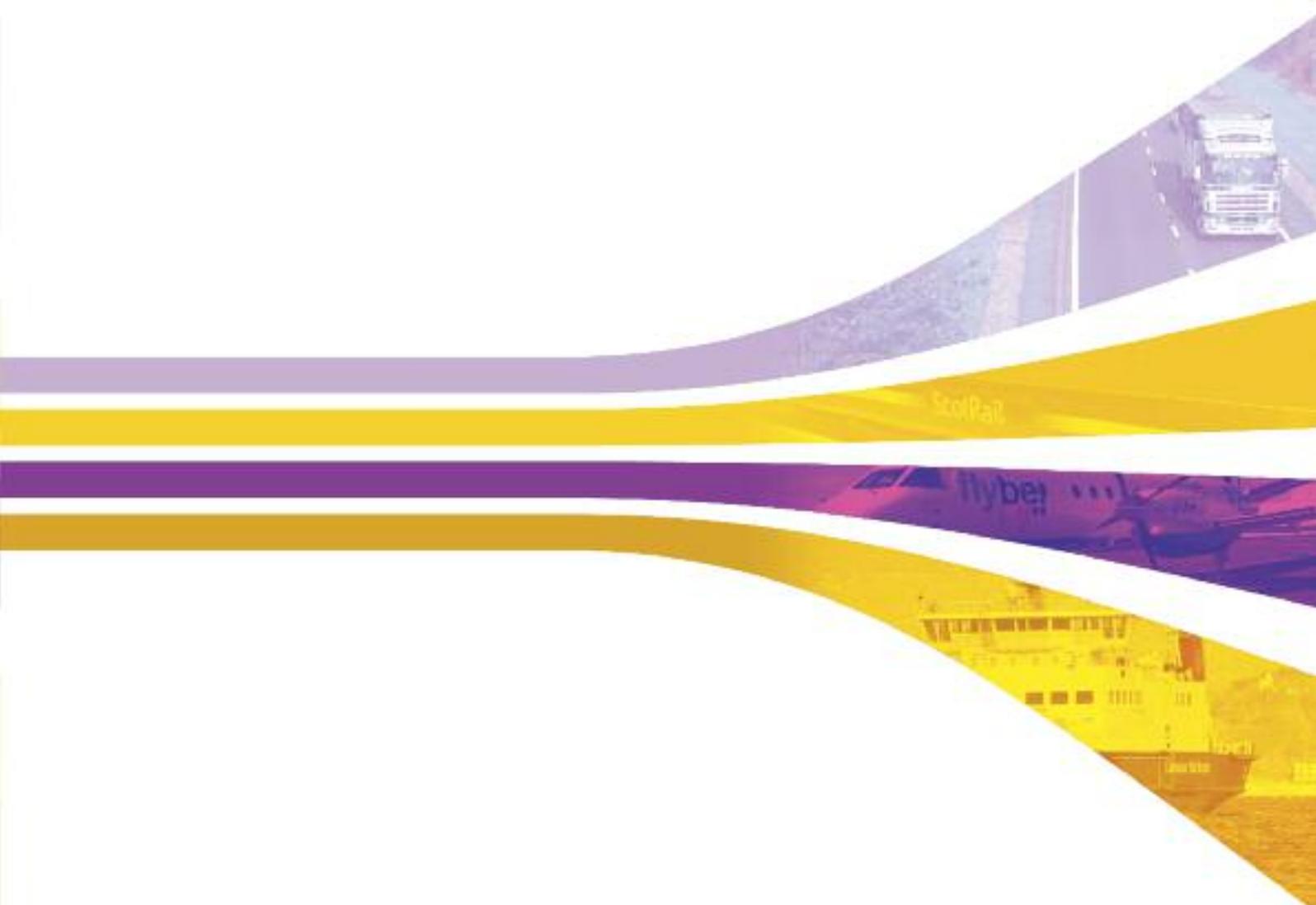


ANNUAL REPORT

2011-2012



THE HIGHLANDS AND ISLANDS TRANSPORT PARTNERSHIP

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Foreword



In many ways the outputs from our efforts in 2011/12 represent the successful accumulation of the actions of the Board and our partners over the last 5 years. During this time HITRANS has worked with Government, its five Member Councils and a wide range of stakeholders at local, regional and national level to deliver improvements in transport services and infrastructure across the Highlands and Islands as identified in the Highlands and Islands Transport Strategy.

While a number of our Council Board Members indicated during the year their intention not to return to the Board following the May 2012 Local Government Elections, this in no way diminished their individual or collective commitment to the work of the Partnership and its aim of promoting strong sustainable economic growth across the Highlands and Islands.

Recognising that change was coming, the Board took the opportunity to both look back at what had been achieved over the last five years and forward up to 2030 to what can and must be accomplished, to ensure that the Highlands and Islands play an appropriate role in delivering economic prosperity for future generations. The Board commenced the process of reviewing the Delivery Plan that is a sister document to the Regional Transport Strategy, and pass their thoughts to the new Board to complete a refreshed Plan. I think many were pleasantly surprised looking back, at the extent of successes that had been achieved even in the challenging economic circumstances the country has had to work within. We are reassured by the commitment the Scottish Government is making to invest in the Highlands and Islands transport networks over the next 20 years to enable our economy to fulfil its potential.

During the year the Partnership has again focussed its efforts on working with others to make a difference in the way the public and business get to, from and around the Highlands and Islands.

One of the key challenges for business is to effectively access markets and opportunities across the globe, and the new Inverness Amsterdam air service, whose introduction was partly supported by the Partnership, is something we have been working towards for some years. In addition we carried out an important piece of work working with our neighbouring North East Scotland Transport Partnership, Nestrans, in developing a strong case for better connectivity for both regions to markets through the UK aviation hub in London. This, and the commitment by the Scottish Government to dual the A96 before 2030 and improve rail services between the Scotland's cities, is something that has been one of HITRANS long term aspirations. This has reinforced the development of a strong Northern Economic Corridor in Scotland which is focussing on delivering the country's future prosperity in the energy sector, quality food and drink, tourism, life sciences and forestry sectors.

At a research and project level we have continued to work innovatively with partners in Scotland and across the European Union to deliver meaningful improvements in transport services within the Highlands and Islands, completing the START project programme of works, continuing to develop the TransTourism initiative, and opening up future opportunities to work with others to encourage modal shift for freight.

Finally, I would like at this time to recognise the inspiration, commitment and leadership the Partnership has had from our retiring Chair, Duncan MacIntyre, without whose unflinching efforts and enthusiasm, HITRANS would not be the organisation it is today. We have him and the other Board Members, past and present, to thank for their often unheralded efforts which are now beginning to deliver real improvements for the Highlands and Islands. I thank them all.

Dave Duthie
Partnership Director

The HITRANS Team



The HITRANS Board comprises a Councillor from each local authority area covered by the partnership and 3 non-council members appointed in a personal capacity by the Board and approved by the Minister for Transport following open advertisement and selection. The Board has appointed a group of professional advisers who play an important role, working with the executive team, in developing strategy. The executive team report to the Board.



Board >

Cllr Duncan MacIntyre, Chair (Argyll and Bute Council)

Cllr John Laing, Deputy Chair (Highland Council)

Cllr Jim Foubister, (Orkney Islands Council)

Cllr Donald Manford, (Comhairle Nan Eilean Siar)

Cllr George McIntyre, (Moray Council)

Wilson Metcalfe

Prof David Gray

Okain MacLennan

Advisors >

Shona Croy, (Orkney Islands Council)

Gareth Williams/Fraser Grieve, (Scottish Council for Development and Industry)

Robert Pollock, (Argyll and Bute Council)

Iain MacKinnon, (Comhairle Nan Eilean Siar)

Sam MacNaughton, (Highland Council)

Tony Jarvis, (Highlands and Islands Enterprise)

Gordon Holland, (Moray Council)

David Summers, (Highlands and Islands Passenger Transport Coordinators Group)

Pip Farman, (NHS)

Executive Team >

Dave Duthie, (Partnership Director)

Katy Cunningham, (Office Manager – Dalcross)

Christine Kendall, (Office Manager – Lairg)

Frank Roach, (Partnership Manager)

Ranald Robertson, (Programme Manager)

The Regional Transport Strategy

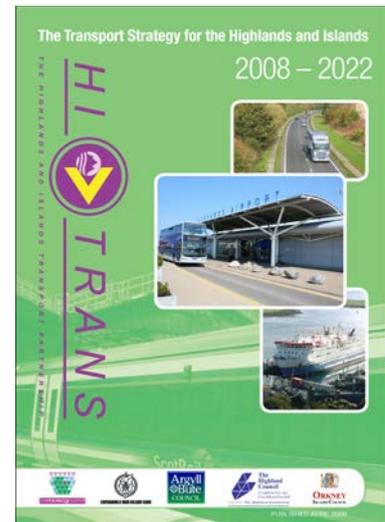


The Transport Scotland Act 2005 placed the preparation of the Regional Transport Strategy as the first duty of the Regional Transport Partnerships. The Strategies are strategic high level documents that focus on the transport strategies necessary to support Government's key objectives and the single outcome agreements of the constituent local authorities.

HITRANS strategic vision and objectives as included in the Strategy link very closely with those of Government. The Strategy identifies the links between Government's aims and those of HITRANS and its constituent Councils.

The core of the Strategy can be viewed as 10 horizontal themes applying to the whole region which aim to:

- Promote the long term development of walking and cycling.
- Prepare a sub-strategy for investment in the region's bus services.
- Enhance aviation connections between islands and peripheral areas and national gateways.
- Improve the region's community and demand responsive transport provision.
- Increase efficiency of urban travel by tackling congestion, reducing car use on short journeys, and improving public transport.
- Assist freight transport to shift from road to less environmentally damaging modes.
- Develop a programme of investment to improve the locally significant rural road network.
- Prepare a sub-strategy for investment in ports and ferries.
- Develop initiatives to reduce the cost of travel.
- Develop ways to reduce the climate change impact of transport in the region.



The Strategy also identifies policy for the transport network. Priority action is required:

- To reduce journey times and increase journey reliability on our three strategic corridors linking the western parts of the region to Glasgow; the north of the region and the Inner Moray Firth to central Scotland; and Inverness to Aberdeen.
- And on the regional network to improve the Orkney inter isles services; to improve the Western Isles spinal route and sea crossings; and to reduce journey times and increase reliability on the roads on Mull; the road between Oban and Lochgilphead; the roads to north west Sutherland and Wester Ross; and on the Moray Firth coastal route.

HITRANS are required to measure the success achieved in delivering the core aims and objectives of the Regional Transport Strategy. To this end we have developed a monitoring and evaluation framework that has been approved by Audit Scotland to show progress across a range of key performance indicators. This framework is detailed in full at the end of the annual report.

HITRANS commenced the process of refreshing the Delivery Plan that is associated with the Regional Transport Strategy in 2011/12. This refresh will be delivered during 2012/13.

Supporting Single Outcome Agreements



The Concordat between the Scottish Government and CoSLA (Convention of Scottish Local Authorities) sets out the terms of a new relationship between the Scottish Government and local government. A central proposal of this agreement is the creation of a Single Outcome Agreement (SOA) between each Community Planning Partnership and the Scottish Government, based on achieving 15 key national outcomes agreed in the Concordat. The outcomes reflect the National Performance Framework and aim to deliver the National Purpose.

In taking forward its focus on Sustainable Economic Growth HITRANS has completed the development of a Regional Transport Strategy which aims to deliver a more successful Highlands and Islands, with opportunities for the whole region to flourish, through increasing the competitiveness of the region as part of Scotland as a whole. Economic sustainability and growth is a core purpose for the HITRANS partnership, and to which all the constituent Local Authorities and Community Planning partners are committed, support and actively contribute where appropriate. The Strategy identifies how improvements in transportation across the Highlands and Islands can directly support the Government in achieving its National purpose across a number of its national outcome areas.

The modern transport system that is detailed in the Regional Transport Strategy will support a smarter community through better access to learning opportunities. The Strategy and the joint working of the Partnership, its Councils and Community Planning partners will help people across the Highlands and Islands to sustain and improve their health, ensuring faster, more reliable, and more affordable access to healthcare, and greater opportunities to lead an active lifestyle through active travel access to local services and facilities. HITRANS is actively engaging in the SOA process covering each of the five Community Planning Partnerships in our region.

European Funding

Atlantic Area Programme



The START Project



START is a transnational project relevant to cities and regions throughout the Atlantic Area and the whole of Europe. It deals with the broad issue of the improvement of accessibility and internal links (Priority 1) by promoting interoperability and continuity of existing transport networks, and sea/road/rail/air intermodality. This is critical to the success of regional and national sustainable development policies and is one of the key supporting pillars underpinning the European Spatial Development Perspective.

The convenience of travelling around the Atlantic Area using sustainable modes of transport is made difficult by differences in how the services are run by operators (e.g. ticket types), lack of knowledge of the local area (e.g. knowing when to get off the service), and language barriers (e.g. not being able to communicate with the driver).

HITRANS has secured funding of €789,164 through our participation in START. This funding will allow HITRANS to implement a wide range of projects including improving bus services, extending coverage of intelligent transport system coverage of air, bus and ferry services.

The START Project commenced on 1st January 2009 and will cover the period to 31st May 2012. 2011/12 saw progress made in delivering a range of projects through the START project and these are detailed below:

- Cearcaill na Gaidhlig (Gaelic Rings) project supported through START including incorporation of Transport Direct intelligent links journey planning facilities into www.gaelic-rings.com.
- Installation of electronic information display at Inverness Airport.
- Delivery of real time information tracking equipment on 74 buses in Argyll and Bute.
- 9 buses in Fort William equipped with real time information trackers.
- START has supported the operating costs of the JET branded bus service that links Kirkwall Airport with Kirkwall town centre.
- Installation of bus shelters and electronic information displays at Finstown and St Margaret's Hope Ferry Terminal in Orkney.
- Installation of Customer Information System displays at Barra, Benbecula, Campbeltown, Tiree and Wick Airports.

Northern Periphery Programme

TransTourism Project

TRANSTOURISM-Sustainable Transport in Rural Tourism Areas is a Northern Periphery Programme (NPP) project with partners in Sweden, Iceland, Scotland, Eire and Northern Ireland and has a total value of €1.356M. EU funding is €808k. The project runs from 01 September 2010 until 31 August 2013. HITRANS is to contribute £60000 over 3 years, with HIE funding up to £21360 over the same period.

Our project codenamed Giant Puffin has a budget including NPP funding of €241270. This includes our share of the core costs towards the administration of the project by the Swedish lead partner.

Our local partners are Highlands and Islands Enterprise, First ScotRail, Calmac, Visit Scotland, Destination Loch Ness, Cairngorms Business Partnership and Aberdeen University.

The project delivers two key priorities:

- Promoting innovation and competitiveness in remote and peripheral areas
- Sustainable development of natural and community resources.

Tourism is important to the economic and social sustainability of many communities in the Northern Periphery Programme area. The aim of the project is to develop innovative, long term and sustainable solutions for transport services adapted to rural tourism areas in the Northern Periphery. This will be done by implementing new and improved public transport and related information services. All partners will implement new and improved transport services but in different ways as circumstances as needs differ.

The current approaches to planning for transport in rural tourist areas will be considered in each partner country with all key organisations involved. The outcome will be joint policy advice which will be a practical help in future planning of transport in these areas and similar areas in the Northern Periphery.

The project objectives are: to increase public transport mode share, maximizing of use of existing public transport capacity, to increase sustainable travel particularly to remote areas, and to facilitate easier getting about in the Highlands and Islands particularly for visitors.

The project consists of web-based timetables and itineraries to enable the visitor to browse at home and then commit to a public transport based trip in the Highlands and Islands, as part of a multi-national bid. This project is consistent with the recommendations of the Regional Access Scoping Study and helps relieve the constraints of current Highlands and Islands tourism/travel sites being either mode specific or simply very patchy in the information given on the opportunity to travel by public transport for a full multi-modal trip. Comprehensive single mode timetables do not facilitate the creation of individually tailored itineraries taking in attractions/locations of choice, and are often too detailed for the visitor's needs. The portal provided as an output from the project would build and exploit existing data resources and introduce the opportunity for user feedback on trips to be generated within the content.

The system will be interactive, allowing the user to review online recommendations, make last-minute decisions, write blogs and keep in touch with a network of fellow-travellers.

The opportunity to provide real time updates to itineraries in the event of disruption etc would also be explored as part of the project with a view to introduction at some future point with future technological advancement. This would enable the portal to take feeds from the real time information systems that have been introduced in Highland, Moray, Orkney and Argyll and Bute as well as any data feeds that could in time be made available by ferry and rail operators.

As the mobile phone technology available for information dissemination develops, there will be an opportunity to use the portal to give real time journey planning information to people while they are on the move. This would prove very welcome in providing information to travellers in the event of missed connections or service disruption.

Academic partners at Aberdeen University Rural Economic Digital Hub have agreed to monitor the project and then research mobile applications that would further enhance tailored visitor choice. In turn they could subsequently develop the project further in partnership with HITRANS as real time and phone technologies improve.

The global project kicked off in Sweden in September 2010. The local project development to date has included stakeholder meetings with key partners including Traveline followed by on procurement of technical development, technical project management and marketing advice. The product will be branded JourneyGenie.

Highlands and Islands Partnership Programme (ERDF)



ERDF – Green and Active Travel Improvements

The Green and Active Travel Improvements ERDF project is a 3 year project which commenced on 1st April 2011 and will run until March 31st 2014. The £560,000 project for which The Highland Council are lead partner is supported by match funding from HITRANS as well as Sustrans and the Inverness Common Good Fund.

The aim of the project is to develop, upgrade and promote key walking and cycling routes in Highland which were identified as priorities in the HITRANS funded Active Travel Audits that were undertaken in 9 settlements across Highland. It is hoped that the new routes together with promotion of existing facilities will not only encourage greater use of sustainable modes but also provide new health, social and economic opportunities in these areas.

In the initial year of the project the two main projects to receive funding were the completion of a shared use path connecting the towns of Alness and Invergordon in Easter Ross. The two town centres are less than 4km apart but until the path was constructed there was no safe means for pedestrians or cyclists to make the journey between the settlements. The new link which was formally opened in May 2012 has been very well used this summer by walkers, cyclists and pram pushers alike! The other main project to be completed was the realignment of the National Cycle Network route No. 1 in East Inverness. This project has involved the widening of existing footways to create a safer and more direct cycle route which connects the commuter towns of Culloden and Balloch with Inverness.

Forthcoming projects to be completed during the remainder of the project include;



- Direct Pedestrian / Cycling route linking Inverness city centre with the new UHI Campus east of the A9 Trunk Road.
- Expansion of cycle parking facilities at Inverness Rail Station to encourage more rail – cycle or cycle-rail journeys in the Highlands busiest rail station which now handles in excess of 1 million passengers per year.
- Improvement of NCN 78 route in Fort William and NCN route No 1 in Tain which were identified as priorities in the HITRANS Active Travel settlement Audits.
- Develop 9 Active Travel Maps for each town in Highland where an Active Travel Audit was undertaken (Thurso, Wick, Tain, Alness/Invergordon, Dingwall, Inverness, Nairn, Aviemore and Fort William).

Research and Strategy Development



Active Travel Regional Centres Audit

The programme of Active Travel Audits of all the key regional centres across the HITRANS area has continued into 2011/12 with the completion of an Audit in Forres.

The audits are designed to carry out infrastructure audits of regional centres to provide baseline information, and to develop a programme for longer term investment in response to the audits. The long term development of walking and cycling across the region aims to reduce the use of cars for short journeys and to contribute towards health. The audits are carried out in consultation with Sustrans, HITRANS Active Travel Advisory Group, Access Officers, Transport Departments, Planning Departments, School Travel and Road Safety Officers, Public Transport Officer and local community interest groups. The reports include standardised mapping that is designed to provide a snapshot of what is required as funds become available.

Analysis of the Economic Value of Community Transport in the Highlands and Islands

Community Transport offers a wide range of benefits in terms of sustaining communities, improving quality of life and avoiding costs to the public purse. Community transport schemes enable people in rural areas to take up employment and provide the mobility necessary to enable older people to remain in their own homes rather than moving into residential care. Community transport operators can often quote anecdotal evidence for benefits such as these, and yet very little rigorous work has been done to examine these or to produce quantified results.

To help quantify the benefits that community transport brings to different sectors HITRANS engaged a team of consultants from DHC and TAS Partnership to undertake a review of five community transport schemes in the Highlands and Islands. The aim of this work was to identify the social benefits, both financial and non-financial, of a small sample of community transport projects in the Highlands and Islands.

The individual projects were chosen to give a range of different types of service which have been designed to serve different sectors of the community. It is hoped that by studying these specific projects in detail, it will be possible to measure the benefits arising from their operation.

The projects listed below were considered in the study:

- Argyll and Bute Council – Red Cross
- Comhairle nan Eilean Siar – Tagsa Uibhist
- Highland Council – Morvern Community Transport
- Moray Council – Speyside Community Car Scheme
- Orkney Council area – Orkney Disability Forum Dial A Bus Scheme

Across the five case studies, the cost of replacing the CT provision with commercially managed transport services would be in excess of £500k, which is an order of magnitude greater than the level of current council spending on CT. The CT projects also deliver much more than a transport service. Added value derives not just from volunteer time, but an ability to connect with benefits across a wider range of policy areas than is possible with other transport delivery approaches.

Lack of clarity in community plans about who is accountable for CT funding is limiting the funds available for the sector. Where CT closes gaps in public transport network coverage the case for CT depends on comparisons with the costs of funding alternative bus or taxi options to enable non car owners to travel. However particular lack of clarity affects high care transport markets, and these include many of the more costly longer distance CT trips.

CT adds value to local economies, and the role of CT in building community capacity is substantial in all of the case studies.

This project has shown that, despite the complexity of CT, readily available data could be used to demonstrate the value of the sector compared with competing spending priorities in transport, health, education, social work, employability, community development and environmental enhancement. The indications from the case studies are that CT is providing very good value and to make the case for CT investment it should be fairly straightforward to scale up the analysis in this report to cover the benefits of all CT schemes in the HITRANS area.

Key data required in the case studies appraisals included: number of trips made by users, vehicle mileage travelled by types of vehicle, destination and trip purpose for each trip, number of staff and volunteers involved with the CT scheme, user surveys to identify what people would do if CT was not available, and information about the administrative functions undertaken by the CT such as co-ordinating trips or providing personalised support for users. Well managed CT projects will already hold much of this data and should not find these data collection requirements onerous.

The analysis in the report suggests that a strong case could be made for CT investment as a best value transport delivery solution with the flexibility to close gaps in provision, and to join up the many societies and communities that create an economy.

The full report is available on the HITRANS website at http://www.hitrans.org.uk/Documents/Value_of_Community_Transport_Economic_Analysis.pdf

Caithness Transport Study

The study was commissioned by HITRANS to examine the constraints that the internal transport infrastructure within Caithness is placing on growth in the developing economy of Caithness and the Orkney Isles. The objectives of the study were:

- Identify specific constraints;
- Assess the impact of these transport constraints on the development of the marine and offshore renewables industries including grid infrastructure and also decommissioning at Dounreay;
- Provide costed solutions where applicable; and
- A prioritised action list of possible interventions.

The overall aim of the project is to identify the constraints in order to help maximise the area's attractiveness for renewable-related development and maximise opportunities for growth.

At the outset of the study there was an assumption from many stakeholders that the internal roads network represented a potential constraint on economic development in Caithness.

The study approach focussed on a process of site visits, consultation with infrastructure managers and engineering companies and a forecast of future demands of the renewables sector. It also included a desk-top assessment of route capabilities (based on The Highland Council's database of abnormal load movements) and swept path analysis within the town centres of Wick and Thurso.

The key study findings are that the principal limitations to the movement of loads in Caithness are imposed by the physical layout of the roads and buildings in the town centre of Thurso, and to a lesser extent some route options in Wick. However, when the forecast future demands of the marine renewables sector are considered, it is found that these limitations would not place a constraint on the movement of components around the County.

In order to secure maximum benefit for Caithness, and to minimise future adverse amenity impacts, the attention needs to be placed on:

- Public and private sector working together to facilitate the development and expansion of the area's principal ports at Scrabster and Wick, recognising that this growth will be principally developer led and funded.
- Allocation of industrial land in the forthcoming Development Plan in the immediate vicinity of the area's ports, and to the West of Thurso town centre.
- Introduction of a Strategic Infrastructure Funding Process, that can help bring these potential sites to the market earlier than might be possible if they were entirely developer led and funded.
- Ensuring that the external transport issues on the A9 are progressed, as well as seeking to improve the level of service offered by internal air connections to Caithness at Wick Airport, where led by customer demand.

Air Freight in the Highlands and Islands

HITRANS and HIAL commissioned Northpoint Aviation to undertake a review of the issues, constraints and opportunities associated with air freight services to, from and within the Highlands and Islands. This work was designed to increase the knowledge and understanding of the Partnership and industry representatives in how air freight could be developed in the short, medium and long term support economic development throughout the Highlands and Islands.

The study focussed on the following areas:

- Review general air freight trends.
- Assess the current status of the Highlands & Islands air freight market.
- Identify constraints and opportunities for air freight development.
- Provide a top level action plan for taking forward specific opportunities.

The research was undertaken between January and April 2012 comprising:

- A desk-based review of statistics and reports.
- Consultations with those involved in air freight and a range of other stakeholders.

The research found that the most important constraints on development of air freight at Highlands & Islands airports are:

- Limited range of suitable products and their dispersal across the Highlands & Islands.
- No strong appetite for change among transport providers or their customers.
- The cost of air freight, which can appear prohibitive for goods currently moving by surface transport.
- The existing range of services operating from airports outside the region.
- Different timing requirements for different goods, which can limit the ability to optimise use of both directions of an aircraft rotation.
- Potential customers being unwilling to co-operate and co-ordinate loads.
- Limited bellyhold capacity on Highlands & Islands passenger aircraft.
- Seasonality and potentially low volumes of outbound food products for movement by air.
- Airport security procedures and practices.

The study concluded that there are a number of Opportunities available that would allow Air Freight to be expanded to and from the region. These are:

- Express parcels traffic from the Midlands to Inverness.
- Southbound express parcel traffic from Inverness to the Midlands and seafood to world markets via East Midlands Airport.
- Empty freight aircraft off the islands as a ready source of freight capacity at marginal cost.
- Freight charter flight potential.
- The relatively new Inverness-Amsterdam passenger service.

An Action Plan has been proposed through the study that identifies actions that HIAL could undertake to develop air freight business in the Highlands and Islands. These are grouped under the following five strands:

1. Effort to foster a new air freight service between Inverness and the Midlands.
2. Encourage use of dead-leg capacity from the islands.
3. Maximise bellyhold activity on Inverness cross-border flights.
4. Encourage freight charters.
5. Maintain an open dialogue with Royal Mail.

The Air Freight Study is available to download from the HITRANS website at <http://www.hitrans.org.uk/Corporate/Research/Air>

North of Scotland Air Issues Evidence Note



HITRANS and Nestrans (the regional transport partnership for North East Scotland) have been working closely to develop a collective approach to ensuring that the aviation needs of the North of Scotland are fully understood by the Department for Transport as they take forward their Aviation Policy Framework which is shortly to be the subject of a detailed consultation.

A key area of concern for both partnerships is the need to keep our regions connected to global markets. To this end our links to the key London hubs of Heathrow and Gatwick are essential. In a changing market sector, our status quo must as a minimum be preserved and evidence based representations must continue to be made in a coherent fashion for the Highlands to regain access to London Heathrow.

The RTPs appointed MVA Consultancy to develop an Evidence Note to support our input to the Aviation Policy Framework consultation.

The purpose of the Evidence Note is to deliver evidence based analysis to support a public relations exercise being pursued by HITRANS and Nestrans in support of making the case for stronger legislation to protect access to Gatwick and Heathrow for UK peripheral regions which have no effective alternative means of land based transport to access these hubs and through them to world markets. The Note seeks to support the case for preserving existing air links to the north of Scotland and investigating opportunities to improve our worldwide connectivity.

The key issues that the commission required the consultants to consider and present in the final evidence note are:

- The evidence note must present a clear and coherent overview of the air access provided to the north of Scotland.
- The evidence note shall support the case for the north of Scotland on internal aviation issues that are reserved to UK Government.

- Need to maintain existing connections from Aberdeen to London Heathrow
- Need to maintain existing slots at London Gatwick for flights to and from Inverness

The Evidence Note is available to download from the HITRANS website at <http://www.hitrans.org.uk/Corporate/Research/Air>

Ferry Capacity Study



Outer Hebrides Tourism Industry Association (OHTIA) and Comhairle nan Eilean Siar monitored CalMac's online reservation system. They recorded which sailings were shown as fully booked for cars, and how far in advance of the day of sailing. The OHTIA presented the findings of their analysis to the Hebrides Ferry User Group in November 2011. After a very interesting presentation and discussion at the Hebrides Ferry User Group it HITRANS agreed to engage consultants to analyse the OHTIA findings. It was also recommended that this work should consider the findings of earlier surveys conducted by Comhairle Nan Eilean Siar. Reference Economic Consultants were appointed to analyse the survey data and recommend solutions to the issue of capacity constraints on the study routes.

The OHTIA supplied data for 2011 bookings on the Ullapool to Stornoway service. The reservation system was queried daily between April 19th and August 31st to capture the daily availability throughout the summer 2011 season.

The Comhairle nan Eilean Siar data was for both 2009 and 2010. This covered the services from each of the five Outer Hebrides ports which serve the mainland. The data encompassed mainly sailings in July and August. The system was queried less than daily and not always on a regular basis. Therefore, the CnES data *understate the number of fully booked sailings*.

Reference decided that the data for 2009 Ullapool-Stornoway data and the 2010 information for Lochboisdale and Castlebay should not be analysed further in this review of the evidence available. This is because the timetable and vessel deployment were not representative of the current services on these routes.

Findings

Ullapool-Stornoway (2011)

- Between April 19th and August 31st 44% of all sailings were fully booked.
- Over 60% of all sailings in July and August were fully booked.
- 2010 carryings data show that only 56 sailings on the route actually sailed “full”-that is, with over 90% of deckspace utilised. If there was a similar number in 2011, then a large amount of sailings shown as fully booked in fact had car spaces available.
- Two thirds of sailings became fully booked less than one week before the day of departure.
- Sailings between Friday and Monday were the busiest. Commercial traffic will have contributed to capacity constraints on the Friday and Monday.

Uig-Tarbert (2009 and 2010)

- In 2010, 32% of the sailings between July 5th and August 31st were fully booked. Some 36% of all sailings in July were fully booked.
- The proportion of sailings that were fully booked appears to have increased between 2009 and 2010.
- Fully booked sailings were heavily concentrated in Saturdays.
- It is very unlikely that commercial traffic will have contributed to the capacity constraints on this route.

Uig-Lochmaddy (2009 and 2010)

- In 2010, 49% of sailings between July 5th and August 31st were fully booked. Some 62% of all sailings in July were fully booked.
- The proportion of sailings that were fully booked appears to have increased significantly between 2009 and 2010.
- The number of fully booked sailings was significant on Thursdays, as well as Fridays and Saturdays.
- Commercial traffic will have contributed to capacity constraints, particularly on sailings like the 0730 ex Lochmaddy.

Oban-Lochboisdale (2009)

- Between May 29th and August 31st 2009, 30% of all sailings were fully booked. Around half of all July sailings were fully booked.
- Two thirds of all fully booked sailings were on either Friday or Saturday.
- It is very unlikely that commercial traffic will have contributed to the capacity constraints on this route.

Oban-Castlebay (2009)

- Between May 29th and August 31st 2009 16% of all sailings were fully booked. The figure for July was 27%.
- Around three quarters of all fully booked sailings were on either Thursday or Friday.
- 80% of fully booked sailings were ones where a call at one or more other port was included.
- Commercial traffic may contribute to capacity constraints if it is concentrated on particular sailings.

Next Steps

Reference recommended that the study findings should be discussed with CalMac. The aim of this will be to help understand:

- Why the online system shows many sailings as fully booked when-at least on Ullapool-Stornoway-very few actually sail with more than 90% of the deckspace utilised.
- Management of the block booking system for commercial vehicles, and how far this contributes to “full” sailings which actually have car spaces available.
- The amount of car capacity made available through the online booking system and how this is determined.
- How far capacity constraints are due to commercial traffic.

To help address capacity constraints Reference have identified the following options whose feasibility should be considered within summer timetable planning

- *Ullapool to Stornoway* - three return sailings on peak Saturdays, and an additional Sunday rotation.
- *Uig to Tarbert* - Sunday sailings.
- *Oban to Castlebay* - some earlier arrivals at Oban to spread traffic more evenly between sailings.
- The feasibility of introducing variable pricing for car traffic should also be considered.
- HITRANS should consider monitoring online bookings, on a daily basis, during summer 2012.

These options will require further investigation to better understand their feasibility. They will require the agreement of the communities involved, operator and local authorities before any measures are promoted for implementation.

The full report produced by Reference is available to download from the HITRANS website at http://www.hitrans.org.uk/Documents/Outer_Hebrides_Ferry_Booking_Availability_Study.pdf

Rail 2014 Consultation

A number of pieces of work were commissioned by HITRANS to inform the response to the Rail 2014 consultation. These covered the following topics:

- INVERCITY
- 4Cast OD
- Regional Rail in Europe
- Sleeper Operations
- Sleepers Uncoupled
- Pre Ten O’Clock Study



A summary of these reports is included in the Rail Development section of the Annual Report and Full reports are available on www.hitrans.org.uk

Intelligent Transport Systems



Real Time Bus Information Systems

HITRANS continues to lead the way in Scotland in providing real time information to bus passengers through mobile phone GPRS technology.

The Orkney Real Time Information System includes 12 buses fitted with on board computers that allow the buses to be tracked and transmit up to the second information on the vehicle location to bus passengers at bus stops. Displays have been located at Kirkwall Travel Centre, Kirkwall Airport and a number of bus stops are equipped with LED displays.

The real time information system in Argyll and Bute was expanded in 2011/12. A total of 100 buses and coaches operating a mix of local and long distance services are fitted with on bus automatic vehicle location tracking computers. The recent extension of the system was funded through a partnership with Argyll and Bute Council, West Coast Motors and HITRANS funding secured through the START project.

The Highland real time information system has continued to develop in 2011/12. The system has been extended to cover bus services in Fort William with funding provided by HITRANS through the START project. This means that a total of 95 buses that operate local bus services in the Highlands are equipped with real time information tracking equipment. The START project has also funded real time information tracking equipment on 2 JET buses that serve Inverness Airport and Audio Visual next stop equipment on all 6 JET buses.

2011/12 saw the launch of Traveline Scotland's Blackberry and Windows smart phone Apps. The development of these apps was a result of good partnership working between Traveline, SPT and HITRANS with the funding provided by SPT and HITRANS from the START project. This project means that the Traveline information service is available in App form on the major smart phone platforms of Android, iPhone, Blackberry and Windows phone.

HITRANS agreed to fund the development of a data feed from the Highlands and Islands real time information systems to Traveline Scotland that enables the Traveline Scotland smartphone applications, mobile web browser and SMS service to offer real time information through these services.

Combined project management arrangements for the Argyll, Highland and Orkney real time information systems have helped streamline delivery and avoid duplication of effort across the delivery of intelligent transport system solutions to passengers across the Highlands and Islands.

CHRONOS Project

The **Technology Strategy Board (TSB)** stimulates technology enabled innovation in the areas which offer the greatest scope for boosting UK growth and productivity. The TSB was identified as an opportunity by two transport information companies, Nexus Alpha and JMW, as a means to bring both companies' concepts for solar and wind powered customer information systems from the drawing board to reality. Having agreed upon a collective project for TSB the companies approached HITRANS to be their public sector partner in the CHRONOS consortium.

CHRONOS has allowed HITRANS to be involved in delivering groundbreaking CIS technology at public transport nodes in the Highlands and Islands. The renewable energy source for the CIS screens is a great fit with HITRANS objectives and the Highlands and Islands is an excellent proving ground for the technology.

In 2011/12 Phase 2 of the CHRONOS project saw extensive testing of new CHRONOS displays that introduced the technology to the rail environment. To meet the needs of a rail environment the displays for ScotRail introduced some novel innovations: the introduction of 'flip-dot' technology using solar power and the first application of a novel power unit optimised for solar powered systems which is designed to ensure maximum benefit from the solar array and the least energy waste. The power supply features a unique charge buffer technology that ensures the batteries are properly managed without sacrificing charging efficiency, a problem that is of particular concern where modest panels must be partnered with large battery capacity. The systems are based around the HERMES Lite computer which also drives an audio output which is triggered by button and/or the RNIB's React radio triggers. The integrated support for DDA compliance is acknowledged by ScotRail as a significant benefit of these systems.

The flip dot screens have been installed at the following locations:

- Keith Station Bus Stance
- Golspie Station
- Lairg Station
- Tain Station
- Invergordon Station
- Alness Station
- Muir of Ord Station
- Beaully Station



By the end of 2011/12 it became clear that the battery storage units were suffering from water ingress which was affecting battery performance. These units were replaced and in some locations larger solar panels are to be fitted to improve performance.

[Regional Bus Timetable and Information Database](#)

The five HITRANS local authorities undertook a collective procurement process for a new public transport information database that would allow them to generate high quality timetable information for use in transport travel guides and roadside bus stop publicity. This collective approach was felt to offer the best value procurement process. The costs of providing the database were shared between the five local authorities and HITRANS. The Database has been supplied by Trapeze Group Limited.

The Database has been proven to reduce costs, increase productivity and improve services by addressing a variety of transport needs including:

- Tendered and commercial bus services
- Demand responsive services
- Mainstream and Special Education
- Social Care transport
- Dial-a-ride / Dial-a-bus / Flexible routes
- Integrated multi-modal or regional transport services

2011/12 saw the roll out of the new system and an improvement in the quality of timetable publicity generated by Councils across the Highlands and Islands.

Severe Weather Transport Information System

The winter of 2009/10 and 2010/11 saw long periods of freezing wintry weather bring severe disruption to the Scottish transport network. The Traffic Scotland information line and web portal provided a vital service to passengers trying to plan journeys and make travel plans in the face of this disruption.

The Traffic Scotland service provides the travelling public with real-time traffic information on the Scottish Motorway and Trunk Road network. It provides up to date information to the travelling public about current and planned road works, accidents, journey times, Live Eye Camera views, congestion, weather events, park and ride facilities, a carbon calculator etc. The website supports drivers in making informed choices as to the timing, routing and travel mode for current or future journeys. It also signposts drivers to public transport options particularly when there is heavy demand on the network or adverse weather conditions. The website is supported by a telephone helpline operated by Traveline Scotland on a 24 hour per day 365 day of the year basis.

The local road network is not covered by Traffic Scotland and there are no plans to extend it beyond the trunk road network. However local roads are every bit as important to drivers and as susceptible to disruption and the effects of winter weather which are often most severe in the Highlands and Islands. HITRANS allocated budget in 2011/12 to work with our member Councils to develop a Severe Weather Warning Information System in the Highlands and Islands.

To ensure that the use of the transport network is optimised in Inverness and other towns in the Highlands, there is an increasing need to actively manage the road network so that it can meet the wide ranging needs of different modes and continue to operate safely and efficiently. By applying more strategic management of traffic across Inverness using advanced monitoring and control systems, The Highland Council is working towards providing real time information on traffic conditions relayed to the public as well as officers managing the network. This data can then be used to modify traffic signal timings so as to maximise capacity and reduce delays to public transport by giving priority to late running vehicles.

The Highland Council has installed a UTMC database which can facilitate the integration of the SCOOT traffic control system with other ITS solutions such as real-time bus and car park information, journey time information and CCTV images of live transport conditions. Information from this system will be made available to the public via a new transport website which will cover all transport modes. It will contain real-time information on bus, rail, air and ferry services within the area, details of forthcoming roadworks and other events which will help allow travellers to make informed travel choices before and after their journey. The benefits of this co-ordinated approach to traffic management should bring tangible improvement to the overall traffic flow in and around Inverness.

The Highland Council matched HITRANS funding and used this to support the development of the Travel Highland web portal and associated infrastructure. This has allowed CCTV cameras to be located at points on the local road network which link to the Highland Council portal offering a similar live eye camera system to that offered by Traffic Scotland for trunk roads. Locations where cameras have been sited in The Highland Council area are:

- Inverness City Centre and Arterial Routes – 8 sites at congestion hot spots.
- A832 Achnasheen
- A835/A837 Ledmore
- B9176 Struy

Moray Council will also have to sites included in the Travel Highland portal. These are:

- A941 in the vicinity of Fogwatt
- A939 – location to be agreed.

The Travel Highland portal will go live in 2012 in time for the winter season when there is expected to be great demand for the service. Budget will be available to develop the service further in the future when it is hoped that other Council areas are added to the website.

Air Route Development



Inverness – Amsterdam

A long standing ambition of HITRANS and a number of our partners in the region has been to secure access to a hub airport to improve the connectivity of the Highlands and Islands to our global markets and to make it easier for people to travel to our region. 2011/12 saw this aspiration realised with the introduction of the Inverness to Amsterdam service by Flybe in September 2011.

The Amsterdam service was made possible by the determination of HIAL, HIE, Highland Council, Visit Scotland and HITRANS to work with the airline to develop a funding package to support the introduction of the new route and allow it to bed in before it continues as a fully commercial operation. The partnership means that the service will operate for 2 years and we expect it to continue after this period and deliver a really good opportunity for connecting the Highlands and Islands to the world.

Early indications are positive and the route is meeting the passenger growth targets set out in the partnership agreement with Flybe. The introduction of a codeshare agreement with KLM (the main carrier into Amsterdam Schiphol Airport) early in 2012 means that this large network is available to book from Inverness for through booking.



Rail Development



Conon Bridge Station

In March 2011 Transport Minister Keith Brown made funds available to HITRANS for the next phase of Conon Bridge Station. HITRANS and Highland Council have offered further funds towards the project and have been making the case for the balance to be found from the Kessock Bridge closure mitigation budget. The single platform station has planning permission and stops are already included in the North Highland timetable. There are no signalling works required.

4Cast OD

Consultants Steer Davies Gleave looked afresh at the demand forecasts for rail services in the HITRANS area undertaken by Halcrow as part of the Room for Growth study in 2006 using the best available guidance suitable for forecasting the impact of external factors on mature rail markets and relatively small timetable changes on well served flows. Outturn demand growth between 2004/05 and 2009/10 was greater than the ScotRail average on 3 of the 5 routes.

The backcasting exercise adjusted for actual changes demand drivers over this period. Analysis of the shortfall between forecast and outturn demand growth was undertaken. This was combined with analysis of possible causes of this gap. These include:

- Move from manufacturing to service sector jobs in urban areas, such as Inverness
- Consolidation of shopping and other leisure activities in city centres, such as Inverness
- Below inflation increases in car mileage rates for expense claims
- The increasing acceptance of train as the environmentally friendly alternative
- The failure of the current guidance to capture the impact of employment growth where season tickets are rarely used
- The weakness of the 'generalised journey time' (GJT) approach to estimating the impact of timetable improvements on large changes, such as on the Far North Line from December 2005
- The weakness of this approach in capturing the impact of the retiming of sparse services, such as on the Kyle Line
- The reaching of a 'tipping point' in the use of car, both in terms of increased fuel costs and, to a lesser extent in this area, congestion around regional urban centres
- An increase in the use of rail to access local tourism, particularly from overseas and cross-border visitors
- Improvements in punctuality and reliability of local services
- Improvements in station facilities
- Increased provision and quality of car parking
- Reductions in fraudulent travel
- Better marketing and promotions e.g. Club 55

It was not possible to quantify many of these potential factors. However, the standard methodology has been adapted going forward (in the High forecast case) to include:

- The impact of employment growth on non-season tickets;
- Increased impact of step changes in the timetable;
- Increased sensitivity to car fuel costs; and
- Additional growth due to the impact of tourism on key tourist flows.

Using the revised methodology, three sets of forecasts have been produced using economic and demographic data provided by Highlands and Islands Enterprise (HIE): Min-Low population, employment and GVA forecasts from HIE; Max- High population, employment and GVA forecasts from HIE; Forecasting adaptations as described above; Max+ As for Max, but also including additional growth to cover unexplained backcast growth forwards until 2020.

Forecasts have been produced for all years up until 2029/30, showing growth in the Max+ 2029 scenario of between 65% (West Highland) and 168% (Highland Main Line).

A key objective of the study was to provide an independent benchmark for current levels of peak service usage in the HITRANS area. To this end counts were undertaken at a number of locations, as agreed with HITRANS, so as to ensure that the maximum load on all services within the HITRANS area was observed.

The forecasts were applied to the above counts by route to give a forecast of future service usage. This gives an identification of the most heavily loaded services for future years. In the short term there are one or two services on the Far North, Kyle and West Highland lines that are a concern, but in the longer term there are services on all lines that need strengthening, but that the high growth forecast for the Highland Mainline is a particular concern.

There are a number of planned initiatives and events which will present opportunities for rolling stock to be made available to strengthen HITRANS services over the next 20 years. However the specification for the next franchise could be set in a manner which encouraged the franchisee to use its available rolling stock in a more flexible manner than currently. Currently, some services are strengthened for the benefit of a few passengers travelling only a short distance. Future incentives could be set such that there was greater tolerance of standing in the Central Belt if the rolling stock was redeployed to save standing for longer distances where there was less choice in public transport alternatives.

The case for strengthening of services needs to be made both to Transport Scotland to include the requirement in the franchise specification, and directly to the franchise bidders in the event it is left as discretionary.

Following introduction of electric services on EGIP routes, a large number of DMUs, primarily Class 170s, will be displaced. The successful bidder for the next franchise will have planned for this and negotiated short term leases with the ROSCOs for the units they wish to displace. The franchisee is likely to reorganise the DMU fleet following EGIP, it is therefore reasonable to assume that a pool of all three types of DMU will be displaced post EGIP. The franchisee's use of this stock will again depend on the franchise specification. Unless instructed or incentivised to cascade the displaced units, they will have planned in their bid to off-lease them. If the next franchise is short, the ROSCOs may set a higher rental tariff for units on a shorter lease than the franchise length, in order to mitigate the risk of a loss of rental revenue. This provides an opportunity to make the case for some of the fleet to be retained and redeployed, on the Far North Line in particular.

There is a significant risk that units off-leased post EGIP will be 'lost' to the ScotRail franchise, as once leased by other TOCs the likelihood of them becoming available in the correct timeframes are reduced. Further service improvements are anticipated on the Highland Mainline and Aberdeen – Inverness lines towards the end of the decade, providing both additional capacity and additional demand. Both of these improvements will require additional rolling stock, and the franchisee may be instructed through the specification to retain units from the EGIP cascade for these services. A case could therefore be made to deploy these units in the interim on the Far North and/or Kyle Lines.

By 2020 both the Class 158s and, particularly, the Class 156s will either need substantial upgrading or replacing by a new DMU. UK wide demand for a next generation DMU is currently limited, with DfT and ROSCOs adopting a 'wait and see' approach. Procurement of a limited new build DMU will be very expensive. Refurbishment of the Class 156 and/or 158 fleets will almost certainly be the preferred route

as this is likely to be more affordable than gauge clearing the Far North and West Highland Lines routes for Class 170 operation.

If the next franchise is of a short duration, this refurbishment will take place in the early years of Franchise 4 in order to provide the TOC/ROSCO with sufficient time to recoup their capital investment. By this timeframe, most Central Belt suburban routes, will have sufficient demand to justify a 3 car DMU (Class 170 operation), resulting in the 2-car DMU fleets being primarily used on the Highland, South West and Borders routes. This provides an opportunity to properly specify the refurbishment to meet the (similar) needs of these services. DMU deployment post 2020 is a key issue.

INVERCITY

Steer Davies Gleave undertook a study of inter city rail services, focusing on those from Inverness to the Central Belt and cross border services to London. The study identifies real and perceived barriers to future growth over the next 15 years. It justifies the retention of existing services and provides recommendations for some realistic future enhancements.

Inter city services comprise 40% of the total 1.1 million annual journeys through Inverness station with a strong upward trend in the past ten years. Total demand grew by 55% overall at an average rate of 4.5% per annum, driven by strong growth in the largest Edinburgh and Glasgow flows. Currently the London-Inverness flow is just over 46,500 per annum. An estimated 17,500 passengers each use the direct East Coast service and the Caledonian Sleeper with the remaining 11,500 interchanging at Edinburgh. Around 10% of journeys are commuting, business makes up 17%, tourism is 27% with the leisure market forming the majority of travellers.

For Central Belt, the key competition is private car and coach. For cross-border trips, particularly to London, the primary competition is from air travel. Car journey times and fuel costs are comparable with rail between Inverness and Glasgow / Edinburgh. Coach travel between Inverness and Edinburgh / Glasgow is significantly less expensive than rail but has a longer average journey time.

Total demand between Inverness and the Central Belt is around 1.4 million journeys per annum. Private car is estimated to account for 63%, coach travel 12% and rail 25%. Between Inverness and London, rail accounts for 12% of the market with air accounting for the remainder. Inter city services provide a significant benefit in connecting Inverness and the surrounding communities to the rest of Scotland and UK positively benefiting the economy, tourism, the environment and resilience.

The reliability and journey times of existing services are not perceived as a barrier but the frequency of service and the need to interchange is felt to be unsatisfactory. Current city centre to city centre journey times to/from the Central Belt are comparable to the car or the fastest coaches (Citylink Gold). There is an opportunity to grow rail's market share if rail journey times can become significantly faster than the alternatives.

The arrival time of the first trains in either direction is an issue with the ability to arrive in Inverness, Glasgow or Edinburgh for a 10am meeting desirable. Improvements in frequency would improve the service's attractiveness to the whole market. The December 2011 timetable does help smooth out the gaps between services with effectively an hourly southbound service being implemented from Inverness on Monday to Saturday mornings and fewer two hourly gaps between services for the rest of the day. The relatively infrequent service to/from Edinburgh and Glasgow forces a high level of interchange at Perth. This is disliked by tourists in particular. Connections to Far North, Kyle and Aberdeen lines at Inverness are reasonable but there can be lengthy waits due to the infrequent service on these routes.

The Class 170 trains operating the bulk of the Central Belt services are perceived only as adequate. Cleanliness and comfort of the train, along with the availability of seating is good. However toilet facilities, bicycle and luggage space are perceived as poor. This is consistent with the requirements of

the leisure and tourism market who are the dominant users of these services. On ScotRail services there is no wifi, access to tables is limited and power points are only available in First Class. These reduce the opportunity to work productively on the train which reduces a benefit for business passengers compared with driving. For tourists, there is no 'special' experience on the rail journey, particularly in First Class, for the visitor to recommend.

Rail is very competitive on price against private car and coach, particularly when the Friends Fare product is be used. However there is a lack of awareness of the value for money of rail compared to other modes, particularly for journeys originating in the Central Belt. London to Inverness rail journey time is clearly uncompetitive with air travel. This will remain the case, even once the initial High Speed Rail services commence.

The East Coast services running to/from Inverness are valued not just for their connection to destinations further afield than the Central Belt, but are also perceived by many regular passengers to have superior facilities on a journey between Inverness and Edinburgh.

The sleeper allows an earlier arrival in Central London or Inverness than the earliest flight without the need for an overnight stay. The quality of the rolling stock on sleeper services is generally acceptable. There are few 'modern conveniences' such as charging points for laptops and mobile phones in cabins or an entertainment system such as the one offered on the Great Western Sleepers. From December 2011, the sleeper also forms the first service from Aviemore and Carrbridge into Inverness. For tourists coming from the south and east of England both services avoid the need to interchange. The sleeper does not make the best use of the interchange it provides with the North West of England and the Midlands.

Rail is competitive on price when compared to air, particularly when travelling with little notice. However there is a perception that awareness of the relative value for money of rail to the home and overseas leisure market is relatively poor.

Interventions have been identified which can address the above barriers. To be credible, these must focus is on incremental improvements around current infrastructure and TOC resources.

Linespeed improvements between Perth and Inverness will allow slightly reduced journey times. Whilst departure and arrival times at Edinburgh and Glasgow are fixed because of timetable constraints, timings at Inverness have some scope for adjustment. This also brings an opportunity to further improve connections at Inverness to Far North and Aberdeen Line services.

A further possibility, which should be explored is for earlier Inverness-Central Belt services. Initial analysis suggests there is a possibility for an earlier Inverness - Edinburgh service which would depart around 05.45 and arrive around 09.26. This is more than 30 minutes earlier than the current service and would allow travel in time to arrive for a 10am meeting. With interchange at Perth, this service would also provide a 9.15 arrival in Glasgow.

Providing an earlier northbound service is more problematic due to existing freight services and having to pass southbound passenger services.

We recommend further investigation into this option for inclusion in the December 2012 timetable changes.

The Highland Chieftain service is valued by Inverness-Edinburgh passengers and it carries over 40% of the total journeys between Inverness and stations in England. The Highland Chieftain is a key service should be retained to serve these markets.

This presents an opportunity to cost effectively include future improvements in the franchise specification as they form part of a competitive procurement. Perhaps more importantly, the procurement provides an opportunity to highlight to bidders innovative initiatives that may help differentiate their bids.

A specifically marketed service, possibly only in the summer months, between Inverness and the Central Belt which gives tourists a differentiated service with a comfortable environment, ample baggage storage and specific facilities such as information on sights as the train passes, would address a number of complaints. The facilities and interior layout of the existing DMU fleet are not suitable for providing such a service. Opportunities to use alternative trains such as loco hauled stock on at least one service in the summer months could be explored along with a marketing campaign to highlight this differentiated service.

The Highland Sleeper fulfils a clear niche for travellers wishing to arrive in Central London or Inverness earlier than the first flights and also for tourists looking to access the Highlands as part of a wider trip. It should be retained in the next franchise. Sleeper patronage could benefit from improved marketing, which may be realised in a new franchise.

The sleeper allows interchange at Crewe, Preston and Carlisle. Better late night/early morning facilities and services at these stations presents an opportunity to grow the travel market with North England and the Midlands.

Sleeper rolling stock although refurbished, is old. The lounge and seated vehicles in particular are difficult to maintain and close to life expired. Lowland Sleepers could arguably manage without a dedicated lounge car due to the late departure of services from London, Edinburgh and Glasgow but the earlier departure time of the Highland Sleeper (20.00 from Inverness, 20.30 from London) means that a lounge car is an essential part of the service, although its use is only guaranteed for First Class passengers.

Completion of EGIP at the end of 2016 will remove Class 170 DMUs from most Central Belt routes. This coincides with the Class 170 fleet reaching mid-life when refurbishment will be required. The fleet could therefore be modified to better meet the needs of long distance Inter City travel. We recommend refurbishment includes provision for greater luggage and bicycle space as well as electrical sockets at all seats. An improved First Class offer would also help to improve the profile of the service and create a more standardised impression of Inter City train travel to/from Inverness.

Wifi will also help attract business users and a combination of ground based connection and satellite link as used on East Coast services would appear to be the most obvious and proven technology to investigate.

The next major phase of HML is infrastructure improvements to deliver substantially faster journey times and close to an hourly service in each direction.

The improvements recommended in this report would form the basis upon which an hourly service could be justified in the future. Implementing these recommendations can only strengthen the case for an hourly service by facilitating growth in demand and market share on Inter City flows and thus improving the case for further enhancements. It is likely that rail would gain further market share in the Inverness-Central Belt market (especially assuming that A9 improvements are also not likely to occur until the longer term) and therefore the baseline against which an hourly service would be appraised would be raised, making the growth required to justify such a service less of a leap than at present.

IEP provides an opportunity to diagram any 'spare' 5 car sets which would layover in Edinburgh to run onto Inverness. This would result in a second service each day with improved ambience and facilities when compared with the existing ScotRail DMU fleet. At best it could provide a second day time Inverness to London service. However, any additional service would only be cost effective if undertaken in the time when the rolling stock was doing nothing else.

There is little detail on the operation of IEP at this date and we recommend the possibility of a second IEP service to Inverness be retained and explored more fully when more details of the rolling stock and timetables are available.

The introduction of IEP will also release large numbers of Mk3 coaching stock, presenting an opportunity to maintain the pool of spares for the sleeper coaches. Displaced coaches could also be used to replacing the existing life expired lounge cars and seated accommodation. The ability of all stations to accommodate the slightly longer trains which would result is required to be checked.

Integrating the Inverness-Central Belt timetable to ensure good connections to High Speed Rail services will improve connectivity with Manchester and Birmingham as well as London. An hourly service should allow integration without significant timetable changes and these should ensure that connections are straightforward and convenient.

The need for a Lowland Sleeper service becomes questionable as journey times between the Central Belt and London are reduced to only 3½ hours. However Inverness does not experience the full journey time benefit because of the need to travel to Edinburgh or Glasgow first. The Highland Sleeper should therefore be retained in the long term. By 2026 the problems of ageing rolling stock will have to be addressed. In addition the redevelopment of Euston station represents both an opportunity and a threat to accommodating sleeper services. Therefore, this date works as the point to review Highland and Lowland sleeper arrangements as the impact of HSR will be more defined.

Franchise Model 4 Scotland

This report focuses primarily on the potential implications for Highland rail services of a “dual focus franchise” of ‘economic’ and ‘social’ sectors, or even creating more than one franchise, and on the wider issue of achieving Highland policy aims – such as providing an alternative to the car, bringing tourists to the area, offering commuting opportunities and an alternative to flying, and connecting with other modes.

Important enhancements to rail corridors in the Highlands – particularly at stations and for some train services – have been secured within the existing franchising environment. However, the wider structure of the rail industry and its associated cost base – plus constraints on some areas of public spending on transport – are major barriers to progress in key areas such as (a) train service improvements dependent on the provision of extra rolling stock and route infrastructure upgrading, (b) high-quality rolling stock for the tourist market, and (c) adding stations to the network.

It can reasonably be assumed that the requirement, in the case of a separate franchise, for a separate management team / train crew / rolling stock, as well as the costs of putting together a separate franchise bid, would add significantly to costs – and would therefore have little appeal to the Scottish Government, even if it could be demonstrated to bring an additional local focus to management and marketing.

Division of a future ScotRail franchise into economic and social management units would not offer any Highland-specific focus. The social unit would inevitably encompass a diverse and scattered range of services across Scotland, many with roles and supply and demand circumstances far removed from the Highland situation. The Highland Main Line might be part of an ‘economic’ unit, but it is not clear how this new arrangement would allow commercial delivery of key route and service enhancements beyond those achievable within the existing franchising environment.

The most likely benefit of social rail would be on the revenue side, with a local focus on local markets – but this is already substantially achieved through HITRANS initiatives within the existing franchising environment. There is insufficient evidence to suggest that the added complexity of a dual focus franchising regime would produce significant benefits in either the service on offer, or the cost of these services, both on ‘economic’ and ‘social’ routes. Securing appropriate rolling stock for rural routes remains – and would remain under a dual focus franchise – an unresolved issue.

The recommendations of the 2011 McNulty *Rail Value for Money* report and recent analysis by Paul Salveson – pioneer of the ‘community rail’ concept in England & Wales – point towards the possibility of a pilot ‘vertically-integrated sub-franchise’ for the rail network north of Inverness, potentially unlocking a wide range of rail cost and revenue benefits as well as generating enhanced value from the rail system.

As a pilot project with potentially benchmarking value for other self-contained sections of the rural network throughout Britain, this might attract additional funds for pump-priming, research and development. New forms of ownership and staff involvement and flexibility could be crucial to creating (a) a better and more sustainable balance between rail costs and revenues, and (b) a business model which encourages investment and enhancement in infrastructure and rolling stock.

An important issue which needs further analysis is the need to maintain the integrity of the whole Highland network and indeed strengthen its management, while recognising its diversity through appropriate models of ownership and management, such as a distinctly different sub-franchise north of Inverness.

Regional Rail in Europe

The experience of many of Europe’s regional railways over the last twenty years has been that of dramatic change. Those countries which have retained the traditional approach of centralised state operation (e.g. Belgium) are the exception. Countries such as Sweden, Germany, The Netherlands, Denmark have made radical reforms to the ways in which regional rail passenger services are provided. In most cases, these changes are predicated on strong devolved government, to mainly regional bodies.

The driving force behind change was a recognition that local and regional rail services were under-performing. Being part of large state monopolies resulted in a lack of management attention and a steady decline in popularity (obviously caused by many other factors, e.g. car ownership, as well). However, the political push to ‘regionalise’, in countries like Sweden and Germany, was motivated by wider considerations than simply cost. There was a desire to make better use of regional rail and freeing up services to greater competition, with new operators entering the market, was seen as a way of not only reducing costs, but driving up quality and attractiveness of rail.

The ‘typical’ arrangement is for a regional council (which may be called ‘region’, ‘province’ or in the case of Sweden ‘county’) to create a transport authority which is accountable to the political body. This approach has ensured that rail has a high political profile and has led, in the vast majority of cases, to substantial investment in new rolling stock, improved station facilities and service improvements. At the same time, productivity has improved markedly as a result of de-staffing stations and making trains one person-operated. Most of the regional transport authorities have responsibilities for both rail and bus, and have ensured a very high level of integration between modes.

Most of the countries where reform has taken place have implemented, to varying degrees, European law on the separation of infrastructure and operations. That said, there are some examples of local operations which are vertically integrated, including long-established local railways in Germany and Denmark as well as more recent examples in the Basque Country (Euskotren) and five DB rural operations which include the Isle of Usedom railway. Franchises, mostly (but not exclusively) let on a ‘gross cost’ basis are for the operation of the service only and does not include infrastructure which is the responsibility of the state-owned infrastructure authority. The gross contract approach gives the tendering body a high level of control, with the operator’s role confined to that of a service delivery provider. In some cases franchises include operation of both rail and bus services, giving a very high level of integration, both in terms of the actual service and routes as well as ticketing and information.

The process of reform has not always gone smoothly. In Sweden, in the early years, there were major problems caused by accusations of the state operator, SJ, abusing its position to win contracts. Much more recently, the partnership between Danish State Railways and First Group has ended acrimoniously. Clearly, the investment which has gone into regional rail has come mainly from the public purse. In Germany, most of the funds come via the federal government and are allocated to the regions. This is also the case in France where the provincial councils are playing an increasing role in regional rail. In Sweden, however, most funding for local and regional rail comes from local and regional taxation with the state providing very little.

The experience across Europe shows that where local and regional rail is managed separately from other services, either as a franchise or series of franchises, or as a business unit, the decentralised approach pays handsome dividends. It does, however, require a dynamic, accountable public body to drive the process forward and encourage innovation.

There are many lessons for Scotland, and the Highland rail network in particular, in the general European experience. The first is that having a clear focus on a distinct regional network can bring significant benefits. However, the corollary with most European examples is the existence of well-resourced regional government. In the case of Scotland, Transport Scotland has the expertise and resources. If the ScotRail franchise were to be split, based on European practice the most obvious segregation would be a) long distance b) central belt commuter and b) Highland.

However, whilst having a separate franchise for a particular network could certainly work with the Highlands, it does bring challenges. There would be a risk of fragmentation of what is currently a clear distinct network which works as an integrated whole. If, for example, HITRANS was to become the franchising body for the Highland rail network, it would require a considerable increase in resources and expertise. At the same time, the core long distance route south of Inverness is closely integrated with services north of Inverness and a rigid separation could easily lead to weakened links, poorer connections and fragmented marketing. A more sensible approach might be to recognise that the Highland network (including the West Highland) is distinctive but should remain as part of an overall ScotRail network with all the benefits of scale, shared resources, that this brings. However, there should be a strong devolved management unit for the Highland network ('Highland Rail') which includes HITRANS representation on an advisory board. It would be important to involve Network Rail in this body, at both a strategic and operational level. 'Highland Rail' could be marketed as a sub-brand with stations and rolling stock suitably branded.

This model could, over time, be developed further and pursue innovative approaches to devolved management of a distinct network within ScotRail. A further point which European experience would highlight, is the issue of bus and coach services. Given the sparseness of the Highland population - and seasonality of transport demand - looking at much closer links between bus and rail, and ferries, makes obvious sense. This could initially include the key Fort William – Inverness corridor which connects the two rail networks, as well as connections to towns far distant from the rail network. Initially this could take the form of joint marketing, ticketing integration and scheduling to ensure trains and buses connect.

Sleepers Uncoupled

JMP were appointed by HITRANS to undertake a review of the operational characteristics of European sleeper services to help inform the submission to Transport Scotland's Rail 2014 Consultation document.

The requirements of the study were to investigate the provision of rail overnight and sleeping car services across Europe by studying a wide range of operations both internal and cross-border and to categorise them by:

- *Ownership, financial and operator characteristics*
- *Rolling stock and operational characteristics*
- *Track and station access arrangements and charges;*
- *Service characteristics – facilities, service patterns, seasonality etc*
- *Customer interface – ticketing, booking arrangements etc*
- *Integration with other modes and security /border crossing arrangements.*

The following themes were explored: journey time compared to daytime travel , growth of high speed rail networks and impact of high speed rail on overnight services, and competition from other transport modes allowing conclusions to be reached about future trends.

The conventional sleeping car train, with a fairly basic offering, is likely to continue to decline. This will especially be the case where daytime journeys are speeded up, either by new high speed lines or by the improvement of existing lines. Shorter-distance journeys in eastern Europe and the Balkans could be especially vulnerable to the latter, while the continued move to fixed formation multiple-unit trains will reduce the ability to provide through coaches attached to day trains e.g. in the Czech Republic.

Tendering of non-commercial services could make the costs of overnight trains more transparent, depending on how they are packaged with other services. For such specialist trains, there may be a growth in the Swedish model of a state-owned rolling stock company leasing coaches (and locomotives) to a successful tenderer, or to an open access operator.

The liberalisation of coach travel within many EU states could reduce passenger numbers at the lower end of the market i.e. overnight seated accommodation. Conversely, any moves to make air travel more expensive could see a modal switch to rail.

A clearer separation between different quality offerings will polarise the market between the hotel-level operation, with at least some en-suite facilities in sleeping cars, and the “rolling youth hostel” which will continue to make use of basic couchettes (opposite).

In terms of fares and tariff operators have increasingly moved away from a system of kilometric tariffs for open tickets with a supplement added for a couchette or sleeper, towards 'global' fares applied specifically to the relevant sleeper train for a given journey, inclusive of sleeper or couchette. They have typically added an element of yield-management with dynamic pricing and we would expect this trend to continue. Better marketing for incoming tourists (many of whom are English-speaking from North America and Australasia) with integration into travel industry booking systems, much as RENFE announced in January 2012 may be envisaged. Meanwhile, specialist open access providers may hire locomotives and rolling stock from others to operate niche market services while utilisation of rolling stock will improve, with most trains running at least six nights a week.

Pre-Ten O'Clock Study

The Pre-Ten O Clock Study compared the position of Inverness with other similar cities in the UK and Europe in relation to the ability to reach the regional capital before 1000 for a day's business, and vice versa. Cities studied were Aberdeen, Aberystwyth, Accrington Bangor, Barrow, Lincoln, Northallerton, Torbay, Truro, Esbjerg, Joensuu, Coimbra, Lund, Quimper, Slupsk and Zlin.

Inverness is the most northerly city in the United Kingdom being 582 miles from London and 175 miles from Edinburgh, Scotland's capital. It has enjoyed rapid economic growth over the last 10 years and continues to support economic advancement through the development of modern, high-tech industries.

There is regional concern that current transport links between Inverness and the Scottish Central Belt are acting as a barrier to business travel and constraining economic growth and develop.

The purpose of the study was to compare the socio-economic status of Inverness with other UK and European centres and to ascertain whether there was any correlation between distance from the capital, train service provision for business travel and the local economy.

The issue of which is the capital exposes the point that whilst devolution has occurred in Scotland and Wales this does not appear to have been reflected in train service planning where all the UK places tested have better business travel links with London than with Edinburgh, for Scotland, or Cardiff, for Wales.

No requirement was identified in the UK or Europe which requires 'business time' trains between important towns and their capital. However, in Europe every one of the seven comparator locations each enjoyed a pre- 10 o'clock service to the capital; something which does not occur in the UK.

All the comparator locations have at least one return service to/from the National Capital at the end of the business day.

The carbon emissions for equivalent road and rail journeys are provided for each location researched and make an important statement with regard to the environmental impact of transport strategy

The study included a search for timetable standards. Investigation of European and International organisations for railway collaboration failed to find any timetabling 'standard' which requires major business centres to be adequately accessible before 1000. Operational constraints, for example, fleet deployment and calling patterns which try to serve a variety of places with the same train, means that 'best fit' may take precedence over regional economic considerations.

The timetable analysis for the comparison locations reveals an interesting mix of results. Five of the nine UK locations benefit from at least one direct service to its national capital arriving pre ten o'clock. A further three of the comparators have a service with interchange arriving in the capital before ten and the remaining location, Accrington, has an interchanging service which arrives just after the threshold time, at 1004.

Focussing on the study locations in Scotland and Wales, each has rail access to the UK capital, London, arriving pre ten o'clock. In three of the four cases the service is equal to, or better than access to the location's national capital. This suggests that as timetables have evolved over many years the historic predominance of London as Capital city has continued to show through in timetable design. Today, national capital cities, Cardiff and Edinburgh, are increasingly important particularly since devolution but this may not have been adequately reflected in current rail timetable specifications.

All seven of the comparison locations from Europe have at least one direct train service to their capital city arriving pre ten o'clock. It is particularly interesting to note that the Czech Republic city of Zlin, for example, has a direct morning service to the capital Prague, even though its railway geography means almost all other rail journeys require an interchange. Quimper is another interesting example which does not have a regular direct service to Paris but does benefit from one direct morning service to the capital.

The evidence from the European research suggests that those responsible for strategic rail planning ensure that timetables are designed to provide pre ten o'clock arrivals to the capital city for locations with a population of similar size to Inverness.

All the comparator locations have at least one return service to / from the National Capital at the end of the business day allowing for a reasonable working period without the necessity of an overnight stay. In the case of Slupsk and Warsaw, Poland, at least one leg of the journey would need to be taken on an overnight service to allow for a full working day in either city.

Those study locations with an administrative and/or regional centre other than the national capital in most cases had more rail journey opportunities to that centre compared with the services to the capital. This was the case in both UK and European examples.

The study locations were selected for their similarity to Inverness in terms of population, geography, peripherality and GVA/GDP per capita. These factors are important influences on the demand for travel; a close match should smooth the variances in demand between Inverness and the comparison location. Thus leaving other demand drivers, such as competing modes, service quality (e.g. rolling stock) and timetable factors, to explain demand differences.

Comparison of carbon emissions for equivalent road and rail journeys are provided in the research findings and may be useful to help inform decision makers on the environmental impact of transport strategies.

Sleeper Operations

Sleeper services are included in the current ScotRail franchise operated by FirstGroup and the franchise has been extended to run until 2014. With the exception of south west Scotland services to Carlisle (and a few services from Carlisle to Newcastle), the sleepers are the only services included in the ScotRail franchise which run, in part, outside Scotland. As part of their consultation on the possible shape of the franchise from 2014, Transport Scotland who on behalf of the Scottish Government specify the ScotRail franchise arrangements, select the successful bidder and monitor their performance against specification, are seeking views on the future of the Caledonian Sleeper services.

The Lowland Sleeper serves Edinburgh and Glasgow, splitting at Carstairs. The Highland Sleeper operates from London Euston to Aberdeen, Inverness and Fort William and vice versa. The train leaving London has three portions normally with the front two vehicles for Fort William, the middle six vehicles for Aberdeen and the rear eight vehicles for Inverness. Northbound, the three portions are split at Edinburgh Waverley and worked forward to Aberdeen, Inverness or Fort William whilst southbound portions from Aberdeen, Inverness or Fort William couple together at Edinburgh to work on to London.

Both the Highland and Lowland Sleepers have 16 vehicles arriving in and departing from Euston. These are the longest trains using the station and are towards the limits for platform length. Platforms 1 and 15 are those normally used for the trains.

The rolling stock for the Caledonian Sleepers is all leased from Rolling Stock Leasing Companies (ROSCOs) and was inherited by them from British Rail. It comprises the sleeping car vehicles themselves which are British Rail Mark 3 vehicles and the lounge cars and seated/brake vehicles which are converted British Rail Mark 2 vehicles. The sleeping cars were all built in the early 1980s and are air conditioned vehicles with retention toilets and integrated fire alarm systems. It should be noted that both in terms of vehicle design and staff training and awareness (about which more below) arrangements in case of fire are particularly emphasised for sleeper services. These vehicles are leased by ScotRail from the ROSCO Porterbrook and there are currently 53 vehicles so leased. The lounge car/seated/brake vehicles are leased by ScotRail from the ROSCO Eversholt. There are currently 11 BUOs and 9 RLOs so leased. A First Class type vehicle is also required each night to work (with a BUO) from Fort William to Edinburgh and back.

It should be noted that as part of their franchise commitments the sleeper vehicles were refurbished by FirstGroup in 2005. This work included the provision of new sinks, new carpets, toilet refurbishment and the provision of floor lighting. The upgraded lounge vehicles include leather sofas and two power sockets (for laptops etc.).

The vehicles' work is planned on "diagrams" which are used by the rail industry to lay out the activity of rolling stock, locomotives and train crew. On a day to day basis these are co-ordinated by the ScotRail Control with the ScotRail maintenance function. All the rolling stock is attached to Inverness Depot for maintenance (see more below) and the plan ensures that vehicles return to Inverness for maintenance at least every eight days.

During normal working the trains south of Edinburgh and Glasgow are hauled by electric locomotives whilst north of these points diesel haulage applies. ScotRail have a contract with DB Schenker - who inherited the commitment from English Welsh and Scottish Railways (EWS) – for the provision of traction (locomotives) to haul the sleepers and the diagrams for the locomotives are prepared and managed by DB Schenker.

The rolling stock spends the day at a depot being serviced. It is necessary therefore for the stock to be moved from the terminal station to the Depot and vice versa. The normal current arrangements are as follows:

- Euston (both Highland and Lowland Sleepers) – on arrival the locomotive remains coupled to the train and another locomotive moves onto the end of the train and hauls the whole formation to Wembley. In the evening the train is hauled into Euston with a locomotive attached to the rear. This rear loco becomes the train locomotive and the locomotive at the buffer end is detached.
- Aberdeen – on arrival at Aberdeen the locomotive "runs round" the train and draws it south of the station before propelling into Clayhills Depot. In the evening the locomotive draws the train out of Clayhills and propels it into the appropriate platform.
- Inverness – on arrival at Inverness the locomotive remains coupled to the train and another locomotive moves onto the end of the train. Between them the two locomotives draw the train out to Millburn and then back into the Depot. In the evening two locomotives draw the train out of the Depot to Millburn and draw it into the appropriate platform. The locomotive at the buffer end is then detached. Alternatively the class 08 shunter "pilot" locomotive is used for such shunting movements.
- Fort William – the rolling stock remains in the station area for servicing and is placed by the train locomotive which "runs round" on arrival.

- Glasgow Central – on arrival at Glasgow Central another locomotive attaches to the rear of the train and draws the whole formation including the train locomotive to Polmadie Depot. In the evening the train is hauled into Glasgow Central with a locomotive attached to the rear. This rear locomotive becomes the train locomotive and the locomotive at the buffer end is detached.
- Edinburgh Waverley (Lowland Sleeper, Edinburgh portion) – on arrival at Edinburgh the locomotive runs round the train and pulls it to Polmadie via Carstairs for servicing. In the evening the locomotive pulls the stock from Polmadie to Edinburgh and runs round before pulling the train to Carstairs.

All the above movements are of course essential to the operation of the service and they require diagrams for the Drivers and locomotives and the identification of an appropriately trained person to do the necessary coupling and uncoupling.

The diesel locomotives involved in the services require to be fuelled and this is arranged by DB Schenker and can be done at Inverness Depot, Clayhills Depot and, in the case of locomotives at Edinburgh, Millerhill Depot.



All the vehicles involved in the Caledonian Sleepers are allocated to Inverness Depot. The vehicles are diagrammed to pass through the Depot for maintenance and more intensive cleaning every eight days. Heavier maintenance, which is the responsibility of the ROSCOs, is in fact carried out by ScotRail on behalf of the ROSCOs at Inverness as a result of ScotRail having successfully tendered for this work. Inverness Depot is leased from Network Rail under a Depot Access Agreement.

As well as maintenance, the sleeper vehicles require daily cleaning and servicing. This includes interior cleaning, the making up of the beds, watering and the emptying the retention toilet tanks. With the exception of Fort William where these activities are done daily next to the station these activities are carried out at the Depots at Inverness, Clayhills, Polmadie and Wembley. In the case of Inverness and Clayhills (though the latter is an East Coast Depot) most of these activities are done by ScotRail staff. At Wembley and Polmadie they are carried out under contract through ALSTOM.

External cleaning of coaching stock is almost all done by automatic washing plants on Britain's railways and this is the case with the sleeper vehicles which are taken through the washing plants at Wembley, Polmadie, Clayhills and Inverness as part of the servicing process. At Fort William external cleaning can be done by hand.

Whilst the majority of stations used by the Caledonian Sleepers are leased from Network Rail as part of the ScotRail franchise, some require agreements between ScotRail and the relevant station operator for Station Access. In the case of Edinburgh Waverley, Glasgow Central and Euston this is Network Rail (these are Network Rail "Major Stations") and in the case of Carlisle, Preston, Crewe and Watford Junction it is Virgin Trains.

Shower facilities are available at all terminal stations and are free for First Class customers at Aberdeen, Fort William and Euston.

ScotRail's rights to run the sleeper services are governed by formal access agreements with Network Rail. Principally these are the Track Access Agreement which covers the ability to run the timetabled services and includes agreed diversionary routes, Station Access agreements which cover the stations in Scotland leased from Network Rail as part of the franchise (the vast majority of the stations in Scotland) and Depot Access agreements which cover Depots leased by ScotRail from Network Rail, in the case of the sleepers being Inverness.

There are separate agreements for access to stations and Depots owned or leased by other parties, principally, as referred to in sections 7, 8 and 11, Network Rail (for Major Stations), Virgin Trains (for west coast stations in England), ALSTOM (for Wembley and Polmadie Depots) and East Coast (for Clayhills Depot).

Whilst a whole range of ScotRail's management and supervisory staff are involved in the operation of the Caledonian Sleepers and whilst the management structures vary from time to time to reflect the needs of the business, there is a small team focussed on the sleepers reporting to the Director of Customer Services. This includes the Head of Hospitality who covers both sleepers and day time catering, an Operations Manager with particular focus on the ScotRail sleeper staff and their recruitment, training and standards and a person to administer the staff and, in particular, produce the staff rosters.

Oversight of the operation of the sleepers and the co-ordination of customer service issues is carried out by the DB Schenker Control Office and the ScotRail Control. The maintenance of the sleepers, with the whole rolling stock fleet allocated to Inverness Depot, inevitably is a major responsibility for the ScotRail Inverness Depot Engineer and his team.

The sleeper management team and the Inverness Depot function are of course heavily involved with ScotRail's contractors and in the operations whether in Scotland or England but it should be noted that in the event of something going seriously wrong with the sleepers south of the border the relevant "Lead Operator", normally in this case Virgin Trains, will look after sleeper issues until they can be resourced by ScotRail itself.

The Caledonian Sleepers are monitored both in terms of train service performance and in terms of service quality. On punctuality the sleepers are measured against a target of 99% of trains arriving at destination within 30 minutes of scheduled arrival time and on reliability against a target of 99% of trains run. These commitments are outlined in the Passenger's Charter and achievements against the commitments are reported four weekly on the website and on station posters, for example.

On service quality, the Caledonian Sleepers are a specific category or “service schedule” measured under the “SQUIRE” service quality regime agreed between ScotRail and Transport Scotland. This involves the Company in its own internal monitoring and external monitoring carried out by Transport Scotland. The latter monitoring, which covers a wide range of ScotRail’s services and activities, can lead to bonuses or penalties under the agreed regime. On sleepers, items checked include the availability of cabins 30 minutes before departure, that beds are made and clean linen provided and the existence of water supply for the sinks.

The Caledonian Sleeper is a six day (or night) a week service with, in effect two departures each night from London Euston and five from the Scottish terminals. The services are part of the ScotRail franchise agreement and ScotRail are the Train Operators. Some of the activities involved, particularly the provision of sleeping car staff, the maintenance of the vehicles and the sales and marketing are provided directly by ScotRail.

Bus Service Development



Campbeltown – Glasgow Bus Service Development

HITRANS main focus on Bus Service Development in 2011/12 has been our partnership with Argyll and Bute Council, Scottish Citylink and West Coast Motors that has delivered a major improvement to the coach service from Campbeltown to Glasgow.

HITRANS allocated funds of £20,000 in 2011/12 towards the increased operating costs incurred by Scottish Citylink in increasing the mileage operated on Service 926 from Campbeltown to Glasgow. The increased mileage will be achieved through increased journey frequency throughout the year on the route. In addition to this the route will also benefit from significant investment in the form of a new fleet of coaches to operate the route.

The kick start project will operate for three years and HITRANS funding for years 2 (2012/13) and 3 (2013/14) will reduce to £10,000 in each of the following years. The HITRANS funding support is matched by Argyll and Bute Council. The service will become commercially viable from year 4 onwards.

The Kick Start project on Service 926 has delivered a real improvement in terms of service frequency and vehicle quality. The number of journeys each day during the summer season (23 May- 2 October) has increased from 3 to 5 covering the whole route with an additional late afternoon journey between Glasgow and Ardrishaig. The latter journey is provided by an Ardrishaig based coach which is also being used to guarantee duplication of one Glasgow bound coach eliminating a long standing problem with overcrowding on the route.

In the winter months the timetable will only be scaled down by a single return journey on Monday to Thursday with the peak timetable still operated at the weekend.

Previously the service had capacity problems which resulted from potential passengers choosing to travel at the last minute rather than pre-booking journeys. Given the nature of the route the service provides a number of local journey opportunities along the route from remote locations into nearby small towns/villages for shopping and leisure opportunities which tend to be of a discretionary nature rather than a journey which would be pre-booked. The new timetable spreads the opportunities for this type of journey.

The Kick Start Project has seen a radical improvement in the service frequency that has been matched with a substantial investment in the fleet of coaches operating on the route. West Coast Motors (the contractor who operate the route under Scottish Citylink contract) have introduced 5 new coaches on the route. The new coaches will be joined by another 2 new coaches. This means the fleet upgrade will extend to the Scottish Citylink service from Oban to Glasgow. These vehicles offer passengers a wide range of comforts and have increased seating capacity to 59 seats or 55 seats and a wheelchair. The total investment in vehicles alone is in the region of £1.6Million. The new coaches are the first fully accessible coaches to enter service in Argyll.

The service upgrade and new coaches were launched by Colin Craig of West Coast Motors and Sir Brian Souter of Stagecoach (on behalf of the Scottish Citylink / Megabus Joint Venture) at an event attended by the project partners at Inveraray Castle on Friday 12th August 2011.

The additional patronage generated over the first year of operation was 38,840 – an encouraging 30.37% increase over the previous year.

Scheduled miles operated increased by 187,354 – a 63.96% increase.

Kirkwall – Kirkwall Airport JET Service

HITRANS enjoyed real success through our bus route development scheme that delivered a step change in quality and frequency to bus services to Inverness Airport. Our project secured funding from the Scottish Government and then the START project to deliver a service that was recognised at the 2010 Scottish Transport Awards as the Best Bus Service in Scotland. A cornerstone of this success was the introduction of a strong brand that identified the Airport bus as “JET”.

The START project has helped promote the introduction of the JET brand to an improved bus service operating from Kirkwall town centre to Kirkwall Airport. A modern low floor easy access bus has been branded in the JET livery and operates on a half hourly frequency from Kirkwall Travel Centre to Kirkwall Airport.

START project funding helped fund the service operating costs in 2011/12. In addition to this the project funded improvements to infrastructure and information on the JET route to the Airport and the connecting services that link Kirkwall Travel Centre with the ferry terminals at Stromness and St Margaret’s Hope.

The Kirkwall Airport JET service has shown very encouraging progress since its rebranding with increased passengers for every month when compared to the equivalent period in previous years. The rebranding exercise has raised the profile of the Airport service in the local market.

Active Travel Projects



The Active Travel Audits have produced the Active Travel Prioritised Action Plan for regional centres and this has been a very effective tool in attracting external funding. To further support this work and help our partner local authorities attract funding HITRANS have channelled budget from our research and strategy delivery programme to our Council partners for the delivery of Active Travel work.

In 2011/12 the main beneficiaries of HITRANS Active Travel support from our Development budget were Argyll and Bute Council and Moray Council.

Argyll and Bute Council received £25,000 from HITRANS to support the delivery of Active Travel Infrastructure and Information in the Council area. This included the development of a series of walking and cycling maps for the towns where the audits have been conducted.

Argyll and Bute Council used the funding to install dropped kerbs in Campbeltown and Lochgilphead as recommended in the Active Travel Audits and to provide cycle parking at a number of locations in Campbeltown and Lochgilphead. The Council will shortly be submitting a bid to SPT to match fund HITRANS contribution to the cycle parking so that facilities in Helensburgh and Lomond can be improved in line with the work that has been delivered in the HITRANS area. The HITRANS funding has been used by the Council to secure external funding from Sustrans through their Soft Measures funding stream.

Moray Council used HITRANS funding to attract match funding from Sustrans and ERDF for their ambitious Urban Freedom project which is making Elgin a more friendly place to walk and cycle. Measures delivered through Urban Freedom cover a wide range of sustainable travel interventions including improving active travel infrastructure, information and public transport information improvements.



Travel Planning



HITRANS recognition of the need to reduce over-dependence on the private car for travel was at the core of our Travel Plan policy in 2011/12.

Good progress has been made in rolling out travel planning policy to all public sector organisations in the Highlands and Islands. With consultancy advice funded by the Energy Savings Trust each local authority and health board in the region has made major progress in developing their organisational travel plans and are now actively implementing measures that have been identified to help employees travel to work as sustainably as possible.

To support employers across the private and public sectors in implementing good travel planning we offer a set of leaflets aimed at managers and employees which give good advice on the benefits of changing their travel behaviour. We have distributed these leaflets to a number of employers across the region and are happy to meet any requests for copies made by employers. It is widely agreed that a good communications strategy is essential in encouraging the acceptance of Travel Plans.

HITRANS launched our journey sharing website www.IfYouCareShare.com in June 2008. In 2011/12 HITRANS have worked on promotion of the portal working closely with employers, local authorities and community organisations. www.IfYouCareShare.com is open to everyone and can be used to support one off events such as meetings and concerts.

Get Healthy, Get Active! is HITRANS sustainable travel grant scheme which is a direct intervention by HITRANS to encourage sustainable travel. This grant scheme allows employers and organisations from the voluntary, public and private sectors to apply to HITRANS to share the cost of providing facilities at workplaces to encourage sustainable travel. An application form detailing the criteria for the scheme has been printed and is available to download at www.hitrans.org.uk.



HITRANS has worked closely with the Scottish Government, local authorities, NHS and with other Regional Transport Partnerships to develop shared experience in the delivery of travel plans. We have played an active part in encouraging the activities of the Scottish Sustainable Travel Group and the ACT TravelWise Association in Scotland.

Equalities Scheme



HITRANS as the Transport Partnership for the Highlands and Islands has statutory duties to have an Equalities Scheme and take very seriously engagement in matters relating to equality. Since the Partnership was established at the beginning of 2006, we have made significant progress in adopting and implementing policies in the human resources area which have equalities of opportunity enshrined within them. In addition a major theme throughout our Regional Transport Strategy is the need for equality of access to transport facilities and services and through these to jobs, health care, education, shopping and social activities.

We have a statutory duty to publish an equalities scheme under legislation covering Race, Gender and Disability and we chose to introduce a single scheme addresses what we intend to do in these areas. It also addresses our proposals in other areas as well, for example age, religion/belief and sexuality.

We have chosen to combine these commitments in one equalities scheme rather than publish a series of individual schemes addressing specific legal duties but we have made it clear in the scheme which sectors of society should benefit from our proposals. The publication of this scheme is not the end of our duty to promote equal opportunities but simply the beginning. We hope that stakeholders and service users find this scheme informative and we welcome constructive feedback with a view to its improvement.

Stakeholder Engagement



Active Travel Advisory Group

The Active Travel Advisory Group (ATAG) meets three times per year under the chairmanship of Moray Council's Chris Thompson and is attended by local authority transport officers, Sustrans, cycle campaigners, access officers, representatives from the health sector and transport operators. The group has been engaged in the Active Travel Audit process and acts as a forum for those interested in the greenest form of transport to share ideas and expertise.

Ferry Consultation Arrangements

The Scottish Government tasked the Regional Transport Partnerships to put in place arrangements to provide consultative mechanisms between the operator, users and public agencies for the ferry network serving the Clyde, Hebrides, and Northern Isles.

The first line of consultation is between island groups and the ferry operator (Tier 1), with three second tier committees largely concerned with longer term planning and route development. The arrangements are now well established and the Tier 1 groups meet two to three times per annum.

There are six ferry user groups covering. These are:

- Clyde (Arran Bute, Cumbrae and Cowal including Kilcreggan)
- Argyll (Mull, Iona, Lismore, Coll and Tiree, Barra and South Uist, Colonsay, Islay and Gigha)
- Hebrides (Barra, the Uists, Lewis and Harris)
- Raasay, Skye and the Small Isles, Ardnamuchan and Mull
- Orkney
- Shetland

Regional Bus Forum

The HITRANS Board has established a Regional Bus Forum to meet annually to consider matters relating to bus transport in the Highlands and Islands. The Regional Bus Forum aims to allow stakeholders to feed back to the Partnership on regionally significant bus developments and related matters. The objectives of the Regional Bus Forum are to:

- Work with partners on cross-boundary bus and integration objectives
- Support the development of a common approach to bus information and publicity.
- Support the development of integrated ticketing across all Council areas.
- Develop proposals to support delivery of modal shift to bus to be taken forward along with key partners, potentially looking towards the development of Statutory Quality Partnerships.

Aviation Consultation Group

Our strategy for aviation is to enhance connectivity within the region and to our national gateways; to increase links with countries outside the UK; to retain the London services particularly through Heathrow and Gatwick; and to manage the environmental impact of aviation on the region without adversely affecting economic growth and sustainability of our communities.

To help us take forward these strategic aspirations HITRANS has established the Aviation Consultation Group with membership drawn from representatives of our key aviation stakeholders. The Group is chaired by HITRANS Board Member Wilson Metcalfe who brings a wealth of practical real world experience to the Group.

Rail Stakeholder Engagement

HITRANS runs three tiers of Rail Forums.

The Rail Advisory Group (RAG) is the working group consisting of representatives from HITRANS, Network Rail, First ScotRail, Passenger Focus, Transport Scotland and local authority transport officers. This body meets 3-4 times per year and directly informs HITRANS policy and workstreams.

The Rail Stakeholder Group (RSG) acts as the umbrella group for wider industry, public sector, voluntary and heritage interests and features formal presentations from leading industry figures in a conference style format.

The Rail Users Group (RUG) covers the voluntary rail user groups for the rural North Highland and West Highland Lines. Chaired by Robert Samson of Passenger Focus, this forum enables the views of the members of the groups to engage with HITRANS in twice yearly meetings. Their views are then taken by Passenger Focus to the Rail Advisory Group.

Highlands and Islands Community and Voluntary Transport Forum

Shortly after the establishment of the statutory HITRANS we supported the establishment of the Highlands and Islands Community and Voluntary Transport Forum. This formalised the existing strong links in place across the third sector transport providers in the Highlands and Islands and the very positive work of the Community Transport Association in Scotland.

The object of the Forum is to promote recognition of the voluntary and community transport sector, to encourage training, good practice and sharing of ideas among the community transport forums already established in each constituent local authority area. In furtherance of this the Forum provides advice to HITRANS in the development and implementation of the Regional Transport Strategy.

Freight Forum

Meeting yearly the HITRANS Freight Forum (HFF) draws together local authority representatives, logistics providers and users of freight services. The Forum concentrates on practical Highland issues, and has involved visits to new freight infrastructure and terminals. It was involved in the Lorry Parking and Whisky Logistics Studies.

Transport Coordinators Group

The HITRANS Transport Coordinating Officers Group (HITCOG) is formed of officers from HITRANS and local authority transport officers and aims to deal with technical issues and share good practice in relation to the management and delivery of passenger transport coordination across the Highlands and Islands.

Budget



BUDGET HEADINGS	APPROVED BUDGET	ACTUAL BUDGET
INCOME		
Councils	£200,000	£200,000
Scottish Government - Match Funding	£200,000	£200,000
Scottish Government - Travel Plan	£0	£0
Scottish Government - Regional Transport Strategy	£322,750	£322,750
Scottish Government - Conon Railway Station	£96,000	£96,000
START Project	£0	£73,024
Giant Puffin Project	£0	£32,924
Other Misc Income	£0	£14,000
Interest on Revenue Balances	£0	£126
2010/11 Surplus	£33,552	£33,552
	£852,302	£972,376
DIRECT RUNNING COSTS		
Director	£100,000	£95,796
Programme Managers	£124,000	£116,391
Office Managers	£56,500	£54,349
Staff Travelling and Subsistence	£25,000	£19,540
Members and Advisers Travel and Subsistence	£10,000	£10,091
Partnership/Consultation Meetings	£20,000	£18,456
Office Costs – Property	£15,000	£14,430
Office Costs – Admin	£20,000	£22,926
	£370,500	£351,979
PROGRAMME COSTS		
Publicity	£12,500	£11,606
Travel Plan Work	£0	£0
Research & Strategy Development	£332,302	£255,353
Conon Railway Station Project Work	£96,000	£99,880
START Project	£0	£130,583
Giant Puffin Project	£0	£65,547
2009/10 Deficit	£0	£0
	£440,802	£562,969
Finance and Administrative Services	£41,000	£37,270
TOTAL COSTS	£852,302	£952,218
UNDERSPEND	£0	£20,158

Public Services Reform (Scotland) Act 2010

Statement of efficiency, effectiveness and economy

HITRANS 2011/12

During 2011/12 HITRANS has continued implementing a number of initiatives that have improved efficiency, effectiveness and economy and these are outlined below, following on from our actions in 2010/11.

Shared Services

Shared accommodation, administration and supplies

HITRANS continues to work within a reduced level of accommodation at the Inverness Airport Office sharing the building and related costs with a private sector architect practice. This has resulted in a saving to HITRANS of £12,413 per annum.

By improving our IT systems we have been able to reduce the number of telephone lines to our office from 5 to 4 and negotiated a new phone usage contract which reduced bills by £1,500, representing 50% of our previous cost.

In 2011/12 we have reduced the number of Board meetings from 5 to 4, reducing costs by approximately £1,500.

We have followed practice across the Public Sector and held salary rates at their 2010/11 levels, realising a saving relative to inflation of £13,900 in 2011/12.

We reduced the mileage rate payable to Employees, Members, and Advisors on HITRANS business from July 2011 by 9% during a period of increasing transport costs.

HITRANS is a member of Scotland Excel and gains from the resultant efficiencies that joint purchasing of supplies across the public sector in Scotland brings to our partnership.

Legal, Financial and HR Services

HITRANS has service level agreements covering Legal, HR, and Financial services with two of our member Councils with deminimis costs unchanged since 2008/09. The services provided are outlined below.

Legal and HR Services

Legal and HR services are provided by Comhairle nan Eilean Siar. Legal Services include legal advice, contractual advice, and provision of clerking for the Board. HR Services include drafting and review of HR policies and procedures, monitoring any changes in legislation, and support in dealing with staff matters. Day to day routine HR matters are managed directly by HITRANS employees. The quality of support is excellent and rates are considerably lower than comparative rates in the private sector. The cost of this service in 2011/12 was £8,000.

Financial Services

Financial services are provided by The Highland Council. Services covered include invoice and payment processing, financial ledger, regular reporting to the HITRANS Board, internal audit, liaising with external audit, budget preparation and control, pension fund management, accountancy and audit support for EU projects and investment management. The quality of support is excellent, and again, rates are considerably lower than in the private sector. The cost of this service in 2011/12 was £20,500.

Accessibility Modelling

HITRANS has developed an accessibility model covering the Highlands and Islands using Accession and this has been available to member Councils for a number of years, operating mainly through consultants MVA. The model gives a graphic presentation of the accessibility of specific locations to other locations, including areas of employment, healthcare, education, retail and leisure, by various modes.

HITRANS continues to use the arrangement with Tactran and SEStran through which we use a common contract between SEStran and MVA to access accession software with the benefit of reduced fees as a result of the larger volume of work, single licence fee for all three RTPs and regular updates for all.

Sustainable Development

HITRANS has carried out active travel audits of all the key settlements across the region in partnership with the five authorities in the HITRANS area and provided the results to the partner authorities. The central provision of these services has saved the partner authorities significant costs in developing an effective methodology and undertaking individual audits when compared with the local development option. The Highland Council have used the outputs from the Audits as a basis for their Active Travel Highland project which has attracted ERDF support, as well as HITRANS funding, as part of the funding package.

Partnership Working

European Projects

HITRANS was involved in the delivery of three European Projects during 2011/12 which each achieved efficiencies and economies while working towards improvements in the effectiveness of delivery of transport services and related infrastructure both within the Highlands and Islands and at wider national and international levels.

Working with Partners in the Atlantic region of the EU the START European Project aims to make it easy to travel to, from and around the Atlantic regions of Europe using environmentally friendly public transport. The Project involves regions from elsewhere in the UK, France, Spain and Portugal. HITRANS, working with public and private sector local partners, has through this project added significant value to the development of the award winning Jet bus service to and from Inverness Airport and the development of real-time bus information in towns across the region. The Interreg funding accessed through this project, some 790,000Euros, has added significant value to improvements to the transport links serving our key transport hubs across the region.

In the Northern Periphery Region of the EU, HITRANS has continued to work with partners from Iceland, Sweden, Northern Ireland and Eire on the TransTourism project. The TransTourism partnership is developing and implementing solutions for transport services adapted to rural tourism areas in the Northern Periphery. Tourism is important to the economic and social sustainability of many communities in the Northern periphery area. The services developed in the project will facilitate development of tourism in the project area whilst reducing carbon emission and local congestion from private cars at peak season. HITRANS through this project is working with HIE, Visit Scotland, and Aberdeen University in developing an interactive website for travel planning for visitors in the Highlands and Islands of Scotland.

Both these projects are funded through the Interreg 4B Programme which facilitates partnership working across the EU with intervention rates of up to 65%.

HITRANS has continued to work in partnership with The Highland Council to access ERDF funding to deliver as series of infrastructure improvements to deliver increased active travel in key settlements as identified through our Active Travel Audits mentioned above, and these are now being delivered on the ground.

HITRANS has during 2011/12 become members of Scotland Europa in an effort to access further opportunities to work with partners across the European Union to the benefit of the Highlands and Islands. We have entered into a joint membership with Tactran and SEStran significantly reducing the cost of membership which we would have otherwise incurred.

Framework Contract

HITRANS along with our 5 member Councils are now using the joint Consultancy Services Framework contract overseen by Argyll and Bute Council on behalf of all partners. This has improved the efficiency and reduced the cost both to ourselves and service suppliers in procuring contracts that fall within the terms of the Framework.

Risk Management

To support our development of sound management of risk a formal Risk Management Strategy has been developed and implemented by HITRANS. The Strategy describes the constituent parts of good Risk Management, our overriding Risk Management Aims, the range of risks we face, the processes we will put in place, and the actions we are taking. During 2011/12 HITRANS has created, updated and monitored its associated Risk Register identifying the key risks, associated controls and actions needed to minimise the impact of risk on the activities of the Partnership.

Equalities

In undertaking all of our activities HITRANS has fully considered equalities issues as required through our statutory body status as defined in the Race, Equality, Disability Equality and Gender Equality legislation. We have set up a system and are ready to take feedback on transport related equality issues from our Member Councils and Advisory Groups as has been agreed as the most appropriate means of capturing these issues. In addition promote the discussion of any issues at each of our regular Permanent Advisors Meetings, and ensure that the equality impacts of any proposals and actions by the Partnership as reflected in Board Reports are brought to the attention of the Board when they meet.

Public Services Reform (Scotland) Act 2010



Sustainable Economic Growth Statement

HITRANS 2011/12

1. Introduction

Section 32(1)(a) of the Public Services Reform (Scotland) Act 2010 provides that as soon as reasonably practicable after the end of each financial year each listed public body must publish a statement of the steps it has taken during the financial year to promote and increase sustainable growth through the exercise of its functions.

HITRANS, as a statutory Regional Transport Partnership, is a listed body within the Act. This statement is intended to fulfil the requirement of the Act in relation to Sustainable Economic Growth. This statement should be read in conjunction with the statement on Efficiency, Effectiveness and Economy and the financial information provided on the HITRANS website that are also required by the Act.

2. Government purpose and performance framework

The Government in 2011 updated its Economic Strategy as originally published in November 2007. This sets out the Government's clear priority to accelerate economic recovery, with a range of measures to tackle unemployment and promote employability. The Strategy focusses action on six Strategic priorities which will drive sustainable economic growth and develop a more resilient and adaptable economy. The priorities are supportive business environment, transition to a low carbon economy, learning skills and wellbeing, infrastructure development and place, effective Government, and Equality. Transport is recognised within the Strategy as one of the key enablers for enhancing productivity and delivering faster, more sustainable, economic growth.

A Purpose Framework has now been developed as part of the National Performance Framework and between them they provide a clear focus and direction for the whole of the public sector in Scotland. All public bodies are expected to align their activity in support of the Purpose, Purpose Targets and the National Outcomes set out in the Framework, and HITRANS Transport Strategy is linked through our monitoring framework with delivery of the Government's priorities.

3. Sustainable Economic Growth

HITRANS primary function is to produce and implement its Regional Transport Strategy. The Strategy was approved in 2008 and the monitoring framework put in place to identify our success in working with partners towards achieving its Objectives. The vision for transport is to enhance the region's viability, enhancing the region's place and competitiveness, and thereby attracting and retaining people in the region and making the Highlands and Islands a more attractive place in which to live, to work and conduct business, and to visit.

Transport has long been recognised as a significant contributor to sustainable economic growth. The HITRANS Regional Transport Strategy was developed in conjunction with our five Member Councils. The principal ethos in setting and determining the Regional Transport Strategy has therefore been to encourage and permit sustainable economic growth.

4. The Partnership Approach to sustainable economic growth through delivery of our RTS.

HITRANS is committed to working with all sectors and interests within transport in adding value to the transport services delivered across the region.

The partnership has identified eight areas in which it would aim to work towards improving service provision as follows:

Area	Description
Active travel	Walking, cycling
Community and health transport	Third sector transport, social and health transport, car sharing schemes
Bus	Supported and commercial bus services, and taxis
Rail	Passenger and freight rail services
Transport Infrastructure	Roads (both trunk and local), Rail Infrastructure, Airports, Ports, Harbours, and Ferries
Freight	Cross modal, road, rail, ferry, air and sea
Ferry	Supported and commercial ferry services, national and local
Air	Supported and commercial air passenger services, including charter and freight

In each area HITRANS seeks active participation from the 5 constituent Councils, our Community Planning Partners, Stakeholders, Operators, Permanent Advisors and the Board. HITRANS encourages its Community Planning Partners, Stakeholders and Operators to participate in policy development and delivery options appraisal. Operators in particular are encouraged to interact not only within their individual area of expertise but across the 8 areas and are given the opportunity individually to discuss issues with Board Members. This allows HITRANS the greatest opportunity to learn from their knowledge and experience and maximising our effectiveness in delivering sustainable economic growth.

HITRANS wishes to ensure maximum effective involvement of all groups and has devised, in each service area, mechanisms and structures that ensure that each group's views are heard and their input valued in ensuring the Partnership delivers improved transport services across the region. HITRANS has formed and continues to develop advisory and consultative groups both within and between linked transport areas, to promote improved integration across the highlands and islands. Regular meetings of these groups have been arranged to obtain valuable input and provide information on developments and proposals.

5. What has been achieved in 2011/12

During 2011/12 HITRANS has worked with Government in developing and inputting into the Draft Ferries Plan and co-ordinated a response from our island and peninsular communities to the consultation thereon.

HITRANS has worked with Government and Network Rail to ensure that the Rail Utilisation Strategy takes into account the needs of the Highlands in developing our railway.

HITRANS with the other RTPs raised issues the Scottish and UK Governments on the implications for the sustainable economic growth of the Highlands and Islands of the UK Government's High Speed and East Coast rail service proposals.

HITRANS has responded in detail with supporting evidence on the Government's Rail Franchise 2014 consultation.

Working with other peripheral regions HITRANS has been inputting into the scoping of the developing UK Aviation Framework to ensure that the policies thus produced have a positive rather than negative impact on the sustainability of our regions of current and future UK aviation policy.

HITRANS has been working with the Scottish Government on developing proposals for improvements on the Aberdeen to Inverness and the Highland Main Line Railways.

In partnership with other European regional partnerships we have been working on the following projects in 2011/12 that are focussed on improving the economic sustainability of the regions involved.

The Transtourism Project is developing, through the Interreg 4C Northern Periphery Programme, a web based interactive travel tool which will encourage visitors to come to the Highlands and Islands using public transport to add value to their stay.

The START Project, through the Interreg 4C Atlantic Arc Programme, has facilitated improvements to access to and from our major transport hubs across the region.

Working with The Highland Council the Active Travel Highland Project supported by the HIPP ERDF Programme is improving infrastructure to attract greater use of active travel modes within key settlements. This project uses the output from our Active Travel Audits as core data in identifying and prioritising need.

HITRANS has part funded the initial development of the new daily air service between Inverness and Amsterdam proving business with much needed access to an international air hub, European visitors to the region with direct access to the region, and adding to the attractiveness of the Highlands and Islands for inward investment.

Working with Highlands and Islands Airports Ltd we commissioned a study into the viability of developing air freight services within the region aiming to identify opportunities to add value to produce from the region in terms of reducing delivery times to market, and to improve delivery times into the region for components used in manufacturing.

To input effectively on behalf of the Highlands and Islands into the developing UK aviation framework we have been working with Nestrans in gather evidence to support the case for the north of Scotland to have adequate levels of access to the London hub airports, in particular Heathrow, to allow this part of Scotland, critical to the future of the UK economy, to maximise its economic potential.

In working to improve the reliability of road based transport, critical to business development, within the area, we have funded the installation of live eye cameras on a number of regional routes not currently covered by the Traffic Scotland network, particularly to improve knowledge of winter conditions for all road users.

Working with the private sector we have supported the significant enhancement of the Campbeltown to Glasgow coach service providing major improvements to the most remote UK mainland community, increasing its attractiveness as a centre for investment.

To support development in the renewable energy sector we carried out an internal transport infrastructure study of the Caithness area to ensure there are no significant constraints therein which would mitigate against marine energy development in the Pentland Firth.

Working with Scottish Government, The Highland Council and Network Rail we have further developed the design for the reopening of Conon Bridge station to increase the opportunity for sustainable commuting into Inverness.

HITRANS has input into the Scottish Government's Draft Ferries Plan and Rail Franchise 2014 consultations representing the views of key stakeholders across the region on the need for improvement in services on both these critical modes of transport. In addition we carried out a number of pieces of research on options for rail service improvements both within and to and from the region to support Transport Scotland's options development and through this the attractiveness of the region as a place to live, work and set up businesses.

HITRANS Public Reforms Act Information
Period covering 01/04/2011 - 31/03/2012

1) Public Relations Statement

Category	Supplier	External costs - invoiced	Supplier Total
Advertising - Orkney Transport Summer 2011 Guide	Orkney Islands Council	£70.00	
Advertising - SCOTTRAN feature	Inverness Chamber of Commerce	£300.00	
Website design additional work	Velocity Design	£1,440.00	
Design HITRANS 2010-11 annual report	dynam	£2,600.00	
Advertising - Orkney Transport Winter 2011 Guide	Orkney Islands Council	£70.00	£140.00
Annual Report 2010-11 print	J Thomson Colour Printers	£330.00	
Website support	Velocity Design	£594.00	
Annual Report - mobile version	Velocity Design	£820.00	£2,854.00
Total		£6,224.00	

2) Overseas Travel

Reason	Origin / Destination	No. Employees/ Members	Travel Costs	Accom /Meals	Other Expend	Total
Attend START Transnational Forum - part funded by EU project	Rennes, France 15-17/06/2011	1	£400.61	£260.16		£660.77
Attend START Transnational Forum - part funded by EU project	Lisbon, Portugal 26-28/10/2011	4	£1,327.54	£1,912.48		£3,240.02
Attend Atlantic Area Annual Seminar - part funded by EU project	Dublin 07/02/2012	1	£41.98	£99.49		£141.47
Attend NPP TransTourism Project meeting - funded by EU project	Borgarfjordur Eystri, Iceland 25-27/10/2011	1	£934.81	£360.40	£25.61	£1,320.82
Attend North Sea RegionFood Port Project - funded by EU Project	Brussels 7-9/11/2011	1	£248.97	£152.90		£401.87
Attend North Sea RegionFood Port Project - funded by EU Project	Denmark	1	£324.85	£44.95		£369.80
Total			£3,278.76	£2,830.38	£25.61	£6,134.75

3) Hospitality & Entertainment

Date	Reason	Cost
16/01/2012	Rail Conference Prize - Glenmorangie whisky and tumblers	£39.48
Total		£39.48

4) External Consultancy

Supplier	Project / Service	Total	Supplier Total
AECOM	Caithness Internal Transport Connectivity Study	£9,768.88	
Velocity Design	Website design additional work	£1,440.00	
dynam	Design HITRANS 2010-11 Annual Report	£2,600.00	
Orkney Islands Council	START Project Support- Share of Operating Costs Kirkwall Airport JET Service	£55,558.34	
MVA Consultancy	North of Scotland Air Issues Evidence Note	£12,872.00	
Reference Economic Consultants	Analysis of Ferry Usage Data	£1,687.50	
Northpoint Aviation Limited	Highlands and Islands Air Freight Study	£10,000.00	
SKM Colin Buchanan	Evaluation of HITRANS work in the START Project	£1,989.00	
Velocity Design	Website Support	£594.00	£2,034.00
AECOM	Caithness Internal Transport Connectivity Study additional work	£1,376.20	£11,145.08
Derek Haldon Consultancy	Value of Community Transport	£9,875.00	
Steer Davis Gleave	HITRANS Regional Transport Strategy Monitoring	£2,094.00	
JMP Consultants	START Related Project Support- Moray RTPI	£210.00	
Region Services	Real Time Information Development	£13,200.00	
JMP Consultants	NPP Transtourism Project/Giant Puffin Project	£5,574.78	
View Marketing	NPP Transtourism Project/Giant Puffin Project	£1,044.04	
Highland Business Research	NPP Transtourism Project/Giant Puffin Project	£4,986.50	
Halcrow	Active Travel Audits - Inverness Audit	£3,299.36	
Halcrow	Active Travel Audits - Forres, Kinloss and Findhorn Audit	£12,378.36	
Halcrow	Active Travel Audits - Aviemore and Grantown Audit	£12,039.32	
Halcrow	Active Travel Audits - Mapping update	£2,045.51	£29,762.55
D Binns Ltd	Timber Freight Development	£1,655.75	
JMP Consultants	Rail Franchise 2014 - Sleepers Uncoupled	£7,775.00	£13,559.78
Haste Partnership	Rail Franchise 2014 - Pre 1000 Study	£4,999.00	
Deltix	Rail Franchise 2014 - Franchise Delivery Restructured	£1,500.00	
Donald Macpherson	Rail Franchise 2014 - Sleeper Operations	£1,200.00	
McAulay Associates	Rail Franchise 2014 - Consultancy Services	£2,100.00	
The Railway Doctor - Paul Salvesson	Rail Franchise 2014 - European Franchising	£1,800.00	
Interfleet	Rail Franchise 2014 - 170 Turbo Boost Refurbishment	£9,975.00	
Steer Davies Gleave	4CASTOD - Rail Forecasting	£1,462.50	
Steer Davies Gleave	NPP Transtourism Project/Giant Puffin Project	£44,944.50	£48,501.00
Total		242,044.54	

5) Payments in Excess of £25,000

Payee	Commodity / Service Description	Amount
Orkney Islands Council	START Project Share of Operating Costs Kirkwall Airport JET Service - part funded by EU project	£55,558.34
HIAL	Financial Assistance Inverness-Amsterdam route	£50,000.00
Network Rail	Conon Bridge Station	£99,880.00
Steer Davies Gleave	NPP Transtourism Project/Giant Puffin Project - part funded by EU project	£44,944.50
Argyll and Bute Council	Contribution to Active Travel Interventions	£25,000.00
Total		£275,382.84

6) Members or employees who received remuneration in excess of £150,000

None.

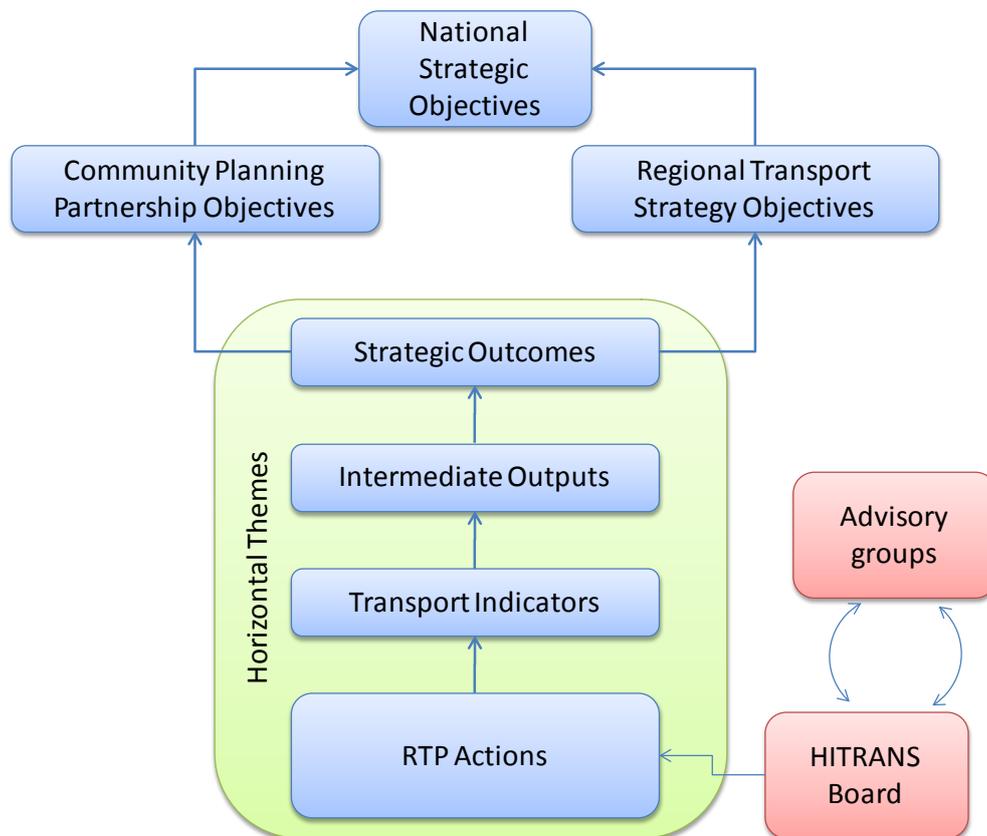
Regional Transport Strategy Monitoring and Evaluation



HITRANS developed a monitoring and evaluation framework for the Regional Transport Strategy.

The key aims of the monitoring and evaluation framework are:

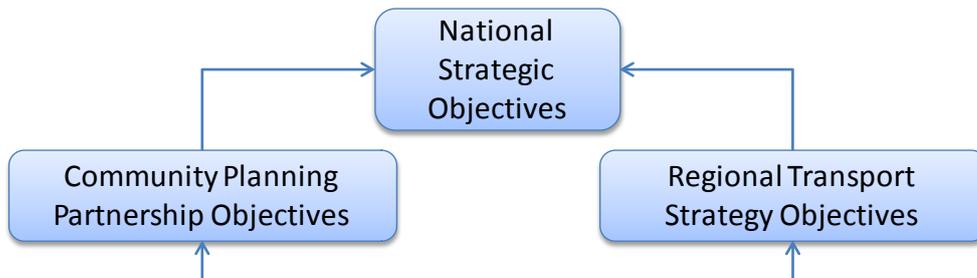
- To determine the extent to which RTS objectives have been met, and if not met, why.
- To provide evidence on overall performance and to assess to net additional value obtained from RTS actions.
- To diagnose where under or over performance has taken place and to identify and assess the causes.
- To provide a link between transport planning and wider community planning across the HITRANS area and to demonstrate the contribution of transport to the Community Planning Partnerships' own agendas.



The RTS monitoring and evaluation framework follows a logical structure from actions on the ground right up to how the RTS contributes to the Scottish Government’s National Strategic Objectives.

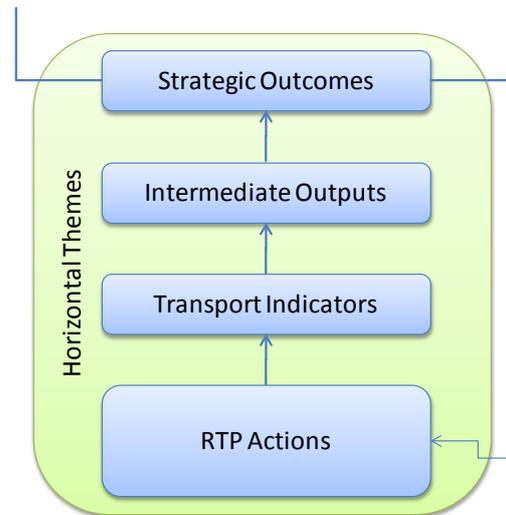
The Single Outcome agreements produced by the Community Planning Partnerships in the HITRANS region are also aimed at higher level government objectives – either the National Strategic Objectives or the National Outcomes.

This gives both the RTS and the Single Outcome Agreements a set of shared objectives that will allow HITRANS to engage more meaningfully with the CPPs, to make the case for the wider benefits of transport interventions.



For each of the five objectives in the RTS, a chain of indicators has been developed, linking implemented measures to the objectives. The chain of linkages varies slightly between objectives but on the whole, it is as follows:

- A set of high level **Strategic Outcomes** for the region as a whole, which result from the intermediate output, and which will indicate whether objectives are being achieved.
- A set of **Intermediate Outputs** which would be achieved as a results of the transport intervention.
- A set of **Transport Indicators** to determine the direct impacts of transport interventions.



Horizontal themes are the set of issues identified in the RTS through consultation with stakeholders that, in many cases, cut across the objectives and outcomes in the monitoring and evaluation framework.

HITRANS' monitoring activity also takes into account the impact on these themes by linking them with specific actions and indicators (see next page).

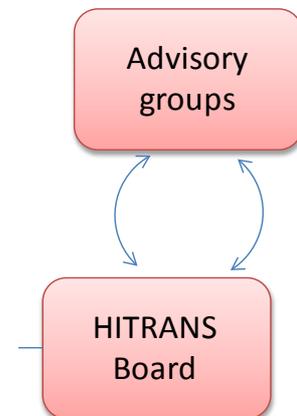
The Horizontal Themes are:

- Active travel
- Aviation
- Community and health transport
- Congestion and urban issues
- Freight transport
- Locally significant network and road maintenance
- Mainstream passenger transport
- Ports, ferries and waterways
- Costs of transport and travel
- Environmental impacts
- Strategic network
- Regional network

All RTS actions are ultimately passed by the HITRANS board. The decision making process is informed by the various advisory bodies that report to the board.

The relationship between the board and the advisory bodies is two way.

In its simplest form, the role of the advisory bodies is to present papers to the board analysing issues and recommend actions. The board will consider the paper and ultimately add actions to the programme. Advisory bodies then provide feedback on implemented actions.



Monitoring Framework by Objective

The following diagrams show the linkages from transport indicators to objectives.

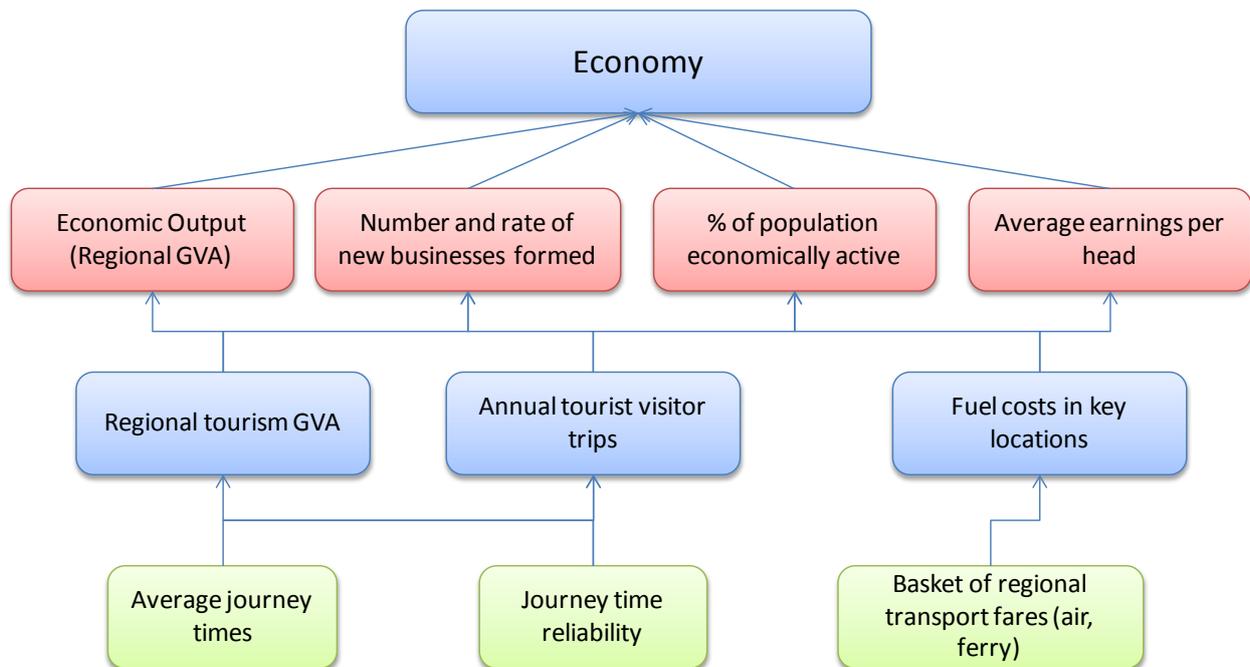
In most cases there is a full set of outcomes, outputs and indicators. In some cases, such as the Safety objective, the linkages are more straightforward and therefore do not require three levels of monitoring to draw linkages between actions and objectives.

In most cases, there is an expected relationship between different levels of the framework

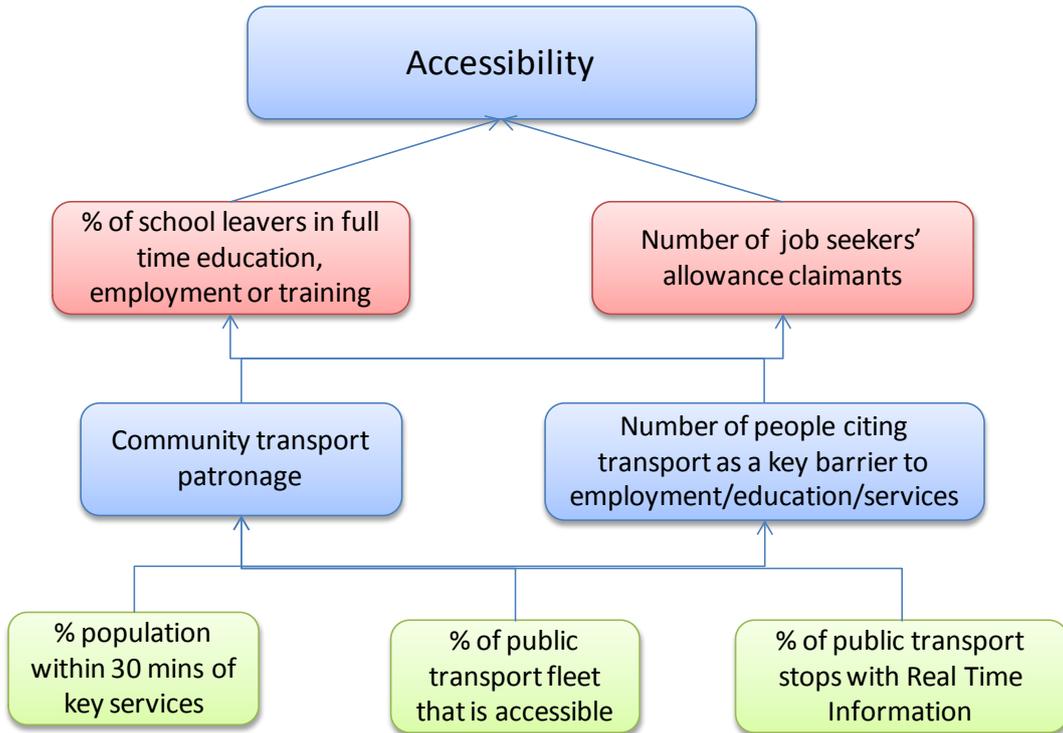
In an ideal world, for example, increasing the % of population within 30 minutes of key services by public transport (Transport Indicator) should show a positive relationship with the % of people citing transport as a key barrier to accessing key services (Intermediate Output) and impact positively on the number of people in education and training and in employment.

In reality these relationships are not so clear cut. External factors will impact on these indicators, but this framework allows us highlight these anomalies and understand what the wider picture is with regards to transport

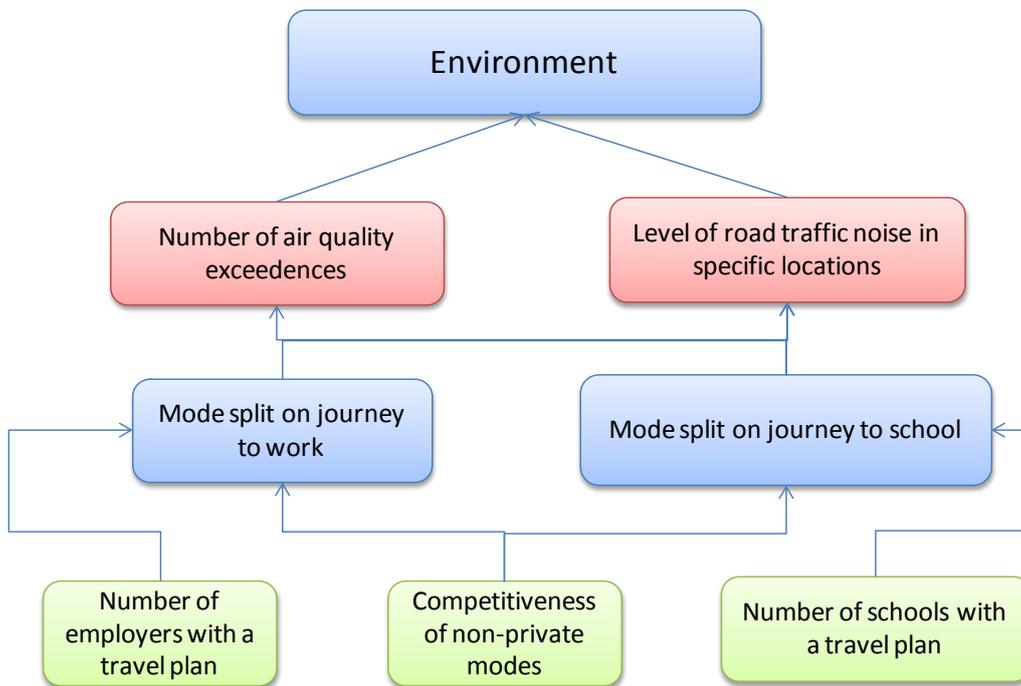
Linkages Economy Objective



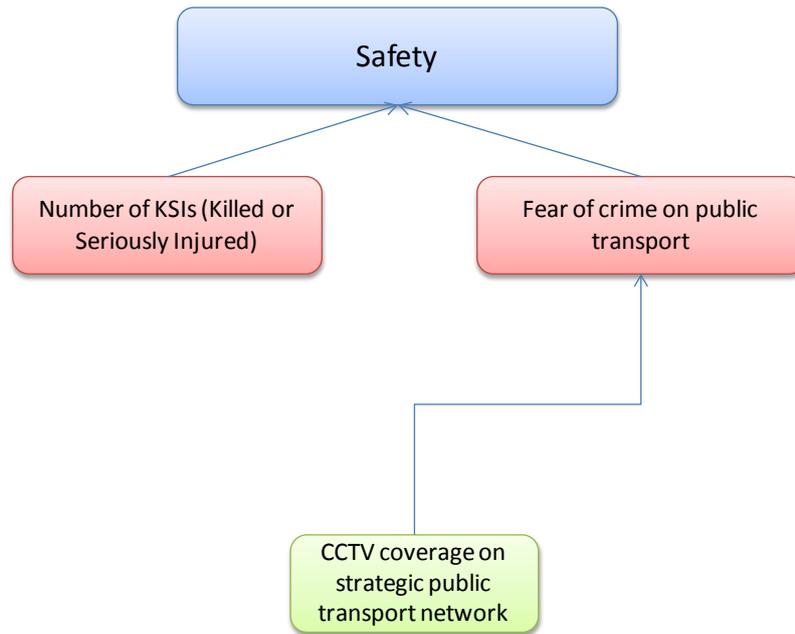
Linkages – Accessibility



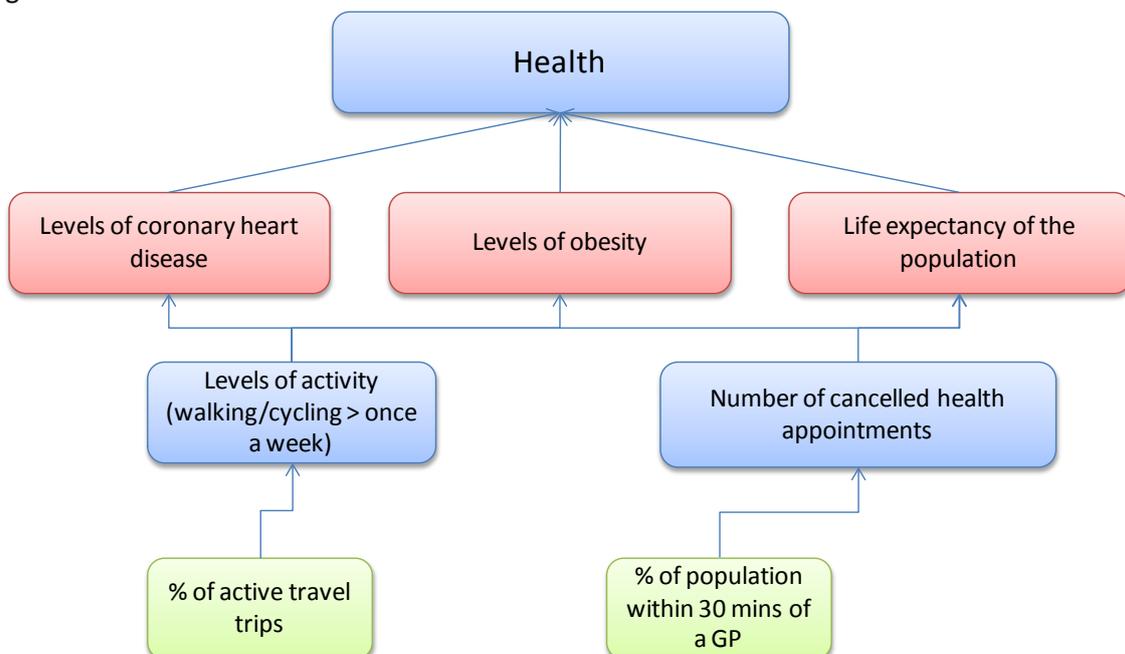
Linkages – Environment



Linkages – Safety



Linkages – Health



The Spyrria Partnership was commissioned by HITRANS to update the Regional Transport Strategy (RTS) Monitoring Spreadsheet for the 2011/12 monitoring period.

In addition, The Spyrria Partnership was asked to comment on any emerging trends from the analysis and to consider future monitoring requirements, particularly in light of the Scottish Government's most recent investment plan.

This report is structured as follows:

- Overview of emerging trends.
- Issues to consider.
- Future monitoring requirements.

EMERGING TRENDS

The emerging trends are presented in this section by way of setting out the monitoring framework and commenting on the headline position of each linkage in the framework.

As such, five tables follow for each of the economy, environment, safety, accessibility and health RTS objectives. In each case, the objective and linkages have been assessed with a ‘traffic light’ score to depict overall performance, on a scale of:

Green:	progress, generally significant, made towards objective or outcome
Amber:	some progress made towards objective, but generally a mixed picture of progress across the region
Red:	negative results across the period of the RTS
Blue:	data not available across the time period

Table 1 Economy Objective

Linkages – Economy Objective			
The regional economy displays mixed performance from the start of the RTS to date			
Economic Output	Number of new businesses formed	% economically active	Average earnings per head
Regional GVA showed growth in 2007 and 2008, but then fell back slightly in 2009.	In 2010 there was a significant reduction in the number of business ‘births’ less business ‘deaths’ across the region compared to 2009 and 2006.	Between 2006 and 2011, economic activity rates have been consistently high across Orkney, Highland and Moray, while the proportion of the population that is economically active has fallen in Argyll & Bute and Eilean Siar fairly significantly.	Between 2008 and 2011, average earnings increased in Argyll & Bute, in Orkney and significantly in Moray. While in Eilean Siar average earnings have declined, and they have stayed roughly on par in Highland. In 2008 the highest average earnings were to be found in Highland, while in 2011 Orkney and Argyll & Bute have the highest average earnings.
Regional Tourism GVA Not collected.	Annual tourist visitor trips	Fuel costs in key locations	
	Significant growth in visits to sites across the region throughout 2006 to 2010.	Continuing uplift in costs across all sites between 2009 and 2011/12.	
Average journey times	Journey time reliability	Basket of regional transport fares	
Generally no change between 2009 and 2011/12, with slight reductions on longer distance routes and slight increase on suburban Inverness route.	Improvements in reliability across all routes between 2009 and 2011/12.	Not collected.	

Table 2 Environment Objective

<p>Linkages – Environment Objective The regional environment has experienced some improvement through an increase in public transport usage on the journey to school for example, while other contributors have worsened, such as the levels of private car use on the journey to work and journey to school</p>		
<p>Number of air quality exceedences Reduction from 1 in 2009 to 0 throughout 2010 and 2011 for Hitrans local authorities.</p>	<p>Level of road traffic noise in specific locations Not collected.</p>	
<p>Mode split on journey to work Between 2007 and 2010 slight increase in car mode share, accompanied by decline in public transport share while walking and cycling remains at similar level.</p>	<p>Mode split of journey to school Between 2007 and 2010 increase in car and public transport mode share accompanied by a decline in levels of walking and cycling to school across the region.</p>	
<p>Number of employers with a travel plan Not collected.</p>	<p>Competitiveness of non-private modes On around one-half the routes monitored public transport has become more 'competitive' with motoring between 2009 and 2011/12. There is little change on other routes.</p>	<p>Number of schools with a travel plan Not collected.</p>

Table 3 Safety Objective

<p>Linkages – Safety Objective Regional safety has improved since the commencement of the RTS monitoring period</p>	
<p>Number of KSIs Numbers of KSIs have declined across all local authority areas between 2007 and 2011.</p>	<p>Fear of crime on public transport The fear of crime on public transport between 2006 and 2009 has decreased as a whole across the Hitrans area. This comprises decreases in Argyll & Bute and Highland and slight increases in Eilean Siar and Moray. Data for Orkney was not available in 2009.</p>
<p>CCTV coverage on strategic public transport network Not collected</p>	

Table 4 Accessibility Objective

<p>Linkages – Accessibility Objective</p> <p>Regional accessibility has improved in some areas, such as the convenience of public transport. Some data has not been collected or is not available; the wider economic conditions mean that some of the linked outcomes, e.g. claimant count have taken a backwards step, though encouragingly there has been an increase in the proportion of school leavers continuing into education, employment or training</p>		
<p>% school leavers in full time education, employment or training</p> <p>Growth across the Hitrans area between 2006 and 2010. Comprising growth in each of Argyll & Bute, Highland and Moray, and decline in Eilean Siar and Orkney.</p>	<p>Number of job seekers' allowance claimants</p> <p>Thirty-two per cent growth in the number of work benefit claimants across the Hitrans area between 2006 and 2011. The claimant count rate has grown by between 0.1 in Eilean Siar and 1.0 in Argyll & Bute.</p>	
<p>Community transport patronage</p> <p>Not collected.</p>	<p>Number of people citing transport as a key barrier</p> <p>Reduction of 4.2 percentage points between 2006 and 2008 in people citing public transport in their area fairly or very inconvenient. Between 2008 and 2010 there was however an increase of 1.0 percentage point, with 20.2% of people in the Hitrans area stating that public transport is inconvenient in 2010.</p>	
<p>% population within 30 mins of key services</p> <p>SIMD data only available for 2009 to date.</p>	<p>% public transport fleet that is accessible</p> <p>Not collected.</p>	<p>% public transport stops with Real Time Information</p> <p>Not collected.</p>

HITRANS Monitoring Framework - Strategic Outcomes

Outcome Code	Outcome Description	Source	Status	Scope	2006	2007	2008	2009	2010	Comments
	Increased economic output	Regional GVA - National Statistics (£m, current basic prices)	Data has not been updated	HITRANS	5,776	6,163				Regional Economic Activity Report (December 2011) due out on 14th December 2011; Regional Economic Activity Report (December 2011) due out on 14th December 2011 http://www.statistics.gov.uk/hub/release-calendar/index.html?newquery=*%26amp;day=0%26amp;month=0%26amp;year=0%26amp;title=Regional+Economic+Activity+%26amp;page=calendar-entry&day=&month=&year=
ST01	Increased number and rate of new businesses formed	ONS Business Demography	Data Collected (2009)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		80 15 305 65 10 475		-75 -20 -20 0 -5 -120		
ST02	Increased % of population that is economically active	NOMIS/ONS Annual Population Survey	Data Collected (2010)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		82.9 84.4 85.3 83.3 88.9 84.7			77.3 81.1 81.1 68.6 80.7 80%	
ST03	Increase in average earnings	Annual Survey of Hours and Earnings (ASHE)	Data Collected (2009/10)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands			20,534 20,543 21,767 18,621 21,487	£ 22,841 £ 20,358 £ 21,463 £ 20,140 £ 21,647		2010/11 not available
ST05	Increased % of school leavers in further/higher education, employment or training	ONS - Destinations of Leavers from Scottish Schools: 2009/10- Supplementary Data	Data Collected (2009/10)	Argyll & Bute Eilean Siar Highland Moray			94% 94% 92% 94%	94% 97% 93% 95%		2010/11 not available

HITRANS Monitoring Framework - Strategic Outcomes

Outcome Code	Outcome Description	Source	Status	Scope	2006	2007	2008	2009	2010	Comments
				Orkney Islands HITRANS			97% 93%	97% 97%		
ST06	Reductions in number of work benefit claimants	Nomis Official Labour Market Statistics <a href="http://www.nomis
web.co.uk/default.
asp">http://www.nomis web.co.uk/default. asp	Data collected (Nov 2010)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		1,120 400 2,130 1,080 100 4,830	1,070 320 2,030 890 90 4,400	1,640 520 3,570 1,330 140 7,200	1,760 530 4,180 1,300 180 7,940	

HITRANS Monitoring Framework - Strategic Outcomes

Outcome Code	Outcome Description	Source	Status	Scope	2006	2007	2008	2009	2010	Comments
ST07	Improvements in local air quality in specific locations	Local authority air quality monitoring results - Update and Screening Assessments. Number of exceedences of NO2 and PM10 standards	Data collected (2009)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS	0 0 0 0 0 0			0 0 1 Not completed Not completed 1		
ST08	Reduced number and severity of road casualties (KSIs)	Local authority road casualty data	Data collected (2005-2009 average)	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS		114 19 233 55 9 430		92 12 173 46 7 330		
ST09	Reductions in crimes and fear of crime when travelling on public transport	Scottish Household Survey question - 'How safe from crime do you feel when travelling by bus in the evenings?' - % agreeing with the statement	Fear of crime when travelling on PT (09/10).	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS	89.7% 95.1% 85.9% 79.7% 98.4% 89.1%			83.2 95.55 76.05 82.4 0 82.45		

HITRANS Monitoring Framework - Strategic Outcomes

Outcome Code	Outcome Description	Source	Status	Scope	2006	2007	2008	2009	2010	Comments
ST10	Reduced levels of coronary heart disease	Early Deaths from Heart Disease (<75s), Standardised rate per 1000 population, 3 year rolling average	Data collected (2010) CHP Profiles	Argyll & Bute Eilean Siar Highland Moray Orkney Islands	68.0 90.5 66.3 55.9 60.4	60.3 73.0 61.7 43.7 98.2	56.1 85.2 57.7 67.3 52.6	57.9 54.9 51.4 51.7 48.1		
ST11	Reduced levels of obesity	Child obesity in Primary 1 (%), CHP Profiles	Data collected (2010) CHP Profiles / http://www.isds.cotland.org/Health-Topics/Child-Health/Publications/index.asp	Argyll & Bute Eilean Siar Highland Moray Orkney Islands			11.7% 20.3% 9.5% x x x	9% 18.3% 9.9% 7.7%		
ST12	Improvements to general health of the population	Life expectancy - HITRANS region, CHP Profiles	Data collected (2010) CHP Profiles	Argyll & Bute Eilean Siar Highland Moray Orkney Islands HITRANS			77.8 76.0 77.6 77.4 78.6 77.5		78.1 76.5 78.0 77.9 78.5 78.0	

HITRANS Monitoring Framework - Intermediate Outputs

Output Code	Output description	Source	Scope	2006	2007	2008	2009	2010	2011	Comments
IO01	Tourist visits to top visitor attraction in each authority	VisitScotland visitor data	Argyll & Bute - Argyll & Bute Discovery Centre, Rothesay Highland - Eilean Donan Castle Highland - Rothiemurchas Estate Eilean Siar - Ann Lantair, Stornoway Orkney - St Magnus Cathedral, Kirkwall			##### ##### ##### #####		x 314,199 359,000 218,344 117,490		
IO02	Reduce input costs for businesses	www.petroprices.com Unleaded average price	Inverness Kirkwall Stornoway Fort William Ullapool Oban Portree				109.8 117.9 119.2 110.1 115.9 110.6 113.4		133.40 145.45 145.65 134.85 144.90 136.90 142.90	
IO03	Number of passengers using community transport services	Local authorities/operators	Argyll & Bute Eilean Siar Highland Moray Orkney Islands							
IO04	Number of people citing transport as a key barrier to accessing employment / education / training services	Scottish Household Transport Survey - % regarding public transport as 'Inconvenient'	Data collected (2005-2006) will be updated August 2009	23.4%				22.7%		
IO05	Mode split on the journey to work	Publication Transport and Travel in Scotland, August 31, 2011	Car PT Walk/Cycle		67 10 20			67 14 16		
IO06	Mode split on the journey to school	Publication Transport and Travel in Scotland, August 31, 2011	Car PT Walk/Cycle			28 25 46		23 24 51		
IO07	Increased activity levels	Publication Transport and Travel in Scotland, August 31, 2011 Walking in the past seven days (aged 16+) (Those who had made a trip of more than quarter of a mile for the specified purpose on at least one of the previous seven days)	As means of transport Leisure/Keep fit	47 63				62 51		
IO08	Number of cancelled health appointments	NHS Scotland DNA stats. http://www.scotland.gov.uk/About/scotPerforms/partnerstories/NHSScot	Highland (Highland & Argyll & Bute) Western Isles Orkney Grampian (Moray, Aberdeen, Aberdeenshire)				7.2% 6.7% 3.1% 7.4%	6.9% 7.7% 3.3% 8.0%		

HITRANS Monitoring Framework - Transport indicators

Indicator Code	Indicator description	Source	Scope	2008	2009	2010	2011	Comments
T101	Average car journey times	AA Journey planner	Fort William - Glasgow Fort William - Inverness Inverness - Perth Inverness - Elgin Elgin - Aberdeen Campbeltown-Tarbet (A83/A82 Junction) Inverness - Thurso Inverness - Wick Oban - Tyndrum (A85/A82 junction) Elgin - Perth (via A95?) A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		02:30 01:26 02:35 00:56 01:32 02:12 02:26 02:16 00:49 03:14 00:21		02:32 01:27 02:36 00:56 01:32 02:12 02:26 02:17 00:49 03:09	
T102	Journey time reliability	Difference in AM Peak and Inter-peak journey times from Transportdirect.info	Fort William - Glasgow Fort William - Inverness Inverness - Perth Inverness - Elgin Elgin - Aberdeen Campbeltown-Tarbet (A83/A82 Junction) Inverness - Thurso Inverness - Wick Oban - Tyndrum (A85/A82 junction) Elgin - Perth (via A95?) A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		4% 8% 5% 12% 8% 5% 5% 6% 11% 4% 13%		2% 3% 2% 4% 4% 3% 2% 2% 5% 1% 5%	This is a comparison from Transport direct. I suspect that given the difference with 2009, the comparison might have been with the AA journey planner for one or both of the AM peak or inter-peak
T103	Average public transport journey times	Transportdirect.info	Fort William - Glasgow Fort William - Inverness Inverness - Perth Inverness - Elgin Elgin - Aberdeen Campbeltown-Tarbet (A83/A82 Junction) Inverness - Thurso Inverness - Wick Oban - Tyndrum (A85/A82 junction) Elgin - Perth (via A95?) A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		03:05 02:00 02:15 00:50 01:31 02:59 03:20 02:45 00:54 03:04 00:49		03:02 01:46 02:15 00:44 01:31 03:02 02:59 02:55 01:03 03:19 00:49	coach coach train train train coach coach coach train train bus
T104	Competitiveness of non-car/truck modes	Difference in journey time between Car and PT from transportdirect.info	Fort William - Glasgow Fort William - Inverness Inverness - Perth Inverness - Elgin Elgin - Aberdeen Campbeltown-Tarbet (A83/A82 Junction) Inverness - Thurso Inverness - Wick Oban - Tyndrum (A85/A82 junction)		23% 40% -13% -11% -1% 36% 37% 21% 10%		20% 22% -13% -21% -1% 38% 23% 28% 29%	

HITRANS Monitoring Framework - Transport indicators

Indicator Code	Indicator description	Source	Scope	2008	2009	2010	2011	Comments
TI05	Cost of transport freight	www.petrolprices.com Diesel average price	Elgin - Perth (via A95?)		-5%		5%	
			A82 on outskirts of Inverness transferring to A9 (Lochend to Daviot)		133%			
			Inverness		110.8		141.4	
			Kirkwall		118.9		150.9	
			Stornoway		121.7		153.9	
			Fort William		111.4		142.4	
			Ullapool		117.9		149.9	
Oban		111.7		142.9				
Portree		115.4		148.4				
TI06	Accessibility of key employment/service centres by public or community transport	SIMD accessibility figures - % popn within 30 mins of key service centre by public transport	Argyll & Bute		68%			Data resourced and checked, but no new data will be available until November 2012
			Eilean Siar		46%			
			Highland		66%			
			Moray		73%			
			Orkney Islands		47%			
HITRANS		66%						
TI07	% of active travel trips	Publication Transport and Travel in Scotland, August 31, 2011 Travel to work mode of walking or cycling		13.5*		15.7		See footnote below
TI08	Access to health facilities: journey times by all modes	SIMD accessibility figures - % popn within 30 mins of a GP by public transport	Argyll & Bute		80%			Data resourced and checked, but no new data will be available until November 2012
			Eilean Siar		63%			
			Highland		73%			
			Moray		85%			
			Orkney Islands		54%			
HITRANS		75%						

* When collating most recent data, an equivalent value to the data presented in 2007 was not available. The 2007 value has been replaced with the comparable value from the dataset used for the 2010 data to allow a direct comparison to be made

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