

Report to Partnership Meeting 28 November 2014

RESEARCH AND STRATEGY DELIVERY

Transport Integration Forum

Purpose of Report

To provide members with an overview of a recent Transport Integration Forum held in Oban which HITRANS hosted in partnership with Caledonian MacBrayne on 29th/30th October.

Background

The purpose of the Forum was to take a strategic look at the barriers and opportunities for improving integration between the different transport modes. Many of the journeys to and from our islands involve connections between bus, rail and ferry if not all three and the objective of the day was to identify how the end to end journey experience can be improved.

Transport Scotland recognise the importance of improving integration as essential to helping make public transport a more attractive option for those travelling to work and for leisure and made this a key focus of the new ScotRail franchise. Within the HITRANS area, multi-modal journeys are often a necessity rather than alternative so it is essential that all transport operators, bodies and regulators work together to improve the service available to the public.

Below is a list of the some of the key issues identified which the final report will propose actions as to how these issues may be addressed in the future. A copy of the agenda for the Forum and a list of the attendees is attached at the end this report.

Transport Integration Forum – Oban 30th October 2014

The focus of the morning session of the Forum was to understand how some of the constraints to realising a more integrated transport service may be overcome in the short, medium and long term.

Below is a summary of the issues which were identified.

Short Term

- Timetable Coordination
- Improved Marketing / Communication
- Better Information
- Signage Improvements
- Improved disruption management
- In Journey information
- Bus upgrade Fund
- Bus Partnerships
- Aligning short and long term interests
- Ticketing technology
- Conflicting pax type needs

- Joined up transport hubs
- Capacity management w/o system integration

Medium Term

- Regulation, incentives and contractual improvements
- Timetable and ticketing integration improvements
- Franchise issues
- Technological fixes
- Interchange Improvements including via planning
- Increased frequency
- Reducing funding affecting council services and staffing

Long Term

- Contracts and cooperation
- Infrastructure
- Technology and integration
- Funding
- Using bikes ubiquitously
- Multi modal info in other's termini
- Strategic rethink
- Better demand management particularly seasonal
- Increased frequency
- Bus improvement in reliability
- Statutory Quality Partnerships

The aim of the afternoon session was to consider how some of the barriers to better integration impacted on specific journeys and modes. Key issues to emerge were;

Walking & Cycling

- Information provision including better signage at key interchanges including Oban, Fort William and Inverness
- Carriage of bike on buses ferries and trains
- Availability of cycle parking and other facilities such as showers, pumps and lockers at ferry terminals and rail stations
- Multi modal ticketing
- Development of National Cycle Network and other routes in North West Highlands

Ferry

- Better facilities for cyclists - each route different
- Providing for Persons with Reduced Mobility (PRM's)
- Developing improvements at ports within constrained financial environment and multiple stakeholders
- Fares – Impact of RET, Opportunities of dynamic pricing

Bus

- Local authority interventions on timetables often driven by other local factors such as schools
- Lead time for new contracts often too short for planning and information provision
- Disruption management protocols
- Accuracy of information
- Availability of live information to aid pax decision making
- Improved signage & facilities at key interchanges including Fort William and Inverness

Rail

- Need for managers to travel more to better understand pax perspective
- Adoption of best practice for integration way finding, information on other modes etc
- Importance of staff knowledge / awareness
- Consistent policy re cycle carriage
- Integrated ticketing
- Real-time information
- Identification of key journeys with critical connections
- Advance information allowing decision making during disruption
- Management information democratised to wider group of users
- Consider end to end journey experience
- Research needed to forecast demand for integrated travel

The final report on the Transport Integration Forum will identify a number of recommendations to tackle these issues. Many can be addressed through modest investment such as improved real-time information, signage and cycle parking at transport interchanges. Tackling other barriers such as intermodal timetable planning, integrated ticketing and cycle carriage on coach services will require the investment of resources from both operators and transport bodies but tangible improvements can be made in a relatively short timeframe.

Some of the more strategic constraints such as service frequency, telecommunications and disruption management can only be addressed through long term planning, significant investment and in some cases either contractual or legislative changes but the intention is to work with Transport Scotland and other partners to advance solutions in these areas.

Recommendation

1. Members are asked to support the production of a report on the Forum which will outline the key issues identified on the day and how these may be addressed.
2. Members are asked to support HITRANS hosting similar events in the future focussing on areas such as the Abellio franchise and services to/from Caithness and the Northern Isles.

Risk	Impact	Comment
RTS delivery	√	This work supports several strategic objectives of the RTS.
Policy	√	This work supports the development of Policies H29, H30 and in particular H33 as set out in the RTS Delivery Plan
Financial	-	Approval for any funding implications arising from the final Forum report which are not covered by the Business Plan will be taken to a future board meeting
Equality	-	Improving the integration of public transport services helps reduce social exclusion by improving access to employment and services

Report by: Neil MacRae
Designation: Partnership Manager
Date: 19th November 2014



TRANSPORT INTEGRATION FORUM

Venue – Top Deck Meeting Room, Caledonian Hotel, Oban

Date 30th October 2014

Time 1000-1530 (lunch 1230-1330)

AGENDA

1 Welcome & Introduction - Ranald Robertson, Partnership Director, HITRANS (1000)

2 Policy and Strategy context (1010-1100)
Presentations to provide overview of policy context for each transport mode;

3 Encouraging more journeys by Active Travel & Public Transport: Constraints & Opportunities (1100-1230)

The aim of this session is to understand how some of the constraints to realising a more integrated transport service may be overcome in the short, medium and long term.

In advance of the meeting we would like you to consider the following questions;

- 1. What does an integrated transport service look like?**
- 2. What would you expect as a passenger when things go wrong or services are disrupted?**
- 3. How do we improve the integration of transport services in the future?**

Some of the areas which we would like you to consider for this session are:

- Commercial pressures / opportunities
- Contractual obligations
- Smart and integrated ticketing
- Provision for cyclists
- Provision for passengers with reduced mobility
- Sustainable alternatives to the private car for islanders and visitors
- Timetable planning
- Publicity & Marketing
- Disruption management
- Incentivising better integration

4 Lunch – Including visit to Oban Harbour (1230 – 1330)

5 Improving passenger experience on key routes & onward connections (1330 – 1500)

The afternoon session will aim to look at how the passenger experience could be improved by considering issues on specific routes / interchanges including;

- Western Isles via Ullapool or Uig and on to Central Belt via Fort William and Inverness
- Western Isles / Inner Hebrides via Oban to Central Belt

6 Next Steps (1500-1530)



Attendees at Transport Integration Forum Oban, 30.11.14

Name	Organisation
Ranald Robertson	HITRANS
Neil MacRae	HITRANS
Frank Roach	HITRANS
Fiona McInally	HITRANS / SUSTRANS
Alistair Protheroe	Cal Mac
Fergus Robertson	Cal Mac
Brian Fulton	Cal Mac
Bill Main	Cal Mac
John Elliott	Traveline Scotland
Peter Leslie	Cycling Scotland
Lindley Kirkpatrick	Sustrans Scotland
Matt MacDonald	Sustrans Scotland
Steve Walker	Stagecoach North Highland
Jeff McCormick	West Coast Motors
Des Bradley	First Scotrail
David Macgillvray	Shiel Buses
Donnie Macgillvray	Shiel Buses
Fraser Smith	Scottish Citylink
David Summers	THC / ATCO
David Smart	CnES
Jonathan Welch	A&B
Douglas Blades	A&B
Martin Arnold	A&B
Ewen Milligan	Transport Scotland
Gordon Hanning	Transport Scotland
Allan Crawford	Transport Scotland
Paul Linhart-MacKaskill	Transport Scotland
Sharon Grant	Transport Scotland
Richard Hadfield	Transport Scotland
Basil o' Fee	Facilitator