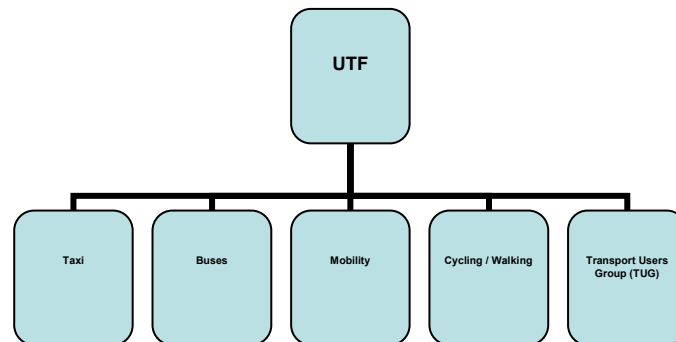


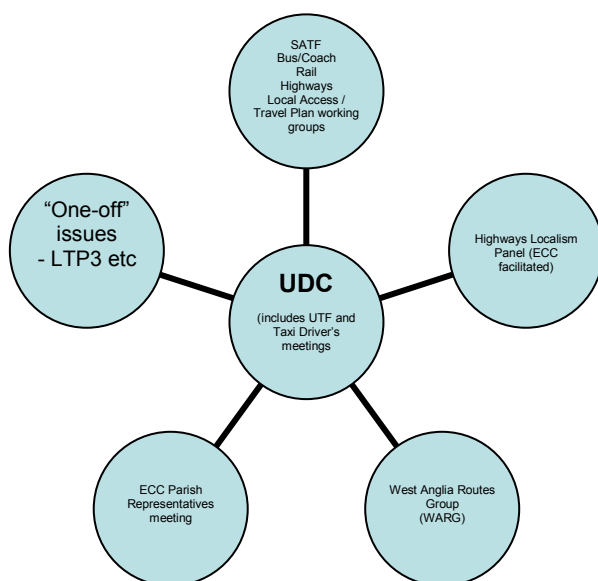
UTTLESFORD TRANSPORT FORUM
PROPOSED TRANSPORT USERS' GROUP (TUG)

1. ROLE WITHIN THE UTF



- TUG would be a fifth sub-group of the UTF
- TUG would operate independently from the other sub-groups, but issues could be taken across. Could feed issues into the Uttlesford Futures Transport Action Plan. Day-to-day issues that arise could be dealt with via existing mechanisms where practical
- TUG would report to the quarterly UTF meeting via a representative appointed by the sub-group, who would have voting rights under the UTF terms of reference
- UTF terms of reference to be amended to include TUG
- TUG would need a venue and a facilitator, National Express East Anglia suggesting evening meetings
- TUG would need to be evidenced-based, locally focussed and based on successful models elsewhere (Passenger Focus advising)
- TUG would need to add value to (not duplicate) existing UDC transport liaison arrangements (see below)

2. UDC'S EXISTING TRANSPORT LIAISON ARRANGEMENTS



West Anglia Routes Group (WARG)

Consortium of London Borough, County and District Councils working with the private sector, train operators, Network Rail, DfT, London Stansted and Passenger Focus to bring about timely improvements to the West Anglia railway. Meeting are held 2-3 times a year, plus there is a politician's briefing. WARG's work includes:

- Lobbying MPs to support rail enhancements and major investment
- Keeping abreast with current funding and planned infrastructure improvements
- Commenting on rail industry consultations

WARG has recently undertaken station usage surveys at selected stations along the route

Stansted Area Transport Forum (SATF)

The working groups (which are chaired by local authority officers) deal on a quarterly basis with:

- Day-to-day operational issues including
 - quarterly performance and quality monitoring by train operators
 - customer satisfaction surveys for bus / coach and rail station
 - bus / coach service updates from operators
 - car park usage
 - “fly parking” hotline monitoring
 - infrastructure / service enhancements and proposals for funding

- ongoing infrastructure issues (roadworks, track repossessions etc)
- preparation for the Olympics
- Compliance with relevant planning conditions and obligations
- Monitoring and updating the Airport Surface Access Strategy, including performance against existing targets and setting new ones

ECC Parish Representatives Meeting

These are held every 6 months in either Saffron Walden or Dunmow, and deal with operational issues relating to local bus services. These issues include:

- Proposed timetable and route alterations and service withdrawals
- New services
- Customer issues (service quality, bus stops, publicity etc)

Highways Localism Panel

The Panel is due to start in May after the local elections. Terms of reference are yet to be drawn up. One main focus is likely to be on how to spend locally allocated funding – traffic calming, speed limits, cycling / walking etc. There should be an opportunity to raise individual issues via the Panel.

3. TAKING THINGS FORWARD

WARG is a regionally focussed organisation that has its impact through strength in numbers and the political clout it can wield. For the most part parochial and / or detailed customer service issues are set aside because the bottom line is that all WARG members want more investment in the West Anglia railway taking into account forecast levels of passenger growth. It is acknowledged that there will always be differences of view at the local level, but WARG is not there to resolve those. For instance, you can tinker with the timetable benefiting some and disadvantaging others, but there's only so far you can go without extra sections of four-tracking.

The SATF is a creature of statute charged mainly with producing a surface access strategy. London Stansted deliberately keeps the working groups relatively small, but there is an opportunity for issues to be raised via the local authority officers sitting on the groups.

The parish representatives meetings are a good opportunity to raise matters of local concern, but not all parishes have the resources to attend. ECC officers are looking at how TUG could complement the parish representatives meetings.

The Highways Localism Panel is not yet in operation, but as it will be held in the evening, and with ECC officers in attendance, it is unlikely TUG could add much value.

Conclusion

TUG could add value at the local transport interface level, perhaps through gaining information on people's door-to-door transport experiences. There doesn't seem to be much around about this, and the results could certainly be of use to the UTF, SATF and parish representatives meetings. Passenger Focus surveys are based on operators rather than individual services. If

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people are to be persuaded out of their cars, the alternatives need to be as seamless as possible. There would be value in identifying weakest links and how these could be tackled.

If TUG meets in the evening and its meetings are well publicised, more day-to-day issues are likely to come to the fore which can be taken forward either directly with the service provider (if urgent) or via the existing liaison arrangements.

Jeremy Pine