

# Managing Engagement on Transport Projects

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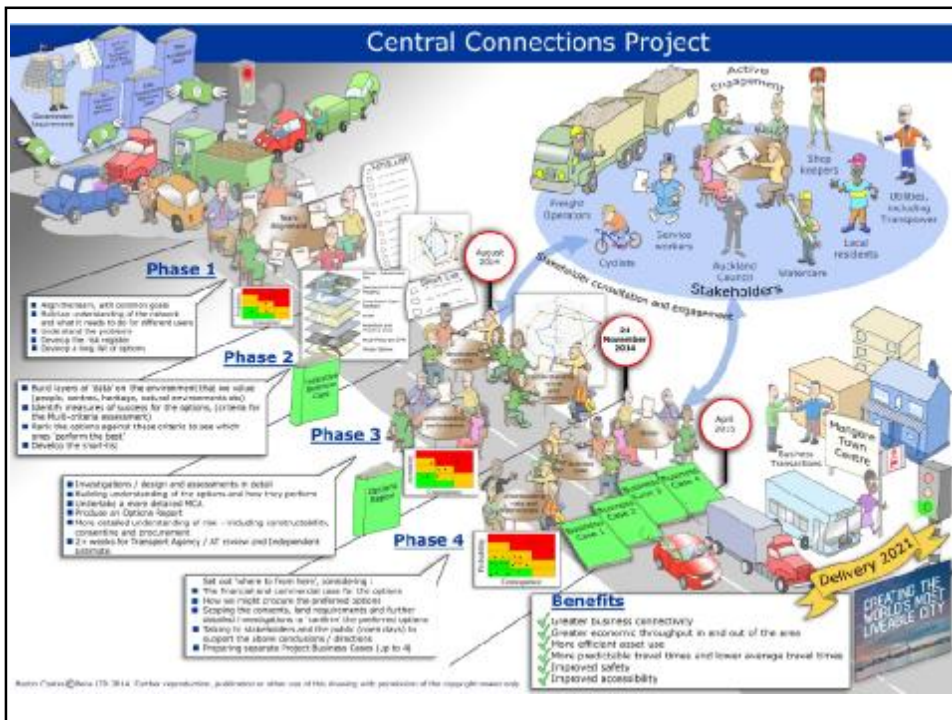
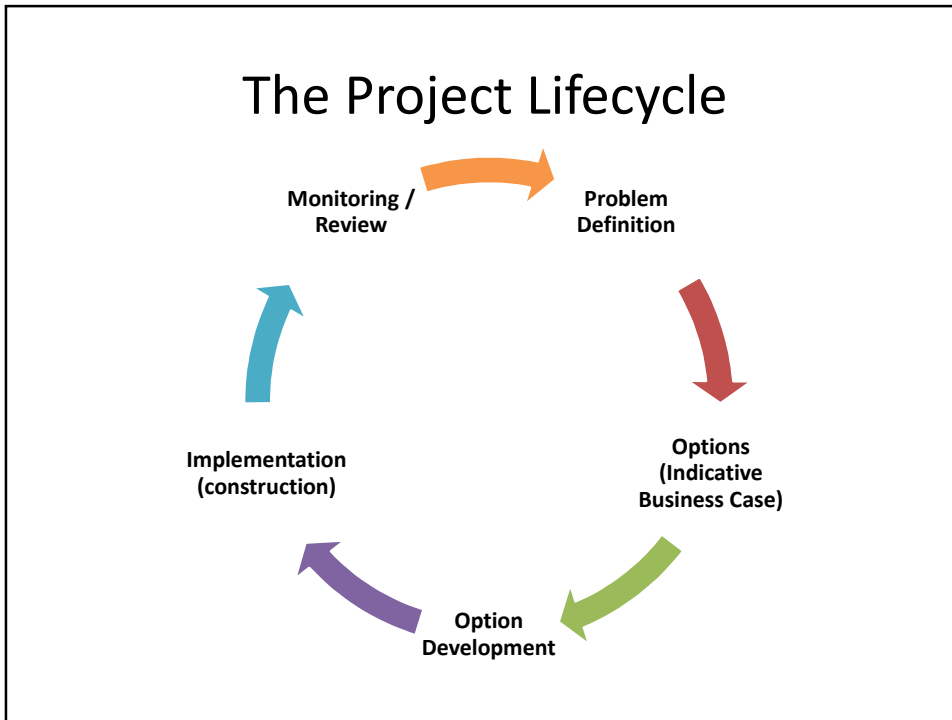


## What I Will Cover

The contribution of stakeholder and community engagement processes in the phases or stages of transport 'projects'

- The Project 'Life-Cycle'
- Key drivers for engagement over this cycle
- Project and practice reflections on implementing engagement processes





## Problem Definition Phase

- What are the issues / problems that need to be addressed
- Programme Business Case & Corridor Management Plans



## Strategic Options

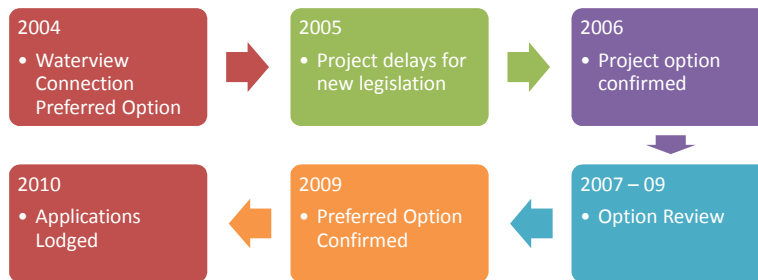
- How could we respond to the problems?



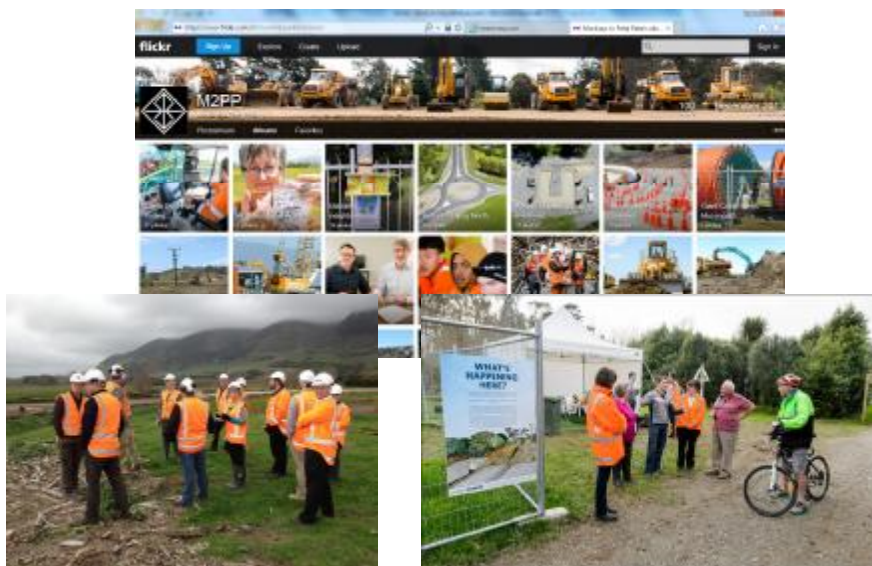
## Option Development - Phase I



## Option Development - Phase II



## Option Implementation



## Monitoring outcomes

- Monitoring success of project to address the problems
- Methods
  - Hotlines
  - Surveys
  - Traditionally passive
- Issues for consideration
  - Better use of this information in problem definition



