

TAYSIDE AND CENTRAL SCOTLAND TRANSPORT PARTNERSHIP

17 MARCH 2026

MAAS PROGRAMME UPDATE

REPORT BY STRATEGY OFFICER

Purpose

The purpose of the paper is to provide an update on the Tactran Mobility as a Service (MaaS) programme, outlining delivery and development in 2025/26. The paper proposes a continuation of the programme in 2026/27 and seeks approval to expand the programme on the basis of demonstrated needs and available funding.

Summary

The Tactran Mobility as a Service (MaaS) programme provides a platform to support the provision of mobility amongst targeted populations in the Tactran region. The platform addresses and supports RTS priorities through digital apps and web pages that have been developed and tested across the Tactran region.

This report highlights the delivery of the programme in 2025/26 and sets out an expanded programme proposed for 2026/27.

1 RECOMMENDATIONS

1.1 That the Partnership:

- (i) notes outputs from 2025/26;
- (ii) approves the use of additional funds awarded in 2025/26;
- (iii) approves spend on the programme for 2026/27 as funding becomes available as outlined in Section 4 of this report; and
- (iv) approves the expansion of the programme in 2026/27 on the basis of extending the reach and impact of the programme including access to employment and other new initiatives subject to further funding availability and demonstrated user need.

2 BACKGROUND

- 2.1 The Tactran Mobility as a Service (MaaS) programme provides a focused platform to support the provision of mobility amongst targeted populations in the Tactran region. The concept is based on defining transport as a unified and integrated service, providing information, planning tools, and options across traditional modal boundaries, with the Tactran MaaS project addressing the objectives set out in detail in the September 2025 report to the partnership (RTP/25/31, section 3.5, table 1 refers), as summarised:

- Supporting climate change, air quality and social inclusion objectives
 - Support health and wellbeing objectives, by encouraging active travel and reducing car use
 - Support inclusive economic growth, by improving confidence in targeted groups, including individuals Not in Education Employment or Training (NEETS)
 - Promoting awareness and enabling use of sustainable transport opportunities for those with and without access to car.
- 2.2 The Tactran MaaS platform currently provides a series of targeted journey planning applications, developed and tested across the Tactran region, including those already developed for NHS Tayside, Dundee and Angus College, and the Loch Lomond and the Trossachs National Park (LLTNP), and is seeking to develop these further, as set out below.
- 2.3 The programme has been supported since 2020, across a number of funds, including: the Transport Scotland’s MaaS Investment Fund; and Smarter Choices, Smarter Places.
- 2.4 2025/26 programme delivery is supported by Transport Scotland direct funding (£100,000), and the People & Place programme (£186,179). Additional allocations have been offered from Transport Scotland, (£25,000), and from the Tactran RTS Revenue programme (£13,000), and it is requested that approval be granted for their use in the current year’s programme.
- 2.5 The MaaS platform provides an underlying architecture, as a ‘back office’, from which the planning of transport services follows. User access is focused through a series of touchpoints, apps and websites, such as access to NHS facilities; LLTNP; and Dundee & Angus College at present. Additional and expanded touchpoints are also considered important to develop and further apply the system. These are included in future delivery of the programme, in section 4, below.
- 2.6 Key learnings from the programme to date were presented to Board at its meeting on 16 September 2025 (RTP/25/31 refers). At its same meeting, the Partnership Board noted outputs for 2025/26.

3 DISCUSSION

- 3.1 The financial year 2025/26 concentrated on the maintenance of existing service interfaces, with significant improvement to the user experience built in based on feedback from partners. The year also saw the launch of 5 new platform interfaces, as specific websites (for ‘PKC on the Go’, ‘Angus on the Go’, ‘Stirling University’, ‘Forth Valley College’ and ‘Dundee University’); and the integration of DDRT (Shotl) to the MaaS platform. Key outputs are summarised:
- The integration between collaborative DDRT systems using APIs
 - Development of “travel assistant” tool to support users on their journey;
 - Campaign with health promotions at NHS Tayside;

- Development of a digital demand responsive transport tool integrated into the platform for Angus Council; and
- Continued promotion of existing interfaces to through partner communication channels.

Two new destination pages for NHS Tayside and Dundee & Angus College will also be introduced in 2025/26 in line with the layout of the other destination pages and to increase search engine optimisation (i.e. improve website visibility and ranking).

3.2 Table 1 below illustrates the user numbers since 31 August 2019, and also the continued increase in usage since 31 May 2025.

Table 1: User numbers since August 2019

Interface	To 31st May 2025		To 23rd February 2026	
	Total Users	Journeys planned	Total Users	Journeys planned
My D&A	3,781	4,534	4,671	4,992
NP Journey Planner	21,542	26,327	26,286	30,358
Go NHS Tayside	3,422	4,162	6,448	5,605
Total	28,745	35,023	37,405	40,955

3.3 Further system expansion has also been achieved through the recruitment of Forth Valley College, The University of Stirling, The University of Dundee, as well as Angus Council and Perth and Kinross Council. A portal has been developed and activated in each instance allowing for growth in the use of the underlying MaaS platform. Future developments are proposed below.

3.4 Destination pages have been developed across Angus, Dundee, and PKC, and include existing pages Angus “On the Go” and Perth and Kinross Council “PKC On The Go”, with destination pages created. A launch campaign is proposed for 2026/27.

4 2026/27 PROGRAMME

4.1 A series of additional features is planned for development in the 2026/27. These include evolutions of the system to further include the MaaS travel assistant, providing real time information and route alternatives. Additional opportunity and trials are proposed, subject to financing being available, summarised below. Applications would be applied and follow on the basis of demonstrated need and uptake. It is proposed that in 2026/27 the MaaS project will include:

- Integration to appointment planning, NHS uses
- Integration to DDRT dispatch functions
- Extension of ticketing and concessionary fares uses, including fare optimisation

- Additional use applications, including, but not limited to: Transport to Employment, healthcare transport, and access to training; Flexible transport, community transport, and taxis
- Accessibility information
- AI integration for travel optimisation

Each area would require specific investigation and alignment, and thus subject to compatibility, integration, and funding support.

- 4.2 Support funding in 2026/27 has been initially identified in terms of the continued development of the existing system. This would result in requests for £185,600 in capital funding, and £45,000 revenue funding, which is felt likely to be available from existing funders. Additional activities, including new focus on Transport to Employment, would be dependent on such funding being available.
- 4.3 The proposed capital and resource expenditure included above (c.£230,600) align with those presented previously to the partnership (RTP/25/31 refers) and are based on the evolution of the current platform. Additional functionality would be focused on new funding opportunity. The partnership is asked to approve both continued and new funding applications.
- 4.4 The platform has shown considerable potential and success to date. The work has recruited five new partners in 2025/26, and it is proposed to continue to explore expansion of the project with interested partners, subject to funding. This would include working further with the skills sector and re-engaging with the Department for Work and Pensions as well as looking to further expand NHS pilots. Further opportunities are likely to include Transport to Employment, though this would also depend on future funding to be confirmed.

5 CONSULTATIONS

- 5.1 The report has been prepared in consultation with the Local Authority transport officers as well as officers Dundee and Angus College, NHS Tayside, and Perth and Kinross Council, Angus Council, Forth Valley College, The University of Dundee and the University of Stirling.

6 RESOURCE IMPLICATIONS

- 6.1 As reported to Partnership on 17 June 2025, Tactran noted further funding for MaaS for 2025/26, with £100,000 grant awarded by Transport Scotland for MaaS project development and a further £178,000 as part of the People and Place grant award (report RTP 25/22 refers). On 27 November 2025, Tactran received a further grant of £25,000 from Transport Scotland for user research and marketing.
- 6.2 New funding applications have been made to the People & Place programme to allow for a continuation of the existing platform in 2026/27, assessed independently, and to Transport Scotland for continued direct support. Further funding opportunities may be available under the Transport to Employment

fund. It is proposed that the Tactran MaaS programme makes further application to this and other funds in support of the continued development of the platform as set out above.

7 EQUALITIES IMPLICATIONS

7.1 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

The following background 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/25/22, Revenue Budget and Monitoring, 17 June 2025

Report to Partnership RTP/25/31, Revenue Budget and Monitoring, 16 September 2025

Report to Partnership RTP/25/12 Director's Report, 18 March 2025