

**THE MORAY COUNCIL  
ENVIRONMENTAL SERVICES DEPARTMENT**

**MORAY FORUM TRANSPORT STEERING GROUP**

**DATE:** Tuesday 17 July 2018, 9am

**VENUE:** Meeting Room 1, Annexe

**ATTENDEES:**

Anita Milne, Moray Transport Working Group (AM)  
Angela Sutherland, Forres Area Forum (AS)  
Leah Rossvoll, Buckie Area Forum (LR)  
Iain Catto, Elgin Community Council (IC)  
Gail Buchan, Hospital Ambulance Liaison Officer (GB)  
Andrea Fuller, Speyside Area Forum (AF)  
Stevie Robertson, Planning Officer Community Transport (SR)  
Sonya Warren, Councillor (SW)  
Daniel Laird, Commercial Director, Stagecoach (DL)  
William Mainus, Commercial Manager, Stagecoach (WM)  
Craig Woodall, Operations Manager (outgoing), Stagecoach (CW)  
Jamie Reid, Operations Manager (incoming), Stagecoach (JR)

**APOLOGIES:**

Donald MacRae, Public Transport Manager (DM)  
Kirsty Williams, Forres Area Community Trust (KW)  
Nicola Moss, Transportation Manager (NM)  
Julie Cromarty, Hitrans (JC)  
Sandy Henderson, Chair of Speyside Area Forum (SH)  
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)  
Councillor Theresa Coull (TC)

| <b>Item</b> | <b>Subject</b>   | <b>Action</b> |
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| 1.0         | <b>Apologies</b>   |               |
| 1.1         | Introductions were made. Apologies noted as above.<br><br>Councillor Warren and Coull to be added to future meeting invites.<br><br>Daniel Laird will replace Craig Woodall in future meeting invites. |               |
| 2.0         | <b>Minutes of Previous meeting Dated 21 May 2018</b>   |               |
| 2.1         | Updates on actions as follows:   |               |

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|                       | <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 e-mail Anita and Eric with a view to setting up a meeting with Osprey etc.</p> <p>4.3 – Gail will pass on contact details for Jeanette Harley from the defence medical welfare fund to Anita.</p>   | <p><b>LR</b></p> <p><b>DL/DM</b></p> <p><b>GB</b></p> <p><b>GB</b></p> |
| <p>3.0</p> <p>3.1</p> | <p><b>Transport Updates</b></p> <p>Public Transport –</p> <p>Network changes have settled in reasonably well. Dyce has caused some issues with train passengers disembarking at Dyce to be transported to Aberdeen centre.</p> <p>Contactless payments are now available but the uptake has been slow. This is not unusual as Moray has a higher amount of concessionary fares. Further marketing will be done.</p> <p>36 trial Sunday service has been launched at Glenfiddich for the whisky trail. Initially this will be a trial for 7 weeks during the summer holidays with a view to extending the service to next season if it proves to be successful. About 100 passengers over a number of days to date. Daniel will update the meeting as the trial continues and once it has ended with exact numbers.</p> <p>Andrea said the brochure contains a number of inaccuracies including the fact that some of the distilleries that are mentioned in the brochure are not open to the public and that given the recent investment into Macallan that reference should have been made to that distillery. There is a spelling mistake in the word ‘Craigellachie’.</p> <p>Daniel said he would action the issues with the brochure and address the issues over marketing and distribution. Information on the service is available here: <a href="https://www.stagecoachbus.com/promos-and-offers/north-scotland/whisky-trail-2018">https://www.stagecoachbus.com/promos-and-offers/north-scotland/whisky-trail-2018</a></p> <p>Andrea said the Speyside Forum had written a letter to Stagecoach and would like someone to speak to them about the services in Speyside. Andrea said the forum was concerned that there may be some routes/journeys with no passengers and others that are busy.</p> <p>A scheme was launched in 2000 and then re-launched again in 2015 to offer young people cut price bus travel to and from Elgin. The scheme</p> | <p><b>DL</b></p> <p><b>DL</b></p>                                      |

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| <p>3.2</p> | <p>is now out of date and not very well known about (by bus drivers and the public) so it is being refreshed. Stagecoach are working with the Public Transport Unit and the new scheme might end up as one scheme for youngsters to access other areas across Moray in the evenings and at weekends (before it was for youngsters to get into Elgin). Another part of the scheme will be for youngsters who are in care and it is proposed that they would get a discount at all times. Details of the previous scheme can be found at this link:</p> <p><a href="http://www.moray.gov.uk/newsroom/news.html#/pressreleases/relaunch-of-cut-price-bus-fare-scheme-for-moray-youngsters-1203268">http://www.moray.gov.uk/newsroom/news.html#/pressreleases/relaunch-of-cut-price-bus-fare-scheme-for-moray-youngsters-1203268</a></p> <p>Daniel will be meeting representatives from the Council and developers regarding the Bilbohall development and the Moray Sports Centre to discuss the bus link (33). Daniel will provide the group with an update at the next meeting.</p> <p>Mark Whitelocks, Managing Director has moved on to Stagecoach Cumbria and North Lancashire. The new Managing Director is David Liston who officially starts in August.</p> <p>Iain asked Daniel about Pluscarden Service. Elgin Community Council would like Stagecoach to look at diverting the 33 service. Daniel said this would be looked at along with Bilbohall and Moray Sports Centre.</p> <p>There is also an issue with buses coming from Forres (10 service) and people being able to access Dr Grays Hospital safely as there are difficulties trying to cross the road. Sonya also agreed to raise this issue with Transport Scotland.</p> <p>Tenders for school transport – still in discussions with the Council whilst there is a legal challenge in place.</p> <p>Angela said that Findhorn is not served very well by Stagecoach with no evening or Sunday service.</p> <p>Land Street, Buckie – Leah said there is still no communication about where the diversions are due to Land Street being closed. Daniel said that the shelters should have up to date information but agreed to look into this.</p> <p>Sonya commented on the lack of a service from Portknockie and Cullen in the evenings and on Sundays.</p> <p>Transport for Health and Social Care –</p> <p>A downgrading of maternity services at Dr Grays hospital came into effect on 18 July 2018. Women will still be able to give birth in Elgin but those considered at risk will be transferred to Inverness or Aberdeen.</p> | <p><b>DL</b></p> <p><b>DL</b></p> |
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| 3.3 | <p>Gail previously advised that 8 new staff would be based in Elgin (for transport) but they will not be fully trained until March 2019.</p> <p>Stagecoach advised that drivers would call 999 if they were faced with a passenger giving birth on route to hospital!</p> <p>Dial M –</p> <p>Stevie advised that Speyside passenger number have dropped from 500 a month to around 380. The passengers are generally concessionary fares and groups. Some 14% of passengers have moved out of the area but have been picked up on routes in Forres and Buckie. Other passengers have died. Because the service is not marketed by the Council the numbers have not recovered and this will likely not change until a strategy is in place. Stevie has continued to speak to groups such as BALL and coffee morning groups to see if the service can assist or be improved.</p> <p>Forres is heavily prescribed and some passengers are unable to get their first choice of journey which is causing some frustration. It is the same situation in Elgin.</p> <p>Buckie/Keith – around 280 passengers per month. Reliance on repeat customers.</p> <p>Fochabers is split between the Elgin and Buckie bus. Most passengers travel into Elgin.</p> <p>Garmouth is well serviced by the 334 service which has a low floor bus on the route so there is little use of the dial a bus.</p> <p>Anita asked Stevie if he had heard from a Garmouth gentleman who has recently left hospital. He was struggling to access the doctors surgery and the hospital. Stevie said that he is registered on the service but is yet to make a booking.</p> <p>Sonya said that some people were experiencing difficulties getting to the nearest stop to use the number 10 service and there were issues with the toilet not working properly on the service which has seen passengers having to disembark at the likes of Turriff to use the toilet. Stevie explained that as dial a bus is demand responsive it likely wouldn't help as there is no guarantee of when it can be booked.</p> <p>The dial a bus is available for booking up until 2.30pm when the schools are in and up until 4.30pm when the school holidays are in force.</p> <p>Anita mentioned that she has spoken to NHS Grampian in the past about appointment times in Aberdeen for passengers coming from Moray as it is difficult getting to early appointments. Letters do go out about appointments and people then have to call to make a suitable</p> |  |
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| <p>3.4</p>   | <p>appointment. The issues seems to be when those dates/times are cancelled by NHS Grampian and alternatives are given that are unsuitable or when follow up appointments are given to people rather than made by them. Anita said that a further discussion needs to take place with the Intergrated Joint Board (IJB) and NHS Grampian to raise this issue again.</p> <p>Andrea said that she had a discussion with Nicola about dial a bus and registering more B&amp;B's etc with the service and that more advertising needed to be done on pricing. Stevie said that the Council website has information already about routes and fares. Anita suggested that Andrea add a link to the Undiscovered Speyside website. See link here: <a href="http://www.moray.gov.uk/moray_standard/page_52932.html">http://www.moray.gov.uk/moray_standard/page_52932.html</a></p> <p>Community Transport –</p> <p>A briefing from the Community Transport Association (CTA) was distributed with the papers with regards to Section 19 and Section 22 permits. These are used by organisations who are not making a profit from their transport services. The paper sets out changes in that the Department for Transport now say that if a transport service is provided in return for payment then that service should be treated as commercial. Stevie said he was not aware of any organisations in Moray working on permits just now and that there were about 5 permits issued in Moray.</p> | <p><b>AM</b></p> <p><b>AF</b></p> |
| <p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> | <p><b>2018 Seminar</b></p> <p>Saturday 22 September 2018 was agreed as the preferred date. Location to be Lhanbryde.</p> <p>Iain circulated a paper following a meeting to discuss the seminar.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>- Citizens Advice Scotland (or Elgin representative)</li> <li>- Council/Dial M</li> <li>- Osprey Trust</li> <li>- NHS / Gail Buchan</li> <li>- Stagecoach – Daniel will confirm speaker</li> <li>- Scotrail – Nicola will speak to Fiona Campbell who is the Head of Customer Service for North of Scotland</li> </ul> <p><b>Funding:</b></p> <ul style="list-style-type: none"> <li>- Both Stagecoach and Hitrans will provide £500.</li> </ul> <p><b>Workshop:</b></p> <ul style="list-style-type: none"> <li>- Anita asked the group if they could come up with a question to pose to the groups when they are in the workshop part of the seminar. Any ideas to be passed to Anita.</li> </ul>   | <p><b>ALL</b></p>                 |

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| 4.5  | Anita suggested that developer contributions shouldn't be used to put in services once houses have been finished, rather they should be used to put in services to discourage the first batch of residents to make use of public transport rather than getting used to using their car/private transport as this discourages future use of public transport.   |                       |
| 4.6  | Moray growth deal – there is something in the growth deal about transport but there has been no consultation – Stevie said he would speak to Nicola to find out more.  | <b>SR/NM</b>          |
| 4.7  | Anita will circulate the report from last years seminar along with the format for the day.   | <b>AM</b>             |
| 4.8  | Stevie will provide transport on the day for those who are unable to travel by other means.  | <b>SR</b>             |
| 4.9  | It was suggested that A5 flyers could be distributed on buses and Gail will distribute in Dr Grays hospital.   | <b>DL/GB</b>          |
| 4.10 | Anita will liaise with the Council's PR team for social media coverage.  | <b>AM</b>             |
| 4.11 | A 'save the date' e-mail will also be issued once GDPR issues have been worked through.  | <b>AM</b>             |
| 4.12 | Iain and Leah will discuss the possibility of live streaming the event.  | <b>IC/LR</b>          |
| 5.0  | <b>AOCB</b>  |                       |
| 5.1  | <p>Transport guide – the current guide is out of date having been last issued in 2014.</p> <p>Funding of about £10k will be required to bring it up to date, publish and distribute it.</p> <p>Anita is currently looking for sources of funding.</p> <p>The current guide is available here:<br/> <a href="http://www.moray.gov.uk/downloads/file96659.pdf">http://www.moray.gov.uk/downloads/file96659.pdf</a></p> |                       |
| 6.0  | <b>Date, Time and Venue - Next Meeting</b>   |                       |
| 6.1  | Tuesday 18 September 2018, 10am – Meeting room 6, Annexe<br>Tuesday 20 November 2018, 10am – Venue TBC   | <b>ALL FOR NOTING</b> |