

Peer Review – July 2008 Recommendations

No.	Recommendation	Owner	Due Date	Status @ 04.03.09
1.	Traffic Management Plan is reviewed quarterly.	Lead: Susan Clark	w/c 1 Sept 08	Recommendation accepted. TMP Reviewed and Reissued in December. Next review ongoing.
2.	An assessment of whether the investment in Business Support to date is considered value for money is complete before further expenditure is incurred.	Lead: Stewart McGarrity Colin McLauchlan Gregor Roberts	Nov 08	Recommendation accepted. (SMcG considers VFM)
3.	A review of the balance of effort of the Stakeholder Management Team is undertaken to ensure it is targeted across the whole range of stakeholders.	Lead: Alasdair Sim Gordon Christie	Sept 08 Matrix due 29.08.08	Recommendation accepted. New Customer Services Manager appointed to deal with the traders/ residential issues and particular key stakeholders. Tram operations Group set up with the Leader, tie etc to discuss issues with the Senior business Users. Customer Services approach implemented with helpdesk and KPI's
4.	<p>tie</p> <ul style="list-style-type: none"> • Reviews and updates the Incident Management procedure against the InfraCo work streams • Implements a competency management process for staff required to undertake specific roles under the incident management procedure • Runs a “live” incident scenario exercise, identify the lessons learned and skills gaps and revise the Incident Management procedure • Considers multiple, simultaneous incidents and ensure the plan and staff deployment is able to cope • Make available an “incident vehicle”, 	Lead: Steven Bell Frank McFadden Susan Clark	Dec 08	Recommendation accepted. To be discussed w/c 25.08.08 with FM and SC to create a plan. New Head of HQSE appointed. <u>Business Continuity Procedure and Policy updated in 2008</u> Incident management approach taken to the implementation of Princes Street diversions and used the Trambus as the Control Centre. The implementation plan was documented and identified roles and responsibilities. This model will be used for incident management. Live

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	<p>appropriately equipped and able to be deployed to site as a “command post” in the event of a major incident.</p> <ul style="list-style-type: none"> Reviews the media handling capability for a major incident as test through the “live” scenario. 			<p>scenario still to be held.</p> <p><u>tie Exec Decision taken to hold scenar</u> <u>exercise after Princes Street implementation.</u></p>	Formatted: Font: Bold
5.	<p>Prioritisation of the remaining MUDFA works packages in order to minimise the impact on the Infraco programme should be undertaken as soon as possible.</p>	Lead: Graeme Barclay	Sept 08	<p>Recommendation accepted.</p> <p>This is to include interface reviews with Infraco. Rev 07 includes prioritisation Weekly meetings scheduled and implemented to discuss conflicts and identifying integration and transfer options.</p>	
6.	<p><u>tie</u> and Infraco establish, document and agree their respective roles for site monitoring and certification.</p>	Lead: Frank McFadden	Oct 08	<p>Recommendation accepted.</p> <p>Discussion to be held with FM/SB/JM. Outline proposal due in two weeks. Construction support and Design support staff identified through final stages of contract close for BSC. Inspection and Test plan process in place and <u>tie</u> auditing against these. Site monitoring and certification is a contractor responsibility.</p>	
7.	<p><u>tie</u> management should consider whether it has sufficient legal skills to fully understand and execute the contract on a daily basis.</p>	Lead: Dennis Murray	Nov 08	<p>Recommendation accepted.</p> <p>Arrangements already in place with DLA and other external consultants. This will be reviewed over the next few months. Additional legal support called in when required. Additional commercial independent review has been working with <u>tie</u> over the past few months to challenge <u>tie on key contractual and leg</u></p>	Formatted: Font: Bold Formatted: Font: Not Bold

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				points of interpretation.
8.	tie should proactively lead the development of partnering relationship approach with its suppliers and agree roles and responsibilities especially where there are opportunities for team integration.	Lead: Steven Bell	Dec 08	<p>Recommendation accepted.</p> <p>This will be covered with the Facilitation Workshops and discussions with BSC on duplication of roles.</p> <p>Workshops undertaken facilitated by Coverdale in July and September 2008.</p>
9.	A review of real time traffic monitoring and incident management initially for public transport is conducted in the next three months.	Lead: Marshall Poulton Duncan Fraser	Nov 08	<p>Recommendation accepted.</p> <p>This will be worked alongside Lothian Buses and CEC. SB will discuss with W Gallagher. Changes and supplementary contract and funding agreed (TPB 27/08/08). CEC has subsequently set up a Traffic control room and this concept was used during the Princes Street implementation very successfully.</p> <p>Princes Street implementation and monitoring arrangements (led and owned by CEC Head of Transport, supported by tie and traf consultants) also included measurement of actual bus and traffic flows and tested them against the model predictions.</p>

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