

EAST LoTHIAN BUS FORUM

27 NOVEMBER 2012

Adam Room
John Muir House
Haddington

Note of Meeting

In Attendance:

Cllr Michael Veitch	ELC (Chair)	Barry Turner	RELBUS
Philip Immirzi	RELBUS	Morag Haddow	Sustaining Dunbar
Ian Craig	Lothian Buses	Bill Campbell	Lothian Buses
John Dunlop	VOSA	Sheila Millar	Gifford CC
	Humbie, East and		
Sheena Jamieson	West Saltoun & Bolton CC	Jacque Bell	Dunbar CC
Allison Cosgrove	Dunpender CC	Elizabeth Hutchison	MPTRA
Ian Gordon	ELTR	Ian Dalgleish	ELC
John Scott	First Scotland East	Alex McAuley	SESTRAN
Cllr Shamin Akhtar	ELC	Sheila Sinclair	NB CC
Robert Bryson	NB CC	Cllr Donald Grant	ELC
Cllr Andy Forrest	ELC	Ross Prentice	Prentice Coaches
Gary Scougall	Eve Coaches	Richard Perryman	Perryman's Buses
Roddy Perryman	Perryman's Buses	Cllr Margaret Libberton	ELC
Cllr Willie Innes	ELC	Peter Armstrong	East Lammermuir CC
Robin Sinclair	Pencaitland CC	Simon McFadyen	Office of Iain Gray MSP
David Kerr	ELC		

Apologies: Cllr J Gillies, Cllr L Broun-Lindsay, Cllr J Caldwell, Cllr J Goodfellow, Cllr K McLeod, Cllr J Williamson, Cllr F McAllister, Fiona O'Donnell MP, Iain Gray MSP, Colin Beattie MSP, Mr Peter Harris (Edinburgh Coach Lines), Mr Trond Haugen (SEStran), Ms Kathryn Smith (North Berwick CC),

Access to service information

There is a multiplicity of types and levels of public transport information available which can be confusing for the public.

Real Time Information is transformational in the public transport industry and is viewed as being particularly beneficial in rural areas.

Locally, the expansion of the Real Time Information system is progressing well.

Musselburgh depot will soon be equipped and First Scotland East services operating in East Lothian from that depot should be included in the real time information system by mid-2013.

The provision of “off-street” real time displays e.g. in schools, local shops adjacent to bus stops etc is currently being examined.

It is planned to have a smartphone real time information App available soon.

Not everyone is electronically literate and not everyone has access to required electronic equipment so there is still a need for paper based information – both at service and roadside levels. There could be a role for Community Councils in erecting information if it can be provided by ELC.

There is a lack of information panels in the rural areas.

Adopt-a-bus-stop scheme would allow community information to be placed/maintained at stops and shelters where there is spare capacity for information.

There is a role for Community Councils maintaining roadside information if they receive the correct information.

Bus journey planning should be as easy as using National Rail journey planner.

Use better information provision to promote sustainable tourism.

Should there be a comprehensive timetable booklet?

Links to hospitals & health centres

The Council needs better data relating to transport to/from centres for health care.

Government currently have a joint working group on health related transport – it is expected to report soon.

There is a need for integration of all transport provision to hospitals and health centres along with an integrated scheduling system.

Connectivity

It is essential to look at all resources differently to improve transport and inter-connectivity particularly for rural communities.

Some connectivity issues will resolve with the development of smart technology but this will take time.

A Scottish Government proposal is awaited to migrate the current paper based One-Ticket (multi-modal, multi-operator) to an electronic system (similar to London's Oyster Card).

VOSA is keen to see Councils and operators developing partnerships for punctuality which may address some connectivity issues. The Traffic Commissioners Office may have a role in resolving connectivity problems in rural areas.

Explore willingness to work together to enshrine high quality services for the customer. (Common Charter). This would be similar to SOA outcomes.

Action Points

- **All:** Consider ideas for developing 'Common Charter'
- **All:** Consider means to better promote Traveline locally.
- **ELC/Operators:** Ensure bus stops in correct locations.
- **ELC/Operators:** Examine options for better timetabling, including at stops and on website