

# Transport Public Enquiry – Aberdeen City Council's Experience



**Mark Reilly**

**Head of Public Infrastructure and  
Environment**

**18 May 2016**

# Scope of Presentation



- 1) Background to the Public Enquiry**
- 2) Actions to address concerns**
- 3) Key lessons learnt**

# VOSA Inspection & Action History (1)

- **16<sup>th</sup> August 2011 – VOSA visit.**
- **21<sup>st</sup> January 2013 – VOSA issued a vehicle prohibition.**
- **11<sup>th</sup> March 2013 – VOSA maintenance inspection.**

## VOSA Inspection & Action History (2)

- **5<sup>th</sup> July 2013 – Warning Letter from Traffic Commissioner**
- **14<sup>th</sup> January 2014 – unannounced visit by VOSA and PG13g issued.**

# PG13g Areas of concerns (1)



- **PMI records**
- **PMI intervals**
- **Procedure for checking records**
- **Details of FP system**
- **Driver defect system**
- **Maintenance contracts for 3<sup>rd</sup> party contractors**

## **PG13g Areas of concerns (2)**



- **Workshop tools fault reporting system**
- **Incorrect operating centre details**
- **Wheel re-fitment and re-torque procedure and register.**
- **Written explanations for annual test and prohibition history**

# Summons to Public Enquiry



- **2<sup>nd</sup> October 2014 – Letter of Notice of a Public Enquiry from the Traffic Commissioner**
- **18<sup>th</sup> November 2014 – Date of Public Enquiry.**



# Concerns of Traffic Commissioner (1)



## Three areas of concern

- 1) **Vehicles or Drivers issued with prohibition notices in the past five years.**

## **Concerns of Traffic Commissioner (2)**

**2) Statements made when applying for the licence were either false or have not been fulfilled:**

- i) Vehicles and trailers would be inspected at 8 and 12 weekly intervals**

## Concerns of Traffic Commissioner (3)

- ii) **Notify the Traffic Commissioner within 28 days of any convictions incurred by licence holder or its employees, any changes to the maintenance arrangements, or any changes in financial statement that may affect the licence**

## **Concerns of Traffic Commissioner (4)**



- iii) That you / your staff usually carry out your own repairs**
  
- iv) That safety inspections and / or maintenance and repair work would be carried out in house.**

## **Concerns of Traffic Commissioner (5)**

**3) Not honoured the undertakings that you signed up for when you applied for your licence**

**i) That vehicles would be kept fit and serviceable**

**ii) Keep records for 15 months**

**iii) Drivers would promptly report any defects**

# **Actions to Address Concerns (1)**



## **Assess the situation**

- **The Traffic Commissioners concerns**
- **Time scale**
- **Initial improvement Plan**
- **Resources – capability, competences and capacity**
- **Potential Organisational Risks**

# **Actions to Address Concerns (2)**



## **Communication**

- **Chief Executive and CMT**
- **Key Elected Members**
- **Media Team**
- **Legal, Finance and HR**
- **Staff and Unions**
- **Service Users**

# **Actions to Address Concerns (3)**



## **Tasks carried out prior to the 19<sup>th</sup> December 2014**

- **Preparation of submission**
- **Collation of evidence for submission**
- **Develop Service Improvement Plan**
- **Manage day to to day operations**
- **Contingency Plan**
- **Communication Plan**

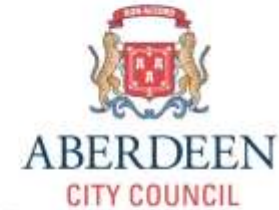


# Public Inquiry 19 December 2014 (1)

## The position that ACC took at the Inquiry

- **Submission led by External Solicitor**
- **Appropriate Attendees**
- **Contrite and Accepting**
- **Open and Honest**
- **Clear on actions required to improve service**

# Public Inquiry 19 December 2014 (3)



## Outcome at the Public Inquiry

- 1) Given until the end of January 2015 to imbed measures
- 2) Reduction from 124 to 111 vehicles
- 3) Inspections by VOSA after Jan 2015
- 4) Further Public Enquiry on 12 May 2016
- 5) Head of Service added to 'O' Licence

# Public Inquiry 12 May 2016 (1)



## Outcome at the Public Inquiry

- 1) Traffic Commissioner concerns were addressed.
- 2) Reduction from 124 to 111 vehicles kept
- 3) Possible Further Public Enquiry for changes to 'O' Licence; infringements; or if position fails

# Lessons Learnt (1)



- **Good Governance**
- **Corporate focus on Compliance**
- **Report Service Performance**
- **Financial Resources**
- **Correct Staff Structure**

## Lessons Learnt (2)



- **Competent, capable and qualified staff**
- **Appropriate levels of authority and responsibility**
- **Invest in Staff**
- **Quality Management System**
- **Audit, Monitor and Check**

## Lessons Learnt (3)



- **Leadership / Direction**
- **Support from the top**
- **Engagement and Inclusion**
- **Appropriate levels of Authority**
- **Correct Investment in resources**
- **Managing change in Culture and Behaviours**

## **Lessons Learnt (4)**



**Do not be Complacent!**

**Do not let it happen to you!**