PROJECT TITLE	Continuous NRPS and mystery shopping for the East Anglia franchise
PROJECT SPONSOR	Ian Wright
PROJECT MANAGER	David Greeno
STILL SENSITIVE?	No: the project details / outcomes are publicly disclosable
TRANSPORT FOCUS AIM	Aim 1: Work to improve the transport user experience
WORK/BUS PLAN CATEGORY	C DfT FUNDED FROM PROGRAMME BUDGETS
WORKSTREAM OR PROGRAMME	NRPS
The original project brief was approved by MT on:	**31/08/2016**

transportfocus

REQUEST FOR CHANGE - PROJECT APPROVA

SUMMARY OF WHY THIS PROJECT IS BEING UPDATED AND RESUBMITTED FOR APPROVAL

Resubmission is required to highlight the total costs of the project so far, all of which are being recharged to DfT. The breakdown is as follows:
2016-17 - BRDC services - £77,940
2017-18 - Chime services - £102,300
Figures include VAT

B MEASURABLE OUTCOMES OF THE PROJECT from the original project brief

B1	Having satisfaction and mystery shopping scores for all the factors requested in each four week period
B2	Achieving the overall target sample size for the NRPS each four week period
B3	Delivering analysis within four weeks of the close of fieldwork each four week period

Are these outcomes still valid? Yes — If not, please ensure you explain in the space provided above

C NEGATIVE IMPACT analysis from the original project brief

It would mean that monitoring would not be able to take place for the full length of the franchise (which is an important aim that is specified in the franchise agreement). But the main consequence would be a major loss of goodwill between Transport Focus and DfT.

Is this analysis still valid? Yes — If not, please ensure you explain in the space provided above

D COST: THESE ARE THE UPDATED COSTS FROM PROJECT CHANGE SUBMITTED IN APRIL 2017 — **£77,940**

Description	Cost	Third Parties	Direct payment to supplier		Payment to Transport Focu	Management Fee	
Qualitative research	£77,940	BDRC	**Recharged to DfT**	£77,940.00			
Quantitative research (drivers)		XX22					
Quantitative (non driver stakeholders)		XX33					
Publications							
etc							
		Total Third Party Funding		**£77,940.00**	**0**		
		Grant in aid funded					
Total Project Cost (ex VAT)	**£77,940**	**Total Funding (ex VAT)**			**77,940**	**Total MF (ex VAT)**	**0**

Surplus	**£ -**

D COST: WHAT ARE THE UPDATED COSTS FOR WHICH YOU ARE SEEKING APPROVAL?								£180,240
Description	**Cost**	**Third Parties**		**Direct payment to supplier**		**Payment to Transport Focu**	**Management Fee**	
Qualitative research	£180,240	BDRC		**Recharged to DfT**	£77,940.00			
Quantitative research (drivers)		Chime		**To be recharged to DfT**	102,300			
Quantitative (non driver stakeholders)		XX33						
Publications								
etc								
		Total Third Party Funding			**£180,240**	**0**		
		Grant in aid funded						
Total Project Cost (ex VAT)	**£180,240**	**Total Funding (ex VAT)**				**180,240**	**Total MF (ex VAT)**	**0**
							Surplus	**£ -**

E COST PROFILE: Please update when costs to be borne by Transport Focus are likely to become due for payment

Financial year 2016-17	£77,940
Financial year 2017-18	£102,300
Financial year 2018-19	
Total	£180,240