

BUS STRATEGY AND CT/DRT ACTION PLAN

Consultation Report

Report

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Prepared for:

TACTRAN

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A LIST OF STAKEHOLDERS

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1. SECONDARY CONSULTATION

Draft Strategy

- 1.1 TACTRAN identified 163 individual stakeholders to be consulted on the draft Bus and CT/DRT Strategy. These stakeholders had previously been consulted as part of the initial consultation. A list of the organisations consulted can be found in Appendix A.
- 1.2 Stakeholders were sent the draft strategy by email or post and given two weeks to respond. Attached to the draft strategy was a covering letter explaining the strategy development process and links to the audit report of current bus provision and the Strategic Environmental Assessment were provided. The covering letter also asked stakeholders to respond to certain aspects of the strategy in order to direct feedback appropriately. A copy of the covering letter is available in Appendix B.

Response

- 1.3 Responses were received from the following nine organisations :
- Angus Council;
 - Angus Transport Forum;
 - Dundee City Council;
 - Stirling Council;
 - Traveline Scotland;
 - NHS Forth Valley;
 - Scottish Government;
 - Loch Lomond and Trossachs National Park; and
 - Confederation of Passenger Transport.
- 1.4 Responses to the draft strategy are displayed in Table 1.1 below.

TABLE 1.1 STAKEHOLDER RESPONSES TO THE DRAFT STRATEGY

Organisation	Issues
Angus Transport Forum	<p>3.19– 3.21 - Cost of DRT is not high if all services including Patient Transport, Education, Social Work, Community Education, Community Transport (Minibus and Voluntary Car schemes) are coordinated through a central system. Minimum savings of 20% against current costs can be achieved using this approach and are recognised by European Commission. Single mode DRT (and all services should be regarded as Demand Responsive) is limited in scope. The main objective of DRT is to identify the total transport demands of a given area (both met and unmet) and service those needs in the most cost effective method utilising the total supply chain.</p> <p>3.22 - In Ireland all new developments housing, commercial and retail must include financial contribution for the implementation of bus priority schemes. These are put in at the start, not at the end of the development. Similar approach should be adopted by TACTRAN area. Retailers have to commit to 10 year service support for public transport (BRT lines in Dublin)</p> <p>3.23 - Average speed/ punctuality indicators should be used to highlight actual service delivery performance. These should be published to give the public confidence in the reliability of services</p> <p>3.25 - Information – Improved Mobile Phone networks required in rural areas to maximise the potential for personalised real time journey information (as is possible in urban areas)</p> <p>3.26 - Attracting Car Drivers to Bus - Network has to reflect individual aspirations'. No one is going to sit on a bus for a journey that takes three times as long as by car. Also networks at night and weekends do not serve the needs of residents; Sunday services for example have never changed in frequency to cover Sunday trading or out of town retail and entertainment facilities. Angus has no cinemas and also no direct services to Dundee multiplex complexes. Direct services to Ninewells would improve access from Perthshire, Angus (not via city centre). Also Industrial Estates in Dundee (Baldovie, Claverhouse, Dunsinane Avenue are not well served for Monifieth, Carnoustie, Arbroath and other Angus / Perth and Kinross Residents.</p> <p>IV2 - New Interchanges - Multi Modal hubs in Dundee at retail parks on Kingsway would aid design of express Kingsway network to /from Ninewells and retail/leisure parks, reducing congestion in City Centre.</p> <p>IV3 - Park and Ride - Consideration should be given to developing Park and Ride on main A90 serving Forfar/Kirriemuir and Brechin. Benefits of positioning Park and Ride in these locations are;</p> <ol style="list-style-type: none"> 1) Reduces congestion in and around Dundee. 2) Reduces congestion in Forfar/Kirriemuir/Brechin 3) Aids design of express and town services 4) Protects local economies, drivers will shop where their car is parked <p>IV6 - CT/DRT vehicles - Working through a centralised TDC (Travel Dispatch Centre) DRT services can be provided to meet the known demands of customers including those with mobility problems. There is not a requirement to have every vehicle accessible as you only require sufficient numbers to meet known demands (as in European DRT models). The cost of accessible vehicles has to be recovered in charges. If Taxis and CT/DRT can work together under a common fares structure there are enough vehicles in most TACTRAN areas to meet existing demands.</p> <p>IV7 - Bus Stop Infrastructure – Consideration should be given to full blown Bus rapid transit (BRT) schemes serving Dundee, Perth and Stirling. Such schemes have been hugely successful in South America, USA, Africa, China and Europe. Time is the common enemy and bus priority corridors must be instantly recognisable to build confidence. (Angus Transport Forum is a member of the EU BRT COST project covering all EU Countries, China and Americas).</p> <p>Safety and Security - General comment. In Europe DRT services in urban areas have replaced evening fixed route services to aid the perception of enhanced security for passengers. All other actions CCTV, Lighting at bus stops etc have not provided the “leap in confidence” required to make major impact. Staffed hubs do encourage confidence. Use of Video route to give customer understanding of route/drop of pick up points has worked to great effect in our EU research (Contact me for demo)</p> <p>Mobility Difficulties - Shop mobility should be included under CT as last/first mile issues are important particularly in pedestrian zones.</p> <p>NC6 - Statutory Coordination – essential for all departmental, taxis, ct, health transport. The key function of the whole strategy.</p> <p>JR1 See IV7 BRT comment</p> <p>FT1 - Concessionary fares must be multi modal to benefit rural residents and those with restricted mobility and access to bus services.</p> <p>FT6 - We need a maximum travel time to access health facilities to measure operator performance. Current Patient Transport +/- 2 hours of appointment time is a joke. This is the worst standard in Europe as patients can meet criteria if they arrive within a four hour time period. Recognition of treatment and condition of passenger must be taken into consideration.</p> <p>AP3 - Agree branding is essential. Mode choice not essential</p> <p>AP5 - EU Funding should be considered FP7 has 4.1 million Euros available for Transport Research. Also, Planning gain monies should be greater than at present for TACTRAN area. BRT in Dublin part funded through this approach.</p> <p>IP1 - ATF involvement in EU/China WISETRIP project will allow testing of individual journey planners on Mobile devices to meet proposed global standards. This will require vast improvement to mobile phone reception in TACTRAN area. It should be recognised that there is a requirement to train people on how to use journey planners etc, must get price of trip(s) included to guide public on total cost and how top pay on/off vehicles</p>

Organisation	Issues
Angus Council	<p>The Regional Bus, Community and Demand Responsive - Transport Strategy should draw up a clear range of options which will deliver transport improvements for the population of the region. For these options a full business case is required with clear evidence being demonstrated of the improvements these will potentially deliver. The Strategy should in no way duplicate work already being undertaken by the local authorities, it should be strategic in nature and clearly demonstrate added value.</p> <p>It is considered that currently the Strategy does not clearly identify what added value the involvement of TACTRAN will have in a number of the actions, some of which appear to be very local in nature and some which are already being undertaken by the local authorities.</p> <p>Additionally, since this Strategy was written the financial situation has changed with capital monies going to local authorities and in the case of Angus, the decision (subject to Member approval on 18th March 2008) to retain this capital funding for 2008-2009 and spend it in accordance with Angus Council priorities which meet objectives of the Regional Transport Strategy. This needs to be reflected throughout the final Strategy.</p> <p>Chapter 1</p> <p>1.1 - The wording on this should be amended to read 'which TACTRAN will in partnership with Councils, bus operators, community transport and DRT providers seek to maintain and improve the bus, community and demand responsive transport network across the region.'</p> <p>Chapter 2</p> <p>Table 2.1 - Under local policies add Angus Council's Public Transport Information Strategy 2005.</p> <p>Chapter 3</p> <p>3.3 - The concessionary travel scheme passes are valid on DRT schemes in both Angus and Stirling. These DRT services are registered with the Traffic Commissioner and as such qualify for concessionary fares reimbursement. Similarly as they are registered services their details are readily available to the public including Traveline. Suggest therefore in this section that the wording is changed to state that concessions are available on registered bus and DRT services. This has significant implications for the costs and ability of non-registered DRT services.'</p> <p>3.4 - Is this happening around the area? – If so it is worth while stating where. No company in Angus has gone out of business.</p> <p>3.6 - Is there an example in the area where this has happened? If so, specify where and what was funded.</p> <p>3.9 - Are there examples?</p> <p>3.11 - It is worth stating that this was the case for Stirling and Perth. There are no issues with this for Angus. Angus Council organise transport for Angus College and fully integrate these with the local bus service network.</p> <p>3.15 - This paragraph takes no account of the driver CPC coming in on 10th September 2008 for professional bus drivers which covers passenger safety and customer service.</p> <p>3.19 - See comment under 3.3 re concessions being valid on DRT services in Angus (examples Glen Isla, Pitkenney services) and similar services provided by Stirling Council.</p> <p>3.20 - No DRT in Angus is currently funded from our core services budget.</p> <p>3.24 - This paragraph requires a better explanation. There are no PIP's currently in place. Angus Council, Dundee City Council. Stagecoach Strathgry, Travel Dundee and JMP Consultants are currently working with the Scottish Government to draw up a PIP template which could then be used as best practise guidance throughout Scotland. This is being done with a view to introducing a PIP on Services 13/14. 22/22C and 73/73a.</p> <p>3.27 - Bad example. If I were to drive from Forfar East High Street (i.e. the Town Centre) to Dundee Seagate bus station then the route is the same. A better example would have been Kirriemuir to Dundee as here the bus goes round both Kirriemuir and Forfar residential areas.</p> <p>Chapter 4</p> <p>Indicators:</p> <p>To ensure everyone has access to a key regional centre</p> <ul style="list-style-type: none"> - For CT/DRT then Council's should be added to the list of providers - Not a particularly good indicator. Does not measure failed local bus service trips. Would need to be very clear guidelines as to what is recorded as a failed trip and whether this is a one –off request or a trip which someone want to make regularly as they may phone up only to be told there is no transport and would not phone back again, Also, they may want to go somewhere other than their nearest Regional Centre etc <p>To remove physical, financial and perceptual barriers to accessing road based passenger transport:</p> <ul style="list-style-type: none"> - Cost of a single ticket, day ticket etc – Not a good indicator. Will be related to distance. What are we suggesting here? - General perceptions of road based passenger transport including safety, security etc – not a good indicator – too subjective. Concerned at the time and cost resources for surveys, can this be contained within the TACTRAN revenue budget?

Organisation	Issues
	<p>To ensure a level of information provision across the whole road based passenger transport network that promotes its use etc</p> <ul style="list-style-type: none"> - This is already done as part of Angus Council's PTIS and therefore should not be duplicated by TACTREAN. - % of passengers aware of Traveline has been included in Angus Customer Satisfaction Surveys and can continue to be done. How are surveys of non-bus users to be undertaken? Concerned at the time and cost resources for surveys, can this be contained within the TACTRAN revenue budget? - Awareness of where to find out about services – this again was done as part of Angus Council's PTIS and will be reviewed again under our PTIS as part of the 5 year review. <p>To ensure that key employment, education and tourism locations are linked to the passenger transport network by a service that meets the needs of the local economy.</p> <ul style="list-style-type: none"> - This is already a key function of the local authority transport teams and should not be duplicated by TACTRAN – it is proposed that TACTRAN would set suggested best practice, ideal frequencies of services etc? Any contracted service Enhancements to achieve this are ultimately the decision of the elected Members taking into account funding available. <p>To achieve improvements in journey times and reliability of the region's road based passenger transport network.</p> <ul style="list-style-type: none"> - % of services running to time – could come from PIP's but this would cover only a small part of the network. Issues of bus operator's confidentiality. Would not want to use RTI data for measuring reliability unless the operators agreed. <p>To increase physical activity and improve access to leisure opportunities across the region by road based passenger transport.</p> <ul style="list-style-type: none"> - What is the definition of a 'significant area of green space?' – this would appear to cover the whole of Angus. <p>To provide improved provisions for the safety of passenger when travelling on the road based passenger transport network.</p> <ul style="list-style-type: none"> - % of bus stops with lighting installed. It should be noted that in Angus we have replaced some flat roofed shelters with glazed roofs where there is an adjacent street light – in these shelters lighting can then be good without requiring the Installation of solar panels. - CCTV – is this at stop or on bus? On bus data source would be operators - Driver training – what about the professional bus driver CPC? - % of passengers feeling safe/very safe while travelling – not a good indicator this is based on an individual's perception and is very subjective. Concerns at cost/resource issues for survey work. <p>To increase connectivity between services and between different modes of transport</p> <ul style="list-style-type: none"> - % of a region covered by multi-journey ticket – not good terminology as opposed to an area pass, day pass as can be just a 10 journey ticket for one route allowing no interchange. - Public journey times between key destinations compared to equivalent journey by car. For local bus and registered DRT this information would readily come from Transport Direct. Would always be biased towards the car particularly if there was interchange. <p>Chapter 5 – The Strategy</p> <p>Infrastructure and vehicles</p> <p>IV1 – Existing interchanges. The statement 'in cities and large towns' should be more clearly defined. Brechin is a city, it would be better to name the cities and to define in population terms what a large town is.</p> <p>IV5 – TACTRAN should work with LA's 'where appropriate' to assist in the delivery of quality partnerships. We already have Voluntary QP's which are wholly within our local authority area and do not cross Council boundaries, some future QP's may operate on a similar basis and not have a regional dimensional. With regard to vehicle specification, it should be noted that local authorities are already well aware of the benefits of low floor wheelchair accessible vehicles, environmentally friendly engines, safety features such as CCTV etc on buses – it is a lack of funding which restricts tendered services being sought to these specifications. Basically with finite funding the provision of high specification tenders would mean fewer tendered services.</p> <p>IV6 – TACTRAN does not have any powers to ensure that these vehicles are accessible; they can however issue good practice.</p> <p>IV7 – TACTRAN could issue good practice. The capital resource is with the Council's and it is ultimately up to Members to determine their priorities.</p> <p>IV8 – All Angus Council's lighting at shelters is solar.</p> <p>Safety and Security</p> <p>SS1 – can this be clarified? This implies we are doing a route assessment for everyone's journeys of walk links, bus stop locations etc. I assume TACTAN is considering issuing a guidance note – individual assessment is very much a local and therefore local authority issue.</p>

Organisation	Issues
	<p>SS2 – On bus CCTV: as mentioned previously, contract costs are an issue. Quite happy for TACTRAN to lobby for additional funding for local authorities for this. CCTV at bus stops - in addition to the initial capital the on-going revenue funding is an issue.</p> <p>SS3 – Staff at Interchanges. Welcome the identification of external funding for this.</p> <p>SS4 – TACTRAN should set recommended standards for lighting at interchanges, at bus stops and on key routes to these stops across the region. Implementation will be up to local authorities according to their funding priorities. Not all stops will be suitable for solar lighting and therefore electrical connections will be required at some sites and on-going revenue costs.</p> <p>SS5 - Driver Training – TACTRAN does not have the power to ‘ensure’ that all employees/volunteers have the listed training – it should recommend that they do.</p> <p>SS6 - User Safety – what is mean by periodic assessment of school pick up/drop off points? This is an on-going function within Angus Council with the Transport Team, Education, Roads and Police working in partnership to assess sites and Ensure safety for scholars. School pick-up/drop-off points are a local authority responsibility.</p> <p>Key Contacts – There are already a multitude of contacts. We don’t need another contact but should ensure good signposting from all websites, printed material to the most appropriate for the issue concerned.</p> <p>Periodic Survey – concerns over the costs and resources required fro surveys as previously mentioned.</p> <p>SS7 - Mobility Difficulties – There is no indication of the form this annual assessment will take. Any work undertaken must ensure that expectations are not unduly raised and then we fail to deliver.</p> <p>Network Coverage</p> <p>NC1-NC6 – It has already been said that TACTRAN has very limited influence over commercial and subsidised services as it neither operates nor funds bus services. TACTRAN should not in any way duplicate the work undertaken but he Local authorities who are the budget holders for the subsidised networks.</p> <p>Angus Council certainly has limited financial resources and currently has insufficient funds to significantly expand service provision. Services are provided in accordance with best value and all statutory requirements in respect of integration of services are met. The supported network is subject to an on-going review of services to ensure best value and that the needs of passengers are as far as possible met – reviews take into account changes in needs for access to employment, retail, tourist, education, health facilities, new development etc. Should additional funding become available then this is utilised in accordance with Council agreed priorities.</p> <p>NC6 – specify what specific co-ordination functions local authorities are unable to resource – is there evidence that statutory requirements not being met? How will TACTRAN resource this?</p> <p>NC7-DRT – Note the wording of DRT as previously mentioned in respect of DRT which is a registered bus service. Have major concerns over the funding required for DRT ‘value of assistance scheme’ – where is this funding to come from? Is this a Regional Taxicard Scheme as suggest don page 27? Concerned as to who would be defined as eligible and what the definition of ‘an area not served’ is. A sound business case for this would have to be demonstrated.</p> <p>Journey times, reliability and demand management</p> <p>JR2 PIP’s – It should be noted that Dundee City Council, Angus Council, Stagecoach Dundee and Travel Dundee are already working on drawing up PIP’s – see response to 3.24</p> <p>Fares and Ticketing</p> <p>FT3 Smartcards – This on the surface looks as though TACTRAN is to issue smartcards with TACTRAN branding, though states ‘will support National Travel ITSO Smartcard scheme’. An additional card should not be developed. As local authorities move towards the National Entitlement multi-application smartcards for library, leisure, taxi card and other services it is these cards which should be used for any additional services. The National Travel Concessions element on these smartcards already permits travel free of charge on Angus Council’s registered DRT services.</p> <p>Enforcement</p> <p>AP3 CT/DRT Booking – Angus Council currently administers a booking facility for its own DRT contracts (which are all very local in nature), we do not have any plans to change this. The current arrangement works will particularly as many of the questions by those booking are of a very local nature. These DRT services are advertised in Traveline/Transport Direct as well as on our own website and locally. We are happy to pass on information on all out CT/DRT services to TACTRAN for a database (as we do to Traveline). A full business case demonstrating strategic relevance and best value would have to be demonstrated for a booking service particularly should this require additional staff resources.</p> <p>AP4 Bus Funding – The previous BRDG allocation is still coming to the local authorities as part of the Financial settlement. From discussions with the Scottish Government I have been informed that as the current committed schemes come to an end this will release services in their areas (or if they wish they can deliver services in partnership with other authorities). Very expensive pump-prime schemes will however not be able to be delivered as they were in the past therefore lobbying for additional funding for any improvements of a strategic nature would be welcomed.</p> <p>The actions address the range of objective – however refer to paragraphs 1-3 of the response.</p> <p>The following actions are considered to be the most effective in achieving the objectives:</p>

Organisation	Issues
	<ul style="list-style-type: none"> - Establish a hierarchy of regionally significant interchanges for improvement - Examine the potential for park and ride - User safety – marketing and publicity of safety improvements, advice to travellers who may be using public transport for the first time - CCTV - New Developments – encourage the development of consistent development control standards across the region including seeking developer contributions - DRT – work with local authorities and CT/DRT providers to disseminate good practice and identify opportunities for improvements. - Identify and prioritise key strategic corridors for bus priority measures - Integrated ticketing – working with operators and authorities to explore opportunities for this - Salary sacrifice scheme – promote this - Access to health – work with key stakeholders to clarify current eligibility - Enforcement – look for funding opportunities for policy/traffic wardens etc - CT/DRT funding – look for opportunities
	<p>Strategy Packages</p> <ul style="list-style-type: none"> - It is impossible at this stage to say at this stage which package of actions should be pursued. As stated at the outset, without a clear business case being put forward to show why the potential tasks are being undertaken and what added value - TACTRAN's involvement would bring for the benefit of both existing and potential passengers within the TACTRAN area it is impossible to determine which actions should go forward. - There is currently no indicative cost against any of the individual actions from which to gauge affordability of the action and determine that it represents best value. - It is considered that if demonstrated evidence was presented of what potential improvements the actions could deliver that some low cost, some medium cost and some high cost actions would represent the best way forward not necessarily the packages as they currently stand.
<p>Scottish Government</p>	<p>The strategy provides a good framework for taking forward the development of a bus network that meets local needs in the TACTRAN area. It provides a useful summary of the issues and opportunities facing the bus industry with particular reference to the region.</p> <p>The objectives set make clear the links between strategy, policy, planning and delivery which provides a rationale for the potential options set out in the annexe. They also provide a basis for prioritisation of interventions in the future.</p> <p>AP1 - This paragraph deals with Quality Partnerships. In the interests of clarity it might be better to distinguish between statutory and voluntary Quality Partnerships.</p> <p>The only type of QP recognised in Scottish legislation is statutory Quality Partnerships where local authorities specify infrastructure which has recently been improved through investment. This infrastructure can then only be used by operators who satisfy certain specified standards which they then need to include in their bus service registrations with the Traffic Commissioner.</p> <p>Voluntary Quality Partnerships are agreements made between local authorities and operators which can range from a simple arrangement to a complex legal document.</p> <p>Welcome the help RTP is prepared to give to their development by local authorities and others. The definition of partnership working is useful and helpful.</p> <p>AP4 – Bus Funding The statement that BRDG has been cut is not accurate. The Scottish Government has recently transferred the responsibility and funding for the Bus Route Development Grant scheme to local authorities who are the organisations best placed to identify local needs and how they can be met. This is part of the concordat agreed with COSLA. BRDG has been successful in developing bus services which have the potential to become commercially viable within 3 years. This is similar to the position regarding CT/DRT funding and the same approach of working with LAs should be adopted.</p> <p>The strategy provides a good framework for taking forward the development of a bus network that meets local needs in the TACTRAN area. It provides a useful summary of the issues and opportunities facing the bus industry with particular reference to the region.</p> <p>The objectives set make clear the links between strategy, policy, planning and delivery which provides a rationale for the potential options set out in the annexe. They also provide a basis for prioritisation of interventions in the future.</p>
<p>Stirling Council</p>	<ul style="list-style-type: none"> - This is a very high quality report. In particular, the consultants have grasped a number of complex issues that were raised at the stakeholder workshops. The relative roles of TACTRAN and its constituent authorities also seem to be well understood. Consequently, most of my comments are minor – I have no issue with the main thrust of the report. - My only general concern is that 'CT/DRT' seems to be used to describe a single entity or sector. To me, these are completely different things. CT to me means a service being delivered by a charitable body or voluntary organisation either (a)

Organisation	Issues
	<p>exclusively for certain groups, such as disabled people or (b) for local groups or for the general population within a defined community. This includes operations like Dial-a-Journey and Killin Community Bus. DRT to me is a scheme subsidised by a public body and operated by one or more bus, taxi or private hire car operators, usually under a contract. This includes the Balquhider Subsidised 'Taxi' Service and (outwith TACTRAN) SPT's 'Ring & Ride' (not to be confused with SPT 'Dial-a-Bus', which is a CT operation). The problem is that the terms are loose – it can be argued that all public transport is 'community transport' and that what I've defined as 'CT' is also 'demand responsive transport'. However, if CT is demand responsive transport, so too is commercial taxi and private hire car operation. I think the meaning of these terms as used in the report should be defined within it.</p> <p>Specific comments:</p> <p>3.4- Have we any evidence of smaller operators in the TACTRAN area actually going out of business? If not, then the sentence should be reworded to read: 'A number of smaller operators said that they are finding these increasing costs so difficult that they are in danger of going out of business.'</p> <p>Table 4.2: p. 11 – Falkirk Royal Infirmary (FRI) should be included in list of hospitals. Functional specialisation by NHS Forth Valley hospitals has resulted in many Stirling residents being admitted to FRI, with consequent implications for hospital visitors; p. 12 - 'Springkerse' should be spelt 'Springkerse'. Would suggest including Callander as an employment centre – important for retail, hospitality and catering employment; p. 13 – Falkirk Royal Infirmary (FRI) should be included for reasons stated above, definition of 'on time' should not tolerate early running; p. 14 - % of commuting trips made by rail passenger transport should be included.</p> <p>SS3 - Replace 'provide enhanced training' with 'provide additional training'.</p> <p>SS7 - Replace 'experienced disabled' with 'experienced by disabled'.</p> <p>NC1 - 'Employment' should include Callander. 'Springkerse' should be spelt 'Springkerse'. 'Health' should include Falkirk Royal Infirmary (FRI) for reasons stated above.</p> <p>NC7 - Should 'region wide DRT scheme' read 'region wide Taxicard scheme? Paragraph makes more sense if it does. Suggest another paragraph, coming after 'where services can be improved', as follows: TACTRAN with work with local authorities to ensure a consistent region wide approach to DRT provision, especially with regard to terms and conditions for customers and operators and operator selection and reimbursement mechanisms.</p> <p>Appendix A Bus stop within 10 mins walk (600 – 1,000 metres) in rural areas is not a realistic target – suggest replacing 'rural areas' with 'rural settlements'. Thistle travel card is no longer a current scheme. It was operated by Capability Scotland in partnership with the Scottish Government, but lapsed following financial and administrative difficulties.</p>
<p>Loch Lomond and Trossachs National Park</p>	<p>Regarding table 4.2</p> <p>- % population within 1 hour journey time of a key regional centre</p> <p>This fails to have any measure of how often the person is within 1 hour of a centre it might be only for 1 day of the week. Suggest adding for minimum of 3 days of the week. Note later indicator re key employers etc has an indication of frequency.</p> <p>Cost of a single ticket, day ticket, weekly and monthly pass</p> <p>This needs to be refined to show what journeys are considered otherwise, consider establishing this for say short medium and long journeys with appropriate distance for each.</p> <p>- % of key employment, education, retail....</p> <p>Needs definition of tourism destinations. Suggest this is based on visitor numbers, a number of these will fall well short of the hourly interval mentioned.</p> <p>- % of population within 1 hour journey time of a National park.</p> <p>This is not a direct indicator of the prime strategy objective which is to increase physical activity. This would be better indicated by number/% of journeys by walking and cycling. While always wishing to make the case for national parks in this context the reference in the indicator is not relevant, the issue is for people to have access to the countryside and path networks. The core path network should cover this to put in an indicator connecting the core paths to bus services would be extremely onerous to measure. The reference to leisure centres is relevant and a cross reference to cycling walking strategies should be made. A possible indicator would be the number of busses routes served by busses with cycle carrying facilities.</p> <p>- % of region covered by multi –journey tickets</p> <p>The appropriateness of taking a % of the region is questionable % of operators participating in multi – journey tickets could be better or number of multi journey tickets available.</p> <p>- % of new development with road based</p> <p>Needs definition of a new development in terms of both size (would a single new build in the countryside qualify?) and type (would agricultural buildings be included?)</p> <p>The comprehensive list of actions are sufficient to achieve the objectives, the balance of actions is adequate but needs to be refined by the prioritisation process.</p> <p>The most effective actions; while a package actions needs to be prioritised in general those that lead to increased network coverage would be most important particularly in rural areas. Then improvements to service delivery ticketing etc should follow from this.</p>

Organisation	Issues
	From chapter 6 given the availability of funding the low or medium strategies are most realistic but every opportunity to bring in funding from non transport budgets to allow the delivery of actions should be taken and ability to fund should be a key part of the prioritisation process.
Traveline Scotland	<p data-bbox="299 396 1353 422">"Traveline Scotland has a workstream that is looking at representing DRT services on its journey planner".</p> <p data-bbox="299 443 2724 506">Page 40 on the PDF/ (Page 36 within the document) – there is no mention of Traveline Scotland within this section, the section is titled: 'Information provision'. The development of DRT information on the Traveline Scotland service will be very important for the information provision within the TACTRAN region.</p>
Dundee City Council	<p data-bbox="299 537 2139 562">3.7 - Longer distance inter-urban bus services are pretty good in the Dundee travel to work area, certainly Angus and Fife, although services from Perth and Kinross may be a little weak.</p> <p data-bbox="299 583 1190 609">3.8 - With land use and planning dispersal, what is a reasonable travel to work hinterland.</p> <p data-bbox="299 630 863 655">3.9 - Is traditional PT (i.e. big buses) always the answer?</p> <p data-bbox="299 676 774 701">3.10 - school travel plans and staff travel plans.</p> <p data-bbox="299 722 1234 747">3.11 - this is no different than travel to work and again, what is a reasonable catchment area?</p> <p data-bbox="299 768 1056 793">3.15 - need to consider DDA compliance on the route to / from the bus stop.</p> <p data-bbox="299 814 2184 890">Table 4.1 - Preventing congestion is positive economically. Less dependence on single occupancy car use means less car parking, more effective land use and positive impact on economy Agree with objectives</p> <p data-bbox="299 911 403 936">Table 4.2</p> <ul data-bbox="299 957 2724 1297" style="list-style-type: none"> - Targets for objective to remove physical, financial and perceptual barriers to accessing road based passenger transport – the benchmark for these is local data but who is the comparator? - Hospital sites identified – are all these appropriate? Ninewells is the only key Tayside hospital. Perhaps the levels of health GP/Cottage Hospital, Local Hospital and Regional Hospital. - Need for a focus group across TACTRAN to obtain data for some of these objectives. - Missed a large number of workplace clusters – Tech Park, Ninewells Medi Park, University of Dundee / University of Abertay, Dundee College, Du.... Industrial Estate, Dryburgh Industrial Estate, Claverhouse Estate, Kingsway East, Port of Dundee, Broughty Ferry, Techno Pole, Original medi park, Wester Goudie industrial estate, Lochee, Stobswell, Dundee Station for access to Edinburgh? - Objective to increase physical activity and access to leisure opportunities – why a National Park, just identify out and about areas. - % of bus stops and interchanges with lighting installed – what about those with shelters, street lights, solar lights - % of bus stations with cycle parking – or informal interchanges. <p data-bbox="299 1318 1190 1344">Table 5.1 -agree with all of these principles, but should there be more emphasis on DRT?</p> <p data-bbox="299 1365 1412 1390">IV2 and IV3 - A90 near Dundee Megabus / Citylink long distance park and ride as per Broxden (Potential action)</p> <p data-bbox="299 1411 1026 1436">IV5 – Who specifies the commercial fleet (majority of buses>) SQBP(???)</p> <p data-bbox="299 1457 1338 1482">Travel behaviour change and marketing and staff travel planning – perhaps need more emphasis on this</p> <p data-bbox="299 1503 507 1528">SS3 - this is unlikely</p> <p data-bbox="299 1549 774 1575">SS4 - Introduce white lighting as street lighting</p>
Confederation of Passenger Transport	<p data-bbox="299 1602 2318 1627">The strategy fails to mention the Bus Action Plan in the list of relevant National, Regional and Local policy documents. This is possibly the most important document for the TACTRAN strategy to consider.</p> <p data-bbox="299 1648 2724 1711">IV5 - Buses - CPT supports the strategy's commitment to promoting Quality Partnerships within the region. The strategy should also encourage local authorities to consider Punctuality Improvement Partnerships, which can tackle congestion and improve reliability, and Bus Route Development Grant Schemes.</p> <p data-bbox="299 1732 2724 1837">SS5 - Driver Training – The strategy should recognise that as of 10 Sept 2008 EU Directive 2003/59 will require drivers of passenger carrying vehicles (PCV) to attain the Drivers Certificate of Professional Competence (CPC) to allow them to drive professionally. The Directive does not extend to all CT/DRT so CPT welcomes TACTRAN's commitment to ensure all employees and volunteers providing CT?DRT will be expected to have undergone MiDAS/PATS/NVQ training and enhance disclosure.</p> <p data-bbox="299 1858 2644 1883">NC3 - Supported bus network – The potential cost of CT/DRT per passenger should be acknowledged rather than assuming CT/DRT can replace elements of the current supported bus network. CT/DRT can play an important role within</p>

Organisation	Issues
	<p>TACTRAN's public transport network but mainly as feeder services into existing bus services. The TACTRAN study should ensure integration not duplication.</p> <p>JR3 Parking – CPT welcomes plans for a strategic parking policy and hopes such a policy would include a revision of parking charges to fully reflect the cost of motoring in terms of congestion and environmental impact. The cost and provision of parking can be an important 'push' factor to people choosing public transport over private car journeys.</p> <p>FT1 - Concessionary Fares – The success of the National Concessionary Fares scheme has exceeded expectations. The budget for the scheme, as outlined in the Scottish spending review, is unable to reimburse operators for all legitimate concessionary journeys in 2007-08. If TACTRAN plans to lobby for an extension of the concessionary fares scheme it must be aware that such an extension will require additional funding as the current budget lines for 2008-09 and 2009-10 are insufficient to support the scheme in its current form.</p> <p>FT2 - Integrated ticketing – The strategy is right to refer to the barriers caused by current competition legislation that hamper integrated ticketing systems. However the strategy is over-reaching if it intends to introduce a regional fares policy through its plans for regional integrated ticketing.</p> <p>FT3 - Smartcards – Local Authorities have ownership of the entitlement cards, of which concessionary travel is but one application. TACTRAN may have role to play in helping coordinate local schemes to encourage uniformity but should limit involvement to this.</p> <p>AP4 - Bus Funding – The strategy appears to be stating that the Bus Route Development Grant has ended when in fact responsibility for the scheme has moved to the local level. Local Authorities have responsibility for funding existing BRDG schemes and have been given equivalent funding for future BRDG schemes. This strategy action point should be amended to encourage local authorities to fund potential BRDG schemes as the funding for BRDG is no longer ring fenced.</p> <p>IP1 - Information provision – This strategy action should recognise the work of Traveline Scotland. TACTRAN should avoid duplication and instead encourage its constituent local authorities to continue to provide electronic timetable data to Traveline in a timely manner. The uniformity of user experience is important and therefore RTP's should concentrate on promotion of the national service provided by Traveline Scotland rather than producing different regional data.</p> <p>CPT is supportive of many of the aims of the TACTRAN draft strategy but would like to see the strategy become more focussed on the areas which are best led at the regional level rather than attempting to impact on so many strands of transport policy. For instance the concessions scheme is best left to the national level. A more refined strategy will achieve more rather than embarking on numerous action points that will prove prohibitively difficult if not impossible.</p>
<p>NHS Forth Valley</p>	<p>NHS Forth Valley welcomes the recognition given by TACTRAN to the New Hospital at Larbert and it's inclusion as a key regional Hospital within the strategy.</p> <p>Communication from patients, visitors and staff strongly indicate that there are very real difficulties in accessing health and employment destinations in the Stirlingshire area especially for those living in the rural areas away from the main interchange at Stirling.</p> <p>NHS Forth Valley is working closely with Falkirk Council to develop enhancements to the bus links to the New Acute Hospital at Larbert, especially from the three main regional interchanges Alloa, Falkirk and Stirling.</p> <p>When completed the SAK (Stirling-Alloa-Kinross) rail link will offer an additional public transport option's to the New Acute Hospital. The link between Larbert Railway station and the Hospital is being fully explored by NHS Forth Valley.</p> <p>Do you think that draft indicators are appropriate?</p> <ul style="list-style-type: none"> - Objective: To enable patients and visitors to access necessary health facilities by road based passenger transport. - Indicator: % of population within 1 hour journey time of one of the region's key hospitals. <p>This indicator should be developed to show accessibility in relation to time of the day.</p> <ul style="list-style-type: none"> - Suggest: % of population within 1 hour journey time of one of the region's key hospitals, between the hours 8am and 8pm. - Objective: To ensure that key employment, education and tourism locations are linked to the passenger transport network by a service that meets the needs of the local economy. - Indicator: % of key employment, education, retail and tourism destinations served by road based passenger transport at more than an hourly frequency. <p>This indicator should be developed to reflect the robustness or otherwise of the network around key time zones.</p> <ul style="list-style-type: none"> - Suggest: % of key employment, education, retail and tourism destinations served by road based passenger transport or by a combination of road and rail at more than a ½ hourly frequency between the hours 6.30 to 9.30am and 4.30 to 6.30pm, Monday to Friday. - Suggest: % of key employment, education, retail and tourism destinations served by road based passenger transport or by a combination of road and rail at more than an hourly frequency between the hours 9.30 am and 4.30 pm, Monday to Friday. - Suggest: % of key employment, retail and tourism destinations served by road based passenger transport or by a combination of road and rail at more than an hourly frequency between the hours 6.30am to 6.30pm, Saturday and Sunday. - Objective: To achieve greater use of road based passenger transport services in place of travel by private car. - Indicator: % of commuting trips made by road based passenger transport and private car. <p>This indicator should be supplemented to demonstrate other reasons for car use and public transport use.</p>

Organisation	Issues
	<p>- Suggest: % of retail related trips made by road based passenger transport and private car.</p> <p>% of trips to see a GP made by road based passenger transport and private car.</p> <p>% of trips to one of the key regional hospitals made by road based passenger transport and private car.</p> <p>- Objective: To strengthen the links between land-use planning and provision of road based passenger transport.</p> <p>- Indicator: % of new developments with road based passenger transport services and infrastructure in place on occupation of the land.</p> <p>Consideration should be given to enhancing this indicator to monitor local authorities approach to planning and public transport provision.</p> <p>- Suggest: % of new developments covered by a section 75 agreement requiring the need for new or enhanced public transport provision for the whole life of the development.</p> <p>% of new developments not covered by a section 75 agreement requiring the need for new or enhanced public transport provision.</p> <p>% of developers/occupiers failing to conform to the terms of their section 75 agreement.</p> <p>Do you think we have achieved the correct balance of strategy actions to address the objectives?</p> <p>Yes.</p> <p>Specific strategic actions:</p> <p>SS2 - CCTV - When specifying CCTV provision, the standard operating procedure should be that all new cameras are linked to a manned control room setting with 24/7 communication pathways to the Police and other emergency services.</p> <p>NC1 - Accessibility to Key Destinations - Key regional Hospitals should have bus stops as close as possible to the main entrance.</p> <p>NC7 - DRT Provision - Tactran should strongly encourage all local authorities to link membership of the Taxicard scheme with the taxi licensing process - no membership no licence.</p> <p>Which actions do you believe to be most effective in achieving the objectives?</p> <p>Infrastructure and Vehicles - IV3, IV7, IV1</p> <p>Safety and Security - SS3, SS2, SS1</p> <p>Network Coverage - NC1, NC2, NC7/NC5</p> <p>Journey Times, Reliability and Demand Management - JR3, JR1, JR4</p> <p>Fares and Ticketing - FT1, FT6, FT2</p> <p>Administration, Partnership and Funding - AP5, AP3, AP4</p> <p>Information Provision - IP1</p> <p>Given that resources for implementation are finite, which package of strategy actions do you think should be delivered (low, medium or high cost)?</p> <p>NC1 - Access to Key Destinations</p> <p>Provide funding to establish new services.</p> <p>IV3 - Park and Ride</p> <p>Implement priority sites</p> <p>FT1 - Concessionary fares</p> <p>Lobby Government to extent concession to DRT services.</p> <p>AP3 - CT / DRT booking</p> <p>Manage booking service for CT / DRT services.</p> <p>AP5 - CT/DRT Funding</p> <p>Work with local authorities to ensure appropriate grant funding is provided for CT schemes.</p> <p>JR3 - Parking</p>

Organisation	Issues
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Facilitate the Delivery of a region wide parking strategy.

SS3 - Staff at Interchanges

Provide funding to increase levels of trained staff at key facilities.

APPENDIX A
LIST OF STAKEHOLDERS

A1. STAKEHOLDERS

TABLE 1.1 ORGANISATIONS CONSULTED

Age Concern Angus
Aberdeenshire Council
Aberfeldy Motor Services
Aberfoyle Coaches
Age Concern Scotland
Age Concern Scotland
Angus Access Panel
Angus Association of Voluntary Organisation
Angus College
Angus Council
Angus Council - DRT
Angus Council - rep Angus College
Angus Council - Social Work
Angus Rural Partnership
Angus Transport Forum & Multimodal Transport Solutions
Armstrong of Crianlarich
Black and Minority Ethnic Elders Group
Black Community Development Project
Broons Buses & Taxis
Bryans' Coaches
Bus Users Complaints Tribunal
Bus Users Group
Caber Coaches
Cairngorms National Park Authority
Capability Scotland
Central Scotland Racial Equality Council
Central Shopmobility Ltd
Children in Scotland
Close the Gap Project
Commissioner for Children and Young People in Scotland
Communities Scotland
Confederation of Passenger Transport/ Passengers' View
CoSLA , Spokesperson for Older People
CPT Scotland
Crieff Travel

CTA (Community Transport Association)

Deaf Action

Deafblind Scotland

Dial-a-Journey

Docherty's Midland Coaches

Dundee Access Group

Dundee Accessible Transport Action Group (DATAG)

Dundee and Angus Chamber of Commerce

Dundee Blind & Partially Sighted Society

Dundee City Council

Dundee City Council - Planning

Dundee College

Earnside Coaches

Elizabeth Yule

Enable

Equality & Human Rights Commission

Ferguson Coaches

First

Fisher Tours, Dundee

Forfarshire Society for the Blind

Forth Valley College

G&N Wishart

Glenesk Travel

Goosecroft Coaches Ltd

Hamilton Coaches

Hamish Gordon Coach Hire

Harlequin Coaches Ltd

Help the Aged

Hitrans

Hunter's Executive Coaches

Inclusion Scotland

James Donald

JP Minicoaches

Kingshouse Travel Ltd

Loch Lomond & Trossachs National Park

Mackie's Coaches

McCull's Coaches Ltd

McGill's Bus Services Ltd

Meffan's Coaches Ltd
Mitchell's Coaches
M-Line Coaches
Mobility and Access Committee for Scotland
Morrison's Travel
National Express
Nestran
NHS Forth Valley
NHS Tayside
Passenger Focus
Passenger's View Scotland
Pegasus Travel
Perth & Kinross Community Transport Group
Perth and Kinross Council
Perth and Kinross Council - DRT
Perth College
Perthshire Chamber of Commerce
Prestige Tours Ltd
REACH Community Health Project
RNIB Scotland
Rowan Travel
Royal Mail
Scottish Accessible Transport Alliance
Scottish Ambulance Service
Scottish Association for Mental Health
Scottish Association for Public Transport
Scottish Citylink Coaches Ltd / Stagecoach
Scottish Consortium for Learning Disability
Scottish Council on Deafness
Scottish Disability Equality Forum
Scottish Executive
Scottish Executive - Transport Scotland
Scottish Older Peoples Advisory Group
Scottish Pensioners Forum
Scottish Traveller Education Programme
Sestran
Sidlaw Executive Travel
Smith & Sons Coaches

SPT
Stagecoach East Scotland
Stirling Council - Community services
Stirling Council
Stirling Council - Children's services
Stirling Council - City Centre Management
Stirling Council - Public Transport
Strathmore Travel
T & K Sweeney
Tayside Association for the Deaf
Traffic Commissioner for Scotland
TRANSform Scotland
Travel Dundee
Traveline Scotland
University of Abertay (Dundee Business School)
University of Dundee
University of Stirling
Visit Scotland
Woods Coaches
WRVS

APPENDIX B
COVERING LETTER

B1. COVERING LETTER



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04th March 2008

Our ref: 207817/JUT

Dear Sir/Madam

BUS STRATEGY, COMMUNITY TRANSPORT & DEMAND RESPONSIVE TRANSPORT ACTION PLAN FOR TACTRAN

Steer Davies Gleave has been commissioned by TACTRAN to develop a region wide strategy for buses, incorporating an action plan for demand responsive and community transport.

The flow chart on the next page sets out the process we have been through and the next steps that we will undertake in order to complete the strategy. We have now completed all stages up to and including the preparation of the draft strategy.

The key outputs that we have produced to date are:

- **Audit of Policies, Services, and Infrastructure Report**
This report presents an audit and review of policy documents, existing services and infrastructure, previously identified issues and opportunities, and a gap analysis that has identified where improvements to services and the quality of provision should be considered.

The report is available on TACTRAN's website

http://www.tactran.gov.uk/documents/AuditReport_207817_DRAFFINAL.PDF

Draft Strategy Report

The draft Strategy presents:

- issues and opportunities that have been identified during the audit;
- strategy objectives;
- monitoring and evaluation framework;
- strategy principles and actions; and
- alternative funding packages.

The draft Strategy is appended to this letter / email.

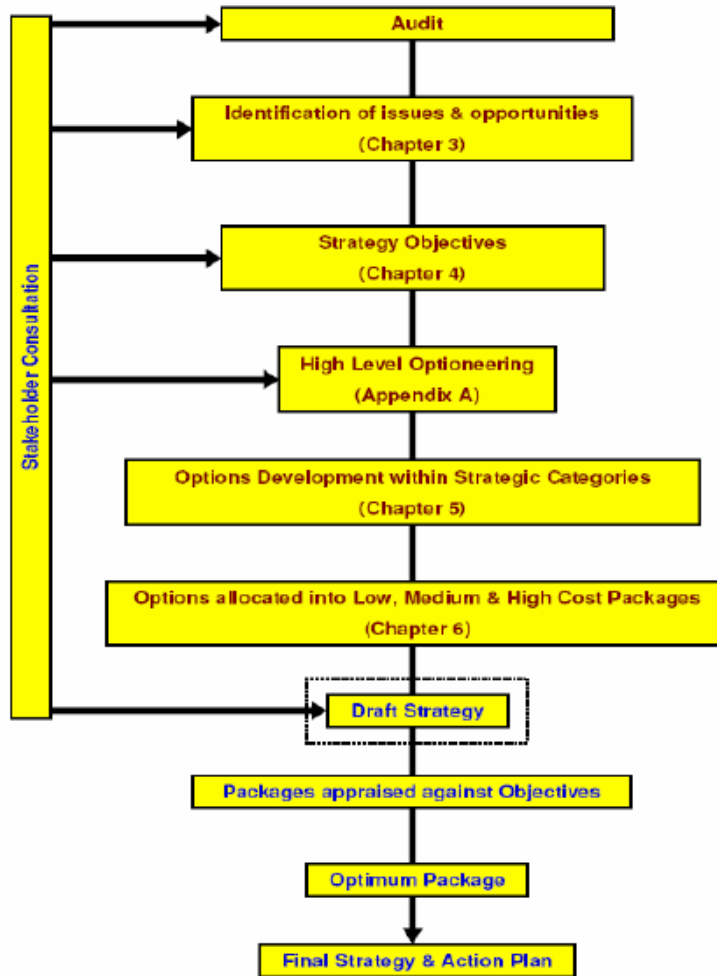
- **Draft Strategic Environmental Assessment (SEA)**

The SEA sets out the likely environmental effects of the draft Strategy.

It is available on TACTRAN's website

http://www.tactran.gov.uk/documents/EnvironmentalReport_FinalDraft.pdf

Strategy Preparation Process





Stakeholder input has been vital to our work and we now would like to gather your views on the draft Strategy itself. Specifically we are interested in the following:

1. As set out in Table 4.2 in the draft Strategy, we have prepared draft indicators that will be used to monitor the strategy. Do you think that these draft indicators are appropriate?¹
2. Looking at Chapter 5 of the draft Strategy, do you think we have achieved the correct balance of strategy actions to address the objectives?
3. Looking at Chapter 5 of the draft Strategy, actions do you believe to be most effective in achieving the objectives?
4. Looking at Chapter 6 of the draft Strategy, given that resources for implementation are finite, which package of strategy actions do you think should be delivered (low, medium or high cost)?

We would like to have your comments by email or letter by the 19th of March 2008 so we can take them into consideration before preparing the final Strategy.

Additionally, consultants MVA will also be undertaking a parallel consultation exercise on a Regional Travel Information Strategy for TACTRAN. It is therefore likely that some stakeholders will be asked to reply to both consultation exercises. TACTRAN asks for your co-operation and participation with both consultations.

If you require any additional information please do not hesitate to contact Judith Thomson using the contact details provided above.

Yours sincerely

Steven Fraser
Principal Consultant

CONTROL SHEET

Project/Proposal Name: BUS STRATEGY AND CT/DRT ACTION PLAN

Document Title: Consultation Report

Client Contract/Project Number:

SDG Project/Proposal Number: 207817-A

ISSUE HISTORY

Issue No.	Date	Details
1	20/03/08	

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