

**REPORT TO: PLANNING AND TRANSPORTATION COMMITTEE
4 DECEMBER 2000**

**REPORT ON: THE SETTING UP OF A TRANSPORT USERS ADVISORY COMMITTEE
(TUAC)**

REPORT BY: DIRECTOR OF PLANNING AND TRANSPORTATION

REPORT NO: 647-2000

1 PURPOSE OF REPORT

1.1 To seek approval to set up a Transport Users Advisory Committee (TUAC) for the Dundee area.

2 RECOMMENDATIONS

2.1 It is recommended that Committee remit the Director of Planning and Transportation to initiate the formation of a TUAC and bring forward further reports on the group's progress.

3 FINANCIAL IMPLICATIONS

3.1 The costs of setting up and running the TUAC would be in providing meeting venues and the requirement for secretariat functions will be determined at the first meeting. A contribution will be sought from the transport providers to offset any cost.

4 LOCAL AGENDA 21 IMPLICATIONS

4.1 The formation of a TUAC would encourage the use of public transport by creating customer focus for transport providers.

5 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 The needs of all groups in the community will be included by way of representation and participation.

6 BACKGROUND

6.1 The White Paper Travel Choices for Scotland lays out the foundation for an integrated transport system. At its heart, is social inclusion.

6.2 Formal mechanisms are in place through the various working groups involving the transport providers (ie bus operators, taxi operators, train operating companies and Railtrack) along with input from the retail and commercial sector through the Dundee Partnership. The missing element in this process to date is the transport user.

6.3 Whilst the commercial providers of transport should and do look after their market, and elected members and officers of the Council through policy and day to day operational matters look after the transport needs of the citizens of Dundee, there is often a gap perceived or not in delivering the services that the users want.

6.4 Recent legislation now permits Councils to enter into Quality Partnerships/Contracts with operators and as a vital component of this setting up process and more importantly the monitoring of the Partnership/Contract there must be public transparency.

6.5 To this end the setting up of a Transport Users Advisory Committee which would comprise of representatives of all public transport providers, the retail sector, the Chamber of Commerce, major employers and representatives of special needs groups should be pursued. In addition

representation would be offered to the National Federation of Bus Users who have a local membership.

- 6.6 This TUAC would meet in open public forum to consider public transport issues in the Dundee area and to submit any views and suggestions for consideration by the relevant Council Committee through the Director of Planning and Transportation. From experience gained through TUACs in England the majority of problems and or suggestions are dealt with at the meetings with only policy or financial matters having to be reported back to the Council.
- 6.7 The formation of a TUAC will allow public input into transport providers marketing and operational matters direct to the senior managers at the meeting. This group can also input and consult on the Local Transport Strategy and the monitoring process.
- 6.8 Both the local major bus companies are keen on setting up a forum whereby users can express their views on a range of user issues. These might cover network items, service levels, route information, customer advice and complaints and other bus information. Whilst not yet confirmed a similar positive response is expected from the other transport providers (ie taxi and train operators).
- 6.9 Whilst this Committee may wish to discuss the make-up of the TUAC and indeed the first meeting of the TUAC will have to agree its constitution it is considered best practice that the Chair of the TUAC should be the current convenor of the Planning and Transportation Committee or their nominee with other elected members on a pro-rata basis from the make up of the Council.
- 6.10 A senior manager/representative from the transport providers along with the Director of Planning and Transportation or his representative would provide the technical support. A financial contribution will be sought from the transport providers to offset any start up costs.

7 CONSULTATIONS

- 7.1 The Chief Executive, Director of Finance, Director of Support Services, Director of Corporate Planning, Director of Public Relations, Divisional Commander Central Division (Bell Street) and Inspector City Centre Police Office, have been consulted and are in agreement with the contents of this report.

8 BACKGROUND PAPERS

- 8.1
- Travel Choices for Scotland – White Paper
 - Local Transport Strategy – (October Draft)

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IFS/EN

24 November 2000

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