

**THE MORAY COUNCIL
ENVIRONMENTAL SERVICES DEPARTMENT**

MORAY FORUM TRANSPORT STEERING GROUP

Tuesday 28 March 2017, 10am

VENUE: Moray Council Annexe – Meeting Room 2

ATTENDEES:

Anita Milne, Moray Transport Working Group (AM)
Councillor Fiona Murdoch (FM)
Nicola Moss, Transportation Manager (NM)
Angela Sutherland, Forres Area Forum (AS)
Donald MacRae, Public Transport Manager (DM)
Iain Catto, Elgin Community Council (IC)
Linda McDonald, Buckie Area Forum (LM)
Julie Cromarty, Public Transport Information Officer (JC)
Craig Woodall, Stagecoach (CW)

APOLOGIES:

Leah Rossvoll, Babs Dial a Bus (LR)
Stevie Robertson, Planning Officer Community Transport (SR)
George McLean, NHS Grampian (GMc)
Fabio Villani, Chief Officer, tsiMoray (FV)
John MacDonald, Community Transport Association (JM)

Item	Subject	Action
1.0	Apologies	
1.1	Apologies were noted.	
2.0	Minutes of Previous meeting Dated 22 November 2016 & Matters Arising	
2.1	Anita agreed to contact Pam Gowans to find a replacement for Mike Whelan.	AM
2.2	Speyside Car Share Scheme – Donald and Nicola updated the meeting to say that they had been in touch with the scheme inviting them to a meeting but the offer was declined. Fiona agreed to make contact with Ron/Irene to find out why they declined the meeting / whether there was a way forward.	FM
2.3	Vintage Tea Days – Anita and Linda said the event in Buckie was a great success with about 140 people attending. An event in Speyside is in planning and an event for Lossiemouth is also in the pipeline.	
2.4	Seminar notes – Donald to speak to the Council's Graphics Officer	DM

	about some bright graphics for the document Fiona produced.	
2.5	Moray Transport Guide – Iain received copies of the guide and distributed them at a joint community council meeting. Anita also received copies and distributed them to the joint area forum. It was agreed that both Iain and Anita would chase all for comments by the end of April.	IC/AM
2.6	Funding – Anita said that she still hadn't received the funding contribution from Hitrans for the last transport seminar. Julie agreed to chase Ranald Robertson.	JC
2.7	Maps – Nicola agreed to find out how much it would cost to have an 'underground' type map produced by a company that specialises in this type of work.	NM
2.8	Turner Hospital and Chalmers Hospital – Donald sent an e-mail to ask the number of patients experiencing difficulties being discharged from both hospitals. No response received so Donald will chase.	DM
2.9	MiDAS Training – As Sheila Fletcher has left the Community Transport Association it has been difficult finding someone else to run the session. Donald agreed to cancel the booked room.	DM
2.10	Buckie Saturday morning tea and info event – Linda agreed to speak to Leah about BABS providing some transport.	LM
2.11	Anita is waiting to hear back from Pam Gowans about meeting to discuss tying in appointment times with transport options (i.e. someone from this area receiving an appointment in Aberdeen very first thing when public transport times won't allow for that).	
2.12	Hopeman minibus – Anita said the bus is being used but on a very ad-hoc basis. Unsure who the main contact is.	
2.13	Keith/Strathisla minibus – Leah will provide an update at the next meeting.	LR
3.0	The Way Forward – Structure of Steering Group	
3.1	Iain shared a document on the pros and cons of being a constituted group. In order to take this forward it was agreed that Anita, Iain and Fiona would meet to discuss the different options and work out objectives before coming back to this group to discuss further. NM will seek advice on whether council officers should be part of the steering group.	AM/IC/FM NM

4.0	Transport Updates	
4.1	<p>Stagecoach – Craig mentioned the public event that was held in the St Giles Centre in Elgin and said that it was very well attended with lots of feedback given. Substantial changes taking place from May onwards. Noted that there is still a misconception from the public that stagecoach is subsidised by the Council or by the RAF – both of which they are not.</p>	
4.2	<p>Transport for Health and Social Care – Dr Grays Patient transport – Donald updated the meeting to say that interviews were in progress for the position of driver. Escort interviews to take place. Nicola updated the group to say that the Scottish Ambulance Service were looking to create a patient transport hub (based on the East Lothian model whereby patients are discharged to a lounge where they receive their medications, the all clear etc rather than doing this in the ward). Meeting taking place on 23 May 2017 where this will be discussed further. Difficulties have arisen where a patient may phone one provider but for whatever reason does not qualify or can't use the service and then has to phone one or more other providers until they can find transport that suits their needs. It is hoped that a patient hub would stop this being the case.</p>	
4.3	<p>Dial M – January was quiet but that is to be expected at that time of year so average figures throughout January and February. Still some confusion about who can use the bus and for whatever reason the message is not getting out. Discussions taking place about branding and marketing and how the service can be better explained.</p>	
4.4	<p>BABS – Leah sent an update to Anita to say that BABS have been busy out in the community at various networking events which has increased the membership numbers. Three new contracts are also in place (Weston View Nursing Home in Keith, Fochabers Men's Shed and Portgordon Heritage Group). BABS are now a World Host registered service.</p> <p>Leah asked if passenger assistant training could take place (along with MIDAS training). Donald was unsure what Leah meant and Anita agreed to clarify.</p> <p>Hitrans Update – Julie updated the meeting to say that the realtime sign showing bus and rail information is going ahead at the St Giles centre (inside). It is hoped that an external sign will also be installed at the railway station but that is not confirmed yet.</p> <p>Bus stop work – a lot of work has been taking place to update the information at bus stops with new presentation changes being worked on.</p>	AM

<p>5.0</p> <p>5.1</p>	<p>AOCB</p> <p>Community Transport Providers – NM asked if anyone had any thoughts on putting together another group. There are organisations out there such as Osprey, BABS, P&J competition buses, WRVS, Clan etc. Discussion was held about holding some type of event or celebration that all the organisations could be invited to.</p> <p>The types of topics to be discussed could be: support, training, understanding the registration system, recruiting drivers and volunteers.</p> <p>It was agreed that everyone would have a think about the type of event that might be suitable so that planning can start. Anita and Donald agreed to meet before the next meeting of this group to discuss ideas.</p> <p>Linda said there were ongoing issues with patients being discharged from hospital in Aberdeen and have to go on transport home that goes via Peterhead, Fraserburgh, Macduff etc making it a very long journey for patients suffering from all sorts of medical conditions.</p>	<p>AM/DM</p>
<p>6.0</p> <p>6.1</p>	<p>Next Meeting</p> <p>Tuesday 16 May 2017, 10am – Meeting Room 1, Annexe</p>	<p>ALL TO NOTE</p>