

TAYSIDE AND CENTRAL SCOTLAND TRANSPORT PARTNERSHIP**15 MARCH 2022****TACTRAN ENABLE MaaS PROJECT: UPDATE****REPORT BY SENIOR STRATEGY OFFICER**

This report provides an update on the Tactran ENABLE MaaS Project.

1 RECOMMENDATIONS**1.1 That the Partnership:**

- (i) notes proposals to expand the GoNHSTayside pilot across the whole NHS Tayside area and the extension of the project to the end of 2022; and
- (ii) notes extension of the spend limit for work undertaken by Fuse Mobility as approved by the Executive Committee.

2 BACKGROUND

- 2.1 On 23 December 2019, Transport Scotland announced an award of £550,112 to Tactran to permit the ENABLE MaaS Pilot to be developed and trialled across the region. In addition to securing Smarter Choices, Smarter Places funding of £90,000, the Partnership has now allocated a total of £137,000 over 2019-2022. In addition, an additional £12,000 has been provided by Transport Scotland, £9000 by Loch Lomond and the Trossachs National Park Authority. This provides a total budget of £798,112.
- 2.2 The project involves developing a MaaS platform (the 'back office' enabling the planning, booking and paying of transport services) and associated touchpoints (app and url) to assist users access NHS Tayside facilities, Loch Lomond and the Trossachs National Park and Dundee & Angus College.
- 2.3 The intended launch date for the pilot going live was September 2020. However, as a consequence of the covid-19 pandemic, the project was delayed. With the easing of restrictions, the pilot rescheduled launches to users of NHS Tayside (Perth Royal Infirmary Urology Unit) week commencing 16 August 2021; the students and staff of Dundee and Angus College week commencing 6 September 2021; and visitors to the Loch Lomond and the Trossachs National Park week commencing 13 September 2021.
- 2.4 Other spend, approved in accordance with Tactran standing orders by the Director and Treasurer included £41,730 for Ansons Consulting to provide monitoring and evaluation; £27,825 for Systra and £4,950 for David Smith Consulting to provide project officer support; and £18,000 for GoUpstream to undertake an accessibility audit of the tool.

3 DISCUSSION

Users of the Service

- 3.1 For information, between September and January, there have been:
- 1999 new users
 - 546 returning users
 - 2713 journeys planned

Project Expansions

- 3.2 The GoNHS Tayside journey planner pilot was targeted at the Urology Unit based at Perth Royal Infirmary. Following the successful launch and delivery of the journey planning tool to Urology patients, NHS Tayside have agreed to roll out the introduction of the tool – promoted through appointment letters – to all major NHS Tayside sites. As is apparent, this extension will significantly increase the number of users who will be made aware of the tool.
- 3.3 Sestran was successful in securing MaaS Investment Fund monies from Transport Scotland in December 2021. Sestran's proposal included using the Tactran ENABLE platform to save on platform time and development costs. A consequence of this is that there are some costs that can be shared between Tactran and Sestran during the lifetime of the Sestrans pilot. This means that the Tactran ENABLE project will be able to run until the end of 2022, rather than August 2022 as initially planned.

Making Connections Audit

- 3.4 Work is nearing completion on an audit of the journey planning tool by people with mobility difficulties and dementia. The work has confirmed that the tools are simple and easy to use and provide re-assurance for users, particularly in terms of enabling a virtual 'run through' of the whole journey. The audit has also highlighted some improvements which it is proposed are incorporated with some of the remainder of the available budget.

Maximising available spend

- 3.5 Current spend approvals amount to £682,505. This leaves £115,607 of the available budget to be allocated.
- 3.6 The Executive Committee approved the appointment of Fuse Mobility as technical partners in January 2020. The approval included spend up to £590,000, whilst noting that further activities would require to be identified and approved as the pilot project developed.
- 3.7 To enable full spend of the available budget, further spend was approved by the Executive Committee in February 2022 (report RTP/22/02 refers) for the technical support from Fuse. This would bring the total spend approval for work to be carried out by Fuse Mobility to £654,176.

- 3.8 Further approvals to enable spend for completion of the monitoring and evaluation work (expected to be £37,000) will be sought from the Director and Treasurer as permitted by the Partnership's standing orders. The remaining £9,431 will be allocated to promotional and marketing work to be undertaken by Tactran officers.

4 CONSULTATIONS

- 4.1 The proposed activities to be undertaken by Fuse Mobility have been developed with the Tactran ENABLE Advisory Board, consisting of Tactran's four constituent Councils, Transport Scotland, NHS Tayside, Dundee and Angus College and the Loch Lomond and the Trossachs national park Authority.

5 RESOURCE IMPLICATIONS

- 5.1 The main resource implications are addressed within the report.

6 EQUALITIES IMPLICATIONS

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

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NOTE

Report to Tactran Executive Committee RTP/22/02 'Tactran ENABLE MaaS Project: Additional Spend Approval' 14 February 2022

Report to Partnership RTP/20/13, 'Mobility as a Service: ENABLE Pilot', 17 March 2020

Exemption Request for 'ENABLE Mobility as a Service Project', 20 January 2020

Report to Executive Committee RTP/22/02, Tactran ENABLE MaaS Project: Additional Spend Approval