



Making Connections 7

DHC was established in 1996 to design and deliver solutions improving accessibility for all people and businesses.

From large infrastructure, to the smallest community travel or transport problem, our tailored approach ensures that we add value by working closely with clients and their partners.

Our accessibility planning toolkit Loop Connections includes leading technologies to support better physical communications, customer feedback, information for travellers and management of revenue for better value capture.



Parking in Development Planning

Effective management of parking is key when planning new developments. In many of our recent projects, resolving the parking challenges has been central to the successful development planning outcomes for our clients.

National planning guidance states that “Parking policies should support the overall locational policies in the development plan. Parking policies must be handled sensitively and adapted to particular local circumstances, for example through the development of a local authority's own maximum and optional underpinning minimum parking standards.”

Problems sometimes arise because developers and local authorities start out with prescriptive aims for minimum or maximum parking standards. Although these standards can be important for helping to guide expectations, they should never be allowed to override the higher aims for sensitive treatment adapted for local circumstances.

Applying minimum parking standards can make developments less successful than they could be with unnecessarily high costs for constructing and maintaining car parks.

Maximum parking standards can become an unnecessary constraint on development in congested locations which can be at odds with the regeneration of town and city centre locations.

The national guidance suggests that the method for deriving parking standards should consider local characteristics, including accessibility analysis. The use of DHC's ACCALC software is referenced as a simple practical approach to such analysis and in recent years we have published local accessibility levels online at www.loopconnections.org.uk as part of our online toolkit to help local authorities and developers optimise their plans.

More recently we have added to the toolkit smart ticketing and payment solutions to enable more organisations to manage better the car parking by staff and customers. For example these solutions enable businesses to offer staff and customers travel benefits such as car parking and public transport tickets on a common platform.

“smart ticketing and payment solutions ensure optimal use of car parking by staff and customers”



Further information on all projects is at www.dhc1.co.uk

Behaviour Change Technologies

DHC led a pilot project to identify how to deliver a viable customer rewards platform in Wigan. The research aim was to devise a toolkit through which companies and public agencies can offer integrated services and rewards to citizens and consumers.

By offering a choice of technologies from paper to mobile tickets and smartcards the pros and cons of each technology could be tested. This allowed integrated offers and rewards to be delivered such as money off coffees for travelling by bus.

“Some local residents used a bus for the first time in years ”

Between 2008 and 2011 many local partners in the town partnered within the WiganPlus platform to test the technologies. The project demonstrated how technologies in transport, retail, leisure and public services can be integrated, offering the potential for future integrated service delivery.



Some local residents used a bus for the first time in years and shoppers spent more money locally rather than driving to other centres.

We are already working on follow up projects and are always looking for new towns where we can apply similar approaches to deploy similar smarter travel services.

Integrating Land Use and Transport

DHC is part of a team led by David Simmonds Consultancy for Transport Scotland's LATIS Framework Agreement for the maintenance, enhancement and application of their land use and economic forecasting model.

The appointment is for an initial period of three years from 2012 to 2015. The land use modelling covers the whole of Scotland and can be linked with Transport Scotland's Transport Model for Scotland (TMfS) to provide forecasting of land uses and travel patterns.

Further details of the model and its application can be found on Transport Scotland's LATIS website,



Optimising Court Closures for Access to Justice

Funding pressures are resulting in rationalisation and closure of some facilities. The Department for Justice needed to ensure that all people could access Courts so DHC used the national accessibility model to calculate travel times for every resident to Courts for various scenarios. The results were used to plan Court locations enabling access for all by car, public transport, walking and cycling.

“The need to understand accessibility change is growing”

With many other services facing rationalisation the importance of such analysis is growing. DHC's ACCALC software was developed in 1999 and has been used by DfT since 1996 for calculating neighbourhood accessibility statistics.

Evidence based delivery lies at the heart of all DHC projects.

For an approach to consultancy that is more effective, and which delivers better value, contact any of the DHC team.

We work with a wide network of partners across the UK, so can resource most consultancy requirements - including large programmes—dealing with almost any specialist topic.

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