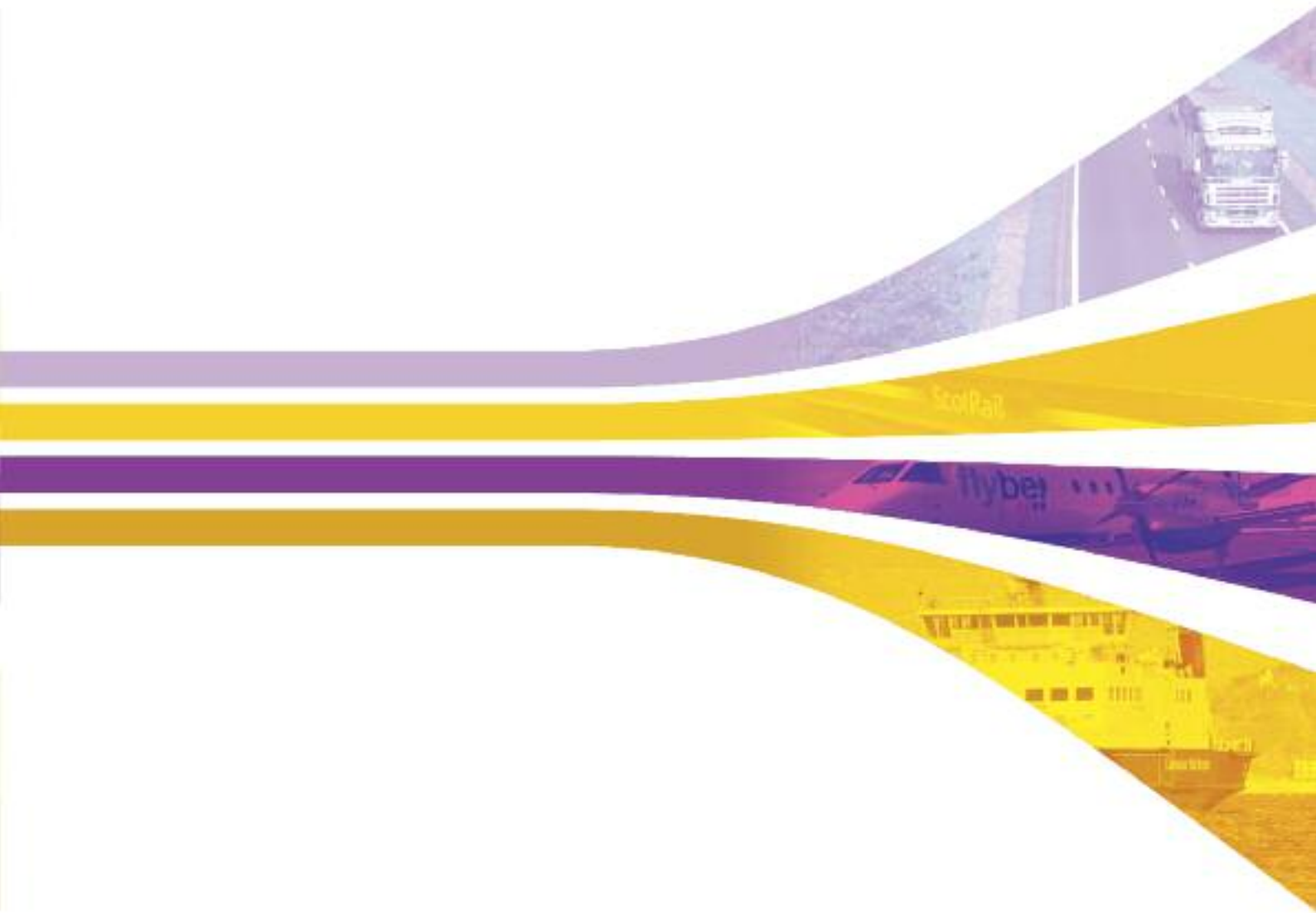


**ANNUAL REPORT**

**2012-2013**



THE HIGHLANDS AND ISLANDS TRANSPORT PARTNERSHIP

# ANNUAL REPORT 2012/13



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# Foreword

2012/13 has seen a number of significant changes for HITRANS as an organisation but we have worked hard to focus all our efforts on delivering a range of measures that will help achieve the transport network and infrastructure we and our partners and stakeholders strive for in the Highlands and Islands.

2012 was a local government election year so we expected to see some change in our local government Board Member representation. In the event we welcomed a new Member to represent each of our five partner Councils. The first meeting of the Partnership Board after the election saw Cllr John Semple from Argyll and Bute Council appointed as Chair with Cllr Fiona Murdoch of Moray Council as Vice Chair. The other new Board Members are Cllr Graham Phillips (Highland Council), Cllr John MacKay (Comhairle nan Eilean Siar) and Cllr James Stockan (Orkney Islands Council). Our Board is completed by our non Council Board Members Wilson Metcalfe, Okain MacLennan and David Gray.

2012 also saw changes within HITRANS staff establishment as a result of the retirement of Dave Duthie from the role of Partnership Director. Dave was the first Director of the Partnership and has led our team since June 2006. His are big shoes to fill and I am grateful for the support and leadership he has given over the years particularly in the handover period after I was appointed as his successor. The vacant post of Partnership Manager was filled with the appointment of Neil MacRae who joined from Highland Council in January 2013. During the year the Partnership has again focussed its efforts on working with our partners to make a difference in the way the public and business get to, from and around the Highlands and Islands.

One of the key challenges for business is to effectively access markets and opportunities across the globe and the Highlands and Islands relies on our links to the world to service our outward facing economy. The Inverness to Amsterdam air service is an important direct link to a global hub airport and we welcome the success that FlyBe is registering on this route particularly since a code share agreement was established with Air France / KLM. The service was again partly supported by the Partnership during its second year of operation. We have continued to build the case for secure air access to the main UK hub airports. HITRANS has made the argument for guaranteed air access from Inverness to the main UK hub in evidence submitted to the Department for Transport Aviation Policy Framework and later to the Independent Airports Commission Chaired by Sir Howard Davies. The importance of our current link to Gatwick was underlined early in 2013 when uncertainty emerged over the FlyBe service to Gatwick.

December 2012 saw the publication of the Scottish Ferries Plan after Transport Scotland's detailed Scottish Ferries Review that commenced in 2008. This document is the product of exhaustive research and an open process of public engagement and consultation. HITRANS welcome the publication of the Plan and have played our part in its development by inputting to the various stages of the Scottish Ferries Review and responding to the consultation stages. HITRANS responded in our own right to the final consultation stage of the process and also facilitated responses on behalf of the four Ferry User Group consultative committees that cover the Clyde and Hebrides Ferry Service contract area.

At a research and project level we have continued to work innovatively with partners in Scotland and across the European Union to deliver meaningful improvements in transport services within the Highlands and Islands, completing the START project programme of works, continuing to deliver the Journey Genie web portal through the TransTourism project and developing a project to move whisky from Elgin to the Central Belt by rail instead of road through the Food Port project.

I would like to thank our many public and private partners for their support in making 2012/13 such a successful year and look forward to building upon this in the year ahead.



Ranald Robertson  
Partnership Director



# 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 Board and approved 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 (up to June 2012) >

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	

## Board (From June 2012) >

CLlr John Semple	Chair (Argyll and Bute Council)
CLlr Fiona Murdoch	Deputy Chair (Moray Council)
CLlr John MacKay	(Comhairle Nan Eilean Siar)
CLlr Graham Phillips	(Highland Council)
CLlr James Stockan	(Orkney Islands Council)
Wilson Metcalfe	
Prof David Gray	
Okain MacLennan	

## Advisers >

Brian Archibald	(Orkney Islands Council)
Gareth Williams/Fraser Grieve	(Scottish Council for Development and Industry)
Sandy MacTaggart	(Argyll and Bute Council)
Iain MacKinnon	(Comhairle Nan Eilean Siar)
Sam MacNaughton	(Highland Council)
Tony Jarvis	(Highlands and Islands Enterprise)
Gordon Holland	(Moray Council)
Peter Findlay	(Highlands and Islands Passenger Transport Coordinators Group)
Pip Farman	(NHS)

## Executive Team >

Dave Duthie	(Partnership Director - up to November 2012)
Ranald Robertson	(Partnership Director – from November 2012)*
Katy Cunningham	(Office Manager - Dalcross)
Christine Kendall	(Office Manager - Lairg)
Frank Roach	(Partnership Manager)
Neil MacRae	(Programme Manager - from January 2013)

\*Ranald Robertson held the position of Programme Manager prior to his appointment as Partnership Director in November 2012.

# 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 the relationship between the Scottish Government and local government. 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 1<sup>st</sup> January 2009 and will cover the period to 31<sup>st</sup> May 2012. 2012/13 saw progress made in delivering a range of projects through the START project and these are detailed below:

- Installation of electronic information display at Inverness Airport.
- Delivery of real time information tracking equipment on buses in Argyll and Bute and Lochaber.
- Installation of Customer Information System displays at Barra, Benbecula, Campbeltown, Tiree and Wick Airports.

## Northern Periphery Programme

### TransTourism Project

TRANSTOURISM-Sustainable Transport in Rural Tourism Areas is a Northern Periphery Programme project with partners in Sweden, Iceland, Scotland, Eire and Northern Ireland. The project runs from 1 September 2010 until 31 August 2013. The project delivers two key priorities:

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



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

As part of this programme, HITRANS is leading a major project aimed at promoting public transport based tourism across the Highlands and Islands through the development of a new web and mobile based journey-planning portal. The project has secured the financing and partner support necessary for delivery.

### **Project Objectives**

The project objectives are to help inspire visitors to plan and make trips by public transport with confidence – even though they don't know the area, let alone the specific names of bus stops or stations. This will thereby increase public transport usage, increase sustainable travel particularly to remote areas and facilitate easier getting about in the Highlands and Islands - particularly for visitors. The project will:

- Encourage public transport usage (though it will not sell directly), the transport partners will do this
- Provide confidence/inspiration that public transport is a viable option when visiting the area
- Interface with commercial transport operators – it is not being delivered in competition, but partnership with existing provision
- Promote public transport as valuable experience for visitors
- Deliver a reliable well used search engine for public transport which will produce more users on public transport
- Provide scope to influence public transport provision and protect vulnerable links
- Demonstrate benefits to both tourism industry and transport operators – it must support existing activities rather than compete against them

The project's scope covers the Highlands & Islands including Shetland and Arran/Cumbrae. An implicit goal of the project is that it will drive more visitors to Scotland and the Highlands & Islands once it becomes clear the area is a well-connected place. A further goal is to facilitate visitors in getting off the beaten track and encourage modal shift of transport in busier parts of the region.

The primary audience is the visitor. VisitScotland report that visitors to the Highlands & Islands are 85% UK based, 10% EU based and 5% rest of the world based. Whilst public transport may initially be assumed to be the first choice only of young independent travellers, it should be noted that the region also has very high visits from older people. Our research identifies the following segments: touring and fixed centre day trips; young independents; ancestral; silver surfers; families; solo / pairs / groups; cash rich / time poor: characterised by the labels Affluent Southern Explorers/Younger Domestic Explorers.

It is acknowledged that there are different levels of confidence / capability of using internet amongst users. Some will have already decided to use public transport, others will need convincing. Similarly, some will already know where they want to go, others will not and will be looking for inspiration and to see what is possible and viable, using public transport.

### **Journey Genie**

journeygenie.co.uk provides an interface between public transport information and visitor information enabling the user to create, share and edit itineraries or follow suggested tours. This is designed to maximise use of existing public transport in rural areas, encourage the development of new ticketing products and secure services for local residents.

This project aims to relieve the constraints of current Highlands and Islands tourism/travel sites (either mode specific or simply very patchy in the information given) in order to provide visitors to the area with the opportunity to travel by public transport for a full multi-modal trip. Currently, comprehensive single mode timetables provided by transport operators do not facilitate the creation

of individually tailored itineraries taking in attractions/locations of choice, and are often too detailed for the visitors' needs. This project takes the current timetable data feeds – primarily Traveline Scotland - one step forward, by “translating” them into a format that will be understood by someone unfamiliar with the area.

Journey Genie helps visitors to discover the many places they can visit by public transport, then helps them plan their specific trip with ease and confidence. It pulls together all the public transport information that will allow them to discover their trip is possible, practical and offers sufficient interest to their needs. It takes existing transport feed information that is framed in terms only locals understand, and repositions it in terms that the visitor will understand. The goal is to help them realise there is an alternative to bringing or hiring a car, thereby supporting the future viability of many public transport routes.

The output is a website [www.journeygenie.co.uk](http://www.journeygenie.co.uk) with static (and in a later phase user generated) content, a database driven application to search, plan and save journeys, and register for updates to those journeys – and a widget version of the application hosted on key partner websites. A mobile application may also be developed, but this will be procured separately.

It should be noted that this isn't simply a case of taking an existing data feed and pulling it directly into a new website – existing travel data needs to be combined with input from the tourism sector and made usable and understandable to a new target audience.

The system is interactive, allowing the user to plan trips around specific landmarks and destinations and register to be informed if their journey changes prior to their planned travel dates. While the application interface may be hosted on other websites, the project will also have its own website which will include itinerary information, recommended routes, advice for travelling in the Highlands and at a later phase a social media aspect that will feature user feedback and content relating to trips.

The opportunity to provide real time updates to itineraries in the event of disruption etc will also be explored as part of the later phase of the project. 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 location-aware information and real time journey planning information to people while they are on the move – though this is unlikely to be attainable in phase 1 or 2 of the project. This would prove very welcome in providing information to travellers in the event of missed connections or service disruption.

While the project has a role in helping to drive new ticketing options, it will not be a transactional website and visitors will still – at present – need to buy tickets through the transport partners.

The project has focussed on scoping, phasing of activity, identification of content requirements and wireframing of the site structure, design and development of the project website front end, CMS and creation of the site content such as top 10 route maps, what to see and do galleries, text based content pages and a login area where users can save journeys, export them and be notified of changes to their selected trips. Initial branding and marketing work has already been undertaken.

Back end database development takes Traveline Scotland data feed and merges this with tourism and Google map data. A query application and easy to use search interface allows users to query the database from multiple perspectives – e.g. routes that go past Loch Ness, days out from Inverness, trains that stop near castles. Users are able to save and share their selection.

HITRANS has its own Google Analytics (GA) account and the GA page tag should be placed on the site, as supplied. The option for advanced tracking of PDFs/downloads etc will be used, so the CMS will ideally allow for the editing of the GA tag and the initial site build will include the correct implementation of the GA tagging.

## Evaluation

The project will ultimately be evaluated on whether it has led to tourists making greater use of public transport. To achieve this, the website must:

- Be a trusted, reliable information source of public transport information, presented in a way that does not require specific local knowledge or prior knowledge of routes or stations.
- Highlight the top public transport experiences/routes in the region and help potential visitors decide if what they want to do is possible by public transport, in the timeframe they have.
- Introduce new possibilities that are accessible to visitors by public transport, helping them find new areas, engage in specific activities like hill walking and so support quieter public transport routes.
- Reassure people that it is possible to explore and enjoy the Highlands and Islands without a car, and provide the planning tools and information updates to enable this.
- Be realistic and not over promise. This project is about providing travel information to visitors, not transportation services or ticketing - it cannot dictate where or how transport is operated. Therefore user generated content, feedback and reviews (perhaps pulled in from Tripadvisor and other sources) have an important role in providing authenticity and local context.
- It is also likely to be far more manageable and appropriate that local experts (for example in destination marketing groups and the community, and previous travellers) are encouraged to respond to specific visitor questions, rather than HITRANS attempting to undertake all one to one communication itself.

## Next steps

Our web developers Steer Davies Gleave (SDG) are finalising the site. Arrangements have been drawn up by our PR partners Incentive Media for the launch, in summer 2013. The site will be in both full and mobile form for smartphones and tablets. Social media is a key component of the project both to enable sharing of experiences with friends and for feedback on the site. This will be handled through social media specialist Clear View Returns, with email contact with HITRANS should that be required. A maintenance agreement will be contractualised with SDG to ensure issues can be dealt with promptly. The site will be made available for testing, snagging and final approval prior to launch into a live environment, and that this will be done in a secure way that does not have a negatively impact on SEO. The travel planning widget will be rolled to key third party websites. Once the application has been successfully tested and implemented on the project site and is fit for purpose, the application interface will be supplied to key partner sites. The website interactivity will be rolled out, responding to user and partner ideas, for example to make more of the social networking component, alerts and live travel information

The final Transtourism conference will be hosted by HITRANS in Mallaig on Tues 24/ Wed 25 September 2013.

The diagram below symbolizes the importance of involving different players with different responsibilities, competences and knowledge at an early stage. Together they managed to develop a functional and useful solution from a basic idea.



It is also important that the lead public agencies, who are the funders, retain a tight control over direction and output in order to ensure on-budget delivery and ensure transparency of purpose and responsibility while satisfying procurement audit requirements.

## North Sea Region Programme

### Food Port Project

Food Port is a North Sea Region (NSR) Intereg IVB ERDF Project which aims to develop the NSR as the best food cluster and hub in Europe for food products delivered via efficient and sustainable transport systems e.g. 'green transport corridors'. Food Port brings together partners from six North Sea countries (Belgium, Denmark, Germany, Norway, Sweden and the United Kingdom) to find practical solutions to improve the efficiency, effectiveness and sustainability of the food supply chains.

The Food Port project operates under the umbrella of the INTERREG IV B - North Sea Region Programme, part of the European Regional Development Fund. The project started on September 1st, 2010 and runs until August 31st 2013. The total project budget is 4.9M€, of which the ERDF co-finances 50%. The project will investigate and develop green transport corridors for food products between regions around the North Sea. This will lead to concrete modal shift pilots along the identified green transport corridors and to the development of (new) food platforms or hubs. In order to improve the food-logistics chain, new technological solutions will be incorporated, such as a technical support platform.

The central aims of Food Port are to optimize and coordination of food logistic chains in the North Sea Region; to improve the accessibility and transport logistic system of different food clusters in the North Sea Region; strengthen the food industry within the NSR: strategic position as FOOD HUB. Food Port priorities are to promote the development of multi-modal and transnational transport corridors; and to promote the development of efficient and effective logistic solutions.

## Project Outline

HITRANS seeks to assist in the transfer of freight from road to more sustainable modes, following the EU targets for modal shift of 30% of goods moving over 300km by 2030, 50% by 2050. An industry-wide environmental strategy was launched in 2009. This project is in line with distillers' own green aspirations and desire to improve environmental performance across the whole supply chain. We propose to:

- demonstrate the viability of bulk spirit transfer by rail
- identify barriers (physical, structural and financial)
- consider the environmental benefits of modal shift to rail for the whisky industry

Following our much heralded work on Whisky Logistics in 2011, HITRANS has developed an INTERREG IVB funded Food Port project to fund trial movements of whisky products by rail. The lead partner is POM West Vlaanderen, and SEStran is also a partner in the project. Our project has a value of EUR 200k+.

A plan will be devised for the efficient transfer of intermodal containers and ISO container tanks of bulk spirit to move from Speyside 2 - 5 times per week from Elgin to Central Scotland. Data from our Rail Freight Capability Study 2010 will be used to inform gauge, length and routing. The exercise will be cost neutral to the producers, and will be open to all. The first trains will run in autumn 2013.

Key outputs will include:

- modal shift to rail
- maximising the use of rail capability demonstrating resilience and performance
- assisting with the development of the Moray economy
- encouraging collaboration among producers
- making the case for further infrastructure investment

HITRANS will tender for rail haulage and for container lease. Specialist consultancy may also be required. Initially rail freight companies will be invited to express interest and provide indicative costs before a preferred partner is selected. Road collection and delivery will be managed by distillers through existing contractual relationships.

True costs of the rail operation will be established, and environmental benefits calculated. There will also be resilience, performance and road maintenance benefits. The environmental aspects of project will be audited by an academic partner. All data captured will be available to the whisky industry and to Food Port partners.

## Project to date

Preparatory discussions were held with the Scotch Whisky Association Distribution Network, and individually with a number of distillers. Volumes and destination information were used to inform the project plan. Expressions of interest were invited from rail freight operating companies. An engineering study of Elgin Yard was commissioned to determine what investment is required for the traffic to run.

Discussions were held with Network Rail and DB Schenker on rail access HITRANS funded a test run to establish distillery site access for bulk spirit ISO tanks. The results from the test runs have concluded that

predicted volumes will be less than anticipated due to the constraints of loading equipment at certain sites. As a result HITRANS will widen the range of products from bulk spirit to include other commodities from the food and drink sector in order to create trainload volumes and frequencies. A presentation was made to Food Port partners in Gothenburg in June.

## Next steps

HITRANS will issue an Invitation to Tender (ITT) to rail freight operating companies (FOCs) This will seek firm prices on rail haulage to specified destinations and wagon hire of c.28 no platforms. The tender will be designed to maximise flexibility, as trains will run until funds are depleted, and every effort will be made to service as many distilleries as possible. Access to Elgin Yard is assumed regardless of ownership/control. The FOC will work with Network Rail to ensure optimal pathing.

HITRANS will seek a logistics management partner (LOGMAN) to oversee the leasing of ISO tanks as required, and to co-ordinate to collection, delivery and loading of intermodal units. LOGMAN will handle the transfers of liability between hauliers but it will be for the distillers themselves to manage collection and delivery through their existing supply chain contracts. LOGMAN will also oversee security arrangements at Elgin Yard, including compliance with Customs and Excise, WOWGR registration and Movement Guarantees. A part-time Project Manager will be engaged by HITRANS to assist in the successful delivery of the project. Discussions will take place with food and drink producers to identify volumes.

Financial control will be vital in this project to ensure that suppliers are paid timeously. Distillery owning groups will be asked to provide HITRANS with information on their costs for existing road movements to Central Scotland. These will not be disclosed, but will be required by HITRANS to calculate the difference between road only, and road-rail-road, to ensure revenue-neutrality.

An academic partner will be procured to identify the environmental benefits that result from the transfer to more sustainable distribution.

## Highlands and Islands Partnership Programme (ERDF)

### ERDF – Green and Active Travel Improvements

The Green and Active Travel Improvements ERDF project is a 3 year project 2011-2014. The £560,000 project for which The Highland Council are lead partner is supported by match funding from HITRANS as well as Sustrans and the Inverness Common Good Fund.

The aim of the project is to develop, upgrade and promote key walking and cycling routes in Highland which were identified as priorities in the HITRANS funded Active Travel Audits that were undertaken in nine settlements across Highland. It is hoped that the new routes together with promotion of existing facilities will not only encourage greater use of sustainable modes but also provide new health, social and economic opportunities in these areas.

Elements of the project completed in the first two years included improvements to the NCN in Culloden, Fort William and Tain as well as the completion of a shared use path connecting the towns of Alness and Invergordon in Easter Ross which has been named as the Diamond Jubilee path by the local community.



The two town centres are less than 4km apart but until the path was constructed there was no safe means for pedestrians or cyclists to make the journey between the settlements. The new link which was formally opened in May 2012 has been very well used this summer by walkers, cyclists and pram pushers alike!

Forthcoming projects to be completed during the remainder of the project include;

- Direct Pedestrian / Cycling route linking Inverness city centre with the new UHI Campus via the new 'Golden Bridge' over the A9.
- Expansion of cycle parking facilities at Inverness Rail Station to encourage more rail – cycle or cycle-rail journeys in the Highlands busiest rail station which now handles in excess of 1 million passengers per year.
- Develop Active Travel Maps for each town in Highland where an Active Travel Audit was undertaken including Thurso, Alness/Invergordon, Dingwall, Inverness, and Fort William





# Research and Strategy Development



## Active Travel Regional Centres Audit

Active Travel Audits have now been completed for the following seventeen key regional settlements within the HITRANS area;

Keith, Stornoway, Fort William, Kirkwall, Oban, Thurso, Alness/Invergordon, Elgin, Rothesay, Campbeltown, Lochgilphead/Ardrihaig, Inverness, Dingwall, Dunoon, Wick, Aviemore and Forres/Kinloss/Findhorn.

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 Officers 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.

Since they have been commissioned, the Audits have provided an invaluable evidence basis for securing a significant amount of external funding including these examples:

- Kirkwall Smarter Choices Smarter Places project (£1.5m),
- Elgin Urban Freedom project (£1.2m, including £200,000 contribution from SUSTRANS and c£500,000 ERDF),
- Highland Green and Active Travel project (£560k including £50,000 from SUSTRANS and £229,000 ERDF).

Member Local Authorities have also been embedding the Audits within the planning process by adopting them in their respective Local Transport Strategies and Local Development Plans. This will help ensure that both new development caters for walking and cycling and investment is secured for the improving the existing cycling network.

## **Skye Air Services Feasibility Study**

HITRANS, The Highland Council and HIE jointly commissioned consultants ARUP and RDC Aviation to undertake a feasibility study to help establish the case for reintroducing scheduled flights to Ashaig Airport on Skye.

The Study estimated current unconstrained demand for air services from Skye to Glasgow/Edinburgh to be of the order of 21,500 passengers per annum. It also evaluated four options for creating the necessary infrastructure to re-establish air services at Ashaig Airport with the capital investment required, ranging from £2.3m to £15.3 million.

The Study developed a range of Benefit Cost Ratio (BCR) scenarios tested for Option A which represented the lowest cost airport option based on the existing runway length. This assumed Air

services using Twin Otter 300 series operating a twice-daily (12 return trips per week) service and a single aircraft dedicated to the route. Other options have significantly greater airport costs but did not provide additional passenger or tourism benefits.

The Study recommends a number of next steps that will be required to help establish the case scheduled air services from Skye including the formation of a joint working group to progress a recommended development strategy for re-introducing scheduled air services to Skye. HITRANS looks forward to working with its partners to take forward these recommendations.



### Regional Air Service Development Opportunities

Lifeline air services in the Highlands and Islands are a crucial part of the transport network. They comprise a combination of commercial routes and those supported by Public Service Obligation linking internal communities and destinations external to the region.

HITRANS are appointing consultants to:

- Consider means of maximising the use of two new Twin Otter aircraft that Scottish Government has committed to purchase.
- Identify other opportunities for new and/or enhanced air routes using spare aircraft capacity available in the west Highlands & Islands.
- Investigate route developments' likely impacts in terms of fleet, crewing and operating costs.
- Assess the ability of any new or enhanced routes to secure best value to the public purse and support sustainable economic growth in the Highlands & Islands. This was to include a high level demand assessment, recognising that further research would be required if any of the identified route options are pursued.
- Assess how individual route enhancements can best be delivered.

### North of Scotland Air Access to London

HITRANS and Nestrans (the regional transport partnership for North East Scotland) have been working closely to develop a collective approach to ensuring that the aviation needs of the North of Scotland are fully understood by the Department for Transport as they take forward their Aviation Policy Framework and feeding into the Independent Airports Commission which is to be Chaired by Sir Howard Davies.

A key area of concern for both partnerships is the need to keep our regions connected to global markets. To this end our links to the key London hubs of Heathrow and Gatwick are essential. In a changing market sector, our status quo must as a minimum be preserved and evidence based representations must continue to be made in a coherent fashion for the Highlands to regain access to London Heathrow.

HITRANS has retained the services of Northpoint Aviation to support our input to the Aviation Policy Framework consultation and to respond to the Airports Commission calls for evidence.

The purpose of our work is to deliver evidence based analysis to support a public relations exercise being pursued by HITRANS and Nestrans in support of making the case for stronger legislation to protect access to Gatwick and Heathrow for UK peripheral regions which have no effective alternative means of land based transport to access these hubs and through them to world markets. The Note seeks to support the case for preserving existing air links to the north of Scotland and investigating opportunities to improve our worldwide connectivity.

The key issues that we are presenting are:

- The evidence presents a clear and coherent overview of the air access provided to the north of Scotland.
- The evidence shall support the case for the north of Scotland on internal aviation issues that are reserved to UK Government.
- Need to maintain existing connections from Aberdeen to London Heathrow.
- Need to maintain existing slots at London Gatwick for flights to and from Inverness.

The various submissions made by HITRANS to the Aviation Policy Framework Consultation and Independent Airports Commission are available to download from the HITRANS website at: [http://www.hitrans.org.uk/Corporate/Consultation\\_Responses](http://www.hitrans.org.uk/Corporate/Consultation_Responses)

### Ferry Capacity Study

Outer Hebrides Tourism Industry Association (OHTIA) and Comhairle nan Eilean Siar monitored CalMac's online reservation system. They recorded which sailings were shown as fully booked for cars, and how far in advance of the day of sailing. The OHTIA presented the findings of their analysis to the Hebrides Ferry User Group in April 2013 was agreed to continue this good work into the Summer 2013 season. The Summer 2012 survey findings are summarised below by route.

#### a) Ullapool – Stornoway

- This is the only run with comparable 2011 data compiled voluntarily in 2011 and runs from April to the End of August. No September or October data is available.
- Between Mar 30<sup>th</sup> and Oct 20<sup>th</sup>, the total of inward bound sailings was 414.
- Approx 66% of sailings in July and August were showing as fully booked.
- Access to Stornoway on Saturday, Sunday and Monday in the peak period is effectively zero. Only 5% availability in Jul/Aug. Most days are completely sold out.
- The busiest sailings are Saturday am and pm and Monday am and pm.
- Commercial traffic has dropped by 20% when compared to 2011 (Actual CalMac figures). This will in part be a direct result of CalMac removing the "Block booking" practice from the schedules. RET revision may also effect Commercial travel and 2013 may bring greater focus to commercial figures.
- Coach traffic has dropped by 20% when compared to actual 2011 CalMac figures. This had a detrimental effect on passenger numbers.
- Car and passenger numbers have remained steady. There is a 2% drop in total car numbers and a 4% drop in total passenger numbers. This however can be attributed to 2 day of breakdown in July which reduced sailings by 6%.

**a) Ullapool – Stornoway** *(continued)*

- If July breakdown days had run at 50% Fully Booked Runs, Stornoway would have seen a 1% increase in Car traffic and a break even in passengers.
- 65% of advanced fully booked runs are booked within 7 days across the season.
- With Tourist Figures down in other regions of Scotland for 2012, it is evident that Visitor and local travel to Lewis via Stornoway is holding up well. RET is undoubtedly a major factor in this along with other market factors.
- Any loss of Stornoway freight capacity from the early release of the MV Muirneag will undoubtedly have an effect on the availability on the MV Isle of Lewis.
- The introduction of a single ferry will provide 24 hour usage, but as this is coupled with Commercial traffic uptake, analysis needs to continue on potential constraint.

**b) Uig - Tarbert**

- This run has no comparable 2011 data.
- Between Mar 30<sup>th</sup> and Oct 20<sup>th</sup>, the total of inward bound sailings was 319.
- A Sunday run was added to the schedule in late June. This added 17 sailings to the Journey and 1800 Car spaces. Monday sailings in August had better availability compared with July, possibly as a result of the additional Sunday crossing.
- Approx 43% of sailings in July and August were fully booked.
- Saturday and Monday access to Tarbert in the peak period is very difficult.
- The busiest sailings are Saturday Morning and evening and Monday afternoon.
- CalMac figures show a 22% drop in commercial vehicles. This will in part be a direct result of CalMac removing the “Block booking” practice from the schedules. RET revision may affect Commercial figures and 2013 may bring greater focus to this.
- Coach traffic has dropped by 19% when compared to actual 2011 CalMac figures. This reduces passenger numbers and effects local accommodation providers.
- Car and passenger numbers have remained steady. There is a 2% drop in total car numbers and a 2% increase in total passenger numbers.
- 68% of advanced full booked runs are booked within 7 days across the season.
- 19% of runs are booked to 100% Fully Booked Runs over 7 days in advance.
- A large drop in August figures may be a result of an extra sailing coupled with slowdown due to external market factors such as the Olympics.
- Visitor and local travel to Tarbert via Uig is holding up well. RET is undoubtedly a major factor in this along with other market factors.

### c) Uig - Lochmaddy

- This run has no comparable 2011 data.
- Between Mar 30<sup>th</sup> and Oct 20<sup>th</sup>, the total of inward bound sailings was 360.
- Additional Monday, Wednesday and Friday runs were added to the schedule on the 23<sup>rd</sup> July, adding 330 car spaces per week. This diluted constraint for Lochmaddy as schedule availability became greater and more varied in August and September.
- Approx 30% of Sailings in July and August were fully booked.
- Access to Lochmaddy sailings on Friday and Saturday in the peak period is difficult especially in July. Tuesday has a single sailing and can also be a constrained service.
- The busiest sailings are Saturday afternoon and Friday evening.
- No available 2011 commercial, coach, car or passenger comparisons from CalMac for Lochmaddy at this time.
- 45% of advanced fully booked runs are booked within 7 days across the season. This is lower than Lewis & Harris equivalents.
- 31% of runs are booked to 100% Fully Booked Runs over 7 days in advance. This is higher than Lewis & Harris equivalents
- A large drop in August figures may be a result of the extra sailings coupled with slowdown due to external market factors such as the Olympics.

### d) Oban - Lochboisdale

- This run has no comparable 2011 data.
- Between Mar 30<sup>th</sup> and Oct 20<sup>th</sup>, the total of inward bound sailings was 121
- Only route to have runs every second day. Inevitable strain on usage at peak period.
- 69% of Sailings in July and August fully booked. A high proportion placing strain a huge constrain on access to the South Uist. Possible detrimental effect on visitors partaking in an Island Tour from either direction due to availability restrictions.
- Access on Saturday and Tuesday in peak period very difficult especially in July.
- The busiest sailings are Saturday and Tuesday.
- No available 2011 commercial, coach, car or passenger comparisons from CalMac for Lochboisdale at this time.
- 28% of runs are 100% fully booked within 7 days over season. Lower than elsewhere.
- 72% of 100% full runs are booked more than 7 days in advance. This is higher than any other run and points towards the difficulty it takes in securing a booking.
- A slight drop in August figures may be due to external market factors such as the Olympics and the Scottish School holiday season closing.

### d) Oban - Castlebay

- This run has no comparable 2011 data.
- Between Mar 30<sup>th</sup> and Oct 20<sup>th</sup>, the total of inward bound sailings was 244.
- Castlebay has a single run every single day with a second run on a Thursday.
- 47% of Sailings in July and August fully booked. July is peak month, August lower.
- Barra has large contrast of usage in shoulder months compared to the peak months.
- The busiest sailings are Sunday, Tuesday and Thursday.
- No 2011 commercial, coach or car and passenger comparisons from CalMac.

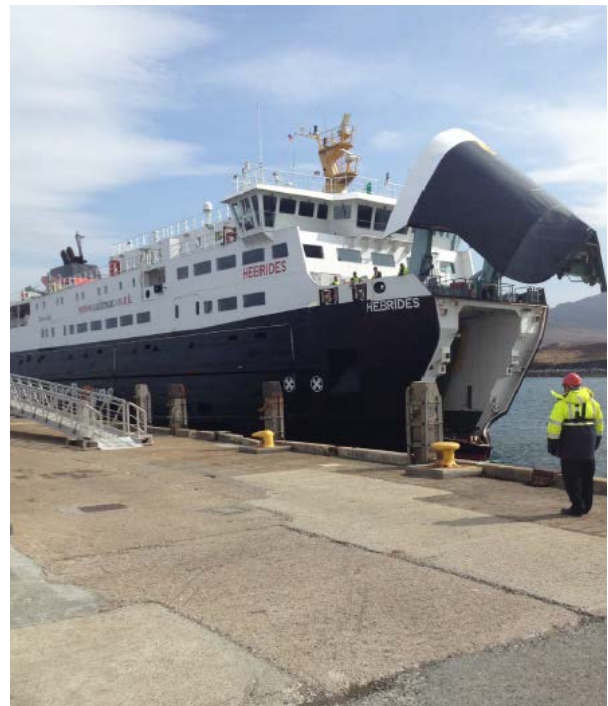
#### **d) Oban – Castlebay** *(continued)*

- 50% of runs are filled within 7 days across the season.
- 29% of full runs are booked to 100% more than 7 days in advance. This is higher than any other run and points towards the perceived difficulty in securing a booking.
- A slight drop in August figures may be due to external market factors such as the Olympics and the Scottish School holiday season closing.
- Booking a Tuesday or Thursday ticket to Barra is complicated by having Lochboisdale, Coll or Tiree as a stop off. This means that a large amount of traffic bound for other Islands commandeers space on board the run, reducing possible visitor numbers.
- Saturday is quieter than other routes. The ferry doesn't arrive until 20:30 in the evening. With the Sunday morning ferry leaving at 09:30 on the Sunday morning, a weekend trip to Barra is in fact limited to 12.5 hours – an overnight stay. This is undoubtedly detrimental to weekend tourist numbers. Barra loses out more than most other Islands from the weekend break market due to schedules.

### **Next Steps**

HITRANS have considered the study findings and agreed that the next step should be to discuss these with CalMac. The aim of this will be to help understand:

- Why the online system shows many sailings as fully booked when - at least on Ullapool-Stornoway - very few actually sail with more than 90% of the deckspace utilised.
- Management of the block booking system for commercial vehicles, and how far this contributes to “full” sailings which actually have car spaces available.
- The amount of car capacity made available through the online booking system and how this is determined.
- How far capacity constraints are due to commercial traffic.



The full report produced by OHTIA is available to download from the HITRANS website at <http://www.hitrans.org.uk>

# 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 real time information system in Argyll and Bute was expanded in 2012/13. A total of 100 buses and coaches operating a mix of local and long distance services are fitted with on bus automatic vehicle location tracking computers. The recent extension of the system was funded through a partnership with Argyll and Bute Council, West Coast Motors and HITRANS funding secured through the START project.

The Highland real time information system has continued to develop in 2012/13. The system has been extended to cover bus services in Lochaber with funding provided by HITRANS through the START project. This means that a total of 95 buses that operate local bus services in Highland are equipped with real time information tracking equipment.

2012/13 saw funding agreed to further develop the Traveline Scotland smart phone information app. This latest development saw HITRANS and the other Scottish Regional Transport Partnerships agree to part fund the development of a Talking Traveline App service that would allow partially sighted public transport passengers to access this useful service through a new suite of free to download apps.

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 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 Database has been 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

## Severe Weather Transport Information System

Following a number of severe winters in recent years. HITRANS have worked with its member Local Authorities to develop severe weather information systems on the strategic local road network to compliment the Traffic Scotland information line and web portal provided which provides a vital service to passengers trying to plan journeys and make travel plans in the face of this disruption.

The Traffic Scotland service provides the travelling public with real-time traffic information on the Scottish Motorway and Trunk Road network. It provides up to date information to the travelling public about current and planned road works, accidents, journey times, Live Eye Camera views, congestion, weather events, park and ride facilities, a carbon calculator etc. The website supports drivers in making informed choices as to the timing, routing and travel mode for current or future journeys. It also signposts drivers to public transport options particularly when there is heavy demand on the network or adverse weather conditions. The website is supported by a telephone helpline operated by Traveline Scotland on a 24 hour per day 365 day of the year basis.

HITRANS allocated budget in 2012/13 to work with our member Councils to expand Severe Weather Warning Information Systems in the Highlands and Islands.

The Highland Council has installed a UTMC database which can facilitate the integration of the SCOOT traffic control system with other ITS solutions such as real-time bus and car park information, journey time information and CCTV images of live transport conditions. Information from this system will be made available to the public via a new transport website [travelhighland.info](http://travelhighland.info) which will cover all transport modes. It will contain real-time information on bus, rail, air and ferry services within the area, details of forthcoming roadworks and other events which will help allow travellers to make informed travel choices before and after their journey. The benefits of this co-ordinated approach to traffic management should bring tangible improvement to the overall traffic flow in and around Inverness.

As part of this project The Highland Council matched HITRANS funding to install Webcams at eight of the busiest junctions in Inverness city centre and three high routes which often suffer from snow during winter months offering a similar live eye camera system to that offered by Traffic Scotland for trunk roads. Locations where cameras have been sited in The Highland Council area are:

- Inverness City Centre and Arterial Routes – 8 sites at congestion hot spots.
- A832 Achnasheen
- A835/A837 Ledmore
- A836 Altnaharra

Moray Council and Comharlie Nan Eilean Siar have also developed webcam at the following locations as a with match funding from HITRANS.

- A941 Fogwatt
- A859 Clisham
- A857 Barvas Moor



# Air Route Development



## Inverness – Amsterdam

A long standing ambition of HITRANS and a number of our partners in the region to secure access to a hub airport to improve the connectivity of the Highlands and Islands to our global markets and to make it easier for people to travel to our region was realised in 2011/12 with the launch by FlyBe of their Inverness to Amsterdam route.

The Amsterdam service was made possible by the determination of HIAL, HIE, Highland Council, Visit Scotland and HITRANS to work with the airline to develop a funding package to support the introduction of the new route and allow it to bed in before it continues as a fully commercial operation. The partners continued to support the second year of service operation and HITRANS were pleased to play our part in securing the route. This second year of operation saw continued growth in demand for the service particularly after the introduction of a codeshare agreement with Air France / KLM (the main carrier into Amsterdam Schiphol Airport) in 2012 which opened up through booking opportunities to their large network of onward travel connections.



# Rail Development



## Conon Bridge Station

Conon Bridge station reopened on 8<sup>th</sup> February 2013 in time for the Kessock Bridge maintenance works. The £600,000 project was funded by HITRANS, Highland Council and Transport Scotland through Kessock mitigation funds. The station is 2 cm longer than Beauly so is the second smallest station in Britain. The innovative low-cost, walk up station is the latest chapter in the history of local rail enhancements in the Inner Moray Firth.



Commuter rail services began in 1998 with the Dingwall Commuter service, after development work by the Highland Rail Partnership (HRP). In 2000 the service was extended back to start from Tain. Beauly station was re-opened in 2002 at a cost of £250k, funded by the Strategic Rail Authority £99k, HC £45k, INE £30k, Railtrack £69k, HRP £8.8k. Usage was estimated at 7,500 passenger pa.

To further develop the network Highland Council on behalf of HITRANS and Highland Rail Partnership funded a feasibility study into Conon Bridge Re-opening in April 2004. Further work was carried out in 2005 to determine the optimum location at Conon; this was found to be the original site.

In Dec 2005 Invernet was launched, creating peak hour journeys to/from Inverness. This was locally funded for 3 years via Highland Council through the Scottish Government sponsored Public Transport Fund, HIE and HRP.

In 2006 HRP funded a Transport Economic Efficiency Analysis (TEE); a 4 car platform costing £760k had a benefit:cost ratio of 2.99 (based on the post Dec 05 Invernet timetable) with Year 1 ridership predicted at 20000 rising to 35000 in Year 10. In 2006 consultants Delta Rail were funded by HRP to produce Sectional Running Times for the Dingwall - Muir of Ord section with a stop at Conon. This was used for later timetabling analysis and performance modelling.

In 2007 Conon Bridge station was included in the list of proposed projects in the Delivery Plan associated with the draft HITRANS Regional Transport Strategy. HITRANS anticipated being able to fund the reopening from within its Capital Budget. Also in 2007 a TEE analysis was carried out for the planned North Highland Lines timetable recast. The scenario for the Conon Bridge Station/4 trains to Kyle variant produced benefit:cost ratios of 12.25 optimistic to 5.45 pessimistic. This included a half hourly peak service into Inverness from Conon with a likely increase in potential Year 1 usage.

Highland Council submitted the scheme for planning permission in 2008. This was approved by Scottish Government. In Dec 2008 the recast Far North Lines timetable was introduced following extensive work by HRP, Transport Scotland, First ScotRail and Network Rail and included a time allowance for stops at Conon Bridge in 75% of services. This service improvement was funded by Transport Scotland.

In 2009 Highland Council were in discussions with Network Rail to work up the 4 car platform option project with an estimated cost of c£1.1m with optimism bias. Transport Scotland agreed to cover the station access charges until the franchise change in 2014 when they will be subsumed into the next ScotRail franchise.

The Dec 2008 timetable recast yielded impressive passenger growth figures- over the past five years Beaully 92%, Muir of Ord 137%, Dingwall 127%, Alness 110%, Invergordon 152%. In 2008-9 Beaully usage was over 52,000 compared with the original estimate of 7,500.

The proposed Kessock Bridge works Feb-June 2013 repeated in 2014 predicted extensive road congestion on the corridors serving the communities north of Inverness. In 2010 Highland Council earmarked £100k in its capital programme towards road/car parking costs at the station. HITRANS granted £20k from its budget to the Highland council towards the next stage of the station development, costed at £120k.

In September 2010 a meeting was held at the Highland Council attended by Transport Minister Stewart Stevenson, Highland Council members and officials, Conon Community Council and HITRANS. The Minister agreed to see if Government could find funds to help reach the £120k target.

HITRANS signed a Basic Services Agreement with Network Rail in March 2012 enabling them to procure a GRIP5 detailed design for a 96m long platform. This provides a ready to go to tender programme with costs at +/- 10%. Following discussions at a senior level between First ScotRail, Network Rail and the Office of Regulation the specification was varied to include the option of a 15m long Beaully type platform. This approach is a demonstration of the new alliancing initiative between infrastructure manager and rail operator and fits in with the post McNulty world of appropriate infrastructure standards, helped in part by the existence of the safety regime in place for Beaully and 10 years of incident-free operation.

HITRANS paid Network Rail £99,880 in order for the work to be carried out, using funds that were made available by the Transport Minister in March 2011, while the access road and car park design was carried by Highland Council, with £20,000 transferred to them by HITRANS in March 2012. Highland Council already had allocated £100k towards the capital works for the roads element.

Growth on local Invernet rail services continues to rise with growth to the year ending March 2012 of 20% at Dingwall, 19% at Muir of Ord, 9% at Beaully, with cumulative increases over the last 8 years of 188%, 206% and 106% respectively.

## [Oban 6.2 Rail Service Enhancements](#)

Announcing in December 2012 the continuation of the current ScotRail franchise by 5 months to March 2015, Transport Minister Keith Brown said that there would be additional Oban services introduced. At the Community Rail Conference on 19 February 2013 he confirmed that the frequency of Oban trains would be doubled. Services will be enhanced from May 2014 through an agreement with First ScotRail on the Franchise Continuation, with pupils transferring to rail at the start of the 2014-15 session. An additional 1611 Oban-Dalmally only service will return Oban High School pupils home, the inbound journey being on the first Glasgow-Oban train of the day.

HITRANS and Transport Scotland have identified the transfer of school pupils by rail as a potential catalyst to pilot smart and integrated ticketing products on the line to Oban as part of the Smart and Integrated Ticketing Project Plan. Discussions have taken place with Transport Scotland with a view to developing a project initiation plan that could see rail included in a smart ticketing hub project focussed on Oban that would also include bus and ferry products.

The Room for Growth study of 2006 highlighted the poor frequency of trains to Oban. HRP/HITRANS engaged consultants Faber to review timetable options for the West Highland lines in 2006. In 2007 HITRANS commissioned Habtrans to investigate timetable options for enhanced Oban line services. Four, 5 and 6 per day were explored. The Oban service of three trains per day is currently the worst frequency of any route in Scotland. Halcrow carried out an economic appraisal of the five trains per day option, identifying a benefit:cost ratio of 5.0 optimistic, 3.9 pessimistic. James Laird of the Institute for Transport Studies in Leeds did some further work on option and non-use values and identified WEBs that raise the BCRs above by a further 0.2.

Oban-Glasgow journey times have extended over the years from 2h:54 to 3h:05 although trains splitting at Crianlarich can take up to 3h:19. The proposed timetable creates two through, non-splitting and therefore faster journeys. RETB protocols have also increased radio token exchange time to 1.5 mins. HITRANS commissioned Delta Rail to carry out a Sectional Running Time study on the West Highland Lines, establishing theoretical journey times for Class 156, Class 170, re-engined Class 170 on existing and enhanced infrastructure, where loop entry/exit is increased to 25mph and 40 mph from the current 15 mph. Journey time reductions of up to 11.5 mins on the Oban route were identified. HITRANS also commissioned Scott Wilson to consider options for the deployment of motorised switch and crossings on RETB routes that would allow faster loop entry/exit speeds.

# Bus Service Development



## Campbeltown – Glasgow Bus Service Development

HITRANS main focus on Bus Service Development in 2012/13 has been our partnership with Argyll and Bute Council, Scottish Citylink and West Coast Motors that has delivered a major improvement to the coach service from Campbeltown to Glasgow.

HITRANS allocated funds of £10,000 in 2012/13 towards the increased operating costs incurred by Scottish Citylink in increasing the mileage operated on Service 926 from Campbeltown to Glasgow. The increased mileage will be achieved through increased journey frequency throughout the year on the route. In addition to this the route will also benefit from significant investment in the form of a new fleet of coaches to operate the route.

The kick start project covers a period of three years and HITRANS funding for years 2 (2012/13) and 3 (2013/14) is £10,000 in each of those years. The HITRANS funding support is matched by Argyll and Bute Council. The service will become commercially viable from year 4 onwards.

The Kick Start project on Service 926 has delivered a real improvement in terms of service frequency and vehicle quality. The number of journeys each day during the summer season (May- October) has increased from three to five covering the whole route with an additional late afternoon journey between Glasgow and Ardrishaig. The latter journey is provided by an Ardrishaig based coach which is also being used to guarantee duplication of one Glasgow bound coach eliminating a long standing problem with overcrowding on the route.

In the winter months the timetable will only be scaled down by a single return journey on Monday to Thursday with the peak timetable still operated at the weekend.

Previously the service had capacity problems which resulted from potential passengers choosing to travel at the last minute rather than pre-booking journeys. Given the nature of the route the service provides a number of local journey opportunities along the route from remote locations into nearby small towns/villages for shopping and leisure opportunities which tend to be of a discretionary nature rather than a journey which would be pre-booked. The new timetable spreads the opportunities for this type of journey.

The Kick Start Project has seen a radical improvement in the service frequency that has been matched with a substantial investment in the fleet of coaches operating on the route. West Coast Motors (the contractor who operate the route under Scottish Citylink contract) have introduced 7 new coaches on the route. The fleet upgrade extends to the Scottish Citylink service from Oban to Glasgow. These vehicles offer passengers a wide range of comforts and have increased seating capacity to 59 seats or 55 seats and a wheelchair. The total investment in vehicles alone is in the region of £1.6Million. The new coaches were the first fully accessible coaches to enter service in Argyll.

# Active Travel Projects



The Active Travel Audits have produced the Active Travel Prioritised Action Plan for regional centres and this has been a very effective tool in attracting external funding. To further support this work and help our partner local authorities attract funding HITRANS have channelled budget from our research and strategy delivery programme to our Council partners for the delivery of Active Travel work.

In 2012/13 the main beneficiaries of HITRANS Active Travel support from our Development budget were Argyll and Bute Council and Moray Council.

Argyll and Bute Council received £25,000 from HITRANS to support the delivery of Active Travel Infrastructure and Information in the Council area. This included the development of a series of walking and cycling maps for the towns where the audits have been conducted.

Argyll and Bute Council used the funding to install dropped kerbs in Campbeltown and Lochgilphead as recommended in the Active Travel Audits and to provide cycle parking at a number of locations in Campbeltown and Lochgilphead. The Council will shortly be submitting a bid to SPT to match fund HITRANS contribution to the cycle parking so that facilities in Helensburgh and Lomond can be improved in line with the work that has been delivered in the HITRANS area. The HITRANS funding has been used by the Council to secure external funding from Sustrans through their Soft Measures funding stream.

Moray Council used HITRANS funding to attract match funding from Sustrans and ERDF for their ambitious Urban Freedom project which is making Elgin a more user friendly place to walk and cycle. Measures delivered through Urban Freedom cover a wide range of sustainable travel interventions including improving active travel infrastructure, information and public transport information improvements.

# 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 2012/13.

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 developed 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

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 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 twice per year and the Group 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 meet two to three times per annum.

There are five ferry user groups. 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, Ardnamurchan and Mull
- Orkney Transport and Travel Forum

## 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.

## 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 >

	2012/2013	
BUDGET HEADINGS	ANNUAL BUDGET	ACTUAL BUDGET
<b>INCOME</b>		
Councils	£200,000	(£200,000)
Scottish Government - Match Funding	£200,000	(£200,000)
Scottish Government - Regional Transport Strategy	£322,750	£322,750
Scottish Government - Conon Railway Station	£0	£0
Highland Council - Conon Railway Station	£0	£23,450
START Project	£0	£0
Giant Puffin Project	£0	£20,116
Other Misc Income	£0	£7,867
Interest on Revenue Balances	£0	£69
2011/12 Surplus	£20,158	£20,158
	<b>£742,908</b>	<b>£794,410</b>
<b>DIRECT RUNNING COSTS</b>		
Director	£97,000	£102,491
Programme Managers	£120,000	£109,985
Office Managers	£56,000	£56,745
Staff Travelling and Subsistence	£25,000	£24,268
Members and Advisers Travel and Subsistence	£10,000	£4,880
Partnership/Consultation Meetings	£20,000	£9,701
Office Costs – Property	£15,000	£14,720
Office Costs – Admin	£20,000	£24,110
	<b>£363,000</b>	<b>£346,900</b>
<b>PROGRAMME COSTS</b>		
Publicity	£12,500	£9,041
Research & Strategy Development	£326,408	£296,216
Conon Railway Station Project Work	£0	£25,000
START Project	£0	£8,479
Giant Puffin Project	£0	£44,903
	<b>£338,908</b>	<b>£383,639</b>
Finance and Administrative Services	£41,000	£37,509
<b>TOTAL COSTS</b>	<b>£742,908</b>	<b>£768,048</b>
<b>(UNDER) / OVERSPEND</b>		<b>(£26,362)</b>

# Public Services Reform (Scotland) Act 2010

## Statement of efficiency, effectiveness and economy

### HITRANS 2012/13

During 2012/13 HITRANS has continued implementing a number of initiatives that have improved efficiency, effectiveness and economy and these are outlined below, following on from our actions in 2011/12.

#### Shared Services

##### **Shared accommodation, administration and supplies**

HITRANS continues to work within a reduced level of accommodation at the Inverness Airport Office sharing the building and related costs with a private sector architect practice. This has resulted in a saving to HITRANS of £12,413 per annum.

By improving our IT systems we have been able to reduce the number of telephone lines to our office from five to four and negotiated a new phone usage contract which reduced bills by £1,500, representing 50% of our previous cost.

In 2012/13 we have reduced the number of Board meetings from five to four, reducing costs by approximately £1,500.

We have followed practice across the Public Sector and held salary rates at their 2010/11 levels. In addition to this staff changes resulted in a further saving on staffing of £3,780 in 2012/13.

We have managed travel expense costs by increasing our use of telephone and video conferencing equipment to reduce the cost of traveling to meetings.

HITRANS is a member of Scotland Excel and gains from the resultant efficiencies that joint purchasing of supplies across the public sector in Scotland brings to our partnership.

#### Legal, Financial and HR Services

HITRANS has service level agreements covering Legal, HR, and Financial services with two of our member Councils with de minimis costs unchanged since 2008/09. 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 2012/13 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 2012/13 was £19,156.

## 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.

HITRANS continues to use the 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.

## 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 Highland Council have used the outputs from the Audits as a basis for their Green and Active Highland project which has attracted ERDF support, as well as HITRANS funding as part of the funding package. Likewise Moray Council used the Elgin Audit to attract ERDF and Sustrans support for the Urban Freedom project.

## Partnership Working

### European Projects

HITRANS was involved in the delivery of three European Projects during 2012/13 which each achieved efficiencies and economies while working towards improvements in the effectiveness of delivery of transport services and related infrastructure within the Highlands and Islands and at wider national and international levels.

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 through this 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. The Interreg funding accessed through this project, amounting to some 790,000 Euros, has added significant value to improvements to the transport links serving our key transport hubs across the region. The START project attracted Atlantic Area Interreg 4B Programme funding at an extremely attractive intervention rate of 65%.

In the Northern Periphery Region of the EU, HITRANS has continued to work 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. The TransTourism project attracted Northern Periphery Programme Interreg 4B funding at an intervention rate of 60%.

In 2012/13 HITRANS commenced work as a partner in the Food Port North Sea Area INTERREG IVB project. HITRANS has secured approximately 290,000EUROS to fund trial movements of bulk spirit by rail at a 50% intervention rate. HITRANS is working through the Scotch Whisky Association with a number of distillers in Speyside to identify volume availability, location, distance from railhead, loading time, loading facilities etc. A plan will be devised for the efficient transfer of 16-20 containers of bulk spirit to move 2-3 times per week from Elgin to Central Scotland. Data from our Rail Freight Capability Study 2010 will be used to inform gauge, length and routing. The exercise will be cost neutral to the distillers. The first trains should run in Summer 2013 for 15-20 weeks.

HITRANS has continued to work 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.

HITRANS has continued our membership of Scotland Europa in an effort to access further opportunities to work with partners across the European Union to the benefit of the Highlands and Islands. We have entered into a joint membership with Tactran and SEStran significantly reducing the cost of membership which we would have otherwise incurred.

### **Framework Contract**

HITRANS along with our 5 member Councils are now using the joint Consultancy Services Framework contract overseen by Argyll and Bute Council on behalf of all partners. This has improved the efficiency and reduced the cost both to ourselves and service suppliers in procuring contracts that fall within the terms of the Framework.

### **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 2012/13 HITRANS has created, updated and monitored its associated Risk Register identifying the key risks, associated controls and actions needed to minimise the impact of risk on the activities of the Partnership.

### **Equalities**

In undertaking all of our activities HITRANS has fully considered equalities issues as required through our statutory body status as defined in the Race, Equality, Disability Equality and Gender Equality legislation. We have set up a system and are ready to take feedback on transport related equality issues from our Member Councils and Advisory Groups as has been agreed as the most appropriate means of capturing these issues. In addition promote the discussion of any issues at each of our regular Permanent Advisors Meetings, and ensure that the equality impacts of any proposals and actions by the Partnership as reflected in Board Reports are brought to the attention of the Board when they meet.

# Public Services Reform (Scotland) Act 2010

## Sustainable Economic Growth Statement

### HITRANS 2012/13

#### Introduction

Section 32(1)(a) of the Public Services Reform (Scotland) Act 2010 provides that as soon as reasonably practicable after the end of each financial year each listed public body must publish a statement of the steps it has taken during the financial year to promote and increase sustainable growth through the exercise of its functions.

HITRANS, as a statutory Regional Transport Partnership, is a listed body within the Act. This statement is intended to fulfil the requirement of the Act in relation to Sustainable Economic Growth. This statement should be read in conjunction with the statement on Efficiency, Effectiveness and Economy and the financial information provided on the HITRANS website that are also required by the Act.

#### Government purpose and performance framework

The Government in 2011 updated its Economic Strategy as originally published in November 2007. This sets out the Government's clear priority to accelerate economic recovery, with a range of measures to tackle unemployment and promote employability. The Strategy focusses action on six Strategic priorities which will drive sustainable economic growth and develop a more resilient and adaptable economy. The priorities are supportive business environment, transition to a low carbon economy, leaning skills and wellbeing, infrastructure development and place, effective Government, and Equality. Transport is recognised within the Strategy as one of the key enablers for enhancing productivity and delivering faster, more sustainable, economic growth.

A Purpose Framework has been developed as part of the National Performance Framework and between them they provide a clear focus and direction for the whole of the public sector in Scotland. All public bodies are expected to align their activity in support of the Purpose, Purpose Targets and the National Outcomes set out in the Framework, and HITRANS Transport Strategy is linked through our monitoring framework with delivery of the Government's priorities.

#### Sustainable Economic Growth

HITRANS primary function is to produce and implement its Regional Transport Strategy. The Strategy was approved in 2008 and the monitoring framework put in place to identify our success in working with partners towards achieving its Objectives. The vision for transport is to enhance the region's viability, enhancing the region's place and competitiveness, and thereby attracting and retaining people in the region and making the Highlands and Islands a more attractive place in which to live, to work and conduct business, and to visit.

Transport has long been recognised as a significant contributor to sustainable economic growth. The HITRANS Regional Transport Strategy was developed in conjunction with our five Member Councils. The principal ethos in setting and determining the Regional Transport Strategy has therefore been to encourage and permit sustainable economic growth.

## The Partnership Approach to sustainable economic growth through delivery of our RTS.

HITRANS is committed to working with all sectors and interests within transport in adding value to the transport services delivered across the region.

The partnership has identified eight areas in which it would aim to work towards improving services. These are listed in the table below:

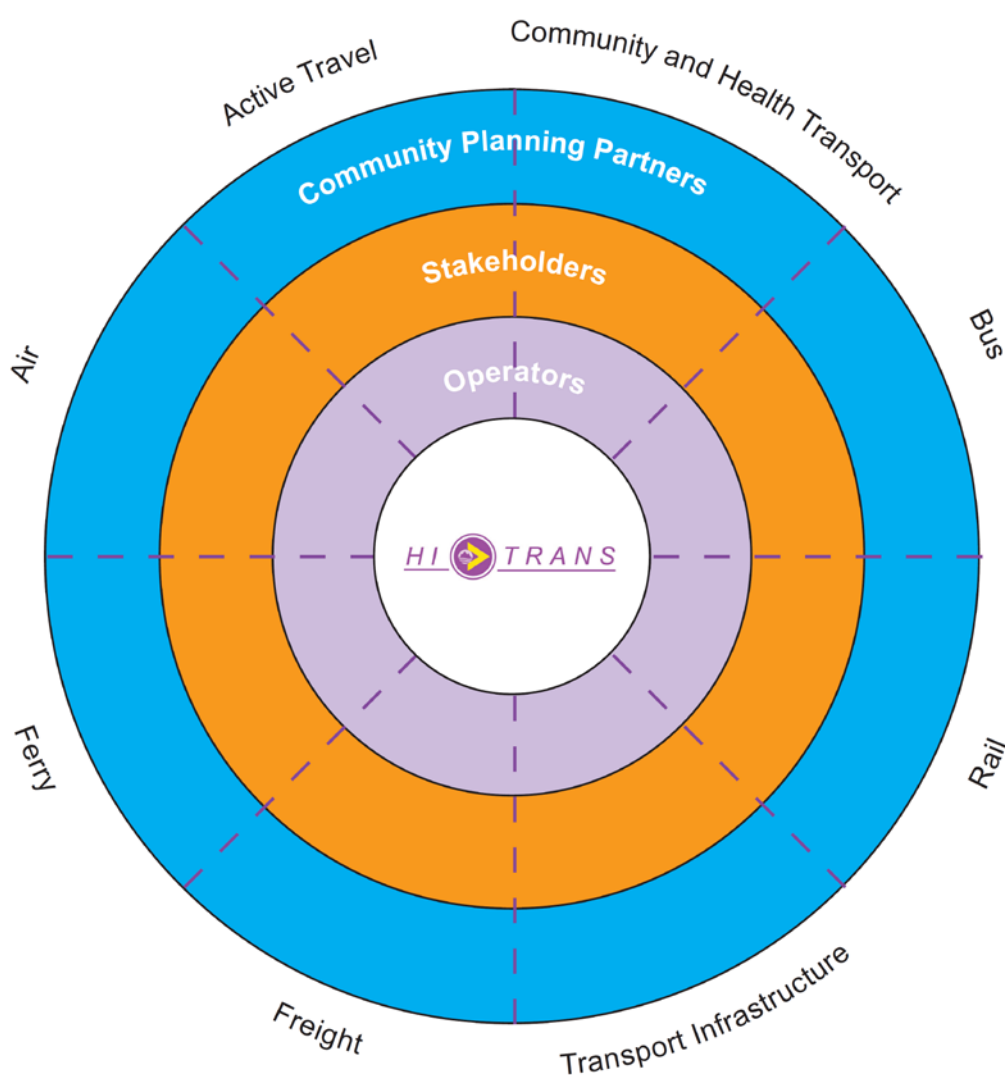
Area	Description
Active travel	Walking, cycling
Community and health transport	Third sector transport, social and health transport, car sharing schemes
Bus	Supported and commercial bus services, and taxis
Rail	Passenger and freight rail services
Transport Infrastructure	Roads (both trunk and local), Rail Infrastructure, Airports, Ports, Harbours, and Ferries
Freight	Cross modal, road, rail, ferry, air and sea
Ferry	Supported and commercial ferry services, national and local
Air	Supported and commercial air passenger services, including charter and freight

In each area HITRANS seeks active participation from the 5 partner Councils, our Community Planning Partners, Stakeholders, Operators, Permanent Advisors and the Partnership Board. HITRANS encourages its Community Planning Partners, Stakeholders and Operators to participate in policy development and delivery options appraisal. Operators in particular are encouraged to interact not only within their individual area of expertise but across the eight areas and are given the opportunity individually to discuss issues with Board Members. This allows HITRANS the greatest opportunity to learn from their knowledge and experience and maximising our effectiveness in delivering sustainable economic growth.

HITRANS wishes to ensure maximum effective involvement of all groups and has devised, in each service area, mechanisms and structures that ensure that each group's views are heard and their input valued in ensuring the Partnership delivers improved transport services across the region. HITRANS has formed and continues to develop advisory and consultative groups both within and between linked transport areas, to promote improved integration across the Highlands and Islands. Regular meetings of these groups are arranged to obtain valuable input and provide information on developments and proposals.



The chart below diagrammatically reflects the approach HITRANS is taking to achieve this aim.



### What has been achieved in 2012/13

- 1 Transport access to health and social care facilities and appointments is an area where we are striving to find better ways of working. HITRANS has worked with our partner Councils in Highland and Moray to develop two partnership projects. The NHS Grampian Travel Information Hub was launched in 2012/13 and covers the Moray area. This service gives patients support in planning public transport travel to appointments. The Lochaber Integrated Transport Provision Project is developing a partnership involving NHS Highland, Highland Council, the Scottish Ambulance Service for a transport coordination service that will deliver travel information and a booking service for access to appointments in the Lochaber area. Both projects are designed to deliver efficiencies in patient travel services.
- 2 HITRANS has worked with Government and Network Rail to ensure that the Rail Utilisation Strategy takes into account the needs of the Highlands in developing our railway. We have helped develop project priorities and secured some very positive commitments from Government and Transport Scotland.

- 3 HITRANS supported a useful exercise with the Outer Hebrides Tourist Industry Association that captured data on booking availability on Caledonian MacBrayne ferry services to the Western Isles. The purpose of this work was to survey deck space usage on major west coast routes during peak periods to identify when tourist traffic could be lost due to capacity constraints.
- 3 HITRANS has worked with Transport Scotland and ScotRail to support the introduction of improved rail services across the region including helping to develop a step change in service levels between Oban and Glasgow.
- 4 HITRANS has developed a strong case for the need for the region to be better connected to London. This formed the basis of our input to the Department for Transport's Aviation Policy Framework and has been a central plank in our submissions to the Airports Commission set under the chairmanship of Sir Howard Davies. International markets are particularly important to the Highlands and Islands as we have a strong outward facing economy that is built on the Energy sector, high quality food and drink industry, life sciences and tourism. Our economy needs good connections to international markets and Aviation is the key mode that connects the region to these markets.
- 5 HITRANS has been working with the Scottish Government on developing proposals for improvements on the Aberdeen to Inverness and the Highland Main Line Railways.
- 6 HITRANS has continued our support of the daily air service between Inverness and Amsterdam. This service provides the north of Scotland business community with much needed access to an international air hub and also gives a good option for inward travel to the region for tourism and business. The route is now available for codeshare bookings through the KLM / Air France booking system after this important agreement was reached between the route's operator FlyBe and KLM. The service adds to the attractiveness of the Highlands and Islands for inward investment.
- 7 In working to improve the reliability of road based transport, critical to business development, within the area, we have funded the installation of live eye cameras on a number of regional routes not currently covered by the Traffic Scotland network. We expect these to be particularly useful for road users in the winter to help journey planning decision making.
- 8 We have continued our partnership with West Coast Motors / Scottish Citylink and Argyll & Bute Council on the bus route development scheme on the Campbeltown to Glasgow coach service. This initiative has provided major improvements to one of the most remote UK mainland communities, increasing its attractiveness as a centre for investment.
- 9 In partnership with the Scottish Government, The Highland Council and Network Rail we have funded the reopening of Conon Bridge station to increase the opportunity for sustainable commuting into Inverness. This project was completed in time to act as an important part of the mitigation of traffic disruption during the Kessock Bridge resurfacing works.
- 10 HITRANS supported a useful exercise with the Outer Hebrides Tourist Industry Association that captured data on booking availability on Caledonian MacBrayne ferry services to the Western Isles. The purpose of this work was to survey deck space usage on major west coast routes during peak periods to identify when tourist traffic could be lost due to capacity constraints.
- 11 The Upsticks study set out to determine the origin and destination of raw timber in the Highland area and thus provide a clear view of the use of the public road network and the deployment of the timber transport fleet. This will be useful in planning and managing such movements and will give local authorities a clearer picture of the demands on their road infrastructure.

- 12 In partnership with other European regional partnerships we have been working on the following projects in 2012/13 that are focussed on improving the economic sustainability of the regions involved.
- The TransTourism Project is funded through the Interreg IVB Northern Periphery Programme. The project is developing a web based interactive travel tool kit which will encourage visitors to come to and travel within the Highlands and Islands using sustainable travel modes.
  - The START Project is funded through the Interreg IVB Atlantic Area Programme. The project has facilitated improvements to public transport access to and from our major transport hubs and improved the availability of real time information to passengers on a number of modes.
  - Working with The Highland Council the Active Travel Highland Project supported by the Highlands and Islands ERDF Programme is improving active travel infrastructure to help continue the increased mode share of walking and cycling within the region. This project uses the output from our Active Travel Audits as core data in identifying and prioritising need.
  - Lifting the Spirit is the title we have given our project being delivered with funding from the Food Port Project. Food Port is funded through the Interreg IVB North Sea Area Programme. Around 85% of all Scotch malt whisky is produced at the 77 malt distilleries which lie in the HITRANS area. The industry contributes £2.7bn of 'Gross Value Added'. Lifting the Spirit will see whisky product moved from Elgin to Central Scotland by rail rather than road. We are leading the project in partnership with Moray Council, HIE, the Scotch Whisky Association and Distillers.
- 13 We have worked closely with the other Regional Transport Partnerships to produce joint responses on a range of consultations and working documents covering Aviation, High Speed Rail, Rail Franchising and Active Travel.
- 14 Through the RTP Chairs forum we have worked to forge close links across the public sector particularly with CoSLA and Transport Scotland.

# HITRANS Public Reforms Act Information

## Period covering 01/04/2012 – 31/03/2013

### 1) Public Relations Statement

Category	Supplier	External costs - invoiced	Supplier Total
Advert Orkney Transport Summer Guide	Orkney Islands Council	£85.00	
Media relations for air links report launch	Stan Arnaud	£500.00	
Advert for Directors Post with the Scotsman	Comhairle nan Eilean Siar	£1,112.49	
Transport Strategy	MMS - Almac	£149.50	
Business Plan 2012 -13 design and formatting	Nanette Wallace	£200.00	
Business Plan 2012 -13 print	MMS - Almac	£190.00	£339.50
Advert Orkney Transport Winter Guide	Orkney Islands Council	£85.00	£170.00
Exhibition space at 2012 Autumn ACT Conference	ACT Travelwise	£395.00	
Annual Report 2011/12	Nanette Wallace	£420.00	£620.00
<b>Total</b>		<b>£3,136.99</b>	

### 2) Overseas Travel

Reason	Origin / Destination	No. Employees/ Members	Travel Costs	Accommodation/ Meals	Other Expenditure	Total
Attend North Sea Region Food Port Project - funded by EU Project	Gardermoen, Oslo, Sweden 23-26/04/2012	1	£737.28	£411.38		£1,148.66
Attend North Sea Region Food Port Project - funded by EU Project	Gothenburg, Sweden 30/05/2012	1	£53.98	£77.25		£131.23
Attend North Sea Region Food Port Project - funded by EU Project	Gothenburg, Sweden 12-14/06/2012	1	£244.86	£109.65		£354.51
"North of Scotland Access to Heathrow" meeting held with Mr Margus Rahouja, Senior Adviser, Aviation, EC Transport Commission	EC Headquarters, Brussels. 6th December 2012	1	£481.85	£270.73		£752.58
Attend North Sea Region Food Port Project - funded by EU Project	Copenhagen Denmark 21-23/01/2013	1	£521.72	£141.17		£662.89
Attend Quest Workshop - funded by EU Project	Gavle, Sweden 12-13/03/2013	1	£392.25	£308.55		£700.80
<b>Total</b>			<b>£2,431.94</b>	<b>£1,318.73</b>	<b>£0.00</b>	<b>£3,750.67</b>

### 3) Hospitality & Entertainment

Date	Reason	Cost
<b>Total</b>		

### 4) External Consultancy

Supplier	Project / Service	Total	Supplier Total
D Norris Transport Consultant	ERDF Food Port Project - Lifting the Spirit	£4,867.80	
JMP Consultants	NPP Transtourism Project/Giant Puffin Project	£18,463.47	
Refecon	ScotRail Franchise 2014	£1,725.00	
Highland Business Research	NPP Transtourism Project/Giant Puffin Project	£521.40	
VIX - ACIS	Oban Real Time Services	£1,716.00	
Arvikaconsultancy	Timber Transport Study	£2,980.00	
Carntyne Transport	ERDF Food Port Project	£2,885.00	
Clear Returns	NPP Transtourism Project/Giant Puffin Project	£4,750.00	
Douglas Binns	ERDF Food Port Project	£1,200.00	
Halcrow	Travel Audits (Aviemore)	£7,305.59	
Incentive Media	NPP Transtourism Project/Giant Puffin Project	£4,990.00	
Scottish Woodlands	Strathrail Project	£10,000.00	
Steer Davies Gleave	NPP Transtourism Project/Giant Puffin Project	£20,600.00	
OHTIA	Ferry Services Booking Availability Study	£1,053.00	
JMP Consultants	Moray RTP1	£1,750.00	£20,213.47
MVA Consultancy	North of Scotland Air Issues - Additional Work	£748.00	
Northpoint Aviation	Supplementary Evidence Note	£2,040.50	
Laurie Price	Air Issue/Access to London Evidence Note Support	£1,192.91	
Northpoint Aviation	Follow on Study from Evidence Note INV-LHR Service	£4,000.00	
Northpoint Aviation	Regional Air Service Study	£9,950.00	
Northpoint Aviation	Air Freight Study	£1,281.25	£17,271.75
ARUP	Skye Air Service Feasibility Study	£7,290.82	
Stan Arnaud	Media relations for air links report launch	£500.00	
Nanette Wallace	Business Plan 2012 -13 design and formatting	£200.00	
Nanette Wallace	Annual Report 2011/12	£420.00	£620.00
<b>Total</b>		<b>112,430.74</b>	

### 5) Payments in Excess of £25,000

Payee	Commodity / Service Description	Amount
		£25,000.00
Scottish Government	Contribution towards construction of Conon Bridge Rail Station	
<b>Total</b>		<b>£25,000.00</b>

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

Nil return.

# Regional Transport Strategy

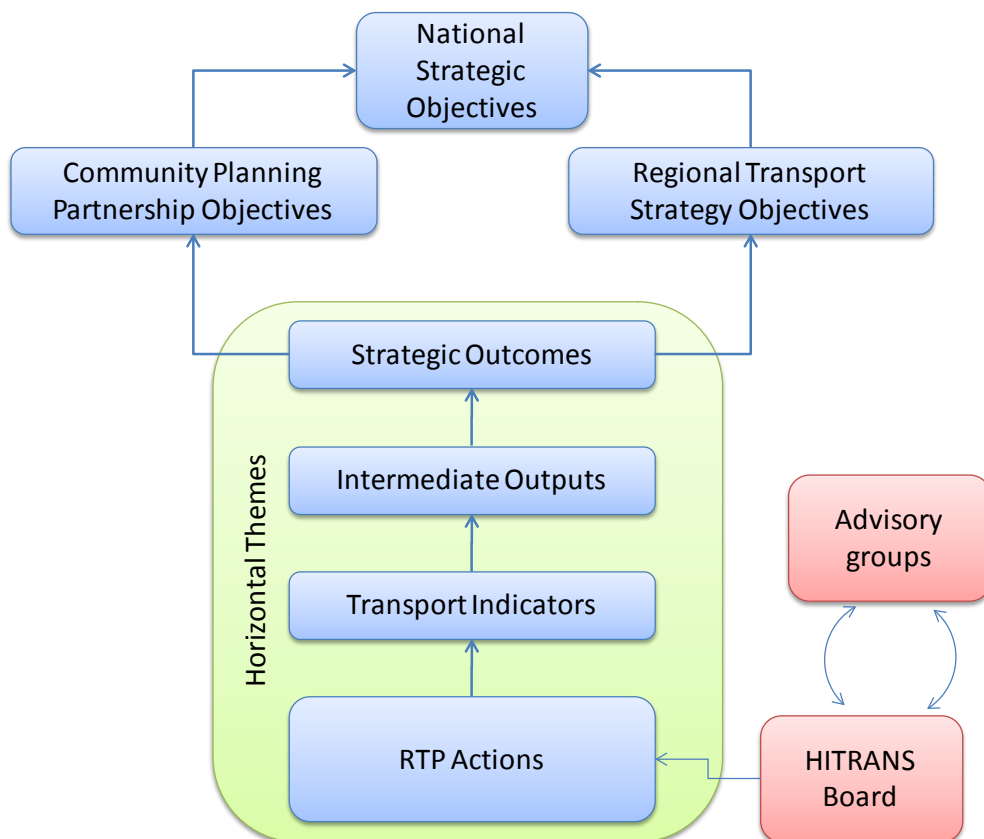
## Monitoring and Evaluation



HITRANS developed a monitoring and evaluation framework for the Regional Transport Strategy.

The key aims of the monitoring and evaluation framework are:

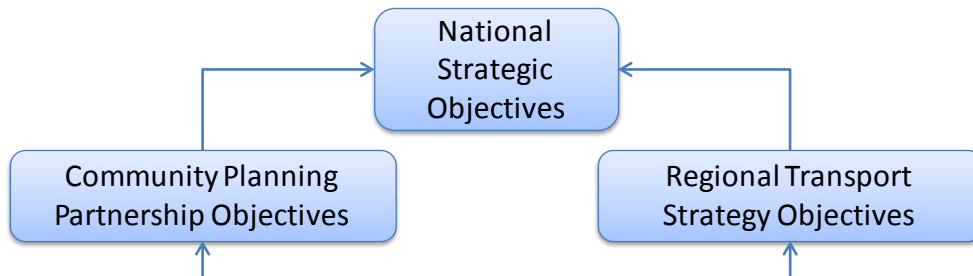
- To determine the extent to which RTS objectives have been met, and if not met, why.
- To provide evidence on overall performance and to assess to net additional value obtained from RTS actions.
- To diagnose where under or over performance has taken place and to identify and assess the causes.
- To 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.

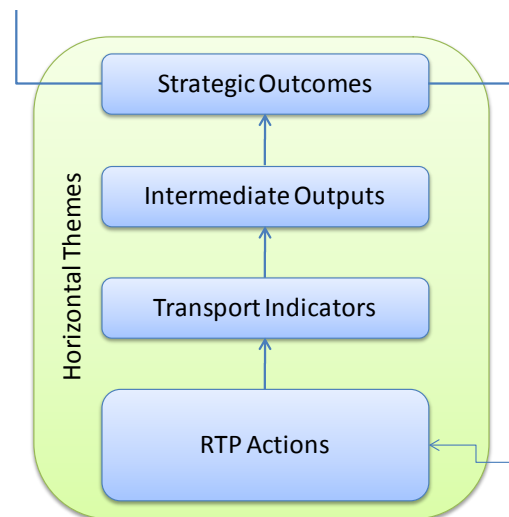
The Single Outcome agreements produced by the Community Planning Partnerships in the HITRANS region are also aimed at higher level government objectives – either the National Strategic Objectives or the National Outcomes.

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).

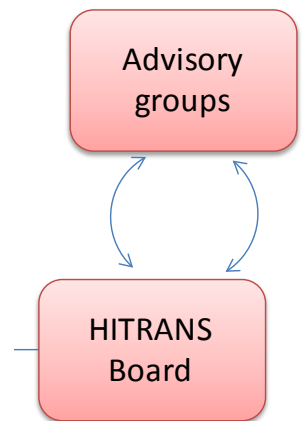
The Horizontal Themes are:

- ➔ 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.



### Monitoring Framework by Objective

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

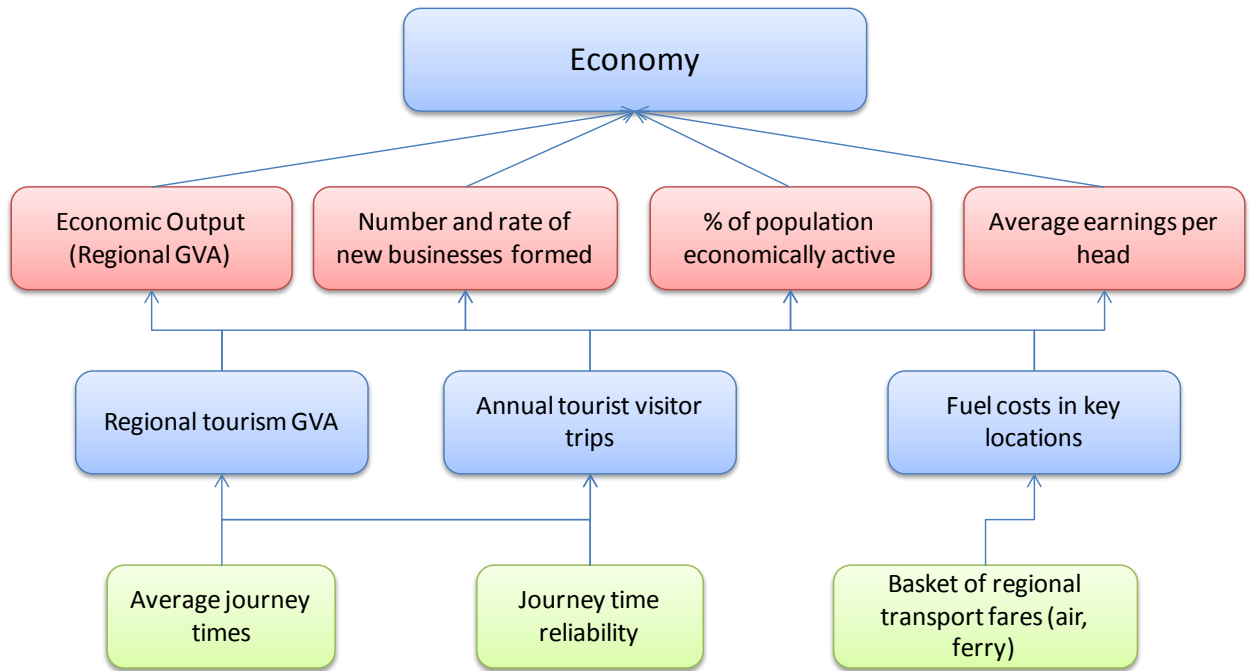
In most cases there is a full set of outcomes, outputs and indicators. In some cases, such as the Safety objective, the linkages are more straightforward and therefore do not require three levels of monitoring to draw linkages between actions and objectives.

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

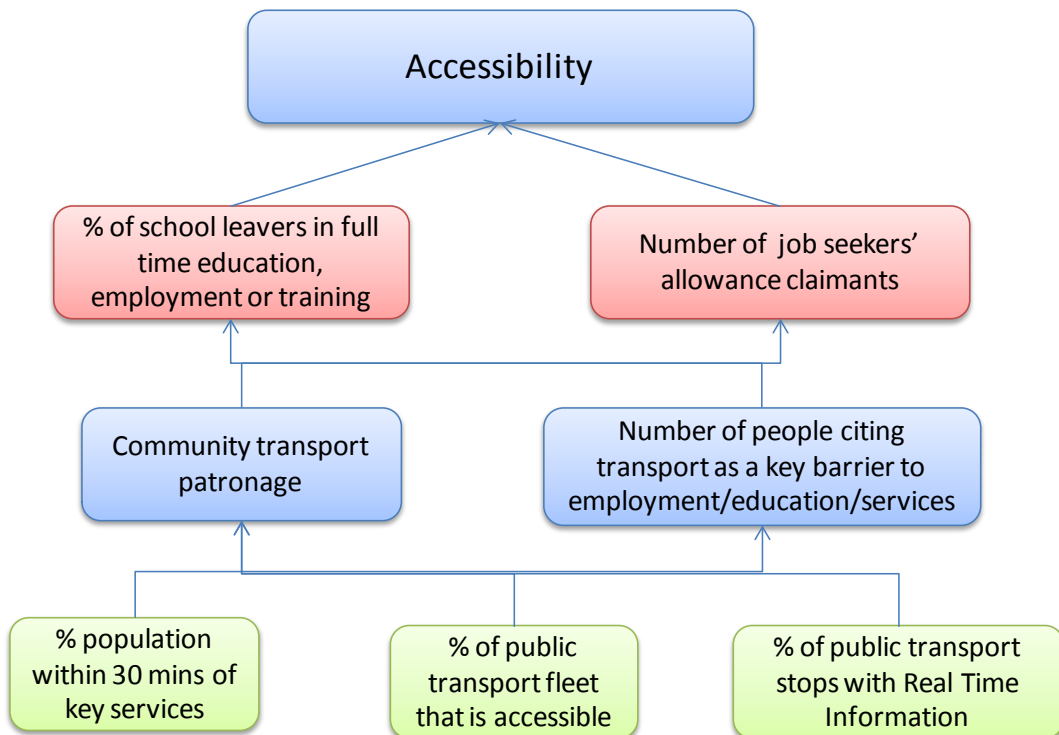
In an ideal world, for example, increasing the % of population within 30 minutes of key services by public transport (Transport Indicator) should show a positive relationship with the % of people citing transport as a key barrier to accessing key services (Intermediate Output) and impact positively on the number of people in education and training and in employment.

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

Linkages Economy Objective

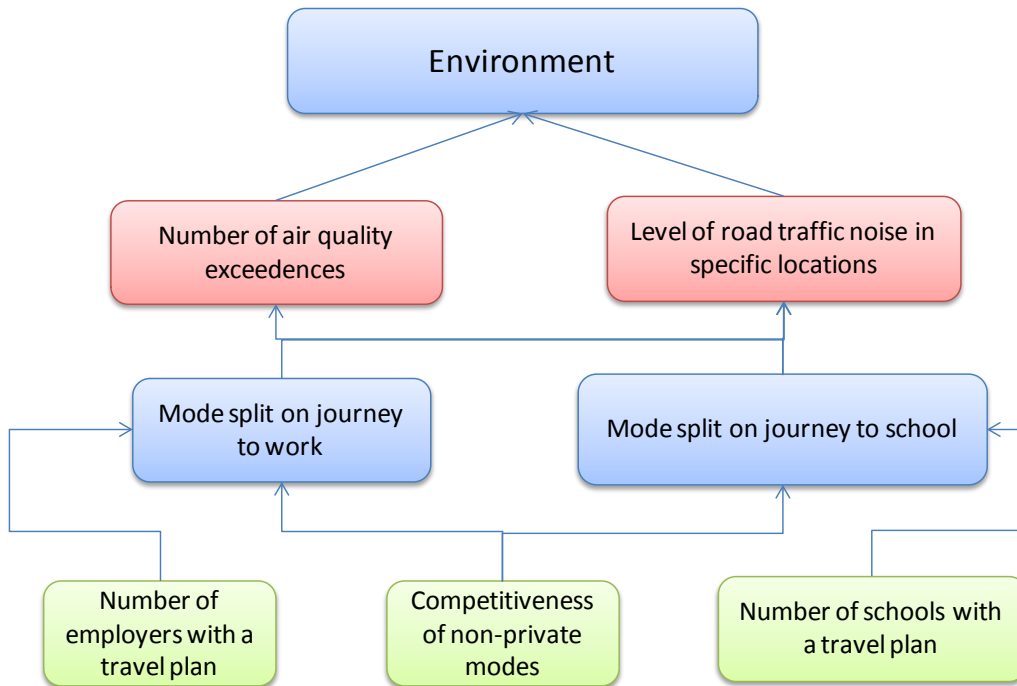


Linkages – Accessibility

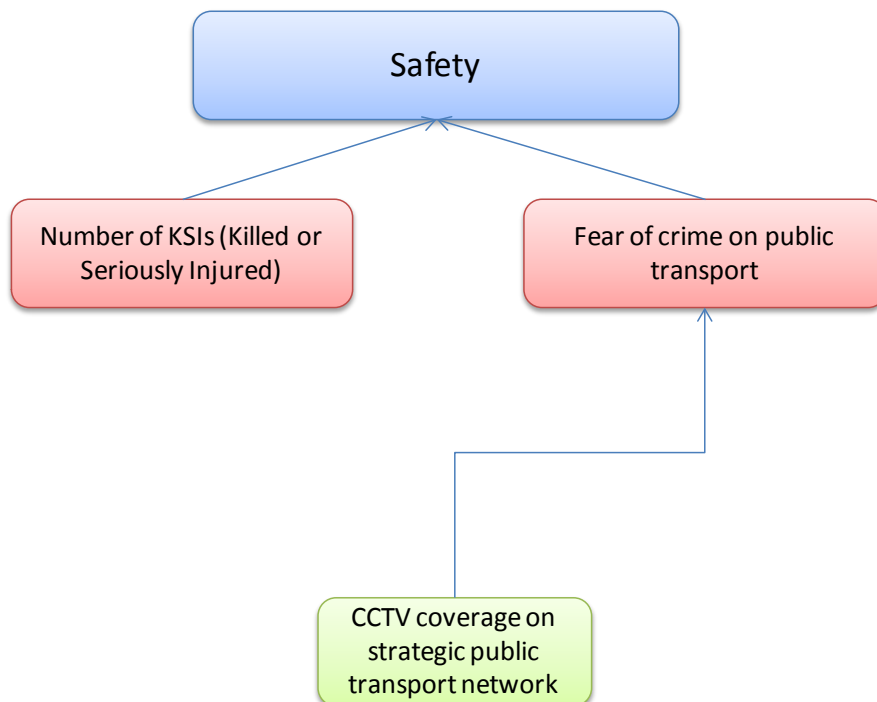




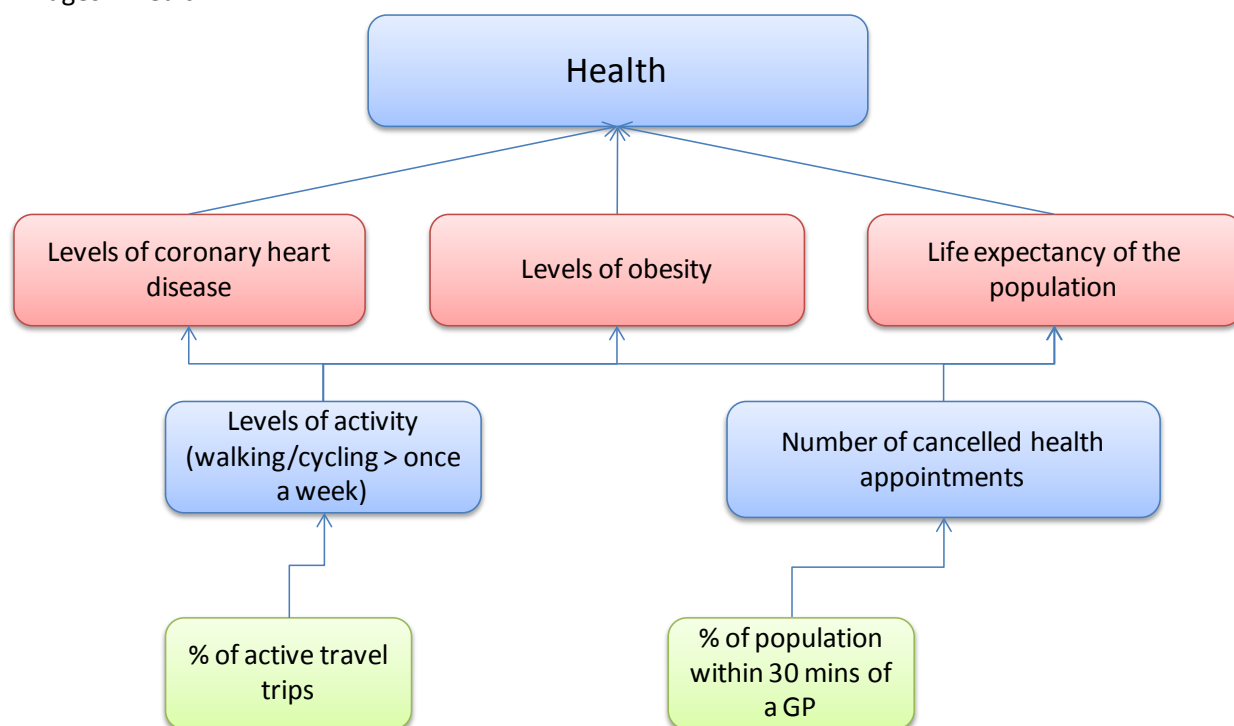
Linkages – Environment



Linkages – Safety



## Linkages – Health



The Spyria Partnership was commissioned by HITRANS to update the Regional Transport Strategy (RTS) Monitoring Spreadsheet for the 2012/13 monitoring period.

In addition, Eyland Skyn was asked to comment on any emerging trends from the analysis and to consider future monitoring requirements, particularly in light of the Scottish Government's most recent investment plan.

This report is structured as follows:

- Overview of emerging trends.
- Issues to consider.
- Future monitoring requirements.

## Emerging Trends

As was the case in 2011/12 monitoring report, the emerging trends are presented in this section by way of setting out the monitoring framework and commenting on the headline position of each linkage in the framework.

Five tables follow for each of the economy, environment, safety, accessibility and health Regional Transport Strategy objectives. In each case, the objective and linkages have been assessed with a 'traffic light' score to depict overall performance, on a scale of:

<b>Green:</b>	progress, generally significant, made towards objective or outcome
<b>Amber:</b>	some progress made towards objective, but generally a mixed picture of progress across the region
<b>Red:</b>	negative results across the period of the RTS
<b>Blue:</b>	data not available across the time period

For each indicator with available and up to date information, commentary is provided as to the movement over the last year and compared to earlier in the Regional Transport Strategy period as appropriate, from the base year of 2006.

**Table 1.1 Economy Objective**

Linkages – Economy Objective			
The regional economy displays mixed performance from the start of the RTS to date.			
Economic Output	Number of new businesses formed	% economically active	Average earnings per head
Regional GVA showed growth in 2007 and 2008, but then fell back slightly in 2009, and has then shown year on year growth through 2010 and 2011.	Through 2006-2008 there were far more business ‘births’ less business ‘deaths’ across the region, whereas in 2009 and 2010 there were net losses (105 and 155 respectively). In 2011 some recovery is reflected in a positive ‘births’ minus ‘deaths’ standing at 50 for the region for the year.	Economic activity rates have fallen year on year in Argyll and Bute (2006-2012). After years of decline, the rate in 2012 for Eilean Siar showed a notable increase to 76.7, and taking it above the rate for Argyll & Bute (75.6). Highland has also shown a decline in 2012 to 79.1 from a peak of 84.1 in 2009. Moray and Orkney both showed an increase in 2012 compared to the prior year. Overall, the HITRANS rate (79.5) showed a slight decline in 2012 on the prior year, which was in fact the lowest rate of the whole RTS monitoring period.	Following a period of decline, the Highland average earnings were significantly up in 2012. Argyll & Bute and Eilean Siar earnings remained roughly on a par with the prior year, whereas average earnings in Orkney and Moray were down. Average earnings are highest in Highland (in 2012) for the first time, closely followed by Argyll & Bute. Earnings are lowest in Eilean Siar; £325 less than Moray, which in turn are £449 less than average annual earnings in Orkney.
Accommodation GVA	Annual tourist visitor trips	Fuel costs in key locations	
Accommodation GVA has demonstrated a general upwards trend in the period 2008-2011. GVA was up in 2011 compared to 2010 in each of Highland, Moray and Eilean Siar, while there was a slight decline in Argyll & Bute and Orkney figures were not available.	Not available after 2010.	Slight increase at some sites in 2013 compared to 2012, and some notable decreases, particularly at Stornoway, Ullapool and Portree.	
Average journey times	Journey time reliability		Basket of regional transport fares
Generally no change between 2009 and 2013.	Reliability in 2013 on a par with prior years.		Not collected.

**Table 2.1 Environment Objective**

<p><b>Linkages – Environment Objective</b>                  The regional environment has experienced some improvement through an increase in public transport usage on the journey to work particularly, and there has been some improvement in the competitiveness of non-private modes of transport. There continues to be no sites of air quality exceedences across the region.</p>		
<b>Number of air quality exceedences</b>		<b>Level of road traffic noise in specific locations</b>
No sites of air quality exceedences across HITRANS local authorities in 2013		Not collected.
<b>Mode split on journey to work</b>		<b>Mode split of journey to school</b>
2012 data shows a significant decline in use of car as the means of travel to work for the HITRANS region. This is accompanied by a return to 2008 levels of public transport usage (7.1% from 5.7% in 2010) and a significant increase in the number of people citing walking or cycling for their journey to work (up almost 5 percentage points on 2010).		Data available in 2014.
<b>Number of employers with a travel plan</b>	<b>Competitiveness of non-private modes</b>	<b>Number of schools with a travel plan</b>
Not collected.	On around one-half the routes monitored public transport has become slightly more 'competitive' with motoring between 2012 and 2013. On some routes there has been a worsening with public transport becoming relatively slower compared to a car journey, notably on the A9 north.	Not collected.

**Table 3.1 Safety Objective**

<p><b>Linkages – Safety Objective</b>                  Regional safety has deteriorated over the last year, notably with a growth in the number of KSIs on the region's roads.</p>	
<b>Number of KSIs</b>	<b>Fear of crime on public transport</b>
There has been an increase in the number of KSIs overall for the HITRANS area in 2012 compared to 2011. It is noted that Highland achieved a reduction year-on-year, whereas all other areas saw an increase, and significantly in Moray from 28 to 46 and in Orkney from 2 to 10.	Those reporting that they feel safe when travelling on public transport in the evenings fell in 2010 (compared to 2006 and 2009 monitoring periods), but this has recovered in 2012, although not as far as the 2006 or 2008 levels. 2012 data shows across the HITRANS region that 70.6% of people report that they feel safe when travelling by public transport in the evening.
	<b>CCTV coverage on strategic public transport network</b>
	Not collected

**Table 4.1 Accessibility Objective**

<p>Linkages – Accessibility Objective Regional accessibility has improved in some areas, such as the convenience of public transport and accessibility of public transport to key services. Some data on the linkages is however unavailable.</p>		
<p>% school leavers in full time education, employment or training</p>		<p>Number of job seekers' allowance claimants</p>
<p>The rate of school leavers having a positive destination has increased for the HITRANS region in both 2010/11 and 2011/12. Each local authority area is also showing increases in the rate of positive outcomes. 91.1% of young people in 2011/12 went into education, employment, training or a voluntary position.</p>		<p>The 2012 rate of job seekers' allowance claimants in the HITRANS region is the same as in 2011, which was a slight increase on previous years.</p>
<p>Community transport patronage</p>		<p>Number of people citing transport as a key barrier</p>
<p>Not collected.</p>		<p>Reduction of 3.7 percentage points between 2010 and 2012 in people citing public transport in their area fairly or very inconvenient – this is the lowest level since RTS monitoring began. Notable reductions in Eilean Siar (-5.1 percentage points), Highland (5.2) and Orkney (19.8).</p>
<p>% population within 30 mins of key services</p>	<p>% public transport fleet that is accessible</p>	<p>% public transport stops with Real Time Information</p>
<p>Increase from 66% to 69% for the HITRANS area between 2009 and 2012. Eilean Siar saw a reduction of seven percentage points recorded, while all other areas saw an increase, and notably Orkney (+9) and Argyll &amp; Bute (+7).</p>	<p>Not collected.</p>	<p>Not collected.</p>

**Table 5.1 Health Objective**

Linkages – Health Objective		
Regional health has improved over the life of the RTS. There is some evidence of increased levels of physical activity for the purposes of individuals’ travel, and health outcomes, including levels of obesity in children which has fallen in most areas.		
<i>Coronary heart disease – hospital admissions rate/100,000</i>	<i>Levels of obesity</i>	<i>Elective Hospital Admissions</i>
Overall a notable decline between 2006 and 2010, although each of Moray, Orkney, Argyll & Bute and Eilean Siar have seen an increase in rate in 2011 compared to 2010, whereas the Highland rate was down following a spike in 2010.	Levels of obesity amongst P1 pupils continue to climb in Moray (6.8% in 2012 compared to 6.0 in 2011 and 6.1 in 2010). Levels of obesity have fallen in all other areas in 2012 compared to 2011, and significantly in Argyll & Bute from 7.5 to 4.9.	Despite a general upwards trend in the level of elective hospital admissions across the region between 2006 and 2010; 2011 and 2012 data show a decrease in admissions in Eilean Siar, Argyll & Bute and Highland.
<i>Levels of activity<sup>1</sup></i>	<i>Number of cancelled health appointments</i>	
Data for all journey purposes is not available for 2012 yet, however journey to work data shows that there has been a significant increase in the use of walking and cycling for the journey to work, rising to 24.4% in 2012 from 19.9% in 2010 for the HITRANS region.	Not collected.	
<i>% of active travel trips</i>	<i>% of population within 30 mins of a GP</i>	
Significant increase across HITRANS region from 19.9% to 24.4% in 2012. Increases in all local authority areas with the exception of Orkney.	Percentage of population within 30 mins of a GP increased across the region from 75% in 2009 to 77% in 2013. Increases in all areas with the exception of Eilean Siar, which saw a decrease from 63% to 58%.	

## Conclusion

As can be seen from the tables in this section, there are mixed results across the objectives, but on the whole an improving position.

Notably, the economy objective remains ‘amber’ demonstrating some continuing progress; the health objective remains ‘green’, with data suggesting continued significant progress; environment and accessibility objectives have both improved from ‘amber’ to ‘green’, demonstrating a notable upturn in results; finally, safety has moved from ‘amber’ to ‘red’ reflecting a sizeable increase in the number of people killed or seriously injured on the region’s roads, despite an improvement in respect to the fear of crime on public transport across the region.

<sup>1</sup> Scored as ‘amber’ as levels of activity for all journey purposes data is not available.

## Comparing 2012/13 to 2011/12

This section presents the traffic light-based assessment for 2012/13 compared to 2011/12 in order to demonstrate progress and otherwise against the Regional Transport Strategy objectives.

**Table 1.2 Economy Objective**

Linkages – Economy Objective 2012/13				
Linkages – Economy Objective 2011/12				
2012/13	Economic Output	Number of new businesses formed	% economically active	Average earnings per head
2011/12	Economic Output	Number of new businesses formed	% economically active	Average earnings per head
2012/13	Accommodation GVA	Annual tourist visitor trips	Fuel costs in key locations	
2011/12	Regional Tourism GVA	Annual tourist visitor trips	Fuel costs in key locations	
2012/13	Average journey times	Journey time reliability	Basket of regional transport fares	
2011/12	Average journey times	Journey time reliability	Basket of regional transport fares	

**Table 2.2 Environment Objective**

Linkages – Environment Objective 2012/13			
Linkages – Environment Objective 2011/12			
2012/13	Number of air quality exceedences		Level of road traffic noise in specific locations
2011/12	Number of air quality exceedences		Level of road traffic noise in specific locations
2012/13	Mode split on journey to work		Mode split of journey to school
2011/12	Mode split on journey to work		Mode split of journey to school
2012/13	Number of employers with a travel plan	Competitiveness of non-private modes	Number of schools with a travel plan
2011/12	Number of employers with a travel plan	Competitiveness of non-private modes	Number of schools with a travel plan

**Table 3.2 Safety Objective**

Linkages – Safety Objective 2012/13		
Linkages – Safety Objective 2011/12		
2012/13	Number of KSIs	Fear of crime on public transport
2011/12	Number of KSIs	Fear of crime on public transport

**Table 4.2 Accessibility Objective**

Linkages – Accessibility Objective 2012/13			
Linkages – Accessibility Objective 2012/13			
2012/13	% school leavers in full time education, employment or training		Number of job seekers' allowance claimants
2011/12	% school leavers in full time education, employment or training		Number of job seekers' allowance claimants
2012/13	Community transport patronage		Number of people citing transport as a key barrier
2011/12	Community transport patronage		Number of people citing transport as a key barrier
2012/13	% population within 30 mins of key services	% public transport fleet that is accessible	% public transport stops with Real Time Information
2011/12	% population within 30 mins of key services	% public transport fleet that is accessible	% public transport stops with Real Time Information

**Table 5.2 Health Objective**

Linkages – Health Objective – 2012/13			
Linkages – Health Objective – 2011/12			
2012/13	<i>Coronary heart disease – hospital admissions rate/100,000</i>	Levels of obesity	<i>Elective Hospital Admissions</i>
2011/12	Levels of coronary heart disease	Levels of obesity	Life expectancy
2012/13	Levels of activity	Number of cancelled health appointments	
2011/12	Levels of activity	Number of cancelled health appointments	
2012/13	% of active travel trips	% of population within 30 mins of a GP	
2011/12	% of active travel trips	% of population within 30 mins of a GP	

## Conclusions

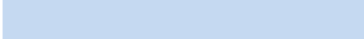




Comparing 2012/13 to 2011/12 there has been noticeable movement. Considering the headline objectives of economy, environment, safety, accessibility and health, the table below depicts the changes from 2011/12 to 2012/13:

2011/12	2012/13
Economy	Economy
Environment	Environment
Safety	Safety
Accessibility	Accessibility
Health	Health

Overall, there have been improvements in terms of the indicators for environment and accessibility, while the economy indicators show moderate progress with a continuation of the amber score, and the health indicators show that outcomes continue to be largely positive across the region. On the other hand, the safety indicators suggest a worsening situation and hence a shift from an amber to red score.



Key to following spreadsheets:

	Adjusted existing data
	New data added
	2013 Adjusted data
	2013 New data added
	Other data also abstracted to compliment

HITRANS Monitoring Framework - Strategic Outcomes

Outcome Code	Outcome Description	Source	Status	Scope	2006	2007	2008	2009	2010	2011	2012	2013
	<b>Increased economic output</b>	Regional GVA - National Statistics (£m, current basic prices)	Updated to (2011)	Highlands and Islands (includes Arran and Cumbrae)	6,146	6,540	6,708	6,606	6,894	7,039		
ST01	<b>Increased number and rate of new businesses formed</b>	ONS Business Demography	Data Collected (2011). Released Dec 2012.	Argyll & Bute	50	75	15	-50	-15	0		
				Eilean Siar	0	20	25	-15	-5	15		
				Highland	190	295	205	-25	-105	-10		
				Moray	75	50	30	5	-20	35		
				Orkney Islands	-5	10	0	-20	-10	10		
				<b>HITRANS</b>	<b>310</b>	<b>450</b>	<b>275</b>	<b>-105</b>	<b>-155</b>	<b>50</b>		
ST02	<b>Increased % of population that is economically active</b>	NOMIS/ONS Annual Population Survey	Data Collected (2012)	Argyll & Bute	81.3	80.8	79.4	78.3	77.0	76.4	75.6	
				Eilean Siar	82.1	80.6	82.1	78.5	71.5	69.6	76.7	
				Highland	80.5	81.5	81	84.1	81.4	82.1	79.1	
				Moray	79.7	80.1	82.5	81.9	82.1	81.8	83.2	
				Orkney Islands	81.8	86.0	83.7	87.6	81.5	84.2	87.5	
				<b>HITRANS</b>	<b>80.6</b>	<b>81.2</b>	<b>81.2</b>	<b>82.4</b>	<b>80.1</b>	<b>80.3</b>	<b>79.5</b>	
ST03	<b>Increase in average earnings</b>	Annual Survey of Hours and Earnings (ASHE)	Data Collected (2011/12)	Argyll & Bute			20,534	22,841	21,682	22,254	22,241	
				Eilean Siar			20,543	20,358	22,209	20,459	20,450	
				Highland			21,767	21,463	21,631	21,280	22,471	
				Moray			18,621	20,140	19,792	21,001	20,775	
				Orkney Islands			21,487	21,647	20,777	21,400	21,224	
				<b>HITRANS</b>								
ST05	<b>Increased % of school leavers in further/higher education, employment or training</b>	ONS -Destinations of Leavers from Scottish Schools	Data Collected (2010/11)	Argyll & Bute	86.5	87.8	87.45	87.77	89.8	89.7	90.7	
				Eilean Siar	94.9	93.3	88.27	94.28	92.6	92.3	94.1	
				Highland	89.1	88.5	85.11	86.73	89.4	90.0	91.8	
				Moray	86.1	89.5	88.22	90.87	88.4	84.6	87.9	
				Orkney Islands	94.5	92.2	93.88	93.94	89.3	89.6	94.9	
				<b>HITRANS</b>	<b>86.1</b>	<b>86.0</b>	<b>85.32</b>	<b>86.35</b>	<b>88.58</b>	<b>89.0</b>	<b>91.1</b>	
ST06	<b>Reductions in number of work benefit claimants</b>	Nomis Official Labour Market Statistics <a href="http://www.nomisweb.co.uk/default.asp">http://www.nomisweb.co.uk/default.asp</a>	Annual average of monthly rates	Argyll & Bute	2.4	2.1	2.1	3.0	3.1	3.4	3.3	3.2
				Eilean Siar	3.1	2.7	2.2	3.5	3.3	3.2	3.2	3.0
				Highland	2.1	1.7	1.7	2.7	2.8	2.9	2.8	2.7
				Moray	2.2	1.9	1.8	2.4	2.5	2.7	2.6	2.4
				Orkney Islands	1.4	1.1	0.9	1.1	1.4	1.7	1.6	1.4
				<b>HITRANS Count</b>	<b>6,151</b>	<b>5,216</b>	<b>5,057</b>	<b>7,586</b>	<b>7,819</b>	<b>8,131</b>	<b>7,931</b>	<b>7,613</b>
<b>HITRANS %</b>	<b>2.2</b>	<b>1.9</b>	<b>1.8</b>	<b>2.7</b>	<b>2.8</b>	<b>2.9</b>	<b>2.9</b>	<b>2.7</b>				
ST07	<b>Improvements in local air quality in specific locations</b>	Local authority air quality monitoring results - Update and Screening Assessments. Number of	Various reports from LAs (/ indicates no report available)	Argyll & Bute	0			0	0	0	0	
				Eilean Siar	0	0		0	/	/	/	
				Highland	0			1	0	/	/	
				Moray	0			/	/	0	0	
				Orkney Islands	0		0	/	/	/	/	
				<b>HITRANS</b>	<b>0</b>			<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
ST08	<b>Reduced number and severity of road casualties (KSIs)</b>	Local authority road casualty data	Data collected (2005-2009 average an annual count thereafter)	Argyll & Bute		114		92	80	63	67	
				Eilean Siar		19		12	9	5	9	
				Highland		233		173	121	119	104	
				Moray		55		46	35	28	46	
				Orkney Islands		9		7	4	2	10	
				<b>HITRANS</b>		<b>430</b>		<b>330</b>	<b>249</b>	<b>217</b>	<b>236</b>	
ST09	<b>Reductions in crimes and fear of crime when travelling on public transport</b>	Scottish Household Survey question - 'How safe from crime do you feel when travelling by bus in the evenings?' - % agreeing with the statement	Updated from 2009/10 onwards to show those agreeing that "I feel personally safe and secure on the bus during the evening."	Argyll & Bute	89.7%			83.2	70.7			
				Eilean Siar	95.1%			95.55	92			
				Highland	85.9%			76.05	60.3			
				Moray	79.7%			82.4	66.4			
				Orkney Islands	98.4%			0	Not available			
				<b>HITRANS</b>	<b>89.1%</b>			<b>82.45</b>	<b>66.3</b>		<b>70.6</b>	
ST10	<b>Reduced levels of coronary heart disease</b>	Early Deaths from Heart Disease (<75s), Standardised rate per 1000 population, 3 year rolling average	Data collected (2010) CHP Profiles	Argyll & Bute	68.0	60.3	56.1	57.9	44.1			
				Eilean Siar	90.5	73.0	85.2	54.9	58.7			
				Highland	66.3	61.7	57.7	51.4	43.3			
				Moray	55.9	43.7	67.3	51.7	39.7			
				Orkney Islands	60.4	98.2	52.6	48.1	50.8			
				<b>HITRANS</b>								
ST11	<b>Reduced levels of obesity</b>	Child obesity in Primary 1 (%)	<a href="http://www.isdscotland.org/Health-Topics/Child-Health/Publications/data-tables.asp?id=1020#1020">http://www.isdscotland.org/Health-Topics/Child-Health/Publications/data-tables.asp?id=1020#1020</a>	Argyll & Bute			x	8.2	6.1	7.5	4.9	
				Eilean Siar	3.0	6.9	8.4	7.2	8.1	7.5	7.4	
				Highland			x	6.6	6.7	6.7	6.3	
				Moray			x	x	6.1	6.0	6.8	
				Orkney Islands			x	x	x	6.6	6.4	
				<b>HITRANS</b>								
ST12	<b>Improvements to general health of the population</b>	Life expectancy - HITRANS region, CHP Profiles	Data collected (2010) CHP Profiles	Argyll & Bute			77.8		78.1			
				Eilean Siar			76.0		76.5			
				Highland			77.6		78.0			
				Moray			77.4		77.9			
				Orkney Islands			78.6		78.5			
				<b>HITRANS</b>			<b>77.5</b>		<b>78.0</b>			

HITRANS Monitoring Framework - Strategic Outcomes (continued)

Outcome Code	2013 Comments	2012 Comments	Comments																																																																						
	Figures updated throughout time period from the Dec 2012 release from ONS	ONS plans to publish estimates of regional GVA for 1997 to 2011 and sub-regional and local GVA for 1997 to 2010 in December 2012	Regional Economic Activity Report (December 2011 ) due out on 14th December 2011; Regional Economic Activity Report (December 2011 ) due out on 14th December 2011 <a href="http://www.statistics.gov.uk/hub/release-calendar/index.html?newquery=&amp;iday=0&amp;lmonth=0&amp;lyear=0&amp;title=Regional+Economic+Activity+%28GVA%29&amp;pagetype=calendar-entry&amp;iday=&amp;lmonth=&amp;lyear=">http://www.statistics.gov.uk/hub/release-calendar/index.html?newquery=&amp;iday=0&amp;lmonth=0&amp;lyear=0&amp;title=Regional+Economic+Activity+%28GVA%29&amp;pagetype=calendar-entry&amp;iday=&amp;lmonth=&amp;lyear=</a>																																																																						
ST01	Figures have been updated and adjusted from the Dec 2012 release from ONS. Given fluctuation, useful to consider also the survival rates of business and also the total number of enterprises across the area over the period.	An adjustment has been made to the 2009 and 2010 deaths to allow for reactivations. These figures are provisional and subject to revision.																																																																							
ST02	Updated																																																																								
ST03	Figures updated for 2010 and 2011 following a release of adjusted figures, plus 2012 provisional figures included. Finalised 2012 dataset to follow.	2011 are provisional results	2010/11 not available																																																																						
ST05	The next release should be for year 2012/13, and is generally published in December - 2012/13 due Dec 2013	Data matching has taken place which has adjusted some earlier data. Details for those entering voluntary work now also included.	2010/11 not available																																																																						
ST06	2012 average on monthly counts added plus the average for Jan-Jun 2013 AND % for HITRANS across time period	Have changed to rate of claimant count to assist in comparing the figures. Numbers are also provided to right of here																																																																							
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ST09	The SHS 2012 Annual Report was published on Wednesday 28 August 2013. SG will also publish a series of Web Tables and Local Authority Tables in due course which presents more detailed analysis. Meanwhile, provided for 2010 (2009/10) and 2012 is the percentage of respondents to the SHS that reported that "I feel personally safe and secure on the bus during the evening."	Not available																																																																							
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ST10	Nothing more recent than 2010 available. The next update is likely to be published in September 2013. Consider more frequently reported indicator, e.g. from SHS: Coronary Heart Disease Admissions - both sexes - all ages - rate/100,000. See to the right																																																																								
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ST11	Fully updated from the recently published: Primary 1 Body Mass Index (BMI) Statistics School for Year 2011/12 (30 April 2013). <a href="http://www.isdscotland.org/Health-Topics/Child-Health/Publications/data-tables.asp?id=1020#1020">http://www.isdscotland.org/Health-Topics/Child-Health/Publications/data-tables.asp?id=1020#1020</a>																																																																								
ST12	No additional data available. Consider alternative proxy, e.g. Elective Hospital Admissions - all ages, rate per 100,000. See to the right.	No additional data available																																																																							

HITRANS Monitoring Framework - Intermediate Outputs

Output Code	Output description	Source	Scope	2006	2007	2008	2009	2010	2011	2012	2013
IO01	Tourist visits to top visitor attraction in each authority	VisitScotland visitor data	Argyll & Bute - Inveraray Castle	x	x	58,959	73,670	x			
			Highland - Eilean Donan Castle	271,414	283,751	270,822	314,636	314,199			
			Johnston's Cashmere Visitor Centre, Elgin	x	x	194,052	202,200				
			Highland - Rothiemurchus Estate	x	110,834	249,000	274,602	359,000			
			Eilean Siar - An Lantair, Stornoway	179,559	186,772	191,873	201,005	218,344			
			Orkney - St Magnus Cathedral, Kirkwall	23,186	76,847	120,909	120,193	117,490			
IO02	Reduce input costs for businesses	Unleaded average price: www.petrolprices.com	Inverness				109.8		133.4	134.1	135.9
			Kirkwall				117.9		145.5	146.6	145.9
			Stornoway				119.2		145.7	148.9	140.9
			Fort William				110.1		134.9	140.2	139.9
			Ullapool				115.9		144.9	151.9	145.9
			Oban				110.6		136.9	141.6	139.9
			Portree				113.4		142.9	142.9	139.9
IO03	Number 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 services - % citing public transport in their area fairly or very inconvenient	Local Area Analysis of SHS data	<b>HITRANS</b>	<b>23.4</b>		<b>19.2</b>		<b>20.2</b>		<b>16.5</b>	
			Argyll & Bute			20.1		14.7		15.0	
			Eilean Siar			8.2		15.5		10.4	
			Highland			22.0		24.6		19.4	
			Moray			13.3		9.8		10.4	
			Orkney Islands			25.5		35.7		15.9	
IO05	Mode split on the journey to work	Local Area Analysis of SHS data	Car		67.0	67.7		69.9		62.1	
			PT		10.0	7.1		5.7		7.1	
			Walk/Cycle		20.0	20.7		19.9		24.4	
IO06	Mode split on the journey to school	Local Area Analysis of SHS data	Car			19.6		22.3			
			PT			27.6		31.1			
			Walk/Cycle			52.8		46.5			
IO07	Increased activity levels (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)	Local Area Analysis of SHS data	As means of transport	47.0		47.9		56.0			
			Leisure/Keep fit	63.0		55.5		57.7			
IO08	Number of cancelled health appointments	NHS Scotland DNA stats.http://www.scotland.gov.uk/About/scotPerforms/partnerstories/NHSScotlandperformance/DNArates	Highland (Highland & Argyll & Bute)				7%	7%			
			Western Isles				7%	8%			
			Orkney				3%	3%			
			Grampian (Moray, Aberdeen, Aberdeenshire)				7%	8%			

HITRANS Monitoring Framework - Intermediate Outputs (continued)

Output Code	2013 Comments	2012 Comments	GVA Accomodation at basic prices	2008	2009	2010	2011
IO01	09/10 is the most recent data set available from the Moffat Centre. No suggestion of when a next release might be available. Suggest alternative data - see right (GVA Accomodation)	No further update from VisitScotland or the Moffat Centre	Argyll & Bute	45.2	50.5	53.6	51.9
			Eilean Siar	6.7	7.9	6.2	7.5
			Highland	104.4	113.3	111.4	122.9
			Moray	10.9	12.9	16.0	18.7
			Orkney Islands	6.5	6.6	*	*
IO02	Prices on 05/09/13						
IO03							
IO04	2012 added	Individual LA data added for comparison					
IO05	LA data added - see right		<b>Argyll &amp; Bute</b>	<b>Eilean Siar</b>	<b>Highland</b>	<b>Moray</b>	<b>Orkney</b>
			*	77.6	65.3	59	59.5
			*	4.7	5.9	10	8.4
			*	12	25.8	22.7	17.5
IO06	Data available biennially - To be updated in 2014						
IO07	Data available biennially - To be updated in 2014						
IO08		This is no longer a HEAT target for the NHS and is not due to reappear in the HEAT targets for the next 2-3 years which are set out.					

HITRANS Monitoring Framework - Transport indicators

Indicator Code	Indicator description	Source	Scope	2008	2009	2010	2011	2012	2013
TI01	Average car journey times	AA Journey planner	Fort William - Glasgow		02:30		02:32	02:28	02:29
			Fort William - Inverness		01:26		01:27	01:27	01:27
			Inverness - Perth		02:35		02:36	02:34	02:33
			Inverness - Elgin		00:56		00:56	00:56	00:56
			Elgin - Aberdeen		01:32		01:32	01:32	01:34
			Campbeltown-Tarbet (A83/A82 Junction)		02:12		02:12	02:12	02:12
			Inverness - Thurso		02:26		02:26	02:26	02:26
			Inverness - Wick		02:16		02:17	02:17	02:17
			Oban - Tyndrum (A85/A82 junction)		00:49		00:49	00:49	00:49
			Elgin - Perth (via A95)		03:14		03:09	03:08	03:07
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		00:21			00:22	00:22
								04:55	
TI02	Journey time reliability	Difference in AM Peak and Inter-peak journey times from Transportdirect.info	Fort William - Glasgow		4%		2%	3%	1%
			Fort William - Inverness		8%		3%	3%	3%
			Inverness - Perth		5%		2%	4%	0%
			Inverness - Elgin		12%		4%	5%	5%
			Elgin - Aberdeen		8%		4%	4%	4%
			Campbeltown-Tarbet (A83/A82 Junction)		5%		3%	3%	1%
			Inverness - Thurso		5%		2%	-2%	-2%
			Inverness - Wick		6%		2%	-2%	-1%
			Oban - Tyndrum (A85/A82 junction)		11%		5%	2%	5%
			Elgin - Perth (via A95)		4%		1%	3%	-1%
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		13%			5%	5%
								-6%	
TI03	Average public transport journey times	Transportdirect.info	Fort William - Glasgow		03:05		03:02	03:02	03:05
			Fort William - Inverness		02:00		01:46	01:55	01:50
			Inverness - Perth		02:15		02:15	02:04	02:52
			Inverness - Elgin		00:50		00:44	00:47	00:39
			Elgin - Aberdeen		01:31		01:31	01:29	01:30
			Campbeltown-Tarbet (A83/A82 Junction)		02:59		03:02	03:02	03:11
			Inverness - Thurso		03:20		02:59	02:59	03:45
			Inverness - Wick		02:45		02:55	02:57	04:17
			Oban - Tyndrum (A85/A82 junction)		00:54		01:03	01:04	01:03
			Elgin - Perth (via A95)		03:04		03:19	03:29	03:22
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		00:49		00:49	01:03	00:43
								06:49	
TI04	Competitiveness of non-car/truck modes	Difference in journey time between Car and PT from transportdirect.info	Fort William - Glasgow		23%		20%	23%	24%
			Fort William - Inverness		40%		22%	32%	26%
			Inverness - Perth		-13%		-13%	-19%	12%
			Inverness - Elgin		-11%		-21%	-16%	-30%
			Elgin - Aberdeen		-1%		-1%	-3%	-4%
			Campbeltown-Tarbet (A83/A82 Junction)		36%		38%	38%	45%
			Inverness - Thurso		37%		23%	22%	54%
			Inverness - Wick		21%		28%	29%	88%
			Oban - Tyndrum (A85/A82 junction)		10%		29%	31%	29%
			Elgin - Perth (via A95)		-5%		5%	11%	8%
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		133%			185%	95%
								39%	
TI05	Cost of transport freight	Diesel average price: www.petrolprices.com	Inverness		110.8		141.4	138.9	139.7
			Kirkwall		118.9		150.9	149.8	149.9
			Stornoway		121.7		153.9	152.9	144.9
			Fort William		111.4		142.4	144.7	144.9
			Ullapool		117.9		149.9	152.9	149.9
			Oban		111.7		142.9	146.2	144.9
			Portree		115.4		148.4	145.9	143.9
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%			75	
			Eilean Siar		46%			39	
			Highland		66%			68	
			Moray		73%			77	
			Orkney Islands		47%			56	
			HITRANS		66%			69	
TI07	% of active travel trips to work	Local Area Analysis of SHS data	HITRANS	20.7		19.9		24.4	
			Argyll & Bute	21.4		17.6		*	
			Eilean Siar	16.3		8.2		12	
			Highland	20.5		20.3		25.8	
			Moray	19.2		19.7		22.7	
			Orkney Islands	21.7		25.9		17.5	
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%			81	
			Eilean Siar		63%			58	
			Highland		73%			76	
			Moray		85%			86	
			Orkney Islands		54%			63	
			HITRANS		75%			77	

\* 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

HITRANS Monitoring Framework - Transport indicators (continued)

Indicator Code	2013 Comments	2012 Comments	Comments
TI01			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
TI02			
TI03	Updated. Added Potree - Glasgow as a route to monitor - as it has the longest land-based journey time between local centre and the nearest main centre	Difference in AM Peak and Inter-peak from transportdirect.info. Difference between car and PT compares AA (car) and transportdirect (PT). The AA car times appear more realistic from experience.	coach coach train train train coach coach coach train train bus
TI04			
TI05	As at 06/09/13		
TI06	Updated	No updated SIMD data available beyond 2009. Expected in late 2012.	Data resourced and checked, but no new data will be available until November 2012
TI07	Updated	Added by LA active travel to work in order to assist comparison over time. Data taken from Local Area Analysis of SHS data, which also includes RTP fields.	See footnote below
TI08	Updated	No updated SIMD data available beyond 2009. Expected in late 2012.	Data resourced and checked, but no new data will be available until November 2012

<b>Datazones in the 15% most access deprived by LA</b>	<b>2004</b>	<b>2006</b>	<b>2009</b>	<b>2012</b>
Argyll & Bute	37.7	42.60	56.6	43.4
Eilean Siar	80.6	75.00	86.1	83.3
Highland	43.2	44.90	43.5	41.8
Moray	24.1	27.60	27.6	27.6
Orkney Islands	63.0	59.30	66.7	59.3

\* 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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*Report disseminated by HITRANS 31st March 2014*