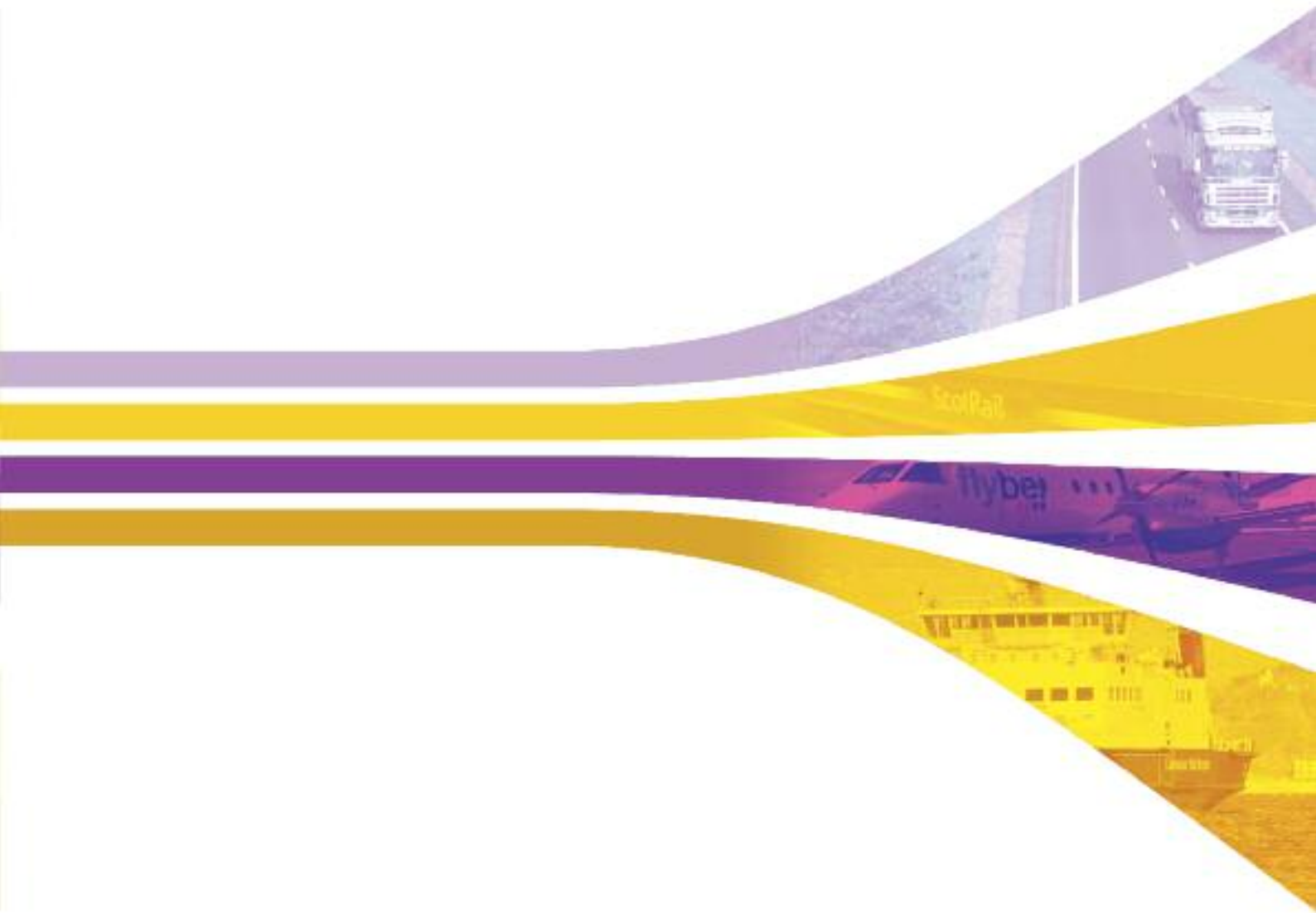


# **ANNUAL REPORT**

2010 – 2011



THE HIGHLANDS AND ISLANDS TRANSPORT PARTNERSHIP

...TO IMPROVE TRANSPORT SERVICES AND  
INFRASTRUCTURE IN THE NORTH OF SCOTLAND  
AND ON ROUTES TO THE HIGHLANDS AND ISLANDS.

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# 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**

**Prof David Gray**

**Okain MacLennan**

## > Advisors

**Shona Croy**  
(Orkney Islands Council)

**Gareth Williams**  
(Scottish Council for Development  
and Industry)

**Robert Pollock**  
(Argyll and Bute Council)

**Murdo Gray**  
(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)

# FOREWORD



2010/11 has been a very successful year for HITRANS in supporting the delivery of our Regional Transport Strategy. We have achieved this working in partnership with our constituent local authorities, Scottish Government, other public sector bodies, transport operators and European groups.

Following our review of the delivery of transport services in the Highlands and Islands we have as a Partnership considered how we should develop to meet the challenges we face in doing more with fewer resources. We have focussed our efforts on working with others to make a difference in the way the public and business get to, from and around the Highlands and Islands.

All sectors of the economy including transport sector experience challenges to improving services when conditions are not ideal. By working together with a wide range of partner organisations and maximising the return for investment made both in time and funding we have moved forward positively on a number of fronts this year.

At a European level I am particularly encouraged by our experience in working with public sector partners across Europe developing and delivering projects. Through the ERDF-assisted START project we have brought about real improvements to transport services in the Highlands and Islands and shared our experience with regional transport authorities in Portugal, Spain, France, England and Scotland. Through the Transtourism project we are working with partners in Iceland, Sweden and Ireland and from HIE and VisitScotland on sustainable solutions to encourage tourists onto public transport as an integral part of their holiday experience, in our case through the development of a ground-breaking website allowing travellers to confidently plan trips in the area and to share their experiences with others. Both projects attract new funding that national partners are then able to match.

At a national level we have worked with industry partners in developing the ground breaking CHRONOS project. This project secured funding from the Technology Strategy Board to develop a solar powered transport information system that can deliver electronic information without the cost and carbon impacts associated with traditional mains powered displays. The potential of such technology is wide-ranging and we are proud to be part of the team that has helped develop this innovative product.

We are very conscious of the need for the nation to reduce its carbon footprint and the part transport must play in reaching this goal. As well as the work we do encouraging the use of public transport and modal shift for freight movements, we have continued to implement our Active Travel Audit Programme of all key settlements across our area. This is designed to embed cycling and walking in Land Use and Development Planning, and in the Community and Health Planning agenda.

We have completed a wide range of projects this year and you will find these detailed in the Report, but I would wish to draw your attention to two in particular.

- The Moray Task Force has developed a way forward for Moray following the reduction in the RAF presence in the area. HITRANS working with the Moray Council looked at how transport investment could work to support the changing local economy and provide Government with a number of affordable transport service and infrastructure improvements.

- The whisky industry is a key sector across the Highlands and Islands which delivers significant value to the Scottish and UK economies in terms of the exports it generates. Working with the industry we have carried out a study to establish how its raw materials and produce are transported with a view to identifying opportunities for optimising logistics arrangements that support an efficient and sustainable industry.

Our efforts were recognised at the 2010 Scottish Transport Awards in winning the Best Bus Service Category for the Inverness Airport Jet Network. We look forward to the outcome of the 2011 Awards in which we have entered the CHRONOS Project.

Finally, I would like to thank our staff team for their continuing commitment and enthusiasm which enables HITRANS to be a very effective organisation working with many partners to improve the delivery of transport services within the Highlands and Islands.



Duncan MacIntyre  
Chair of HITRANS

# The regional **TRANSPORT STRATEGY**



The Transport Scotland Act 2005 placed the preparation of the Regional Transport Strategy as the first duty of the 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.

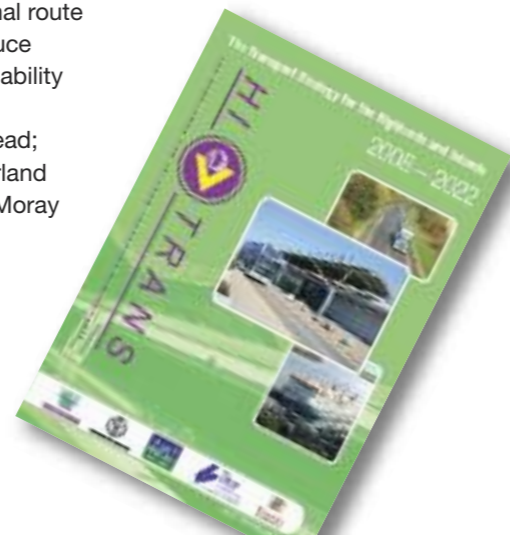
The core of the Strategy can be viewed as 10 horizontal themes applying to the whole region which aim to:

- 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.
- 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:

- 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.

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.

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.

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 of €789,164 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. 2010/11 saw the progress made in delivering a range of projects through the START project and these are detailed below:

- Cearcaill na Gaidhlig (Gaelic Rings) project supported through START including incorporation of Transport Direct intelligent links journey planning facilities into [www.gaelic-rings.com](http://www.gaelic-rings.com).
- Installation of electronic information display at Inverness Airport.
- Two new buses for Inverness Airport Service 11 to Elgin and Inverness equipped with real time information trackers.
- Order placed to equip 74 buses in Argyll and Bute with real time information trackers.
- Order placed to equip 9 buses in Fort William with real time information trackers.

- Audio visual next stop information equipment installed on 6 buses allocated to the JET 11 Inverness Airport to Elgin and Inverness bus service linked to real time information system.
- START has supported the Inverness City and Airport Bus Service Development Scheme (Inverness City Centre to Inverness Airport JET Service) which has provided a strong recognisable brand and high quality bus service to Inverness Airport. The service won the title of Best Bus Service at the 2010 Scottish Transport Awards.
- START has facilitated the extension of the Inverness Airport JET 11 bus service to operate to Elgin helping the service deliver passenger growth of over 30% as a result of the extension.
- Installation of bus shelters and electronic information displays at Finstown and St Margaret's Hope Ferry Terminal in Orkney.



## EUROPEAN FUNDING



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

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



## Trans-Tour Project

TRANSTOURISM-Sustainable Transport in Rural Tourism Areas is a Northern Periphery Programme (NPP) project with partners in Sweden, Iceland, Scotland, Eire and Northern Ireland and has a total value of €1.356M. EU funding is €808k. The project runs from 01 September 2010 until 31 August 2013. HITRANS is to contribute £60000 over 3 years, with HIE funding up to £21360 over the same period.

The total Giant Puffin budget including NPP funding is €241270. This includes our share of the core costs towards the administration of the project by the Swedish lead partner.

Our local partners are Highlands and Islands Enterprise, First ScotRail, Calmac, Visit Scotland, Destination Loch Ness, Cairngorms Business Partnership and Aberdeen University.

The project delivers two key priorities:

- Promoting innovation and competitiveness in remote and peripheral areas.
- Sustainable development of natural and community resources.

Tourism is important to the economic and social sustainability of many communities in the Northern Periphery Programme area. The aim of the project is to develop innovative, long term and sustainable solutions for transport services adapted to rural tourism areas in the Northern Periphery. This will be done by implementing new and improved public transport and related information services. All partners will implement new and improved transport services but in different ways as circumstances as needs differ.

The current approaches to planning for transport in rural tourist areas will be considered in each partner country with all key organisations involved. The outcome will be joint policy advice which will be a practical help in future planning of transport in these areas and similar areas in the Northern Periphery.

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.

The project consists of web-based timetables and itineraries to enable the visitor to browse at home and then commit to a public transport based trip in the Highlands and Islands, as part of a multi-national bid. This project is consistent with the recommendations of the Regional Access Scoping Study and helps relieve the constraints of current Highlands and Islands tourism/travel sites being either mode specific or simply very patchy in the information given on the opportunity to travel by public transport for a full multi-modal trip. Comprehensive single mode timetables do not facilitate the creation of individually tailored itineraries taking in attractions/locations of choice, and are often too detailed for the visitors needs. The portal provided as an output from the project would build and exploit existing data resources and introduce the opportunity for user feedback on trips to be generated within the content.

The system will be interactive, allowing the user to review online recommendations, make last-minute decisions, write blogs and keep in touch with a network of fellow-travellers.

The opportunity to provide real time updates to itineraries in the event of disruption etc would also be explored

as part of the project with a view to introduction at some future point with future technological advancement. This would enable the portal to take feeds from the real time information systems that have been introduced in Highland, Moray, Orkney and Argyll and Bute as well as any data feeds that could in time be made available by ferry and rail operators.

As the mobile phone technology available for information dissemination develops, there will be an opportunity to use the portal to give real time journey planning information to people while they are on the move. This would prove very welcome in providing information to travellers in the event of missed connections or service disruption.

Academic partners at Aberdeen University Rural Economic Digital Hub have agreed to monitor the project and then research mobile applications that would further enhance tailored visitor choice. In turn they could subsequently develop the project further in partnership with HITRANS as real time and phone technologies improve.

The global project kicked off in Sweden in September 2010. HITRANS is tasked with leading Work Package 2, producing a digest of good practice across the NPP area.

The local project development to date has included meetings with key partners including Traveline and discussions on procurement, stakeholder forums and the appointment of marketing consultants.

# RESEARCH and STRATEGY DEVELOPMENT



## Active Travel Regional Centres Audit

The programme of Active Travel Audits of all the key regional centres across the HITRANS area has continued, including Dunoon, Lochgilphead, Wick, Thurso and Stornoway.

The audits are designed to carry out infrastructure audits of regional centres to provide baseline information, and to develop a programme for longer term investment in response to the audits. The long term development of walking and cycling across the region aims to reduce the use of cars for short journeys and to contribute towards health.

The audits are carried out in consultation with Sustrans, HITRANS Active Travel Advisory Group, Access Officers, Transport Departments, Planning Departments, School Travel and Road Safety Officers, Public Transport Officer and local community interest groups. The reports include standardised mapping that is designed to provide a snapshot of what is required as funds become available.



## Lorry Parking Strategy

HITRANS commissioned AECOM to develop a Lorry Parking Strategy for the region. The future development and provision of lorry parking facilities across the area will be informed by the issues, extent and pattern of parking revealed by this work. The study was supported by the Freight Transport Association and the Scottish Freight Logistics Advisory Group.

### Summary

There is parking capacity across the HITRANS region, but it does require improvement. Growth in demand for road transport will place a strain on current parking provision. From HGV operators perspective, rising fuel costs and restrictive driving hours place a growing need to plan vehicle routes around strategic parking locations. If these locations are not in place, where will the vehicles park?

### Key Survey Results

#### Extent of Lorry Parking

The survey team investigated lorry parking locations in all of the major towns across Highlands, Moray and Argyll and Bute as well as Inverness City. Existing lorry park locations were surveyed as well as laybys along major trunk roads linking these nodes. Traditionally the Highlands have not had a parking problem and space is abundant. The main cause of concern for Trunk Road operators and Local Authorities is that of inappropriate or illegal parking.

#### Parking Numbers

In total 149 vehicles were witnessed parking with the large majority using designated parking locations. Vehicles were also seen parking in laybys and industrial estates across the region. Fort William and Inverness were the busiest parking locations with the next largest proportion of vehicles parking out of town in laybys along the many miles of Trunk Roads in the region. Scottish based operators made up a significant proportion of total vehicles with very few foreign vehicles sighted.

#### Parking Location

Where available designated lorry parks were well used and often additional facilities such as shower, cafe and WC were an attraction for drivers.

Security across the region is considered less of an issue than at lorry parks in the South and England with most locations being publically accessible. Off street parking in Industrial Estates was common.

### Parking Strategy Development

#### Site Investigation

A number of parking locations were assessed for suitability for future development into lorry parks. 'Future proofing' of lorry parking demand and the provision of bad weather emergency parking locations were also required. A number of suggestions were made for the improvement to existing lorry parking facilities to the inclusion of mixed use Park and Ride sites, as well as the complete development of a new lorry park at a number of locations.

#### Demand Oriented

What was clear following the vehicle survey is that where parking exists, it could be better advertised. Once the demand for parking has been satisfied then new parking locations would be required. As a result of this the first and foremost requirement for a lorry parking strategy would be the addition of signage on a local and region wide level to encourage more drivers to park appropriately. Drivers were also surveyed to help create a relative price point for parking at a new facility.

#### Further Parking Requirements

The designation of certain car parking sites to include off-peak lorry parking provision was also considered and a number of key towns across the region, could for a small fee, upgrade or re-designate existing parking locations to include overnight lorry parking. This option could also help supplement existing facilities by providing a 'tier' of parking choices for drivers and operators.

In addition designation of car parks to include lorries may become a reasonable source of revenue generation for Local Authorities, and will help to minimise maintenance costs for damage caused by vehicles parking inappropriately.

### Proposals for consideration

- Upgrade to existing Inverness City Lorry Park.
- Suggested development of brownfield site to rear of Inverness Retail Park – very close to strategic A96/A9 Raigmore Jct, or new site near Milton of Leys.
- Development of shared P&R site at Smithton.
- Temporary Parking Sites – these suggestions are for consideration in emergency bad weather situations- these could be promoted during bad weather as 'safe parking locations' through VMS/Radio/SatNav/SMS.
- Improvement of local signage – providing drivers with local sign posting to appropriate parking locations, reducing 'lost driving miles'.
- Improved/additional signing across the region for existing lorry parking sites.
- Reduce reliance on laybys and industrial estates and encourage responsible parking.
- Re-designation of existing car park sites – to provide additional capacity at very low cost.
- Layby inventory and improvements – providing additional bins, removal of foliage, inclusion of kerbing, lining, lighting (where possible).

## RESEARCH and STRATEGY DEVELOPMENT

### Whisky Industry Logistics Study

MVA Consultancy and Caledonian Solutions were commissioned by HITRANS to undertake a review of the current logistical requirements of the whisky industry in the region, its impact upon the strategic transport network and the implications of and for future growth of the Scotch whisky industry.

The whisky industry currently accounts for around 6% of Scotland's total exports (by value) and around 15% of Scottish exports to destinations beyond the UK and these proportions have been growing in recent years. Around 10,000 Scottish workers are employed directly by the whisky producers and the industry as a whole is estimated to support a total of 35,000 Scottish jobs. The industry contributes £2.7bn of 'Gross Value Added' to the Scottish economy (excluding its contribution to the Scottish tourist industry) and is expecting to experience significant growth in the coming years. It is therefore extremely important that the current and future transport needs of the industry are fully understood.

Around 85% of all Scotch malt whisky is produced at the 77 malt distilleries which lie in the HITRANS area and so the transport network to, from and within the HITRANS region is of particular importance to the industry.

The study was designed to:

- Collate the relevant information on the current logistics of the Scottish whisky industry, focussing on the movement of inputs and outputs to and from facilities located within (or close to) the HITRANS area.
- Forecast how the relevant supply and demand may change over time and the impacts these changes will have on the relevant transport infrastructure, again focussing on the infrastructure which supports movements to, from and within the HITRANS area.
- Document the transport-related issues and constraints which affect the industry, noting any aspirations and opportunities to improve transport efficiencies.

An important element of the study was the detailed consultation with key partners from across the industry, ranging from maltsters, distillers and their trade organisations through to transport providers and hauliers. The purpose of this consultation was to collate the information needed to calibrate the spreadsheet-based prediction tool; and to provide an understanding of the main issues and constraints which affect the industry and any opportunities for improvements to the transportation system.

Many of those consulted felt that steps should be taken to actively assist the industry by tackling pinch points on the road network, providing assistance with rising transport costs and/or facilitating modal shift towards rail. The whisky industry is currently almost entirely reliant upon road transport. However, the consultation suggested that there would be merit in further investigation of the scope for achieving modal shift of some whisky-related products from road to rail, particularly in the Speyside corridor.

This would not be straightforward to achieve and may require industry-wide co-operation and consideration of the environmental benefits (including reduced carbon emissions), to help offset any additional logistics costs. However, there appear to be a general willingness from relevant key players to seriously consider possibilities in this area, often as part of a wider drive to 'decarbonise' the industry, suggesting that further work in this area is merited.

There is a significant number of island-based distilleries and these are almost all currently reliant on commercial ferry services and therefore need to share space on these ferry services with island residents, other business interests and tourists. It will therefore be important to ensure that ferry capacity does not restrict future island-based whisky production, particularly if the expected growth in the demand for whisky materialises over time. The impact of measures (such as the introduction of Road Equivalent Tariffs (RET)) which have the potential to significantly increase total demand on ferry services should be considered carefully, to ensure that the benefits to the industry from reduced ferry costs are not out-weighed by an increase in sailing capacity-related problems.



#### Spreadsheet Forecasting Tool

As part of the research a spreadsheet tool was created which can be used to calculate and analyse the main transport movements made within the HITRANS network as part of the whisky production process. The spreadsheet tool can also be used as a mechanism to forecast future whisky-related demands on the transport networks to, from and within the HITRANS area.

In order to analyse and summarise the movements of whisky-related goods and their impacts on the HITRANS transport network, the relevant whisky-producing facilities (malting facilities, distilleries, by-product handling facilities etc) have been grouped into 14 different geographical areas, each with its own routing assumptions for the delivery of their inputs and outputs within the overall production process. The relevant routing assumptions were informed by the consultation process described above. The spreadsheet tool was then used to predict vehicle movements on key routes and these predictions have then been incorporated into a series of maps detailing both volumes of goods transported and vehicle numbers on each section of each strategic route.

The prediction tool is based upon output capacities gleaned from the Scottish Whisky Review 2009. As a default, the tool is set at 80% of current capacity which is an average representing the previous five years of production. The spreadsheet tool allows changes to be made to this capacity figure which will then recalculate and show the effects of the assumed industry growth on the transport network.

#### Findings and Recommendations

The analysis suggests that the A9 and the A95 are the most important corridors in the HITRANS region. It is estimated that whisky production generates over 137,000 goods vehicle trips per year (=377 per day) in the A95/A941 Speyside corridor, (including empty running trips). These figures include a number of relatively-short-distance movements connecting the large number of distilleries, malting facilities and Dried Grains Plants located in this corridor. A total of around 47,000 whisky-related goods vehicle trips per year (=129 per day) use the A9 south of Aviemore.

Our analysis suggests a total of almost 109,000 vehicle trips per year (equivalent to almost 520 per day) are using the HITRANS road network to deliver whisky production-related products, with a further 80,000 vehicle trips per year created due to empty-running return trips.

A not-unlikely growth of 10% in whisky production would therefore result in around 19,000 additional goods vehicle trips per year on the HITRANS road network. To help achieve the desired reduction in greenhouse gas emissions and other traffic-related costs, it would be therefore be advisable to continue to consider targeted, effective and realistic measures to help achieve modal shift where possible, most notably to and from the Speyside area.





## RESEARCH and STRATEGY DEVELOPMENT

### Analysis of the Economic Value of Community Transport in the Highlands and Islands

HITRANS commissioned a team of consultants led by Derek Halden Consultants to undertake an Assessment of the Economic Value of Community Transport in the Highlands and Islands.



It is widely believed that Community Transport offers a wide range of benefits in terms of sustaining communities, improving quality of life and avoiding costs to the public purse. Examples would be enabling people in rural areas to take up employment, and providing the mobility necessary to enable older people to remain in their own homes rather than moving into residential care. Community transport operators can often quote anecdotal evidence for benefits such as these, and yet very little rigorous work has been done to examine these or to produce quantified results.



The study aims to quantify the social benefits, both financial and non-financial, of a small sample of community transport projects in the Highlands and Islands. Five individual projects have been selected for analysis to give a range of different types of service which have been designed to serve different sectors of the community. It is hoped that by studying these specific projects in detail, it will be possible to measure the benefits arising from their operation. The work commenced in February 2011 and will be completed in June 2011.

### Moray Taskforce – Areas for Transport Investment in Moray

The UK Government published its Strategic Defence Review in October. Decisions made through this process are sure to have a major effect on the Moray area with significant employment centred on the RAF bases at Kinloss and Lossiemouth. More than 5,700 jobs in Moray depend on these bases. They support around 16 per cent of the area's total workforce.

The Moray Taskforce was convened immediately after the announcement of the Strategic Defence Review to Parliament. It combines private and public sector leadership, with representatives from Highlands and Islands Enterprise, Moray Council, the Scottish Government and Skills Development Scotland, along with leaders of local businesses. The Taskforce is campaigning to keep the Tornados at RAF Lossiemouth and following the cancellation by the UK Government of the Nimrod contract at RAF Kinloss they are seeking a responsible approach to the withdrawal of the RAF from Kinloss which will minimise the impact to surrounding communities and businesses.

The Moray Taskforce has identified a number of ways in which the local economy could be supported, and at an early stage in that process a list of possible areas for investment was submitted to the Scottish Government. Whilst this list included some areas for transport investment, there remained a need to focus on transport in more detail to identify with more certainty those interventions which were most likely to have a short or medium term benefit to the Moray economy. HITRANS agreed to support the cost of Moray Council engaging their framework consultants Jacobs to compile a report identifying the areas of strategic transport investment which could best contribute to economic growth in Moray.

This work was commissioned with a view to submitting the report to the Scottish Government to support requests for financial assistance in delivering improved transport access to the area.

Jacobs completed their report in March 2010. Several potential interventions that could benefit the existing economy of Moray and encourage growth have been identified. These interventions have been assessed, based on cost, deliverability and performance against the single key objective. From this assessment, the interventions were categorised into tiers as detailed below:

- Tier 1 – Interventions with an estimated cost that is less than £5M, are deliverable and provide a major contribution towards assisting the maintenance and growth of the economy in Moray.
  - Provision of direct coach services between Moray and Glasgow/Edinburgh; and
  - Funding for a replacement dredger for Moray's Harbours, in particular, Buckie.
- Tier 2 – Interventions with an estimated cost less than £5M, are deliverable and provide a moderate contribution towards assisting the maintenance and growth of the economy of Moray.
  - Provision of funding to provide access to potential Business Parks in Moray;
  - Passenger Rail Phase 1&2; and
  - A95 Lackghie Scheme.

- Tier 3 – Interventions with a higher estimated cost and/or lower contribution towards assisting the maintenance and growth of the economy of Moray. These interventions may also have issues related to deliverability.
  - A96 Elgin East;
  - Increased overtaking opportunities on the A96 (1);
  - Increased overtaking opportunities on the A96 (2);
  - A95 Gaich to Craggan Scheme; and
  - Passenger Rail Phase 3.
- Tier 4 – Interventions with negligible contribution towards assisting the maintenance and growth of the economy of Moray.
  - Inveramsay Bridge replacement

The full report can be downloaded at: [http://www.hitrans.org.uk/Documents/documents/MorayTransportInterventions\\_Feb2011\\_v2.pdf](http://www.hitrans.org.uk/Documents/documents/MorayTransportInterventions_Feb2011_v2.pdf)



# INTELLIGENT TRANSPORT SYSTEMS



## Real Time Bus Information Systems

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

The Orkney Real Time Information System includes 12 buses fitted with on board computers that allow the buses to be tracked and transmit up to the second information on the vehicle location to bus passengers at bus stops. Displays have been located at Kirkwall Travel Centre, Kirkwall Airport and a number of bus stops are equipped with LED displays.

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 an order was placed in 2010/11 to extend coverage to a further 74 buses and coaches which will cover all local and long distance bus operations in Argyll and Bute. This extension will also include new TFT displays at a number of key interchanges.

The Highland real time information system has continued to develop in 2010/11. The system has been extended to cover bus services in Fort William with funding provided by HITRANS through the START project. This means that a total of 95 buses that operate local bus services in the Highlands are equipped with real time information tracking equipment. The START project has also funded real time information tracking equipment on 2 JET buses that serve Inverness Airport and Audio Visual next stop equipment on all 6 JET buses.

In 2010/11 HITRANS agreed to fund the development of a data feed from the Highlands and Islands real time information systems to Traveline Scotland that would enable the Traveline Scotland smartphone applications, mobile web browser and SMS service to offer real time information through these services. This service will become particularly useful in 2011/12 when Android and Blackberry Apps are added to the existing iPhone App.

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.

## Regional Bus Timetable and Information Database

The five HITRANS local authorities undertook a collective procurement process in 2010/11 for a new public transport information database that would allow them to generate high quality timetable information for use in transport travel guides and roadside bus stop publicity. This collective approach was felt to offer the best value procurement process. The costs of providing the database are to be shared between the five local authorities and HITRANS provided £20,000 towards the capital cost of the new system. The Database has been supplied by Trapeze Group Limited.

This Database has been tried and tested by a number of the Scottish Councils and major bus operators who have found the system to be both clear and reliable. It has proven to reduce costs, increase productivity and improve services by addressing a variety of transport needs including:

- Tendered and commercial bus services.
- Demand responsive services.
- Mainstream and Special Education.
- Social Care transport.
- Dial-a-ride/Dial-a-bus/Flexible routes.
- Integrated multi-modal or regional transport services.

## CHRONOS Project

The Technology Strategy Board (TSB) stimulates technology enabled innovation in the areas which offer the greatest scope for boosting UK growth and productivity. The TSB was identified as an opportunity by two transport information companies, Nexus Alpha and JMW, as a means to bring both companies' concepts for solar and wind powered customer information systems from the drawing board to reality. Having agreed upon a collective project for TSB the companies approached HITRANS to be their public sector partner in the CHRONOS consortium.

CHRONOS has allowed HITRANS to be involved in delivering groundbreaking CIS technology at public transport nodes in the Highlands and Islands. The renewable energy source for the CIS screens is a great fit with HITRANS objectives and the Highlands and Islands is an excellent proving ground for the technology.

2010/11 saw the roll out of phase 2 of the CHRONOS project. This phase saw CHRONOS welcome ScotRail as a project partner and allowed the consortium to develop the screens to fit a rail station environment. To meet the needs of a rail environment the displays for ScotRail introduced some novel innovations: the introduction of 'flip-dot' technology using

solar power and the first application of a novel power unit optimised for solar powered systems which is designed to ensure maximum benefit from the solar array and the least energy waste. The power supply features a unique charge buffer technology that ensures the batteries are properly managed without sacrificing charging efficiency, a problem that is of particular concern where modest panels must be partnered with large battery capacity. The systems are based around the HERMES Lite computer which also drives an audio output which is triggered by button and/or the RNIB's React radio triggers. The integrated support for DDA compliance is acknowledged by ScotRail as a significant benefit of these systems.

The new flip dot screens have been installed at the following locations:

- Keith Station Bus Stance
- Golspie Station
- Lairg Station
- Tain Station
- Invergordon Station
- Alness Station
- Muir of Ord Station
- Beaully Station

Three more flip dot CHRONOS screens will also be installed in 2011/12.

## Mobile Phone Information System Project Partnership with Caledonian MacBrayne

HITRANS supported Caledonian MacBrayne to develop Smartphone Applications and an SMS information service designed to improve their ability to communicate service information to their customers. HITRANS provided £7,000 towards the costs of delivering Apps on the iPhone, Blackberry and Android platforms and improved SMS services from our 2010/11 budget.



## RAIL DEVELOPMENT



### Conon Bridge Station

In March 2011 Transport Minister Keith Brown made funds available to HITRANS for the next phase of Conon Bridge Station. HITRANS will be contracting with Network Rail to produce a design for the new station so that we can move quickly should funds for the capital works become available. The single platform station has planning permission and stops are already included in the North Highland timetable. There are no signalling works required.

### Timber on Rail

HITRANS has continued to develop the concept of low-cost lineside loading. A number of sites to serve the flow country catchment have been identified and surveyed. These include Kilearnan, Achentoul, Forsinard and Borrobol. The data was used to assist a bid for Strategic Timber Transport Scheme funding for intermodal timber. The sites also have been added to [www.highlandrailfreight.com](http://www.highlandrailfreight.com)

### HITRANS Rail Passenger Survey

The Spyria Partnership was commissioned by HITRANS to undertake an analysis of a Highland version of the National Passenger Survey (NPS), known as the 'Highland Boost', which HITRANS commissioned from Passenger Focus. The passenger survey was undertaken in the autumn of 2010. 1,150 people were quizzed across the HITRANS routes. The survey comprised a series of questions concerning the following aspects:

- Information on the respondent's rail journey on the day of the survey (e.g. the service that they were travelling on, ticketing, journey purpose, baggage, delay experienced, etc.).
- Information on rail travel in the prior six to 12 months (e.g. whether complaints / compensation claims had been made, feelings about personal safety and security etc.).
- Information about themselves (e.g. age, gender, disability, working status, etc.).

Respondents' opinions and level of satisfaction on a wide range of topics related to the rail journey (e.g. comfort, safety, price, information, etc.).

The report will be used to inform HITRANS studies on Passenger Forecasting and Inter-City connections.



## RAIL DEVELOPMENT

### Summary of Analysis

Changing trains as part of the journey is a key element of journeys between Glasgow/Edinburgh and Inverness – around 30% of passengers on these services reported changing trains at Perth.

Inverness is the dominant location for rail travel to and from the Highlands, whether that be to or from the Central Belt, or on the Kyle and Wick services. On average around one third of respondents travelling on the Inverness routes began their journey in Inverness, while 42% were travelling to there.

Glasgow and Edinburgh are key generators of journeys northwards to Inverness: on the Glasgow to Inverness route 38% of respondents commenced their journey in Glasgow and on the Edinburgh to Inverness route 32% of respondents commenced their journey in Edinburgh. Kingussie, Aviemore and Pitlochry are also key destinations on the Glasgow and Edinburgh to Inverness services.

On the Inverness to Kyle route the main trips are made between Inverness and Kyle of Lochalsh – 38% of respondents commenced their journey in Kyle, while more than 50% of respondents ended their trip in Inverness.

The rail service between Inverness and Wick plays a significant role in the community, not only for trips to the key centres such as Inverness, but also to other smaller centres, such as Dingwall, Thurso and Wick, for people living in more rural areas: while Inverness is the main origin and destination on Inverness to

Wick services, there is a much greater spread of origins and destinations across many of the stations along the route, compared with the other services. Thurso, Dingwall and Wick are key generators and attractors of trips: 20% of respondents were destined for Thurso, 10% for Wick and 9% for Dingwall, for example. In addition to these larger towns, many trips were made to and from smaller locations along the route.

On both the Glasgow to Oban and Glasgow to Mallaig routes there is a similar pattern regarding origins and destinations, whereby key locations tend to generate or attract the most trips: namely Glasgow and Oban on the Glasgow to Oban services, and Glasgow, Mallaig and Fort William on the Glasgow to Mallaig services. Crianlarich appears to attract a significant number of trips also.

Regarding trip purpose, there is significant variation between the different routes as to the dominance of different trip purposes. Commuting is most prevalent on the Inverness to Wick route (20% of trips) and fairly prevalent (circa 15% of trips) on the Inverness to Kyle route.

On the Glasgow and Edinburgh routes to Inverness, the most prevalent trip purposes are 'on company business', 'visiting friends and family' and 'travel to or from holiday'.

The Glasgow to Mallaig route stands out from the other routes also, with a notably high prevalence of passengers reporting that they are on an 'other leisure trip' or on 'a day out' or 'travel to / from holiday'.

A high proportion of passengers buy their tickets in advance: around half of all passengers were travelling on advance purchase tickets on all but the Inverness to Kyle and Inverness to Wick routes, with just 37% and 46% of passengers on advance purchase tickets respectively.

By far the most common ticket type was an 'Anytime' ticket, particularly on the Inverness to Wick route (60% of tickets purchased). There was a significant amount of off-peak tickets purchased on the Glasgow and Edinburgh to Inverness routes, and to a lesser extent on the Glasgow to Mallaig and Oban routes. Special promotional tickets were most commonly used on Inverness to Kyle services, and to a lesser extent on Glasgow to Mallaig and Glasgow to Inverness services.

First class travel is more prevalent on the Edinburgh to Inverness route, when compared to the Glasgow to Inverness route, despite there being a higher proportion of business travellers on the latter. Further analysis is required to understand why there is less take up of first class travel on the Glasgow to Inverness route.



There is high usage of railcards across the route, particularly on Kyle, Wick, Mallaig and Oban routes: 53%, 52%, 49% and 41% of respondents using railcards respectively. This relates to high usage of senior railcards, and most likely Highland Railcards, which would fit into the 'other' category in terms of the survey.

Few of the passengers surveyed were travelling with children, particularly on the most rural routes (Mallaig, Kyle, Wick) – this perhaps reflects the longer travel times on these routes (as a barrier to travelling by rail with young children), but also perhaps reflects a lack of facilities on these routes, or indeed perceived or real barriers associated with travelling with children on these routes.

On average around 15% of passengers experienced a delay during their journey. These were mostly minor delays, and most prevalent on the Glasgow/Edinburgh to Inverness routes. The type of delay tended to be trains departing late (most frequently on the Glasgow to Oban and Inverness to Kyle routes) and trains arriving late (most frequently on the Glasgow/Edinburgh to Inverness routes).

Interesting to note is that on the Inverness to Wick line, 17% of respondents reported that they were delayed as a result of the "train I took to this station was late and I missed my connection", which perhaps indicates that the

timetables for connecting services to this line are too tight in order to accommodate relatively frequent delays on the services.

Respondents on the Inverness to Wick and Kyle routes are most likely to consider themselves as frequent users of the services. Lower reporting of being a frequent user is found on the Edinburgh and Glasgow to Inverness routes, and even lower on the Glasgow to Mallaig and Oban routes.

Eight per cent of respondents reported that they had had cause to worry about personal security in the last six months while making a train journey.

Fifteen per cent of respondents felt that better promotion of when advanced tickets become available would be desirable and the next most desirable improvements were the provision of better internet enquiry/booking services and making timetables easier to read, which was stated by 12% of respondents respectively.

In respect to satisfaction with seven of the train station factors examined, the Highland services on average outperformed the ScotRail TOC-wide performance at autumn 2010. Good performance by Highland services at the rail station is most notable in relation to facilities for car parking at Highland stations and in respect to personal

security while using stations in Highland. There is a good degree of variation by service on each of the train station aspects however.

In respect to satisfaction with train aspects, the Highland services on average in all cases outperformed the ScotRail results for the autumn 2010 survey, although there was significant variation between Highland services.



## RAIL DEVELOPMENT

### Level Crossings Study

HITRANS commissioned consultants Scott Wilson to carry out a technical report to identify potential journey time savings on Inverness-Wick/Kyle that could be achieved through level crossing upgrades allowing trains to pass over them more quickly. This follows other HITRANS and Highland Rail Partnership work on Sectional Running Times, Loop Entry/Exit Speeds, the North Highland Lines Timetable Recast and Resignalling Inverness-Dingwall.

Network Rail is funded to operate and maintain level crossings. It has a policy of removing crossings where possible through negotiation with landowners and of not permitting new crossings. Both routes are characterised by many level crossings of varying status. These may require trains to slow, lengthening journey times, increasing wear when braking and fuel use when accelerating, and using up traincrew and unit productivity.

The report considers the operational issues and opportunities arising from possible modifications to existing train-operated level crossings, in order to assess the possibility of achieving journey time savings on those routes affected by this study. It surveys existing arrangements and identifies the scope for potential upgrade of each crossing, with respect to both rail and road users.

The level crossings on the Far North Lines were mostly converted to a type of power-operation as AOCLs (Automatic Open Crossings Locally Monitored), introduced as part of the introduction of RETB (Radio Electronic Token Block) operational working in circa 1985, when the existing mechanically-operated signal boxes and associated method of working were de-commissioned. Prior to the introduction of RETB, the majority of level crossings had manually controlled barriers or gates operated by the locally adjacent signaller or a crossing keeper provided specifically for that purpose. At an AOCL the operation of level crossing road traffic lights are initiated by an approaching train and then their operation is cancelled when the train has moved clear of the crossing. There is no remote monitoring of the AOCL crossing operation by the RETB operator (signaller) located at Inverness.

Several train-operated crossings were already in operation on the Far North Lines prior to the introduction of RETB working. Among these were the Automatic Half Barrier installation (AHB) at Nigg and a Miniature Warning Light installation (MWL) at Foulis; AOCL installations at several locations had also been commissioned by this time.

All AOCL-type crossings installed on the Far North Lines have subsequently been upgraded to more recent standards and have been fitted with new red/white lights to instruct train drivers; recording and monitoring facilities have been provided for use by maintenance staff. More recently, i.e. since the commissioning of RETB, three new ABCL installations (Automatic Barrier Crossings Locally Monitored) have been installed. The report has not considered those type of level crossings classed as User Worked Crossings (UWC) as part of the assessment.

In some cases the benefit from any potential increase in crossing speed will be limited by an adjacent 15 mph speed restriction, applied to moves through automatic self-restoring points at the entry to or exit from a crossing loop in the vicinity of a level crossing. This issue may be removed and affected level crossing speeds may be increased if these points are altered to operate with a conventional point actuation system. The possible conversion of such automatic self-restoring points is covered in a separate report. The speed increase to be gained will be dependent on the suitability of the track to accommodate such increases.

The journey time improvements referred to below are from a basic, high level estimation exercise and are for comparative purposes only. The actual time-benefit to be gained at each level crossing requires to be calculated in detail, taking into account all the variables applicable at the particular site in question; those variables affecting the trains' performance need also to be taken into account. Generally the time-benefit has been calculated from comparing the time taken to travel a 1500m distance at the appropriate crossing speed with that of a train travelling at the maximum line speed over the same distance. The figure of 1500m was derived from 500m for braking and 1000m for acceleration. On the Kyle and Thurso lines where the line speed is low, the figure of 1500m was replaced by 750m. Special conditions apply to the level crossings in Dingwall.

A journey time saving in seconds following upgrade was produced for multiple units in up and down directions over each crossing, along with a broad estimate of cost, varying from £250k to £4m. This information could be used to identify which crossing upgrades would produce the greatest time savings for the least cost, and to develop a rolling programme of investment.



### Switches and Crossings Report

HITRANS commissioned consultants Scott Wilson to investigate the feasibility of upgrading switches and crossings (points) on Radio Electronic Token Block (RETB) signalled routes: Craigendoran-Oban-Mallaig and Inverness-Kyle-Wick.

This follows previous work carried out on Sectional Running Times on these routes which postulated theoretical loop entry/exit speeds of 25 mph and 40 mph and derived notional journey time savings. It is also a sister report to studies carried out on Level Crossing Speeds and Resignalling Inverness-Dingwall.

Owing to technical limitations of the equipment employed, trains passing over points operated by the train-operated point actuation system are required to reduce speed to 15 mph in each direction. Removal of each associated speed restriction may therefore only be achieved by converting the existing train-operated point actuation system to a more conventional and independently-powered means of operation.

The train-operated point actuation system was introduced during installation of RETB operational working, when the existing mechanically-operated signal boxes and associated methods of working were de-commissioned. The RETB-method of working was progressively introduced to these lines between 1984 and 1988.

The report identifies a technical solution to the control of S&C that interfaces with the RETB-version Train Protection Warning System (TPWS) designed to prevent trains from passing signals at red. Current control is by hydraulic push-over points that reset themselves after a train has been through. The solution entails the installation of motorised points that require control.

Removal of the speed restriction over points operated by the train-operated point actuation system could result in journey time savings. However, the benefits are limited by adjacent level crossings and loop length and the position of Stop Boards which act as red signals. A few of the longer loops may offer meaningful time savings, along with Dingwall and Crianlarich improved operations. Costs are likely to be considerable, and further work would be required even to establish estimates.



## 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. The service was extended with support from the STRAT project to operate to Elgin on an hourly basis satisfying a long held aspiration of HITRANS, Moray Council, Highlands and Islands Airports by providing a direct public transport link to the local airport serving Moray.

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 June 2010)  
an average increase of 32%.

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. The success recorded for the third year of the project reflects the success in growing patronage by extending the service to Elgin. This achievement was recognised when the JET service was awarded the title of Best Bus Service at the 2010 Transport Times Scottish Transport Awards.



## CEARCAILL NA GAIDHLIG



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](http://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

HITRANS support to this project in 2010/11 was used to provide improved journey planning facilities with Intelligent Links to the Transport Direct portal to help people plan their travel itinerary on the Gaelic Rings.



# 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 2010/11.

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 offer 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.

HITRANS launched our journey sharing website [www.IfYouCareShare.com](http://www.IfYouCareShare.com) in June 2008. In 2010/11 HITRANS have worked on promotion of the portal working closely with employers, local authorities and community organisations. [www.IfYouCareShare.com](http://www.IfYouCareShare.com) is open to everyone and can be used to support one off events such as meetings and concerts.

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](http://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.

# 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. 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 that 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.



# 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 2010/11.

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.

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 supported the establishment of 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 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 new freight infrastructure and terminals. It was involved in the Lorry Parking and Whisky Logistics Studies.

## 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



	Approved Budget	Actual Expenditure
<b>Income</b>		
Councils	£200,000	£200,000
Scottish Government – Match Funding	£200,000	£200,000
Scottish Government – Travel Plan	£0	£718
Scottish Government – Regional Transport Strategy	£415,000	£415,000
START Project	£0	£298,279
Giant Puffin Project	£0	£15,396
Other Misc Income	£0	£34,809
Interest on Revenue Balances	£0	£104
	<b>£815,000</b>	<b>£1,164,306</b>
<b>Direct running Costs</b>		
Staff	£281,500	£271,091
Staff Travelling and Subsistence	£25,000	£24,507
Members and Advisers Travel and Subsistence	£10,000	£9,861
Partnership/Consultation Meetings	£20,000	£12,936
Office Costs – Property	£20,000	£19,620
Office Costs – Admin	£21,500	£19,890
	<b>£378,000</b>	<b>£357,905</b>
<b>Programme of Costs</b>		
Publicity	£25,000	£30,710
Travel Plan Work	£0	£2,008
Research & Strategy Development	£352,566	£369,526
START Project	£0	£284,122
Giant Puffin Project	£0	£16,771
Interest on Revenue Balances	£0	£0
2009/10 Deficit	£18,434	£18,434
	<b>£396,000</b>	<b>£721,571</b>
<b>Finance and Administrative Services</b>		
	<b>£41,000</b>	<b>£38,496</b>
<b>Total Costs</b>	<b>£815,000</b>	<b>£1,117,972</b>
<b>Underspend</b>	<b>£0</b>	<b>£46,334</b>

# Public Service Reform Act (Scotland) 2010 STATEMENT OF EFFICIENCY



During 2010/11 HITRANS has implemented a number of initiatives that have improved efficiency, effectiveness and economy and these are outlined below.

## Shared Services

### Shared accommodation, administration and supplies

HITRANS has reduced its accommodation at the Inverness Airport Office and now shares the building with a firm of private sector Architects. This has resulted in a saving to HITRANS of £12,413 per annum.

### Legal, Financial and HR Services

HITRANS has service level agreements covering Legal, HR, and Financial services with two of our Member Councils. The services provided are outlined below.

### Legal and HR Services

Legal and HR services are provided by Comhairle Nan Eilean Siar. Legal Services include legal advice, contractual advice and provision of clerking for the Board. HR Services include drafting and review of HR policies and procedures, monitoring any changes in legislation, and support in dealing with staff matters. Day to day routine HR matters are managed directly by HITRANS employees. The quality of support is excellent and rates are considerably lower than comparative rates in the private sector. The cost of this service in 2010/11 was £8,000.

### Financial Services

Financial services are provided by The Highland Council. Services covered include invoice and payment processing, financial ledger, regular reporting to the HITRANS Board, internal audit, liaising with external audit, budget preparation and control, pension fund management, accountancy and audit support for EU projects and investment management. The quality of support is excellent and again rates are considerably lower than in the private sector. The cost of this service in 2010/11 was £22,500

### Accessibility Modelling

HITRANS has developed an accessibility model covering the Highlands and Islands using Accession and this has been available to Member Councils for a number of years, operating mainly through consultants MVA. The model gives a graphic presentation of the accessibility of specific locations to other locations, including areas of employment, healthcare, education, retail and leisure, by various modes.

One of the recent uses of Accession by HITRANS has been the assessment of the areas from which patients can access the main hospitals in their area for morning and full day appointments using public transport, which we have shared with the local Health Boards. We have by doing this been able to identify the areas where other forms of access need to be developed.

Due to the high level of knowledge required to use the model HITRANS has entered into an arrangement with Tactran and SEStran through which we use a common contract between SEStran and MVA to access accession software with the benefit of reduced fees as a result of the larger volume of work, single licence fee for all three RTPs and regular updates for all. In addition we have saved the cost of procurement by using the SEStran contract.

### Sustainable Development

HITRANS has carried out active travel audits of all the key settlements across the region in partnership with the five authorities in the HITRANS area and provided the results to the partner authorities. The central provision of these services has saved the partner authorities significant costs in developing an effective methodology and undertaking individual audits when compared with the local development option. The completed Audits provide a valuable tool for Council Planners and Local Developers to understand sustainable travel patterns within communities, and to ensure that new developments complement existing walking and cycling networks, add value to communities, and focus developer efforts on critical areas for action.

## STATEMENT OF EFFICIENCY

Public Reforms Act Information Period covering 01/10/2010 - 31/03/2011

### Partnership Working

#### European Projects

HITRANS was involved in the delivery of three European Projects during 2010/11 which each achieved efficiencies and economies while working towards improvements in the effectiveness of delivery of transport services and related infrastructure both within the Highlands and Islands and at wider national and international levels.

#### Interreg IVB Project Funding

Working with Partners in the Atlantic region of the EU the START European Project aims to make it easy to travel to, from and around the Atlantic regions of Europe using environmentally friendly public transport. The Project involves regions from elsewhere in the UK, France, Spain and Portugal. HITRANS working with public and private sector local partners has within the project added significant value to the development of the award winning Jet bus service to and from Inverness Airport and the development of real-time bus information in towns across the region.

In the Northern Periphery Region of the EU, HITRANS is working with partners from Iceland, Sweden, Northern Ireland and Eire on the TransTourism project. The TransTourism partnership is developing and implementing solutions for transport services adapted to rural tourism areas in the Northern Periphery. Tourism is important to the economic and social sustainability of many communities in the Northern periphery area. The services developed in the project will facilitate development of tourism in the project area whilst reducing carbon emission and local congestion from private cars at peak season. HITRANS through this project is working with HIE, Visit Scotland, and Aberdeen University in developing an interactive website for travel planning for visitors in the Highlands and Islands of Scotland.

Both these projects are funded through the Interreg 4B Programme which facilitates partnership working across the EU with intervention rates of up to 65%.

#### Highlands and Islands Partnership Programme

HITRANS worked in partnership with The Highland Council to access ERDF funding to deliver a series of infrastructure improvements to deliver increased active travel in key settlements as identified through our Active Travel Audits mentioned above, and these are now being delivered on the ground.

#### Technology Strategy Board

HITRANS has been a member of the CHRONOS project consortium developing the CHRONOS Solar Powered Information Systems along with Nexus Alpha, Moray Council, ScotRail and JMW. With funding from the Technology Strategy Board and seed funding from the partners, a cost-effective passenger information display for rural and low footfall areas has been designed and rolled out to four bus stop locations in Moray. Phase 2 will see displays installed at 10 rail stations in Highland and Moray. This trial project if successful will bring opportunities for commercial development of market leading technology in the UK which will bring benefits to the travelling public not only within the Highlands and Islands, but in many other areas where mains electricity to power customer information systems is not accessible at transport access points.

### Risk Management

To support our development of sound management of risk a formal Risk Management Strategy has been developed and implemented by HITRANS. The Strategy describes the constituent parts of good Risk Management, our overriding Risk Management Aims, the range of risks we face, the processes we will put in place, and the actions we are taking.

During 2010/11 HITRANS Officers and Partnership Advisors have discussed how effective risk management should be formalised within HITRANS monitoring and reporting systems and it was agreed that a paper based Risk Register covering major strategic, corporate and financial risks should be developed. Preliminary work on developing this Risk Register approach, based on the Risk Management Strategy has been undertaken and key risks, associated controls and actions have been identified to minimise the impact on the activities of the Partnership. Regular updates on the most significant risks to the authority will now be provided to the Board as part of HITRANS commitment to ensuring efficient, effective and economic delivery of our functions.



#### 1 Public Relations Statement – 1 October 2010 to 31 March 2011

Description	Supplier	External costs	Total
Design and print HITRANS 2009-10 annual report	Velocity Design	£5,966.00	£5,966.00
Advertising - 'North of Scotland Needs London Air Link' 50% Nestrans	Dod's Parliamentary Communications	£3,000.00	£1,500.00
Website content	Reference Economics Consultants	£3,025.00	£3,025.00
Website design	Workflow 24 Ltd	£17,240.00	£17,240.00
<b>Total</b>		<b>£29,231.00</b>	<b>£27,731.00</b>

#### 2 Overseas Travel

Nil Return

#### 3 Hospitality & Entertainment

Nil Return

#### 4 External Consultancy

Supplier	Project/Service	Total	Supplier Total
AECOM	Lorry Parking Strategy	£14,490.00	
Steer Davies Gleave	Inter City Study	£14,625.00	
Steer Davies Gleave	Rail Passenger Forecasting Study	£19,550.00	£34,175.00
Spyria	Inter City Study	£1,200.00	
Merseyside Passenger Transport Executive	START Project (EU funded ERDF project.)	£40,589.98	
ACIS	Argyll Real Time Passenger Information System – START Project	£40,930.15	
Vix ACIS	Argyll Real Time Passenger Information System – START Project	£95,503.69	
Reference Economics Consultants	Website content	£3,025.00	
Workflow 24 Ltd	Website design	£17,240.00	
<b>Total</b>		<b>£247,153.82</b>	<b>£34,175.00</b>

#### 5 Payments in Excess of £25,000

	Amount
ACIS: Payment for real time passenger information equipment for Argyll real time system. Funded through the START Project (EU funded ERDF project.) Details about the aims and objectives of START are available at <a href="http://www.start-project.eu">www.start-project.eu</a>	£40,930.15
Merseyside Passenger Transport Executive: Contribution towards sub contractor invoices the START Project (EU funded ERDF project). Details about the aims and objectives of START are available at <a href="http://www.start-project.eu">www.start-project.eu</a>	£40,589.98
Vix ACIS: Payment for real time passenger information equipment for Argyll real time system. Funded through the START Project (EU funded ERDF project). Details about the aims and objectives of START are available at <a href="http://www.start-project.eu">www.start-project.eu</a>	£95,503.69
<b>Total</b>	<b>£177,023.82</b>

#### 6 Members or employees who received remuneration in excess of £150,000

Nil return

# 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.

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.

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).

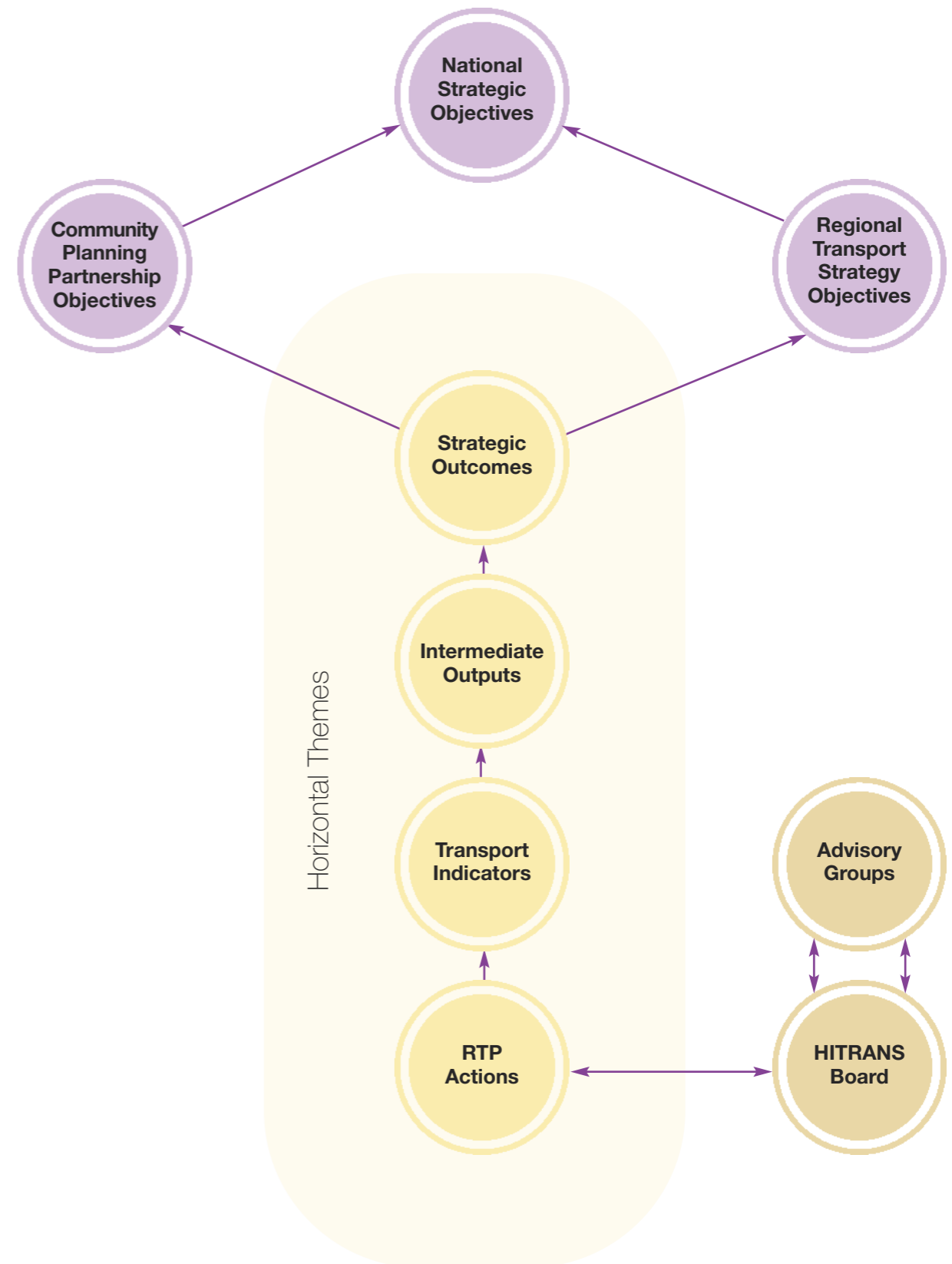
The Horizontal Themes are:

- 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

## Monitoring Framework by Objective

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

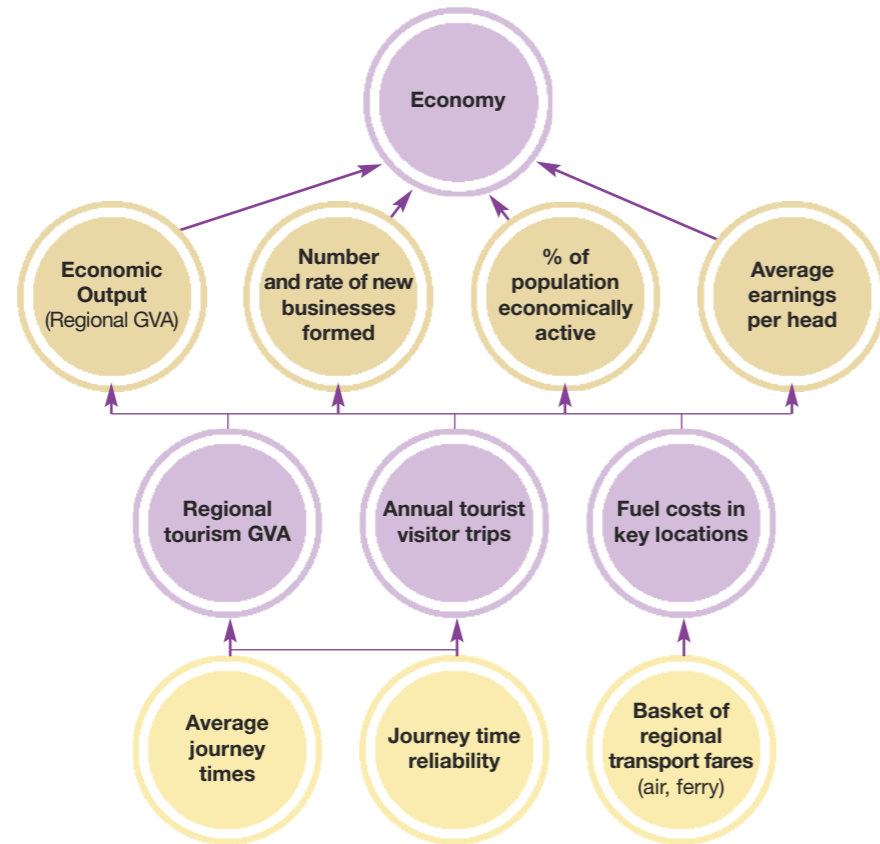
In most cases there is a full set of outcomes, outputs and indicators. In some cases, such as the Safety objective, the linkages are more straightforward and therefore do not require three levels of monitoring to draw linkages between actions and objectives.

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

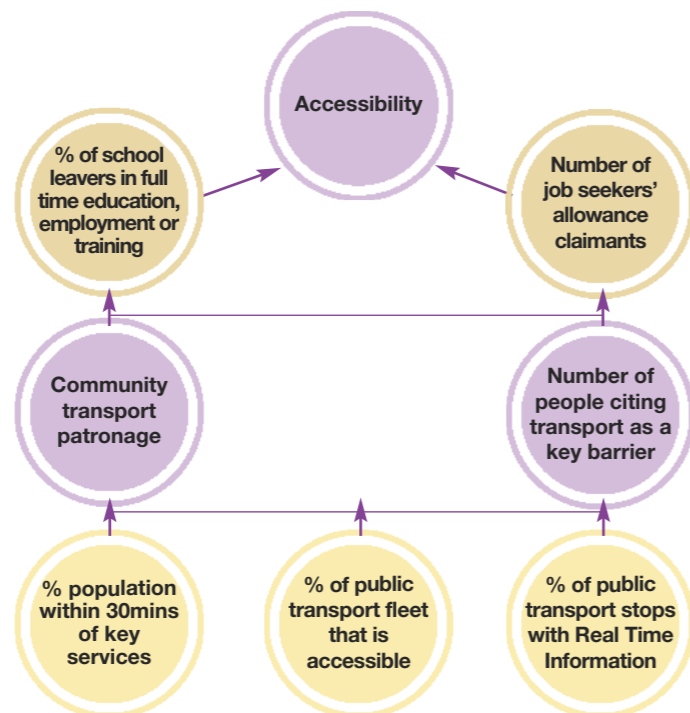
In an ideal world, for example, increasing the % of population within 30 minutes of key services by public transport (Transport Indicator) should show a positive relationship with the % of people citing transport as a key barrier to accessing key services (Intermediate Output) and impact positively on 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 to highlight these anomalies and understand what the wider picture is with regards to transport

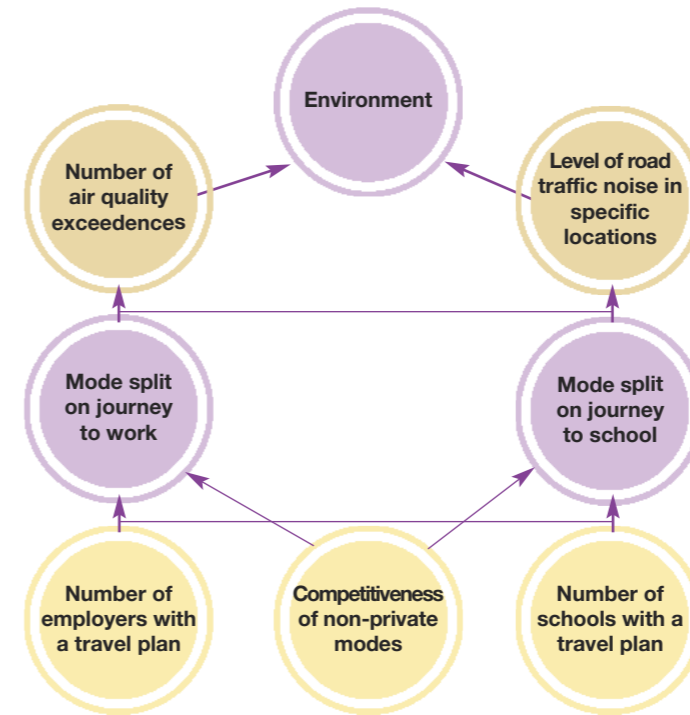
### Linkages – Economy Objective



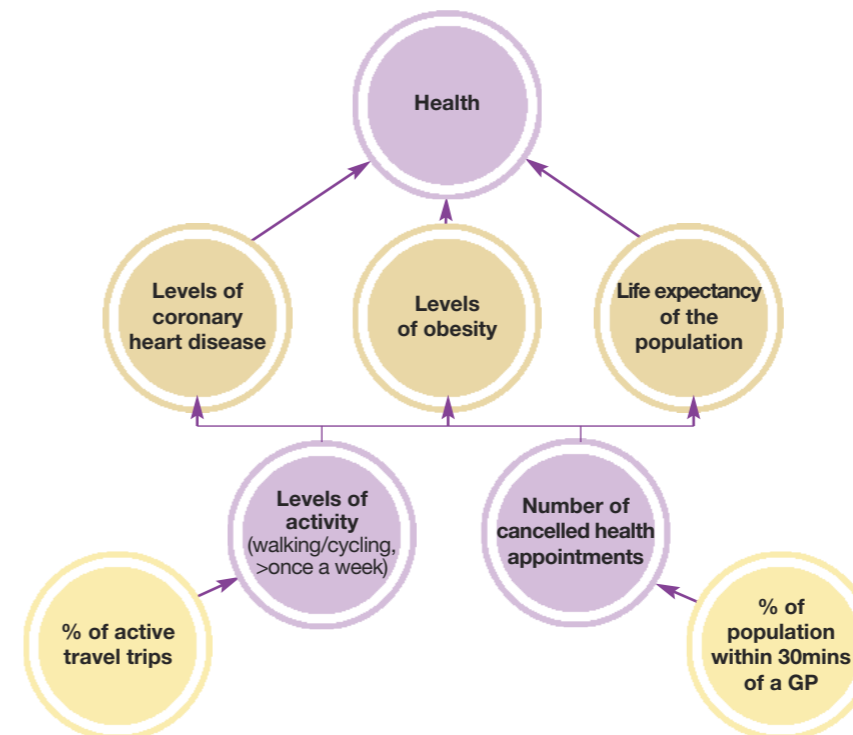
### Linkages – Accessibility



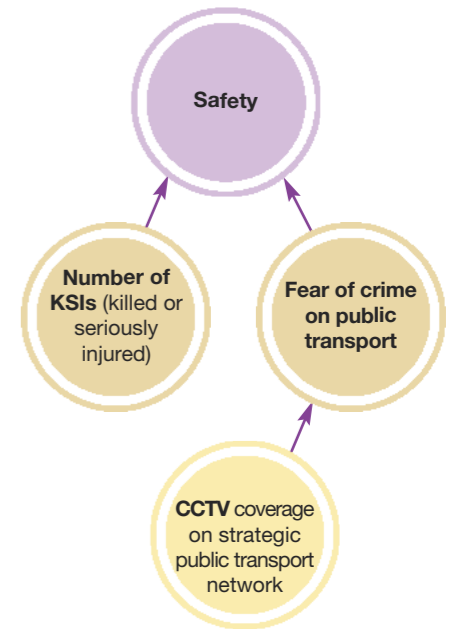
### Linkages – Environment



### Linkages – Health



### Linkages – Safety



## REGIONAL TRANSPORT STRATEGY monitoring and evaluation

### HITRANS Monitoring Framework – Strategic Outcomes

Outcome Code	Outcome Description	Source	Status	Scope	2006	2007	2008	2009	2010	Comments
	Increased economic output	Regional GVA – National Statistics (£m, current basic prices)	Data has not been updated	HITRANS	5,776	6,163				*see note below
ST01	Increased number and rate of new businesses formed	ONS Business Demography	Data Collected (2009)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		80 15 305 65 10 475		-75 -20 -20 0 -5 -120		
ST02	Increased % of population that is economically active	NOMIS/ONS Annual Population Survey	Data Collected (2010)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		82.9 84.4 85.3 83.3 88.9 84.7			77.3 81.1 81.1 68.6 80.7 80%	
ST03	Increase in average earnings	Annual Survey of Hours and Earnings (ASHE)	Data Collected (2009/10)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands			20,534 20,543 21,767 18,621 21,487	£22,841 £20,358 £21,463 £20,140 £21,647		2010/11 not available
ST05	Increased % of school leavers in further/higher education, employment or training	ONS – Destinations of Leavers from Scottish Schools: 2009/10 – Supplementary Data	Data Collected (2009/10)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS			94% 94% 92% 94% 97% 93%	94% 97% 93% 95% 97% 97%		2010/11 not available
ST06	Reductions in number of work benefit claimants	Nomis Official Labour Market Statistics**	Data collected (Nov 2010)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		1,120 400 2,130 1,080 100 4,830	1,070 320 2,030 890 90 4,400	1,640 520 3,570 1,330 140 7,200	1,760 530 4,180 1,300 180 7,940	
ST07	Improvements in local air quality in specific locations	Local authority air quality monitoring results – Update and Screening Assessments. Number of exceedences of NO2 and PM10 standards	Data collected (2009)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		0 0 0 0 0 0		0 0 1 Not completed Not completed 1		
ST08	Reduced number and severity of road casualties (KSIs)	Local authority road casualty data	Data collected (2005-2009 average)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		114 19 233 55 9 430		92 12 173 46 7 330		
ST09	Reductions in crimes and fear of crime when travelling on public transport	Scottish Household Survey question – 'How safe from crime do you feel when travelling by bus in the evenings?' % agreeing with statement	Fear of crime when travelling on PT (09/10)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		89.7% 95.1% 85.9% 79.7% 98.4% 89.1%		83.2 95.55 76.05 82.4 0 82.45		
ST10	Reduced levels of coronary heart disease	Early Deaths from Heart Disease (<75s), Standardised rate per 1,000 population, 3 year rolling average	Data collected (2010) CHP Profiles	Argyll & Bute Eilean Siar Highland Moray Orkney Islands		68.0 90.5 66.3 55.9 60.4	60.3 73.0 61.7 43.7 98.2	56.1 85.2 57.7 67.3 52.6	57.9 54.9 51.4 51.7 48.1	
ST11	Reduced levels of obesity	Child obesity in Primary 1 (%), CHP Profiles	Data collected (2010) CHP Profiles***	Argyll & Bute Eilean Siar Highland Moray Orkney Islands			11.7% 20.3% 9.5% x x	9% 18.3% 9.9% 7.7% x		
ST12	Improvements to general health of the population	Life expectancy – HITRANS region, CHP Profiles	Data collected (2010) CHP Profiles	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS			77.8 76.0 77.6 77.4 78.6 77.5		78.1 76.5 78.0 77.9 78.5 78.0	

\* Regional Economic Activity Report (December 2011) due out on 14th December 2011; Regional Economic Activity Report (December 2011) due out on 14th December 2011: <http://www.statistics.gov.uk/hub/release-calendar/index.html?newquery=&lday=0&month=0&year=0&title=Regional+Economic+Activity+%28GVA%29&pagetype=calendar-entry&uday=&umonth=&uyear=>

\*\* <http://www.nomisweb.co.uk/default.asp>

\*\*\* <http://www.isdscotland.org/Health-Topics/Child-Health/Publications/index.asp>

### HITRANS Monitoring Framework – Intermediate Outputs

Output Code	Output Description	Source	Scope	2006	2007	2008	2009	2010	2011
IO01	Tourist visits to top visitor attraction in each authority	VisitScotland visitor data	Argyll & Bute – Discovery Centre, Rothesay  Highland – Eilean Donan Castle Rothiemurchus Estate  Eilean Siar – Ann Lantair, Stornoway  Orkney – St Magnus Cathedral, Kirkwall		103,906		x		
IO02	Reduce input costs for businesses	www.petrolprices.com Unleaded average price	Inverness Kirkwall Stornoway Fort William Ullapool Oban Portree				109.8 117.9 119.2 110.1 115.9 110.6 113.4		133.40 145.45 145.65 134.85 144.90 136.90 142.90
IO03	No. of passengers using community transport services	Local authorities /operators	Argyll & Bute Eilean Siar Highland Moray Orkney Islands						
IO04	Number of people citing transport as a key barrier to accessing employment/education /training service	Scottish Household Transport Survey - % regarding public transport as 'Inconvenient'	Data collected (2005-2006) will be updated August 2009	23.4%					22.7%
IO05	Mode split on the journey to work	Publication Transport and Travel in Scotland, August 31, 2011	Car PT Walk/Cycle		67 10 20				67 14 16
IO06	Mode split on the journey to school	Publication Transport and Travel in Scotland, August 31, 2011	Car PT Walk/Cycle			28 25 46			23 24 51
IO07	Increased activity levels	Publication Transport and Travel in Scotland, August 31, 2011.	As means of transport  Walking in the past seven days (aged 16+) (Those who had made a trip of more than quarter of a mile for the specified purpose on at least one of the previous seven days)	47		63			62  51
IO08	Number of cancelled health appointments	NHS Scotland DNA stats.*	Highland (Highland & Argyll & Bute) Western Isles Orkney Grampian (Moray, Aberdeen, Aberdeenshire)				7.2% 6.7% 3.1% 7.4%		6.9% 7.7% 3.3% 8.0%

\*<http://www.scotland.gov.uk/About/scotPerforms/partnerstories/NHSScotlandperformance/DNArates>

HITRANS Monitoring Framework – Transport Indicators

Output Code	Output Description	Source	Scope	2008	2009	2010	2011	Comments				
TI01	Average car journey times	AA Journey planner	Fort William - Glasgow		02:30		02:3					
			Fort William - Inverness		01:26		01:27					
			Inverness - Perth		02:35		02:36					
			Inverness - Elgin		00:56		00:56					
			Elgin - Aberdeen		01:32		01:32					
			Campbeltown-Tarbet (A83/A82 Junction)		02:12		02:12					
			Inverness - Thurso		02:26		02:26					
			Inverness - Wick		02:16		02:17					
			Oban - Tyntrum (A85/A82 junction)		00:49		00:49					
			Elgin - Perth (via A95?)		03:14		03:09					
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		00:21							
			TI02	Journey time reliability	Difference in AM Peak and Inter-peak journey times from Transportdirect.info*	Fort William - Glasgow		4%		2%	This is a comparison from Transport Direct. I suspect that given the difference with 2009, the comparison might have been with the AA journey planner for one or both of the AM peak or inter-peak	
						Fort William - Inverness		8%		3%		
Inverness - Perth		5%					2%					
Inverness - Elgin		12%					4%					
Elgin - Aberdeen		8%					4%					
Campbeltown-Tarbet (A83/A82 Junction)		5%					3%					
Inverness - Thurso		5%					2%					
Inverness - Wick		6%					2%					
Oban - Tyntrum (A85/A82 junction)		11%					5%					
Elgin - Perth (via A95?)		4%					1%					
A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		13%					5%					
TI03	Average public transport journey times	Transportdirect.info				Fort William - Glasgow		03:05		03:02		coach
						Fort William - Inverness		02:00		01:46		coach
			Inverness - Perth		02:15		02:15	train				
			Inverness - Elgin		00:50		00:44	train				
			Elgin - Aberdeen		01:31		01:31	train				
			Campbeltown-Tarbet (A83/A82 Junction)		02:59		03:02	coach				
			Inverness - Thurso		03:20		02:59	coach				
			Inverness - Wick		02:45		02:55	coach				
			Oban - Tyntrum (A85/A82 junction)		00:54		01:03	train				
			Elgin - Perth (via A95?)		03:04		03:19	train				
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		00:49		00:49	bus				
			TI04	Competitiveness of non-car/truck modes	Difference in journey time between Car and PT from transportdirect.info	Fort William - Glasgow		23%		20%		
						Fort William - Inverness		40%		22%		
Inverness - Perth		-13%					-13%					
Inverness - Elgin		-11%					-21%					
Elgin - Aberdeen		-1%					-1%					
Campbeltown-Tarbet (A83/A82 Junction)		36%					38%					
Inverness - Thurso		37%					23%					
Inverness - Wick		21%					28%					
Oban - Tyntrum (A85/A82 junction)		10%					29%					
Elgin - Perth (via A95?)		-5%					5%					
A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		133%										
TI05	Cost of transport freight	www.petroprices.com Diesel average price				Inverness		110.8		141.4		
						Kirkwall		118.9		150.9		
			Stornoway		121.7		153.9					
			Fort William		111.4		142.4					
			Ullapool		117.9		149.9					
			Oban		111.7		142.9					
			Portree		115.4		148.4					
			TI06	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%		Data resourced and checked, but no new data will be available until November 2012		
Eilean Siar		46%										
Highland		66%										
Moray		73%										
Orkney Islands		47%										
HITRANS		66%										
TI07	% of active travel trips	Publication Transport and Travel in Scotland, August 31, 2011 Travel to work mode of walking or cycling		13.5*		15.7	See footnote below					
TI08	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%		Data resourced and checked, but no new data will be available until November 2012					
			Eilean Siar		63%							
			Highland		73%							
			Moray		85%							
			Orkney Islands		54%							
			HITRANS		75%							

\* When collating most recent data, an equivalent value to the data presented in 2007 was not available. The 2007 value has been replaced with the comparable value from the dataset used for the 2010 data to allow a direct comparison to be made.



for further information please contact

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