

Transport Focus road user work programme 2015/16

A: Measuring user satisfaction and priorities	Indicative completion date
A1: Publish the independent analytical review as the foundation for developing the new Transport Focus Road User Satisfaction Survey	July 2015
A2: Carry out and publish research into motorised road users' priorities for improvement	July 2015
A3: Draw additional insight from the past three years of NRUSS results and publish our findings	September 2015
A4: Develop and pilot new methodologies for measuring road user satisfaction and consider any implications for the current regulatory metric	Throughout 2015/16
A5: Prepare to take over NRUSS from Highways England in April 2016 for a period of parallel running with the new survey	Throughout 2015/16
B: Making a difference for road users	Indicative completion date
B1: Conduct and publish analysis of non-motorised road user priorities	October 2015
B2: Carry out and publish research into road user experiences and needs when there are incidents and roadworks, including information requirements	November 2015
B3: Provide initial input to discussions about priorities for the second Road Investment Strategy (RIS2), drawing mainly on existing findings but with the potential to commission new research if required	January 2016
B4: Carry out and publish research into road user needs from roadside facilities, including the needs of freight drivers	February 2016
B5: Plan qualitative research exploring driver attitude and behaviours aspects of the road user experience, including as it relates to safety	March 2016
C: Enhancing Highways England engagement with road users	Indicative completion date
C1: Report on ways to increase user input to the design of major schemes, the development of new concepts (e.g. Expressways) and the evolution of design standards	September 2015
C2: Review the standard of Highways England's response to road user contacts and complaints	March 2016

D: Stakeholder engagement	Indicative completion date
D1: Relaunch the road user panel as a forum for engaging with a wide range of user representatives	June 2015
D2: Establish good working arrangements with Highways England, ORR and DfT	Throughout 2015/16
D3: Develop a strategy for national and regional stakeholder engagement, recognising the diverse nature of the SRN	September 2015
D4: Provide a mid-year update on Transport Focus's road user activities to the Secretary of State for Transport	October 2015
D5: Review operation of the Transport Focus/DfT/Highways England Memorandum of Understanding	March 2016
D6: Prepare Year 1 report, contribute to Transport Focus Annual Report and provide input to the roads reform programme evaluation	March 2016

Transport Focus
22 May 2015