

TAYSIDE AND CENTRAL SCOTLAND TRANSPORT PARTNERSHIP**19 MARCH 2019****DIRECTOR'S REPORT**

This report provides updates on the NTS Review; the proposal for consultation on STPR2 via Regional Transport Working Groups; the emerging proposals for High Speed Rail Scotland; the proposals for engagement with RTPs from the Youth Parliament; activity and engagement through the RTP Chairs Forum and other matters of interest and relevance to the Partnership.

1 RECOMMENDATIONS**1.1 That the Partnership Board:-**

- (i) Notes the progress made with the NTS2 Review and the draft Vision & Outcomes statement;
- (ii) Notes the proposal from transport Scotland for the formation of Regional Transport Working Groups to take forward consultation on STPR2;
- (iii) Notes the items discussed at the RTP Chairs Forum;
- (iv) Notes the recommendations of the Scottish Youth Parliament's 'All Aboard' report and specifically the recommendations pertaining to RTPs;
- (v) Notes the update on High Speed Rail Scotland and supports the request from transport Scotland to develop the business case for both east and West routes;
- (vi) Notes the progress made on the MaaS Playbook and requests a presentation at the next Partnership meeting on proposals to bid into the MaaS Scotland Fund.

2 NATIONAL TRANSPORT STRATEGY REVIEW – NTS2

- 2.1 It was previously reported (Report RTP/18/48 refers) that the wider consultation on NTS2 will now be delayed until mid-2019, with a period of further stakeholder engagement in spring 2019. This extension to the timescale will allow for the regional testing of NTS policy proposals, to link into the proposed regional and national approach to the Strategic Transport Project Review and ensure that it is aligned with the National Planning Framework. It is the intention of Transport Scotland that the final document will be produced in November/December 2019.

- 2.2 The draft Vision & Outcomes is attached at Appendix A. It is expected that these will soon be formally approved and Transport Scotland will look to publish the diagram and narrative on the website alongside other NTS Review updates in the near future. The next stage will be to instigate further stakeholder consultation on the policies, actions and indicators that underpin the vision statement prior to launching wider public consultation. The outcome of the NTS2 Review will directly inform STPR2.

3 STRATEGIC TRANSPORT PROJECTS REVIEW – STPR2

- 3.1 In preparation for the forthcoming consultation process on STPR2, Transport Scotland sent a letter to all Local Authorities, RTPs and National Park Authorities, received by Tactran on 8 January, outlining their approach to consultation based on the functional economic areas used for the City Region and Growth Deals, see Appendix B. As Tactran is already actively working on the Stirling/Clackmannanshire and Tay Cities Deals this was in line with our direction of travel for collaborative working.
- 3.2 Accordingly, a response was developed that reflected the governance discussion at the previous Partnership meeting and the ongoing development of the Regional Transport Working Groups (RTWG) in the Tactran area. The response was approved by the Chair prior to despatch and is attached at Appendix C.
- 3.3 Terms of reference have now been developed for each RTWG. The Stirling/Clacks RTWG now include Falkirk as a formal member. Both RTWGs will include invitations to partners such as ScotRail, Network Rail, Scottish Natural Heritage and Sustrans to comment on emerging priorities.

4 FORUM OF CHAIRS OF REGIONAL TRANSPORT PARTNERSHIPS

- 4.1 The RTP Chairs Forum met recently in Edinburgh on 6 March 2019 and the main items of discussion are detailed below. The Minute of that meeting will be reported for information once approved and available. The Minute of the previous meeting, held in Aberdeen on 5 December 2018, is available for information in the Members area of the Tactran website.
- Discussion with Scottish Fire & Rescue, Health Directorate and Scottish Ambulance Service
 - National Transport Strategy Review
 - STPR (Strategic Transport Project Review)
 - Transport Bill & Planning Bill Updates
 - Williams Rail Review
 - ECMA (East Coast Mainline Authorities) Update
 - West Coast Rail Update
 - Active Travel Funding Update
 - Scottish Islands Passport Update

5 TRANSPORT BILL – STAGE 1 REPORT

- 5.1 Subsequent to the discussion at the RTP Chairs Forum the Rural Economy and Connectivity Committee has now published its Stage 1 Report on the draft Bill which can be viewed at the following link:
<https://sp-bpr-en-prod-cdnep.azureedge.net/published/REC/2019/3/7/Stage-1-Report-on-the-Transport--Scotland--Bill/RECS052019R4.pdf>

6 ALL ABOARD – SCOTTISH YOUTH PARLIAMENT TRANSPORT REPORT

- 6.1 The Scottish Youth Parliament (SYP) is the democratically elected voice of Scotland's young people. The SYP vision for Scotland is of a nation that listens to and values the participation of children and young people, and our goal is to do everything we can to make this vision a reality.
- 6.2 Every year, the SYP runs a national campaign focusing on an issue that young people care about. In June 2018, after consulting with nearly 10,500 young people, Members of the Scottish Youth Parliament (MSYPs) voted for our 2018-19 national campaign to focus on public transport.
- 6.3 The campaign, **All Aboard**, has been designed and developed by young people. It aims 'To improve young people's experience of public transport in Scotland'. To achieve this aim, the campaign focuses on three themes:
- **Reducing fares** - This theme will focus on improving existing concessionary rates on public transport for young people in Scotland up to their 26th birthday.
 - **Accessibility** - This theme will focus on improving the accessibility of public transport and waiting areas for young people.
 - **Bus Standards** - This theme will focus on improving bus services and waiting standards for young people across Scotland. At its previous meeting on 5 September the RTP Chairs Forum was advised of the opportunity to submit a written response to the Local Governance Review by the closing date of 14 December. The Scottish Government and COSLA have jointly launched a Local Governance Review, in concert with the Community Sector, which is intended to ensure local communities have more say about how public services in their area are run.
- 6.4 The **All Aboard** report makes ten recommendations to improve young people's experience of public transport, and a summary is shown in Appendix D. There are two recommendations directed at RTPs and which the Partnership will need to actively address in our future work programme. The full report can be accessed in the Members Area of the Tactran web site.

7 HIGH SPEED RAIL SCOTLAND

- 7.1 Following the publication of the High Speed Rail Scotland Summary Report in March 2016 - <https://www.transport.gov.scot/publication/high-speed-scotland-summary-report/> - there was joint commitment from the UK and Scottish Governments to take forward further feasibility work:

“..in this control period [CP5–2014 -2019] the Department for Transport and Transport Scotland will take forward work with Network Rail to identify any and all options with strong business cases, for consideration for implementation in Control Periods 6 and 7 [2019 –2029], that can improve journey times, capacity, resilience and reliability on routes between England and Scotland. This will include consideration of how these improvements can be future-proofed to allow further progress towards 3 hour journeys.”

- 7.2 Subsequently, Transport Scotland commissioned consultants Arup to undertake an Engineering Study Report and on 24 January a stakeholder group was invited to hear the conclusions of that report and next steps. The outcome of the study is that there are two potentially preferred routes on the West Coast and one preferred route on the East Coast to link up with HS2 and bring the benefits of High Speed Rail to Scotland, see Appendices E & F.
- 7.3 The view of Transport Scotland is that High-Speed Rail is beneficial, economically and politically. It allows Scotland to keep pace with England instead of being left behind. Scotland will reap the benefits in terms of access to larger markets, decreased journey times and investment in jobs.
- 7.4 It is incredibly important that partners in Scotland get this right due to the nature and large scale of the project. Transport Scotland is looking to prepare a draft business case by August 2019. The task is to persuade Ministers to invest into HSR infrastructure, instead of spending more money on roads. The partner Local Authorities and RTPs have been asked to support Transport Scotland in developing the business case.

8 MAAS PLAYBOOK

- 8.1 As previously reported, Urban Foresight has been commissioned to produce a MaaS (Mobility as a Service) Playbook outlining current trends in the field and, recent best practice and the readiness to adopt MaaS in the Tactran area. Draft copies of the Playbook will be available at the meeting and a presentation on MaaS is scheduled for the June Board.
- 8.2 The intention is that the Playbook will be used to support a funding bid to the 2 Million Transport Scotland MaaS Fund which will launch in June. One of two national workshops around the MaaS Fund will be held by Transport Scotland in Perth on the 26th March 2019, I will be attending this event.

- 8.3 Plans are underway to hold a regional event post the national Transport Scotland workshops to tailor and gain momentum from the stakeholders in the region for any proposed regional bid. Options for funding this scoping and application activity are currently being investigated and a further update will be provided at the June meeting.

9 CONSULTATIONS

- 9.1 Elements of the report have been the subject of consultation with partner Councils, other RTPs, Transport Scotland, City Deal and other partners/stakeholders, as appropriate.

10 RESOURCE IMPLICATIONS

- 10.1 This report has no direct or additional financial or other resource implications.

11 EQUALITIES IMPLICATIONS

- 11.1 This report has been screened for any policy implications in respect of Equality Impact Assessment and no major issues have been identified.

Tom Flanagan
Director

For further information email tomflanagan@tactran.gov.uk or tel. 01738 475771

NOTE

The following papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (and not containing confidential or exempt information) were relied on to a material extent in preparing this Report.

Report to Partnership RTP/18/48 Director's Report, 18 December 2018

National Transport Strategy Strategic Framework

Final Vision & Outcomes



Draft narrative to support the Strategic Framework diagram

A successful strategy will, over the next 20 years, drive a transformation in transport where sustainable travel options are the public’s first choice. We will achieve this through continued investment in greener, more reliable public transport, active travel, car and bike sharing solutions which give people real journey options and can be adapted to suit different locations, lifestyles and needs. By continuing to provide viable, sustainable and inclusive alternatives to single occupancy car journeys – in partnership with local authorities and others – we can help make Scotland an even better and healthier place to live, work and travel around in, all while tackling climate change.

Who are 'we'?

- We are the people, visitors, businesses and public sector organisations of Scotland.
- Although the Scottish Government has a responsibility to co-ordinate the delivery of our National Transport Strategy, there is an opportunity for us all to work together crucially across boundaries to create significant added value and improve outcomes for communities alongside involving people in decisions and empowering communities to be a vital part in the delivery process. We all have responsibility to take action and can all make small changes to keep our network running smoothly, affordably and cleanly. For example:
 - We should take more responsibility for our physical and mental well-being, as well as the amenity of our towns and cities, by choosing sustainable travel options.
 - We should look out for one another's safety and well-being when on the move.
 - We should all be prepared for emergencies before making a journey, especially if there are weather or flood alerts, and consider alternatives to that journey if appropriate.
 - We should look after vehicles and stations, by not littering or damaging them.

Helps our Economy Prosper

- *Gets us where we need to get to:* network and service development works with spatial and land use planning and economic development, and adapts to changing requirements of people, businesses and visitors. This means transport outcomes and actions delivering a fairer, inclusive and more prosperous Scotland for all.
- *Is reliable, efficient and high quality:* everyone needs to be confident about how long a journey will take, and that it will be as simple and as comfortable as possible. We need to be able plan our lives, to get to work on time, to deliver goods efficiently and keep businesses running smoothly. Our people deserve quality transport infrastructure and services and we want to make a good impression on Scotland's tourists and business visitors.
- *Uses beneficial innovation:* new products, services and technologies are developing fast and altering our lives and our places dramatically. Our National Transport Strategy should support innovations and useful technologies that are compatible with our vision and outcomes.

Takes Climate Action

- *Adapts to the effects of climate change:* in Scotland we are already starting to feel the impacts of a changing climate, and more serious impacts are being felt across the world, particularly by communities that are already vulnerable.

To limit the impact of existing climate change on future generations, adaption of our transport networks and vehicles will be needed to reflect the extent of change in our climate which has already taken place.

- *Takes steps to mitigate further climate change:* by increasing our long-term targets to reduce greenhouse gas emissions by at least 90% by 2050, the new Climate Change Bill will continue to provide the necessary certainty and impetus to markets, businesses and industries to shift towards low-carbon technologies and practices and transport is a key sector in achieving these reductions and contributing to wider climate justice.
- *Promotes greener, cleaner choices:* over the next 20 years, Scotland will embark on a journey to be free from harms from the transport sector, resulting in a significant reduction in overall transport emissions and enabling us to enjoy the social, health and economic benefits of noticeably improved air quality. A cleaner transport system will contribute to positive wellbeing outcomes for the people of Scotland. Reducing the need to travel also has a role to play in reducing transport emissions and improving the efficiency of the transport system.

Promotes Equality

- *Provides fair access to services we need:* we have a duty to the people of Scotland to tackle inequality. Citizens need to be able to access a wide range of opportunities and services, and transport services need to support this. Several stakeholders also have a new legal duty to reduce inequalities of outcome caused by socioeconomic disadvantage, when making strategic decisions. Transport is a key policy sector in tackling inequality, putting this outcome at the heart of strategic decision-making and policy development.
- *Is easy to use for all:* people have different capabilities. Our transport network will recognise these differences and we will work to ensure that everyone can use the system with as little effort as possible.
- *Is affordable for all:* people have different incomes. Our transport network should not exclude people from mobility by making it unaffordable. Over one million Scots are living in poverty, including one in four children. This unfairness and transport poverty is not inevitable. We can reduce poverty and inequalities of outcome, helping to realise the rights of the people who have experienced them and promote greater equity across transport networks.

Improves our Health and Wellbeing

- *Is safe and secure for all:* we are committed to helping Scotland's people, businesses and public sector to improve community safety. The prevention and reduction of accidents on the transport network will continue to be a priority. Our transport systems are increasingly digital and we are also committed to supporting the cyber resilience of booking, paying and ticketing technologies, responding to and preventing cybercrime, to allow everyone to

be confident that they can use mobile and web technologies to access transport in security.

- *Enables us to make healthy travel choices:* over the last few decades our increasing reliance on cars has seen us become less active as a nation. Many journeys are relatively short and these journeys could be undertaken by walking and cycling more often. Small changes can have a big impact on individual health and wellbeing, and help reduce the social and economic impact of public health problems such as mental health, obesity, diabetes, and cardio-vascular diseases. Switching more of our short journeys to active modes will also help to improve air quality in urban areas with further public health benefits.
- *Helps make our communities great places to live:* cleaner streets which are good for walking and cycling are better for living in, with more life and social interaction, supporting local businesses and services, creating vibrant communities and making our towns and cities more attractive and healthier places to live.

DRAFT



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To
 All Local Authorities (inc. National Parks as planning authorities) and Regional Transport Partnerships

REGIONAL TRANSPORT WORKING GROUPS

On behalf of Scottish Ministers, Transport Scotland is progressing two key pieces of policy development and transport planning work which would benefit from your input as local and regional partners involved in transport, land use and economic development planning. This work is intended to set the transport policy and strategic transport interventions for a 20 year horizon which will link with wider government planning and delivery to enable sustainable and inclusive growth across the country.

The review of the National Transport Strategy is now at the stage of sharing and testing emerging policies to support the Strategic Vision and Outcomes and would benefit from your input on a regional basis. The second Strategic Transport Projects Review (STPR2) will use the emerging policy priorities and the developing national and regional evidence base to identify objectives and potential transport interventions. The NTS work to date has been progressed in a co-creative and collaborative manner and STPR2 will be seeking to adopt a similar approach from early in 2019.

Initial preparatory work on STPR2 has been progressed over the past few months and Transport Scotland is currently in the process of appointing consultants to take forward the majority of the STPR2 evidence base, objective setting and appraisal work from early 2019. The first stages of work will set the approach to engagement and the regional element of this dialogue will be key.

The Scottish Government recognises the importance of addressing regional economic development, planning and strategic transport issues in tandem. That is why we are writing to you about formation of Regional Transport Working Groups. In establishing Regional Transport Working Groups, we would like to observe the principles guiding development of Regional Economic Partnership (REP) arrangements. This would allow the Working Groups to be tailored to regional conditions and work in cognisance of existing partnerships will assist partners to share data and evidence to inform regional priorities. We want regional groupings to be voluntary and self assembled around the bespoke requirements of particular regions. Whilst recognising the existing Regional Transport Partnership structure, in order to meet our objectives for these new groups, the existing and emerging REPs which are taking shape largely around City and Regional Growth Deals appear to be a reasonable starting point for this fresh engagement. However, this will be subject to your feedback. Although the new REPs are

starting to mature in many parts of Scotland, that is not the case everywhere at the current time. This will require a flexible approach to be taken in some areas, in order to achieve all Scotland coverage by Regional Transport Working Groups. Whilst it is too early to define the approach to the next National Planning Framework as long as scrutiny of the Planning Bill continues, it is expected that future engagement on strategic planning matters could also align well with this approach

The potential terms of reference are set out in Annex A along with initial groupings in Annex B to start discussion. We recognise the need for there to be liaison between the groups and for them to avoid operating in isolation.

Membership of the new Regional Transport Working Groups is not intended to be static and each meeting or piece of work can involve relevant partners and stakeholders, working across boundaries as appropriate, however we believe the core team should involve senior level officials responsible for Transport, Economic Development and Social Equity in the region. We will of course engage more widely than the core group including elected members. However, we think it makes sense to have a smaller group of lead professionals informing the wider work and means of engagement. We would also seek to align this with the preparation of NPF4 after Parliament's consideration of the Planning Bill has concluded, subject to the final form of the legislation.

I would be grateful if you would consider and discuss the above within your respective organisations and existing regional forums and provide initial feedback from a nominated contact person by end of January 2019. Your feedback will allow Transport Scotland and the appointed consultant team to consider the approach to regional engagement within the scoping and inception discussions. Please share your feedback with David Torrance, Head of Regional Transport and Development Planning David.Torrance@transport.gov.scot.

STPR2 Evidence Gathering

Transport Scotland have been involved in transport appraisal and transport planning with all of the authorities since the publication of the first STPR. We are aware of work and effort which organisations have put into transport appraisals, business cases, surveys, economic impact assessments, feasibility studies etc. We want to ensure this evidence is captured in the first stage of STPR2 i.e. establishing the case for change. Therefore it would be helpful if you can collate any previous work you would believe would provide evidence of problems, opportunities, issues and constraints, for your region – in order to share with the appointed consultants at the appropriate time. We recognise in areas where an Initial Appraisal has been undertaken very recently, this exercise has been completed.

Next Steps

Feedback from authorities on regional groupings will be considered in discussion with the appointed STPR consultants from January 2019. From February / March 2019 Transport Scotland and the consultant team will meet with each of the emerging regional groupings. The agenda for these meetings will be dependent on recent work in that area, however each will set a plan for engagement and collaboration on NTS and STPR.

We intend to take a transparent and collaborative approach in the development of these Reviews. For information on the NTS review, please visit <https://www.transport.gov.scot/our-approach/strategy/national-transport-strategy/#> . Further information on STPR2 will be available in the New Year.

We look forward to working with you.

Kind Regards,

A handwritten signature in black ink that reads "Alison Irvine". The signature is written in a cursive style and is contained within a thin black rectangular border.

Alison Irvine
Director of Transport Strategy and Analysis

Annex A – Terms of Reference

Regional Transport Working Groups

General Terms of Reference for all Groups

This Regional Transport Working Group will assist Transport Scotland in its delivery of two key pieces of policy development and transport planning work. This work is aimed at setting the policy and strategic transport projects for a 20 year horizon which will link with wider government planning and delivery to enable sustainable and inclusive growth across the country. This requires input from the regional partners and members of this group agree to work collaboratively through the course of these projects.

The Regional Transport Working Group agree to share information, data and evidence, set direction and regional priorities for transport, be constructive and proactive in addressing challenges, in a co-creative and collaborative manner.

Membership includes commitment from senior level officials responsible for Transport, Economic Development and Social Equality within regional organisations, along with Transport Scotland supported by their consultants. The group commit to involving and engage other partners and stakeholders during the process as appropriate. The group will endeavour to keep discussions focussed, specific and outcome orientated.

Regional Transport Working Group – Specific Terms of Reference

To be developed by working groups as appropriate.

Annex B – Existing Groupings

City Region Groupings

- Aberdeen City Region (Based around the City Region Transport Working Group with input from the Regional Economic Partnership/ ONE Group)
- Edinburgh City Region (Based around the emerging City Region Transport Appraisal Board involving those partners leading on the development of the Regional Economic Partnership and implementation of the city region deal)
- Glasgow City Region (Based around the emerging City Region Transport Groupings and assisted as required by the Regional Economic Partnership)
- Inverness and Highlands (Potential to consider sub areas of the Highlands as appropriate)
- Tay Cities Region (Based around the recently agreed HoT and developing Regional Economic Partnership)
- Stirling / Clackmannanshire / Falkirk (Based around the emerging Stirling and Clackmannanshire City Region Transport Grouping; early regional economic partnership arrangements, and featuring the collaborative participation of Falkirk Council)

Regional Groupings

- Argyll and Bute (Based around the local authority boundary and informed by the emerging Argyll and Bute Growth Deal work)
- Ayrshire and Arran (Based around the emerging Regional Economic Partnership and Ayrshire Growth Deal involving all three Ayrshire Councils)
- South West (Based around the South West study)
- South East (Based around the Borders Connectivity work)
 - We recognise that the SE and SW groupings will need to work closely together to support the South of Scotland and the two Scottish local authorities that are part of the Borderlands Inclusive Growth Deal.
- Moray (Based on emerging discussions around the Moray Growth Deal)
 - Moray area could consider potential alignment and interaction with Aberdeen City Region and Inverness / Highlands area.
- Northern Isles (Recognising the routes to and interconnectivity of Orkney and Shetland and the emerging Islands Growth Deal discussions)
- Western Isles (Recognising the routes to and interconnectivity of the Western Isles and the emerging Islands Growth Deal discussions)



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30th January 2019

Dear Alison,

REGIONAL TRANSPORT WORKING GROUPS

Thank you for your letter of 8 January and the opportunity to comment on the proposed consultation process for STPR2 and the establishment of Regional Transport Working Groups.

In response to previous consultations, such as the Planning Bill and Local Governance Review, Tactran and the RTP's (Regional Transport Partnerships) collectively have strongly supported the alignment and preferably integration of strategic planning, economic development and transport at the regional level. Tactran would therefore concur with the proposals set out in your letter to incorporate input from planning and wider socio-economic groupings to the development of the STPR2 programme. Although not referenced in your letter Tactran would be keen to involve the Strategic Development Plan Authority, TAYplan, as a member of the Group.

Following the outcome of the recent Board discussion on the proposed governance arrangements emerging from the NTS2 Roles & Responsibilities Review (sent under separate cover) Tactran would support the development of the Regional Transport Working Groups based on the functional economic geographies adopted for the City Region Deals. To that end, Tactran is an active participant in the Stirling/Clacks Regional Transport Working Group, now to include Falkirk, and helped to draft the Terms of Reference.

Similarly, Tactran would support the establishment of a Regional Transport Working Group for the Tay Cities area. As active participants in the Tay Cities collaborative arrangements – Tactran provides leadership on the Connected Tay projects, the Chair of Tactran is now confirmed as a co-opted member of

the Tay Cities Joint Committee and I serve on the Management Group – Tactran would provide support and offer leadership to the proposed Working Group. While the Management Group provides strategic direction and advice to the Joint Committee, the level of detail required of the STPR2 consultation, City Deal business case development and support for RTS delivery will require a separate and supportive grouping.

It is important that the process is entered into in a true spirit of collaboration and the Working Group needs to be about more than “assisting Transport Scotland in its delivery of two key pieces of policy development and transport planning work”. The Group needs to bring together all arms of government to work together to achieve their mutual goals of inclusive economic growth and sustainability at a local, regional and national level.

Tactran would support the establishment of a Regional Transport Working Group for the Tay Cities area in order to:

- Progress the delivery of TCD Connected Tay projects with partners;
- Progress the delivery of regional transport projects (i.e. those not included in TCD HoT) e.g. Cross Tay Link Road;
- Support the delivery of the Regional Transport Strategy;
- Engage with Transport Scotland on STPR2 and advocate for the inclusion of those strategic projects excluded from TCD.

While Tactran strongly supports a greater collaboration at a regional level, the current legislative framework defines the leadership role of the RTP's in delivering the Regional Transport Strategy. Nothing in the enhanced consultation proposals for STPR2 should undermine this position until the outcome of the Planning Bill and the NTS2 Review, particularly the conclusions of the Roles & Responsibilities work stream, are determined and the Scottish Government provides clarity on the future direction of travel for transport governance.

Tactran stands ready to support Transport Scotland in the development of these proposals and look forward to working with you on delivering the outcome of the NTS2 Review and the subsequent STPR2 consultation.

Yours sincerely,



Tom Flanagan
Partnership Director

OUR RECOMMENDATIONS

This report makes ten recommendations to improve young people's experience of public transport, and a summary is shown below. The full recommendations can be found on page 27. These recommendations are supported by existing SYP policy, which can be found in a literature review survey on the SYP website at: <https://bit.ly/2TDxa8T>

1) Transport Scotland and the Scottish Government should review existing concessionary fares, and expand the concession to include all young people across all public transport networks.

2) Transport companies should raise the age of child fares to include young people up to the age of 18, and co-produce guidance and training with young people for customer-facing staff about how to work positively with them.

3) Transport Scotland should develop an accessible Scotland-wide public transport app.

5) Public transport staff should receive training on safety, accessibility, and inclusion, which addresses both visible and invisible disabilities.

4) Public transport companies should sign up to charters which set out best practice for interacting with passengers who have a disability.

6) Transport Scotland and Regional Transport Partnerships should improve promotion of the Thistle Assistance Card to young people and public transport companies.

8) Public transport companies should take steps to ensure friendly customer service; improve standards of safety, hygiene, and cleanliness on buses; and provide WiFi and charging points where possible.

7) Public transport companies should work with young people to co-design bus timetables and route information which is easy to read and accessible.

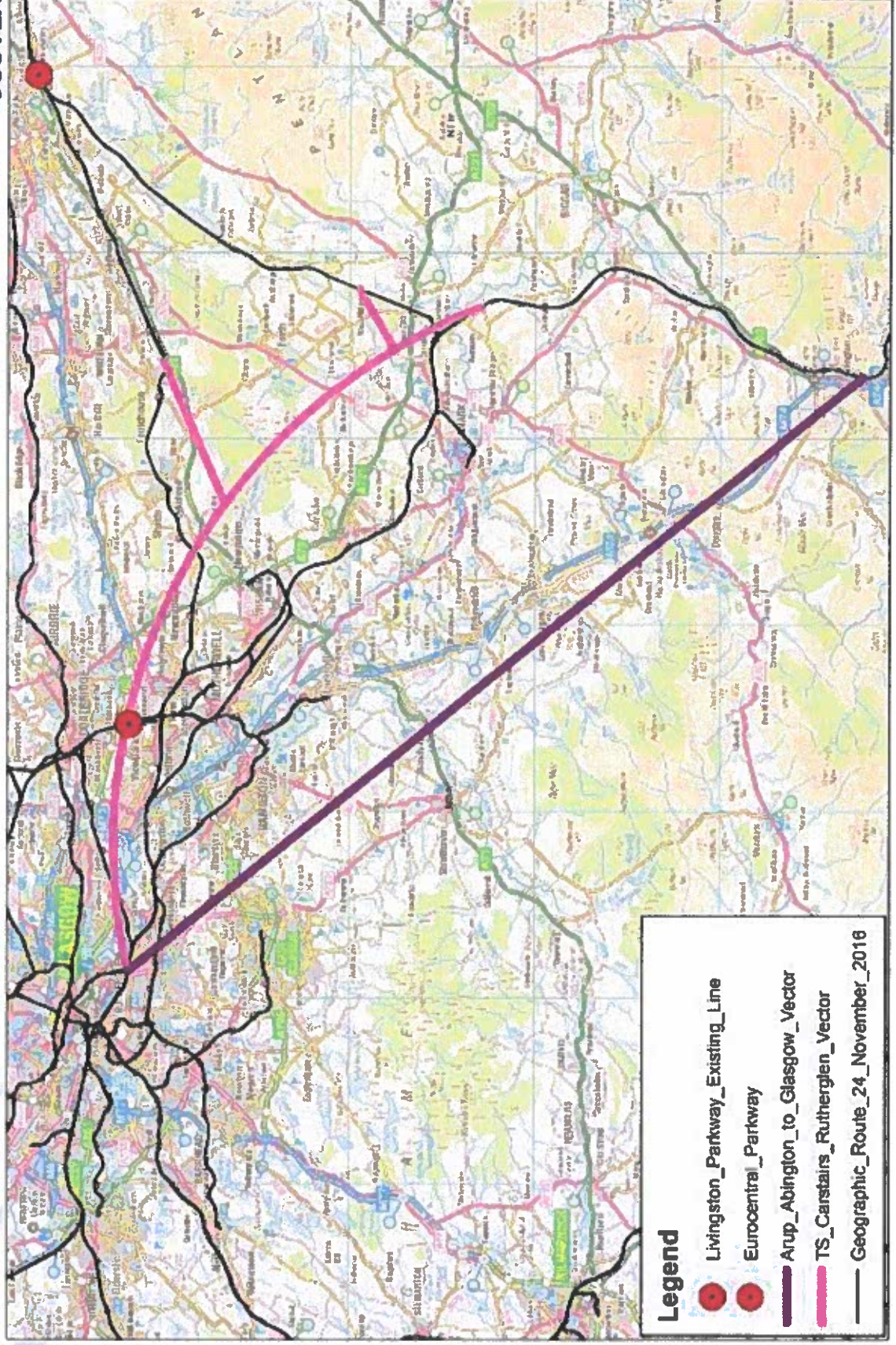
9) Regional Transport Partnerships should ensure young people are meaningfully included in decision-making about public transport which affects them.

10) Public transport companies should ensure young people are meaningfully consulted on decisions which affect them, and make more effort to gather and regularly review feedback from passengers.

Appendix E

Feasibility Study - West Coast

Arup and TS Reference Routes - Vector Representation (not actual routes)



Feasibility Study - East Coast

Arup and TS Combined Single Corridor Option
Vector Representation (not actual routes)

