

# THE MORAY COUNCIL – ENVIRONMENTAL SERVICES

## MORAY FORUM TRANSPORT STEERING GROUP

**Date:** Tuesday 19 July 2016, 10am

**Location:** Moray Council Annexe – Meeting Room 4

### ATTENDEES:

Anita Milne – Chairperson, The Moray Forum  
Nicola Moss – Transportation Manager  
Chris Hall – Planning Officer, Community Transport  
Donald Macrae – Public Transport Manager  
Craig Woodall – Stagecoach  
Angela Sutherland – Forres Area Forum  
Fiona Murdoch – Speyside Glenlivet Councillor

ITEM	SUBJECT	ACTION
1.	<b>Apologies</b>  Martin Robertson Iain Catto	
2.	<b>Minutes of previous meeting – 24 May 2016</b>  These were agreed to be accurate.	
3.	<b>Matters Arising</b>  Fiona and Anita met with Chris and Mike Wheelan but still updating of material and research to be done. Martin Robertson suggested funding sources that could be used for desktop research. Any gaps can be filled with information with the Ambulance Service.  AM attended a health and wellbeing forum where one of the speakers was a member of the council's procurement team. The main message was 'nothing is happening at present' and contracts have had to be extended because there hasn't been enough organisation. FM doesn't find this very encouraging.  NM met briefly with Pamela Gowans (Chief Health & Social Care Officer) to discuss transport requirements. It was a positive discussion and further updates will be provided.  FM raised concerns about direction – particularly in relation to the role of TSI Moray.	

	<p>Lorna Creswell (Forres Councillor) has spoken to AM about Community Transport schemes and their rigid guidelines, for example, hospital transportation for specific illnesses only. She sent through the Assisted Transport Policy for Aberdeenshire for the committee's information.</p> <p>CH attended an event in Keith and found that locals had no idea what was going on in the county or what was available to them.</p> <p>AM has been in contact with Transport Scotland about September's seminar but they haven't committed. Scotrail and Hitrans have been invited. DM and MW confirmed Stagecoach would be attending.</p> <p>FM asked how it was being advertised that the public contact CH. AM said they are to contact their local community centre and we go from there. She is going to email TSI and ask them to circulate this. CH will see about getting it into the local papers.</p>	<b>AM/CH</b>
<p><b>4.</b></p> <p>(i)</p> <p>(ii)</p> <p>(iv)</p>	<p><b>Transport Scotland – Development of Accessible Transport Plan</b></p> <p><u>Accessible Transport Plan</u> AM reported that Transport Scotland are planning to launch an accessible transport plan for Scotland in September after a year of planning. It is still very much centred around people with disabilities. AM asked if problems still exist in Moray, or whether they are ahead of the game compared to the rest of Scotland.</p> <p>CH feels the services are ahead of the game but not enough people know about them. Lots of people think the Dial M bus is only for disabled people.</p> <p><u>Marketing</u> MW talked about Stagecoach's move to digital marketing through Facebook and Twitter rather than traditional on-the-bus marketing as there is relatively low cost with maximum coverage. The cost of a leaflet drop across Scotland can be a huge cost. Sending vouchers to certain addresses or running "children go free" schemes are examples of offers run by Stagecoach.</p> <p>FM raised the point that online marketing inherently discriminates against older people, as they are less likely to use the internet.</p> <p><u>Technology</u> NM agreed but there has to be additional focus on younger disabled people. The group everyone is most aware of includes people who fall into both categories (elderly and disabled) but a lot of technology is used amongst younger disabled people, especially the deaf. Elderly and/or disabled may still not be receiving the standard of service they should be but everyone is very aware of them. Information/technology is a big thing but ties into a bigger theme – are we promoting public transport as a whole, particularly Dial M? As</p>	

	<p>Transportation Manager, NM has an interest in Stagecoach's success because it means more people are using public transport. If Dial M was black and sleek, would younger people use it? The council is trying not to spend money but if it isn't appealing, it won't be used. Are leaflets the best way to communicate information to anyone these days? Do older people want a leaflet or reliable word of mouth?</p> <p>NM raised the topic of the council's Transport Guide. Perhaps a digital document that could be easily accessed on a mobile phone? FM suggested the leaflets be put in with council tax bills but CH said to put it out alone is actually cheaper. FM is concerned it may end up as just another anonymous leaflet that goes in the bin.</p> <p>(v) <u>Accessibility &amp; Procurement</u>  All public transport is to be accessible by 1 January 2017. CH asked for clarification on the word 'accessible'. DM gave the example of school transport for children with disabilities or additional needs. It's one thing to supply transport but only truly accessible when an adult is present who has the skill to communicate with the child. In this case, interpreters usually have to be brought up from the central belt.</p> <p>NM pointed out that it isn't just the vehicles that need to be accessible. Elgin is not integrated in its public transport provision which can make transport inaccessible to a wide range of people.</p> <p>MW has seen shared spaces implemented in Coventry. Because nobody has priority, it has made it impossible, for the blind especially, to get around. Guide dogs are trained in a specific way and shared spaces take away everything they've been taught.</p> <p>AM would like to see what gaps can be filled by this committee and what its role can be in assisting council officers. AM will discuss the Transport Guide in her next meeting with Sheila Fletcher (Community Transport Association) and ask for her feedback.</p>	<b>AM</b>
<p><b>5.</b></p> <p>(i)</p> <p>(ii)</p>	<p><b>SCOTTISH AMBULANCE SERVICE MEETING FEEDBACK</b></p> <p>AM and FM had a meeting with the Ambulance Service and they were very keen on everything the committee is working on. They weren't able to provide criteria for the service (we want to know so we can fill the gaps) because people manipulate the system once they know what the criteria are.</p> <p>Asked for transport statistics and they have heaps of information, which they will narrow down to fit in with what we're looking for and come back to us. They're very keen to work with us as they understand the value that community transport brings to them.</p> <p><u>Hospital discharges</u>  AM brought up the issue of bed blocking in smaller hospitals, as they can't get people discharged. Patients are brought in by ambulance but don't qualify for an ambulance home.</p>	

	<p>NM asked if this is where Dial M can fill a gap? CH said the issue is that doctors sometimes don't do the rounds until 4pm, by which time it would be too late for them to use the Dial M service.</p> <p>NM and FM agree there could be a business case for a Saturday service for hospital discharges, as the ambulance service would rather not run the service and lose the income from it. FM asks NM to discuss the discharge times with Pam Gowans to see if the bus times can be adjusted to suit. The socio economic group of the people requiring the service needs to be looked at. If you don't have your car because you arrived by ambulance and you live alone, how are you getting home? AS has seen this first hand when working with Sheltered Housing schemes – often, people are in their pyjamas and don't even have money with them.</p>	<b>NM</b>
(iii)	<p><u>Prescription wait times &amp; food parcels</u></p> <p>DM thinks that not only are discharge times a problem, but also how long patients are left waiting for prescriptions once they are discharged. NM agrees that, given all Scottish prescriptions are free, it doesn't make sense. Patients are going home and not looking after themselves, to the extent that a hospital in England (Tameside, Greater Manchester) gives out food parcels. Patients go home and sometimes aren't fit to leave the house to get shopping after their stay in hospital.</p> <p>FM asked why the prescription can't be passed on to the patient's local pharmacy? In some ways, community transport could offer more than just basic transport. I could mean someone not coming home cold, hungry and alone. There's a thought in there. The NHS has such a plethora of problems that transport seems very small to them.</p>	
(iv)	<p>FM will ask the representatives from the Ambulance Service to do a brief spot on patient transport at the seminar, as well as chasing up the statistics for patient transport.</p>	<b>FM</b>
	<p><u>Speyside car share</u></p> <p>CH raised the issue of Speyside carshare. People are entitled to money towards the cost of transport but aren't allowed to use Speyside carshare if that's the case, which seems illogical. AM will try and get further information through Citizens' Advice.</p>	<b>AM</b>

## 6. TRANSPORT UPDATES

### (i) Public Transport

CH explained why there are no timetables in some bus shelters. The timetables are produced by Aberdeenshire from a database, which currently needs to be updated. Usually, timetables go up within a week of a change.

AM asked about proposed changes to Buckie town centre's bus service. MW said as it stands, it is staying until October. There was good feedback from the local area and a petition. If there are to be changes, Stagecoach have to inform 10 weeks in advance.

AM informed the meeting that the group has been recognised and has been invited to community meetings. She has been to the Keith one and has an invitation to the Elgin one.

### (ii) Transport for health and social care

See 5. "Scottish Ambulance Service"

### (iii) Community Transport

CH answered questions regarding the 366 Service. When the usual driver was off on holiday a minibus was used and it was full, which is very positive. There have been a couple of regulars on the Tomintoul Grantown bus – nine last week. The 334 service to Kingston has been deemed a success.

FM would like to see the Dial M services pushed to paying customers. NM thinks a refresh with the area's Tourist Information centres would be a help.

NM is pleased with the figures; although the next quarter's haven't been released yet, last month's figures came in at £2 per passenger. Last quarter, it was sitting at £5/6 per person. This is working for Moray, as the council goes where Stagecoach can't. The urban bus model just doesn't work. There is a business case to change software which will allow on-the-day bookings.

Historically, the Dial M buses have had around 190 passengers per month. In May there were 271 and June, 255 so the figures are going the right way. Unfortunately, NM does not believe the group can demonstrate that 'X number of cars' have been taken off the roads as a result.

The Speyside car share AGM is next week. There is a meeting to discuss a 334 Saturday service.

AG and MW discussed the new Forres train station and the possibility of new bus links. The number 10 Aberdeen – Inverness service will stop there and NM believes the new station is not actually any further away than the current one.

	<p>A new sports centre is being built near Linkwood Distillery. AG has already heard complaints from Forres locals, as they won't be able to get there easily due to public transport. NM said Diane Anderson (Transport Development) deals with planning from a transport point of view. Since this has been identified as a housing site, she will have looked at it. MW is always concerned with new builds, as lots of developers have ideas for beautifully twisty roads that don't lend themselves well to buses. NM suggested Stagecoach speak to Springfield Properties about this issue.</p> <p>Osprey are looking at their remit and who they can transport. NM has discussed dedicated parking with them.</p>	
<p><b>7.</b></p>	<p><b>ANNUAL TRANSPORT SEMINAR</b></p> <p>The Transport seminar is on 10 September from 10am – 2pm at Lhanbryde hall. AM is uncertain if Transport Scotland or Scotrail will be attending. Most people they'd like as speakers are in the central belt and the seminar is on a Saturday. A programme should be written with all the speakers.</p> <p>AM believes it's worth contacting groups such as North East Sensory Service to see if any members want to speak. Good to have disabled people talking about their difficulties travelling without falling into the trap that only elderly people are disabled. It would be useful for Scotrail and Stagecoach to hear their experiences.</p> <p>CH suggested having a Stagecoach bus outside the seminar with someone working the lift. It would recreate real conditions, as there's a bus stop right outside the venue. It's a practical way to encourage people on to public transport. CW said that shouldn't be a problem.</p> <p>NM thinks the set up could be groups which move around activities and talks. It needs to be as visual and tactile as possible or the same issues will be rediscussed.</p>	
<p><b>8.</b></p>	<p><u>Bike racks</u></p> <p>The group discussed the proposal of having bike racks on the front of buses instead of behind. The issue is being raised with Moray Council to lobby for a trial.</p> <p>AM asked that the idea be put round other meetings for feedback. The steering group is independent, so this is a good platform from which to contact MPs and MSPs to have legislation changed, even for a trial.</p> <p>FM agrees that tourism and cycling is very important to the region and should be supported. A lot of businesses at Tomintoul would be very pleased with this development.</p>	

	<u>Holyrood magazine</u> NM has been asked to speak at a conference organised by Holyrood magazine in September.	<b>ALL TO NOTE</b>
<b>9.</b>	<b>Next meeting – 27 September 2016, 2pm</b> <b>Venue TBC</b>	