SESTRAN BUS STAKEHOLDERS' CONGRESS
10:00AM FRIDAY 8TH FEBRUARY 2019

Present:

Cllr Russell Imrie	SEStran Board Member
Cllr Gordon Edgar	Chair of SEStran
Cllr Laura Murtagh	SEStran Board Member
Cllr Karen Doran	SEStran Board Member
Laura Alexander	SEStran Non-Councillor Board Member
Simon Hindshaw	SEStran Non-Councillor Board Member
Vivienne Gray	SEStran Non-Councillor Board Member
Callum Hay	SEStran Non-Councillor Board Member
Paul White	SEStran Non-Councillor Board Member
Barry Turner	SEStran Non-Councillor Board Member
Jim Grieve	SEStran
Elizabeth Forbes	SEStran
Peter Jackson	SEStran
Julie Vinders	SEStran
Harry Barker	Rural East Lothian Bus Group, Bus Users UK
Jon Oakey	Stagecoach
Douglas Robertson	Stagecoach East Scotland
Alan Dean	City of Edinburgh Council
Graeme Macfarlan	First Bus Scotland
Chris Day	Edinburgh Bus Users Group
Richard Hall	Lothian Buses
Graeme Malcolm	West Lothian Council
Rebecca Chan	City of Edinburgh Council
Andrew Stevenson	Transport Scotland
Dr Jonathan Cowie	Napier University
Stuart McNeil	Traveline Scotland
Gordon Grant	Scottish Borders Council
Jeremy Tinsley	CPT
Ross Martin	Connectivity Commission
Andrew Mclellan	East Lothian Council
Mark Craske	NHS Forth Valley
Tim Parker	TCC
Jennifer Marlbourgh	LHNCC

Ref.		Actions
1.	**Welcome by Russell Imrie (Chair) – A Regional View**	
1.1	The Chair welcomed the attendees and highlighted the importance of bringing together relevant stakeholders to discuss and try to find a way forward, with the issue of decreased bus patronage in the SEStran Region.	
1.2	The Chair also highlighted the aims of the meeting; to have relevant discussions, to develop effective strategies at a regional level and to	

	strengthen communications and strategic planning.	
2.	**Summary of SEStran's Board paper on bus issues, June 2018 – Jim Grieve**	
2.1	Jim Grieve gave a brief description on the origin of the meeting as follows: Following numerous bus consultations in 2017, highlighting the National trend in declining bus patronage, it was deemed that a Board discussion was both relevant and necessary. SEStran brought a paper to the Board in June 2018 titled 'Bus Travel Discussion Paper', however, it was agreed that more time needed to be spent on the item, so the paper was updated and brought to the Board for a follow-up in September 2018, along with a report from Barry Turner, SEStran Non- Councillor Member. It was agreed that SEStran would organise an event to gather together relevant stakeholders to further discuss the points raised in the paper and to determine future action by SEStran.	
2.2	Jim then provided a summary of the findings from the paper, highlighting the following subject areas: • Open Data • Smart Ticketing/RTPI • Tackling Rising Congestion • Formal Regional Engagement with Bus Operators • Equality of Access to Bus Services • Young People Jim also advised that these headings would be the subjects for discussion in the workshop element of the meeting.	
3	**Introductions**	
3.1	The Chair introduced the presenters; Dr Jonathan Cowie, Richard Hall and Ross Martin and welcomed Dr Jonathan Cowie to start the proceedings.	
4.	**The Transport Bill**	
4.1	• Bus Aspects – Presentation by Dr Jonathan Cowie, Napier TRI https://www.sestran.gov.uk/meeting/bus-stakeholders-congress/?preview=true	
5.	**Connectivity & Impacts of Congestion**	
5.1	• Bus Operators' Perspective – Presentation by Richard Hall, Lothian Buses **(add link)**	

5.2	• Glasgow's Connectivity Commission – Presentation by Ross Martin, member of Connectivity Commission The key points of Ross Martin's presentation were as follows: • Connectivity contradictions – Glasgow has the UK's best suburban rail network outside London, where passenger numbers have grown exponentially over the last decade, creating a crisis of growth as even strong levels of national investment struggle to keep pace with relentlessly rising demand. On the other hand, its bus network, responsible for carrying a far greater number of passengers, has experienced the steepest decline of any other UK city over the same decade. • Behavioural change – how can we improve the public's perception of public transport; through engagement, customer service, affordability and reliability? • Connectivity – the life blood of any socio-economic system; carrying goods, services and people around the places where we live, work and play. • Transport hierarchy – Recommendations for Glasgow City Council to adopt and adhere to the recognised transport hierarchy for street space prioritising the movement of people, cyclists, public transport use and private vehicles, in that order.	
5.3	Following the presentations, the attendees were invited to participate in a Q+A/discussion. The following points were raised: • Subsidised/concessionary travel – it was highlighted that young people should be offered subsidised fares/concessionary travel as a means of encouraging patronage. This then led to discussion about the importance of improving young peoples' perceptions/experiences of public transport through; good customer service, concessionary travel, attractive/clean vehicles, USB sockets and reliable Wi-Fi. • Reliability of public transport – it was highlighted that there should be more focus on the improvement of current transport measures, regarding congestion, instead of focusing on new transport infrastructure. • Integration – it was highlighted that Economic Partnerships, Transport Partnerships and Planners should be working collaboratively on a regional level, to ensure effective strategic planning/project delivery. • Communication – 'How do we make communication work on a local level regarding market growth and connectivity?' • City of Edinburgh's Low Emission Zone – concerns were raised about this initiative, with fears that the disbenefits will affect the outskirts of the city, e.g. The Edinburgh City Bypass.	
6.	**Round table discussions**	
6.1	Jim Grieve advised the attendees that each of the 6 tables displayed a list	

	of discussion topics (as previously mentioned in Item 2.2) with specific headings in bold to indicate which should be focused on. The tables were asked for volunteers to take notes/feed back to the room following the discussions. Each table was assigned 25 minutes for discussions and 20 minutes for feedback.	
7.	**Feed-back from discussions**	
7.1	**Table 1**	
	Table 1 had the discussion heading 'Young People' and fed back the following points raised during their discussions: • Engagement – how do we effectively engage with young people? • Planning – Problems with connectivity that can make young people less confident when using public transport as they may need to use multiple modes/routes etc. • Reliability of journey - Young people are more likely to be on fixed working hours, so need to be able to rely on accurate service times. • Behavioural change – How can we encourage families to use the bus?	
7.2	**Table 2**	
	Table 2 had the discussion heading 'Formal Regional Engagement with Bus Operators' and fed back the following points raised during their discussions: • Local authority officers have good engagement with operators and regional stakeholders. • City Region groups – short time scales and limited engagement/input • Disconnect of CD outputs with public transport provision, meaning more money spent • Policy level dissemination may not always be fed to PTOs • Supplier and customer strategy needed • Declining services could be due to cross boundary issues.	
7.3	**Table 3**	
	Table 3 had the discussion heading 'Tackling rising Congestion' and fed back the following points raised during their discussions: • Changing people's perceptions • Better pricing • Making public transport quicker than car use • Improving bus information/reliability • Social inclusion and smart ticketing • 20 mph speed limit – not encouraging public transport use • Better communication about road works/maintenance which could cause delays to routes	

	• Passenger real time information	
7.4	**Table 4**	
	Table 4 had the discussion heading 'Open Data' and fed back the following points that were raised during their discussions: • Open data – a viable/required resource • Information provision to the customer; what services are available, how they plan their journey, purchase their ticket. • Evidence – if you're making a case for why Scottish Government or Local Authorities should invest in a specific measure you can use open data as a backing resource • Issues – Open Data can be an expensive endeavour • Is Traveline the right portal for handling open data? • What are the implications for smaller operators?	
7.5	**Table 5**	
	Table 5 had the discussion heading 'Equality of Access to Bus Services' and fed back the following points raised during their discussions: • Confidence building – CPC could be adapted with more focuss on disability training. • Infrastructure – where stops are located is important, all stops need to be accessible to people with mobility issues • Public awareness campaigns to encourage better understanding publicly	
7.6	**Table 6**	
	Table 6 had the discussion heading 'Smart ticketing' but instead talked about 'Tackling Rising Congestion' and fed back the following points raised during their discussions: • City of Edinburgh Council looking at initiatives for short term measures; signal optimisation etc • Bus lane operate hours – to improve consistency • Bus lane enforcement cameras • Collaborating with operators • Park and ride expansions and locations – how can they be effectively utilised?	
7.7	The Chair then asked if the attendees had any further points to raise following the discussions. The following additional points were raised: • Where is the powerhouse for change? • Transport Bill – illustrates disconnect between Government policy and reality • Government needs to put support mechanisms in place to make required changes	

	- National debate on bus polarised by the issue of ownership - Bus operators, politicians and decision makers should establish a transport hierarchy to prioritise bus travel - Regional conversations to make the necessary changes to improve bus patronage	
8.	**Conclusion/Actions**	
8.1	The Chair thanked the attendees for their input and advised that the next stages would include; circulation of the minutes, which will be brought to the Board for discussion. Following Board endorsement, a follow-up meeting will be scheduled for further engagement and planning.	**EF/SEStran**

Elizabeth Forbes
Business Support Officer
Thursday 14th February 2019