



CASE STUDY: UNITED KINGDOM

Bringing confidence to public transport

This project, led by Dundee City Council in partnership with the local bus operators and supported by consultants JMP, has led to a step change in public transport facility design with advanced journey planning technology that gives the traveller genuine choice.



PHOTO: SCOTBUS.COM

Background

Dundee has good public transport links with the rest of Scotland, with frequent direct rail services to Aberdeen, Edinburgh and Glasgow, and connecting services onwards to England along the East and West Coast Main Lines. Public transport in Dundee is important, with approximately half of all households not having access to a car. This is due to a number of factors, including a large student population, an ageing population, and areas of high unemployment and low household income. With the increasing prosperity of the city there is therefore a latent potential for a significant increase in car ownership.

With this in mind Dundee's Local Transport Strategy, published in October 2000, was developed with accessibility as the top priority.

Objectives & Implementation

Following their successful 2002 Public Transport Fund (PTF) bid Bringing Confidence into Public Transport, Dundee City Council won a further award from the Scottish Executive of GBP 6.8 million in 2003 to implement their "SmartBus" strategy. Consultants JMP were appointed to help the council to deliver a public transport vision that will seriously compete with the remorseless attractions of the private car. The vision combines a step change in facility design with advanced journey planning technology that gives the traveller genuine choice.

The facilities developed as part of the project have included new interchanges in the city centre and at Ninewells Hospital, utilising additional funding from the local NHS Trust. Over 300 bus shelters across the city have been

upgraded using new high quality units, information displays and lighting.

Consultants JMP also undertook the design and project management of an advanced Public Transport Information system (PTIS). This includes large electronic departure boards, individual displays, interactive terminals, internet and WAP journey planning, static and map displays and audio information for the visually impaired.

Delivery of active bus priority at traffic signals was a key requirement of the bid. The system also offers full fleet management and GPS vehicle tracking facilities for bus operators and communication for drivers.

Links

Dundee Travel Info
Dundee City website

Author

Beswick Alan

Contact

Niall Gardiner

Conclusions

The Ninewells Hospital improvements have recently received the 2004 Scottish Transport Award for Transport Information and the overall project was voted the Best Local Government Consultancy Project in the British National Transport Awards 2005.

The completion in the autumn of 2005 of Dundee's award winning public transport project has propelled Scotland's fourth city to the leading edge of UK bus operations. At a time when so much transport policy fails to progress beyond the aspirational, the real reward of the Dundee project is the delivery of a 21st Century system on time, on budget and to a quality that is going to make a difference.



ELTIS is a web portal established by the European Commission's Directorate General for Energy and Transport.

A section entitled **Case Studies** (www.eltis.org/case_study) contains hundreds of encouraging examples of urban and regional transport in Europe. With more entries added on a continuous basis, the case studies provide fresh, useful information for transport practitioners who can learn from others and thereby accelerate the uptake of proven innovations.