

Report to Partnership Meeting 16 November 2018

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

Following a request from one of our member local authorities in 2014, HITRANS officers developed in partnership with Local Authority colleagues, a shared services approach in respect of public transport information. 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.

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.

Please see below the number of publicity stops where publicity is now produced for:

- Highland Council 850 stops
- Moray Council 800 stops
- Orkney isles Council 50 stops
- Argyll & Bute Council 340 stops
- Western isles Council – data migration stage with initial roll out of 100 stops planned.

Work to improve the source information received from operators is being done in collaboration with the operators themselves and each local authority. This improvement is on an ongoing basis to ensure the output information received by the public is continually improving.

HITRANS are currently developing an electronic bus scheduling module which will bolt on to the existing Novus FX database and will be for use by small to medium size operators and will negate the need for manual registration and duplicate entry of information.

There is currently development work 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.

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

Partner	Annual Contribution
HITRANS (2018/19 Strategy Delivery budget)	£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
- Smarter Choices Smarter Places GPatra marketing initiative.
- Horizon 2020 INCLUSION mobility as a service Cairngorms pilot.

Recommendation

Members are asked to note this report.

Risk	Impact	Comment
RTS delivery	√	This work supports RTS objectives and the monitoring of their Implementation.
Policy	√	This work supports the development of our Passenger Transport Policies (H33) in particular H33B to 'Develop high quality passenger transport user information and mapping'
Financial	-	Cost savings as a direct result of this shared service approach
Equality	√	HITRANS support for improving public transport helps eliminate the barriers to travel for all and removes a number of physical accessibility barriers

Report by: Julie Cromarty
Designation: Public Transport Information Officer
Date: 6th November 2018

MEMORANDUM OF UNDERSTANDING

BETWEEN

***Local Authority* AND HITRANS**

**Relating to the funding arrangements and responsibilities for the
position of Public Transport Information Officer**

Signed by:

Signed by:

Date:

Date:

Agreement

The objectives in this document are intended to be the basis of a Memorandum of Understanding (MoU) between HITRANS and (**Local Authority**) which outlines:

- the obligations between them
- the funding arrangements for establishing this position and
- the criteria by which the two year pilot will be evaluated.

Project Objectives

The establishment of a new post with the responsibility for co-ordinating the provision of public transport information across the HITRANS area

Improving the quantity and quality of public transport information available to the public in each local authority within the HITRANS area through the fulfilment of the duties set out in the job description for the post.

Project Funding

A report to the HITRANS Partnership meeting of 3rd June 2014 agreed the following annual contributions from each partner for the initial two year partnership.

Partner / Source	2014/15	2015/16
All Local Authorities – Bus Timetable Database Contract (saving on reduced license fees)	£10,000	£10,000
Argyll & Bute Council	£7,500	£7,500
Comhairle nan Eilean Siar	£5,000	£5,000
The Highland Council	£10,000	£10,000
Moray Council	£7,500	£7,500
Orkney Islands Council	£5,000	£5,000
Total funding for position of Public Transport Information Officer, plus on costs (social contributions, travel accommodation and expenses)	£45,000	£45,000
Highlands & Islands Enterprise (contribution towards JourneyGenie)	£7,500	£7,500
HITRANS (ITS, RTPI, Journeygenie and additional contribution towards materials / equipment for publicity)	£60,000	£60,000
Total funding for Shared Services Project	£112,500	£112,500

Each Partner is responsible for identifying and securing funding for their share of the partnership.

Project Management

This section outlines the responsibilities of each partner required to ensure that the key duties of the new post can be effectively delivered.

The project will be managed by the HITRANS Partnership Manager with the post holder reporting to the Partnership Manager. However, the project will be monitored and the Key Performance Indicators reviewed at regular meetings of the HITCOG members from each Local Authority.

There will be regular communication and close co-operation between the HITRANS Public Transport Officer and appropriate officers in each Local Authority.

HITRANS will be responsible for maintaining an electronic timetable database, supplying data to Traveline Scotland, and producing information for posting at bus stops. A key initial task of the post holder will be to establish the number of stops which currently hold information and agree with each local authority those which could hold information within available budgets. This list should be updated regularly when new timetable cases / bus shelters with display cases are installed.

Each Local Authority will remain responsible for holding registrations and pre-registration notifications, confirming receipt of them to the Traffic Commissioner, and acting on them for the purposes of network monitoring, advising Councillors and Community Councils, negotiating changes, etc. Local Authorities may also choose to produce publicity leaflets/booklets, and website information as appropriate to supplement Traveline Scotland, Journeygenie and on street information displays.

Each Local Authority will remain primarily responsible for provision of bus stop infrastructure and wholly responsible for its maintenance. They will also be responsible for arranging the display of the bus stop information produced by HITRANS.

Short notice registrations MUST be kept to a minimum and only used in real emergency situations to ensure that the timetable of actions set out in Table 1 (see page 5) can be maintained.

Electronic Bus Service Registrations (EBSR) will be handled in much the same way as paper submissions and should be e-mailed to the Post-holder as soon as possible after receipt and acceptance by the Traffic Commissioner.

The Post-holder will copy the relevant Local Authority Officer into each weekly Traveline data e-mail.

Each Local Authority will be responsible for the maintenance of their respective NaPTAN database. The Post Holder shall be informed by the Local Authority Officer of any changes to the NaPTAN database so stops can be added to / deleted from routes.

The Post-holder will produce all at-stop timetable notices for each Local Authority for every timetable change. These timetable notices will be sent to the Local Authority Officer who will first review the contents and then arrange for their installation. Ideally the post holder and Local Authority will be able to develop agreements with local Operators or similar to carry out this function and help reduce costs.

Monthly (or as required) tele-conferences with all appropriate Local Authority Officers should be arranged to ensure the system is working effectively.

Timescales (from receipt of a pre-registration notification) for actions required are shown in the Table 1.

Contingency

The Public Transport Information Officer will provide training (for at least one officer from each Local Authority) in the maintenance of the timetable database and other functions required to produce timetable notices and supply Traveline Scotland with data for their area so that there is adequate cover in the event of the Public Transport Information Officer being unable to undertake the functions of their post as a result of illness or other circumstances. This training will also be given to one or two colleagues within the HITRANS team to provide further resilience.

Project Programme

The position of Public Transport Information Officer (Fixed term – Initial 2 year contract) will be advertised at the earliest opportunity after the HITRANS Partnership Advisors meeting on 21st August 2014.

Other Project Milestones

- Interviews/ Appointment- Early October 2014
- Start Date – End November 2014
- Finalise KPI's following outcome of Bus Investment Fund Application – December 2014
- HITCOG Meetings to review project - Quarterly or as required
- Decision to extend / continue indefinitely / terminate project – c. April 2016

Project Monitoring and Evaluation

This section outlines a number of the Key performance Indicators on which the two year plot will be evaluated and the evidence base on which any long term commitment to the project will be made.

Once the post-holder is in place, it is anticipated that a key initial task will be to finalise the Key Performance Indicators on which will be used to monitor and evaluate the project. These will include the following;

- Number and quality of at stop timetable information displays in the HITRANS area
- Public transport information available online and in print
- Timeliness of information is provided to Traveline Scotland, Local Authority and at stop
- KPI's drawn from Real-time Passenger Information systems operating in the HITRANS area.
- Number of NAPTAN records in each HITRANS / Local Authority area
- Number of departure board requests on Traveline Scotland by HITRANS / Local Authority area

Table 1. Timetable of actions following receipt of a pre-registration notification

Action	Persons Responsible	Timescale	Detail
Council informs HITRANS of pre-reg notification	Local Authority Officer	2 days	Copy of notification to be forwarded
Council informs HITRANS of acceptance of registration	Local Authority Officer	2 days	Copy of registration to be forwarded
Post Holder inputs registration into electronic timetable database and supplies Traveline Scotland, Real-time supplier and relevant Local Authority with update	HITRANS Officer	1 week	Data input of registrations onto timetable database
Post-Holder supplies Council with hard copies of timetable notices for service changes	HITRANS Officer	1 week (5 working days prior to start date)	Produce timetable notices and distribute to transport operator or local authority as appropriate
Erect Timetable display notices	Local Authority / Transport Operator	1 week	Erect notices in bus shelters, bus stops and transport interchanges
Real-time Information system supplier updates database liaising with relevant Operator or HITRANS officer over any edits	RTPI System provider / Transport Operator / HITRANS Officer	2 weeks (prior to start date & running concurrently with previous 2 actions)	Entry of timetable information onto Real-time system database and relay onto local buses and electronic displays
Total time required = 4 weeks minimum			