

**CONVENTION OF THE SOUTH OF SCOTLAND  
MONDAY 3 FEBRUARY 2020  
Paper 2**

**Title: Transport and Regional Collaboration**

**Date: January 2020**

**Authors: Transport Scotland, Dumfries and Galloway Council, and Scottish Borders Council**

**Context and Purpose**

1. As noted in the paper on regional economic ambitions, transport is of critical importance to the South of Scotland. The Good Economy report on Business-Led Inclusive Job Growth in the South of Scotland identified that transport and communications was a top priority for business and experts across the South of Scotland. One of its primary recommendations was to produce and implement an integrated regional transport strategy that maximises connectivity within the Region and between the Region and external markets in Scotland, the UK, and the Rest of the World.

2. Our emerging collective aim is to ensure a well-connected area with a transport system that meets the needs of dispersed rural communities. This paper sets out the key national, regional and local transport planning activity and invites members of COSS to discuss what more might be done to achieve the collective ambition for transport in South of Scotland.

**National Transport Strategy**

3. The National Transport Strategy (NTS2) will be published on 04 February 2020 and will set out priorities for Scotland's transport system over the next 20 years. The proposed updated vision is that: we will have a sustainable, inclusive, safe and accessible transport system helping to deliver a healthier, more prosperous and fairer Scotland for communities, business and visitors. The proposed updated priorities are;

The infographic consists of four horizontal bars, each with a distinct color and icon. Each bar contains a title and a list of three bullet points.

- Reduces inequalities** (Icon: Scales of justice)
  - Will provide fair access to services we need
  - Will be easy to use for all
  - Will be affordable for all
- Takes climate action** (Icon: Leaf)
  - Will help deliver our net-zero target
  - Will adapt to the effects of climate change
  - Will promote greener, cleaner choices
- Helps deliver inclusive economic growth** (Icon: Bar chart with upward arrow)
  - Will get people and goods where they need to get to
  - Will be reliable, efficient and high quality
  - Will use beneficial innovation
- Improves our health and wellbeing** (Icon: Heart with pulse line)
  - Will be safe and secure for all
  - Will enable us to make healthy travel choices
  - Will help make our communities great places to live

4. Importantly, overarching all the Policies, to address the challenges and achieve the Priorities we will embed the Sustainable Travel Hierarchy in decision making by promoting walking, wheeling, cycling, public transport and shared transport options in preference to single occupancy private car use for the movement of people. We will also promote efficient and sustainable freight transport for the movement of goods, particularly the shift from road to rail.

5. In addition, at the national level the Sustainable Investment Hierarchy will be used to inform future investment decisions and ensure transport options that focus on reducing both inequalities and the need to travel unsustainably are prioritised. We also need to focus on maintaining and safely operating existing assets, taking due consideration of the need to adapt to the challenges, opportunities and impacts of climate change. Investment promoting a range of measures, including innovative solutions, to make better use of existing capacity will then be considered, ensuring that existing transport networks and systems are fully optimised. Only following these steps will investment involving targeted infrastructure improvements be considered.

6. We will assess future investment decisions against their contributions to supporting this Strategy, and in particular how they impact against our *Takes climate action* outcomes and wider climate change targets.

7. The NTS Delivery Plan will be prepared and finalised following analysis of the consultation and published in June 2020, then updated annually. The Delivery Plan will help to inform the priorities of future decision making at national, regional and local level.

8. Work is on-going to determine the best approach to Transport Citizens' Panels indicated in the draft NTS which are aimed at better understand the lived experiences of people across Scotland. Consideration is being given to the wide range of potential approaches to set ups of panels or working groups to engage with the members of the public on the various transport needs borne out through lived experience.

9. Transport Governance considerations formed part of the NTS review process and consultation. The work to date has concluded that there is a case for change and that it is likely to focus on more regional delivery, allowing for spatial variation. Further work is required and Ministers are clear that there will not be change for change sake. The previous Role and Responsibilities group is likely to be refreshed and re-established as part of the next steps to ensure the previous approach to collaborative working with key stakeholders such as COSLA, SOLACE and the RTPs is continued.

## **Strategic Transport Projects Review**

### **Overview**

10. Transport Scotland is currently undertaking the second Strategic Transport Projects Review (STPR2) which will help to deliver the vision, priorities and outcomes for transport, set out in NTS2, to determine Scottish Government's future transport investment priorities over the next 20 years. STPR2 will be delivered in the lifetime of this Parliament (2021), replacing the first STPR published in 2009.

11. The objectives-driven STPR2 will conduct a whole-Scotland, evidence-based review of the performance of the strategic transport network across all transport modes

– walking, cycling, bus, rail and road plus wider island connectivity. The review will be undertaken in line with the Sustainable Travel Hierarchy set out in NTS2 to embed in decision making the promotion of walking, wheeling, cycling, public transport and shared transport options in preference to single occupancy private car use.

### ***South West Scotland Transport Study***

12. Transport Scotland commissioned transport consultants AECOM/PBA to undertake the 'South West Scotland Transport Study – Initial-Appraisal: Case for Change' (the SWSTS) in line with the 2017/18 Programme for Government which made a commitment to commence work for the second Strategic Transport Projects Review in the Dumfries and Galloway area.

13. The SWSTS has examined the rationale for improvements to road, rail, public transport and active travel on the key strategic corridors including those served by the A75 and A77, as well as the railway corridors to Stranraer and Carlisle via Dumfries, with a focus on access to the Ports at Cairnryan. This work has considered the current provision and future transport needs of South West Scotland. Following publication of a draft Report for 3 months' consultation in late 2019, over 300 responses were received. These have been assessed and used as the basis to refine the report which has now been prepared for publication on the Transport Scotland website in the very near future, the work undertaken on this study will be taken forward for more detailed analysis within STPR2. The updated Initial Appraisal: Case for Change report is due to be published on the Transport Scotland website before the end of January 2020.

### ***Borders Transport Corridor Study***

14. Transport Scotland published the Borders Transport Corridors Study – Pre-Appraisal in 2018. This work examined the rationale for improvements to road, rail, public transport and active travel on the key strategic corridors and was undertaken in partnership with Scottish Borders Council and SEStran. Improving bus services to Edinburgh, Newcastle and Carlisle and to hospitals serving the Borders area, enhanced park and ride facilities and an active travel network across the Borders area, targeted improvements to the A7 and A68 and proposals for extending the Borders Railway are all among 21 options recommended for further appraisal work through STPR2.

### ***South of Scotland Transport Working Group***

15. Transport Scotland will work with Scottish Borders Council and Dumfries & Galloway council on common issues identified in the above two studies as we move towards the Case for Change stage of STPR2. For the purposes of detailed assessment these remain separate regions, but a joint working approach will be adopted given the commonalities identified by the Borderlands Growth Deal and the South of Scotland Enterprise Agency. The next meeting is scheduled to be held with officers in Dumfries on 29 January 2020.

### **National Planning Framework 4 and Transport**

16. Work is now underway on early engagement on National Planning Framework 4 (NPF4). The programme of engagement has been published: [www.transformingplanning.scot](http://www.transformingplanning.scot), it includes events for in Dumfries and Hawick. NPF4 will be a long term spatial plan looking to 2050 that aims to set out where development and infrastructure is needed to support sustainable and inclusive growth. Preparation

of NPF4 is required by the Planning Act to have regard to the NTS amongst other strategies prepared by Scottish Ministers. We anticipate close alignment of NPF4 and the NTS. NPF4 will be a key means for weaving the NTS into decisions on the spatial arrangement of land uses and on individual planning applications.

17. Alongside this, work is also underway on the preparation of indicative Regional Spatial Strategies (RSS) to inform the development of the draft NPF4 so that it can build in regionally significant strategic priorities. The Scottish Borders Council and Dumfries & Galloway Council have agreed to collaborate in the preparation of a RSS to identify strategic priorities for their area.

### **Programme for Government – South West Rail**

18. PfG which was published on 3 September 2019 included a commitment to identify opportunities across the rural rail network in the south west of the country, drawing on the successful approach adopted in the recent study of the line north of Inverness, to exploit the value of those lines for the benefit of local communities and the wider economy. This commitment aims to identify opportunities, using the rail network, to benefit local communities and the wider economy including tourism opportunities in South West Scotland.

19. Meetings have been held with Network Rail and ScotRail considering the outputs of the Far North Line Review Team relating to safety and improved journey times, improved customer service and improved connectivity. We are working to identify opportunities on the SWS routes where a similar approach can be implemented. Transport Scotland have engaged with the relevant Regional Transport Partnerships (RTPs), Swestrans and SPT, as stakeholders to seek suggestions they may wish to have included in a new service specification. This will be fed into a report to be presented to Ministers for September 2020.

### **Transport (Scotland) Act 2019 / Programme for Government – Bus Operations**

20. Buses provide an essential service to millions of Scots, accounting for three quarters of all public transport journeys. The Scottish Government is committed to promoting positive change and partnership working to improve bus services. The options enabled through the Transport (Scotland) Act 2019 will support local authorities to meet local needs and circumstances, whether they wish to pursue partnership working, local franchising, or running their own buses.

21. Alongside the Transport Act, we are bringing forward transformational long term funding for buses of over half a billion pounds. The Bus Partnership Fund will support implementation of the Transport Act, enabling local authorities to tackle congestion and leverage improvements in bus services in partnership with bus operators. The investment supports the outcomes of the draft National Transport Strategy, to prioritise journeys by sustainable means as part of the response to the climate emergency.

22. In addition to the above progress on enabling bus improvements, and as part of recent discussions and exchanges with the Poverty and Inequality Commission, Transport Scotland have committed to undertaking further research to identify ways of addressing the transport challenges faced by those on low incomes in remote and rural areas.

## Regional Transport Perspective

23. **SWestrans** is the Regional Transport Partnership for the south west of Scotland, covering the same geographical area as Dumfries and Galloway Council and NHS Dumfries and Galloway. SWestrans was established by the Transport (Scotland) Act 2005 and has a range of responsibilities including the statutory Regional Transport Strategy (RTS) and, as a model 3 RTP, determining the policy and provision of socially necessary bus services. The SWestrans Board has agreed that work will commence on an updated RTS once the NTS and South West Scotland Transport Study are published. The RTS will build on the extensive consultation and data gathered in the South West Scotland Transport Study and will set out an integrated approach to meet future transport needs and bring sustainable improvements to transport across the region up to 2040.

24. The South East of Scotland Transport Partnership (**SEStran**) is a statutory partnership consisting of eight local authorities including the Scottish Borders. It is classed as a “Model 1” Regional Transport Partnership (RTP) which means that the primary function of the partnership is the production of a Regional Transport Strategy. SEStran’s original Regional Transport Strategy was approved in March 2007 and covered the period from 2008 until 2015. The strategy was subject to a refresh in August 2015 and covers the period until 2025. Following the Government’s decision to review the National Transport Strategy in late 2016, the SEStran Partnership Board agreed to await the outcome of this review. There are five core themes to its work : Economy, Accessibility, Environment, Safety and Health, and Corporate. As well as the strategy, SEStran also delivers a number of programmes such as the Go e-Bike hub in Innerleithen, and assisted in making the case for the reopening of Reston Station in Berwickshire.

25. Heads of Terms for the **Borderlands Growth Deal** were signed in June 2019 and transport connectivity is noted as vital for joining up the communities and maximising the economic potential of the Borderlands region. The UK and Scottish Governments are committed to working together through the Deal to consider the potential to extend the Borders Railway. Up to £5 million of funding will be made available by each Government to progress the evidence base, options appraisal and feasibility work on Carlisle to Tweedbank rail options. The Scottish Government will progress the evidence base through the Strategic Transport Project Review process already. The UK Government Department for Transport will progress complementary feasibility work on these options with a wider UK perspective. The two Governments will work together to align their work, enabling a shared understanding of the cross border benefits and challenges of these options.

26. The **Edinburgh and South East Scotland City Regional Deal** which includes Scottish Borders Council has specific actions on workforce mobility within the Integrated Regional Employability and Skills Programme commitment. This project focuses on the blockers to the full mobility of the regional workforce beyond individual personal skills and capabilities. The initial area of weakness being examined is the role of travel in supporting vulnerable or disengaged members of our workforce to move into and sustain good learning or work opportunities, while also opening up new talent pools for employers. The deal notes there are several transport subsidy schemes that young people, job seekers, and new (vulnerable) job entrant can access to help sustain work, but these schemes are not joined up and can have considerable

restrictions in their use. It also notes that in rural areas the level of demand may mean that travel options are limited. The project will therefore explore the potential of the National Entitlement Card to be the mechanism for a single concessionary travel offer, examine how the existing combined travel support offer can be used to maximise the positive impact on disadvantaged groups seeking work or learning, and finally how the deal partners can work with transport colleagues to identify opportunities to create active travel options that widen the range of transport options for disadvantaged jobseekers and learners.

27. The report by **The Good Economy on Business-Led Inclusive Job Growth in the South of Scotland**, was commissioned by the South of Scotland Economic Partnership. As part of the objectives of the study, a local business survey was undertaken to identify the main barriers that constrain business led inclusive job growth. It identified that transport and communications was a top priority for business and experts across the South of Scotland, and that one of its primary recommendations was to produce and implement an integrated regional transport strategy that maximises connectivity within the Region and between the Region and external markets in Scotland, the UK, and the Rest of the World. Its business survey identified that transport was the biggest locational barrier to business growth in the South of Scotland.

28. A high level overview of the various national and regional actions is provided in **Annex A** along with indicative timelines for key milestones.

### ***Views of Dumfries & Galloway***

29. The south west suffers from a lack of connectivity across its passenger transport network both internally and to its main markets in the central belt, northern England and Ireland. This is due, in the main, to the underlying infrastructure on which the network operates having little or no investment in comparison to other regions of Scotland.

30. The region is served by three railway lines:

- The Glasgow and Southwestern Line (GSWL) which runs down the Stranraer Line and connects the far west of the region into the central belt network at Ayr, with services on to Kilmarnock.
- The Glasgow and Southwestern Line (GSWL) which runs down the Nith Valley. Stations in Dumfries and Galloway include Kirkconnel, Sanquhar, Dumfries, Annan, and Gretna. This provides direct services to both Glasgow and Carlisle.
- The West Coast Main Line (WCML) passing through the east of the region, with a station at Lockerbie.

31. Both the GSWL routes are served by refurbished class 156 diesel trains which although reliable, along with current timetables, provides slow and reasonably poor travel opportunities particularly for commuting/education purposes. The fragility of the Stranraer route was highlighted during the closure of the line in late 2018 due to issues with the Hotel adjacent to Ayr Station. This removed all train services to/from Stranraer for a number of months and remains a concern to our region and its connectivity.

32. The service at Lockerbie, provided by Transpennine Express, had seen substantial growth and provides the only reasonable commuting link from the region to Edinburgh. The growth in usage has seen a number of subsequent issues with parking around the station and in other areas of the town. SWestrans and Dumfries and Galloway Council are currently in the process of developing options to address these issues. However, there has been a significant and concerning drop in rail service reliability and quality in recent months.

33. In order for key priorities such as inclusive economic growth to be achieved across Scotland, including the rural south west, then transport demand on the rail network is likely to increase not reduce. SWestrans believes that more targeted infrastructure investment in rail to enable more choice for mode shift away from the car will be key in delivering a reduction in total emissions. Focus should be on the development of more sustainable/environmentally friendly solutions such as electrification and new rolling stock but also believe that increasing access to rail services will be critical. The opening/re-opening of stations on existing lines particularly in rural areas, and the possible relocation of Stranraer Station will allow a more efficient use of current resources and enable more choice to utilise the off-peak capacity available on the network. Therefore, the rail based multi-modal option packages identified through the South West Scotland Study are welcomed and we trust they will remain as options following the sift against the national Transport Planning Objectives from STRP2.

34. Local bus services, particularly in rural areas, are extremely fragile due to low population density, tight operational margins, vehicle quality issues and are, in Dumfries and Galloway, close to the point of complete market failure. An effective bus network is essential for achieving inclusive economic growth and meeting climate reduction targets. Bus operation across Dumfries and Galloway provides 90 bus routes covering 11.1M Km per year, this is split as:

- Commercial (45% of network) - Where the route, timetable and vehicles used are completely in control of the private operator, receives no public funding.
- Supported (51% of network) - socially necessary services procured through competitive tendering where these services are not provided commercially and that meet the policies determined by SWestrans. The route, times and vehicles used are specified by SWestrans.
- Council Operated DGC Buses (4% of network) – provided under S.46 of the Public Passenger Vehicle Act 1981 (unique). The route, times and vehicles are determined by the Council.

35. Dumfries and Galloway Council have undertaken a programme of Transformation Events to prioritise outcomes and activities in nine key areas, including Public Transport and Travel. These inclusive events involved Elected Members, stakeholders, customers, staff and partners working together to fully understand an area of service or activity with a view to identifying opportunities to deliver outcomes in a different way with much reduced resources.

36. The output of this event (included as **Annex B**), will seek to establish a new delivery model for public transport in the region that will take forward the 'once in a generation' opportunity that the new Transport (Scotland) Act 2019 enables. This will be undertaken in partnership with providers and communities and will also deliver the

efficiencies and savings necessary whilst ensuring those needing to travel can do so at the times they need to.

37. The NTS and its Delivery Plan will inform and facilitate this new delivery model. To enable inclusive growth for the south west and meet carbon reduction targets, it will be essential that both capital and revenue mechanisms are provided nationally to achieve local delivery of passenger transport that is consistent with the published NTS.

### ***Views of Scottish Borders***

38. Access to transport for employment, training, education, social and health social services and for general daily living is a critical issue for people and communities across the Scottish Borders. The provision of public transport is limited due to the spread out nature of settlements, limited services, affordability and the different transport needs of individuals for different purposes.

39. Funding the public transport service network in the Scottish Borders is a major challenge. Tackling these issues has raised fundamental questions about the sustainability of the current model of supporting public transport in rural areas. There is a pressing need to take a more strategic view of transportation requirements and to identify sustainable transport solutions, including improving the transport resilience of individuals and communities, and how these could be funded and supported.

40. The current landscape for the funding of public transport, particularly in rural areas is challenging. There are significant and continuing pressures on local authority budgets. Councils are only required by statute to deliver transport solutions for home to school transport for school pupils. This has led to support for discretionary public transport services having to be reduced. This in turn has presented major problems for maintaining the public transport service network in the Scottish Borders as with Dumfries & Galloway serves a dispersed settlement pattern and low population density areas. It also raises questions about the sustainability of the current model in supporting public transportation solutions.

41. Scottish Borders Council and Borders Buses are in the final stages of agreeing a Transport partnership (facilitated by Service Level Agreement (SLA)) to secure the core bus network subsidised routes. This partnership will secure these services at the current rate for five years with options of a further 2 years. It should be noted that retendered service prices across Scotland are currently being reported at a minimum of +20%. By taking this initiative and entering in to a partnership/SLA with Borders Buses the Council secures its core bus network at the current spend, achieves a stable core network and allows Borders Buses to invest in further initiatives that will enhance the network and the passenger experience.

42. Transport Scotland is encouraging the Council and Borders Buses to develop their partnership and views this initiative as exemplar and using it to promote the partnership element of the new Transport Act 2019.

43. While this partnership will secure the 'core' network of services there remains a challenge in looking at the gaps in existing transport provision. On 28th June 2019 Scottish Borders Council hosted its first ever Rural Transport Seminar. Over 100 delegates attended representing different groups across the Borders including



Localities, Community Transport, Youth/Disability and Older Adult forums, NHS and Transport Scotland.

44. As a follow up to the Seminar the Council's Passenger Transport team has engaged with all 5 Local Area Partnerships (LAP) in the Scottish Borders, visiting each in turn between August-October 2019. At each meeting, a bespoke presentation was given which included details of the Council's savings plan 2020/21 and individual bus routes, which are being reviewed, and the reasons for that review. As part of the presentation was a range of community led initiatives across Scotland were highlighted including alternatives to traditional bus services. A discussion took place after the presentation.

45. As a result of these discussions it is intended that monies are identified to scope, promote or trial a range of new transport initiatives; alternatives to the traditional bus service, which may prove more suitable to the needs of individual communities and more sustainable for our rural environment. To be fully effective this fund would need to be enhanced by contributions from other sources, for example; the Workforce Mobility Project in the Edinburgh and South East Scotland City Region Deal, South of Scotland Enterprise (SOSE)

46. A consultation process on the review of the current bus network has begun and Bus Users Scotland have engaged with several communities. Discussions with the Local Area Partnerships are being carried out by the Council. Community Councils affected by a change to the bus network will also be consulted further at that time. An offer to work together to look at non-bus alternatives will be included as part of this process.

### **Conclusion & Recommendations**

47. This paper provides COSS with an update on the progress of key national, regional and local Transport Planning activity and links with the NTS Review and the STPR.

48. To invite COSS members to note the paper (to understand all that is happening) and to ask what more might need to be done to achieve transport ambitions..

**Joint paper prepared with input from,** Scottish Government (Transport Scotland / Planning & Architecture Division), SWESTRANS, Dumfries and Galloway Council, Scottish Borders Council

## National, Regional and Local Groupings and Actions

## National / Regional Led

STPR2 – National

Transport Scotland Led with JACOBS / AECOM

STPR2 Transport Working Group – South of Scotland

Transport Scotland, Borders, Dumfries and Galloway, SEStrans, Swestrans  
 - South West Scotland Transport Study  
 - Borders Transport Corridors Study

STPR2 Transport Working Group – Edinburgh and South East Scotland

TS, Sestrans (chair?), SESplan, Six Authorities

20yr Vision for Strategic Transport Interventions

Borderlands Regional Growth Deal

Borders Rail Extension Work? - TS/DfT

South Of Scotland Economic Partnership / South Of Scotland Enterprise

South Of Scotland Infrastructure / Transport Thematic Groups?

## Regional / Local Led

SEStrans - RTS Working Group?

SEStrans, Eight Local Authorities, Transport Scotland, Others?  
 Regional Transport Strategy Output - Aligning with NTS / STPR / NPF4

Edinburgh and South East Scotland City Region Deal - ESES Transport Appraisal Board

CRD Led, Six Authorities, SEStrans, Transport Scotland  
 Project Delivery and STPR regional remit noted in Deal

ESES CRD / Regional Economic Partnership – Regional Growth Framework Transport Group

CRD Governance, Led by Midlothian / SEStrans?  
 Regional Growth Framework Output – STPR/NPF4/RTS Link?

ESES Regional Spatial Strategy – RSS Working Group?

Six Authorities, SESPlan, SEStrans, TS?  
 RSS Output to inform NPF4. Links with RGF / NTS / STPR

Scottish Borders and D&G Councils  
 (and other neighbouring LAs north and south of the border?)  
Area / Corridor Studies with regional implications?

**ANNEX A**  
**Indicative Timeline**

	Regional / Local	National	External
Autumn 2019	D&G LDP2 Adopted	Transport Bill	
Winter 2019/20	Borders LDP2 Draft Plan Pub?	NTS Publication NPF4 Early Engagement	Infrastructure Commission - Phase1
Spring 2020	ESES Regional Growth Framework?	NPF4 RSS Input	South of Scotland Enterprise Operational
Summer 2020	Borders LDP Examination?	NTS Delivery Plan STPR2 Options Shortlist	Infrastructure Commission - Phase 2
Autumn 2020		NPF4 Draft Published	
Winter 2020/21	SESTRANS RTS Draft?	STPR2 Final Reporting	
Spring 2021	Borders LDP2 Adoption?		Scottish Parliament Elections – May
Summer 2021		NPF4 Parliament Review	
Autumn 2021			
Winter 2021/22			
Spring 2022			Local Council Elections – May



# TRANSFORMATION NEWS

*We have re-shaped, we've changed; now we transform.*

Transformation Event

29 October 2019

## PUBLIC TRANSPORT AND TRAVEL

We know that the scale of the budget challenge we face means that to deliver our priorities within our means we need to radically consider what we deliver and how we deliver it. We know that the 'Modernised Council' that will emerge before the next Local Government Election will be very different to what we have just now.

The specific objective for this event is to inform the future delivery of public transport and travel. The output from this event will be used to inform the effectiveness of our approach and spend on public transport and travel to identify where there are opportunities to change the way we work and deliver efficiencies and savings.



FOCUS ON OUR  
PRIORITIES

### Key Event Questions

The key big issues that we were keen to get input and ideas from people on were:

- Is bus able to meet the travel needs of all our residents and visitors?
- Should there be more or less bus services provided to meet the region's climate emergency?
- We currently operate fixed public transport routes only, should this continue, or should we be moving to flexible routes only or a mixture of both?
- The Transport Bill may enable local authorities and Regional Transport Partnerships to become a bus service operator. Is this an opportunity for our region?
- Can we engage and enable Community Transport Initiatives to provide better, efficient, effective and economic services?

### SOME KEY FACTS

There are three types of bus service, providing 90 bus routes covering

**11.1M** km per year:

Commercial (**45%** of network)

Supported (**51%** of network)

Council Operated DGC Buses (**4%** of network)

Passenger Satisfaction - % of passengers very or fairly satisfied:

Overall journey – **94%**

Punctuality – **84%**

Journey Time – **92%**

Bus Driver – **91%**

Availability of space – **92%**

Of passengers surveyed in the South West of Scotland, 56% cited their reason for using the bus as 'no option to travel by other means'. This is

**12%** higher than the Scottish average (**44%**).

## KEY MESSAGES from the workshops at the event



### The things that we can do quickly to improve public transport and travel:

- Ensure Council resources (e.g. electric vehicles / minibuses etc) are made available to communities / community transport providers
- Reprofile capital investment to allow communities to access/utilise fully accessible vehicles
- Climate change requires behavioural change – improved marketing and awareness – improve information / promotion

- Active travel / public transport – ‘bike to buses’ initiative
- Review school transport provision – can we deliver Additional Support Needs transport in a different way
- Collation of detailed data and analysis of public transport use/need
- Reviews of fees / fares – integrated ‘DGC Pass’
- Can we charge more for certain routes/times
- Maximise utilisation – use our buses better

### What we will achieve by doing this:

- Partnership approach / community ownership / based on community needs
- Targeted transport provision for our vulnerable communities
- Increase usage – ‘our buses run on time!’ – positive messaging - trust the bus



## Opportunities to transform public transport and travel:

- Need to champion the Climate Change agenda by supporting behaviour change in regard to Travel
- This is a significant opportunity to achieve a targeted / flexible delivery model (focus on subsidised service / network)
- Transport (Scotland) Bill provides a ‘once in a generation’ opportunity to review and build a new model in partnership with providers and communities
- Strategic review of subsidised network – provide services in partnership with PSP / community transport – creating efficiencies but in partnership with providers to encourage increased / enhanced commercial network
- Promote and enhance active travel to facilitate short journeys
- Taxi card review / synergies with PSP model
- Strategic review to include NHS (links to access to health provision) and aligned with education transformation of school estate
- Investigate DGC bus service to maximise ‘downtime’ – business case in partnership with providers – fall back if main operators withdraw
- Parking review/charging will lead to behavioural change – bus lane management – ‘political buy in’ to influence behavioural change
- Transport is critical! Should members increase Council tax and invest in the transport infrastructure across the region? Aligned with transport needs of young people and vulnerable groups (particularly in rural communities – aligned with fuel poverty?)



**The difference this will make:**

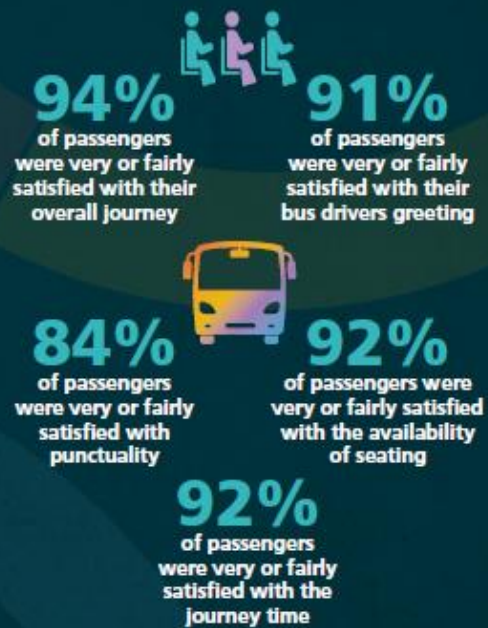
- Three-year strategy to achieve more efficient / economic services – targeted to community need - £1.2M
- Two-year contracts to be awarded this year (SWestrans) to facilitate 3 year strategy
- Align outcomes with climate change and behavioural change
- Benchmark other rural areas?

**The prioritised Travel Need Factors (TNF) that underpin current and future delivery are:**

- |                      |              |
|----------------------|--------------|
| 1. Employment        | (weight 3.0) |
| 2. Education         | (weight 2.0) |
| 3. Health            | (weight 2.0) |
| -----                |              |
| 4. Retail            | (weight 1.5) |
| 5. Transport Links   | (weight 1.0) |
| 6. Personal Activity | (weight 0.5) |

**The key challenges we face / enablers:**

- Recognition that this is a complex challenge – a number of inter-dependent factors
- Research into travel need (partnership with SOSEP) – need to evidence demand
- Current fleet is inefficient and not all environmentally friendly – move to electric buses/ newest Euro classification? (maximise external funding opportunities)
- Increase bus service – but does this impact on independence?
- Can we provide free travel for all – parking charges?
- Can we promote commercial competition? – Needs?
- Mapping exercise / a new strategy premised on a ‘blended model’ involving all transport providers (public / private / third sector)



**What's Next?**

The output from the event will be used to inform the effectiveness of our approach and spend on public transport and travel and identify where there is an opportunity to change the way we work and deliver efficiencies.

FOCUS ON OUR PRIORITIES	CUSTOMER AND DIGITAL	MODERNISATION	FEWER ASSETS	SMALLER SKILLED WORKFORCE	INCOME GENERATION