

TRAMS

Annual Report

2009 – 2010



HI

THE HIGHLANDS AND ISLANDS TRANSPORT PARTNERSHIP

▶ getting the highlands & islands back on board

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> Foreword



This has been another busy year for HITRANS. We have taken forward a number of important actions to support our Transport Strategy and its aims for sustainable economic growth across the region.

Our focus has been to support Government delivering national transport priorities and developing future policy direction within the region, attracting external funding to help improve transport services, and supporting our constituent local authority and Community Planning Partners in meeting their local objectives.

At a national level, we have funded actions in partnership with Transport Scotland and Councils to support delivery of projects in the Highlands and Islands identified in the Strategic Transport Projects Review, particularly on our three key transport corridors of the east (A96), central (A9), and west (A82). We have worked with the Government to support their Scottish Ferries Review and helped provide a means of engagement through our Ferry User Groups with key local stakeholders as Government established the review's objectives and focus.

With the future of roads, rail and ferry policy being set by Government through the STPR and Ferries Review, HITRANS identified a need to carry out a review of air services to help provide Government with a full picture of the future transport needs and challenges across all the modes that make up the Highlands and Islands transport system. It is encouraging that following this review progress is being made on a number of its recommendations.

We are very aware of the challenging financial position faced by the country. For our part we continue to work with public and private sector partners to lever in external funding particularly through identifying

European funding opportunities but also looking at partnership working with transport operators and opportunities provided by the Technology Strategy Board. The challenge is to find common issues which organisations wish to work together to overcome and to find sources of funding to allow us to access EU match funding.

Our Transport Strategy identified the need to review our own role and identify how we can add value to the delivery of transport services across our area. We engaged Atkins to carry out an independent review of where we are, what stakeholders see as the issues faced in transportation in the Highlands and Islands, and how HITRANS using its local skills and experience could help meet the challenges identified. This study and subsequent stakeholder workshops concluded that the role of HITRANS should evolve incrementally and the Partnership could constructively take a greater involvement in the delivery of services within the Region, particularly in those important services that we are so reliant upon but are currently managed and controlled from the central belt.

This is an important time for the public sector to review how it does things and to identify how it can do them better and more cost effectively. HITRANS is ready to face this challenge and continues to work positively to add value to transport service delivery across the Highlands and Islands with our Councils and other key partners.

Duncan MacIntyre
HITRANS Chair

section 02

THE HITRANS TEAM

› The HITRANS team

The HITRANS Board comprises a Councillor from each local authority area covered by the partnership and 3 non-council members appointed in a personal capacity by the Minister for Transport following open advertisement and selection.

The Board has appointed a group of professional advisers who play an important role, working with the executive team, in developing strategy. The executive team report to the Board

Board

Cllr Duncan MacIntyre, Chair (Argyll and Bute Council)
 Cllr John Laing, Deputy Chair (Highland Council)
 Cllr Jim Foubister (Orkney Islands Council)
 Cllr Donald Manford (Comhairle Nan Eilean Siar)
 Cllr George McIntyre (Moray Council)
 Wilson Metcalfe
 Louise Smith
 Okain MacLennan

Advisors

Shona Croy (Orkney Islands Council)
 Gareth Williams (Scottish Council for Development and Industry)
 Robert Pollock (Argyll and Bute Council)
 Donald MacRae (Comhairle Nan Eilean Siar)
 Sam MacNaughton (Highland Council)
 Tony Jarvis (Highlands and Islands Enterprise)
 Gordon Holland (Moray Council)
 David Summers (Highlands and Islands Passenger Transport Coordinators Group)
 Pip Farman (NHS)

Executive Team

Dave Duthie (Partnership Director)
 Katy Cunningham (Office Manager – Dalcross)
 Christine Kendall (Office Manager – Lairg)
 Frank Roach (Partnership Manager)
 Ranald Robertson (Programme Manager)



section 03

THE REGIONAL TRANSPORT STRATEGY

› The Regional Transport Strategy

The Transport Scotland Act 2005 placed the preparation of the Regional Transport Strategy as the first duty of the new Regional Transport Partnerships. The Strategies are strategic high level documents that focus on the transport strategies necessary to support Government's key objectives and the single outcome agreements of the constituent local authorities.



HITRANS strategic vision and objectives as included in the Strategy link very closely with those of Government. The Strategy identifies the links between Government's aims and those of HITRANS and its constituent Councils.

- › Develop initiatives to reduce the cost of travel.
- › Develop ways to reduce the climate change impact of transport in the region.

The Strategy also identifies policy for the transport network. Priority action is required:

The core of the Strategy can be viewed as 10 horizontal themes applying to the whole region which aim to:

- › Promote the long term development of walking and cycling.
- › Prepare a sub-strategy for investment in the region's bus services.
- › Enhance aviation connections between islands and peripheral areas and national gateways.
- › Improve the region's community and demand responsive transport provision.
- › Increase efficiency of urban travel by tackling congestion, reducing car use on short journeys, and improving public transport.
- › Assist freight transport to shift from road to less environmentally damaging modes.
- › Develop a programme of investment to improve the locally significant rural road network.
- › Prepare a sub-strategy for investment in ports and ferries.

- › To reduce journey times and increase journey reliability on our three strategic corridors linking the western parts of the region to Glasgow; the north of the region and the Inner Moray Firth to central Scotland; and Inverness to Aberdeen.
- › And on the regional network to improve the Orkney inter isles services; to improve the Western Isles spinal route and sea crossings; and to reduce journey times and increase reliability on the roads on Mull; the road between Oban and Lochgilphead; the roads to north west Sutherland and Wester Ross; and on the Moray Firth coastal route.

Hitrans are required to measure the success achieved in delivering the core aims and objectives of the Regional Transport Strategy. To this end we have developed a monitoring and evaluation framework that has been approved by Audit Scotland to show progress across a range of key performance indicators. This framework is detailed in full at the end of the annual report.

› Supporting Single Outcome Agreements

The Concordat between the Scottish Government and CoSLA (Convention of Scottish Local Authorities) sets out the terms of a new relationship between the Scottish Government and local government that will underpin the funding provided to local government over the period 2008-09 to 2010-11.

A central proposal of this agreement is the creation of a Single Outcome Agreement (SOA) between each Community Planning Partnership and the Scottish Government, based on achieving 15 key national outcomes agreed in the Concordat. The outcomes reflect the National Performance Framework and aim to deliver the National Purpose.

Economic sustainability and growth

In taking forward its focus on Sustainable Economic Growth HITRANS has completed the development of a Regional Transport Strategy which aims to deliver a more successful Highlands and Islands, with opportunities for the whole region to flourish, through increasing the competitiveness of the region as part of Scotland as a whole. Economic sustainability and growth is a core purpose for the HITRANS partnership, and to which all the constituent Local Authorities and Community Planning partners are committed, support and actively contribute where appropriate. The Strategy identifies how improvements in transportation across the Highlands and Islands can directly support the Government in achieving its National purpose across a number of its national outcome areas.

Supporting the community

The modern transport system that is detailed in the Regional Transport Strategy will support a smarter community through better access to learning opportunities. The Strategy and the joint working of the Partnership, its Councils and Community Planning



partners will help people across the Highlands and Islands to sustain and improve their health, ensuring faster, more reliable, and more affordable access to healthcare, and greater opportunities to lead an active lifestyle through active travel access to local services and facilities. HITRANS is actively engaging in the SOA process covering each of the five Community Planning Partnerships in our region.

› European Funding

Atlantic Area Programme – The START Project

START is a transnational project relevant to cities and regions throughout the Atlantic Area and the whole of Europe.

It deals with the broad issue of the improvement of accessibility and internal links (Priority 1) by promoting interoperability and continuity of existing transport networks, and sea/road/rail/air intermodality. This is critical to the success of regional and national sustainable development policies and is one of the key supporting pillars underpinning the European Spatial Development Perspective.

Furthermore, the convenience of travelling around the Atlantic Area using sustainable modes of transport is made difficult by differences in how the services are run by operators (e.g. ticket types), lack of knowledge of the local area (e.g. knowing when to get off the service), and language barriers (e.g. not being able to communicate with the driver).

HITRANS has secured funding for projects totalling €688,101 through our participation in START. This funding will allow HITRANS to implement a wide range of projects including improving bus services, extending coverage of intelligent transport system coverage of air, bus and ferry services.

The START Project commenced on 1st January 2009 and will cover a three year period to 31st December 2011.

Orders were placed in 2009/10 for services and infrastructure for the delivery of the following projects from the programme:

- › Inverness Airport and City Bus Route Development Scheme
- › Inverness Airport to Elgin Bus Route Extension
- › Cearcaill na Gaidhlig
- › JET Bus Service Real Time Information Systems.

Northern Periphery Programme – The Clim-ATIC Project

The overall objective of the Clim-ATIC project is to establish a sustainable advice and training service for community climate change adaptation across the whole of the Northern Periphery. The project, and the eventual information, training, and advice service, will have a particular emphasis on identifying how climate change may bring opportunities for fostering the sustainability of communities in the Northern Periphery through local employment opportunities, social benefits, and environmental management.

HITRANS has engaged with local project partners including University of the Highlands and Islands and Cairngorm National Park Authority to fund and deliver project activities in the Cairngorm area. In particular HITRANS part funding the delivery of an electric vehicle (EV) trial in the Badenoch and Strathspey area. The project will demonstrate the practical aspects of the rural use of a community shared, used and administered Electric Vehicle (EV) in Cairngorms National Park (CNP). Based in Aviemore, but available and widely demonstrated around the Badenoch & Strathspey (B&S) area, it will be available to residents

› European Funding continued

in the locality through the Badenoch & Strathspey Community Transport Company (B&SCTC).

The project runs from January 2009 until February 2011. HITRANS contribution to the EV project is £15,000 of the total project costs.

Trans-Tour Project

HITRANS commissioned a Regional Access Scoping Study in 2008/09 that was designed to develop a platform for a potential future ERDF project. The report concluded that there is currently general information available on most public transport services but that this could be better presented for visitors considering multi modal journeys, and that there would be benefit in developing bespoke solutions using many existing resources such as Traveline as the base.

The project objectives are: to increase public transport mode share, maximizing of use of existing public transport capacity, to increase sustainable travel particularly to remote areas, and to facilitate easier

getting about in the Highlands and Islands particularly for visitors.

HITRANS joined Iceland, Sweden, Northern Ireland and Eire in submitting a bid for European Funding under the Northern Periphery Programme for Transtourism-Sustainable Transport in Rural Tourism. The project, 40% funded by HITRANS and HIE has a total value of €250,000.



› Research And Strategy Development

Active Travel Regional Centres Audit

The programme of Active Travel Audits of the key regional centres including Fort William, Alness/ Invergordon, Campbeltown and Rothesay continued through the year. The audits identify the barriers to cycling and walking and propose interventions. Outputs from the studies have informed the successful bid for Smarter Choices, Smarter Places for Kirkwall, the Urban Freedom project in Elgin and the Highland Council Green and Active Travel Improvements project submitted for European Regional Development Funding. £120,000 was also spent by local authority partners on active travel measures with 25% funding from HITRANS.

Review of Air Services in the Highlands and Islands

HITRANS and ZetTrans jointly engaged Mott MacDonald to undertake a Review of Air Services in



the Highlands and Islands. The final report by Mott MacDonald was considered by HITRANS Board at a special workshop in February 2010.

The initial report identified a long list of potential investments and interventions to improve air services in the Highlands and islands. Following a round of consultations with stakeholders and HITRANS a revised list of 26 recommendations was included in the final Study Report. The purpose of the workshop discussion was to review and prioritise these recommendations as they relate to the HITRANS area.

The recommendations from the Workshop fell into three broad categories: capital projects, revenue projects and lobbying.

The capital projects in turn fall into three groups: airport infrastructure, seaplane infrastructure and aircraft. The desktop review suggests that the agreed priorities for investment are:

- › Rec 2: cargo screening equipment for Sumburgh, Kirkwall and Stornoway airports
- › Rec 7: airstrip lighting for Fair isle, North Ronaldsay, Papa Westray and Coll
- › Rec 4: procure new Twin Otter Aircraft to secure the future air service requirements of Barra.
- › Rec 5: pontoon for seaplane at Portree Bay.

The priorities for revenue schemes are:

- › Rec 13: extended opening hours at HIAL and other airports.
- › Rec 14: Inverness – Amsterdam PSO (if no commercial provider emerges)

› Research And Strategy Development continued

From a long list of potential lobbying activities, three priorities emerged:

- › Rec 17: agreeing (with CAA/NASP) fit for purpose standards for remote airstrips and airports
- › Rec 18: lobbying CAA for single-engined aircraft to be permitted to operate on scheduled services
- › Rec 20: lobbying UK DfT for guaranteed slots at Heathrow for Inverness and Aberdeen flights.

Review of the Delivery of Transport Services in the Highlands and Islands

Atkins was appointed by HITRANS to undertake a review of arrangements for the delivery of transport in the Highlands and Islands. This review was prompted by the publication of the statutory Regional Transport Strategy (RTS) for the Highlands and Islands, the changing relationship between the Scottish Government, Regional Transport Partnerships and Local Authorities across Scotland, and the considerable achievements of HITRANS first as a voluntary body and then as the statutory Regional Transport Partnership. The Review was undertaken between April and December 2009. Considerable engagement with stakeholders took place throughout the period and this engagement was allied with a review of current practice and comparative experience elsewhere in the UK and overseas.

The review of comparative UK or European governance shows that there is no single model which is readily transferable to reforms for the Highlands and Islands.

On the basis of the analysis, stakeholder views, desktop appraisal and professional judgement as set out in this Review, Atkins concluded with the following recommendations for consideration by the HITRANS Board.

Transport should be more fully understood, articulated and represented as a key enabler of the economic development and social well being of individuals, communities and businesses and the Highlands and Islands. At present this does not seem to be acknowledged fully in all the relevant policy and strategy documents for the area. The importance of investing in effective transport connections, and the key capital and revenue priorities for this investment, should be clearly set out in future iterations of the relevant national, regional and local policy and delivery frameworks. This includes in particular, Government's Purpose and Strategic Objectives, the HIE Operational Plan, the Regional Transport Strategy and, at the local level, Single Outcome Agreements and Local Transport Strategies for each of the five Local Authorities. The Regional Transport Strategy should be reviewed and updated in the light of changed circumstances, taking into account all linked strategy documents and identifying means of implementation. Evidence should continue to be collated and research carried out, at the regional level, on the economic and social benefits of investment in key transport networks in order to support the case to Government.

All bodies concerned with the planning and delivery of transport infrastructure and services, including

› Research And Strategy Development continued

nationally delivered services, should have a duty to promote integration of their functions, including in terms of policy, programme development, funding and day-to-day operations. At present this is undertaken on a primarily ad-hoc basis. Relevant reviews and inspections of the key bodies should assess the degree to which integration is being achieved on the ground together with final outcomes for end users. It is proposed that this should be an integral part of the continuing review and development of the Regional Transport Strategy.

Whilst the focus of policy and delivery should remain on the Highlands and Islands as represented by the five Local Authority areas, the Region should work with other adjacent areas on issues of shared concern and interest, especially where key corridors cross regional boundaries. Particular focus should be on closer cooperation with Shetland (on ferry and air links), SPT and North East Scotland (on highway and rail connections).

Funding in transport in the Highlands and Islands has increased in real terms since 1999. The case needs to be made for funding being at least sustained at current levels, in light of increasing funding pressures on national and local budgets, on the grounds that investment is vital to support wider policy goals for Government and the Region. At national level, resource allocation should reflect the importance of the Highlands and Islands to the national economy and the need to support balanced spatial growth across Scotland. Excessive focus on the Central Belt should be avoided. A particular gap in funding relates

to initiatives set out in the current Regional Transport Strategy which are not highly prioritised within the Strategic Transport Projects Review and Local Authorities' Single Outcome Agreements and/or Local Transport Strategies. Local Authorities should develop a more consistent approach to securing contributions to transport infrastructure and services from land use planning and development, developing and sharing good practice across the Region. Likewise, the scope for seeking other supplementary sources of funding, such as from the EU, should be investigated in a co-ordinated manner.

Local Authorities and other public bodies should aim to develop and implement shared services and other measures to promote greater efficiency in the use of resources. The latter include greater use of agency agreements and the co-ordinated deployment of scarce Local Authority and Scottish Government agency professional skills in key specialist areas across the Region.

The five Local Authorities should retain their existing transport responsibilities, powers and funding, including incorporation of local transport "allocations" into their Single Outcome Agreements. However, transport officers in each area, supported by HITRANS, should make the case to ensure that transport is closely linked to the SOA outcomes agreed by each Council's Administration so that funding levels are, as far as possible, sustained in light of expected increased public sector funding pressures.

› Research And Strategy Development continued

The planning and delivery of national transport networks and services should continue to be the ultimate responsibility of the Scottish Government, its agencies and contractors, accountable to the Scottish Parliament through Ministers.

A regional body representing transport interests across the Highlands and Islands should be retained with, as a minimum, the following formal roles:

- › a strong and co-ordinated voice for transport within the context of achieving wider goals to Government, Local Authorities, other key decision makers and transport operators;
- › preparing, keeping up-to-date and monitoring a Regional Transport Strategy setting out high-level objectives and key actions from Local Government, the Regional Transport Partnership, the Scottish Government and its agencies and transport operators
- › applying and lobbying additional funding and resources to support transport investment in the Region including accessing European funding streams; and
- › evidence, data collection/analysis, research and identification and dissemination of good practice in transport planning and delivery.

Future iterations of the Regional Transport Strategy should include a formal Delivery Plan with intended timescales, agents and milestones for investment across all transport modes and deliverers, as originally

intended under the Transport (Scotland) Act 2005. All key delivery bodies should have a duty to consider the full RTS in drawing up their own investment plans and programmes.

Ferry Service Development through the Uig Hub

HITRANS commissioned a team of consultants led by Reference Economic Consultants to deliver a study looking at potential development of the network of ferry services currently operated from Uig. This followed on from a related study on ferry service development through the Oban hub and reflected a clear overlap in how some communities access needs could be improved. This study has been designed to provide useful supporting evidence to feed into the Scottish Ferries Review.

The overall aim of this study is to review the ferry services operating from Uig to the Uists and Harris.

The review of current services is based on existing published information, the HITRANS origin and destination survey and information and comment provided by the client group. The review includes consideration of the quality and future investment needs of existing ferry port infrastructure and service needs relating to the options being considered.

Three options for development of ferry services were appraised at a high level. These were:

- › Option A: Dedicated vessels for each of the Harris and Uist services.

› Research And Strategy Development continued

- › Option B: A new landfall on Skye to re Uig.
- › Option C: Improved passenger facilities at Uig.

Having dedicated vessels rather than a shared vessel for the routes would offer a number of benefits including increased sailing frequency, consistent daily timetables and more direct sailings in the winter. Importantly, the increased number of sailings would offer the capacity to accommodate growing demand that would otherwise be frustrated by a continued one ship operation. Using the same costing base as the Scottish Ferries Review a second vessel, if a new build, would have a capital cost of £25-£30 million. The operation of two vessels rather than one would lead to an increase of over £3 million per year in net operating cost. There could also be additional capital costs for enlarging onshore facilities if demand was to increase significantly. The appraisal concluded that Option A appears worthy of further, detailed research.

Option B considered alternative landfall options in Skye that could replace Uig as the mainland port for services to Tarbert and Lochmaddy. Four alternative landfalls were considered: Dunvegan; Loch Bay; Loch Pooltiel; and Kilmaluig. Only Dunvegan was considered in any detail due to the cost and limitations of the other sites. The study concluded that there appear to be no particular benefits in using Dunvegan rather than Uig in terms of frequency, fares, crossing times, end to end journeys and reliability.

The consultation phase of the work found some dissatisfaction among users about the quality of passenger facilities at Uig Pier. Under Option C the study team considered opportunities for improving passenger facilities at Uig and propose that a Covered Walkway, Passenger Gangway and New Waiting Room should be provided at Uig for a total estimated cost of £3.15Million.



› Research And Strategy Development *continued*

Renewable Energy Transport Infrastructure Study – HITRANS carried out a study to establish the extent to which investment in the land based strategic transport network serving the ports that may be used to develop, operate and maintain off shore wind energy developments round the coast of the Highlands and Islands, could add value to these ports being chosen as the appropriate base for operation. To realise optimum delivery of support for this sector, effective transport networks have to be available that provide unrestricted and efficient access to the key locations.

The objectives of this study were to review the transportation infrastructure requirements of the off shore renewable energy sector, to identify the investments needed to improve transportation infrastructure to those key port sites which could serve the sector, and to appraise the options for this investment and to recommend the most appropriate option to fit with the SE/HIE spatial strategy.

Stakeholders were asked which ports in the region might be used to serve the offshore wind sites in terms of the initial phase of manufacture, fabrication and commissioning phase, and the follow on operations and maintenance arrangements. The initial National Renewable Infrastructure Plan identified a number of ports that be used to serve the commissioning of off shore wind sites including Nigg, Arnish, Campbeltown, Ardersier and Kishorn. This study corroborated these and also identified other potentially important sites at Buckie, Inverness, Wick, Scrabster, Kirkwall, Tiree, Scapa Flow; and Scrabster. Some of these sites would best focus on assembly while others would look towards operation and maintenance.

Industry Stakeholders confirmed that good road access will be required to the manufacturing

sites for the delivery of small materials. The large components will more than likely be transported from the manufacturing site to the assembly site by sea. Again sea will be used to transport the assembled structures to the offshore wind farm. For operation and maintenance good road access will be required to transport smaller parts to the O&M base. Ideally an airport should be close to the O&M base for transporting smaller parts in reactive situations and also for transporting specialist staff. Small fast craft or helicopters will be used to transport staff and materials from the land base to the wind farm with as short a transit time as possible, and in the case of sea travel of certainly no more than 1 hour. Good ferry links will be required for island based ports.

Stakeholders confirmed that rail will not be generally used because of the longer lead in times and lack of flexibility compared with road transport.

A number of network constraints were identified and tested against the programme for wind turbine installation contained in the NRIP and it was concluded investment should be targeted to alleviate the most significant constraints on the network serving these areas by 2016, with further action as

› Research And Strategy Development *continued*

identified in the Report in the medium term.

The recommended short term actions are:

- › A9 at Berriedale Braes (£3m)
- › A9 North of Tore to Loch Fleet (£13m)
- › A82 at Crianlarich and Pulpit Rock (£18m)
- › A83 at the Rest-and-Be-Thankful (£6m)
- › Argyll & Bute Maintenance Backlog (£1m)
- › Highland Maintenance Backlog (£1.75m)
- › Local road improvement between Campbeltown harbour and Machrihanish (£1.5m)
- › Establishment of air services from Inverness to Amsterdam – Schipol (£1m)

Access to Healthcare **ACCESSION** Modelling

As part of a study looking at road based passenger transport in the Highlands and Islands in 2006 HITRANS developed a **ACCESSION** modelling tool that could measure the level of access communities across the Highlands and Islands have available for travel to key facilities such as health, employment, education and leisure.

Through our engagement on health transport issues with the NHS through the Health and Transport Steering Committee a need to update and further develop the accessibility model for the HITRANS

area was identified to facilitate analysis of access to hospitals.

The model was developed at the highest available spatial detail; postcode sectors. A predefined list of hospitals was used as the destination set. A road model and a public transport model were used to calculate accessibility to hospitals for all postcodes within the HITRANS area. The work evaluated the level of accessibility available by public transport for particular time slices that match normal demands for day access to hospitals both for out-patient appointments and for visiting.

The information generated from the update is available to download from the HITRANS website in the form of maps that have been produced for each of 27 hospitals and health centres that were identified as the key facilities as part of the scoping process before the work was undertaken.



section 07

INTELLIGENT TRANSPORT SYSTEMS

› Intelligent Transport Systems

HITRANS continues to lead the way in Scotland in providing real time information to bus passengers through mobile phone GPRS technology.

On board computer information

Progress continued towards the implementation of a real time information system to cover the local bus network in the Orkney Islands in partnership with Stagecoach in Orkney. On board computers have been fitted to 12 buses in the Orkney fleet that allow the buses to be tracked and transmit up to the second information on the vehicle location to bus passengers at bus stops and mobile phones. A real time bus information website is also in development to give people the latest bus information in the comfort of their own homes and places of work. Displays have been located at Kirkwall Travel Centre, Kirkwall Airport and Stromness Travel Centre and a number of bus stops were equipped with LED displays in 2009/10. This system is being supplied by ACIS.

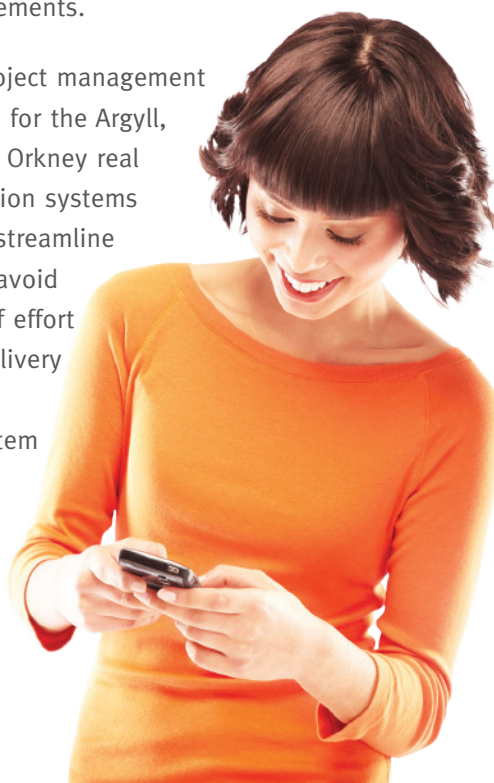
Future expansion

The ACIS real time information system in Argyll and Bute is being expanded. A total of 24 buses and coaches operating a mix of local and long distance services are fitted with on bus automatic vehicle location tracking computers. Through a partnership with Argyll and Bute Council, West Coast Motors and HITRANS funding secured through the START project we are developing proposals to expand this coverage further in the period to March 2011 to cover all local and long distance bus services operated by West Coast Motors and Scottish Citylink in Argyll and Bute.

HITRANS deliver real time coverage

The Inverness real time information system has now been extended to cover 80 buses that operate the entire local bus network in the city. This partnership project saw Highland Council fund the equipping of 39 buses and a large number of real time displays building on HITRANS investment in 41 buses being equipped. HITRANS complemented the latest system extension through our START project to ensure that the new buses introduced to Service 11 linking Elgin with Inverness Airport were included in the system and the buses operating to Inverness Airport were equipped with audio visual next stop displays and announcements.

Combined project management arrangements for the Argyll, Highland and Orkney real time information systems have helped streamline delivery and avoid duplication of effort across the delivery of intelligent transport system solutions to passengers across the Highlands and Islands.



section 08

STRATEGIC TRANSPORT PROJECTS REVIEW PROJECT DEVELOPMENT

› Supporting the Strategic Transport Projects Review Development Support

With the publication of the Strategic Transport Projects Review in 2008 the Scottish Government and Transport Scotland set the long term priorities for investment in Scotland's strategic road and rail networks.

This plan includes a number of interventions on the key corridors that link the Highlands and Islands to the central belt including the A9, Highland Mainline, Inverness to Aberdeen railway line and the A82. HITRANS has been working closely with our local authority partners and Transport Scotland to support the development of projects in the Highlands and Islands to ensure these are at the most advanced stage possible when funds become available. With this aim in mind HITRANS allocated £130,000 from the research and strategy development programme to support design, feasibility and development work on the strategic network.

Highland Council and Transport Scotland have been leading work on the development of a range of mitigation measures to facilitate the smooth flow of traffic into Inverness during planned resurfacing of the Kessock Bridge roadway. To help develop a long term strategic benefit from these works HITRANS allocated £50,000 to develop a park and ride facility at Tore in the Black Isle. This will leave a long term legacy from a period of disruption and will progress the STPR priority for development of park and ride sites serving Scotland's urban areas.

Upgrading the A96 to dual carriageway between Inverness and Nairn as well as providing a Nairn bypass are identified as STPR priority projects. HITRANS awarded Highland Council £20,000 to support the development of plans for the Nairn bypass route.

HITRANS and Moray Council aspirations for the A96 included the need to bypass Elgin. This project was not included in the STPR with Transport Scotland

instead recommending the introduction of a series of on line improvements to better separate local and long distance journeys. HITRANS allocated £20,000 to Moray Council to support the development of proposals that have now been submitted for consideration within Transport Scotland's route improvement programme.

A major safety concern on the A9 north of Inverness is the tight hairpin and steep gradient that constrain travel at the Berriedale Braes in Caithness. Aspirations for a significant investment to remove this bottleneck through the provision of a high level viaduct were rejected in the STPR. Therefore consideration has turned to lower cost solutions that could deliver an improvement on safety grounds and an interesting proposal has been developed by Welbeck Estates the local landowner for a scheme to be developed to remove the tight hairpin by realigning the route and introducing a shallow bend. To help develop the feasibility of this project Highland Council identified the need to undertake a soils investigation to judge if the ground would support the construction for the new road layout. HITRANS have provided £20,000 towards the cost of this study which Transport Scotland is leading on.

HITRANS has made available to Network Rail various reports and studies we have undertaken in previous years on Invernet II, Inverness Airport Station and passing loop, Forres realignment/Station relocation. This information has been supplied to assist Network Rail as they progress the upgrading of the Inverness to Aberdeen rail line. This is part of Network Rail's Tier 3 High Level Output Statement (HLOS).

› Rail Development

Rail Freight Capability Study

The freight aspirations in the Regional Transport Strategy are to enhance effectiveness and efficiency of freight transport; optimise modal shift opportunities for freight transit by rail and coastal shipping; enhance co-ordination within and support for the freight industry; and co-ordinate freight policies and plans, locally, regionally and nationally.

HITRANS commissioned consultants MVA to carry out a Rail Freight Capability Study to determine the current capacity and capability of the rail network serving the Highlands to carry freight, in order to allow businesses to make informed decisions on investment to enable HITRANS to justify the case for enhancements.

The following outputs for each route were produced:

- › Maximum trailing weight
- › Maximum train length
- › Structure gauge
- › Loading gauge
- › Key pinch points
- › Terminal location
- › Terminal ownership/access arrangements
- › Available capacity for paths and the restrictions on those paths

The report was well received by the industry and is available on the HITRANS website. An electronic clickable map will become available in due course.

IAXS Inverness-Aberdeen Xtra Sundays

A lower- budget variant of Inverness-Aberdeen Enhanced Sunday services was developed with near break even costs established for two additional Inverness-Elgin services and seven extra Aberdeen-Inverurie services.



› Rail Development continued

Conon Bridge

HITRANS continued to make the case for the re-opening of Conon Bridge, with further funds for the development of the scheme. The next stage is to develop the project to ready to go to tender on a single design.

East Coast

HITRANS contributed to the debate on East Coast capacity and the East Coast franchise, stressing the need for the continuation of the through HST service to London with the same journey time as at present.

Kessock Bridge

An analysis of potential peak hour rail capacity between Inverness-Dingwall has been passed to Transerv and Transport Scotland to assist with plans to mitigate delays during the proposed Kessock Bridge resurfacing project.

Invergordon

As part of our ongoing work on low-cost terminals, feasibility work has been carried out to investigate a possible third-party rail freight terminal on the former smelter site at Invergordon. At £1.5m for a 400m long facility reinstating the former connection, the site has good access for multi-use trains of reasonable length and weight. Further business case analysis will be carried out.



› Bus Service Development

HITRANS introduced an overhaul of bus services on a number of key corridors in Inverness in July 2007. The project was realised with the support of the Scottish Government who provided £2.084 Million to fund the scheme through their Bus Route Development Grant.

The cornerstone of the scheme was a substantial investment in upgrading the core service linking Inverness Airport with the City Centre with service frequency increased to a 30 minute headway and the timetable extended for early morning, evening and Sunday operation. The four new highly specified double deck buses operating this route come with excellent luggage capacity and leather seats so they really are bringing business class to bus travel for the Inverness area.

In 2009/10 HITRANS was awarded European funding through the INTERREG IVB Atlantic Area START project which is a cooperation project that aims to make travel to, from and within Atlantic Area Regions by public transport as seamless as possible. With Stagecoach now operating both the 29X and services 10 and 305 to Moray it was finally possible to realise the long held aim of introducing direct public transport access from Moray to Inverness Airport. The new extended service 11 was launched in May 2009 with funding of £70,000 from HITRANS through the START project covering increased running costs and real time information equipment in two new JET branded leather seated Enviro 300 low floor buses to operate the route.

The success criteria against which the JET upgrade must be judged is its performance against the key scheme objective to increase the number of passengers travelling to Inverness Airport by bus

from the levels of use in the 12 months prior to the upgrade. Passenger statistics have been recorded since the scheme was established and these have shown the following results for the first three years of operation:

- › Year 1 (July 2007 to June 2008) an average increase of 12%.
- › Year 2 (July 2008 to June 2009) an average increase of 7%.
- › Year 3 to date (July 2009 to April 2010) an average increase of 29%.

The significant passenger growth recorded year on year by the JET services has been achieved as air passenger numbers through Inverness Airport have dropped slightly.



› Cearcaill na Gàidhlig

Cearcaill na Gàidhlig (the Gaelic Rings) is a tourism marketing initiative which seeks to create an authentic Gaelic-based cultural tourism experience along routes throughout the Hebridean Islands and West Coast Mainland of Scotland.

Cearcaill na Gàidhlig links a transport journey to the language and cultural heritage of the area, to create the concept of “Gaelic Rings”. Cearcaill na Gàidhlig aims to ensure that improvements in transport infrastructure and services are integrated and accessed in order to boost cultural tourism and Gaelic language-related visitor activity, and to offer an innovative marketing opportunity to businesses undertaking cultural or Gaelic-related activity.

Following a pilot in 2007, five new Cearcaill na Gàidhlig journeys were developed in 2008, allowing wide coverage of the Outer Hebrides and West Highland mainland. Each journey has been documented by well respected authors who have

a particular story to share on the journey they describe. The stories are published in books that accompany the ring and are also available through www.gaelic-rings.com the web portal for Cearcaill na Gàidhlig.

The project partners behind Cearcaill na Gàidhlig are:

- › Comhairle Nan Eilean Siar (lead partner)
- › Argyll and Bute Council
- › Highland Council
- › Visit Scotland
- › Caledonian MacBrayne
- › Comunn na Gàidhlig
- › HITRANS



“The www.gaelic-rings.com website aims to promote the richness of Gaelic language and culture by highlighting the important role Gaelic has played in Scotland’s past and more importantly, its relevance in today’s modern world”

› Travel planning

HITRANS recognition of the need to reduce over-dependence on the private car for travel was at the core of our Travel Plan policy in 2009/10. This is acknowledged in several sections of the HITRANS Regional Transport Strategy.

Good progress has been made in rolling out travel planning policy to all public sector organisations in the Highlands and Islands. With consultancy advice funded by the Energy Savings Trust each local authority and health board in the region has made major progress in developing their organisational travel plans and are now actively implementing measures that have been identified to help employees travel to work as sustainably as possible.

To support employers across the private and public sectors in implementing good travel planning we have produced a set of leaflets aimed at managers and employees which give good advice on the benefits of changing their travel behaviour. We have distributed these leaflets to a number of employers across the region and are happy to meet any requests for copies made by employers. It is widely agreed that a good communications strategy is essential in encouraging the acceptance of Travel Plans.

IfYouCareShare website launched in 2008

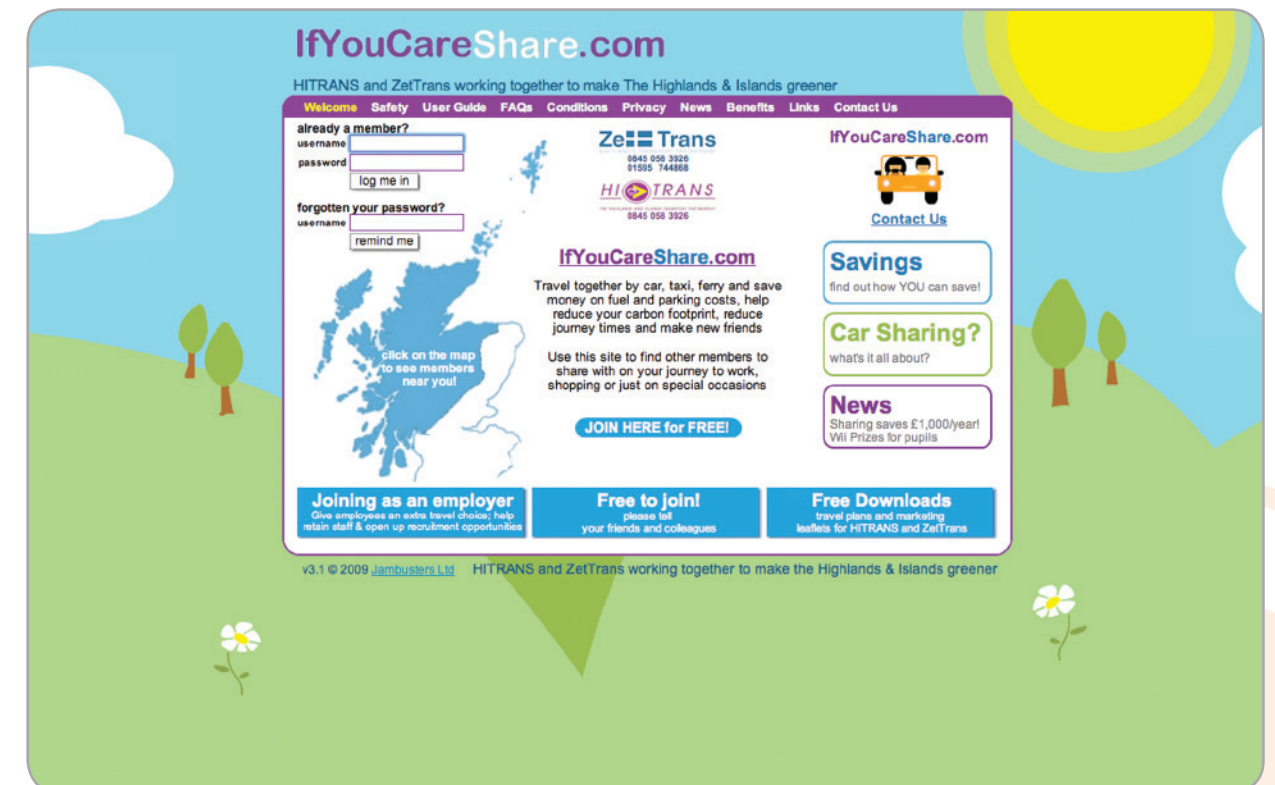
HITRANS launched our journey sharing website HYPERLINK “http://www.IfYouCareShare.com” www.IfYouCareShare.com in June 2008. The portal has been promoted through local radio, newspaper, leafletting and directly through employers where take up of company pools within the portal has been very encouraging. www.IfYouCareShare.com is open to

everyone and can be used to support one off events such as meetings and concerts.

HITRANS sustainable travel grant scheme

Get Healthy, Get Active! is HITRANS sustainable travel grant scheme which is a direct intervention by HITRANS to encourage sustainable travel. This grant scheme allows employers and organisations from the voluntary, public and private sectors to apply to HITRANS to share the cost of providing facilities at workplaces to encourage sustainable travel. An application form detailing the criteria for the scheme has been printed and is available to download at www.hitrans.org.uk.

HITRANS has worked closely with the Scottish Government, local authorities, NHS and with other Regional Transport Partnerships to develop shared experience in the delivery of travel plans. We have played an active part in encouraging the activities of the Scottish Sustainable Travel Group and the ACT TravelWise Association in Scotland.



‘The IfYouCareShare.com website aims to encourage people to car share, which is good for our transport network and saves people money!’

section 13

EQUALITIES SCHEME

› Equalities Scheme

HITRANS as the Transport Partnership for the Highlands and Islands has statutory duties to have an Equalities Scheme and take very seriously engagement in matters relating to equality.

Promoting equal opportunities

Since the Partnership was established at the beginning of 2006, we have made significant progress in adopting and implementing policies in the human resources area which have equalities of opportunity enshrined within them. In addition a major theme throughout our Regional Transport Strategy is the need for equality of access to transport facilities and services and through these to jobs, health care, education, shopping and social activities.

We have a statutory duty to publish an equalities scheme under legislation covering Race, Gender and Disability and we chose to introduce a single scheme addresses what we intend to do in these areas. It also addresses our proposals in other areas as well, for example age, religion/belief and sexuality.

We have chosen to combine these commitments in one equalities scheme rather than publish a series of individual schemes addressing specific legal duties but we have made it clear in the scheme which sectors of society should benefit from our proposals. The publication of this scheme is not the end of our duty to promote equal opportunities but simply the beginning. We hope that stakeholders and service users find this scheme informative and we welcome constructive feedback with a view to its improvement



'The Equalities Scheme is the beginning of our journey for equality in areas such as Race, Gender, Disability, Religion/Belief and Sexuality'

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STAKEHOLDER ENGAGEMENT

› Stakeholder Engagement

Active Travel Advisory Group

The Active Travel Advisory Group (ATAG) meets three times per year under the chairmanship of Moray Council's Chris Thompson and is attended by local authority transport officers, Sustrans, cycle campaigners, access officers, representatives from the health sector and transport operators.

The group has been engaged in the Active Travel Audit process and acts as a forum for those interested in the greenest form of transport to share ideas and expertise.

Ferry Consultation Arrangements

The Scottish Government tasked the Regional Transport Partnerships to put in place arrangements to provide consultative mechanisms between the operator, users and public agencies for the ferry network serving the Clyde, Hebrides, and Northern Isles.

The first line of consultation is between island groups and the ferry operator (Tier 1), with three second tier committees largely concerned with longer term planning and route development. The arrangements are now well established and the Tier 1 groups met twice in 2009/10.

There are six ferry user groups covering. These are:

- › Clyde (Arran Bute, Cumbrae and Cowal including Kilcreggan)
- › Argyll (Mull, Iona, Lismore, Coll and Tiree, Barra and South Uist, Colonsay, Islay and Gigha)
- › Hebrides (Barra, the Uists, Lewis and Harris)

- › Raasay, Skye and the Small Isles, Ardnamuchan and Mull
- › Orkney
- › Shetland

Regional Bus Forum

The HITRANS Board has established a Regional Bus Forum to meet annually to consider matters relating to bus transport in the Highlands and Islands. The Regional Bus Forum aims to allow stakeholders to feed back to the Partnership on regionally significant bus developments and related matters. The objectives of the Regional Bus Forum are to:

- › Work with partners on cross-boundary bus and integration objectives.
- › Support the development of a common approach to bus information and publicity.
- › Support the development of integrated ticketing across all Council areas.
- › Develop proposals to support delivery of modal shift to bus to be taken forward along with key partners, potentially looking towards the development of Statutory Quality Partnerships.

Aviation Consultation Group

Our strategy for aviation is to enhance connectivity within the region and to our national gateways; to increase links with countries outside the UK; to retain the London services particularly through Heathrow and Gatwick; and to manage the environmental impact of aviation on the region without adversely affecting economic growth and sustainability of our communities.

› Stakeholder Engagement continued



To help us take forward these strategic aspirations HITRANS has established the Aviation Consultation Group with membership drawn from representatives of our key aviation stakeholders. The

Group is chaired by HITRANS Board Member Wilson Metcalfe who brings a wealth of practical real world experience to the Group.

Rail Stakeholder Engagement

HITRANS runs three tiers of Rail Forums.

The Rail Advisory Group (RAG) is the working group consisting of representatives from HITRANS, Network Rail, First ScotRail, Passenger Focus, Transport Scotland and local authority transport officers. This body meets 3-4 times per year and directly informs HITRANS policy and workstreams.

The Rail Stakeholder Group (RSG) acts as the umbrella group for wider industry, public sector, voluntary and heritage interests and features formal presentations from leading industry figures in a conference style format.

The Rail Users Group (RUG) covers the voluntary rail user groups for the rural North Highland and West Highland Lines. Chaired by Robert Samson of Passenger Focus, this forum enables the views of the members of the groups to engage with HITRANS in twice yearly meetings. Their views are then taken by Passenger Focus to the Rail Advisory Group.

Highlands and Islands Community and Voluntary Transport Forum

Shortly after the establishment of the statutory

HITRANS we established the Highlands and Islands Community and Voluntary Transport Forum. This formalised the existing strong links in place across the third sector transport providers in the Highlands and Islands and the very positive work of the Community Transport Association in Scotland.

The object of the Forum is to promote recognition of the voluntary and community transport sector, to encourage training, good practice and sharing of ideas among the community transport forums already established in each constituent local authority area. In furtherance of this the Forum provides advice to HITRANS in the development and implementation of the Regional Transport Strategy.

Freight Forum

Meeting twice year yearly the HITRANS Freight Forum (HFF) draws together local authority representatives, logistics providers and users of freight services. The Forum concentrates on practical Highland issues, and has involved visits to the new Russells/Stobart/DRS rail freight terminal in Inverness and to the new Inverness Harbour developments, as well as exploring the problems of timber transport. The establishment of a Freight Quality Partnership has been explored.

Transport Coordinators Group

The HITRANS Transport Coordinating Officers Group (HITCOG) is formed of officers from HITRANS and local authority transport officers and aims to deal with technical issues and share good practice in relation to the management and delivery of passenger transport coordination across the Highlands and Islands.

› Budget

Core Budget 2009/2010

Budget Headings	Budget
Direct Running Costs	
Director	£97,707
Programme Managers	£119,883
Office Managers	£53,839
Staff Travelling and Subsistence	£25,464
Members and Advisors Travel and Subsistence	£9,278
Partnership/Consultation Meetings	£20,105
Office Costs - Property	£13,110
Office Costs - Admin	£20,347
Total Running Costs	£359,733
Programme Costs	
Publicity	£31,281
Travel Plan Work	£36,106
Research & Strategy Development	£428,379
Orkney Islands Council - Maternity Cover Costs	£6,683
Other Costs	£935
Interest on Revenue Balances	£235
Total Programme Costs	£503,619
Finance and Administrative Services	£38,212
Total Costs	£901,564
OVERSPEND	£18,434

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› Budget continued

Core Budget 2009/2010

Budget Headings	Budget
Income comprised	
Councils	£200,000
Scottish Government – Core Funding	£200,000
Scottish Government – Travel Plan Programme	£35,000
Scottish Government – Strategy Development	£415,000
Orkney Islands Council - Maternity Cover Income	£6,943
Other Misc Income	£10,265
2008/09 Surplus	£15,922
Total Income	£883,130

Bus Route Grant Development Scheme

Bus Route Development Grant Scheme funding is received by HITRANS and Highland Council to deliver the Inverness City and Airport Bus Route Development Scheme (see separate section in report) as a result of the successful project funding bid submitted by HITRANS in 2007. The project budget for the third and final year of this support is detailed below.

Service/Support Item	Year 3 Budget	Year 3 Actual
Service Marketing	£3,000	£1,070
Inverness City Centre to Inverness Airport	£280,929	£280,929
Inverness Airport to Nairn (and on to Elgin)	£60,720	£60,720
Lochardil / Holm Park to Inverness	£133,888	£133,888
Croy to Inverness	£63,818	£63,818
	£542,355	£540,425

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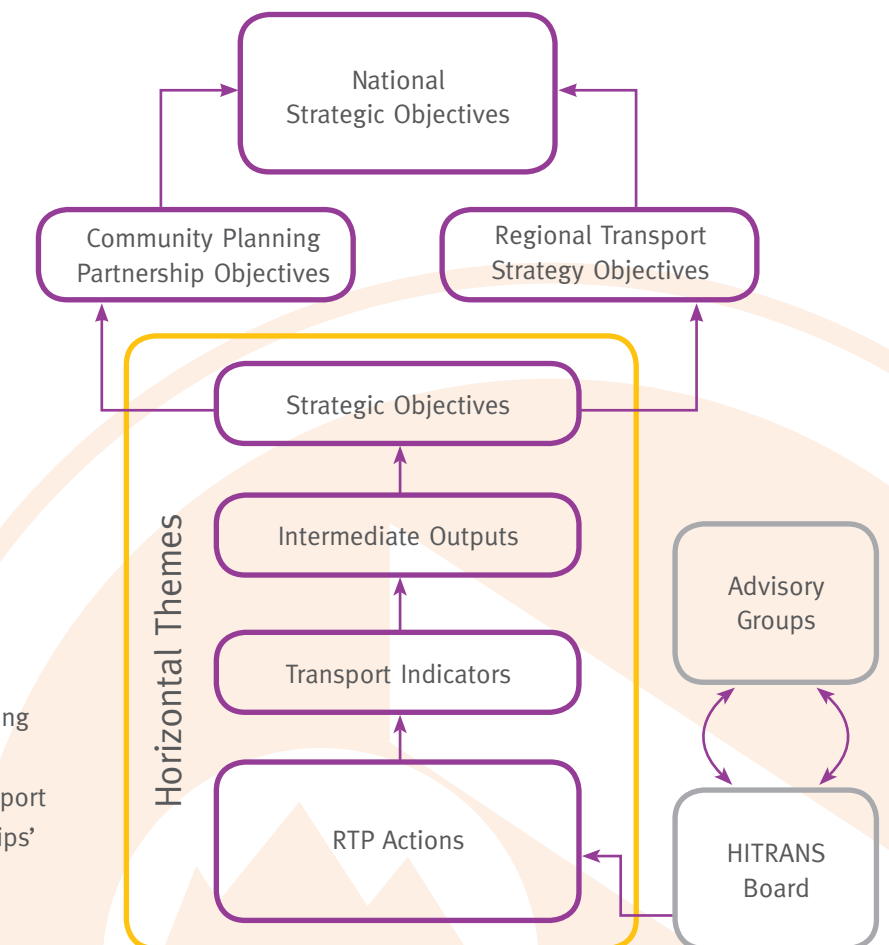
MONITORING AND EVALUATION OF THE REGIONAL TRANSPORT STRATEGY

› Regional Transport Strategy Monitoring and Evaluation

Steer Davies Gleave has been commissioned by HITRANS to develop a monitoring and evaluation framework for the Regional Transport Strategy, following the company's work with HITRANS to develop the RTS.

The key aims of the monitoring and evaluation framework are:

- › To determine the extent to which RTS objectives have been met, and if not met, why.
- › To provide evidence on overall performance and to assess to net additional value obtained from RTS actions.
- › To diagnose where under or over performance has taken place and to identify and assess the causes.
- › To provide a link between transport planning and wider community planning across the HITRANS area and to demonstrate the contribution of transport to the Community Planning Partnerships' own agendas.



› Regional Transport Strategy Monitoring and Evaluation *continued*

The RTS monitoring and evaluation framework follows a logical structure from actions on the ground right up to how the RTS contributes to the Scottish Government's National Strategic Objectives.

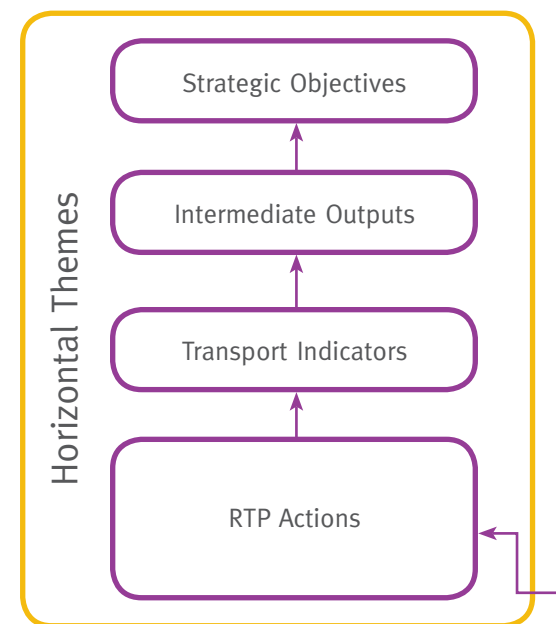
The Single Outcome agreements produced by the Community Planning Partnerships in the HITRANS region are also aimed at higher level government objectives – either the National Strategic Objectives or the National Outcomes.

This gives both the RTS and the Single Outcome Agreements a set of shared objectives that will allow HITRANS to engage more meaningfully with the CPPs, to make the case for the wider benefits of transport interventions.

For each of the five objectives in the RTS, a chain of indicators has been developed, linking implemented measures to the objectives.

The chain of linkages varies slightly between objectives but on the whole, it is as follows:

- › A set of high level Strategic Outcomes for the region as a whole, which result from the intermediate output, and which will indicate whether objectives are being achieved.
- › A set of Intermediate Outputs which would be achieved as a results of the transport intervention.
- › A set of Transport Indicators to determine the direct impacts of transport interventions.



› Regional Transport Strategy Monitoring and Evaluation *continued*

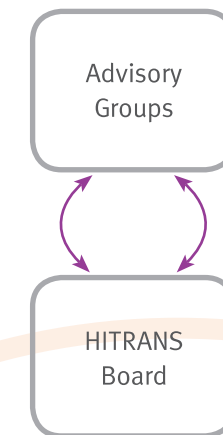
Horizontal themes are the set of issues identified in the RTS through consultation with stakeholders that, in many cases, cut across the objectives and outcomes in the monitoring and evaluation framework.

HITRANS' monitoring activity also takes into account the impact on these themes by linking them with specific actions and indicators (see next page).

The Horizontal Themes are:

- › Active travel
- › Aviation
- › Community and health transport
- › Congestion and urban issues
- › Freight transport
- › Locally significant network and road maintenance
- › Mainstream passenger transport
- › Ports, ferries and waterways
- › Costs of transport and travel
- › Environmental impacts
- › Strategic network
- › Regional network

All RTS actions are ultimately passed by the HITRANS board. The decision making process is informed by



the various advisory bodies that report to the board.

The relationship between the board and the advisory bodies is two way.

In its simplest form, the role of the advisory bodies is to present papers to the board analysing issues and recommend actions. The board will consider the paper and ultimately add actions to the programme. Advisory bodies then provide feedback on implemented actions.

› Regional Transport Strategy Monitoring and Evaluation *continued*

Monitoring Framework by Objective

The following diagrams show the linkages from transport indicators to objectives.

In most cases there is a full set of outcomes, outputs and indicators. In some cases, such as the Safety objective, the linkages are more straightforward and therefore do not require three levels of monitoring to draw linkages between actions and objectives.

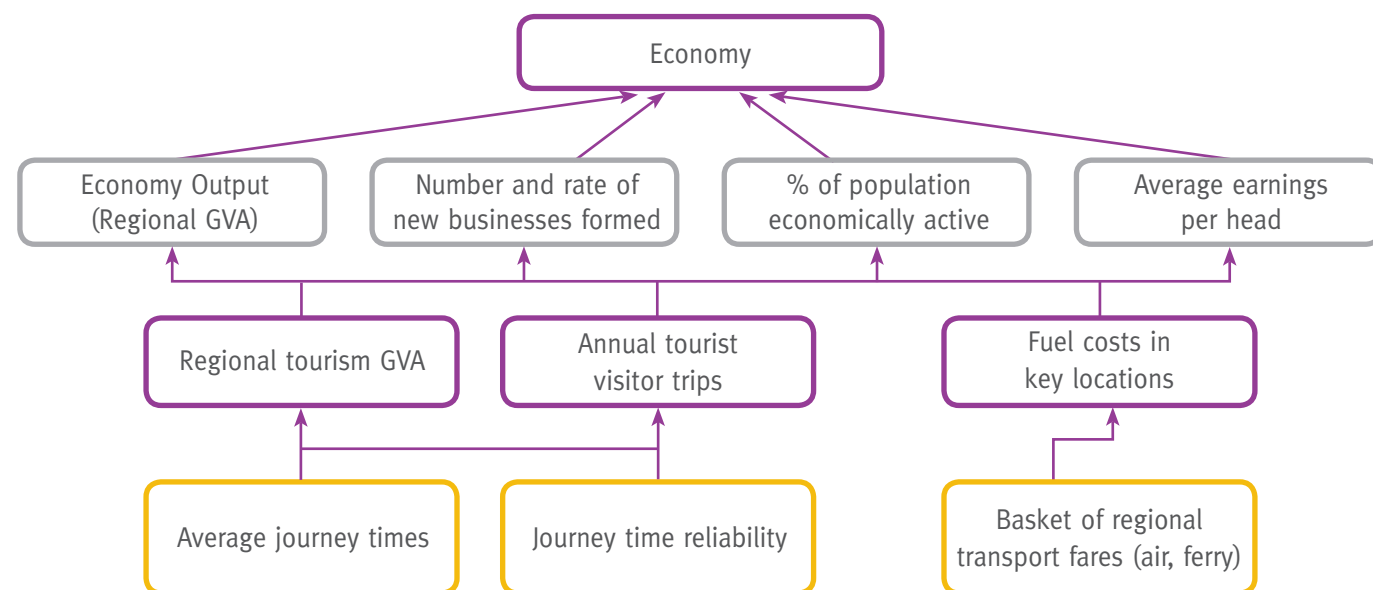
In most cases, there is an expected relationship between different levels of the framework

In an ideal world, for example, increasing the % of population within 30 minutes of key services by

public transport (Transport Indicator) should show a positive relationship with the % of people citing transport as a key barrier to accessing key services (Intermediate Output) and impact positively on the number of people in education and training and in employment.

In reality these relationships are not so clear cut. External factors will impact on these indicators, but this framework allows us highlight these anomalies and understand what the wider picture is with regards to transport.

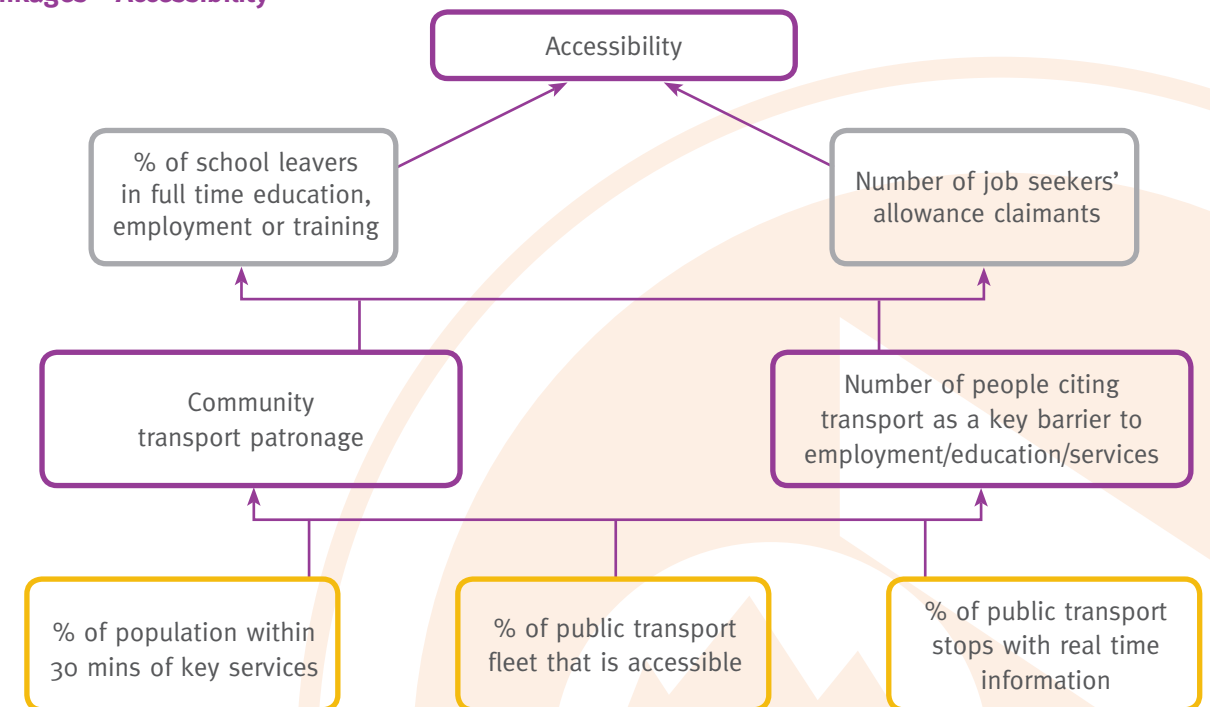
Linkages Economy Objective



› Regional Transport Strategy Monitoring and Evaluation *continued*

Monitoring Framework by Objective

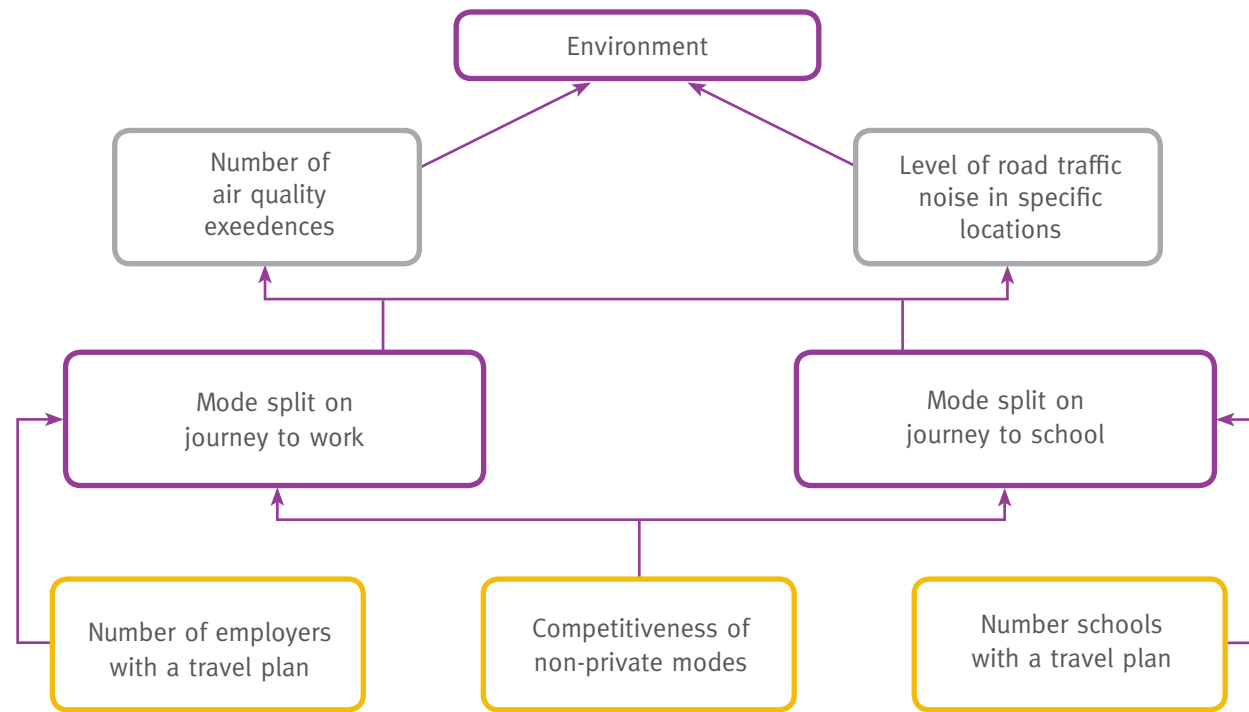
Linkages - Accessibility



› Regional Transport Strategy Monitoring and Evaluation *continued*

Monitoring Framework by Objective

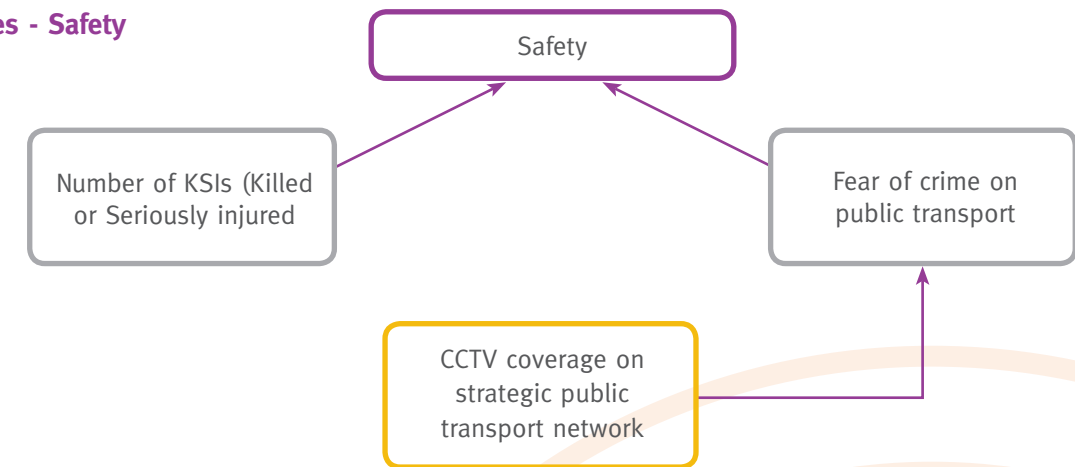
Linkages - Environment



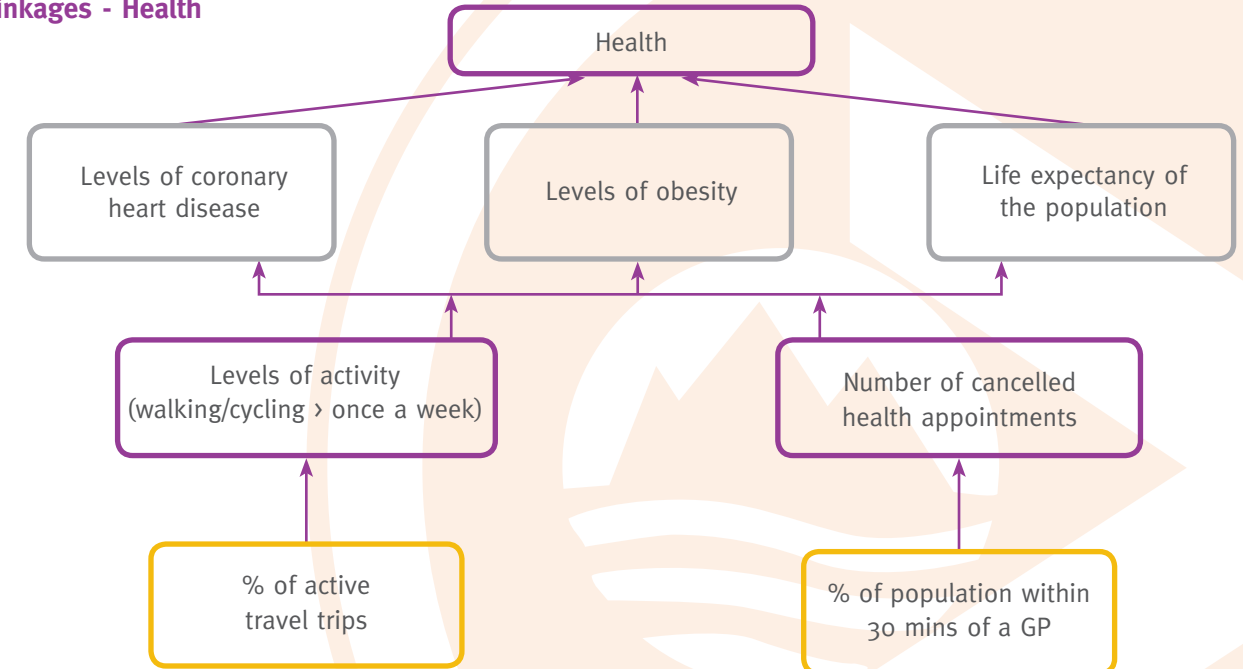
› Regional Transport Strategy Monitoring and Evaluation *continued*

Monitoring Framework by Objective

Linkages - Safety



Linkages - Health



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HITRANS Monitoring Framework - Interim Transport Indicator Targets		Baseline				Final Targets		Notes on targets
Indicator Code	Indicator Desc.	Source	Scope	2008	2009	2010	2022	
T101	Average car journey times	AA Journey planner	Fort William - Glasgow		2:30		2:15	major investment on A82 - 10% target reduction overall
			Fort William - Inverness		1:26		1:24	no major investment - 2% improvement through maintenance
			Inverness - Perth		2:35		2:20	major investment on A9 - 10% target reduction overall
			Inverness - Elgin		0:56		0:50	major investment on A96 - 10% target reduction overall
			Elgin - Aberdeen		1:32		1:25	investment at Fochabers - 5% target reduction overall
			Campbeltown-Tarbet (A83/A82 junction)		2:12		2:09	no major investment - 2% improvement through maintenance
			Inverness - Thurso		2:26		2:19	investment in 2+1s and Berriedale - 5% reduction overall
			Inverness - Wick		2:16		2:09	investment in 2+1s and Berriedale - 5% reduction overall
			Oban - Tyndrum (A85/A82 junction)		0:49		0:48	no major investment - 2% improvement through maintenance
			Elgin - Perth (via A95)		3:14		2:59	major investment on A9 - 8% target reduction overall
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		0:21		0:17	investment in link from A82 to southern distributor - 20% target
T101	Average public transport journey times (bus)	Transportdirect.info	Fort William - Glasgow		3:05		2:46	major investment on A82 - 10% target reduction overall
			Fort William - Inverness		2:00		1:57	no major investment - 2% improvement through maintenance
			Inverness - Perth		2:52		2:34	major investment on A9 - 10% target reduction overall
			Inverness - Elgin		1:25		1:16	major investment on A96 - 10% target reduction overall
			Elgin - Aberdeen		2:15		2:08	investment at Fochabers - 5% target reduction overall
			Campbeltown-Tarbet (A83/A82 junction)		2:59		2:55	no major investment - 2% improvement through maintenance
			Inverness - Thurso		3:20		3:10	investment in 2+1s and Berriedale - 5% reduction overall
			Inverness - Wick		2:45		2:36	investment in 2+1s and Berriedale - 5% reduction overall

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HITRANS Monitoring Framework - Interim Transport Indicator Targets		Baseline				Final Targets		Notes on targets
Indicator Code	Indicator Desc.	Source	Scope	2008	2009	2010	2022	
			Oban - Tyndrum (A85/A82 junction)		3:34		3:29	no major investment - 2% improvement through maintenance
			Elgin - Perth (via A95)		4:37		4:14	major investment on A9 - 8% target reduction overall
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		0:49		0:44	investment in link from A82 to southern distributor - 10% target
T101.5	Average rail journey times	FSR timetable	Fort William - Glasgow			3:49	3:40	signalling/track improvements
			Inverness - Perth			2:08	1:58	STPR
			Inverness - Elgin			0:45	0:38	STPR
			Elgin - Aberdeen			1:33	1:23	STPR
			Inverness - Thurso			3:49	3:35	signalling/track improvements
			Inverness - Wick			4:20	4:05	signalling/track improvements
			Glasgow-Oban			3:06	2:55	signalling/track improvements
			Elgin-Perth (change at Inverness)			3:16	2:57	Combination of Inv-Perth & Inv Elgin improvements
T102	Journey time reliability	Difference in AM Peak and Inter-peak car journey times from Transportdirect.info	Fort William - Glasgow		4%			major investment on A82 - 10% target reduction overall
			Fort William - Inverness		8%			no major investment - 2% improvement through maintenance
			Inverness - Perth		5%			major investment on A9 - 10% target reduction overall
			Inverness - Elgin		12%			major investment on A96 - 10% target reduction overall
			Elgin - Aberdeen		8%			investment at Fochabers - 5% target reduction overall
			Campbeltown-Tarbet (A83/A82 junction)		5%			no major investment - 2% improvement through maintenance
			Inverness - Thurso		5%			investment in 2+1s and Berriedale - 5% reduction overall
			Inverness - Wick		6%			investment in 2+1s and Berriedale - 5% reduction overall
			Oban - Tyndrum (A85/A82 junction)		11%			no major investment - 2% improvement through maintenance

HITRANS Monitoring Framework - Interim Transport Indicator Targets						
Indicator Code	Indicator Desc.	Source	Scope	Baseline	Final Targets	Notes on targets
			Elgin - Perth (via A95)	2008	2010	major investment on A9 - 8% target reduction overall
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)	4%		investment in link from A82 to southern distributor - 10% target
				13%	actual	
T102-5	Rail Performance	RAIL PPM MAA	First ScotRail-Express Punctuality	96.30%	97.75%	STPR interventions
			First ScotRail-Express Reliability	99.20%	99.35%	STPR interventions
			First ScotRail-Highland Punctuality	95.30%	96.74%	
			First ScotRail-Highland Reliability	99.30%	99.45%	
			Network Rail PPM MAA ScotRail	91.40%	94.17%	HLOS interventions
T103	Cost of transport	Basket of fares - air and ferry	Air - Edinburgh-Stormway	£176.83		RPI over period
			Air - Inverness-Kirkwall	£215.26		RPI over period
			Air - Glasgow-Barra	£146.10		RPI over period
			Air - Aberdeen-Wick	£184.50		RPI over period
			Ferry - Hunters Quay - McIlroy's Point	£27.50		RPI over period
			Ferry - Islay-Kennacraig	£99.60		RPI over period
			Ferry - Ullie-Lochmaddy	£57.10		RPI over period
			Ferry - Corran Ferry	£12.40		RPI over period
			Ferry - Stromness-Scrabster	£122.20		RPI over period
			Ferry - Kirkwall-Eday	£47.60		RPI over period
T104	Accessibility of key employment/service centres by public or community transport	SIMD accessibility figures - % popn within 30 mins of key service centre by public transport	Argyll & Bute	68%	75%	
			Eilean Siar	46%	55	
			Highland	66%	75	
			Moray	73%	80	
			Orkney Islands	47%	55	
			HITRANS	66%	75	
T105	Proportion of public transport vehicle fleet that is accessible	Local operators - further investigation with operators and local authorities required	Argyll & Bute		100%	fully accessible buses by 2016

HITRANS Monitoring Framework - Interim Transport Indicator Targets						
Indicator Code	Indicator Desc.	Source	Scope	Baseline	Final Targets	Notes on targets
			Eilean Siar	2	2010	fully accessible buses by 2016
			Highland	-		fully accessible buses by 2016
			Moray	-		fully accessible buses by 2016
			Orkney Islands	22.50%		fully accessible buses by 2016
T106	Number of bus stops and stations with Real Time Information	Local authorities	Rail - TBC, National Rail data likely inaccurate		60	
			Bus - TBC using strategic bus interchanges only?			
T107	Number of employees with a travel plan in place	Local authorities	Argyll & Bute	3	9	Council, HIE, NHS, FC, 1 trans op, 4 companies
			Eilean Siar	TBC	6	Council, HIE, NHS, 1 trans op, 2 companies
			Highland	3	15	Council, HIE, NHS, UHI, FC, SNH, 1 trans op, 8 companies
			Moray	TBC	11	Council, HIE, UHI, NHS, FC, 1 trans op, 5 companies
			Orkney Islands	4	6	Council, HIE, NHS, 1 trans op, 2 companies
			HITRANS	10	47	
T108	Number of schools with a travel plan	Local authorities	Argyll & Bute	85	100%	
			Eilean Siar	TBC	100%	
			Highland	112	100%	
			Moray	TBC	100%	
			Orkney Islands	8	100%	
			HITRANS	205	100%	
T109	CCTV coverage of public transport network	Local authorities or transport operators	Rail	67	80	
			Bus - TBC using strategic bus interchanges only?			
T110	% of active travel trips	Scottish Household Survey Travel Diary Results, Aligns with SOA Environmental outcomes		20.2	30	
T111	Access to health facilities: journey times by all modes	SIMD accessibility figures - % popn within 30 mins of a GP by public transport	Argyll & Bute	80%	85	
			Eilean Siar	63%	70	
			Highland	73%	80	
			Moray	85%	90	
			Orkney Islands	54%	65	
			HITRANS	75%	80	



The Highlands and Islands Transport Partnership

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