

**Zetland Transport Partnership
Council Chamber, Town Hall, Lerwick
Wednesday 3 July 2019 at 2 p.m.**

Present:

A Priest
D Sandison
R Thomson

Advisers:

C Marsland
S Mathieson

Apologies:

C Grains
R Hunter
R McGregor

In attendance (Officers):

M Craigie, ZetTrans Lead Officer
J Manson, ZetTrans Finance Officer
J Riise, ZetTrans Secretary and Legal Officer
R Barton, Transport Policy and Projects Officer - SIC
J Belford, Legal Assistant - SIC
A Cogle, Team Leader – Administration – SIC

Also:

A Mackie, Peter Brett Associates LLP

Chair

Mr Thomson, Chairperson for ZetTrans, presided.

Circular

The circular calling the meeting was held as read.

Declarations of Interest

None

19/19 **Public, School and Adult Social Care Bus Transport - Strategic Outline Case**
The Partnership considered a report by the Transport Policy and Projects Officer (DV-21-F) which set out the Strategic Outline Case for the provision of a network of public, school and adult social care bus services after the expiry of the current contracts in August 2020. The report also sought authority for officers to proceed to develop an outline business case for the preferred way forward.

The Transport Policy and Projects Officer introduced the report, and explained the organisational responsibilities and duties for the provision of public transport, including the statutory responsibilities of the Council in terms of school, ASN and

adult social care needs. The Transport Policy and Projects Officer also explained the programme management arrangements.

Mr A Mackie presented an overview of the Strategic Outline Case, including options and short listing, the process for which considered: service scope, solution, delivery, implementation and funding. He went on to illustrate the options shortlisting, which consisted of the Preferred Way Forward and further options to carry forward to the Outline Business Case. Mr Mackie advised on the next steps, including tendering and procurement with consultation and engagement featuring throughout the process. The Transport Policy and Projects Officer concluded with an overview of the decisions required

With regard to the process of public consultation and engagement with users and operators, Mr D Sandison asked how this would be undertaken, as it was important to have such information in place before moving forward. The Transport Policy and Projects Officer advised that quite a large body of information had already been collected, through consultation as part of the Place Standard, Shetland Partnership Plan and the Transport Strategy Refresh, and this had informed on what was good about current services as well as information on where the gaps were and where improvements were needed. She added that this process would now look to validate whether the hierarchy of travel needs factors were still the highest priorities, looking at the primary importance of journeys for work, training, education, health care, etc. The Transport Policy and Projects Officer said that the purpose of the consultation was to be quite focussed, to validate the hierarchy of needs, and to gather information on the risks and benefits of service business options. She added that community views would be sought through Community Councils, and also from the wider community, and a range of costed options with the benefits and risks of changes or opportunities to expand, would be fully explained in order for informed decisions to be made.

Mr S Mathieson asked whether there was any context at the moment for considering a flexible service, primarily for the Sumburgh Airport route to match in with flight times. The Transport Policy and Projects Officer explained that the services had to adhere to the published timetables as per the Traffic Commissioner's rules, but that a demand response service could be considered. Mr A Mackie said that registering a demand response service, which is more flexible, can be limited to a specific operating area and the hours of operation and response could be advertised to meet demand with bookings. He explained that this removed the fixed route and the constraints would be the hours and areas of operation, such as the Sumburgh Airport to Lerwick route. He added that there were examples in different parts of Scotland, and they had first emerged as a rural transport solution, but were also operated in urban areas as a commercial venture. Mr Mackie said that new technology now made delivering such a service much easier, and although not a preferred option at this stage, it was certainly an option to investigate.

During debate, Mr Sandison said that the previous re-organisation of contracts had delivered a good and positive outcome, and provided a set of services that meet the needs of communities, and was a good standard of service. However, he said there were clearly still areas that needed to be considered, including the financial challenge, and how to address areas where communities were saying that a particular service was not good or could be better. He said that whilst the project had quite a tight timeline, and the outcomes will not be known until tenders come in, he thought it could be done and hoped that all opportunities would be considered.

In this regard Mr Sandison said he was happy to move the recommendations in the report.

Mr Mathieson referred to the issue of taking bicycles on buses, and with reference to initiatives under Active Travel Schemes, he asked whether the rules regarding bicycles on buses could be clarified. He said it appeared to be the case that different operators had different views, although it was noted that some services were restricted because of the number of passengers and available space. The Transport Policy and Projects Officer confirmed that this would be looked into as part of this process.

Mr Thomson said that the report had also been considered at length by the Council, and confirmed that the recommendations had been approved, including the authorisation sought at paragraph 1.1.3 to give delegated authority to the relevant officers to take the necessary decisions to develop the Outline Business Case. Mr Thomson said he was happy to second the motion, adding that whilst savings of around £500k also had to be sought, there remained scope to deliver an improved service, and one that was fit for purpose. In this regard, he said it would be important to seek the views of not just those that use and operate the services, but for those who do not use the services but would like to, and to find out why they do not. Mr Thomson concluded by saying that whilst it was a tight and ambitious timetable, it was not unachievable, and seconded the motion by Mr Sandison.

With regard to timetables, Mr A Priest said it would be useful if the timetables could be made easier to understand, and that some work go into promoting and publishing the timetables through local media in order to have them more accessible to everyone. Mr Thomson agreed, adding that as well as wider publication, the ZetTrans App was also nearing completion in terms of its development, which was focussed on linking timetables and making them easier to understand.

Decision:

The Partnership **RESOLVED** to:

- 1.1.1 **NOTE** that the Public and School Bus Transport Business Case (Min Ref 47/18) has been revised to incorporate Adult Social Care Transport, with Peter Brett Associates appointed to provide the additional resources required to support the Business Case Development.
- 1.1.2 **NOTE** that the preferred way forward for public, school and adult social care transport in Shetland detailed in the Strategic Outline Case (SOC) in Appendix 1 comprises three components; namely: -
 - (a) For Public Bus Transport – a network of services based on the current network grounded in a hierarchy of travel needs factors established through public engagement, with refinements to take advantage of opportunities for efficiency, and a framework to support any decisions to modify the network to meet financial constraints.
 - (b) For School Bus Transport – a network of dedicated services and public transport based services that provides transport to entitled

pupils in compliance with the Council's prevailing policy criteria described in the Council's School Transport Policy.

- (c) For Adult Social Care Transport – a range of services to meet entitlement for client travel requirements based on an assessment of need grounded in social care legislation.

- 1.1.3 **DELEGATE AUTHORITY** to the Lead Officer of ZetTrans, working with the Council's Director of Development Services, to take any decisions and action required on behalf of ZetTrans to develop the Outline Business Case for the preferred way forward described in paragraph 1.1.2 above for each of the Public, School and Adult Social Care Bus Transport Networks for consideration by the Partnership in October 2019.

The meeting concluded at 2.30 p.m.

CHAIRPERSON