

Item:
12



Report to Partnership Meeting 12 November 2021

RESEARCH AND STRATEGY DELIVERY

SHARED SERVICES UPDATE PUBLIC TRANSPORT INFORMATION PROVISION

Purpose of Report

To provide Members with an update on the shared service model for co-ordinating the provision of public transport information across the HITRANS area.

Background

Since 2014, HITRANS in partnership with Local Authority colleagues have developed a shared service approach in respect of public transport information. A Public Transport Information Officer was appointed in 2015 with the responsibility for co-ordinating the provision of public transport information across the HITRANS area and in so doing improve both the quantity and quality of public transport information available to the public.

The public transport information database has changed twice since 2015 with all five local authorities now using the DIVA system supplied by MENTZ (who provide the database for Transport for London). This contract was awarded in July 2020. Downstream data is provided to both Traveline Scotland and real time suppliers from the database including Vix who also manage all the real-time display assets across the HITRANS area. The database also produces automated static at stop information throughout the HITRANS area. In 2020/2021 this information is also now being used for other software providers such as Ticketer back office and various apps including the HITRANS GO-HI MaaS platform.

The list below outlines the volume of stops for which wayside information is currently produced by area:

- Highland Council - 850 stops
- Moray Council - 800 stops
- Orkney isles Council - 50 stops
- Argyll & Bute Council - 340 stops
- Western isles Council – All Barra & Uist stops with roll out to other areas once data integrity is confirmed. Approx. 200 have been printed.

Work to improve the source information received from operators is being done in collaboration with the operators themselves and each local authority. This improvement is on an ongoing basis to ensure the output information received by the public is continually improving.

Status Update

The MENTZ system (DIVA) is being delivered to HITRANS by one of Mentz's existing clients National Public Transport Information (NPTI) on a subnet basis of their system which has allowed HITRANS to continue to provide a database within the current budget.

HITRANS officers have applied and secured funding for Smarter Choices Smart Places (SCSP) funding which will secure the continuation of the database provision and also allowed for the roll out of previously redundant real time signs in the Moray Council area. It has also enabled HITRANS to benefit from the time of a temporary officer post (at student grade) to help input data for the Western Isles onto the system for the first time and enable some of the operators in the Western Isles to provide real-time information and the purchase of new battery powered real-time displays in Stornoway, Tarbert, Lochmaddy and Balivanich.

Development work on at stop templates has been completed and tested and development work is ongoing to improve this provision. Timetables have been processed and printed for Highland and some areas of the Western Isles over the last 3 months. As a result of Covid, the production of displays was reduced or removed but we are now in the process of rolling out timetables for each area as service changes are introduced.

Training to all Local Authorities on an overview of DIVA and detailed stop management was completed in February 2021 with some individual breakout sessions arranged where required. It is important for local authority staff to have the opportunity to use the system on a regular basis to remain familiar with its functionality. Crib sheets have also been circulated to aid staff when using the system, in addition to HITRANS staff and our Account Manager at NPTI being on hand to help when needed.

Real time information throughout the HITRANS area has been further enhanced with the implementation of the new RTPi contract and infrastructure upgrades and configurations are now complete. A list of the 163 real-time assets across the HITRANS area is included within Appendix A.

One specific enhancement in respect of real time data is where VIX can obtain electronic data can be obtained directly from the operator as this enables a timelier display of real time information on street which has been particularly helpful with the regular changes resulting from the impacts of Covid.

Shiel Buses in Lochaber now have access to DIVA as part of the small operator module provision. This will allow them to update their own data and in time submit bus registrations via EBSR. Training will be carried out in November in 2021 by NPTI on a remote basis. LA's will be invited on a one staff member basis from each LA, to attend on a refresher training basis should they wish to do so.

Data migration as a whole has been challenging over the last year for all involved. We would like to thank all our Local Authority colleagues for their work to keep us updated. A shared folder will soon be set up using Dropbox where each LA will submit all manual registrations to their allocated folder.

Listed below are the contributions from each local authority for the provision of the shared service approach in respect of public transport information:

Local Authority	Annual Contribution
Argyll & Bute Council	£7,500
Comhairle nan Eilean Siar	£5,000
The Highland Council	£10,000
Moray Council	£7,500
Orkney Islands Council	£5,000

Staffing

Our current Public Transport Information Officer will be joining The Highland Council on a secondment starting on 15th November 2021 and initially until March 2023. In order to ensure continuity for the shared service in their absence, the current postholder is training our intern on the DIVA system.

In order to provide a longer term solution, we propose to recruit a Project Support Assistant who would have primary responsibility for the maintenance of the public transport information database and the supply of information to all those systems which rely on this information. We also propose to retain an Intern within the team for at least 9 months per annum with a significant proportion of their time being allocated to help support this function. This will afford the opportunity to have more than a single FTE available for peak periods in information production. Officers will ensure that this provision will be undertaken within the current staffing allowance for this service.

Recommendation

Members are asked to;

1. note this report.
2. Approve the proposed staffing proposals to provide cover while the current Public Transport Information Officer is on secondment.

Risk	Impact	Comment
RTS delivery	√	This work supports RTS objectives and the monitoring of their Implementation.
Policy	√	This work supports the development of our Passenger Transport Policies (H33) in particular H33B to 'Develop high quality passenger transport user information and mapping'
Financial	-	Cost savings as a direct result of this shared service approach
Equality	√	HITRANS support for improving public transport helps eliminate the barriers to travel for all and removes a number of physical accessibility barriers

Report by: Julie Cromarty / Neil MacRae
Designation: Public Transport Information Officer / Partnership Manager
Date: 28th October 2021

Appendix A**Real-Time Displays in HITRANS Area**

Site	Unit type
Elgin St Giles Shopping Centre	Samsung 43 inch Screen with Shuttle PC
Inverness Bus Station	65 inch Departure Screen
Inverness Rail Station	55 inch Departure Screen
Kirkwall Orkney Islands (outside Kirkwall Tesco)	Solent Display + Win10 + 4G
Kirkwall Orkney Islands (outside Kirkwall Airport)	Solent Display + Win10 + 4G
Kirkwall Orkney Islands (Airport)	Samsung 32 inch Screen with Embedded PC
Oban Station Square - Stance 1	Solent display - Win 10 + 4G
Oban Station Square - Stance 2	Solent display - Win 10 + 4G
Oban Station Square - Stance 3	Solent display - Win 10 + 4G
Oban Station Square - Stance 4	Solent display - Win 10 + 4G
Oban Station Square - Stance 5	Solent display - Win 10 + 4G
Portree Somerled square	Solent display - Win 10 + 4G
Stornoway Bus Station	Samsung 32 inch Screen with Embedded PC 1
Stornoway Bus Station	Samsung 32 inch Screen with Embedded PC 2
Thurso Orlig street	Solent display - Win 10 + 4G
Wick Bus Terminal	Solent display - Win 10 + 4G
Burnside Aviemore	IBD-3750
Cairngorm Hotel, Aviemore	IBD-3750
Carrbridge	IBD-3750
Deshar Road, Grampian Crescent (Boat of Garten)	IBD-3750
Nethy Bridge	IBD-3750
Railway Station, Aviemore	IBD-3750
The Square, Granton on Spey	IBD-3750
Kyle of Lochalsh, Harbour Slipway	IBD-3750
Kyleakin, Shorefront Shelter	IBD-3750
Broadford, Post Office, At	IBD-3750
Broadford, Post Office, Opp	IBD-3750
Uig, Pier	IBD-3750
North Pier, Oban	Shannon 3 line
Tesco's, Market Street, Oban	Shannon 3 line
Inveraray Shoreside	Tay 3 line
Inveraray Townside	Tay 3 line
Lochgilphead Shoreside	Tay 3 line
Lochgilphead Townside	Tay 3 line
Ardrishaig South	Tay 3 line
Ardrishaig North	Tay 3 line
Tarbert	Avon Flag
Kennacraig - currently not working.	TFT
Campbeltown Bus Terminus - Townside	Bann 6 line
Campbeltown Bus Terminus - Shoreside	Bann 6 line

Oban Square	Totem
Church (High St), Ardesier	Avon Flag
Corbett Gardens, Ardesier	Avon Flag
High St/Outside Police station, Ardesier	Avon Flag
Falcon Square	Tay 3 line
Inshes, Tesco Old Perth Road, Inbound	Tay 3 line
Union St Stop A	Tay 3 line
Union St Stop B	Tay 3 line
Stuart St (Manse Road)	Avon Flag
Fairways Business Park	Avon Flag
Holm Dell Drive	Avon Flag
Mackay Rd @ Hilton Shopping Centre	Avon Flag
Post Office (Ardcroy Road, Croy)	Avon Flag
Union St Stop C	Tay 3 line
Union St Stop D	Tay 3 line
Castle Street	Bann 3 line
Queensgate - Stop A	Bann 3 line
Queensgate - Stop B	Bann 3 line
Queensgate - Stop C	Bann 3 line
Bridge Steet o/s Gellions Pub	Bann 3 line
Young St, opposite Tesco	Bann 3 line
Longman Road, o/s Tisos	Bann 3 line
Tomatin Road	Bann 3 line
Milburn Road @ Morrisons	Bann 6 line
Retail Park	Bann 6 line
Raigmore Hospital	Bann 6 line
Inshes, Tesco Old Perth Road, Outbound	Tay 3 line
Nairn High Street	Bann 3 line
Glenurquhart Road (o/s Council HQ)	IBIS
General Booth Road (o/s Charleston Acad)	IBIS
Holm Park Turning Circle	IBIS
Cradlehall Road, opp shops	IBIS
Tower Road	IBIS
Fort Augustus Car Park	IBIS
Nairn Bus Station	Solar IBIS
Longman Road, Inverness College	Bann 3 line
Ft William Middle St - Car Park	Shannon 3 line
Ft William Nevis Sport/Middle St - South	Shannon 3 line
Eastgate shopping Centre - display removed	42" TFT
Culduthel, opp ASDA	Tay 3 line
Culduthel, at ASDA	Tay 3 line
Holm, opp Tesco	Shannon 3 line
Holm, at Tesco	Shannon 3 line
Inverness Airport, o/s main building	Bann 3 line

Grant St (Inbound)	Shannon 3 line
Grant St (Outbound)	Bann 3 line
Millburn Rd @ Thistle Hotel	Bann 3 line
Academy St @ Farmfoods	Bann 6 line
Bus Station - Ticket desk	42" TFT
Bus Station - Café	42" TFT
Inverness Campus	Bann 6 line
Inverness Campus	Bann 6 line
Nairn Sainburys Westbound	Shannon 3 line
Inverness Falcon Square o/s M&S	Shannon 3 line
Inverness Scorguie Road MFR	Bann 3 line
Alness High St Northbound	Bann 3 line
Alness High St Southbound	Bann 3 line
Invergordon High St southbound	Bann 3 line
Nairn Tradespark westbound	Bann 3 line
Inverness Charleston Academy	Bann 3 line
Dingwall Royal Hotel	Bann 6 line
Barnchurch Road	Bann 6 line
Barnchurch Road	Bann 6 line
Barnchurch Road	Bann 6 line
Barnchurch Road	Bann 6 line
Kirkwall Travel Centre Stand 2	Tay 3 line
Kirkwall Travel Centre Stand 3	Tay 3 line
Kirkwall Travel Centre Stand 4	Tay 3 line
Kirkwall Travel Centre Stand 5	Tay 3 line
St Mary's Village	Avon Flag
Finstown, Opposite Allans of Ginnock	Avon Flag
Finstown, at Allans of Ginnock	Avon Flag
Dounby	Avon Flag
Burray Village	Avon Flag
Stromness Ferry Terminal/Council offices	Bann 3 line
St Margarets Hope, Ferry Terminal	Tay 3 line
Kirkwall Travel Centre - Concourse	TFT
Elgin Bus Station	55" TFT
Inverness Airport - Reception	32" TFT
Inverness Airport - Entrance	32" TFT
Fort William - at bus stances	32" TFT
Fort William - in railway station	32" TFT
Cairngorm - TFT	42" TFT
Invergordon Ferry Terminal	46" Freestanding TFT (Allsee display)
Loch Ness Visitor Centre	55" Double sided freestanding Totem
Forres, St. Leonards Church, oppLeys Road, Eastbound	3 line LED
Elgin, A96 West Road, Braelossie Place, Westbound	3 line LED

Elgin, Haugh Road Road at Bibby Place, Northbound	3 line LED
Elgin, Lossiemouth Road at Bonnie Earl Public House	3 line LED
Elgin, Station Road at Railway Station, Westbound	3 line LED
Elgin, A96 at Reiket Lane Eastbound	3 line LED
Elgin, A96 at Reiket Lane Westbound	3 line LED
Elgin, Edgar Road at B and Q Store, Westbound (site of original ASDA store 1970's), Westbound	3 line LED
Aberlour Square, Northbound	3 line LED
Keith, Reidhaven Square	3 line LED
Buckie, Barhill Road, Seafield Hospital, Northbound	3 line LED
Buckie, East Cathcart Street adj to Shanks Lane, Eastbound	3 line LED
Buckie, West Cathcart St adj to Cluny Place, Westbound	3 line LED
Buckie, Netherha Road Westbound	3 line LED
Fochabers, The Square, Westbound	3 line LED
Fochabers, The Square, Eastbound	3 line LED
Mosstodloch, old A96 at Stynie Road, Eastbound	3 line LED
UHI outside Main Campus	3 line Bann LED
UHI opposite Main Campus	3 line Bann LED
UHI opp Student Accommodation	3 line Bann LED
UHI outside Student Accommodation	Battery Display - IBD3750 + TTS
Spare Display - ordered on P10202	3 line Bann LED
Conon Bridge - after Wyvis Crescent	Solent display - Win 10 + 4G
Conon Bridge - opposite Wyvis Crescent	Solent display - Win 10 + 4G
Conon Bridge - Primary School	Solent display - Win 10 + 4G
Conon Bridge - War Memorial	Solent display - Win 10 + 4G
Conon Bridge - Car Park	Solent display - Win 10 + 4G
Badenoch & Strathspey Community Hospital - Aviemore	3 line Bann LED
Broadford Community Hospital - Isle of Skye	Shannon 3 line
Badenoch & Strathspey Community Hospital - Aviemore	Summary TFT (Thin Client only)
Broadford Community Hospital - Isle of Skye	Summary TFT (Thin Client only)
Aviemore Railway Station	Axentia Totem Display
Stornoway - Cromwell St	Battery Display - IBD3750 + TTS
Stornoway - Western Isles Hospital	Battery Display - IBD3750 + TTS
Tarbert - Pier Road	Battery Display - IBD3750 + TTS
Lochmaddy Shop	Battery Display - IBD3750 + TTS
Balivanich Hospital	Battery Display - IBD3750 + TTS