

**REPORT TO:** CITY DEVELOPMENT COMMITTEE - 27 APRIL 2009

**REPORT ON:** PLANNING AND TRANSPORTATION DEPARTMENTAL SERVICE PLAN - ANNUAL PERFORMANCE REPORT

**REPORT BY:** DIRECTOR OF PLANNING & TRANSPORTATION

**REPORT NO:** 175-2009

## **1 PURPOSE OF REPORT**

- 1.1 To report on the Department's Service Plan Annual Performance for the period ending 31 March 2009 as part of the Council's Performance Management Framework and Best Value Policy.

## **2 RECOMMENDATION**

- 2.1 It is recommended that the Committee approve the alignment and linkage of all of the Department's Service Plan objectives to the Single Outcome Agreement for Dundee and the performance and progress made on the objectives, projects and initiatives for the period ending 31 March 2009.
- 2.2 The Committee is also asked to approve the evaluation of progress on the Department's Performance Measures and Indicators from its Service Plan.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 There are no financial implications arising from this report.

## **4 BACKGROUND**

- 4.1 This report updates the Department's Service Plan 2007-2011 as approved by the Best Value, Performance and Efficiency Sub-Committee on 11 February 2008. The aim is to update the projects under the relevant Department objectives. The opportunity has also been taken to check that the Department's objectives are aligned to the Dundee Single Outcome Agreement. The Department's performance indicators are regularly scrutinised by the Improvement and Efficiency Board and in the Council's annual performance report as well as by the Department's Management Team.

### **4.2 Links to the Single Outcome Agreement**

The Council approved the Single Outcome Agreement between our Dundee partners and the Scottish Government. The Department's key objectives contribute to these outcomes as follows:

SOA1: Dundee will be a regional centre with better job opportunities and increase employability for our people.

- Participate in the preparation of a new Strategic Development Plan for the Dundee City Region.
- Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.

SOA2: Our people will be better educated and skilled within a knowledge economy renowned for research, innovation and culture.

- Develop the infrastructure for the Dundee Central Waterfront Development in a sustainable manner in accordance with the approved master plan.

SOA3: Our children will be safe, nurtured, healthy, achieving, active, respected, responsible and included.

- Commence preparation of a new Dundee Local Development Plan.

SOA4: Our people will experience fewer health inequalities.

- Assist in the development and implementation of the TACTRAN Regional Transport Strategy.

SOA5: Our people will have improved physical and mental well being.

- Secure public realm improvements in the city centre and cultural quarter, enhancing Dundee's role as the regional centre.
- Promote accessibility to everyday facilities for all especially those without a car.
- Encourage all major bus operators to be Disability Discrimination Act compliant.
- Improve the efficiency of operations by continued application of the absence reduction strategy and policy.

SOA6: Our people will receive effective care when they need it.

- Encourage all major bus operators to be Disability Discrimination compliant.

SOA7: Our communities will be safe and feel safe.

- Continue to seek to improve community safety through the implementation of the white light programme across the city through consultation with key stakeholders.

SOA8: Our people will experience fewer social inequalities.

- Promote the Consultation through the Customer Charter and Balanced Scorecard.
- Promote accessibility to everyday facilities for all especially those without a car.

SOA9: Our people will live in stable, attractive and popular neighbourhoods.

- Promote strategies for the regeneration of Lochee, Whitfield and Hilltown and other neighbourhoods as appropriate.

SOA10: Our people will have high quality and accessible local services and facilities.

- Manage and develop the Council's Corporate Address Gazetteer (CAG).
- Investigate/implement the provisional additional MSCPs.
- Promote and develop department and corporate electronic document management systems.

- Maintain the Department's Investors in People standard.

SOA11: Dundee will have a sustainable environment.

- Promote and develop departmental and corporate, electronic document management systems.

A full history of the Department's objectives and their links to the Single Outcome are contained in Appendix 1 of this Report.

#### 4.3 Projects and Initiatives

Appendix 2 sets out the projects and reviews being carried out under each of the Department's objectives. This includes the latest update on ongoing projects.

- 4.4 To address new challenges and areas for improvement three new projects and initiatives have been added to the service plan. Each of these will report to Committee in due course for more detailed scrutiny by Members. The table below highlights the new projects/initiatives added to the plan.

#### NEW PROJECTS AND INITIATIVES TRANSPORTATION DIVISION

Service Plan Objective	New Project Description
Efficient Public Service	Ensuring good quality customer service and efficient revenue collection from Penalty Charge Notice issuance. Report monthly to Council Management Team.
Efficient Public Service	Ensure good quality customer service and efficient revenue collection from Decriminalise Parking Enforcement. Annual report to Planning & Transport Committee regarding DPE Performance.
Efficient Public Service	Investigate Park and Ride around the City in conjunction with TACTRAN Regional Transport Partnership.

- 4.5 In addition to the above, an objective for the year ahead is the smooth transition to the City Development Department.

#### 4.6 Projects Completed

There have been 47 projects completed since the Service Plan was approved and four have been abandoned due to resources not being available, the business case not being best value or change in circumstances. They will be removed from the Service Plan. These are listed below:

- Projects Completed - Objectives
- Corporate Geographic Information Systems - Rationalise all the Council's geographic information into a single industry standard GIS system as a way of modernising government to customers and for efficiency.
- Integration of Corporate GIS and Corporate Address Gazetteer -enable automatic update of information and interrogation/visualisation of data geographically.
- Design and development of internet GIS tools to directly answer customer queries.
- Integration of GIS in Customer Contact Centre to facilitate allocation of Disabled Parking Bays.
- Supplementary Planning Guidance: Open Space, Trees and Urban Woodlands. Target: Investigating the practicalities of area environmental and open space strategies.
- Installation of messaging systems for car parking in Dundee to increase the efficiency of the road network. Target: Less congested roads with an efficient flow of traffic.
- Produce Supplementary Guidance to the Local Plan setting out more detailed requirements regarding the provision and location of new waste management infrastructure. This will include guidance on the provision of recycling facilities within new residential and commercial developments. Target: Ensure that new domestic and commercial developments have the appropriate space allocated to enable them to partake in local recycling schemes.
- Review implementation procedures for the Voluntary Population Survey - review accessibility is ongoing.
- Review customer care procedures of the CONFIRM system for white lighting - review accessibility is ongoing.
- Prepare Supplementary Guidelines for Open Space and Waste Management.
- Establish SCOTS Lighting Group Benchmarking families.
- Carry out programme of structural load testing of lighting column stock.
- Complete coastal flood study and report findings to Planning and Transportation Committee.
- Complete Clatto Reservoir dam breach inundation mapping and formalise emergency response procedures with Scottish Water.
- Complete Dundee river flood studies and report findings to Planning and Transportation Committee.

- Appropriate use of Sustainable Urban Drainage Systems (SUDS).
- Develop e-access within biennial flood report.
- Develop a procedure for warning of flooding.
- Employment land - complete information gathering, analysis and reporting.
- Ensure that all escorts and drivers employed on Education Transport Contracts are appropriately trained i.e. manual handling, vehicle and passenger restraints.
- Establish procedures to tackle the outstanding backlog of yellow line/plating in the city.
- Investigate student parking issues in association with the above consultation contract and Dundee University Travel Plan.
- Appoint Planning and Transportation Corporate liP Project Team.
- Update Planning and Transportation Action Plan and implement outstanding items.
- Submit Assessment for liP Assessor in Planning and Transportation.
- Carry out Economic Option Appraisal for Allan Street and Hunter Street Multi Storey Car Parks.
- Review and rationalise inspection regimes required to comply with obligations under the Flood Prevention and Land Drainage (Scotland) Act.
- Audit current services for Planning and Building Standards and report back to Management Board on status.
- Review Roads Maintenance Partnership Arrangements.
- Title: Strategic Planning Framework. Action: Commence preparation of the Dundee City Region Plan in conjunction with neighbouring planning authorities. Target: 100% of the population of the city is covered by a Structure Plan which has been finalised or approved within the last five years.
- Title: Central Waterfront Masterplan(1). Action: Prepare and promote briefs for Olympia relocation. Target: Olympia relocation brief approved by Committee.
- Title: Cultural Quarter. Action: Implement environmental improvements at Westport. Target: Westport Environmental Improvements complete.
- Title: Central Waterfront Masterplan(2). Action: Complete Stage 1 proposals of the Central Waterfront Masterplan (western road realignment). Target: Western road realignment complete.

- Title: Biennial Flooding reports. Action: Develop proposal and arrange for biennial flooding reports to be placed onto internet together with available flood mapping. Target: Biennial flooding reports and available flood mapping available from Council's internet.
- Title: Street Lighting & Light Pollution. Action: Minimise the adverse impact that the street lighting function has on the environment as a result of new development. Target: Guidance for Planning Division on the control of light pollution from external lighting within new developments published.
- Title: Road Network Maintenance(1). Action: Maintain the existing road system to a standard that ensures the safe movement of vehicular and pedestrian traffic. Target: Road Network - Reduce personal injury/damage incidents on the road network by 10% based on 1995/96 figures. Winter Maintenance - Reduce personal injury incidents by 10% based on 1995/1996 figures.
- Title: Winter Maintenance operations. Action: Conduct review and rationalise the provision of winter maintenance service including gritting routes, use of grit bins, number of gritters, techniques and materials, and method of paying standing charges.
- Title: Road Network Maintenance (2). Action: Conduct review of national best practice against current DCC practice in recycling techniques and prepare report recommending future actions. Target: Increase use of recycled materials by 25% over the Plan period (baseline to be established).
- Title: Re-tread Trials. Action: Identify sites and conduct trials into the further use of the 'Re-tread' process including unmade footpaths.

#### Projects Abandoned - Objectives

- Review customer annual assessment procedures on consultancy - review accessibility annually in May.
- Assess the impact of Smartbus and Bringing Confidence to Public Transport projects - review accessibility December 2007.
- Title: Coastal Protection Works. Action: Secure external funding for coastal protection works at locations including Broughty Ferry, Douglas Terrace and Riverside. Target: External funding for coastal protection works secured by end March 2006.
- Title: Transportation - Social Inclusion. Action: Ensure transport meets the needs of all in society. Target: 1) Maintaining current concessionary fare schemes to current participants and fare levels. 2) Ensuring all public transport vehicles meet the requirements of the Disability Discrimination Act 1995 within the required timescale.

#### 4.7 Projects Behind Schedule

The following projects are behind schedule and corrective action is being taken however where it cannot now be completed close to the original schedule a new deadline has been set as follows:

Objectives	Assessment
Review electronic access to planning services	Procurement problems now resolved. Dundee City Council will become part of the national online application portal which is being set up for SE by contractors. No definite date for implementation has been announced.
Review the risk assessment procedure in the City Centre.	EQIA Screening for Race completed and submitted Sept. 2005. EQIA Screening for Gender completed and submitted May 2007. Further progress improbable without adequate training.
Assess the impact of the following policies - achievement of Gold Standard Parking Award; introduction of 'pay on foot' scheme; introduction of SMART technology to pay car parking	Apart from "Achievement of Gold Standard Parking Award" all the other items have yet to be implemented. Assessment is premature at this stage. A Committee report to Planning & Transport Committee will be submitted in April 2009. This will set out the longer term strategy for pay on foot and alternative payment methods. A Committee Report to Planning & Transportation Committee during November/December 2008 set out the longer term strategy for pay on foot and alternative payment methods.
Commence preparation of Local Development Plan.	Dependent on the progress of the Strategic Development Plan as described above, it is currently anticipated that formal preparation of the Local Development Plan will commence in December 2009.
Albert Square environmental improvements.	Phase 2 of the Environmental Improvement works at Albert Square was completed in July 2008. Work on site has been delayed due to works required as part of the building improvement contract. It is expected that the final phase of external works will commence in March 2009, with completion expected to coincide with the reopening of the Galleries in Autumn

Objectives	Assessment
	2009. The refurbishment of the final two statues will be undertaken in March 2009.
Actively seek improvements in Street Lighting service delivery through membership of the Highway Works Benchmarking Club	No change from Update 4: (19/11/2008): The City Engineer and Team Leaders have been reviewing the outcomes from this system, which are of limited value. As a result, we will not be completing any further feedback forms, since the system may not be used by the Street Lighting Partnership in the future. Therefore our goals and use of the Highway Works Benchmarking Club are suspended for the time being. The partnership will continue to monitor 18 performance based benchmarks- as previously stated. We are maintaining a consistently high performance within SCOTS Street Lighting Working Group- our local authority peers in Scotland. We have listed the status as behind schedule since we are not using the Highway Works Benchmarking Club to bring about improvements, but rather national PIs as well as additional PIs of the Partnership to monitor progress. Otherwise we consider ourselves to be On Schedule with regards to monitoring and improving PIs.
Introduce pro-active system of bulk lamp change and demonstrate the benefits over traditional burn to extinction policy.	Bulk Lamp change programme has had to suspended due to financial constraints/proposed budget cuts.
Carry out programme of electrical testing of street lighting stock.	Just under 3% of installations tested this financial year. Insufficient funding due costs of remedial works and increases in electricity costs.
Prepare annual report to Planning and Transportation Committee advising on outcomes of inspection, risk assessment and residual safety issues relating to bridges and other road structures.	This report will be produced by Summer 2009.
Complete roads and Tay Road Bridge and associated infrastructure design commission for Central Waterfront project.	Completion of design taking longer than planned, but work packages have been identified to allow contracts to be progressed before overall design is finished. Negotiations still ongoing with



Objectives	Assessment
	Scottish Water and Transport Scotland.
Finalise the review of current procedures against the Well Maintained Highways Code of Practice. Obtain Council approval of documented policies as appropriate.	Will be incorporated in development of Roads Asset Management Plan as part of SCOTS Framework initiative. Seek additional resources when Framework document is available.
Title: Discovery Smartcard Scheme(2). Action: Explore the feasibility of incorporating car parking transactions into the Smartcard Scheme. Target: Increase the number of Departmental Services to the Discovery Card from 2 to 3.	To be developed as part of the payment systems report to Planning & Transport Committee in March 2009. Parking & national entitlement card, staff maintaining dialogue over Smartcard payment options. To be fully considered as part of the Modernisation Of Parking Payment and Control Systems P&T Committee Report.
Title: Local Transport Strategy. Action: Monitor existing Local Transport Strategy and publish a revised Dundee Local Transport Strategy. Target: Revised Local Transport Strategy available online.	The TACTRAN RTS has now been approved by Scottish Ministers (June 2008). Recently TACTRAN has issued the Delivery Plan to all Councils for consultation. Dundee City Council supports the Delivery Plan and is awaiting TACTRAN's response. It is necessary to await the start of implementation of the Delivery Plan to steer any LTS revision.

#### 4.8 Performance Management

The Service Plan is at the core of the Department's Performance Management System and is systematically monitored and reviewed by the Management Team. All the projects and performance measures are scrutinised in a corporate system and reported to the Best Value Performance and Efficiency Sub Committee and exception reports are produced on performance falling behind targets or project milestones. The projects included in Appendix 3 are all contained in the Council's online Performance Management database for ongoing updating on progress. The Service Plan update will be added to the plans and performance page of the Council's website.

#### 4.9 Risk Management

The Department has updated its risk register based on this service plan update. The key risks facing the Department are:

Assist in the development and implementation of the TACTRAN Regional Transport Strategy.

- Loss of External Funding
- Change in Central Government Policy

Secure public realm improvements in the City Centre and Cultural Quarter.

- Loss of external funding/reduction in capital and revenue budgets

Progress implementation Dundee Central Waterfront Masterplan

- Loss of external funding
- Reduction in capital and revenue budgets
- Skill staff retention/recruitment

The following risks have been reduced since the last service plan report:

Secure public realm improvements in the City Centre and Cultural Quarter.

- Loss of external funding/reduction in capital and revenue budgets (2 x 4) - 8 to (1 x 4) - 4  
(3 x 4) - 12 to (1 x 4) - 4

Progress implementation Dundee Central Waterfront Masterplan

- Loss of external funding (3 x 4) - 12 to (1 x 4) - 4
- Reduction in capital and revenue budgets (3 x 4) - 12 to (1 x 4) - 4

## 5 POLICY IMPLICATIONS

- 5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

Appendix 4 contains the result of the screening of new projects for Equalities and Diversity issues.

There were no major issues identified as a result of the screening process.

## 6 CONSULTATIONS

- 6.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance), Head of Finance and Assistant Chief Executive have been consulted and are in agreement with the contents of this report.

## 7 BACKGROUND PAPERS

- 7.1 Report No 43-2008 - 11 February 2008.

Mike Galloway  
Director of Planning & Transportation

Ron Tinley  
Support Services Manager

RT/EB

30 March 2009

## APPENDIX 1 - LINKS TO THE SINGLE OUTCOME AGREEMENT

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
1 Dundee will be a regional centre with better job opportunities and increase employability for our people.	<p>Participate in the preparation of a new Strategic Development Plan for the Dundee City Region.</p> <p>Commence Preparation of a new Dundee Local Development Plan.</p> <p>Consistent with the requirements of the new 2003 Building (Scotland) Act.</p> <p>Consistent with health and safety.</p> <p>Successful in securing a stable environment for investment.</p>	<p>Maintain and strengthen existing highway structures giving priority to the busiest and most important routes.</p>	<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy.</p> <p>To maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p>	
2 Our people will be better educated and skilled within a knowledge economy renowned for research, innovation and culture.	<p>Participate in the preparation of a new Strategic Development Plan for the Dundee City Region.</p> <p>Commence Preparation of a new Dundee Local Development Plan.</p> <p>Prepare Supplementary Guidance and Policy</p>	<p>Develop the infrastructure for the Dundee Central Waterfront Development in a sustainable manner in accordance with the approved master plan.</p>	<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy.</p> <p>Manage the road network to</p>	<p>Modernise the Council's Customer Service approach.</p>

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
	<p>Consultation Responses as appropriate.</p> <p>Complete statutory and non-statutory information gathering, analysis and reporting, and provide advice in these areas that informs and supports forward planning, monitoring and evaluation. The main identified areas being as listed in the Key Projects section.</p> <p>Consistent with health and safety.</p> <p>Promote the Consultation through the Customer Charter and Balanced Scorecard.</p> <p>Successful in securing a stable environment for investment. Progress successful implementation of the Dundee Central Waterfront Masterplan.</p> <p>Consistent with the requirements of the new 2003 Building (Scotland) Act.</p> <p>Successful in securing a stable environment for investment.</p>		<p>protect the assets and co-ordinate all road works.</p> <p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p>	
3 Our children will be safe, nurtured, healthy, achieving, active, respected, responsible and included.	<p>Participate in the preparation of a new Strategic Development Plan for the Dundee City Region.</p> <p>Commence Preparation of a new Dundee Local Development</p>	<p>Ensure the safety of the general public and protect the council's interests.</p>	<p>Improve road safety for all road users through Accident Investigation and Prevention.</p> <p>Promote road safety improvement schemes.</p> <p>Provide infrastructure</p>	

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
	<p>Plan.</p> <p>Consistent with health and safety</p> <p>Consistent with the requirements of the new 2003 Building (Scotland).</p> <p>Successful in securing a stable environment for investment.</p>		<p>improvements to promote walking/cycling.</p> <p>Manage the road network to protect the assets and co-ordinate all road works.</p> <p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p> <p>Ensure that home to school transport provision meets the needs of all entitled scholars.</p> <p>Improve enforcement of car parking provision.</p>	
4 Our people will experience fewer health inequalities.	<p>Consistent with the requirements of the new 2003 Building (Scotland) Act.</p> <p>Consistent with health and safety.</p>		<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy</p>	

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
			<p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p>	
<p>5 Our people will have improved physical and mental well being.</p>	<p>Secure public realm improvements in the city centre and cultural quarter, enhancing Dundee's role as the regional centre.</p> <p>Consistent with the requirements of the new 2003 Building (Scotland) A</p> <p>Consistent with health and safety</p> <p>Successful in securing a stable environment for investment</p>		<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy.</p> <p>Provide infrastructure improvements to promote walking/cycling.</p> <p>Manage the road network to protect the assets and co-ordinate all road works.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p>	<p>Improve the efficiency of operations by continued application of the absence reduction strategy and policy.</p> <p>Retain the Department's silver standard for Healthy Working Life Award.</p>

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
			<p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p> <p>Ensure that home to school transport provision meets the needs of all entitled scholars.</p>	
6 Our people will receive effective care when they need it.	Commence Preparation of a new Dundee Local Development Plan.		<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p> <p>Ensure that home to school transport provision meets the needs of all entitled scholars.</p>	

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
7 Our communities will be safe and feel safe.	<p>Consistent with health and safety.</p> <p>Commence Preparation of a new Dundee Local Development Plan.</p> <p>Consistent with the requirements of the new 2003 Building (Scotland) Act</p> <p>Successful in securing a stable environment for investment</p> <p>Promote the Consultation through the Customer Charter and Balanced Scorecard</p> <p>Consistent with health and safety.</p>	<p>Improve the overall management and maintenance of the road asset.</p> <p>Ensure the safety of the general public and protect the council's interests.</p> <p>Provide information and guidance to members of the council and the general public and raise awareness on appropriate issues.</p> <p>Continue to seek to improve community safety through the implementation of the white light programme across the city through consultation with key stakeholders.</p>	<p>Improve road safety for all road users through Accident Investigation and Prevention.</p> <p>Promote road safety improvement schemes.</p> <p>Review existing traffic management measures and efficiently manage road traffic movement within the road network.</p> <p>Manage the road network to protect the assets and co-ordinate all road works.</p> <p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promoting accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p> <p>Ensure that home to school transport provision meets the needs of all entitled scholars.</p> <p>Improve enforcement of car parking provision.</p>	
8 Our people will experience fewer social inequalities.	<p>Produce an annual 'About Dundee' a useful booklet on facts and figures about the Dundee City Council area.</p>		<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p>	<p>Modernise the Council's Customer Service approach.</p>



Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
	<p>Consistent with the requirements of the new 2003 Building (Scotland) Act</p> <p>Consistent with health and safety</p> <p>Promote the Consultation through the Customer Charter and Balanced Scorecard</p>		<p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy.</p> <p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p> <p>Ensure that home to school transport provision meets the needs of all entitled scholars.</p>	
9 Our people will live in stable, attractive and popular neighbourhoods.	<p>Promote strategies for the regeneration of Lochee, Whitfield and Hilltown and other neighbourhoods as appropriate</p> <p>Identify and promote housing development opportunities to improve quality and choice across tenures and market sectors as part of an integrated strategy to tackle population decline.</p>	<p>Improve the overall management and maintenance of the road asset.</p> <p>Minimise the potential adverse impact that civil engineering projects may have on the environment.</p> <p>Develop the infrastructure for the Dundee Central Waterfront Development in a sustainable manner in accordance with the</p>	<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Manage the road network to protect the assets and co-ordinate all road works.</p> <p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all</p>	

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
	<p>Successful in securing a stable environment for investment.</p> <p>Participate in the preparation of a new Strategic Development Plan for the Dundee City Region.</p> <p>Commence Preparation of a new Dundee Local Development Plan.</p> <p>Prepare Supplementary Guidance and Policy Consultation Responses as appropriate.</p> <p>Consistent with the requirements of the new 2003 Building (Scotland) Act</p> <p>Consistent with health and safety</p> <p>Successful in securing a stable environment for investment</p>	<p>approved master plan.</p>	<p>forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Improve enforcement of car parking provision.</p> <p>Investigate the extension of controlled parking zones.</p>	
10 Our people will have high quality and accessible local services and facilities.	<p>Develop and maintain effective and efficient information systems in order that information is available to feed into policy, implementation and decision making processes across the Council and its Partners.</p> <p>Efficient, effective and economical.</p> <p>Undertake a Stakeholder Survey</p>	<p>Improve the overall management and maintenance of the road asset.</p> <p>Achieve Best Value in the procurement of road maintenance works.</p> <p>Develop and maintain management and monitoring systems to ensure that the statutory duties of the Council</p>	<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy.</p> <p>Manage the road network to protect the assets and co-</p>	<p>Continue to support and develop the programme of delivery online for all relevant service orders, requests and payments.</p> <p>Promote and develop departmental and corporate, electronic document management systems.</p> <p>Improve the efficiency of operations by continued</p>

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
	<p>in 2009 and report to Committee with recommendations.</p> <p>Monitor the effectiveness of the Council's Development Quality Charter and report to Committee with recommendations prior to 2010.</p> <p>Manage and develop the Council's Corporate Address Gazetteer (CAG)</p> <p>Provide a GIS (geographic information system) service to support the land use responsibilities within the division and wider department.</p> <p>Consistent with the requirements of the new 2003 Building (Scotland) Act.</p> <p>Consistent with health and safety</p> <p>Promote the Consultation through the Customer Charter and Balanced Scorecard</p> <p>Consistent with the delivery of E-Government</p> <p>Prepare a revised Development Quality Charter which commits the Department to maintaining and enhancing our service to and consultation with stakeholders.</p> <p>Endeavour to maintain a</p>	<p>are properly discharged.</p> <p>Improve service delivery across all service areas provided by the Division whilst taking account of the industry wide staffing/recruitment issues.</p> <p>Identify and implement best practice in all service areas provided by the Division.</p> <p>Continue to improve the reliability and operation of street lighting equipment by reducing the number of annual defects over the three-year period of the plan.</p> <p>Continue to achieve Best Value in the procurement of street lighting works and optimise average unit costs for repairs.</p>	<p>ordinate all road works.</p> <p>Reduce the impact of statutory undertakers works on the condition of the road network.</p> <p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p> <p>Investigate the extension of controlled parking zones.</p> <p>Investigate/implement the provisional additional MSCPs.</p> <p>Ensure that home to school transport provision meets the needs of all entitled scholars.</p> <p>Investigate/implement the improvement of existing car parking transactions</p>	<p>application of the absence reduction strategy and policy.</p> <p>Maintain the Department's Investors in People standard.</p> <p>Promote project management approach in the Department and incorporate the Council's economic option appraisal framework.</p> <p>Modernise the Council's Customer Service approach.</p>

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
	<p>development quality (management) service which is reliable, consistent, efficient and effective.</p> <p>Promote the benefits of the application of the e-government agenda to the development management service and to introduce further on line services as appropriate.</p> <p>Implement the provisions of the Planning (etc) (Scotland) Act 2006 in relation to the Council's development management functions as they are rolled out by Scottish Executive.</p> <p>Provide a Building Standards service to customers and stakeholders which will</p> <p>Successful in securing a stable environment for investment.</p>			
11 Dundee will have a sustainable environment.	<p>Continue to support the enhancement of the quality of Dundee's built and natural environments.</p> <p>Employ the full range of statutory powers available to the Council to effectively and efficiently enforce planning control in line with a developing legislative framework in accordance with the Council's Enforcement Charter.</p>	<p>Minimise the adverse impact that the road maintenance function has on the environment.</p> <p>Ensure the safety of the general public and protect the council's interests.</p> <p>Minimise the potential adverse impact that civil engineering projects may have on the environment.</p> <p>Continue to minimise the</p>	<p>Develop and Monitor Local Transport Strategy and Policy within National and Regional Framework.</p> <p>Assist in the development and implementation of the TACTRAN Regional Transport Strategy.</p> <p>Manage the road network to protect the assets and co-ordinate all road works.</p>	<p>Promote and develop departmental and corporate, electronic document management systems.</p>

Dundee SOA Outcome	Department Service Plan Objective			
	Planning	Engineering	Transportation	Support Services
	<p>Participate in the preparation of a new Strategic Development Plan for the Dundee City Region.</p> <p>Commence Preparation of a new Dundee Local Development Plan.</p> <p>Prepare Supplementary Guidance and Policy Consultation Responses as appropriate.</p> <p>Successful in securing a stable environment for investment.</p> <p>Consistent with the requirements of the new 2003 Building (Scotland) Act.</p>	<p>adverse impact that the street lighting function has on the environment.</p> <p>Develop the infrastructure for the Dundee Central Waterfront Development in a sustainable manner in accordance with the approved master plan.</p> <p>Seek appropriate funding to carry out maintenance and strengthening works to protect the bridge asset and minimise inconvenience to the public.</p>	<p>Reduce the impact of statutory undertakers works on the condition of the road network.</p> <p>Maintain the public transport infrastructure and facilities to reduce car dependency.</p> <p>Promote the integration of all forms of transport and land use planning, leading to a better, more efficient, transport system.</p> <p>Promote accessibility to everyday facilities for all especially those without a car.</p> <p>Encourage all major bus operators to be Disability Discrimination Act compliant.</p>	

## APPENDIX 2 - PROJECTS AND OBJECTIVES

Status	Owner/Officer	Objectives	Assessment Date	Assessment
Source: Audit Scotland 2007/08: Review of Capital Management Project Theme: Assets Management				
On Schedule	Mike Galloway/ Mike Galloway	Central Waterfront Project. AS Risk: Ensure decisions around the CWP are open and transparent.	06/03/2009	Minutes of Partnership Board meetings are available on-line. In addition, Partnership Board to prepare annual progress reports for DCC Policy & Resources Committee.
On Schedule	Mike Galloway/ Mike Galloway	Central Waterfront Project. AS Risk: Ensure financial monitoring variations from the forecasted budget are identified and remedial action to bring project back on target is taken.	06/03/2009	The individual projects that make up the Waterfront Project will continue to be monitored on a monthly basis under the Cities Growth Fund within the Capital Plan.
Source: Audit Scotland 2007/08: Review of Capital Management Project Theme: Finance				
On Schedule	Mike Galloway/ Mike Galloway	Central Waterfront Project. AS Risk: Ensure approval and financial monitoring of the CWP is in accordance with the Council's standing orders.	06/03/2009	An annual report on the Cities Growth Fund (incorporating the CWP) will be reported to the Council's P&R Committee including variations on forecasts from the previous year.
On Schedule	Mike Galloway/ Mike Galloway	Central Waterfront Project AS Risk: If the levels of funding anticipated from various sources for the CWP do not materialise then the Council will have to meet the cost of finalising the project.	06/03/2009	This is a long term project that will run over several spending review periods. The level of funding is being continually monitored and will be reviewed in light of any new situations that arise. The programme will be adjusted in line with the funds available.
Source: Council Plan 2007-2011 Theme: Work & Enterprise				
On Schedule	Mike Galloway/ Les Banks	Deliver the strategic milestones set in the central waterfront plan.	27/02/2009	Report on access and programming postponed. Awaiting confirmation of Scottish Enterprise funding contribution. Further detailed subsoil survey undertaken to reduce the contingency cost element of the next contract. Likely to report to April Planning & Transport Committee.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
Source: Council Plan 2007-2011 Theme: Assets Management				
On Schedule	Mike Galloway/ Fergus Wilson	Complete and deploy an asset management plan for infrastructure (e.g. roads, street lighting, sea walls).	15/11/2008	Asset Management Software for Roads, Bridges and Street Lighting has been purchased. Inventory being added for bridges and street lighting. Development of a common Asset Management Framework with all other 32 authorities continuing through SCOTS (4 year contract ending March 2012).
Source: Council Plan 2007-2011 Theme: Information Strategy				
On Schedule	Mike Galloway/ Rory Anderson	Introduce a corporate plan for adopting electronic document management systems within the Council.	06/03/2009	Procurement progressing well. The first part of the evaluation is now complete with 8 suppliers being shortlisted to tender for the project. Invitations have been sent out and should be returned by the 27th March 2009. Work continues on preparation for the introduction of the CeRDMS with the corporate file plan currently under construction, the project team are currently engaging with five separate departments in this work, essentially to add all the business processes undertaken to the file plan and identify key words, references and scope notes, in addition to retention schedules. Other areas of the project progressing are for the legal background and electronic guidance to work in the CeRDMS. An information handbook is currently under construction which will contain information about what we should be doing in the system such as legal admissibility, scanning requirements e signatures etc The project is also currently assessing what the scanning needs of departments are and attempting to assess what hardware will be needed for this aspect of the project.
Source: Council Plan 2007-2011 Theme: Building Stronger Communities				
On Schedule	Mike Galloway/ Gregor Hamilton	Review the balance of new house building in relation to entry-level affordable homes.	06/03/2009	Dundee City Council and partners have commissioned consultants to undertake a Housing Need, Demand and Affordability Study. This Study will inform future strategies for new housing in Dundee including the Strategic Development Plan, Local Development Plan and Local

Status	Owner/Officer	Objectives	Assessment Date	Assessment
				Housing Strategy. A key component of the Study is an assessment of affordability issues for new private housing. A draft Report has been submitted to Dundee City Council and a presentation was made to the Strategic Housing Regeneration Group in January 2009. A final Report is expected in March.
Source: Customer First Strategy Theme: Modern Customer Service				
On Schedule	Mike Galloway/ Ian Buntin	CORPORATE ADDRESS GAZATEER (CAG) - Establish and manage a CAG and integrate Council datasets to the CAB	27/02/2009	The update to the new British Standard BS7666 is now complete. Business procedures are in place to provide Dundee's CAG to the National Gazetteer for Scotland. The CAG has been further integrated with key Council datasets. For example the Education Department's Pupil Database.
Source: Customer First Strategy Theme: Efficient Public Service				
Completed	Mike Galloway/ Graham Harris	Integration of GIS in Customer Contact Centre to facilitate allocation of Disabled Parking Bays	19/11/2008	The system is now established and operational.
Source: Dundee Partnership Environmental Strategy Theme: Dundee's Sustainable Environment				
Behind Schedule	Mike Galloway/ Gregor Hamilton	Promote public realm and infrastructure improvements at Albert Square to improve Dundee city centre's attractiveness as a regional centre. TARGET: Comprehensive environmental improvements to Albert Square including the laying of high quality granite plaza areas and footpaths, together with new boundary walls, trees, shrubs and garden landscaping to complement the refurbishment of the McManus galleries.	20/02/2009	Phase 2 of public realm improvements completed July 2008. Contractors now off site and will return to complete final works in March 2009 following delay to enable substantial completion of external building contract works. Target completion of works late autumn 2009
On Schedule	Mike Galloway/ Les Banks	Support the Stobswell Partnership in implementing the Stobswell plan to promote clearance of derelict land, new housing development and a programme of tenement common repairs in consultation with the Stobswell Forum. TARGET: 1. more stable neighbourhood with greater housing choice; 2.	20/02/2009	Review of Regeneration Strategy and Development Framework completed and report to go to P&R Committee probably in March 09. Demolition tender obtained for next site to be disposed for Soc. Rent housing dev. Private housing production slowing because of credit situation. Most of the environmental works complete and the remaining pockets of dereliction are



Status	Owner/Officer	Objectives	Assessment Date	Assessment
		greater neighbourhood satisfaction; 3. rising property values and lower turnover in residents; 4. improved physical environment with no dereliction of land or property; 5. reduced unemployment and easier access to training.		receiving attention.
On Schedule	Mike Galloway/ Gregor Hamilton	Implement the Lochee Physical Regeneration Framework. TARGET: 1. reverse population decline in local communities and attract new people and new investment to area; 2. contribute to growth of local economy as well as city; 3. create new locations that will attract employment, tourism, learning opportunities and new investment; 4. encourage development of vacant brownfield sites that are adversely impacting on image of area.	23/02/2009	Foggyley Site Planning Brief approved - site to be marketed. High Street traffic management options investigated - public consultation begins in March 2009. Funding secured for Sinclair Street Car Park improvements - works to commence March 2009.
On Schedule	Mike Galloway/ Gregor Hamilton	Hilltown and Lochee Masterplanning action TARGET: Hilltown consultation complete and under consideration. Lochee Masterplan consultation ongoing.	23/02/2009	Hilltown and Lochee Physical Regeneration Frameworks approved by Planning and Transport Committee. Task Groups established to implement Actions Plans.
Completed	Mike Galloway/ Andy Mulholland	Supplementary Planning Guidance: Open Space, Trees and Urban Woodlands. TARGET: Investigating the practicalities of area environmental and open space strategies.	20/02/2009	Target for Coldside Pilot complete. Other Local Community Planning Partnership Areas to be taken forward by L&C Department.
On Schedule	Mike Galloway/ Graham Storrie	Undertake inspection of watercourses within the boundaries of the Authority to assess their condition and the likelihood of flooding resulting from such conditions. Target: compliance with Flood Prevention and Land Drainage Act.	09/03/2009	The City Engineer's Division undertakes inspections of the watercourses within its boundary prior to the preparation of the biennial flood prevention report including the promotion of any necessary maintenance resulting the inspection. The inspections include the noting of obstructions or changes to the watercourse and banks which are considered likely to cause flooding.
On Schedule	Mike Galloway/ Graham Storrie	Minimise pollution from construction sites and the impact from developed sites upon receptors through the use of sustainable urban drainage systems (SUDS). Target: improved water quality entering watercourses from construction and developed sites.	09/03/2009	The use of SUDs is promoted on all relevant sites developed by the Division and in respect of the planning process, external developers are encouraged to incorporate SUDs in their schemes. Contracts issued by the Division include requirements to control pollution from construction sites where there is potential to adversely affect watercourses.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Gregor Hamilton	Bring back into use 30% of land identified in the 2006 Scottish Vacant and Derelict Land Survey for Dundee to promote the reuse of vacant and derelict land. TARGET: A greater reuse of brownfield land to remove blight and promote environmental justice across the city.	04/03/2009	Some 234 Hectares of Vacant and Derelict land was identified in the 2006 survey. Of this 25 Hectares was identified as having been taken up in the 2007 survey and 20 Hectares in 2008. This represents 19% of the total supply in 2006. Additional sites have been identified since 2006. However, through the Vacant and Derelict Fund and other measures, efforts to bring more land back into use continue.
On Schedule	Mike Galloway/ Neil Gellatly	Encourage all public transport operators to meet the requirements of the Disability Discrimination Act 1995 by 2012. TARGET: 100% low floor buses matched by barrier free route to a bus stop and onto bus will make buses an option for disabled and elderly persons.	03/03/2009	Dundee City Council, Travel Dundee & Stagecoach East Scotland are working towards a statutory quality bus partnership.
On Schedule	Mike Galloway/ Neil Gellatly	Consult with local communities to identify lack of access to public transport and examine the feasibility of alternative methods of service delivery such as Dial-a-Ride and flexible routed services. TARGET: Quality door to door transport for those unable to access public transport and where and when public transport is unviable, i.e. early morning workers.	03/03/2009	Dundee City Council in partnership with TACTRAN are undertaking an investigation into alternative transport provision for those who are unable to access public transport.
On Schedule	Mike Galloway/ Ewan Gourlay	Ensure the local bus and rail network remains safe. TARGET: Increased confidence and attractiveness to travel by public transport.	03/03/2009	Dundee City Council is continuing to work with the bus operators, TACTRAN and Network Rail to maintain and improve the safety of the bus and rail network.
On Schedule	Mike Galloway/ Neil Gellatly	Develop the Smartcard initiative to introduce integrated ticketing. TARGET: Ease of travel between modes and operators making travel easier.	03/03/2009	Dundee City Council, Scottish Government and local bus operators are investigating integrated ticketing.
On Schedule	Mike Galloway/ Neil Gellatly	Establish and promote a Staff Travel Plan for Dundee City Council. TARGET: More staff will travel to and from work and whilst at work in a more sustainable manner.	03/03/2009	The Policy & Resources Committee approved the Dundee City Council Staff Travel Plan on 08 September 2008.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Neil Gellatly	Monitor the implementation of Travel Plans for the University of Dundee, SET and NHS Tayside. TARGET: More staff will travel to and from work and whilst at work in a more sustainable manner.	03/03/2009	This will continue to be monitored as part of the Annual Staff Travel Planning activity in the city of Dundee with the support of TACTRAN.
On Schedule	Mike Galloway/ Neil Gellatly	Continue to develop and promote Dundee Liftshare and investigate opportunities for 'ConferenceShare'. TARGET: More staff will travel to and from work and whilst at work in a more sustainable manner.	03/03/2009	This will be incorporated under the DCC Staff Travel Plan and as part of a greater TACTRAN initiative.
On Schedule	Mike Galloway/ Neil Gellatly	Ensure there is easy available travel information for non-car journeys through Dundee Travel Information website and at all bus stops. TARGET: Increased confidence attractiveness to travel public transport.	03/03/2009	Dundeetravelinfo.com will be refreshed during 2009 in support of the Smarter Choices Smarter Places Project.
On Schedule	Mike Galloway/ Ewan Gourlay	Continue to assess pedestrian and vehicular conditions with a view to installing measures to improve the safety of all travellers, giving emphasis to the safety of vulnerable road users. TARGET: Reduced number of pedestrian related accidents.	03/03/2009	Dundee City Council continually assesses the road network in relation to pedestrian and vehicular conditions.
Completed	Mike Galloway/ Ewan Gourlay	Installation of messaging systems for car parking in Dundee to increase the efficiency of the road network. TARGET: Less congested roads with an efficient flow of traffic.	03/03/2009	Car Park VMS has been installed throughout the City Centre and is now fully operational.
First update not yet done	Mike Galloway/ Bill White	Carry out research on national best practice in the use of cold mixes containing recycled materials for carriageway and footway resurfacing. TARGET: Increase the level of recycled content in the construction and maintenance of the road network.		Assessment not available
First update not yet done	Mike Galloway/ Bill White	Promote sustainable construction techniques in the transport sector in future versions of the Sustainable Construction Guide. TARGET: Increase the level of recycled content in the construction and maintenance of the road network.		Assessment not available

Status	Owner/Officer	Objectives	Assessment Date	Assessment
Completed	Mike Galloway/ Iain Jack	Produce Supplementary Guidance to the Local Plan setting out more detailed requirements regarding the provision and location of new waste management infrastructure. This will include guidance on the provision of recycling facilities within new residential and commercial developments. TARGET: Ensure that new domestic and commercial developments have the appropriate space allocated to enable them to partake in local recycling schemes.	27/02/2009	Supplementary Planning Advice on Waste Management was approved by the Planning and Transport Committee on 14 April 2008 and will be a material consideration for future planning applications. The advice is available in the form of a leaflet obtainable from the Planning and Transportation Department and will be available on the Department's Web Site.
Source: Equality Impact Assessment Screening Actions Theme: Equality & Diversity				
Behind Schedule	Mike Galloway/ Iain Mudie	Review electronic access to planning services - review accessibility March 2006	27/02/2009	Procurement problems now resolved. Dundee City Council will become part of the national online application portal which is being set up for SE by contractors. No definite date for implementation has been announced.
Completed	Mike Galloway/ Lindsay McGregor	Develop customer satisfaction procedures for white lighting - review accessibility March 2007	03/07/2008	Complete
Behind Schedule	Mike Galloway/ Iain Mudie	Review the risk assessment procedure in the City Centre	27/02/2009	EQIA Screening for Race completed and submitted Sept. 2005. EQIA Screening for Gender completed and submitted May 2007. Further progress improbable without adequate training.
On Schedule	Mike Galloway/ Jimmy Owusu	Develop customer satisfaction surveys which meets the needs of minority ethnic communities and disability groups - review accessibility December 2006	04/03/2009	Plan was updated on 04/09/08 linking commitment to undertake equality impact assessment of each facility with the development of new multi-storey car parks within Dundee City Centre.
Completed	Mike Galloway/ Fergus Wilson	Review procedure for appointing consultants and contractors - review accessibility December 2006	06/03/2008	Replaced with new Service Objective in 2007-2011 Service Plan - Develop a strategy for service delivery to the City Engineer's Division which takes account of the industry-wide staffing/recruitment issues.
On Schedule	Mike Galloway/ Ewan Gourlay	Assess the impact of the following strategic documents - cycling; walking; road safety; public transport; freight - review accessibility April 2006	27/02/2009	The TACTRAN RTS has now been approved by Scottish Ministers (June 2008). Recently TACTRAN has issued the Delivery Plan to all Councils for consultation. Dundee City Council supports the Delivery Plan and is awaiting TACTRAN's response.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Neil Gellatly	Assess the impact of walking to work and cycling policies - review accessibility 2011	08/12/2008	The Staff Travel Plan for Dundee City Council is now approved and is expected to be progressed during 2009. Once this commences, along with the Smarter Choices Smarter Places monitoring, will give an insight into walking and cycling levels.
Behind Schedule	Mike Galloway/ Jimmy Owusu	Assess the impact of the following policies - achievement of Gold Standard Parking Award; introduction of 'pay on foot' scheme; introduction of SMART technology to pay car parking - review accessibility December 2006	06/03/2009	Apart from "Achievement of Gold Standard Parking Award" all the other items have yet to be implemented. Assessment is premature at this stage. A Committee report to Planning & Transport Committee will be submitted in April 2009. This will set out the longer term strategy for pay on foot and alternative payment methods.
Source: Gender Equality Scheme Action Plan 2007-2010 Theme: Equality & Diversity				
On Schedule	Mike Galloway/ Ramsay Hood	Action Healthy Working Lives/SHAW activities. Outcome Promotion of gender specific activities. Performance Measure Number of activities arranged. Number and gender of participants.	06/03/2009	Health Needs Questionnaire completed in October 2008. Draft Action Plan compiled and Bronze & Silver Portfolios submitted for inspection/assessment in January 2009 for final revision in April 2009.
On Schedule	Mike Galloway/ Ron Tinley	Action Produce employee guidelines on promoting gender equality. Outcome Employees have an understanding of legislation and know their roles and responsibilities for general equality. Performance Measure Number of staff who have received and understood guidelines.	19/02/2009	Housing Department Guidelines received. Scheduled in work programme for end of March 2009.
On Schedule	Mike Galloway/ Neil Gellatly	Action Ensure all public transport vehicles meet requirements of Gender Equality and Diversity Scheme. Outcome All public service buses operating in Dundee are low floor vehicles.	14/01/2009	Travel Dundee have been 100% low floor since 1994. Stagecoach have invested in fleet improvements over the past 30 months and the majority of their commercial bus fleet is now low floor. All bus operators must achieve 100% accessible bus fleet by 2016.
Source: Generic Emergency Plan Theme: Community Safety				
On Schedule	Mike Galloway/ Graham Storrie	Produce/Update Flooding Contingency Plan and Review Annually	09/02/2009	A draft Flood Emergency Plan was issued in November 2008 for comment and the final draft is to be issued in February 2009. A review of the plan is scheduled for November 2009.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway Neil Gellatly	Produce Dundee City Emergency Transportation Plan and review annually.	04/03/2009	The Emergency Transportation Plan is being discussed with Bus Operator Management and a draft Plan is out for consultation with key stakeholders.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Building Stronger Communities				
On Schedule	Mike Galloway/ Iain Jack	Respond to Policy Consultation Exercises as appropriate.	27/02/2009	Consultation ongoing in relation to Fife Structure Plan Draft Modifications.
On Schedule	Mike Galloway/ Iain Buntin	Support the information needs of the Strategic Development Planning Authority.	04/03/2009	Review of Housing Land Audits to meet SDPA requirements underway. No other SDPA outstanding requests.
On Schedule	Mike Galloway/ Mark Conroy	Provide GIS support and advice to the Planning and Transportation Department.	27/02/2009	GIS support and advice continues to be provided on a daily basis to the Planning & Transportation Department. Information held within the GIS framework is continually created, monitored and updated. GIS information is now available to a much greater audience with the introduction of Intranet GIS in the last twelve months. Intranet GIS is now delivering GIS information to a wider non GIS using clientele. To date 22 Intranet map Services are now available with 1 in production at the time of this update to Dundee City Council employees. Of the twenty-two Intranet Map Services currently available the vast majority are heavily dependant on data created, managed and maintained by Planning & Transportation. Planning & Transportation play a pivotal role in the continual enhancement of GIS information across the council. Intranet GIS is an important tool in delivering GIS derived data to front line staff.
On Schedule	Mike Galloway/ Tony Jenkins	Provide advice and support to the Council on the Scottish Index of Multiple Deprivation and related matters.	27/02/2009	All advice provided timeously and satisfactorily. Recent information to assist LCPP (Local Community Planning Partnerships) provided.
On Schedule	Mike Galloway/ Iain Jack	Advance Strategic Development Plan to approval by Scottish Ministers.	27/02/2009	Work on preparing the Strategic Development Plan is expected to formally commence on 28 February 2009, when the necessary secondary legislation (The Town and Country Planning (Development Planning) (Scotland) Regulations 2008) is approved by the Scottish Parliament. Section 20B of the Planning etc (Scotland) Act 2006 requires each Planning Authority and Strategic

Status	Owner/Officer	Objectives	Assessment Date	Assessment
				Development Authority (SDPA) to prepare a Development Plan Scheme annually. The Scheme is to set out the Authority's programme for preparing and reviewing their Strategic Development Plan or Local Development Plan and indicate what is likely to be involved at each stage. The Scottish Government has indicated that they expect all planning authorities to publish their first Development Plan Schemes by the 31 March 2009.
On Schedule	Mike Galloway/ Iain Jack	Progress Local Development Plan to adoption by Dundee City Council.	04/03/2009	Work on a new Local Development Plan for Dundee City can only commence once the Strategic Development Plan has advanced sufficiently for its strategies to be properly reflected. In the present circumstances this would mean that work on a new Local Development can only commence once the Main Issues Report (MIR) for the Strategic Development Plan has been published towards the end of this year. Currently estimated at December. Section 20B of the Planning etc (Scotland) Act 2006 requires each Planning Authority and Strategic Development Planning Authority (SDPA) to prepare a Development Plan Scheme annually. The scheme is to set out the Authority's programme for preparing and reviewing their Strategic Development Plan or Local Development Plan, and indicate what is likely to be involved at each stage. The Scottish Government has indicated that they expect all planning authorities to publish their first Development Plan Schemes by 31 March 2009.
On Schedule	Mike Galloway/ Iain Jack	Prepare Supplementary Planning Guidance as appropriate.	27/02/2009	Supplementary Guidance will be produced as appropriate as part of the Local Development Plan preparation process (see above).
Completed	Mike Galloway/ Andy Mulholland	Prepare Supplementary Guidelines for Open Space and Waste Management.	04/02/2009	Report withdrawn from committee and will be considered in future review of the Local Plan. ITEM COMPLETE.
On Schedule	Mike Galloway/ Gregor Hamilton	Establish partnership approaches to implement Lochee, Whitfield and Hilltown regeneration strategies.	27/02/2009	Multi Agency Partnership Groups have been established for Whitfield, Hilltown and Lochee. These Groups meet on a monthly basis to progress implementation of the approved Regeneration Strategies for these areas.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Gregor Hamilton	Regeneration and improvement projects in Charleston, Mill 'O' Mains and Douglas.	27/02/2009	Extensive work to develop a Masterplan for the regeneration of Mill O' Mains culminated in the submission of a draft to Dundee City Council in December 2008. This document has been approved for consultation purposes by the Planning & Transport Committee and this consultation process is underway. A report on the outcome of consultation and seeking approval of the Masterplan, with amendments as appropriate, is anticipated to be submitted to the Planning & Transport Committee in Spring 2009.
On Schedule	Mike Galloway/ Iain Jack	Housing Need, Demand and Affordability Study	04/03/2009	A draft report was submitted by the Consultants in December 2008 and a presentation was made to the Strategic Housing Regeneration Group meeting on 29 January 2009. Following receipt of comments, the final report will be prepared by the Consultants and submitted shortly.
On Schedule	Mike Galloway/ Gregor Hamilton	Identify sites in Council ownership with housing development potential.	27/02/2009	The Planning and Transportation Department has compiled a database of sites considered to have housing development potential. This database has assisted in the identification of sites for inclusion in the Strategic Housing Investment Plan. Other sites are currently being considered as potential opportunities for the development of new Council housing.
On Schedule	Mike Galloway/ Tony Jenkins	Housing Land Audit - complete information gathering, analysis and reporting.	27/02/2009	Dundee and Angus Housing Land Audit final document completed on schedule.
On Schedule	Mike Galloway/ David Matthews	Retail Units (biennial) - complete information gathering, analysis and reporting.	27/02/2009	All interim surveys in 2008 completed and internal reports produced. Full survey scheduled for 2009.
On Schedule	Mike Galloway/ May Garrigan	Vacant and Derelict Land - complete information gathering, analysis and reporting.	27/02/2009	All analysis and reporting completed on schedule for 2008. Project plan for 2009 in place.
On Schedule	Mike Galloway/ Tony Jenkins	Housing Stock - complete information gathering, analysis and reporting.	27/02/2009	New House Site Monitor system fully developed and in place. Data now available in intranet GIS. 2008 Annual Report completed and circulated. Draft monthly analysis and reporting being discussed.
On Schedule	Mike Galloway/ David Matthews	House Prices - complete information gathering, analysis and reporting.	27/02/2009	House price presentations and report for 2008 completed on schedule. Housing Market Bulletin prepared and circulated.



Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Tony Jenkins	Demolitions - complete information gathering, analysis and reporting.	04/03/2009	All appropriate information gathered, analysed and reported on.
Completed	Mike Galloway/ May Garrigan	Employment land - complete information gathering, analysis and reporting.	02/02/2009	Employment Land database complete.
On Schedule	Mike Galloway/ Joanna Chessell	Provide support and advice in relation to the Corporate Address Gazetteer and the National Gazetteer for Scotland.	27/02/2009	System in place to allow CAG Team to provide all necessary support. Presentation given to Council staff to raise awareness. Additional meeting scheduled for February/March 2009.
Ahead of Schedule	Mike Galloway/ Neil Gellatly	Develop Demand Responsive Transport (in conjunction with Regional Transport Partnership)	03/03/2009	TACTRAN are currently developing buses and DRT strategy and this will hopefully lead to a way forward for DRT in the Dundee area. In the meantime taxi card and the friendly bus will continue to operate. During 2008/2009 Dundee City Council will investigate local solutions for delivery of DRT. A report will be made to P&T Committee during Spring 2009.
On Schedule	Mike Galloway/ Neil Gellatly	Enter a Quality Partnership with Travel Dundee	27/02/2009	As of 01 January 2009, Dundee City Council, Angus Council, Travel Dundee and Stagecoach East Scotland entered into a Bus Punctuality Improvement Partnership. This is an initial step towards SQBP.
On Schedule	Mike Galloway/ Neil Gellatly	Enter a Quality Partnership with Stagecoach Strathtay	27/02/2009	As of 01 January 2009, Dundee City Council, Angus Council, Travel Dundee and Stagecoach East Scotland entered into a Bus Punctuality Improvement Partnership. This is an initial step towards SQBP.
On Schedule	Mike Galloway/ Iain Ross	Monitor the effectiveness of the Development Quality Charter 2005 and review prior to 2010 to incorporate the implications of the new Planning Act.	27/02/2009	Final report on review not necessary until 2010. To be programmed to fit our experience in implementing new procedures under the new Act.
On Schedule	Mike Galloway/ Gregor Hamilton	Review the balance of new house building in relation to entry-level affordable homes	06/03/2009	Dundee City Council and partners have commissioned consultants to undertake a Housing Need, Demand and Affordability Study. This Study will inform future strategies for new housing in Dundee including the Strategic Development Plan, Local Development Plan and Local Housing Strategy. A key component of the Study is an assessment of affordability issues for new private housing. A draft Report has been submitted to Dundee City Council and a presentation was made to the Strategic Housing Regeneration Group in January 2009. A final

Status	Owner/Officer	Objectives	Assessment Date	Assessment
				Report is expected in March.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Dundee's Sustainable Environment				
On Schedule	Mike Galloway/ Lindsay McGregor	Keep up to date with and research changing technologies and seek to introduce more energy efficient equipment and power sources into street lighting	02/02/2009	A submission to the councils carbon reduction management plan is to be made for funding to allow work to continue in this area
On Schedule	Mike Galloway/ Ian Mudie	Ensure that all new land use considers how sustainable transport will be achieved for site users	19/02/2009	This issue will be addressed as part of the Strategic plan preparation commencing in 2009.
On Schedule	Mike Galloway/ Ian Mudie	Ensure that all site development includes a travel plan	03/03/2009	A travel plan for all development sites is neither practical or necessary. These will be sought for sites that are likely to generate significant traffic movement in relation to local circumstances.
On Schedule	Mike Galloway/ Neil Gellatly	Continue to develop dundeetravelinfo.com to include multi-modal travel information	27/02/2009	Development work during 2008/2009 will deliver improved walking and cycling route planning. It is also hoped to integrate the parking VMS feeds into dundeetravelinfo.com.
On Schedule	Mike Galloway/ Lindsay McGregor	Seek additional funding/alternative sources of funding to progress white lighting programme	06/03/2009	Some funding (approx £28k) was identified through the Quality of Life funding 08/09 and work is ongoing in St Mary's
On Schedule	Mike Galloway/ Graham Harris	Set up a short life working party to improve the flow of information to road users with a view to reducing congestion	27/02/2009	Options are being reviewed
On Schedule	Mike Galloway/ Graham Harris	In conjunction with Sustainable Transport investigate and implement Bus Priority Schemes	02/03/2009	Bus priority at controlled junctions being set up. The Dundee and Angus Bus Punctuality Improvement Partnership was approved by P&T Committee in November 2008 and commenced January 2009. The development of Park and Ride will require further investigations into Bus Priority measures.
On Schedule	Mike Galloway/ Roger Grace	Develop an environmental management system and achieve ISO:14001	20/02/2009	step 2 of 6 complete and draft documents in preparation
On Schedule	Mike Galloway/ Roger Grace	Specify recycling targets and minimum requirements within civil engineering contracts.	20/02/2009	Trial complete and high levels of recycling/re-use achieved. Principles being developed further for subsequent contracts

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On Schedule	Mike Galloway/ Roger Grace	Completion of Sustainability Study and development of a Sustainability Enhancement Framework by Abertay University.	20/02/2009	second annual report due March 2009
On Schedule	Mike Galloway/ Bill White	Roads Maintenance to participate in SCOTS recycling working group.	06/02/2009	Formed part of the SCOTS sub-working group to participate on research with university of Abertay and other Local Authorities on the re-use of materials in road construction / maintenance
On Schedule	Mike Galloway/ Ron Mackenzie	Conduct a review of national best practice against current practice in recycling relating techniques to Roads Maintenance and prepare a report recommending future actions.	02/03/2009	Working in Partnership with Tayside Contracts on the use of recycled materials on Structural maintenance of carriageways, footways and footpaths as part of the annual Road Maintenance Programme. Development and monitoring performance of new methods including Cold Mix Trial using recycled material.
On Schedule	Mike Galloway/ Graham Storrie	Develop a flood prevention and coastal protection plan for Dundee and implement appropriate protective measures	09/02/2009	Tenders will be invited in March for a second stage coast protection study. The commission is expected to be awarded end April 2009 and the consultancy work is estimated to be completed by December 2009. A further report of the findings will assist in the development and completion of flood prevention / coast protection plan for Dundee.
Behind Schedule	Mike Galloway/ Gregor Hamilton	Title: Dundee City Centre. Action: Promote and supervise public realm and infrastructure improvements at Albert Square to improve Dundee city centre's attractiveness as a regional centre. Target: Albert Square Environmental Improvements complete.	27/02/2009	Phase 2 of the Environmental Improvement works at Albert Square was completed in July 2008. Work on site has been delayed due to works required as part of the building improvement contract. It is expected that the final phase of external works will commence in March 2009, with completion expected to coincide with the reopening of the Galleries in Autumn 2009. The refurbishment of the final two statues will be undertaken in March 2009.
Completed	Mike Galloway/ Les Banks	Title: Central Waterfront Masterplan(1). Action: Prepare and promote briefs for Olympia relocation. Target: Olympia relocation brief approved by Committee.	25/03/2008	Olympia replacement now substantially designed with ongoing discussion. Brief no longer needed. Remove this item from the list

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On Schedule	Mike Galloway/ Les Banks	Title: Stobswell Regeneration. Action: Implement the Stobswell Masterplan including ongoing clearance of derelict land, promotion of new housing development and a programme of tenement common repair. Target: Target to be agreed.	27/02/2009	Review of Regeneration Strategy and Development Framework completed and report to go to P&R Committee probably in March 2009. Demolition tender obtained for next site to be disposed of Soc. Rent housing development. Private housing production slowing because of credit situation. Most of the environmental works complete and the remaining pockets of dereliction are receiving attention.
On Schedule	Mike Galloway/ Gregor Hamilton	Title: Regeneration Strategies. Action: Ongoing regeneration and improvement projects in Ardler, Trottick, Kirkton, Whitfield, Hilltown, Mill O'Mains and Mid Craigie. Target: Finalised Whitfield Masterplan approved by Committee.	27/02/2009	Hilltown Physical Regeneration Framework approved by P&T Committee. Home Scotland have submitted a draft Masterplan for Mill O' Mains and public consultation on this is ongoing. All rented houses in Ardler now complete. Whitfield Project Board established and progressing regeneration proposals for this area.
On Schedule	Mike Galloway/ Fergus Wilson	Coastal Protection Works. Secure external funding for coastal protection works at locations including Broughty Ferry, Douglas Terrace and Riverside.	02/03/2009	Pursuit of external funding to be incorporated with second stage coastal study scheduled for completed in December 2009.
On Schedule	Mike Galloway/ Roger Grace	Title: EMS in Engineers. Action: Develop an environmental management system (EMS) and achieve ISO:14001 accreditation.	20/02/2009	step 2 of 6 complete and draft documents in preparation
On Schedule	Mike Galloway/ Iain Jack	Title: Vacant land. Action: Promote reuse of vacant land in Dundee to remove blight and promote environmental justice. Target: 20% reduction in 2003 Scottish Vacant and Derelict Land Survey figures for Dundee by 2007.	21/08/2008	Dundee City Council fully spent the £4 million allocation from the Scottish Government under the Vacant and Derelict Land Fund for the period 2006-2008. A further £5.75 million has been provisionally allocated for the period 2008 to 2011. A draft delivery plan has been submitted to Scottish Ministers for approval.

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On Schedule	Mike Galloway/ Iain Jack	Title: Supplementary Guidance on Open Space. Action: Update the 1995/96 open space audit and assess the results to identify issues relating to the supply and quality of open space in Dundee, to inform preparation of Supplementary Guidance for the Dundee Local Plan Review 2005. Target: Open space audit and assessment recommendations are available on a corporate electronic map based system to improve access to spatial information.	29/04/2008	Open Space Audit now available on corporate electronic map based system. Assessment recommendations being developed through the Supplementary Guidance and area based strategic approach.
Behind Schedule	Mike Galloway/ Jimmy Owusu	Title: Discovery Smartcard Scheme(2). Action: Explore the feasibility of incorporating car parking transactions into the Smartcard Scheme. Target: Increase the number of Departmental Services to the Discovery Card from 2 to 3.	06/03/2009	To be developed as part of the payment systems report to Planning & Transport Committee in April 2009. Parking & national entitlement card, staff maintaining dialogue over Smartcard payment options. To be fully considered as part of the Modernisation Of Parking Payment and Control Systems.
Abandoned	Mike Galloway/ Neil Gellatly	Title: Transportation - Social Inclusion. Action: Ensure transport meets the needs of all in society. Target: 1) Maintaining current concessionary fare schemes to current participants and fare levels. 2) Ensuring all public transport vehicles meet the requirements of the Disability Discrimination Act 1995 within the required timescale.	28/03/2008	Travel Dundee have been 100% low floor operator since 2004 (first City in UK), Stagecoach vehicles are being renewed and further route developments will see enhancements to service level and vehicle type. Further development of Quality Partnerships should yield further fleet enhancements. The Scotland Wide Free Travel scheme was launched on 01 April 2006 and is no longer a Dundee City Council responsibility.
On Schedule	Mike Galloway/ Graham Harris	Title: Walking. Action: Make it easier and safer to get around locally by walking. Target: To increase the modal share of people walking to work within the city to 22% by 2011 (based on 2001 levels).	04/03/2009	Existing signalised junctions with pedestrian facilities, as well as signal controlled pedestrian crossings, are maintained to high standards and refurbished when required. Pedestrian refuge islands are installed where appropriate, and kerbs lowered at crossing points. In addition marketing and awareness campaigns relating to Smarter Choices Smarter Places will encourage increased active travel.
On Schedule	Mike Galloway/ Raymond Tully	Title: Cycling. Action: Develop a safe, convenient and cohesive infrastructure that encourages and facilitates cycling. Target: To double the level of cycling in Dundee by 2011 (based on 2001 levels).	04/03/2009	Two western city cycle routes completed. "Greenways" links of the Green Circular implemented with signage and promotional maps available. 8 Secure cycle lockers installed in Broughty Ferry Esplanade July 2006. Eastern Greenway from Green Circular to Arbroath Road via

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				Strathern Road - near completion. Northern Greenways currently being investigated. Future routes planned; however awaiting funding. Missing link to Western Greenway at Ninewells Hospital - there is a possibility of getting this put in place. The Smarter Choices Smarter Places Project will assist in delivering this action.
On Schedule	Mike Galloway/ Neil Gellatly	Title: Bus Journeys. Action: Provide an efficient and reliable quality bus service that is accessible to all. Target: To increase the level of use for buses for journeys to work within Dundee to 33% by 2011 (based on 2001 levels).	06/03/2009	With regard to passenger growth no measurement has been undertaken and none planned in foreseeable future. This measure with Stagecoach and Travel Dundee as part of the emerging Quality Bus Partnership.
On Schedule	Mike Galloway/ Neil Gellatly	Title: Voluntary Community Transport. Action: Provide a vital transport service to people who would otherwise be excluded from society. Target: 1) Consult with local communities to identify lack of access to public transport and examine the feasibility of alternative methods of service delivery such as Dial-a-Ride and flexible routed services. 2) Establish an agency to provide facilities for brokerage of local authority and voluntary sector vehicles.	02/03/2009	Dundee City Council in partnership with TACTRAN have commissioned a DRT Study. The outcomes should be reported in Spring 2009.
On Schedule	Mike Galloway/ Ewan Gourlay	Title: Rail Journeys. Action: Advocate for more frequent and convenient local services and to ensure proper integration with all forms of transport. Target: Double the amount of travel to work journeys by train by 2011 (based on 2001 levels).	02/03/2009	The Council is assisting TACTRAN on an extended Tay Estuary Rail Study and this should be completed by Spring 2009. This Study is STAG based approach considering all practical rail options. Await Census 2011 to determine levels of travel to work journeys by train. In December 2008 an increased frequency (twice per hour) was introduced between Dundee and Edinburgh, this includes an hourly express with reduced journey time between the cities
On Schedule	Mike Galloway/ Graham Harris	Title: Traffic Management. Action: Maximise the efficiency and safety of the existing transport network, particularly toward benefits for walking, cycling and to create road space for a reliable public transport provision, whilst minimising the need for new road build. Target: 1) To embark on a programme to provide bus	27/02/2009	1)Traffic management at signalised junctions is being adapted to support bus priority which will be introduced on an area basis, the first being to the east of the City 2)Sites where pedestrians have difficulties crossing the road are investigated, prioritised and measures introduced within budget allowances.

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		priority signalised junctions city-wide by 2006. 2) To assess pedestrian and vehicular conditions with a view to installing suitable pedestrian facilities.		
On Schedule	Mike Galloway/ Ewan Gourlay	Title: Road Safety. Action: Improve the safety of all travellers, giving emphasis to the safety of vulnerable road users, particularly children. Target: To achieve casualty reductions that at least equal the national targets.	27/02/2009	Dundee City Council has achieved a 45% reduction in people killed or seriously injured in comparison to the 1994-1998 average. This is ahead of the national target which is to achieve a 40% reduction by 2010. However, having met this target, casualties are continuing to occur and Dundee City Council continues to implement measures to further reduce the likelihood of road casualties
Completed	Mike Galloway/ Fergus Wilson	Title: Road Network Maintenance(1). Action: Maintain the existing road system to a standard that ensures the safe movement of vehicular and pedestrian traffic. Target: Road Network - Reduce personal injury/damage incidents on the road network by 10% based on 1995/96 figures. Winter Maintenance - Reduce personal injury incidents by 10% based on 1995/1996 figures.	06/03/2008	New Service Objective in Service Plan 2007-2011 replaces this.
On Schedule	Mike Galloway/ Neil Gellatly	Title: Travel Awareness. Action: Raise public awareness of the consequences of the travel decisions they make and to ensure such decisions are informed. Target: To promote at least one travel awareness campaign/event per annum. To have roadside information for public transport at 100% by 2006.	25/08/2008	The 100% roadside public transport information has now been maintained for two years with updates made at each bus service change. The marketing/travel awareness campaign element did not progress during 2007/2008 Dundee City Council has been successful in becoming a Smarter Choices Smarter Places pilot, this will allow significant transport marketing to proceed.
On Schedule	Mike Galloway/ Neil Gellatly	Title: Travel Plans. Action: Encourage the adoption of travel plans by all major employers. Target: To establish and implement a Staff Travel Plan for Dundee City Council by 2006/07. To encourage at least three major employer to develop a Travel Plan by 2005/6.	27/02/2009	Staff Travel Plan for Dundee City Council adopted by Committee in September/October 2008.

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On Schedule	Mike Galloway/ Ewan Gourlay	Title: Travel to School. Action: Increase the number of pupils walking and cycling to school. Target: To assist at least one school per year to develop a safer routes to school initiative.	27/02/2009	All new schools (PPP) required to produce school Travel Plan within one year of opening. Education Department has issued exemplar Travel Plan Information to all school Heads to develop Travel Plans during 2007. P&T Department assisting Education Department.
On Schedule	Mike Galloway/ Ewan Gourlay	Title: Traffic Reduction. Action: Reduce the forecast rate of growth in peak hour traffic in central Dundee. Target: To ensure traffic does not increase by more than 25% in Dundee Central area by 2021 during AM and PM peak periods (based on 1996 levels).	02/03/2009	An Annual Report will be presented to Planning & Transport Committee regarding Road Traffic Reduction Act performance.
Behind Schedule	Mike Galloway/ Ewan Gourlay	Title: Local Transport Strategy. Action: Monitor existing Local Transport Strategy and publish a revised Dundee Local Transport Strategy. Target: Revised Local Transport Strategy available online.	27/02/2009	The TACTRAN RTS has now been approved by Scottish Ministers (June 2008). Recently TACTRAN has issued the Delivery Plan to all Councils for consultation. Dundee City Council supports the Delivery Plan and is awaiting TACTRAN's response. It is necessary to await the start of implementation of the Delivery Plan to steer any LTS revision.
On Schedule	Mike Galloway/ Ewan Gourlay	Title: Supplementary Policy on Transportation. Action: Prepare supplementary strategy documents on cycling, walking, road safety, public transport and freight. Target: Completion of documents.	27/02/2009	The RTS Sub Strategies are complete and approved by TACTRAN Board. The Sub Strategy interventions are now included in the RTS overall Delivery Plan.
Completed	Mike Galloway/ Fergus Wilson	Title: Road Network Maintenance(2). Action: Conduct review of national best practice against current DCC practice in recycling techniques and prepare report recommending future actions. Target: Increase use of recycled materials by 25% over the Plan period (baseline to be established).	06/03/2008	New Service Objective in Service Plan 2007-2011 replaces this.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Efficient Public Service				
On Schedule	Mike Galloway/ Gary Brady	Identify and seek funding opportunities for bridge refurbishment and strengthening, including partnerships as appropriate	02/03/2009	Concentration on implementation of Bridge Condition Indicators will benchmark maintenance requirements for Dundee bridges.



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On Schedule	Mike Galloway/ Ken Findlay	Continue to provide a Building Standards advisory service to Support Services in respect of licensing issues.	27/02/2009	Service provided HMO inspections and licensing inspections continuing
On Schedule	Mike Galloway/ Ron Mackenzie	Actively seek improvements in Roads Maintenance service delivery through membership of the Highway Works Benchmarking Club.	04/03/2009	Collection of a set of base data with Tayside Contracts for Road Maintenance Projects as part of the Benchmarking exercise to be eventually fed as part of the Scottish National Key Performance Indicators
On Schedule	Mike Galloway/ Bill White	Actively seek improvements in service delivery through the Roads Maintenance Partnership and set appropriate financial indicators.	06/02/2009	Initial financial targets for Temp Pothole Repairs and rates for carriageway resurfacing established. Other appropriate indicators to be developed.
On Schedule	Mike Galloway/ Lindsay McGregor	Prepare a Street Lighting Asset Management Plan and introduce the use of WDM Asset Management software including electronic data capture m	16/02/2009	progressing well although Corporate issues with IT are slowing the process of populating the database. WDM and IT looking at a solution
Behind Schedule	Mike Galloway/ Keith Wilson	Actively seek improvements in Street Lighting service delivery through membership of the Highway Works Benchmarking Club	19/02/2009	No change from Update 4: (19/11/2008): The City Engineer and Team Leaders have been reviewing the outcomes from this system, which are of limited value. As a result, we will not be completing any further feedback forms, since the system may not be used by SLP in the future. Therefore our goals and use of the Highway Works Benchmarking Club are suspended for the time being. The partnership will continue to monitor 18 performance based benchmarks- as previously stated. We are maintaining a consistently high performance within SCOTS Street Lighting Working Group- our local authority peers in Scotland. We have listed the status as behind schedule since we are not using the Highway Works Benchmarking Club to bring about improvements, but rather national PIs as well as additional PIs of the Partnership to monitor progress. Otherwise we consider ourselves to be On Schedule with regards to monitoring and improving PIs.
On Schedule	Mike Galloway/ Lindsay McGregor	Continued representation on SCOTS Lighting Group	02/02/2009	Meetings working well, minutes for each meeting can be found on the main SCOTS web page. Next meeting to be held on 22nd April 2009 in Dundee

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Completed	Mike Galloway/ Lindsay McGregor	Establish SCOTS Lighting Group Benchmarking families	02/02/2009	21 out of 32 of the Scottish Councils participated in the 07/08 benchmarking exercise. Dundee City again came out top of the cities benchmarking group. Discussions ongoing with APSE to administer this process in future years
On Schedule	Mike Galloway/ Lindsay McGregor	Introduce a system of permanent street lighting repairs carried out first time	16/02/2009	progressing well
Behind Schedule	Mike Galloway/ Lindsay McGregor	Introduce pro-active system of bulk lamp change and demonstrate the benefits over traditional burn to extinction policy	04/03/2009	Bulk Lamp change programme has had to suspended due to financial constraints/proposed budget cuts
Behind Schedule	Mike Galloway/ Lindsay McGregor	Carry out programme of electrical testing of street lighting stock	06/03/2009	Just under 3% of installations tested this financial year. Insufficient funding due to costs of remedial works and increases in electricity costs.
Completed	Mike Galloway/ Lindsay McGregor	Carry out programme of structural load testing of lighting column stock	02/02/2009	Structural programme for 2008/9 completed - first phase of five-year rolling programme
On Schedule	Mike Galloway/ Gary Brady	Prepare a Highway Structures Asset Management Plan and introduce the use of WDM Asset management software including electronic data capture	13/02/2009	Preparation of asset management plan underway. Inventory being added to Asset Management System. Some IT issues need resolved.
On Schedule	Mike Galloway/ Gary Brady	Continued representation on SCOTS Bridges Group	12/02/2009	DCC is represented on group as secretary. Quarterly meetings held.
Completed	Mike Galloway/ Gary Brady	Adopt new national bridge condition indicator method of recording inspections, to enable benchmarking	06/03/2009	New method now adopted.
Behind Schedule	Mike Galloway/ Gary Brady	Prepare annual report to Planning and Transportation Committee advising on outcomes of inspection, risk assessment and residual safety issues relating to bridges and other road structures	12/02/2009	This report will be produced by summer 2009
Completed	Mike Galloway/ Graham Storrie	Complete coastal flood study and report findings to Planning and Transportation Committee	11/11/2008	The findings from the Coastal Flood Study have been reported to September Committee.
On Schedule	Mike Galloway/ Graham Storrie	Maintain and improve the Emergency Flood Plan	09/02/2009	A draft Flood Emergency Plan was issued in November 2008 for comment and the final draft is to be issued in February 2009. A review of the plan is scheduled for November 2009.

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On Schedule	Mike Galloway/ Graham Storrie	Identify schemes and secure funding for coastal protection works at locations including Broughty Ferry, Douglas Terrace and Riverside	09/02/2009	The second stage coastal study, will inform the identification, development and funding of coast protection schemes. The study is scheduled for completion December 2009.
Completed	Mike Galloway/ Graham Storrie	Complete Clatto Reservoir dam breach inundation mapping and formalise emergency response procedures with Scottish Water	09/02/2009	An agreed Emergency Procedure was agreed with Scottish Water and this is included in the Flood Emergency Plan.
Completed	Mike Galloway/ Graham Storrie	Complete Dundee river flood studies and report findings to Planning and Transportation Committee	11/11/2008	The Dundee river flood study report to DCC has been completed and was reported to September Committee.
Completed	Mike Galloway/ Graham Storrie	Appropriate use of Sustainable Urban Drainage Systems (SUDS)	06/03/2008	Sustainable urban drainage systems are now considered during the development of all infrastructure design projects within the City Engineer's Division. In addition, advice offered to planning colleagues includes the appropriate use of SUDs. This item will continue to be integrated throughout the year.
On Schedule	Mike Galloway/	Continued representation on SCOTS Flood and SUDS Groups	09/02/2009	The SCOTS Flood group has recently reconvened and the Department is represented on the Coastal Flood sub-group. The SUDs group meeting programme is in development and confirmation of membership is awaited.
Completed	Mike Galloway/ Graham Storrie	Develop e-access within biennial flood report	06/03/2008	The 6th and current biennial flood report is available on the internet
On Schedule	Mike Galloway/ Graham Storrie	Develop GIS flood data and make available over the internet	09/02/2009	The development of the GIS Flood data project continues to advance with information continually being collected. Information is available via the intranet and the work to make flood data available via the internet is ongoing. This information should be accessible via the internet by August 2009.
Completed	Mike Galloway/ Graham Storrie	Develop a procedure for warning of flooding	09/02/2009	Flood warning procedure developed and incorporated within Flood Emergency Plan.
On Schedule	Mike Galloway/ Farhad Varjavandi	Participate in the current national bi-annual coring programme	27/02/2009	Dundee City Council cores taken and results agreed. The national results will be ready in 2009.
On Schedule	Mike Galloway/ Farhad Varjavandi	Continue a local ad hoc coring programme in Dundee	27/02/2009	2008/2009 local coring programme is progressing on schedule for completion by March 2009 and will be reported to Committee in 2009.

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On Schedule	Mike Galloway/ Ken Findlay	Submit a Balanced Scorecard to the Scottish Building Standards Agency for external audit purposes.	02/02/2009	02/02/2009 2008/2009 Balanced Scorecard submitted and accepted by Scottish Ministers
On Schedule	Mike Galloway/ Fergus Wilson	Develop a strategy for service delivery to the City Engineer's Division which takes account of the industry-wide staffing/recruitment issues.	15/11/2008	Continuing to gather information. This item is also being considered as part of a construction working group with all local authorities and Scotland Excel.
Completed	Mike Galloway/ Jimmy Owusu	Establish procedures to tackle the outstanding backlog of yellow line/plating in the city	17/11/2008	Procedures for reporting and collating lining defects have been established and outstanding defects are gradually being made good subject to the availability of budget.
On Schedule	Mike Galloway/ Fergus Wilson	Develop the Roads Maintenance Partnership between the Council and Tayside Contracts and produce an annual report to Committee on progress.	15/11/2008	Partnership progressing well. DCC and Tayside Contracts staff now integrated in the same office. Improvements to service provision being achieved. Annual report seeking to extend the partnership programmed to go to Committee in February 2009.
On Schedule	Mike Galloway/ Bill White	Prepare a Roads Asset Management Plan and introduce the use of WDM Asset Management Software including electronic data capture.	06/02/2009	SCOTS Asset Management Framework workshops programme extended. Framework document not due before September 2009. Use of WDM Asset Management software being developed.
On Schedule	Mike Galloway/ Les Grubb	Implement 'right first time' repairs for pothole repairs and monitor performance.	06/02/2009	Rapid rhino first time permanent repair squad has been set up by Tayside Contracts. Level of performance (number of repairs per day being monitored)
On Schedule	Mike Galloway/ Bill White	Produce an annual report to Committee on the results of the SRMCS	06/02/2009	Awaiting results of 2008/2009 survey. Report to be compiled when results are available.
On Schedule	Mike Galloway/ Bill White	Implement target cost payment mechanism and new financial control system for road maintenance works.	06/02/2009	Cost plus payment for road maintenance works now fully implemented. Financial control mechanisms are 95% complete.
Completed	Mike Galloway/ Graham Storr	Review and rationalise inspection regimes required to comply with obligations under the Flood Prevention and Land Drainage (Scotland) Act	09/02/2009	An inspection regime has been developed for the inspection of watercourses compliant with the requirements of Flood Prevention and Land Drainage (Scotland) Act.
On Schedule	Mike Galloway/ Ron Tinley	Review Departmental Organisation and structures due to TACTRAN; Modernisation Programmes; Management Change; and Succession Profile	06/03/2009	Transportation reviewed and being implemented.
On Schedule	Mike Galloway/ Ron Tinley	Review Planning and Transportation Support Services Division	06/03/2009	Support Services being reviewed as part of the Departmental Merger with Ec Dev March - June 2009

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On Schedule	Mike Galloway/ Ron Tinley	Review and Implement Online Training Database within Planning and Transportation	19/02/2009	System finalised and being tested for implementation
Completed	Mike Galloway/ Fergus Wilson	Review Roads Maintenance Partnership Arrangements	06/03/2008	Review completed and Committee agreed to proceed with Roads Maintenance Partnership (Report No 294-2007 refers). Development of Partnership being monitored under a separate objective.
Behind Schedule	Mike Galloway/ Bill White	Finalise the review of current procedures against the Well Maintained Highways Code of Practice. Obtain Council approval of documented policies as appropriate.	06/02/2009	Will be incorporated in development of Roads Asset Management Plan as part of SCOTS Framework initiative. Seek additional resources when Framework document is available.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Work & Enterprise				
On Schedule	Mike Galloway/ Ewan Gourlay	Provide professional Transportation advice on planning applications and other schemes	03/03/2009	Provide professional transportation advice on Central Waterfront, St Saviours and Olympia developments.
Ahead of Schedule	Mike Galloway/ Ian Buntin	Commence initial data gathering exercise for new Dundee Local Development Plan.	27/02/2009	Work on this exercise can probably commence once work is underway on the preparation of the Strategic Development Plan. Probable start therefore Summer 2009.
On Schedule	Mike Galloway/ Ian Buntin	Complete appropriate survey work for boundary definition for new Dundee Local Development Plan.	27/02/2009	The boundary of the new Local Development Plan will be the same as for the existing Dundee Local Plan Review - ie the administrative boundary for Dundee City. Boundary definition is only required for the Strategic Development Plan. This has now been completed and approved by Scottish Ministers.
On Schedule	Mike Galloway/ Iain Jack	Prepare issues paper for new Dundee Local Development Plan.	27/02/2009	Section 20B of the Planning etc (Scotland) Act 2006 requires each Planning Authority to prepare a Development Plan Scheme annually. The scheme is to set out the Authority's programme for preparing and reviewing their Local Development Plan and indicate what is likely to be involved at each stage. The Scottish Government has indicated that they expect all planning authorities to publish their first Development Plan Schemes by the 31 March 2009.

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On Schedule	Mike Galloway/ Iain Jack	Consultation with Stakeholders/Public on new Dundee Local Development Plan.	27/02/2009	An essential part of the Development Plan Scheme outlined above is the preparation of a 'Participation Statement' stating when, how and with whom consultation on the plans will take place and the Authority's proposals for public involvement in plan preparation process. Regulation 24 also requires schemes to contain a timetable, specifying the month the authority proposes to publish its Main Issues Report, Proposed Plan and to submit the Plan to Scottish Ministers.
Behind Schedule	Mike Galloway/ Ian Mudie	Commence preparation of Local Development Plan.	27/02/2009	Dependent on the progress of the Strategic Development Plan as described above, it is currently anticipated that formal preparation of the Local Development Plan will commence in December 2009.
Behind Schedule	Mike Galloway/ Gregor Hamilton	Albert Square environmental improvements.	03/03/2009	Phase 2 of the Environmental Improvement works at Albert Square was completed in July 2008. Work on site has been delayed due to works required as part of the building improvement contract. It is expected that the final phase of external works will commence in March 2009, with completion expected to coincide with the reopening of the Galleries in Autumn 2009. The refurbishment of the final two statues will be undertaken in March 2009.
On Schedule	Mike Galloway/ Gregor Hamilton	Union Street reconstruction and public realm enhancements.	27/02/2009	Scottish Enterprise is not able to offer funding assistance for the Union Street reconstruction and public realm enhancements. Investigations have confirmed that reconstruction works can be delayed in the short term. The Planning and Transportation Management Board is considering the future programming of these works.
On Schedule	Mike Galloway/ Gregor Hamilton	Cultural Quarter lighting initiative.	27/02/2009	The Planning and Transportation Management Board has approved a project to extend the Cultural Quarter lighting columns into South Tay Street. These columns will be installed before the end of March 2009. Improvements to Tay Square, including lighting enhancements are currently being considered.
On Schedule	Mike Galloway/ Gregor Hamilton	City Centre image programme.	27/02/2009	A programme of works under the City Centre Image budget has been approved. Projects include the Chapel Street plinths, Cultural Quarter lighting, Esplanade Banners and Murraygate spend to save trials.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Gregor Hamilton	Secure new public art works.	27/02/2009	New artworks secured under the Council's Percent for Art policy include projects at Greenmarket Car Park, Discovery Slipway, Tesco at South Road and those secured as part of the Schools PPP Project.
On Schedule	Mike Galloway/ Les Banks	Tay Bridge ramps.	27/02/2009	December 2008 Committee approval for Storm Water tank preferred contractor and further subsoil investigation. A partnering contract is to be negotiated and reported to (probably) April Planning & Transport Committee.
On Schedule	Mike Galloway/ Les Banks	Central Waterfront Development opportunities.	04/03/2009	No change
On Schedule	Mike Galloway/ Les Banks	Relocation of Hilton Hotel.	02/02/2009	Second round of discussions held. Co-operation expected
On Schedule	Mike Galloway/ Les Banks	Redevelopment of Station	06/03/2009	Report concludes the option of retaining the existing station platform buildings is the cheaper solution but that a dramatic street level concourse is practical. A report is to go to the Waterfront Board and the P&T Committee probably in April summarising the position and suggesting next steps.
On Schedule	Mike Galloway/ Ewan Gourlay	Develop and maintain Traffic/ Transport Models for Local Transport Strategy and Policy Development	27/02/2009	Dundee City Centre model has been updated. This model has been used to test various developments within the City Centre.
Behind Schedule	Mike Galloway/ Ewan Gourlay	Revise Local Transport Strategy document	03/03/2009	RTS has now been approved by Scottish Ministers. Currently working on TACTRAN Delivery Plan that supports the RTS. This delays any revision of the LTS and a decision on when to progress the LTS process will be made during Spring 2009.
On Schedule	Mike Galloway/ Neil Gellatly	Participate in Tayside Officers Liaison Group/Public Transport Officer Liaison Group/Sustainable Transport Liaison Group	03/03/2009	Appropriate officers are attending these meetings which will continue until firm outcomes are agreed.
Behind Schedule	Mike Galloway/ Roger Grace	Complete roads and Tay Road Bridge and associated infrastructure design commission for Central Waterfront project.	20/02/2009	Completion of design taking longer than planned, but work packages have been identified to allow contracts to be progressed before overall design is finished. Negotiations still ongoing with Scottish Water and Transport Scotland

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Roger Grace	Construct Stage 3 of the Central Waterfront project.	20/02/2009	December 08 Committee approval for Contract 1 preferred contractor and further subsoil investigation. Agreed Maximum Price to be negotiated with contractor and reported to later committee
On Schedule	Mike Galloway/ Jimmy Owusu	Complete Pay on Foot project in Gellatly Street Multi Storey Car Park	27/02/2009	A Report to the Planning and Transportation Committee to deliver the Pay on Foot programme as a composite project with committed budget has been prepared for it's April 2009 meeting for approval.
On Schedule	Mike Galloway/ Jimmy Owusu	Complete Pay on Foot project in Bell Street Multi Storey Car Park	27/02/2009	This project is being combined with Gellatly Multi-storey car park to make the Pay on Foot programme a composite project with underpinning budget. A Report to this effect has been prepared and will be considered by the Planning and Transport Committee at it's meeting in April 2009.
On Schedule	Mike Galloway/ Neil Gellatly	Participate in the multi storey car park project in the east of the city	03/03/2009	Committee approval has now been granted to progress with this project. This project is now progressing towards a final design.
On Schedule	Mike Galloway/ Neil Gellatly	Participate in the development of Hunter Street Car Park into the University Campus Plan Project	03/03/2009	Committee approval has now been granted for this project to proceed. Early stages of procurement have now commenced.
On Schedule	Mike Galloway/ Roger Grace	Design of Tay Station Bridge replacement.	20/02/2009	External consultant appointed for preliminary design and agreement now in place with Network Rail for detailed survey of structure
On Schedule	Mike Galloway/ Roger Grace	Demolition of Tayside House and Olympia.	20/02/2009	Works are included in the overall programme for the Waterfront, but no actions currently required
On Schedule	Mike Galloway/ Les Banks	Carry out Economic Option Appraisal for Central Waterfront - Potential Underground Parking Facility	27/02/2009	This project remains an ambition but because it is a last phase and may be affected by potential projects eg V&A, it is appropriate to postpone the Option Appraisal.
Completed	Mike Galloway/ Les Banks	Carry out Economic Option Appraisal for Allan Street and Hunter Street Multi Storey Car Parks	02/05/2008	Allan St report approved at April P&T Hunter St going to May P&T
On Schedule	Mike Galloway/ Les Banks	Support the Dundee Central Waterfront project	27/02/2009	Scottish Enterprise Board have approved in principal their major contribution. Written confirmation of the details of the contribution is now awaited to enable the next Phase of Works to be committed.



Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Neil Gellatly	Implement Regional Transport Strategy	02/03/2009	TACTRAN received Ministerial approval for the Regional Transport Strategy in June 2008. A Delivery Plan has been developed and was approved at TACTRAN Board on 28 October 2008. Details of the Delivery Plan are available at <a href="http://www.tactran.gov.uk/documents/Item8.pdf">http://www.tactran.gov.uk/documents/Item8.pdf</a> Planning & Transport Committee approved/noted January 2009.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Equality & Diversity				
On Schedule	Mike Galloway/ Neil Gellatly	Encourage bus operators to deliver fully accessible fleet before legal deadline. This can be achieved through the development of Statutory Quality Bus Partnership	03/03/2009	Dundee City Council in partnership with Travel Dundee and Stagecoach East Scotland are developing a statutory quality bus partnership which should hopefully encourage fleet enhancement.
On Schedule	Mike Galloway/ Neil Gellatly	As part of Dundee's Barrier Free City target all bus stops be developed to ensure fully accessible: i all bus stops to have Clearway Bus Stop markings ii all bus stops to have raised kerbs	03/03/2009	Approximately 50% of bus stops were given clearway markings by March 2009. It is intended that 100% clearway marking will be achieved during 2009.
On Schedule	Mike Galloway/ Neil Gellatly	Deliver a Service Level Agreement between Planning & Transportation Department and Education Department	27/02/2009	No action to date. Planning & Transportation staff will engage with Education colleagues during Spring 2009.
Completed	Mike Galloway/ Neil Gellatly	Ensure that all escorts and drivers employed on Education Transport Contracts are appropriately trained i.e. manual handling, vehicle and passenger restraints	25/08/2008	Planning and Transportation, Support Services & Education Departments have trained trainers to undertake driver and escort training and passenger handling in the coming years. Taxi drivers and support staff will commence training programmes during September 2008 and will be ongoing. Escorts will also receive manual handling training separately.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Assets Management				
On Schedule	Mike Galloway/ Gregor Hamilton	Site Planning Briefs for new housing sites.	06/03/2009	A number of Site Planning Briefs for new housing have been completed. Recent Briefs approved include Aberlady Crescent and Lothian Crescent. In addition, consultation is currently being undertaken on draft briefs for Lawside Academy, Mid Craigie Primary School and Armistead House.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
Source: Planning & Transportation Service Plan 2007-2011 Theme: Modern Customer Service				
On Schedule	Mike Galloway/ Farhad Varjavandi	Make the List of Public Roads available on the internet	27/02/2009	Pilot scheme being field tested by two external companies prior to system going live by end March 2009.
Unlikely to be Achieved	Mike Galloway/ Iain Ross	In consultation with the Convener of the Development Quality Committee hold 4 meetings of the DQ Forum per annum.	06/03/2009	Three meetings in accordance with the Constitution of the Forum were held during 2008. The fourth programmed for 17 December was cancelled given the proximity of Christmas and the necessity to wait until the New Year for progress with Regulations in Parliament.
On Schedule	Mike Galloway/ Neil Gellatly	Develop Public Transport Payment Systems (Smartcard)	03/03/2009	Dundee City Council and Transport Scotland are working with Travel Dundee to migrate commercial bus pass applications to the National Entitlement Card. Delivery is dependant on commissioning of new on-bus ticketing equipment and this has been delayed until Summer 2009. Smarter Choices Smarter Places funding will assist in delivering an integrated ticketing solution for those travelling in and around the city of Dundee.
On Schedule	Mike Galloway/ Ron Tinley	Develop the Planning and Transportation website to accommodate/grow public consultation	19/02/2009	Group meetings firmly established. Currently assessing further services to be available online within each Division. Report to Management Board end of February 2009.
On Schedule	Mike Galloway/ Ron Tinley	Review and implement online payments for Planning and Transportation services	19/02/2009	No further online payments due to be implemented at present - Continuing to review this for opportunities.
On Schedule	Mike Galloway/ Roger Grace	Benchmarking with similar Civil Engineering service providers to compare and improve performance.	20/02/2009	New Scottish based benchmarking club is becoming more established and DCC have had a lead role in bringing forward proposals
On Schedule	Mike Galloway/ Fergus Wilson	Representation of Planning and Transportation Department at SCOTS	06/03/2008	DCC represented on most SCOTS working groups. Situation kept under regular review.
On Schedule	Mike Galloway/ Ron Tinley	Develop online access for Planning and Transportation service requests information and departmental documentation	06/03/2009	On Line Flexi System up and running successfully - Annual Leave System fully tested and implemented across Department. Training System about to be launched April 2009.
On Schedule	Mike Galloway/ Ron Tinley	Develop the Planning and Transportation website to incorporate a section for developments and projects	19/02/2009	Draft site being considered. Assistant Head of Planning to liaise with Director to finalise specification. Report back to Management Board with final proposals end March 2009.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Ron Tinley	Put all relevant Planning and Transportation service orders etc online	19/02/2009	Ongoing Development - No new applications at present
On Schedule	Mike Galloway/ Roger Grace	Conduct an annual customer review of the overall service provided by the City Engineer's Division to augment the review of individual projects carried out as part of the quality management system.	20/02/2009	survey issued, results reviewed and actions identified for implementation
On Schedule	Mike Galloway/ Graham Storrie	Representation of City Engineer's Division at Client monitor and review meetings.	09/02/2009	Item ongoing with regular attendance at monitor meetings.
On Schedule	Mike Galloway/ Farhad Varjavandi	Report annually to the Planning and Transport Committee on the performance of statutory undertakers in Dundee	03/03/2009	Committee report approved. The next annual performance of statutory undertakers will be reported to Committee in Spring 2009.
Completed	Mike Galloway/ Ramsay Hood	Audit current services for Planning and Building Standards and report back to Management Board on status	26/02/2008	Confirmation received from Building Quality Team Leaders that Building Standards and Planning services transferred to the Customer Contact Centre are now fully functional
On Schedule	Mike Galloway/ Ramsay Hood	Review further potential services including parking for transfer to the Contact Centre.	02/02/09	Discussions ongoing with Contact Centre.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Health & Care				
On Schedule	Mike Galloway/ Graham Harris	Implement road safety measures programme of works	04/03/2009	Works are ongoing at identified sites to be completed for FY2008/09.
On Schedule	Mike Galloway/ Graham Harris	Investigate and implement walking infrastructure improvement programme of works	27/02/2009	Works are ongoing to implement works for FY2008/09 programme of dropped kerbs at crossing points and tactile slabs at controlled crossing points.
On Schedule	Mike Galloway/ Graham Harris	Investigate and implement cycling infrastructure improvement programme	02/03/2009	It will not be until 2011 Census that updated data will be available. Some analysis will be undertaken as part of the Smarter Choices Smarter Places Initiative.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Community Safety				
On Schedule	Mike Galloway/ Graham Harris	Investigate and implement traffic signal refurbishment programme	27/02/2009	Traffic signals at Victoria Road/Hilltown/Meadowside have been refurbished. This is part of our annual asset management of our traffic signal equipment.

Status	Owner/Officer	Objectives	Assessment Date	Assessment
On Schedule	Mike Galloway/ Ewan Gourlay	Collate Accident Analysis and identify Cluster Sites	03/03/2009	Accident analysis and cluster sites identified and has been reported to Committee. Committee Report No 401-2008 refers.
On Schedule	Mike Galloway/ Ewan Gourlay	Identify and implement a Retexturing - Skid Resistance programme of works	27/02/2009	Included in Road Safety measures throughout the City and sites have been identified. This is an ongoing annual event that is associated with road safety.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Involving Communities				
On Schedule	Mike Galloway/ Iain Ross	Undertake a Stakeholder Survey in 2009.	27/02/2009	At February 2009, survey forms being designed for issue around first week in March. Target of May DQ Committee for report.
On Schedule	Mike Galloway/ Jimmy Owusu	Implement the consultation contract on the proposed extension of residents parking scheme	27/02/2009	Work is ongoing on concluding the Consultants' Justification Report for the proposed extension of residents' parking scheme.
Completed	Mike Galloway/ Jimmy Owusu	Investigate student parking issues in association with the above consultation contract and Dundee University Travel Plan	17/11/2008	The investigation element of this Plan item has now been completed. The next stage is to provide a Project Brief and to seek an external partner.
Source: Planning & Transportation Service Plan 2007-2011 Theme: Information & Communication Technology				
On Schedule	Mike Galloway/ Ron Tinley	Implement eRDMS Project across the Planning and Transportation Department	19/02/2009	Staffing Files Scanned - Currently categorising and Indexing Personal Files - Continuing Roll Out
On Schedule	Mike Galloway/ Ron Tinley	Establish protocols and quality management processes for the electronic environment for documentation workflows within Planning and Transportation	19/02/2009	Continuing to incorporate protocols and quality standards as part of the implementation roll out.
On Schedule	Mike Galloway/ Mike Galloway	Support and assist in the implementation of the Council's Corporate eRDMS	06/03/2009	Procurement progressing well. The first part of the evaluation is now complete with 8 suppliers being shortlisted to tender for the project. Invitations have been sent out and should be returned by the 27th March 2009. Work continues on preparation for the introduction of the CeRDMS with the corporate file plan currently under construction, the project team are currently engaging with five separate departments in this work, essentially to add all the business processes undertaken to the file plan and identify key words, references and scope notes, in addition to retention schedules. Other areas of the project

Status	Owner/Officer	Objectives	Assessment Date	Assessment
				progressing are for the legal background and electronic guidance to work in the CeRDMS. An information handbook is currently under construction which will contain information about what we should be doing in the system such as legal admissibility, scanning requirements e signatures etc The project is also currently assessing what the scanning needs of departments are and attempting to assess what hardware will be needed for this aspect of the project.
On Schedule	Mike Galloway/ Mike Galloway	Establish/Reporting mechanisms for reporting to the Planning and Transportation Management Board and Council Management Team on progress and Project Plans for the Corporate eRDMS Project	02/03/2009	Project Plan firmly established. Executive Board established and Reporting Mechanisms in place
Source: Planning & Transportation Service Plan 2007-2011 Theme: People				
On Schedule	Mike Galloway/ Ron Tinley	Arrange refresher Training Workshops on Managing Absence in Planning and Transportation	19/02/2009	Scheduled for May 2009
Completed	Mike Galloway/ Ron Tinley	Appoint Planning and Transportation Corporate liP Project Team	19/02/2009	liP Status achieved
Completed	Mike Galloway/ Ron Tinley	Update Planning and Transportation Action Plan and implement outstanding items	19/02/2009	liP Status achieved
Completed	Mike Galloway/ Ron Tinley	Submit Assessment for liP Assessor in Planning and Transportation	19/02/2009	liP Status achieved
On Schedule	Mike Galloway/ Ramsay Hood	Implement Planning and Transportation's programme for Healthy Working Life Award, and submit portfolio/evidence to Assessor	02/02/2009	Health Needs Questionnaire completed in October 2008.Draft Action Plan compiled and Bronze & Silver Portfolios submitted for inspection/assessment in January 2009
On Schedule	Mike Galloway/ Ron Tinley	Initiate Flexible Working pilots in Planning and Transportation	04/03/2009	Being implemented across Department. About to relaunch with further pilots - Report back to Corporate BV2 Group April 2009

### APPENDIX 3 - PERFORMANCE MANAGEMENT

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
Source: Audit Scotland Statutory PIs Guide Theme: Modern Customer Service								
Maintained	Maintained	Maintained	Traffic light repairs - % of repairs completed within 48 hours.	Customer Satisfaction/ Stakeholder Perspective	31/12/2008 - 99.2	98		
Maintained	Maintained	Maintained	Street light repairs - % of repairs completed within 7 days.	Customer Satisfaction/ Stakeholder Perspective	31/12/2008 - 93.95	97		
Improving	Improving	Improving	Processing time - % of householder applications dealt with within 2 months.	Customer Satisfaction/ Stakeholder Perspective	31/12/2008 - 86.6	80		
Improving	Improving	Improving	Processing time - % of all applications dealt with within 2 months.	Customer Satisfaction/ Stakeholder Perspective	31/12/2008 - 63.9	60		
Source: Audit Scotland Statutory PIs Guide Theme: People								
Maintained	Maintained		Carriageway condition - % of network considered for maintenance.	People Satisfaction/ Stakeholder Perspective	31/03/2008 - 25.2	45.2	The 2007-08 PI is based on a new Road Condition Indicator and is not directly comparable with previous years. The comparable Overall PI for previous years are - 05/06 - 26.5 and 06/07 - 25.5	
Source: Audit Scotland Statutory PIs Guide Theme: Dundee's Sustainable Environment								
Maintained	Maintained		Road network restrictions - % of council and private bridges assessed that failed to meet the European standard of 40 tonnes.	Impact on Society/ Stakeholder Perspective	31/03/2008 - 0	18.4		
Source: Chief Executive's Monthly PIs (Not in other plans) Theme: Finance								
Improving	Improving	Improving	Car Parking Income - % of budgeted income from off street parking which has been received	Organisational Results/ Business Perspective	31/12/2008 - 118	100		
Improving	Improving	Improving	Car Parking Income - % of budgeted income from on street parking which has been received	Organisational Results/ Business Perspective	31/12/2008 - 124	100		

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
Source: P&T Service Plan 2007-2011 Theme: Efficient Public Service								
Improving	Improving	Improving	% of the road network that should be considered for maintenance treatment as determined by the Scottish Road Maintenance Condition Survey.	Organisational Results/ Business Perspective	31/03/2008 - 25	45	New indicator developed for 2007/2008 which includes additional measured parameters. Direct comparison of this value with previous years is not valid.	
Improving	Improving	Improving	Number of public liability insurance claims associated with the adopted network submitted per annum for personal injury.	Organisational Results/ Financial Perspective	31/03/2009 - 14	0	Full year figures for 2007/2008. Assumed to be equivalent to claims paid or outstanding recorded against footway defects.	
Improving	Improving	Improving	Number of public liability insurance claims associated with the adopted network submitted per annum for vehicular damage.	Organisational Results/ Financial Perspective	31/03/2009 - 41	0	Full year figures for 2007/2008. Assumed to be equivalent to claims paid or outstanding recorded against carriageway defects.	
Maintained	Maintained		Number of service enquiries/customer calls reporting road defects.	Organisational Results/ Business Perspective	31/03/2008 - 0	0	Disparate routes for these enquiries being submitted to the department makes it impossible at present to accurately quantify this.	Imperative to have a single system for channelling and recording all defect enquiries.
Deteriorating	Improving		% of emergency potholes repaired within 1 hour. Now defined as Category 1 - repaired within 3 hours.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 90	0	This indicator has been revised as part of the Road Maintenance Partnership development and is defined as Category 1 - repaired within 3 hours.	none
Deteriorating	Improving		% of Category 1 potholes repaired within 1 day. Now defined as Category 2 - repaired within 3 days.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 85	0	This indicator has been revised as part of the Road Maintenance Partnership development and is defined as Category 2 - repaired within 3 days.	None
Deteriorating	Improving		% of Category 2 potholes repaired within 7 days. Now defined as Category 3 - repaired within 28 days.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 80	0	This indicator has been revised as part of the Road Maintenance Partnership development and is defined as Category 3 - repaired within 28 days.	None
Deteriorating	Improving	Improving	Average cost of a patch repair to roads.	Organisational Results/ Financial Perspective	31/03/2009 - 28.63	0		none
Deteriorating	Deteriorating	Improving	Average cost per square metre of resurfacing roads.	Organisational Results/ Financial Perspective	31/03/2009 - 16.84	19.06		none required

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
Source: P&T Service Plan 2007-2011								
Theme: Dundee's Sustainable Environment								
Improving	Improving	Maintained	% of materials used for road maintenance which was recycled.	Impact on Society/ Business Perspective	31/03/2009 - 100	0		
Source: P&T Service Plan 2007-2011								
Theme: Community Safety								
Maintained	Maintained		Number of road traffic accidents.	Impact on Society/ Stakeholder Perspective	31/03/2008 - 113	0	71 KSI, 15 Children KSI, 42 Slight Casualty Rate (per million vehicle km) The number of people killed or seriously injured in Dundee per annum has reduced from an annual average during 1994-1998 of 113.8 or 71 in the year 2006. This represents a 38% reduction on the 1994-1998 average by the year 2006 and is just less than the national reduction target of 40% by 2010. The number of children killed or seriously injured in Dundee per annum has reduced from an annual average during 1994-1998 of 33.6 to 15 in the year 2006. This represents a 55% reduction on the 1994-1998 average by the year 2006 and therefore exceeds the national reduction target of 50% by 2010. The slight casualty rate (per 100 million vehicle kilometres) has reduced from an annual average during 1994-1998 of 55 to 42 in the year 2006. this represents a reduction of 29% on the 1994-1998 average by the year 2006 and easily exceeds the national reduction target of 10% by 2010.	
Source: P&T Service Plan 2007-2011								
Theme: Efficient Public Service								
Maintained	Maintained		Average time taken to respond to a request for a skip permit	Organisational Results/ Stakeholder Perspective	30/09/2008 - 5	5	5 Working Days	



Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
			(days).					
Maintained	Maintained		Average time taken to respond to a request for a scaffolding permit (days).	Organisational Results/ Stakeholder Perspective	30/09/2008 - 5	7	5 Working Days	
Maintained	Improving	Improving	% of householder applications determined in 2 months (monthly figures)	Organisational Results/ Stakeholder Perspective	31/12/2008 - 95	80		
Maintained	Improving	Maintained	% of all applications determined in 2 months (monthly figures)	Organisational Results/ Stakeholder Perspective	31/12/2008 - 61.22	60		
Improving	Improving		% of bridges which are weight-restricted.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 13.2	19	Will require substantial investment to reduce this.	Need to continue to seek alternative funding sources.
Improving	Improving		Annual capital investment per bridge (£)	Organisational Results/ Financial Perspective	31/03/2009 - 2,000	702	Success in obtaining external funding has increased investment.	Need to continue to seek alternative funding sources.
Source: P&T Service Plan 2007-2011 Theme: Health & Care								
Deteriorating	Deteriorating	Deteriorating	Modal share of people walking to work within the city (target to increase to 22% by 2011)	Impact on Society/ Business Perspective	31/03/2009 - 2	17	Improvements to road infrastructure and maintaining a high level of road safety continues to encourage more pedestrian activity.	none
Improving	Improving	Improving	Level of cycling in Dundee (target to double by 2011 based on 1991 levels).	Impact on Society/ Business Perspective	31/03/2009 - 2	1	Initiatives to travel by cycling are developed through green travel plans and improvements to cycleways	
Source: P&T Service Plan 2007-2011 Theme: Community Safety								
Maintained	Maintained	Maintained	% of traffic signal faults repaired within 48 hours.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 99.8	99	Continuing with almost 100% repair of traffic signal faults within 48 hours	
Source: P&T Service Plan 2007-2011 Theme: Work & Enterprise								
Maintained	Maintained	Maintained	Amount of external funding secured for public realm improvements in the City Centre and cultural quarter (£million).	Organisational Results/ Business Perspective	31/03/2009 - 0.8	4.8	External funding contributions as follows: SET Albert Square £576,000, Historic Environment Grant Albert Square £21,000 and ERDF Albert Square £188,000.	
Source: P&T Service Plan 2007-2011								

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
Theme: Building Stronger Communities								
Maintained	Maintained	Maintained	Number of Site Planning Briefs approved for housing sites.	Organisational Results/ Business Perspective	31/03/2009 - 3	0	Since March 2008, Site Planning Briefs for housing have been prepared for the following sites: Downfield Primary School, Erskine Street yard, Macalpine Primary School, Aberlady Crescent, Lothian Crescent, Dens Metals and Foggyley Gardens. In addition, Draft Site Planning Briefs for consultation have been approved at Armistead House, Lawside Academy and Mid Craigie Primary School.	
Maintained	Maintained	Maintained	Number of sites in Council ownership identified with housing development potential.	Organisational Results/ Business Perspective	31/03/2009 - 76	0	The Planning and Transportation Department has compiled a database of sites considered to have housing development potential. This database has assisted in the identification of sites for inclusion in the Strategic Housing Investment Plan. Other sites are currently being considered as potential opportunities for the development of new Council housing.	
Source: P&T Service Plan 2007-2011 Theme: Work & Enterprise								
Maintained	Maintained	Maintained	% of population of the city covered by Local Plans which have been finalised or adopted in the last 5 years.	Organisational Results/ Business Perspective	31/03/2008 - 100	100		
Source: P&T Service Plan 2007-2011 Theme: Building Stronger Communities								
Improving	Improving	Improving	Number of houses built in all categories in the last year.	Organisational Results/ Business Perspective	31/03/2008 - 824	0		
Source: P&T Service Plan 2007-2011 Theme: Work & Enterprise								
Maintained	Maintained		Number of Supplementary Guidelines produced.	Organisational Results/ Business Perspective	31/03/2008 - 0	0	Open Space is the last committed Supplementary Guidance and is presently in	

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
							draft format for consultation.	
Source: P&T Service Plan 2007-2011 Theme: Building Stronger Communities								
Maintained	Maintained		Number of Policy Consultation responses produced.	Organisational Results/ Business Perspective	31/03/2008 - 4	0	Consultations mainly relate to Scottish Government's Modernising Planning agenda.	
Source: P&T Service Plan 2007-2011 Theme: Efficient Public Service								
Maintained	Maintained	Maintained	% of householder applications determined in 3 months.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 94	94	Service Plan Direction 95%. Actual for April - December 2008 - 98%. Therefore exceeds target.	none
Deteriorating	Deteriorating	Deteriorating	% of all applications determined in 3 months.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 40	40	Service Plan Direction 80%. Actual for April - December 2008 - 82.4%. Therefore exceeds target.	None
Deteriorating	Maintained	Deteriorating	% appeals dismissed as % of all appeals determined.	Organisational Results/ Business Perspective	31/03/2009 - 40	40	Service Plan Direction 50%. Actual for April - December 2008 - 73%. Therefore exceeds target.	None
Deteriorating	Maintained	Improving	% of road construction consent applications determined in 8 weeks.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 67	67	Service Plan Direction 70%. Actual for April - December 2008 - 75%. Therefore exceeds target. (Should be noted that 80% was achieved in period October - December 2008 and the 75% would have risen to 80% had it not been for a single application which took longer to determine than the norm).	none
Deteriorating	Deteriorating		% of requests for Building Warrant responded to within 15 days.	Organisational Results/ Stakeholder Perspective	31/12/2008 - 74.95	76.3		Staff shortages excessive workloads
Deteriorating	Deteriorating		Average time taken to respond to a request for a completion certificate (days).	Organisational Results/ Stakeholder Perspective	31/12/2008 - 3.5	2.7		Staff shortage excessive workloads
Maintained	Maintained		% of building warrants issued (or otherwise determined) within 6 days from receipt of competent plans.	Organisational Results/ Stakeholder Perspective	31/12/2008 - 88	89.9		Staff shortage heavy workload
Maintained	Maintained	Maintained	% of completion certificates issued (or otherwise determined) within 3 days.	Organisational Results/ Stakeholder Perspective	31/03/2009 - 95.3	89.7		

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
Maintained	Maintained	Maintained	% of public safety requests for which properties were visited within the timescale contained in our Building Standards Charter (24 hours).	Organisational Results/ Stakeholder Perspective	31/03/2010 - 100	100		
Deteriorating	Deteriorating		Average time taken to repair defective street lighting.	Organisational Results/ Stakeholder Perspective	31/12/2008 - 2.2	2	Due to bulk lamp change approach we have fewer random faults. Those Random faults which are left are more complex and hence take longer to fix (eg underground cable faults). This has slightly increased the overall average time to repair.	On average fewer lighting out in any one evening hence no changes proposed
Maintained	Maintained		% of all notified streetlighting repairs completed within 2 days.	Organisational Results/ Stakeholder Perspective	31/12/2008 - 86	90	Due to proactive approach of bulk lamp change. There is now a higher percentage of more complex faults which are either outwith the Councils control (Scottish & Southern supply faults) or by their very nature will take longer to repair (eg underground cable faults)	No Action. When compared nationally, Dundee still has fewer lights out in any one evening than any of the other three cities.
Maintained	Maintained		% of all notified streetlighting repairs completed within 7 days.	Organisational Results/ Stakeholder Perspective	31/12/2008 - 93.86	96.9	Due to proactive approach of bulk lamp change. There is now a higher percentage of more complex faults which are either outwith the Councils control (Scottish & Southern supply faults) or by their very nature will take longer to repair (eg underground cable faults)	No Action. When compared nationally, Dundee still has fewer lights out in any one evening than any of the other three cities.
Maintained	Improving	Maintained	Cost of average streetlighting repair (£)	Organisational Results/ Financial Perspective	31/03/2008 - 24.8	25.5		
Deteriorating	Deteriorating	Deteriorating	Average annual proactive maintenance cost per streetlighting column (£)	Organisational Results/ Financial Perspective	31/03/2009 - 9.2	0	this is a nine month figure	costs should reduce for last 3 months
Improving	Improving	Improving	Number of annual recorded streetlighting faults.	Organisational Results/ Business Perspective	31/03/2009 - 3,174	5,168	This is only a nine month figure	
Improving	Improving	Improving	Faults as a % of streetlighting stock.	Organisational Results/ Business Perspective	31/03/2009 - 14.2	233	This is only a nine month figure	
Improving	Improving	Improving	Mean time between streetlighting failures averaged over 3 years (days)	Organisational Results/ Business Perspective	31/03/2008 - 1,508	1,266		This good time between repairs is increasing

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
Improving	Improving	Improving	Number of streetlighting faults reported by the public.	Organisational Results/ Stakeholder Perspective	31/03/2008 - 1,117	1,219		
Improving	Improving	Improving	Number of streetlighting faults as a % of lighting stock.	Organisational Results/ Stakeholder Perspective	31/03/2008 - 5	5.5		
Improving	Improving	Improving	% of streetlighting columns over 30 years old.	Organisational Results/ Business Perspective	31/03/2008 - 31.4	34		
Deteriorating	Deteriorating	Deteriorating	Annual capital investment per street light (£).	Organisational Results/ Financial Perspective	31/03/2008 - 8.9	11		more funding investment required
Deteriorating	Deteriorating		Average number of streetlights per 1,000 not working on any one evening.	Organisational Results/ Business Perspective	31/12/2008 - 3.2	3	reduced number of night inspections	on going monitoring
Source: P&T Service Plan 2007-2011 Theme: Dundee's Sustainable Environment								
Maintained	Maintained		% of lighting stock converted to white lighting (residential areas).	Organisational Results/ Stakeholder Perspective	31/12/2008 - 69	65	No funding available to continue this work	
Maintained	Maintained	Maintained	% energy losses from streetlighting.	Organisational Results/ Business Perspective	31/03/2008 - 12.9	13		
Maintained	Maintained	Maintained	Energy consumption per streetlight (walls).	Organisational Results/ Business Perspective	31/03/2008 - 104	104		
Maintained	Maintained	Maintained	% increase in traffic in City Centre (target that traffic should not increase by more than 25% by 2021 compared to 1996 levels).	Impact on Society/ Business Perspective	31/03/2009 - 0	0	A report is due to be presented to Planning & Transport Committee in Spring 2009 detailing road traffic reduction measurements - automatic vehicle count data. This will show the increase in traffic around and about the City Centre.	
Maintained	Maintained		% of journeys to work for which buses are used (target to increase to 33% by 2011).	Impact on Society/ Business Perspective	31/03/2008 - 0	33	Through the Smarter Choices Smarter Places Project an independent travel audit will be carried out by the Scottish Government. This will give us an up to date insight into peoples travel habits. In addition the 2011 census will give a city wide picture.	
Maintained	Maintained		% of travel to work journeys by train (target to double by 2011 compared to 2001 levels).	Impact on Society/ Business Perspective	31/03/2008 - 0	0	Work will have to be undertaken to identify baseline data.	
Maintained	Maintained		Number of travel awareness	Impact on Society/ Business Perspective	31/03/2008 - 1	1	No travel awareness or staff	

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
			campaigns/events per annum.	Business Perspective	8 - 0		travel plan activity has been undertaken in the past 12 months. In partnership with TACTRAN and utilising funding from Smarter Choices Smarter Places Project, DCC will deliver a series of campaigns through to 2011.	
Maintained	Maintained	Maintained	Number of major employers which have developed a staff Travel Plan.	Impact on Society/ Business Perspective	31/03/200 9 - 3	1	University of Dundee, SET and Ninewells Hospital have live staff travel plans. DCC will progress their staff travel plan during 2009, following P&R Committee approval in September 2008.	
Source: P&T Service Plan 2007-2011 Theme: Equality & Diversity								
Improving	Improving	Improving	% of Travel Dundee buses that are low floor and Disability Discrimination Act compliant.	Impact on Society/ Stakeholder Perspective	31/03/200 8 - 100	15	Travel Dundee 100% low floor - of this 17.9% are DDA compliant.	
Improving	Improving	Improving	% of Strathtay Stagecoach buses that are low floor and Disability Discrimination Act compliant.	Impact on Society/ Stakeholder Perspective	31/03/200 8 - 64.6	39	Stagecoach Strathtay low floor 64.6%. The DDA compliant vehicles make up 52.5% of the fleet.	
Source: P&T Service Plan 2007-2011 Theme: Dundee's Sustainable Environment								
Maintained	Maintained		% of construction waste material from Dundee Central Waterfront project recycled.	Impact on Society/ Business Perspective	None			
Source: P&T Service Plan 2007-2011 Theme: Efficient Public Service								
Maintained	Maintained		% of customer satisfaction levels with Civil Engineering Consultancy services.	Customer Satisfaction/ Stakeholder Perspective	None			
Source: P&T Service Plan 2007-2011 Theme: Modern Customer Service								
Maintained	Maintained		Number of active transactions - order, requests and payments delivered online.	Organisational Results/ Business Perspective	31/03/200 8 - 16	16	Revised property enquiries online service. Target figure maintained.	Continually reviewing.
Source: P&T Service Plan 2007-2011 Theme: People								
Maintained	Maintained		% Absence levels within Planning and Transportation.	People Satisfaction/ Organisational Development	31/12/200 8 - 3	5	Department maintaining Absence level below target of 5%	

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
Source: P&T Service Plan 2007-2011 Theme: Efficient Public Service								
Improving	Improving	Improving	% of Planning and Transportation Improvement Action Plan complete.	Organisational Results/ Business Perspective	31/03/2009 - 100	80	Department re-awarded liP Status	
Source: P&T Service Plan 2007-2011 Theme: Modern Customer Service								
Maintained	Maintained	Maintained	Number of services delivered by Contact Centre.	Organisational Results/ Business Perspective	31/03/2008 - 23	22		
Source: Single Outcome Agreement 2008-2011 Theme: Community Safety								
Improving	Improving		Number of people killed or seriously injured in road traffic accidents	Organisational Results/ Stakeholder Perspective	31/07/2008 - 44	43	This is the figure for 2007. The national target, set in 2000, is to reduce the number of people killed or seriously injured by 40% by 2010, compared to the average for 1994-8. The latest figure for Dundee represents a 61% reduction, exceeding the national target.	
Source: Single Outcome Agreement 2008-2011 Theme: Health & Care								
Deteriorating	Deteriorating		Modal share of people walking to work within the city	Impact on Society/ Stakeholder Perspective	31/07/2008 - 2	22	Improvements to road infrastructure and maintaining a high level of road safety continues to encourage more pedestrian activity.	none
Improving	Improving		Level of cycling in Dundee	Impact on Society/ Stakeholder Perspective	31/07/2008 - 2	2	Initiatives to travel by cycling are developed through green travel plans and improvements to cycleways	
Source: Single Outcome Agreement 2008-2011 Theme: Building Stronger Communities								
Maintained	Maintained		% of the population in the 15% most deprived data zones relative to the Scottish population (Community Plan)	Organisational Results/ Stakeholder Perspective	31/03/2009 - 28.4	14.7	Dundee 28.3% Scotland 14.6% (Considering the 15% most deprived data zones in Scotland according to the SIMD 2006 the % of the population of Dundee and Scotland living in these data zones is calculated. The data source is the GROS (General Register Office for Scotland) SAPE (Small Area Population	

Status (ST)	Status (LT)	Status (YT)	Definition	EFQM Head/Score.	Latest Upd.	Target	Commentary	Remedial Action
							Estimates)).	
Source: Single Outcome Agreement 2008-2011 Theme: Work & Enterprise								
Maintained	Maintained		Reduce the proportion of driver journeys delayed due to traffic congestion (National Indicators 4)	Impact on Society/ Stakeholder Perspective	31/07/2008 - 0	0	This data is not currently available. The only source at present is the Scottish Household Survey and results at Dundee level will not be available until August 2009.	
Maintained	Maintained		% of journeys to work for which buses are used	Impact on Society / Stakeholder Perspective	31/07/2008 - 12	33	This figure comes from the report on the Scottish Household Survey in 2007, based on data collected in 2005/6 on the % of adults who usually travel to work or education by bus. An updated figure for Dundee will not be available until August 2009.	



#### APPENDIX 4 - EQUALITIES COMPLIANCE SCREENING - NEW PROJECTS, INITIATIVES AND REVIEWS

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Ensuring good quality customer service and efficient revenue collection from Penalty Charge Notice issuance. Report monthly to Council Management Team.	L	L	M	L	L	L	L	M					
Ensure good quality customer service and efficient revenue collection from Decriminalise Parking Enforcement. Annual report to Planning & Transport Committee regarding DPE Performance	L	L	M	L	L	L	L	M					
Investigate Park and Ride around the City in conjunction with TACTRAN Regional Transport Partnership.	L	L	L	L	L	L	L	L					

Explanation of Terms:	Possible Decisions
DEP: People with Dependents DIS: People with Disabilities GEN: Gender LGBT: People who are lesbian, gay, bisexual or transgender OFF: People with an offending past REL: People with differing religious beliefs L Low M Medium H High	SP: Place as an equality action in Service Plan* FIA: Complete a full Impact Assessment ER: Complete an equality screening at next Review  * This may include formal service plans, team plans or individual job plans