

**Board meeting or out of meeting paper****Project / Additional Work Approval****Jul 16 BM D 2.5****Purpose of report**

- ☐
- 'Additional work' project
- 
- ☒
- Project budget approval

**Sensitive Information?**

- ☐
- Yes
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- ☒
- No

**If sensitive, protective marking<sup>1</sup>****Date of Meeting or date of issue** 21 July 2016**Agenda Item if appropriate** D 2.5**Workplan / business plan category** Making a long-term difference for transport users**Project Code and title** R72 – Road User Performance Metrics**Project Sponsor** Guy Dangerfield**Project Manager** Murray Leader**Author(s)** Guy Dangerfield and Murray Leader**Purpose of document**

Members are asked to approve this category B project (DfT funded discretionary work) with a total budget of £80,000. Transport Focus is proposing to conduct this project jointly with Office of Rail and Road, so Transport Focus budget commitment is £40,000.

**Project summary: please briefly explain what the project is about and why we're doing it**

One of Transport Focus's key aims in 2016/17 is to provide effective user input to development of the Government's investment plans for the England's Strategic Road Network. There is agreement among the Office of Rail and Road (ORR), Highways England and the Department for Transport (DfT), that road users views should shape the 'performance specification' Highways England is asked to meet in Road Period 2 (2020-2025).

The current metrics, some of which have a target linked to them, cover: safety; user satisfaction; network availability; incident management; delays; and surface quality. It is quite possible that these cover the things road users regard as the priority issues, and measure them in a way that makes sense to users. It is also quite possible that they don't.

The objective of this research is to establish what users want measured and how they want it measured. Ultimately, it will deliver insight to shape the performance specification so that it focuses Highways England on delivering what road users want to the greatest extent possible – and using metrics that are meaningful to them.

This project has been conceived as a jointly funded project between Transport Focus and ORR on a 50/50 basis, but with Highways England and DfT as key non-funding stakeholders. The

<sup>1</sup> ie **OFFICIAL/SENSITIVE**: plus COMMERCIAL / POLICY / MANAGEMENT-STAFF / PERSONAL PROTECT

project cost is expected to be £80,000 of which £76,500 will be on commissioned research. ORR have committed to £40,000. ORR have confirmed that the necessary internal approvals have been obtained, and recognise the value the research will have in setting of targets for Highways England.

The objectives of the research are:

- Which issues are most important to measure and potentially target, including their relative importance
- How the measures for each issue should be shaped
- At what level targets for each should be set for each measure of interest

Key dates for the project are as follows:

Activity	Date
Successful agency commissioned	Mid July
Fieldwork	Mid-August to Mid Sept
Agency presentation of findings	Early October
Agency report complete	End October
Transport Focus and ORR summary report complete	End November

If this project is not done - then a large slice of RIS2 activity will not be measured against targets that are meaningful to users. This type of work is core to putting the user voice forefront. Not doing it would be a major missed opportunity

The project was approved at the 27<sup>th</sup> June 2016 Management Team meeting.

Please tick this box to confirm this project is compliant with the Additional Work Principles, if applicable

### Project costs and pricing summary

Detailed costs should be included in the project brief. All data should be net of VAT.

Cost type	Price charged to client	Cost to Transport Focus	Margin
Staff time		0	0
Management time		0	0
Travel and subsistence		0	0
3 <sup>rd</sup> party costs		40,000	0
Other costs		0	0
<b>Totals</b>		<b>40,000</b>	<b>0</b>

Where staff and management time is being recharged to a client please set out the basis of the charges:

### Financial and commercial risk

If this is a category D project, please comment on financial and commercial risks, and any measures in place to mitigate the impact of such risks.

No this is not a Category D project

### Resourcing

Please include a statement from the project sponsor confirming that the human and other resources are available to manage and deliver this project with no adverse effect on other workstreams.

Yes this project can be delivered within existing resource of Transport Focus.

### Impact assessment screens

Please comment on your privacy and equalities impact assessment screens

#### Privacy

The project did not warrant a full privacy impact assessment.

#### Equalities impact assessment

The project did not warrant a full equalities impact assessment.

The proposal will not be detrimental to any of the groups.

The research will be beneficial to the 'disability' group in particular as the research will specifically seek their views within formulating the users' view on Road Investment Strategy period 2 performance specification (years 2020-2025).

### Links

#### General project framework information

[Additional Work Principles](#)

[Summary of work categories](#)

#### Further details about this project

Project Brief including IA screens (see papers)

Project Approval Notification (PAN) (see papers)

Additional project information (if supplied)