



European City Tourist Coach Action Plan

Introduction

EACT is always looking for ways it can work in partnership with other Tourism Organisations, Destinations and Cities to develop a better offer for coach customers. Outlined below is a best practice guide which can be followed and developed for any city or tourist attraction. One city which has adopted the following type of plan is London where a TCAP has been operational since 2013.

Best Practice Guide

Organisations who should participate in the TCAP:

- City Officers from Highways, Transport and Tourism departments
- Tourism and Tourist Attractions Officials
- Operator Representatives
- Operators

1 Determine the issues affecting tourist coaches both good and bad.

Consider and review:-

- Existing facilities for Pick Up and set down (PUSD)
- Existing Coach Parking arrangements
- Existing provision in and around main city tourist attractions

Identify any gaps in provision and produce action plans to deal with each issue.

2 Determine and Promote best practice coach operation to Planners, Tourist Attractions and Operators.

- Guidelines for city planners to include for coach provision in new developments, especially at hotels.
- Improving Driver Behaviour through training courses
- No unnecessary engine –idling
- No overstaying/misuse of parking bays
- Use of IT to manage the use of on-street parking facilities

3 Identify Barriers/obstacles to operating coaches safely within the city and develop action plans to remove them

4 Develop and jointly produce a City Coach Parking Map which includes pick up and set down facilities.

5 Carry out periodic on street Coach Passenger Survey regarding the facilities provided for coach passengers visiting the city.

6 Investigate the provision of Coach Marshalls at key tourist locations to ease congestion from too many coaches trying to use the same facility at the same time.

The organisations listed working together to develop a TCAP for the city, should lead to quick improvements to the operating environment for the coach and their passengers resulting in a more sustainable market for the coach and other environmental improvements for the city including improving air quality.

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