

MM Transport Planning

a service of Moseley Marketing Limited

17 Southlands Road, Moseley, Birmingham B13 9RL

0121 449 0620 / 07910 924 544 / inbox@mmtp.co.uk



Stephen Jasper

Associate Consultant, MM Transport Planning

I am an accountant with a post graduate diploma in management, extensive experience in financial and operational management, and more recently in customer service management. I have over thirty years' experience in public transport, rising to director level; experience in both public and private sector organisations, including partnership working.

I have managed the implementation of information technology systems in relation to public transport service delivery and real-time passenger information systems. I have also developed, implemented and overseen the operation of financial and management information systems for public transport commercial management, and public-sector service activities.

I work as a freelance sub-consultant to MM Transport Planning.

Career History:

MM Transport Planning, 2012 to present – Associate Consultant:

- Ar Riyadh Development Authority, through Transport Matters: Advice with regard to the procurement of consultancy services that would define supporting interventions for the core services of a new public transport network in the city of Riyadh.

Pre Metro Operations Ltd (PMOL), 2008 to present – Operations Director and Company Secretary:

- Management and administration responsibilities for a business operating a rail-based public transport feeder service.
- Work planning and control for fifteen staff, including the front-line operational team.
- Regular liaison with client and customers, suppliers and third parties, e.g. community stakeholders.
- Secretarial duties to the Board of Directors.

West Midlands Travel Limited, 1994-2008:

Customer Services Director, Travel West Midlands & Travel Coventry (2004 to 2008):

- Managing the centralised contact centre handling customer complaints and other feedback.
- Management of Roadside Information Team delivering and maintaining bus stops, flags and timetables.
- Setting service standards and arranging training to achieve prompt, professional service to all contacts.
- Producing management information detailing customer complaints by contact channel, volume, cause, and trends.
- Outsourcing of telephone complaint handling to increase service capacity.
- Relationship building across company functions to ensure two-way information flow and achievement of remedies.
- Organising Customer Service Seminars and associated internal communications and cross-functional understanding.
- Establishment and monitoring of Customer Service Improvement teams.
- Media management associated with customer service issues, e.g. responding to press enquiries.
- Liaison with local authorities and other stakeholders to promote highway improvements to benefit bus customers
- Promotion and project management of initiatives designed to improve product quality e.g. satellite tracking of buses.
- Liaison with third parties, e.g.: local authority seminars, council officers and members – cabinet, local and scrutiny committees, external conferences, public meetings, industry groups, consultants, and customer groups, Members of Parliament.

Service Standards Director, Travel West Midlands & Travel Coventry (2001 to 2004):

- Identification, evaluation and implementation of investment proposals linked to the TWM Infrastructure Investment Fund; involved considerable private/public sector partnership working.
- Working with local authorities and their consultants on highway measures to improve journey times for public transport.
- Control of retained consultants working on specific projects.

- Contributing to and commenting on planning applications.
- Introduction of satellite tracking/real time information to buses in the West Midlands.
- Development of reliability monitoring procedures to measure service delivery.

Area Manager Wolverhampton, Travel West Midlands (1999 to 2001):

- Full responsibility for a £19m pa turnover business with over 500 staff.
- Financial control and monitoring against company targets and budgets.
- Day to day management of operational delivery, over-seeing traffic and engineering functions.
- Responsible for reliability of service provision and frontline customer care delivery.
- Initiatives designed to reduce costs, increase income and improve overall bottom-line financial performance.
- Development of service revisions to combat competition; local marketing initiatives.
- Business planning and achievement of business performance target.
- Liaison with Local Authorities, Chamber of Commerce, and Trade Bodies
- Local and national media management .
- Staff welfare and development.
- Trade Union liaison.

Other Roles:

- Area Manager Coventry, Travel West Midlands - 1996 to 1999.
- General Manager Wolverhampton, Travel West Midlands - 1995 to 1996.
- Finance Director, WM Buses - 1994 to 1995.
- Various senior appointments in the Finance function, e.g. Assistant Chief Financial Officer, Business Planning Accountant.

Centro, the West Midlands Passenger Transport Executive, 1979-1984 and 1993-1994:

- Financial Controller, Centro - 1993 to 1994.
- Senior Group Auditor - 1979 to 1984.

Warley CBC/Sandwell MBC, 1972 to 1979:

- Trainee Accountant - 1972 to 1979.

Professional Activities:

- Customer Service Institute: attendance of professional development and knowledge sharing events.
- Transport Industry Conferences: attendance at and presentations made at numerous industry conferences.

Education and Qualifications

- Member of The Chartered Institute of Public Finance and Accountancy (1979).
- Post Graduate Diploma in Management Studies (1981).

Interests and Hobbies:

- Tennis: I play tennis regularly and am chair of my local tennis club.
- Golf: I am a regular golf player.
- Wolverhampton Wanderers FC: I am a life-long supporter and attend as many home matches as my diary permits.

References: available on request.