

Notes of Meeting	
Title	Date/time
East Lothian Bus Forum	Tuesday 29 <sup>th</sup> April 2014 at 1530
3rd meeting Main Hall, Town House, Haddington	

Present:

Name	Organization	Name	Organization
Michael Veitch (Chair)	East Lothian Council	Margaret Libberton	East Lothian Council
Donald Grant	East Lothian Council	Dave Berry	East Lothian Council
Jim Gilles	East Lothian Council	Gary Scougall	Eve Coaches
Jim Goodfellow	East Lothian Council	Ross Prentice	Prentice Coaches
Andrew Mclellan	East Lothian Council	Mike Steven	Lothian Buses
Alex Macaulay	SESTRAN	Richard Perryman	Perryman Buses
John Dunlop	DVSA	Neil McNaught	First Bus
Ross Wyllie	DVSA	John Scott	First Bus
Iain Whyte	Colin Beattie MSP	Barry Turner	RELBUS
Morag Haddow	Sustaining Dunbar	Philp Immirzi	RELBUS
Jacquie Bell	Dunbar Community Council/Rebus	Robert Bryson	North Berwick Community Council
Alison Cosgrove	Dunpender Community council	Malcolm Baker	North Berwick Community Council
Amber Moss	East Lothian Council		

Apologies:

Ray Montgomery	East Lothian Council	Peter Forsyth	East Lothian Council
Ian Dalgleish	East Lothian Council	Bill Campbell	Lothian Buses
Willie Innes	East Lothian Council		

Item	Comment	Action
1	Michael opened the meeting and welcomed everyone. Briefly outline the press release of the charter at Prentice yard with buses from the 5 operators and the press.  MV Drew attention o the notes of the last meeting  JB raise she had sent in apologies for the last meeting  AM pointed out that in the last minutes that AM should have been AMc in the action column with regard to display cabinets 'at bus stops	AMc  AMc

2	<p><u>Common Charter-making it work</u></p> <p>MV handed over to BT to talk about the charter. BT outlined the beginning of the charter with RELBUS and thanked ELC, the 5 operators for their work in joining in with the creation of the charter.</p> <p>The main outstanding question is how the general public feedback and to whom on the points in the charter, as the passenger expectations will be raised. All the operators have their own system for handling comments and so the council. RELBUS are volunteers and have no system, so requires further discussion on how we capture information.</p>	<p>BT/MV</p> <p>BT/MV</p>
3	<p><u>Matters Arising/General updates</u></p>	
	<p>a. Connectivity/supported services</p> <p>MV updated the meeting on the changes to supported services as result of the handing back of the 328 Service and asked AMc to advise the forum of the process and outcome of the new 110 service.</p> <p>The council awarded Prentice Coaches the running of the new supported bus service 110 to replace the 328 cross boundary service as of 21<sup>st</sup> April 2014. Edinburgh Coach Lines (ECL) gave Midlothian Council (MLC) notice that they will withdraw from running the 328 service after the last journey on 19<sup>th</sup> of April 2014. The reason for the withdrawal is the failure of the service to provide enough revenue to maintain the service against the running costs, having already asked both councils for an increase in support six months prior.</p> <p>Officers after discussions with elected members re-tender the route as follows:</p> <p><b>Option One</b> Cross-border contract serving East Lothian and Midlothian based on the three bus timetable, but with a few tweaks, this is the nearest to the existing timetable. Please note that a fourth bus is required for a Friday afternoon school day journey.</p> <p><b>Option Two</b> Cross-border contract serving East Lothian and Midlothian, this timetable is based on two buses only reduced service.</p> <p><b>Option Three</b> This is the Midlothian Council only option based on one bus only. It omits the ERI [as this is served by several buses an hour from Dalkeith/Sheriffhall anyway] but retains the link to Musselburgh [in East Lothian] as many residents in the Newton Village-Millerhill area have maintained their links to shops, GPs and dentists in Musselburgh [which used to be part of Midlothian] rather than switching to Dalkeith when the boundaries changed.</p>	

#### Option Option4

This is the East Lothian only option based on one bus only. There were two alternatives within the one option:

- 4-A is for the Monday – Saturday timetable
- 4-B is for the Monday – Sunday timetable.

The new service will provide community links between New Winton/Elphinstone, Tranent and Prestonpans based on a 3 month trial period of the Monday – Sunday option and if the results so that the Sunday is not viable then will be altered to a Monday to Saturday option. The service will offer travel for commuters, school pupils, local shopping and day centres by allowing access to:

- Bus service connections in along the main operator corridors:
  - Lothian buses, operating frequent service:
    - 26 every 8 minutes to Prestonpans and every 20mins to Port Seton/Tranent
    - 44A every 30 minutes to Tranent
    - 113 every 40 minutes to Tranent
  - First Bus operates 2 services
    - 108 every 60 minutes to Tranent
    - 124 every 30 minutes to Prestonpans
  - Eve Coaches operate 2 supported services for ELC:
    - 128 via Prestonpans onwards to ERI
    - 129 via Prestonpans onwards to Ocean Terminal
- Medical centres:
  - Tranent Medical Practice
  - Prestonpans Medical Practice
- Fitness Centres:
  - Loch Centre
  - Meracit Centre
  - Meadowmill Sports Centre

ML raised the point that there was no direct link with Port Seton and Tranent. AMc explained that a full SOWT analysis of the old 328 service had taken place and shown that the threats to the service especially on the coastal route made the service unviable due to low passenger numbers. People wishing to travel from Port seton to Tranent could still do so by using either the Lothian 26 or Eve's 128 & 129 services into Pretonpans and connect there with either a Tranent 26 or the 110.

DB welcomed the introduction of the service, and question whether the service had been advertised properly to ensure patronage, rather than timetable just being place on a bus stops.

MV explained that there had been press release 3 weeks prior and follow up information.

	<p>RPr stated that information had been placed on his website, and twitter.</p> <p>AMc pointed that no matter how much advertisement we do, and even if you go round and knock on each door it all comes down to whether even then they want to list to you or use the service at that time.</p> <p>DB state that better integrated services between supported services/commercial and rail is required.</p> <p>AM stated he had also approached RP &amp; GS who are the main suppliers of the supported services at the moment about having a meeting with Jill Mackay Media Manager along with tourist officers/ reps regarding better promoting of the supported services.</p> <p>BT raised the point that Old Craighall has lost its bus fully and that the 50 houses would have to access buses from Mayfield Crescent (1.4kms )</p> <p>AM point out that other locations within East Lothian have no service.</p> <p>DG thanked AMc for all the work he had done in the sort time to provide the 110.</p> <p>MV stated that the trial period would be looked at along with any suggestion, which could ensure the viability of the service.</p>	MV/AMc/ID
	<p>b. Service changes/updates (Operators/community councils)</p> <p>MV invited the commercial operators to advise the meeting of any impending service changes. First have no intentions to alter any services, however have restructured the operation in to two groups</p> <ul style="list-style-type: none"> <li>• Lothian &amp; Borders</li> <li>• Central</li> </ul> <p>MS advised that the 113 will start using Wallyford park &amp; choose in June</p> <p>RPe Perrymans no intentions to alter any services  GS Eve Coaches no intentions to alter any services  RPr Prentice Coaches no intentions to alter any services</p> <p>MV advised about the change in Lothian buses with the creation of a sub group, which will give the lesser share holders an insight and voice. One of the share holders will also be giving a viewing position only on the board</p>	MV
	<p>c. Bus stops</p> <p>(1) Flags: in ID absence, AM/MS updated the meeting East Lothian Council are in discussion with a Lothian Buses to trial adding additional information on the existing flags. This will follow the same protocol as currently used within City of Edinburgh ie operator in alphabetical order</p>	AMc/ID

	<p>with a list of services which use this stop. The trial will initially be done in the larger towns (Haddington, Dunbar, Musselburgh, and North Berwick) to see if the existing flags can accommodate a reasonable sized display of the information.</p> <p>JB pointed out that she had reported several stops in Dunbar &amp; Belhaven, which had no information and no work had been carried out.</p> <p>AM stated he had spoken with Network prior to the meeting to see if they had any points and one of the main points is the communication line and recording of issues with bus stops. Please send any problems direct to AMc via the email <a href="mailto:transportservices@eastlothian.gov.uk">transportservices@eastlothian.gov.uk</a></p> <p>BT advised about vandalized shelters needing maintained</p> <p>JG stated he had spoken with Keith in Network and there has been a problem with the procurement of shelters.</p> <p>2. Timetable information: in ID absence, AM updated the meeting All Councils within the Sustran area have had problems with Routewise due to the new PSN data protection rules. East Lothian had no routewise until March this has impacted on the ability to produce any bus stop information.</p> <p>3. Locations:</p> <p>a. Stops for Prestonpans railway Station have been ordered and the work created in Networks job database to install stops at the slip way at Gardiners Terrace.</p> <p>b. Musselburgh High street and the congestion problems at the Police Station stop and the traffic lights. The idea is to put an extra stop within the High Street. Modelling is taking place based on the separating of services over the two stops to see if this will lower the level to acceptable standards.</p>	<p>AMc/ID</p> <p>AM/ID/Network</p>
	<p>d. Real Time information:</p> <p>AM Spoke about the Sustran Lunch of bustracker real time information, which would allow people travelling to Edinburgh from surrounding areas within the Sustran area, to see when their bus was due. The system also connects to t Edinburgh’s bustracker system for Lothian buses. Attached pdf of the bustrackerSustran leaflet. <b>BustrackerSEStran</b> is a real time passenger information system (RTPI) that uses advanced computer technology to provide updated information on buses as they proceed along their routes.</p> <p>The system, which is accessible via the internet and a free smartphone app is fully compatible with Edinburgh’s existing RTPI system. Now, for the first time, passengers living outside the city will have access to up-to-the-minute information on local services.</p>	<p>AM</p> <p>AM</p>

	<p>Initially, <b>bustrackerSEStran</b> has been installed on over 300 vehicles operating on selected First Scotland East and Stagecoach services throughout East Lothian, Scottish Borders, Fife and West Lothian, and services between Dumfries &amp; Galloway and Scottish Borders.</p> <p>Additional services will be added to the system as appropriate. In the longer term, as funds become available, it will grow to include most of the services throughout the south-east of Scotland and integrate with existing and future services in other parts of the country and south of the Border.</p> <p>To find out more about <b>bustrackerSEStran</b> visit the website</p> <p>The free <b>bustrackerSEStran</b> app - <b>SEStranbus</b> - can be downloaded :</p> <ul style="list-style-type: none"> <li>○ for iphones from the <a href="#">Apple app store</a></li> <li>○ for andoids from the <a href="#">Google Play store</a></li> </ul> <p>Sestran have also bided for money to delivery TV style transport information within Shops, pubs and business premises, along with larger outside screens on main arteries. The cost of the units is between £500 - £1200 depending on whether internal or external.</p>	
4	<p>Promoting services (Relbus/ELC):</p> <p>1. ELC website- PI pointed out that the current ELC website was poor in information relating to bus travel. AMc agreed compared to other websites the information is basic. AM stated that the main website from any travel in Scotland is Traveline Scotland, which supplied a very comprehensive list of options for people to search by and create personal travel plans.</p> <p>MV asked AMo to look at the website and see what improvements could be made.</p> <p>2. Tourism – BT stated the need to have better indication of how to get from one location to another especially for tourist visiting East Lothian. AMc reiterated the point he made early about meeting with the contractors operating supported services and Jill Mackay. BT feels that a working group should be set up to looking into how better sign posting of the services and places they pass through.</p> <p>DB pointed out the need for the information at bus stops to be improved and in certain areas maps or location of connecting services not using the same stop are. North Berwick was one point with regard to the 124 &amp; 120.</p>	<p>AMo</p> <p>BT/MV</p> <p>AMc</p>
5	<p>Tendering:</p> <p>MV stated he planned have meetings with elected members, community</p>	

	<p>councils and community groups in the autumn regarding the next supported bus services tender in 2015.</p> <p>AMC stated he needed to gather information between May – November to allow him to create a proposal for the next tender to be discussed early December with councillors and Senior managers. The time table for the next supported services tender is:</p> <ul style="list-style-type: none"> <li>• May – Nov gather information on the current services and what is required.</li> <li>• Late Nov/early December Draft proposal for discussion</li> <li>• Late December Issue Invitation for Tender</li> <li>• Feb bids returned</li> <li>• Late Feb Awarded</li> <li>• April start of new routes</li> </ul> <p>BT drew attention to the DFT guidelines and his own report on bus services and tendering.</p>	ALL
6	MV Closed the meeting	MV

# EAST LoTHIAN BUS PASSENGER CHARTER

## Bus Companies will ensure

- Fares are easy to understand and easily available before boarding
- Timetables and route maps are up to date, clear and easily available
- For less frequent services, timetables are displayed in buses and are available from drivers on request
- Drivers are courteous, helpful and professional
- Buses are accessible and drivers trained to offer reasonable assistance to those who need it
- Buses are clean, comfortable and reliable
- Feedback procedures are publicised on company timetables and websites
- Stakeholders are consulted about developing or changing services
- For 'hail and ride' services passengers will be picked up or dropped off where it is safe to do so

## Passengers will

- Be courteous to the driver and to other passengers
- Take litter home, not leave it on the bus
- Respect the bus stop structures and environment
- Adhere to the driver's requests and instructions
- Refrain from distracting the driver when the bus is moving

## East Lothian Council will ensure

- Bus stop structures are clean and welcoming
- Timetable displays at all major and most minor bus stops are up to date
- Clear route information such as maps or diagrams is available at all major stops
- Major bus stops are prominently located and identifiable
- Bus stops are marked on all maps of the area produced by ELC
- Bus travel is prioritised over car travel when giving directions to its facilities on its websites or in literature
- That buses have been allocated adequate space to pull in and out and that passengers can board safely

## East Lothian Council, Bus Companies and Passenger Groups will work together to

- Consult users regularly about bus services and hold meetings at which bus users can have a say
- Co-operate towards providing integrated bus timetables at appropriate bus stops
- Agree a main bus stop or public transport information hub in each major town
- Ensure that all services stop at these hubs to facilitate service interchange
- Improve communication with the public
- Promote public transport benefits to increase patronage
- Promote partnership working and encourage innovation

