

# TfL Open-up Consultation Using Citizen Space

**Client:** Transport for London

**Type of process:** Ongoing consultation and engagement

**App used:** Citizen Space

## Project snapshot

Transport for London (TfL) started using Citizen Space in December 2010. Having already been successful in consulting with key organisations, TfL wanted a tool that would enable them to open-up these consultations beyond the usual set of respondents. Citizen Space has extended their consultation activity and since adopting the system, TfL ran more than 1 consultation per week.

## Project detail

Prior to their use of Citizen Space, TfL had been consulting with stakeholders, but this had been restricted to key organisations only. Their aim was to increase transparency with the public on how decisions were being made. Central to this aim was the need to open their consultations up to the public at large, allowing them to reach a wider audience and be engaging at the same time to increase participation levels.

TfL decided that Citizen Space was the right tool for this work for two main reasons. First, the system makes consultations more accessible and engaging to the public, and second, it makes running consultations a much more simple process internally.

Because Citizen Space is designed to be intuitive and simple to use, it is easier for the public to submit responses to consultations. Furthermore, with the ability to embed consultations into other parts of your own or partners' websites using the RSS functionality, exposure of your consultations is easily increased.

Internally, the system makes all of the standard requirements for creating consultations a simple task. Administrators have also made innovative use of Citizen Space's ability to embed rich media, embedding maps and Google Street View into consultations so that respondents can visualise the area being consulted upon.

For more information, visit: [www.citizenspace.com](http://www.citizenspace.com) or <http://consultations.tfl.gov.uk/>

### Bus service proposal: route S3

**Overview**  
The London bus network is kept under regular review. As part of this, we develop proposals for changes to services.

**Why we are consulting**  
We previously consulted the local community about a possible change of route S3 in North Cheam, Kimpton Industrial Park. The plans have been amended. Let us know if this changes your view of the proposal and the reasons why by **8 April 2011**. We plan to make the change by August 2011, subject to approval of the final design.

**Amended plans:**  
**Oldfields Road bus stop towards Worcester Park**  
The S3 would not be able to go from the Oldfields Road bus stop into Tesco Road at the Industrial Park (please see map below).

**Contact**  
[STEngagement@tfl.gov.uk](mailto:STEngagement@tfl.gov.uk)

**Dates**  
Consultation is Open  
Runs from 14 Mar 2011 to 8 Apr 2011

**Other Information**  
**Areas:**  
Sutton  
**Target Audience:**  
Public  
**Interests:**  
Bus route S3

“Creating consultations in Citizen Space is straightforward. The system is easy to use and its quick to export data for reporting”

Hannah Knight  
Consultation Manager  
Transport for London

