

Item:  
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## **Report to Partnership Meeting 10 November 2023**

### **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 supplier for 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. The information is also now being used for other software providers such as the 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 - 1811 stops
- Moray Council – 319 stops
- Orkney isles Council - 482 stops
- Argyll & Bute Council - 687 stops
- Western isles Council – 394 stops.

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. We would encourage our Partner Councils to include conditions for supplying high quality public transport information in any new contracts as this helps both improve the accuracy of the information and reduces the need for manual editing of the data.

## **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 has secured the continuation of the database provision and also allowed for the roll out of previously redundant real time signs in the Moray Council area. An element of the CnES Smarter Choices Smarter Places allocation has been used to install new battery powered real time displays.

Timetables have been processed and printed for Highland, Argyll and Bute and Moray over the past 5 months. Currently, production of displays for areas that have had no visible timetables such as for the routes 33a/c in Moray.

Training of several new staff on the system DIVA, has allowed HITRANS to deliver better progress on route creation and development. This secures a smooth operations when staff go on leave as a team of people are now trained on the different elements of the software.

A new version of DIVA has been released that has improve functionality and user interfaces. The Public Transport Information Officer has been trained on the new platform as well as supporting staff. It is important for local authority staff to have the opportunity to learn the up-to-date version of the system and continue to use it on a regular basis to remain familiar with its functionality. Help sheets have also been circulated to aid staff when using the system and are constantly being updated when new features have been added, in addition to HITRANS staff and our Account Manager at National PTI being on hand to help when needed.

We have continued to have a strong relationship with the Data Development Manager at National PTI. This has allowed us to identify issues with the current build of DIVA and find solutions together both to help our progress of travel information but also to help develop the system to make it more accessible and easy to use.

We are currently working closely with the Moray Council on the incorporation of M.Connect routes in the database.

Real time information throughout the HITRANS area has been further enhanced with the implementation of the RTPi contract and infrastructure upgrades and configurations are now complete. A list of the 164 real-time assets across the HITRANS area is included within Appendix A.

One specific enhancement in respect of latest real time contract is that VIX can obtain electronic data directly from the operator. This enables a timelier display of real time information on street. An element of the CnES Smarter Choices Smarter Places allocation has been used to supply an additional 4 new battery powered real-time displays in the Western Isles. In addition ERDF Smart Cities funding has supported the purchase of 5 new real-time displays at the Fort William Bus station and Medical Centre, Inverness Airport Terminal building. A new display is also being installed at the new Inverness Airport Rail Station by Network Rail. New real-time displays have been installed in the Highland Council HQ building and in the main bus station in Inverness. Five additional battery powered displays are to be installed at Inverness Retail and Business Park / Inverness Campus including at the bus stops for the new Inverness Prison.

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. There is currently a shared folder set up by The Highland Council where they submit all manual registrations to their allocated folder. Other LAs are still able to submit manual registrations directly via email to the Public Transport Information Officer.

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

<b>Local Authority</b>	<b>Annual Contribution</b>
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

### **Staff Update**

The permanent holder of the role of public Transport Information Officer was seconded to the role of Project Manager – Bus Partnership Fund for the Highland Bus Partnership Fund in 2021. Since this time HITRANS have appointed staff on a shortened term of contract to ensure continuity on delivery of the shared service. The nature of the short term contract has been a challenge and we have had the role fall vacant as staff have sought better job security with permanent roles.

As a result of the former permanent postholder securing a new role we are in a position where we can fill the role on a permanent basis again. HITRANS have advertised the vacancy and hope to have the post filled in November to continue to build resilience in the delivery of this Shared Service Programme. The terms and conditions of the role advertised are on the same basis as we had in place for the role during the period covering the Secondment but the appointment will be on a permanent basis ensuring greater security and improving project continuity.

### **Recommendation**

Members are asked to:

1. Note this report.
2. To approve the appointment of a new Public Transport Information Officer on a permanent.

### **Risk Register**

#### RTS Delivery

Impact – Positive

Comment – This work supports RTS objectives and the monitoring of their implementation.

#### Policy

Impact – Positive

Comment – 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

Impact – Positive

Comment – Cost savings as a direct result of this shared service approach

Equality

Impact – Positive

Comment – HITRANS support for improving public transport helps eliminate the barriers to travel for all and removes a number of physical accessibility barriers.

**Report by:** Robert Wilson / Ranald Robertson

**Designation:** Public Transport Information Officer / Partnership Director

**Date:** 26<sup>th</sup> October 2023

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

Site Name	Unit Name
Inverness Bus Station	65 inch Departure Screen
Inverness Rail Station	55 inch Departure Screen
Inverness Airport - Reception	32" TFT
Inverness Airport - Entrance	32" TFT
Fort William - in railway station	32" TFT
Fort William - at bus stances	32" TFT
Kirkwall Travel Centre - Concourse	TFT
Kirkwall Orkney Islands	Samsung 32 inch Screen with Embedded PC (Airport)
Stornoway Bus Station	Samsung 32 inch Screen with Embedded PC 1 (window mount)
Stornoway Bus Station	Samsung 32 inch Screen with Embedded PC 2 (wall mount)
Elgin St Giles Shopping Centre	Samsung 43 inch Screen with Shuttle PC
Invergordon Ferry Terminal	46" Freestanding TFT (Allsee display)
Loch Ness Visitor Centre	55" Double sided freestanding Totem (Allsee display)
Nairn High Street	Bann 3 line
Longman Road, o/s Tisos	Bann 3 line
Tower Road	IBIS
Holm Dell Drive	Avon Flag
Stuart St (Manse Road)	Avon Flag
Church (High St), Ardesier	Avon Flag
Corbett Gardens, Ardesier	Avon Flag
High St/Outside Police station, Ardesier	Avon Flag
Post Office (Ardcroy Road, Croy)	Bann 6 line
Castle Street	Bann 3 line
Mackay Rd @ Hilton Shopping Centre	Bann 3 line
Milburn Road @ Morrisons	Bann 6 line
Retail Park	Bann 6 line
Falcon Square	Tay 3 line
Eastgate shopping Centre - display removed	42" TFT
Union St Stop A	Tay 3 line
Union St Stop B	Tay 3 line
Union St Stop C	Tay 3 line
Union St Stop D	Tay 3 line
Queensgate - Stop C	Bann 3 line
Queensgate - Stop B	Bann 3 line
Queensgate - Stop A	Bann 3 line
Bridge Steet o/s Gellions Pub	Bann 3 line
Inshes, Tesco Old Perth Road, Inbound	Tay 3 line
Inshes, Tesco Old Perth Road, Outbound	Tay 3 line
Young St, opposite Tesco	Bann 3 line

Longman Road, Inverness College	Bann 3 line
Millburn Rd @ Thistle Hotel	Bann 3 line
Raigmore Hospital	Bann 6 line
Tomatin Road	Bann 3 line
Fort Augustus Car Park	IBIS
Glenurquhart Road (o/s Council HQ)	IBIS
Holm Park Turning Circle	IBIS
Cradlehall Road, opp shops	IBIS
Ft William Middle St - Car Park	Shannon 3 line
Ft William Nevis Sport/Middle St - South	Shannon 3 line
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
Academy St @ Farmfoods	Bann 6 line
Inverness Campus	Bann 6 line
Inverness Campus	Bann 6 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
General Booth Road (o/s Charleston Acad)	IBIS
Dingwall Royal Hotel	Bann 6 line
Cairngorm - TFT	42" TFT
Barnchurch Road	Bann 6 line
Barnchurch Road	Bann 6 line
Barnchurch Road	Bann 6 line
Barnchurch Road	Bann 6 line
Thurso Orlig street	Solent display - Win 10 + 4G
Wick Bus Terminal	Solent display - Win 10 + 4G
Elgin, A96 West Road close to Braelossie Place, Westbound	3 line LED
Elgin, A96 at Reiket Lane Westbound	3 line LED
Elgin, A96 at Reiket Lane Eastbound	3 line LED
Keith, Reidhaven Square (covers services in both directions)	3 line LED
Mosstodloch, old A96 at Stynie Road, Eastbound	3 line LED
Forres, St. Leonards Church, opposite Leys Road, Eastbound	3 line LED
Buckie, West Cathcart Street adjacent to Cluny Place, Westbound	3 line LED
Buckie, East Cathcart Street adjacent to Shanks Lane, Eastbound	3 line LED

Buckie, Netherha Road Westbound	3 line LED
Buckie, Barhill Road, Seafield Hospital, Northbound	3 line LED
Aberlour Square, Northbound	3 line LED
Elgin, Lossiemouth Road at Bonnie Earl Public House opposite Covesea Road, Southbound	3 line LED
Elgin, Station Road at Railway Station, Westbound	3 line LED
Fochabers, The Square, Westbound	3 line LED
Fochabers, The Square, Eastbound	3 line LED
Elgin, Edgar Road at B and Q Store, Westbound (site of original ASDA store 1970's), Westbound	3 line LED
Elgin, Haugh Road Road at Bibby Place, Northbound	3 line LED
UHI outside Student Accommodation	Battery Display - IBD3750 + TTS
UHI opp Student Accommodation	3 line Bann LED
UHI outside Main Campus	3 line Bann LED
Inverness Bus Station Café	42" TFT
Inverness Bus Station Ticket Desk	42" TFT
Elgin Bus Station	55" TFT
UHI opposite Main Campus	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
St Mary's Village	Avon Flag
Kirkwall Orkney Islands	Solent Display + Win10 + 4G (outside Kirkwall Tesco)
Finstown, Opposite Allans of Ginnock	Avon Flag
Finstown, at Allans of Ginnock	Avon Flag
Dounby	Avon Flag
Burray Village	Avon Flag
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
Stromness Ferry Terminal/Council offices	Bann 3 line
St Margarets Hope, Ferry Terminal	Tay 3 line
Kirkwall Orkney Islands	Solent Display + Win10 + 4G (outside Kirkwall Airport)
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

Campbeltown Bus Terminus - Townside	Bann 6 line
North Pier, Oban	Shannon 3 line
Tesco's, Market Street, Oban	Shannon 3 line
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
Oban Square	Totem
Carrbridge	IBD-3750
Cairngorm Hotel, Aviemore	IBD-3750
Burnside Aviemore	IBD-3750
Nethy Bridge	IBD-3750
Deshar Road, Grampian Crescent (Boat of Garten)	IBD-3750
Railway Station, Aviemore	IBD-3750
The Square, Granton on Spey (Outside British Legion)	IBD-3750
Kyle of Lochalsh, Harbour Slipway	IBD-3750
Kyleakin, Shorefront Shelter	IBD-3750
Uig, Pier	IBD-3750
Broadford, Post Office, Opp	IBD-3750
Broadford, Post Office, At	IBD-3750
Stornoway - Western Isles Hospital	Battery Display - IBD3750 + TTS
Nairn Bus Station	Battery Display - IBD3750 + TTS
Lochmaddy Shop	Battery Display - IBD3750 + TTS
Tarbert - Pier Road	Battery Display - IBD3750 + TTS
Stornoway - Cromwell St	Battery Display - IBD3750 + TTS
Balivanich Hospital	Battery Display - IBD3750 + TTS
Aviemore Railway Station	Axentia Totem Display
Nairn Sainburys Westbound	Shannon 3 line
Kennacraig - currently not working.	TFT
Campbeltown Bus Terminus - Shoreside	Bann 6 line
Fairways Business Park	Avon Flag
Nairn Tradespark westbound	Bann 3 line
Inverness Charleston Academy	Bann 3 line
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)
Lairg	Battery Display - IBD3750 + TTS
Raigmore Hospital - TFT1	Allsee - 55" High Brightness TFT
Raigmore Hospital - TFT2	Allsee - 55" High Brightness TFT