

**THE MORAY COUNCIL
ENVIRONMENTAL SERVICES DEPARTMENT**

MORAY FORUM TRANSPORT STEERING GROUP – Monday 14 December 2015

VENUE: Moray Council Annexe Meeting Room 6

ATTENDEES:

Anita Milne, Moray Transport Working Group (AM)
Fiona Rolt, Admin Support, Moray Transport Forum (FR)
Chris Hall, Planning Officer, Community Transport (CH)
Donald MacRae, Public Transport Manager (DM)
Iain Catto, Representing Elgin Community Council (IC)
Lorna Davidson, PA to HoDS (LD)

APOLOGIES:

Fabio Villani, Chief Officer, tsiMoray (FV)
Nicola Moss, Transportation Manager (NM)
Julie Cromarty, Public Transport Information Officer (Hitrans) (JC)
Councillor Fiona Murdoch (FM)
Tracie Wills, Senior Commissioning Officer (TW)
Catriona Campbell, Research and Information Officer, TMC (CC)
Jane Mackie, Head of Community Care (JM)
Sheila Fletcher, Scottish Representative, Community Transport Association (SF)

IN ATTENDANCE:

Steve Walker, Managing Director (Stagecoach North Scotland) (SW)

Item	Subject	Action
1.0	Apologies and Introductions	
1.1	Apologies were noted.	
1.2	Steve Walker was introduced to the group.	
2.0	Minute of Previous Meeting Dated 27 October 2015	
2.1	Attendee List – Iain Catto representing Elgin Community Council and this should be reflected in his title.	
2.2	2.3 – Donald updated the meeting to say that Nicola Moss had viewed the video (disabled users giving their experiences on film) and it was not thought to contain anything particularly critical of Stagecoach.	
2.3	2.5 – Nicola is still to meet with Pam Gowans, Chief Officer, Health and Social Care.	NM
2.4	2.6 – Fiona is still to meet with Heather Day from Aberdeenshire Council (terms of reference).	FR
2.5	3.1 – The Project Worker job description is ongoing. Anita and	AM/FR

	Fiona to find out when the next round of meetings are before submitting the final papers to tsi Moray.	
2.6	5.2 – Chris said that an advert had been placed in the THISTLEdown for the continuation of the Tomintoul to Grantown service throughout winter.	
2.7	5.4 – Anita is still to meet with representatives from the Findhorn Car Share Scheme (Moray Carshare).	AM
2.8	5.5 – Anita has not met with representatives from Keith and Dufftown Railway yet but Iain noted that he is meeting with them in January 2016 and could raise any issues then. It was agreed that Iain would discuss with them how we could join up our dial-a-bus service with their summer timetable to cater for people wanting to use the train.	AM IC
2.9	6.3 – It was noted that Sheila has met representatives from Hopeman with regards to the minibus they won through the Press and Journal Newspaper. Chris said that he also met with them and they were given some information to consider in the meantime.	
2.10	6.10 – the word ‘Leader’ should be capitalised to ‘LEADER’.	LD
3.0	Issues and Solutions for Less-Abled People Using Buses – Steve Walker, Managing Director (Stagecoach North Scotland)	
3.1	Anita explained the background and purpose of the group to Steve Walker and informed him about the Transport Forums that have taken place so far. Anita noted that a range of issues had come out of each forum with regards to accessing transport. A range of issues were discussed with Steve as follows: <ul style="list-style-type: none"> - The centre pole being removed from buses to make it easier for prams and pushchairs. It was noted that this made it more difficult for some people to ‘pull’ themselves up from their seat when exiting the bus. Steve said that this design change was DVA compliant and that buses were being built to the DDA Act specification. - It was noted that low floor buses were much easier for people to access but that on some routes they were not as comfortable as a coach and more road noise could be heard whilst on the journey. This can be an issue on more rural routes. - A discussion was held about whether a person in a wheelchair or a person with a pram or pushchair should be given priority for using the dedicated space on the bus. Steve noted that drivers can ask a person with a pram or pushchair if they would collapse their pram or pushchair and sit in a seat with a child but that they didn’t have to comply 	

with this request if they didn't want to. In this case it might be that the person in a wheelchair would either have to wait for the next bus or the bus company would pay for a taxi. It was noted that the drivers are being put in a difficult position and that every drivers deals with each situation differently.

- A discussion was also held over the issue of there only being one space for a wheelchair user meaning that two wheelchair users or a couple who are both in chairs couldn't travel together on a bus.
- A discussion was held over the use of the ramp. It was noted that some people who use a wheelchair don't like to use the ramp and if they are able they choose to leave their chair for the driver to store and walk onto the bus.
- It was noted that although coaches have seatbelts, buses do not.
- Fiona said that feedback from the transport seminars had been that they would like to be involved in the design and testing before new buses and coaches are build.
- Steve said that people who use a chair or mobility scooter can contact the bus company to arrange to try their chair or scooter on the bus at a convenient time (instead of feeling under pressure while the bus is waiting to depart with lots of people watching). If it is suitable they are given a sticker that shows their chair or scooter being suitable for travel on all buses.
- Chris noted that chairs and scooters need to have clamping points fitted for safety. It was noted that some people are being sold chairs and scooters that don't have the clamping points and this is causing issues when they want to travel by bus (or taxi). Fiona said that she would follow up on this issue as people should be advised of this before purchasing a new one.
- Steve confirmed that you do not have to be in a chair or scooter to be able to use the ramp. There is a railing at either side (one side can be held onto when the ramp is being raised as the gap is too big to be able to hold each side).
- Steve said that Transport Scotland have working groups that cover different types of impairments and that we could write a letter to them. It was noted that Sheila Fletcher is a member of the Mobility and Access Committee for Scotland and issues could be fed through this route.

3.2 Steve advised the group that Craig Woodall would be starting on 4 January 2016 as a replacement for Krystian Kaczala as Operations

	<p>Manager in Elgin. It was agreed to invite Craig to a future meeting of the group. Iain said he would invite Craig to the next Elgin Community Council meeting.</p> <p>3.3 Anita informed Steve that the number 35 bus sometimes travels past Lhanbryde by using the bypass (if the bus is full) instead of travelling to the stops in Lhanbryde and informing people who are waiting at the stop. Steve advised that the drivers should not be doing this and he would deal with this issue.</p> <p>3.4 Fiona asked why some people were getting on the bus at Fochabers and receiving a ticket that says the start destination is 'Huntly' for example. Steve explained that new ticket machines have been fitted and some teething problems had been encountered.</p> <p>3.5 The bus stops at Aberdeen Royal Infirmary were discussed and it was agreed that some re-design probably needed to take place.</p> <p>3.6 Fiona asked Steve how they decided which buses should be used for which routes. Steve said that it was based on capacity and peak times such as catering for a school run (that might require a double decker bus etc). Fiona said that some routes in Moray (around Forres and Elgin) were particularly narrow and that some buses may not be suitable for them. Steve said that if this was an issue then the actual route might need to be looked at. Chris noted that inconsiderate parking was sometimes a problem.</p>	
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p>	<p>Moray Forum Transport Seminar – 21 November 2015</p> <p>The report is not ready to be circulated yet but attendees said that they had noticed improvements taking place since the last seminar and they felt that they were contributing and providing a positive influence.</p> <p>The number of attendees was lower than the seminar in 2014. Attendees asked that the seminar in 2016 is held at the end of September instead (some had difficulties due to weather). Fiona and Anita said that invites were sent to all village halls, community associations (that were registered), community councils and previous participants (by e-mail and letter). They also asked for details to be passed to others that might be interested.</p> <p>An advert was not placed in the press this year due to e-mail issues but Anita and Fiona did not think this resulted in a significant difference to the number of attendees.</p> <p>It was agreed to contact Peter Jones (Moray Council PPR and Communications Manager) to utilise the Council facebook and twitter pages to advertise the seminar. It was also discussed that posters could be placed on the dial-a-buses and stagecoach buses.</p>	

4.5	John Ferguson (Moray Council Community and Development Planning Manager) attended the seminar and found it very useful.	
4.6	It was agreed to invite Stacey Lynch (Community Liaison Manager, Network Rail) to the next seminar as a guest speaker.	DM/CH
5.0	Transport Updates	
5.1	New timetables are available for the Elgin town service.	
5.2	Iain asked if the bus that stops outside the railway station could go into the car park instead to stop as the moment the bus stops on the road with hazards on. Elgin Community Council have raised this with Stagecoach before and Anita said it was raised at the Transport Forum too. Donald agreed to raise this issue with his colleagues in Transportation as it wasn't clear who owned the land (if an actual layby bus stop was to be asked for or even possible).	DM
5.3	Iain also said that the bus timetable located within the railway station was incorrect for a long time. It has now been replaced but Donald and Chris agreed to raise this issue with Stacey Lynch (Community Liaison Manager, Network Rail) to make sure it doesn't happen in the future.	DM/CH
6.0	AOCB	
6.1	Anita congratulated the PTU for their recent award (Campbell Christie Public Service Reform Award) at the Holyrood Scotlands Public Service Awards in Edinburgh. This was for their work done with Dial-A-Bus.	
6.2	Elgin Railway Station Lift – a discussion was held about whether the lift would work after 6pm once the staff had left. Iain said he had spoken to engineers at the exhibition and that they thought there was no reason why it wouldn't be in operation as there is 24 hour CCTV. It was agreed to invite Stacey Lynch to the next meeting and add this to the list for discussion.	DM/CH
7.0	Next Meeting	
7.1	Tuesday 19 January 2016, 2pm – Moray Council HQ Committee Room	ALL