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**From:** Bayne, Margaret [MBayne@LothianBuses.co.uk] on behalf of Renilson, Neil [NRenilson@LothianBuses.co.uk]  
**Sent:** 07 August 2008 14:13  
**To:** Dave Anderson; Renilson, Neil; Tom Buchanan; John Jenkins; Phil Wheeler; Marshall Poulton; Steve Cardownie; david\_mackay@[REDACTED]  
**Cc:** Lynn McMath; Fiona Borland  
**Subject:** Gridlock 6 August - UPDATE  
**Attachments:** APPENDIX to Gridlock Update.doc

Dave,

You are correct in that the changes (such as they were) put in place following the last two incidents have not solved the problem. There have actually been six major total gridlock incidents recently, defined as "network wide disruption resulting in widespread delays to buses of over 60 minutes, and lasting for a continuous period of six hours or more".

The total gridlock at King's Road yesterday has highlighted yet again the fact that DON3 is just not adequately resourced/equipped to provide rapid response to all major problems.

David Mackay has already written to you on this issue – extract of his note to you of 11 July written subsequent to the 5/6 July West End disaster follows.

*"I am writing to you, and in endeavouring to improve on procedures for dealing with traffic signal problems, I am advised that the resources available under DON3 to cover the whole city are limited to one 'man in a van' at any one time. With the best will in the world, this constrains how quickly it will ever be possible to respond to multiple incidents, which are by no means rare. In short, one man cannot be in two places at once.*

*Lothian have their own patrol vans, with four operational at any one time during the busiest periods and at least two early morning/and evening. If you were able to offer training in basic tasks like resetting temporary traffic signals (and maybe some other basic functions) our combined effort would far exceed the sum of the existing parts.*

*I understand that straightforward resetting of lights is often done by contractors anyway (and informally Lothian patrols have had to do this on some occasions, as on Saturday at Canonmills), so this would seem to be one way in which some improvement could be achieved easily at no cost.*

*Lothian's patrol vans are staffed by employees whose job it is to deal with a range of mechanical/electrical problems to keep the wheels turning, so they are already well trained from a technical point of view.*

*I think there is considerable merit in this suggestion and would welcome your views, as this appears to be a situation where TEL/LB can contribute positively to helping the city traffic run as smoothly as possible."*

As far as I am aware, little progress has been made on taking up David's offer.

The recent experiences seem to me to make it very clear that we MUST work together to get this right. At TEL/LB we have a 24 hour, 365 day control facility, and with 800 plus vehicles on the streets of the City, we are by far the biggest single user of the City's road network.

Surely it is logical to pool our resources into a single control centre to create a single, coordinated response team? We are more than happy to provide reasonable facilities for DON3 etc to co-locate with us to create this team so that in future, by working together, we can minimise the chance of further chaos of the type experienced yet again yesterday.

TEL/LB has considerable resource to offer to enhance the collective response capability. While I know there may be genuine concerns over liability re the specific issue of traffic signals, there are numerous other respects in which we can help, yet our offer has not been taken up.

I repeat David Mackay's offer – TEL/LB stand ready, waiting and willing to pool our resources with CEC's to achieve an improved result for the City.

**The value and effectiveness of the whole will be greater than the sum of the parts working in isolation.**

Finally, I would point out that yesterday was nothing whatsoever to do with Tram/MUDFA. Yes – for the duration of the tram works the opportunity for a greater number of similar incidents increases, but what we need to put in place is an improved response for all incidents all of the time.

You request detail of who rang who when, it is attached hereto as an Appendix, but I am not convinced a post-mortem is the most productive use of time/effort.

I warmly welcome your desire to achieve a step change improvement, and fully agree that the meeting you suggest should take place sooner rather than later.

My secretary will be in touch with yours to tie up a suitable date, time, and place.

Neil.

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**From:** Dave Anderson [mailto:Dave.Anderson@edinburgh.gov.uk]  
**Sent:** 07 August 2008 08:26  
**To:** Renilson, Neil; Tom Buchanan; John Jenkins; Phil Wheeler; Marshall Poulton; Steve Cardownie; david\_mackay@[REDACTED]  
**Cc:** Lynn McMath; Fiona Borland  
**Subject:** RE: Gridlock 6 August - UPDATE

Neil The immediate measures we agreed with your colleagues and put in place following the last two incidents are clearly not providing a sufficiently speedy response. The options for achieving a step change improvement will require careful consideration and additional investment. It would be helpful if you could provide details of who was called on 6th August and at what time. I was certainly not made aware of this difficulty but could quite easily have been pulled out of the meetings I was involved in yesterday morning - the tram IPG and then a meeting with Councillor Buchanan - to have instructed necessary action.

Can I suggest that Marshall and myself meet with Bill, Ian and yourself in early course to review the measures put in place to date and find a way of effecting improvements. It is clear that these difficulties are likely to continue to emerge in the course of the tram works and that we'll need to secure a faster response. Dave

Dave Anderson

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