

**THE MORAY COUNCIL
ENVIRONMENTAL SERVICES DEPARTMENT**

MORAY FORUM TRANSPORT STEERING GROUP

DATE: Monday 21 May 2018, 10am

VENUE: Meeting Room 1, Annexe

ATTENDEES:

Anita Milne, Moray Transport Working Group (AM)
Angela Sutherland, Forres Area Forum (AS)
Donald MacRae, Public Transport Manager (DM)
Kirsty Williams, Forres Area Community Trust (KW)
Nicola Moss, Transportation Manager (NM)
Julie Cromarty, Hitrans (JC)
Leah Rossvoll, Buckie Area Forum (LR)
Iain Catto, Elgin Community Council (IC)
Gail Buchan, Hospital Ambulance Liaison Officer (GB)
Sandy Henderson, Chair of Speyside Area Forum (SH)

APOLOGIES:

Andrea Fuller, Speyside Area Forum (AF)
Stevie Robertson, Planning Officer Community Transport (SR)
Eric Duguid, The Forres Osprey Trust (ED)
Duncan Leece, Banffshire Partnership
Fabio Villani, Chief Officer, tsiMoray (FV)
Derek Young, Community Transport Association (DY)
Linda McDonald, Buckie Area Forum (LM)
Craig Woodall, Stagecoach (CW)
Councillor Lorna Creswell (LC)

Item	Subject	Action
1.0	Apologies	
1.1	Introductions were made. Apologies noted as above. <ul style="list-style-type: none">- Derek Young has replaced John MacDonald on the group and is Director for Scotland with CTA.- Sandy Henderson is in attendance for Andrea Fuller.	
2.0	Minutes of Previous meeting Dated 13 March 2018	
2.1	The minute was agreed with the following changes: 2.5 – change in spelling of ‘lan’ to ‘lain’. 3.2 – change the sentence to read ‘...Moray no longer contribute funding to this as it was not being fully utilised in Moray.’	

2.2	<p>Updates on actions as follows:</p> <p>2.1 – Leah said that she has continued to raise the issue of a coffee morning with the area forum.</p> <p>2.2 – Donald and Duncan are still to meet to discuss concessionary fares.</p> <p>3.3 – Gail will speak to one of the managers in Inverness (Sue) with a view to setting up a meeting with Osprey etc.</p> <p>4.3 – Andrea/Eric agreed to pass on contact details for Jeanette Harley from the defence medical welfare fund. Anita has not received these. Kirsty advised she had the details and said she would pass them on.</p> <p>4.3 – Nicola went to tsiMoray but they only had one leaflet for the Osprey Trust so she did not take it. Kirsty agreed to speak to Eric to obtain some leaflets for the next meeting.</p>	<p>LR</p> <p>DL/DM</p> <p>GB</p> <p>KW</p> <p>KW</p>
3.0	<p>Report on HTAP Networking Event – 1 May 2018</p> <p>3.1 HTAP (Health and Transport Action Plan) - Audit Scotland published their report on transport for health and social care. One of the recommendations was to form links between the various agencies who deliver passenger/patient transport services with the idea of providing transport not only for healthcare appointments/reasons but also for social and domestic purposes such as shopping/seeing visitors. The idea of the networking event was to bring together organisations involved in either providing care or transport.</p> <p>Nicola will attend the HTAP steering group on 28.5.18 to find out the feedback from the event.</p> <p>Eilidh said that Jan from tsiMoray attended the event and noted that a lot of ambulances are used to transport patients when the journeys could be undertaken via car/taxi.</p> <p>The distance between Moray and Aberdeen City to reach the likes of ARI is lengthy. There are some journeys that could be shorter – some residents have mobility cars yet they choose to ask for patient transport because they qualify and because they don't want to drive into Aberdeen and find it difficult to park etc.</p> <p>Gail attended the event and felt it was very much City and Shire led.</p> <p>The group agreed that Moray is ideally placed to be a central 'hub' for transport and a lot of journeys could start from Elgin.</p>	

4.0	Transport Updates	
4.1	<p>Public Transport – Anita confirmed that Craig Woodall had not accepted or declined this meeting and it was disappointing not to have representation from Stagecoach. Donald said he raised the issue at the last quarterly meeting with stagecoach and e-mailed whilst discussing the matter at this meeting. Stagecoach responded to Donald to say that they would like to have representation at these meetings and asked for the future dates of the group.</p> <p>The Pluscarden service has stopped and people are finding it difficult getting to Dr Grays. Donald raised this issue again with stagecoach who advised that it is too difficult for drivers to get out of the Wittet Drive junction onto the A96. The junction is too tight and the bus has to encroach onto the other side of the road to get out.</p> <p>There are a new fleet of coaches which we understood would be used for the Inverness/Aberdeen route but they are frequently used on shorter journeys rather than the low floored bus. Some users find it difficult to access the coaches because of the steps.</p> <p>Nicola is awaiting confirmation of a meeting with stagecoach MD and the Commercial Director. On the agenda is the Sunday service between Dufftown and Aberlour. Nicola would like to discuss increasing passenger numbers so seeing if there are any fare incentives etc that could help.</p>	NM
4.2	Transport for Health and Social Care – Gail advised that an extra crew of 8 will be based in Elgin.	
4.3	<p>Dial M – Donald advised that Speyside has not been as buoyant as usual. Some internal issues with double counting in the figures made the passenger number look different. This has been resolved. Some regular clients in the area are not using the bus anymore so this has also had an effect.</p> <p>Zoning – Donald and Nicola spoke about the current zones for each area and that the service could be run without defined zones. It might mean that users could book a journey across Moray but might need to undertake that journey across more than one dial a bus. This would make sense for the buses as they would be utilised across the whole of Moray rather than some doing more than others. Would require re-branding if this was to go ahead.</p>	
4.4	Community Transport – Osprey – Kirsty said that Eric was having some difficulties with the accounts but this has been resolved. Potentially there are another 4 people who can come on board as trustees. Eric has been working through some contact issues with	

	e-mail addresses that were redundant. Eric has also been working with PTU to resolve issues with pick up's and drop off's.	
4.5	<p>Elgin Stroke Group – Attendees were supposed to be at this meeting to represent the group but family illness meant they were unable to attend. Leah is on the board and advised the group that the members all require transport and cannot travel via another method (i.e. car etc). Previously the group were trying to book dial-a-bus for individual bookings but Donald advised that it might work better if a group booking was made for each member to be picked up. Might mean more than one booking depending on the areas the members live.</p> <p>It was agreed that Elidh and Anita would meet to discuss/resolve.</p>	EB/AM
4.6	<p>Speyside Area Forum – Sandy advised the group that he will be meeting Nicola to speak about the Sunday service. Also raised the need for a service between Aberlour and Grantown/Aviemore as it is becoming a problem with people getting stuck with no means of transport. Nicola spoke about the bus investment fund and how we were unsuccessful last time this was applied for.</p> <p>Donald advised the group that the Council used to run a service like this in conjunction with Highland Council. When Highland Council stopped providing funds the service had to stop.</p>	
5.0	2018 Seminar	
5.1	Saturday 22 September 2018 was agreed as the preferred date. Location to be Lhanbryde and Anita will book this.	AM
5.2	<p>Speakers:</p> <ul style="list-style-type: none"> - Citizens Advice Scotland (or Elgin representative) - Council/Dial M - Osprey Trust - NHS / Gail Buchan - Scotrail – Nicola will speak to Fiona Campbell who is the Head of Customer Service for North of Scotland 	GB NM
5.3	<p>Funding:</p> <ul style="list-style-type: none"> - Stagecoach have agreed to provide £500. - Julie will speak to Ranald about Hitrans providing £500. 	JC
6.0	AOCB	
6.1	Speyside car share – Nicola to invite them to the next meeting.	NM
6.2	Nicola advised that the application form for a low carbon hub for	

6.3	<p>Aberlour has been successful. 7kms of path will be upgraded on the speyside way (Craigellachie to Carron). The current electric chargers at the station tea rooms will be moved to be replaced with rapid chargers. There are funds to provide a charger at Aberlour school and an additional one in Forres.</p> <p>Moray car share will manage bookings for a couple of electric bikes.</p>	
7.0	<p>Citizens Advice Scotland – Creating Better Journeys – Better Statistics</p> <p>7.1 The statistics were attached to the agenda and a discussion took place within the group.</p> <p>Dial M – how well are we getting the message about the service across?</p> <p>7.2 Discussion about whether the redundant screens located in: st giles centre, council access point, asda and railway station can be used to advertise dial-a-bus. Julie agreed to find out.</p> <p>7.3 Elidh said she would send links to dial-a-bus information to groups that they work with. Donald agreed to send Elidh the best information.</p>	<p>JC</p> <p>EB</p> <p>DM</p>
8.0	<p>Date, Time and Venue - Next Meeting</p> <p>8.1 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>	<p>ALL FOR NOTING</p>