

**THE MORAY COUNCIL
ENVIRONMENTAL SERVICES DEPARTMENT**

MORAY FORUM TRANSPORT STEERING GROUP

DATE: Tuesday 13 March 2018, 10am

VENUE: Moray Council Meeting Room 6 (Annexe)

ATTENDEES:

Angela Sutherland, Forres Area Forum (AS)
 Donald MacRae, Public Transport Manager (DM)
 Kirsty Williams, Forres Area Community Trust (KW)
 Nicola Moss, Transportation Manager (NM)
 Andrea Fuller, Speyside Area Forum (AF)
 Stevie Robertson, Planning Officer Community Transport (SR)
 Julie Cromarty, Hitrans (JC)
 Leah Rossvoll, Buckie Area Forum (LR)
 Iain Catto, Elgin Community Council (IC)
 Gail Buchan, Hospital Ambulance Liaison Officer (GB)
 Eric Duguid, The Forres Osprey Trust (ED)

APOLOGIES:

Anita Milne, Moray Transport Working Group (AM)
 Duncan Leece, Banffshire Partnership
 Fabio Villani, Chief Officer, tsiMoray (FV)
 John MacDonald, Community Transport Association (JM)
 Linda McDonald, Buckie Area Forum (LM)
 Craig Woodall, Stagecoach (CW)
 Councillor Lorna Creswell (LC)

Item	Subject	Action
1.0	Apologies	
1.1	Noted as above. Anita unable to chair due to a clash with a hospital appointment in Aberdeen. Nicola agreed to chair the meeting.	
2.0	Minutes of Previous meeting Dated 22 January 2018	
2.1	4.1 – Leah has passed information about a coffee morning in the Buckie area to the area forum to take forward. Leah will chase this up.	LR
2.2	3.4 – Duncan provided the following updates via e-mail before the meeting: <i>The action point in para 13 of 3.4 concerned a Buckie-based community group. We have been told that issue has been resolved</i>	

	<p><i>locally and so have not taken it further.</i></p> <p><i>My action point in the final line of 3.4 was to contact Donald about use of concessionary fares. I emailed Donald on 23rd Jan to confirm we would like a meeting/conversation, but that has yet to happen. We still view this as potentially being the solution to us finally making some of the ex-BABS services financially sustainable, and thus possible for us to reinstate and deliver on a permanent basis. We are very keen, therefore, to have a meeting with Donald ASAP.</i></p> <p>2.3 4.0 – 2018 Seminar – Anita suggested to Nicola and that the seminar might need to be postponed to give more time to secure speakers. Leah and Ian said they could both help Anita with the seminar once a new date is set.</p> <p>2.4 5.0 – Vehicle Electric Charging Points – Nicola e-mailed the application to Nicola and confirmed they had support from Speyside Area Forum – applications are being decided this week.</p> <p>2.5 5.4 – Moray Car Share – Ian said that Leader European funding bid has been submitted to expand the service.</p>	DL/DM
<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p>Gail Buchan – Hospital Ambulance Liaison Officer</p> <p>Gail explained that in November 2016 she was one of two officers put in place (one Elgin and one Aberdeen) to deal with hospital transfers. The role in Aberdeen has since ceased. The role is predominantly to deal with providing transport to patients who have no alternative. It also involves finding alternatives to an ambulance taking patients to their destination. Over 36,000 appointments took place last year where transport was provided. Gail works closely with the Council social care department, especially with patients who are at home and have fallen as they want to find an alternative to the patient receiving an ambulance when this happens (there are around 8 or 9 falls per day in Moray). There are 2 vehicles in Buckie, 2 in Forres and 4 in Elgin. The vehicles are not just used for discharges and transfers, some are used for dialysis and some are also being used to take patients to Raigmore in Inverness. Sometimes patients have to be cancelled so that more urgent cases can be attended to.</p> <p>Andrea asked about the ThinC service and Nicola explained that Moray no longer contribute funding to this as it was being fully utilised in Moray.</p> <p>Gail spoke about the Lothian hub -</p> <p>Nicola suggested that a meeting of transport providers could take place to discuss how everyone could work better together. Gail</p>	

	suggested that she could speak to someone from the Lothian hub to see if they were available to attend.	
4.0	Transport Updates	
4.1	<p>Public Transport – Craig was not at the meeting to provide an update.</p> <p>Leah asked about the 35 bus at Land Street Buckie following an accident involving damage to a house. People are confused about where to get on the bus and where they can get off it. Nicola agreed to ask Stagecoach.</p> <p>A discussion was held about the Forres timetable and whether it could show if the bus was going to be a low floored bus or not. Nicola explained that Stagecoach could not indicate which type of bus would be on a particular route as there may be changes due to breakdowns etc. A wider discussion is needed with regards to comfort, accessibility etc. Nicola and Anita are keen to see if someone from a bus manufacturer could attend the seminar to speak about design etc.</p> <p>Nicola noted that there is going to be a 14 week closure between Dyce and Aberdeen from 12 May 2018.</p>	
4.2	<p>Dial M – Stevie said that December had a poor week due to where Christmas and new year fell.</p> <p>There have been some issues in the Forres area with some groups unhappy that they can book the dial a bus one way but are unable to get a return journey. Dial a bus was started in Forres and has grown from there. It may be that to begin with booking the bus would have been easier as it was not as busy. Osprey said they have stepped in to assist with some bookings that can't be done by dial a bus.</p> <p>Stevie agreed to pass on customer details to Osprey for a gentleman who has immediate medical needs and transport is required frequently to attend appointments.</p> <p>Leah asked if the dial a bus drivers are supposed to go into the venue they are collecting from to tell the passengers that the bus has arrived. Stevie said they would only do that if they had time as usually they only have a waiting time of 3-4 minutes. The pick up point needs to be made clear at the time of booking.</p>	SR
4.3	The Forres Osprey Trust – Eric gave an overview of the group. The trust was established in 1973 to provide free transport for the elderly, infirm and disabled in the Forres area. RAF Kinloss provided the first bus and now the Army at Kinloss Barracks	

	<p>maintain a connection with the trust. The trust relies on donations and fundraising. The bus used to be operated from April – September only but now operates in the winter too. The bus is rarely used at weekends or in the evenings.</p> <p>Eric said that the trust need to build up funds to get a new minibus. They also thought about getting a Berlingo type vehicle with wheelchair access to take people to hospital appointments.</p> <p>Andrea and Eric mentioned Jeanette Harley who works with the defence medical welfare fund to provide assistance for attending medical appointments etc. It was agreed that Andrea or Eric would pass on contact details to Anita who could invite Jeanette to a future meeting.</p> <p>Nicola said she would obtain a leaflet from tsiMoray and share it with the group.</p>	<p>AF/ED</p> <p>NM</p>
5.0	2018 Seminar	
5.1	It was agreed that a September 2018 date would be better. Nicola will speak to Anita to set a date. To be discussed at the next meeting.	NM
6.0	Citizens Advice Scotland – Creating Better Journeys Report	
6.1	Report was circulated with the papers. National piece of work with some good statistical information, especially about Moray.	FOR NOTING
7.0	Date, Time and Venue - Next Meeting	
7.1	Monday 21 May 2018, 10am – Meeting Room 1 – Annexe	ALL
7.2	<p>Future dates set as follows:</p> <p>Tuesday 17 July 2018, 9am – Meeting Room 1 – Annexe</p> <p>Tuesday 18 September 2018, 10am – Venue TBC</p> <p>Tuesday 20 November 2018, 10am – Venue TBC</p>	