

**Janette Bowes**



## **Programme Manager, Customer Experience**

Janette joined London Transport (now TfL) in 1983 and has worked in eight different roles across our business since then.

Janette has been working in Customer Experience since 2005 and is currently a Programme Manager. Her role involves responsibility for a range of customer facing ticketing initiatives, working with internal teams and suppliers such as Cubic. She played a key role in the introduction of contactless. Since the launch there have already been over 5 million journeys made with contactless payment cards.

### **How did your career in transport start?**

I can't say I planned a career in transport. I did Physics and Operational Research at University in Birmingham and before joining TfL I was an Operational Research Analyst at British Steel in Sheffield. They were contracting and I decided to move to a city where there would be more opportunities in Operational Research and came down to London on the back of a job offer from London Transport's Group, Planning department.

### **How has the organisation changed in the 31 years you have worked here?**

One of the biggest changes is probably technology. When I started we didn't have personal computers on our desks, we had a computer/tea room. Even after PCs arrived I remember working part-time in the Tendered Bus Unit, using a very heavy laptop that I used to write memos on in the evenings that I would then transfer on disk in the morning to print and post to people – that was the equivalent of email!

### **What do you like about working in transport?**

I like the fact that it feels tangible and you can see the connections to changes in and around London. When I was working in London Underground Service Planning we were doing modelling for the opening of the Jubilee Line Extension and the reopening of the East London Line, and we did some transport planning for the opening of the [then] Millennium Dome.

### **What are you most proud of?**

It has to be working on the delivery of contactless payments. I was so excited to make the first contactless journey on rail last November. We enabled the gates at St James's Park and Temple and did a journey so my Amex card is 'token one' in the new 'future ticketing' system.

### **What is the most challenging aspect of your job?**

Some of the work we do is very complex, it's cutting edge and there are a lot of stakeholders involved. It can be challenging trying to make sure everyone has the same understanding of priorities and is spending their time on the right things. It requires the Programme Manager to have a broad overview of all aspects of the projects to coordinate everything successfully.