
14	Operations - ETB & Craft	Paul Blackwell, Joyce Menzies	DC B	B	RP + AVH	
15	Operations - Fleet Development	Mike Walker (combine with Nicola Chestham, Anna Rickard)	CB C	C		
16	Operations - Environment	Nicola Chestham, Anna Rickard (not leave (combine with Mike Walker))	CB C	C		

Met with Sharon Grant and Tim Bellenger to agree way forward

Met again to go through themes and identify main issues for Travelwatch

Subsequent meetings arranged across TfL to raise Travelwatch issues as part of research planning process

Proposed meeting at end of planning process with Sharon and Tim to review outcomes



Research sharing

Following discussions with the Mayor's advisors, TfL has agreed, in principle, to make customer research reports publicly available on the TfL website.

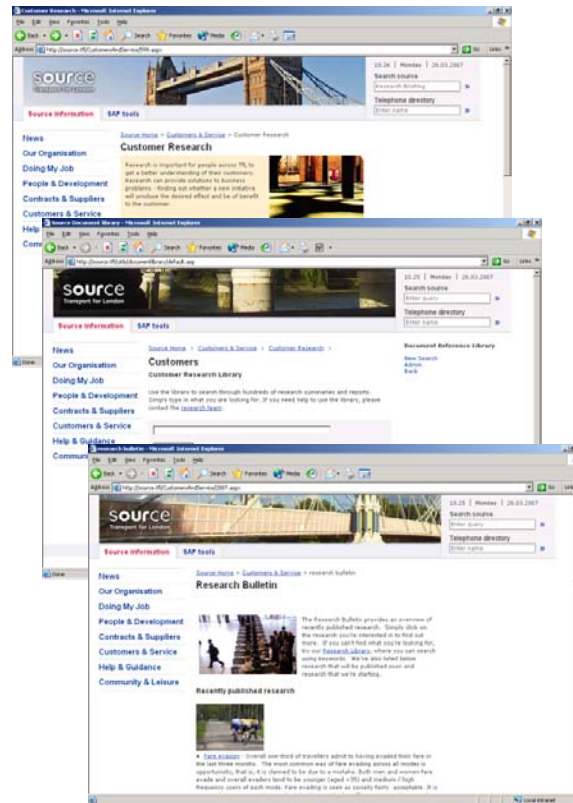
This will bring TfL closer to the approach taken by other public bodies (e.g. Department for Transport, Highways Agency, etc.) and will provide access, not only to Travelwatch members, but also to the general public.

While this has been agreed in principle, the details and logistics of achieving this have yet to be considered.

These will be finalised with input from Travelwatch and are likely to be delivered in phases from Quarter 1 2010.

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