




TRANSFORMATION NEWS

We have re-shaped, we've changed; now we transform.

Transformation Event 

29 October 2019

PUBLIC TRANSPORT AND TRAVEL

We know that the scale of the budget challenge we face means that to deliver our priorities within our means we need to radically consider what we deliver and how we deliver it. We know that the 'Modernised Council' that will emerge before the next Local Government Election will be very different to what we have just now.

The specific objective for this event is to inform the future delivery of public transport and travel. The output from this event will be used to inform the effectiveness of our approach and spend on public transport and travel to identify where there are opportunities to change the way we work and deliver efficiencies and savings.



FOCUS ON OUR
PRIORITIES

Key Event Questions

The key big issues that we were keen to get input and ideas from people on were:

- Is bus able to meet the travel needs of all our residents and visitors?
- Should there be more or less bus services provided to meet the region's climate emergency?
- We currently operate fixed public transport routes only, should this continue, or should we be moving to flexible routes only or a mixture of both?
- The Transport Bill may enable local authorities and Regional Transport Partnerships to become a bus service operator. Is this an opportunity for our region?
- Can we engage and enable Community Transport Initiatives to provide better, efficient, effective and economic services?

SOME KEY FACTS

There are three types of bus service, providing 90 bus routes covering **11.1M** km per year:

Commercial (**45%** of network)

Supported (**51%** of network)

Council Operated DGC Buses (**4%** of network)

Passenger Satisfaction - % of passengers very or fairly satisfied:

Overall journey – **94%**

Punctuality – **84%**

Journey Time – **92%**

Bus Driver – **91%**

Availability of space – **92%**

Of passengers surveyed in the South West of Scotland, 56% cited their reason for using the bus as 'no option to travel by other means'. This is **12%** higher than the Scottish average (**44%**).

KEY MESSAGES from the workshops at the event



The things that we can do quickly to improve public transport and travel:

- Ensure Council resources (e.g. electric vehicles / minibuses etc) are made available to communities / community transport providers
- Reprofile capital investment to allow communities to access/utilise fully accessible vehicles
- Climate change requires behavioural change – improved marketing and awareness – improve information / promotion
- Active travel / public transport – ‘bike to buses’ initiative
- Review school transport provision – can we deliver Additional Support Needs transport in a different way
- Collation of detailed data and analysis of public transport use/need
- Reviews of fees / fares – integrated ‘DGC Pass’
- Can we charge more for certain routes/times
- Maximise utilisation – use our buses better

What we will achieve by doing this:

- Partnership approach / community ownership / based on community needs
- Targeted transport provision for our vulnerable communities
- Increase usage – ‘our buses run on time!’ – positive messaging - trust the bus



Opportunities to transform public transport and travel:

- Need to champion the Climate Change agenda by supporting behaviour change in regard to Travel
 - This is a significant opportunity to achieve a targeted / flexible delivery model (focus on subsidised service / network)
 - Transport (Scotland) Bill provides a ‘once in a generation’ opportunity to review and build a new model in partnership with providers and communities
 - Strategic review of subsidised network – provide services in partnership with PSP / community transport – creating efficiencies but in partnership with providers to encourage increased / enhanced commercial network
 - Promote and enhance active travel to facilitate short journeys
 - Taxi card review / synergies with PSP model
 - Strategic review to include NHS (links to access to health provision) and aligned with education transformation of school estate
 - Investigate DGC bus service to maximise ‘downtime’ – business case in partnership with providers – fall back if main operators withdraw
 - Parking review/charging will lead to behavioural change – bus lane management – ‘political buy in’ to influence behavioural change
 - Transport is critical! Should members increase Council tax and invest in the transport infrastructure across the region? Aligned with transport needs of young people and vulnerable groups (particularly in rural communities – aligned with fuel poverty?)
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The difference this will make:

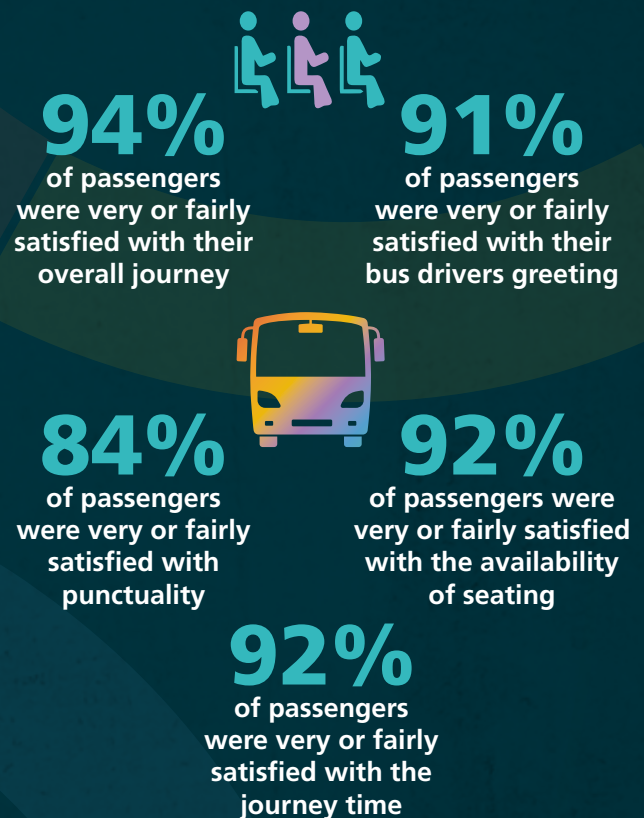
- Three-year strategy to achieve more efficient / economic services – targeted to community need - £1.2M
- Two-year contracts to be awarded this year (SWestrans) to facilitate 3 year strategy
- Align outcomes with climate change and behavioural change
- Benchmark other rural areas?

The key challenges we face / enablers:

- Recognition that this is a complex challenge – a number of inter-dependent factors
- Research into travel need (partnership with SOSEP) – need to evidence demand
- Current fleet is inefficient and not all environmentally friendly – move to electric buses/ newest Euro classification? (maximise external funding opportunities)
- Increase bus service – but does this impact on independence?
- Can we provide free travel for all – parking charges?
- Can we promote commercial competition? – Needs?
- Mapping exercise / a new strategy premised on a 'blended model' involving all transport providers (public / private / third sector)

The prioritised Travel Need Factors (TNF) that underpin current and future delivery are:

1. Employment (weight 3.0)
2. Education (weight 2.0)
3. Health (weight 2.0)
4. Retail (weight 1.5)
5. Transport Links (weight 1.0)
6. Personal Activity (weight 0.5)



What's Next?

The output from the event will be used to inform the effectiveness of our approach and spend on public transport and travel and identify where there is an opportunity to change the way we work and deliver efficiencies.



FOCUS ON OUR PRIORITIES



CUSTOMER AND DIGITAL



MODERNISATION



FEWER ASSETS



SMALLER SKILLED WORKFORCE



INCOME GENERATION