

MONITORING & EVALUATION

SYSTRA



OUR SERVICE

Monitoring and Evaluation (M&E) provides learnings on 'what works' including what impacts have been observed, for whom, and what mechanisms led to outcomes. In line with the Magenta Book (HMT, 2020), SYSTRA understands the vital role of M&E in the policy cycle, supporting our clients in robust and credible decision-making and accountability for public funding.

Our experience tells us it is essential that M&E activity has a clear purpose and focus, and is proportional, flexible, inclusive, practical, transparent, and rigorous.

As a transport sector specialist with a dedicated research team, SYSTRA has the niche expertise required to scope, manage, and execute vital M&E projects on any scale throughout the UK. We have expertise in delivering impact, process, and value for money evaluations of policies, strategies, schemes, services, and products.



LEADERSHIP

Our leadership in this field stems from earlier work drafting guidance on M&E for Local Authority Major Schemes and extends to our current extensive portfolio of major programme evaluations for Department for Transport (DfT), including working with the Departments' Evaluation Centre of Excellence, in addition to small-scale evaluations of road improvement schemes for local authorities. We have evaluated policy measures, active travel schemes, public transport ticketing and fares, network operations and major investment programmes.

Our specialist planners, economists, researchers, and data scientists draw on more than 50 years' experience and training in M&E. Our dedicated research team has the most up-to-date understanding and training on all aspects of M&E, including the value of Theory of Change and quasi-experimental and contribution analysis approaches. We understand the research methods that underpin effective evaluation, with

particular expertise in conducting primary and secondary research to fill any data gaps. Working together with SYSTRA's data science team, the research team offer efficient processing of M&E data, presenting outputs clearly and creatively in interactive dashboard, report, and presentation formats, improving decision-making and buy-in and ultimately ensuring our M&E insights are actionable.



PLANNERS



ECONOMISTS



RESEARCHERS



DATA SCIENTISTS



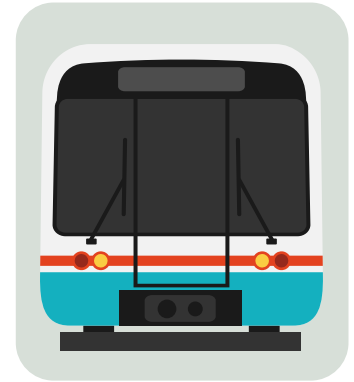
OUR EXPERIENCE

PUBLIC TRANSPORT



North Wales 'Tap On, Tap Off' Pilot Research Transport for Wales (TfW)

Over a two-year period, SYSTRA delivered three phases of research on the introduction of a multi-operator Tap On, Tap Off ticketing initiative, to assess how the initiative is being received and used. Lessons will be applied as the scheme is rolled out across Wales.



Restoring Your Railway Evaluation Department for Transport

SYSTRA developed a Theory of Change (ToC) for the Restoring Your Railway (RYR) programme. This work involved in-depth interviews and workshops with key stakeholders to provide a robust foundation for future evaluations of the programme and individual schemes. We have since been commissioned by DfT to deliver an evaluation of transport outcomes on the RYR Dartmoor Line and a baseline assessment for the RYR Northumberland Line. Both involve surveys and data analysis to determine the contribution of new railway lines on travel behaviours and preferences.



PUBLIC TRANSPORT



Evaluation of the £2 Bus Fare Cap Department for Transport

SYSTRA, with partners Frontier Economics, are undertaking an evaluation of the national £2 bus fare cap, to uncover the impacts of the scheme on bus patronage, access to opportunities and cost of living. Bus operator data, national panel survey findings, and focus group findings have been triangulated. Additionally, we are leading on process evaluation, collating information through stakeholder workshops and in-depth interviews. The project began with the development of a process and impact map that fed into an M&E Framework. Interim findings have been **published**.



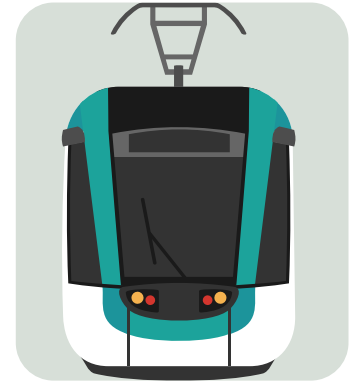
Bus Service Improvement Plans (BSIP) Evaluation Department for Transport

SYSTRA and Frontier Economics are undertaking an evaluation of the BSIP Programme to assess (i) the impact of bus investment and improvement; (ii) the extent to which initiatives have increased bus patronage, satisfaction, punctuality and journey time reliability; (iii) the effectiveness of BSIPs, Enhanced Partnerships and the related funding models; (iv) which interventions improve bus services; and (v) best practice and lessons learnt. The overall work includes developing an M&E framework, process, impact, and value for money (VfM) evaluation, with the findings reported regularly.



Our Pass M&E Transport for Greater Manchester (TfGM)

The 'Our Pass' concessionary bus fare scheme offers free bus travel to 16-18-year-olds across Greater Manchester, aiming to increase access to employment, education, training, and social and cultural opportunities. SYSTRA undertook an online baseline survey, in addition to three online evaluation surveys to understand the impacts of Our Pass on travel behaviour and access to opportunities. All surveys were distributed by gatekeeper organisations, such as schools, colleges, community groups and sports clubs, in addition to being sent to the Our Pass distribution list.



Nottingham Express Transit (NET) Evaluation Nottingham City Council

SYSTRA developed the initial evaluation of NET Line One and more recent Phase Two programme. The evaluations considered process and impact evaluations, with Phase Two being founded on 'logic models' focusing on the construction impacts, transport, wider social impacts, mobility impaired travellers and economic benefits. Initial findings were used to support: specification of the Phase Two network; the business case; and public inquiry. Phase Two evaluation has supported improved service delivery.



ACTIVE TRAVEL



Cycle Hire Monitoring and Evaluation Transport for Greater Manchester (TfGM)

SYSTRA are currently undertaking primary data collection to understand the impacts of TfGM's Cycle Hire scheme. This includes surveying residents to understand their awareness and perceptions of the scheme over a two-year period. Additionally, SYSTRA is undertaking an annual tracking survey of cycle hire users to understand impacts of the scheme, on satisfaction, access to bikes, cycle use and modal shift away from non-sustainable modes.



Active Travel Social Prescribing Doncaster Metropolitan Borough Council

SYSTRA supported Doncaster's bid for funding from the DfT for an Active Travel Social Prescribing (ATSP) pilot project, which resulted in them being awarded over £600k. Since the successful bid, SYSTRA has managed an extensive programme of M&E of the project, including online surveys, depth interviews, and workshops with project participants and key stakeholders.



Cycle and Stride Evaluation Transport for Greater Manchester (TfGM)

TfGM received funding from The London Marathon Charitable Trust to deliver a 3-year programme aimed at encouraging physical activity, walking and cycling by women and children, disadvantaged communities, refugees, and disabled people. SYSTRA are managing the M&E aspects of this programme and have delivered extensive primary data collection including surveys for programme participants and leaders, and depth interviews. We have also devised a continual reporting approach, sharing a dashboard with TfGM to enable access to monitoring metrics on a regular basis.



CCWEL Monitoring and Evaluation City of Edinburgh Council

SYSTRA conducted M&E of a new cycle route over three years. The scheme aims to provide a cycle route for less confident cyclists and those concerned about cycling in busy traffic. SYSTRA undertook face-to-face and online surveys with cyclists, pedestrians and households, depth interviews with stakeholders, video surveys including counts, queue/junction surveys, parking/loading surveys, trial journeys by bike and vacant premises count. Existing data on accidents, public transport patronage and air quality was also collated.

PLACEMAKING



Low Traffic Neighbourhoods Analysis Multiple London Boroughs

SYSTRA has monitored the outcomes of a number of high profile and politically sensitive trial Low Traffic Neighbourhoods (LTNs) across multiple London boroughs. This has included analysing written feedback on the schemes, monitoring traffic flows, vehicle speeds and vehicle class, and assessing pedestrian and cyclist movements across several schemes. SYSTRA have produced scheme-based reporting, identifying trends over time, supported by interactive dashboards which have been placed into the public domain for transparency. See [here](#).



School Streets London Borough of Southwark

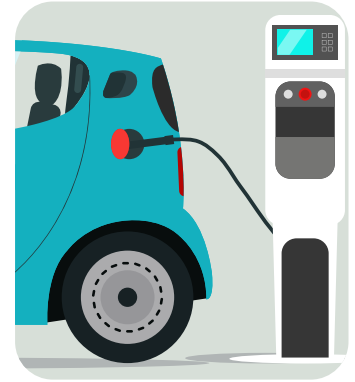
SYSTRA undertook monitoring for several trial School Streets closures, aiming to reduce the amount of vehicle-related congestion around schools at drop-off and pick-up time, therefore seeking to increase road safety, improve air quality and help encourage modal change. At seven schools, we monitored ATCs data, conducted interviews, delivered parking and loading surveys, analysed air quality data and video surveys of junction turning counts and kerbside activity. The reports generated were presented to cabinet members to inform the decision-making process of making the School Streets scheme permanent.



Road Closure Evaluations London Borough of Southwark

London Borough of Southwark trialled a series of planned road closures throughout the borough, to improve road and pedestrian safety, enhance air quality, and reduce rat-running. SYSTRA analysed ATC data, and delivered Healthy Streets surveys, and video analysis of pedestrian counts to evaluate the impacts of these schemes.

ROAD TRANSPORT



EV Smart Charging Trial Monitoring Northern Ireland Electricity Networks (NIEN)

SYSTRA has recently been commissioned by NIEN to monitor the effects of an EV Smart Charging trial, collecting user feedback on engagement with EV Smart Charging and the behavioural response to different smart charging approaches, including any impacts on EV charging and use. The trial will provide NIEN with an extensive evidence base on the most appropriate smart charging approach to be taken forward on a permanent basis.





For more information on how SYSTRA can help you with monitoring and evaluation, please contact:

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