

## **Report to Partnership Meeting Friday 15 November 2019**

### **RESEARCH AND STRATEGY DELIVERY**

#### **SHARED SERVICES UPDATE - PUBLIC TRANSPORT INFORMATION PROVISION**

##### **Purpose of Report**

To provide Members with an update on the shared service approach for co-ordinating the provision of public transport information across the HITRANS area.

##### **Background**

The Public Transport Information Officer came into post in 2015 with the responsibility for co-ordinating the provision of public transport information across the HITRANS area and in so doing improve the quantity and quality of public transport information available to the public. This shared services collaboration is a result of partnership working across the five partner Councils.

Four out of five local authorities within the HITRANS area are using the new public transport database, Novus FX with the last local authority being in the test phase currently. Downstream data is provided to both Traveline Scotland and Real time suppliers from the database. The database also produces automated static at stop information throughout the HITRANS area.

Across the partner Councils the Shared Service project is delivering the following at bus stop information in addition to real time information and Traveline Scotland data. See below:

- Highland Council 850 bus stop timetable displays.
- Moray Council 800 bus stop timetable displays.
- Orkney isles Council 50 bus stop displays - work continues to be done manually by council officers on the displays produced by Novus FX which has caused delays and currently council officers are making some changes within the system working both with HITRANS and Novus FX development. HITRANS officers will get a new run of timetables produced in the next few weeks which will be sent to OIC for distribution.
- Argyll & Bute Council 340 bus stop locations have been agreed for display. However no displays have been placed at stops yet although HITRANS have produced a full print run and sent these to Council colleagues. HITRANS officers will continue to engage with council officers to take this forward and seek that council officers set this as a priority to move the project to full implementation.
- Western isles Council – data migration stage with initial roll out of 100 stops planned. There were several issues found with source data during test phases and much resource from HITRANS was allocated to resolve this however remains a concern in the completeness and accuracy of information in the database. HITRANS officers will continue to engage with council officers and look to complete this as a priority. To ensure some progress HITRANS officers will produce static timetables for Barra and ensure these are posted at stops by the end of the calendar year.

Work to improve the source information received from operators is being done in collaboration with the operators themselves and each local authority.

HITRANS are currently developing an electronic bus scheduling module which will bolt on to the existing Novus FX database and will be available for use by small to medium size operators. It is hoped this will end the practice manual bus service registration and the resultant duplication of effort on data entry this is creating for HITRANS and others. Training on this new module was carried out during the first week of November 2019 with the first operator (Shiel Buses) and council officers. Currently a project implementation plan is being put in place. Feedback on the training was very positive from both the operator and council officers.

Development work is being carried out to allow maps to be produced from the system which we will look to include at key strategic interchanges.

It is also recommended that a review of the current Memorandum of Understanding is undertaken with each specific local authority over the coming months to include further detailed specifics of the provision. There have been several exchanges between HITRANS and the Highland Council Officers. HITRANS officers will have a final draft ready for Highland Council officers before the Christmas break. Each local authority will need to be reviewed after this in the same way the Highland council has.

The HITRANS wide RTPi contract is currently out for tender which will seek to improve the current real time information provision by providing an updated and flexible system to meet the needs of the current real time requirement. A new contract will be awarded prior to the Christmas break.

Listed below are the contributions from HITRANS and each partner local authority for the provision of the shared service approach in respect of public transport information:

<b>Partner</b>	<b>Contribution</b>
HITRANS	£65,000
Argyll & Bute Council	£7,500
Comhairle nan Eilean Siar	£5,000
The Highland Council	£10,000
Moray Council	£7,500
Orkney Islands Council	£5,000

The partnership approach to improving passenger transport information across the region has brought benefits beyond the direct project itself. The economy of skills and scale afforded by the shared service project has provided a resource that has enabled partners to benefit from additional funding including the following examples:

- ERDF Smart City - smart bus stops, Real Time Information and ITS refresh, Press and Ride
- North Sea G-Patra project
- North Sea MOVE project
- Smarter Choices Smarter Places GPatra marketing initiative.
- Horizon 2020 INCLUSION mobility as a service Cairngorms pilot.

## **RISK REGISTER**

### RTS Delivery

Impact - Positive

### Policy

Impact - Positive

### Financial

Impact – Positive

Comments – Partner Councils have realised cost savings as a result of the project.

### Equality

Impact – Positive

### **Recommendation**

1. Members are asked to note this report.

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<b>Date:</b>	6 <sup>th</sup> November 2019