

DATA LABEL: PUBLIC



COUNCIL EXECUTIVE

COVID 19 IMPACTS - LOCAL BUS CONTRACTS AND TOTAL TRANSPORT REVIEW

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to advise Council Executive on the outcomes of the Total Transport Review completed in March 2020. This report will also highlight the impacts of COVID 19 on the recommendations of the review and inform the next steps required.

B. RECOMMENDATION

It is recommended that Council Executive;

1. Note the assessment and analysis of the review;
2. Note the recommendations within the review;
3. Note both the initial and revised timescales for the redesign and tender of subsidised transport services;
4. Instruct officers to progress the extension of local bus contracts and delay the contract review period for subsidised services.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The council has a policy of supporting public transport services where resources permit. The Transport (Scotland) Act 1985 states that it is the duty of the council, in exercising their power, to conduct themselves as not to inhibit competition in the commercial market.
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	The council has a target PI for Public Transport of having 90% of residents with access to an hourly or better daytime service Monday to Saturday. It is possible that changes in the commercial and subsidised network could impact this PI.

V	Relevance to Single Outcome Agreement	The local bus network contributes to a number of outcomes by connecting communities with services and employment.
VI	Resources - (Financial, Staffing and Property)	The approved Public Transport budget for 2020/21 is £9.72 million
VII	Consideration at PDSP	There report was shared with D&T PDSP and there were no comments to be included.
VIII	Other consultations	Systra Ltd, Financial Management Unit, Procurement Services and Legal Services.

D. TERMS OF REPORT

D.1 Background

It has been previously report that there are a number of pressures facing Public Transport within West Lothian. The commercial local bus network has previously been relatively stable however there have been significant changes recently with many long standing routes changing and the introduction of a new operator into the area. Whilst new competition to the market is welcomed the changes have had an impact on the subsidised network as well as specific areas in West Lothian which has resulted in the council extending the subsidised network to provide continuity of transport links. The council must recognise the pressures facing the public transport industry such as declining patronage and congestion and consider the requirement for alternative transport models.

In June 2019, Council Executive agreed that officers should progress a Total Transport Review which would demonstrate the capability of alternative transport models in a West Lothian context for future consideration. Following consultation with the council's Corporate Procurement Unit transport consultants Systra Ltd were awarded the contract to undertake this study in liaison the council's Public Transport Unit. This report provides a summary of their assessment. It should be noted that the study was completed prior to the start of the COVID 19 pandemic and as such the outcomes and recommendations were based on the commercial and subsidised network before lockdown and restrictions on public transport were in place.

D.2 Current Strategy and Model of Subsidised Services

The study reviewed the current Passenger Transport Strategy and model of public transport in West Lothian.

The council currently contracts 20 local bus routes and 10 Demand Responsive Taxibus (DRT) Services which operate across various areas within West Lothian to support the commercial network and provide town centre services where there is no commercial interest. The current contracts were designed and tendered in 2016 with a contracted end date of 5 April 2021.

Appendix 1 shows the performance of the local bus services for the last 3 financial years and appendix 2 provides the performance of the DRT Services for the last 3 financial years.

This performance information highlights that there has been a decline in patronage across most of the subsidised local bus routes within West Lothian. It is well documented that there is an overall decline in bus patronage across Scotland and wider UK. This decline is highlighted in the Scottish Transport Statistics which show a 2.2% decrease in passenger journeys across Scotland for 2018-19 compared to 2017-18 and a 22% fall from a peak in 2007/08. Therefore a decline in the use of subsidised services may also be expected. However the decline in the use of subsidised bus services may indicate that the service design no longer reflects the travel patterns and requirements of passengers.

In 2015, Council Executive approved the West Lothian Passenger Transport Strategy (Appendix 3). In terms of local bus services, the current strategy prioritises working with commercial operators to ensure a viable Primary and Secondary Network in order to provide direct, inter urban services on the main transport corridors in West Lothian. Although consideration of connectivity at this higher level is still relevant, the decline in patronage suggests that more focus is required on connecting passengers to key destinations.

There are changes to the way in which communities are required to access some key services and amenities with services such as GP Surgeries, banks and post offices potentially located in neighbouring areas. A revision of the Passenger Transport Strategy could consider how these services can be accessed and demand for them met in order to support the delivery of the key community priorities and increasing patronage through better connectivity.

In addition, the current strategy does not provide detail of specific prioritisation of council subsidy, in particular during periods of change. As the subsidised network is mainly based on extensions of the commercial network the current frequency of change has resulted in sections of the subsidised network becoming unstable. In light of the need to be able to adapt to changes quickly, and determine the appropriate allocation of council resources to where they are most required, a more specific means of prioritisation within the design and tendering processes for public transport services is required.

In order to develop a strategy which focuses on key destinations, an understanding of the connections currently available within communities was required. This was obtained through TRACC analysis.

D.3 TRACC Analysis

The TRACC accessibility model created for this study was developed to a level of detail, as such, that it can consider accessibility by public transport at a 'postcode' level right across the West Lothian area. The model does this for access to an agreed set of locations and then measures the accessibility and journey time allowing for walking to a bus/rail stop, using the public transport services, interchanging between services as required, and walking to the destination from the final bus/rail stop.

The locations chosen within the study relate to a number of the council's corporate priorities. The groups of destinations considered can be summarised as:

- Sports Centres;
- Partnership Centres and Community Centres;
- Train Stations;
- Town Centres;
- Hospitals;
- GP Surgeries;
- Employment; and
- Further Education.

Appendix 4 provides a summary of the TRACC analysis completed for selected towns within West Lothian. Please note that information for all towns exists within the data set for the model however only selected towns are shown within the appendix.

Any outputs which show below 75% of residents can access a destination within 30 minutes have been highlighted. These outputs show how access to services varies across the towns and villages in West Lothian. Broxburn, East Whitburn and East Calder all show accessibility to the majority, if not all destination types, is considerably below the majority of locations in West Lothian. This difference in accessibility is largely due to the location of bus stops on the Main Streets, which can be located over 400m from many of residential areas.

Additionally, geographically, the south and/or west of the Council Area often has poorer access to facilities than the north or east. When access to Town Centres was assessed with the inclusion of only the more frequent services, it was found that a number of the more outlying towns and villages did not have access to these services. This was particularly true of evenings and Sundays, which revealed a number of areas dependent on hourly or less frequent services.

An example of mapping output for GP services access is provided in Appendix 5.

It is recognised that many of the routes within the subsidised network will be contributing to the results of the TRACC analysis and, as such, minimal changes to these routes would be recommended. However, in order to provide transport solutions to improve connections for the identified areas alternative transport models have been explored which would provide greater flexibility than traditional extensions of existing large vehicle commercial routes.

D.4 Alternative Transport Models

As part of the review, the study considered a number of specific transport options for the West Lothian area, in relation to their potential inclusion in a revised subsidised network model. These options include:

- Community Transport (Community Led Operations and third sector transport providers)
- Internal Fleet Operations
- Small Vehicle/DRT Transport solutions

4.1 Community Led Transport

Community transport is run by the community for the community. It provides a flexible and accessible community-led solution which is often directed towards the most isolated in the community. Currently, according to the Community Transport Association, there are no registered community led transport organisations in West Lothian.

Given the community-based work required to develop and maintain community led transport it can be a challenging option to progress as it requires significant resource within the community. Although these schemes should be community led the council can support communities interested in progressing specific transport solutions. It is likely that a community transport champion will be required to help the sector maximise its potential, and assist the council in exploiting the opportunities community-led DRT can offer for a more flexible and cost-effective alternative to conventional, fixed route subsidised bus services.

4.2 Third Sector Community Transport Providers

A workshop was held with HcL to discuss opportunities to develop existing transport models to further meet the needs of existing customers and generate potential user growth. The discussion was focussed on the Dial-A-Bus service and explored the current use of the scheme including potential constraints and areas of development.

It was noted at the point of engagement that HcL was progressing an application to migrate the current Dial-A-Bus service to a 'community bus model' (WeLCom bus) which will open the service to other passengers who may value a door to door service, for example parents with young children. HcL will seek to register the WeLCom bus as a local bus service and will therefore be subject to regulation by the Traffic Commissioner.

HcL will also seek to create a fare structure which is based on, and broadly in line with, existing registered local bus services however this newly revised model will allow passengers to use the National Entitlement Card where eligible. This change in model would see the inclusion of agreed bus stops and timetable operation in addition to the pre-booked home pick up service provided currently extending opportunities for community connections to services and amenities.

It was also noted that the application process was currently underway with the hope that a revised model will be in place later in the year in advance of the commencement of the revised subsidised routes. The council will work with HcL to design the timetable for the revised service with a view to supporting access to GP Surgeries and Town Centre services within a new network model in addition to the subsidised and commercial routes.

4.3 Demand Responsive Services/Smaller Vehicle Operations

As previously reported, the council currently subsidises 10 DRT routes to provide small vehicle transport solutions for areas where there are no commercial or subsidised bus services. Details of the routes are contained within appendix 2.

These routes are designed to support the aims of the current strategy and performance indicator providing hourly connections to a set destination for onward travel.

The study highlighted that DRT services can be designed and contracted in alternative forms to support key connections for communities. These services should be based on a planned network-wide comprehensive approach with long-term and consistent support, giving a fresh approach, based on a number of principles:

- Framework of inter-urban bus and local rail services
- Feeder services
- Demand responsive provision in areas of low demand
- Involvement of communities
- Using integrated (Total Transport) approaches to achieve efficient provision
- Using technology to support information provision, ticketing and on-demand service provision

The above principles could be used to redesign and expand DRT services within West Lothian to improve connectivity to key destinations outlined in the TRACC analysis previously.

4.4 Internal Fleet Operations

The study explored the use internal fleet operations as an alternative model of providing local connections within West Lothian. Local authorities have followed this model where they have found existing arrangements with commercial bus operators for local bus services and home-to-school transport either limited in availability, expensive and/or inflexible.

The study highlighted that internal fleet operations provide an opportunity for a more expansive network whilst providing a much more tailored and bespoke service which remains very flexible. This model also keeps current contractors incentivised to offer best value.

However, there are challenges associated with expansion to internal fleet operations including the increased regulatory burden associated with providing local bus services. Additionally, there may be the potential adverse impact on the commercial bus sector; expanding the council's direct operations may reduce competition for contracts thereby actually increasing contract costs.

Within West Lothian, internal fleet operations may therefore be best utilised in areas where there is no commercial crossover such as town centre services. The TRACC Analysis has identified areas where connections could be delivered through internal fleet operations.

Additionally, Lothian Community Transport Services (LCTS) provided information on MIDAS training services for internal drivers and escorts. Costing for these services will be included in any financial modelling on internal fleet operations.

D.5 Community Engagement

As part of the study it was agreed that community engagement exercises would be undertaken to seek the views of passengers on the following review themes:

- The current Passenger Transport Strategy outcomes
- The service level of the commercial and subsidised networks
- The model of Passenger Transport Services
- Community priorities for transport connections

As part of this engagement process West Lothian Council held a special meeting of the Community Public Transport Forum (CPTF) attended by Community Council Chairs and representatives.

A summary of the main discussion outcomes is as follows:

- There was a strong agreement from CPTF members that one of the main focuses of the commercial and subsidised network should be to ensure communities have access to vital services and where this was not provided commercially the council should be aiming to provide these connections.
- CPTF members agreed that commuter routes were essential within the West Lothian public transport network however members felt that commercial operators should be providing a wider range of operating hours without subsidy from the council.
- The group highlighted a preference for commuter routes to be provided directly however there was an understanding that transport links could be used to bring passengers into transport hubs for onward travel. The CPTF members raised a strong concern however that the use of a transport hub model should not greatly impact overall journey time or cost.
- The use of different transport models including smaller vehicles was welcomed by the Forum providing that accessible vehicles were used.
- Similarly, the forum agreed that demand responsive services could be used to provide vital links in some areas however it was felt that peak times would be better served by traditional bus services.

West Lothian Council also completed 'at bus stop' surveys with passengers within the town centre areas of Livingston, Armadale, Whitburn, Broxburn, Bathgate and Linlithgow over the course of a week period as well as with the Disability West Lothian and 50+ forums. The sample size was limited with 68 participants however the engagement was targeted to cover the main bus terminals within each area.

Passengers were asked 22 questions covering the following main themes:

- Purpose of travel and usage of bus services;
- Concessionary travel and mobility aids;
- Focus of council support for bus services
- Model of transport services

Frequency of bus services was identified as a high priority for surveyed passengers with three-quarters stating this was more important than operating hours or days of service. When asked what type of bus services was deemed to be most important to be supported by the council, just over half stated Town services connecting local facilities with about a third considering rural town connections as most important and a quarter of passengers surveyed believing that commercial service enhancements should be supported.

The survey results also highlighted that many passengers would consider using alternative transports models to improve community connections and frequency of services. Half of surveyed passengers stated that demand responsive services would be acceptable within future network design and two-thirds agreeing that the use of smaller accessible vehicles would also be acceptable.

D.6 Review Recommendations

The study made a number of recommendations in relation to public transport within West Lothian. These are summarised as follows:

- Develop a specific prioritisation approach for West Lothian, drawing on agreed readily available indicators.
- Revise the current Passenger Transport Strategy. This should articulate the vision for public transport and define the space for commercial providers, Community Transport and the council's internal fleet provision.
- Use TRACC analysis to target resources at an agreed set of priorities for transport spending in West Lothian.
- Consult with successful Community Transport operators about best practice to support and advise communities interested in progressing community transport, and identify support mechanisms within WLC to champion the sector.
- West Lothian Council continue to support third sector community transport providers to enhance the transport model to be inclusive of a wider passenger base providing connections for communities as well as maintaining support for passenger with mobility difficulties.
- Consideration and further investigation of costs and benefits associated with utilising the internal fleet to deliver town centre access for communities identified in the TRACC analysis.

Officers supported the review recommendations and it is suggested that they are progressed in conjunction with the network redesign and retender process for the subsidised local bus network.

D.7 Resource and Financial Implications

The agreed Public Transport budget for 2020/21 is £9.7M with £1.9M allocated for Local Bus and DRT services. The council has agreed an additional one off funding of £300K for both 2021/22 and 2022/23 to further support the subsidised public transport network.

A network redesign and retender process requires to be undertaken prior to the end of the current contracted services and it is recognised that any changes to the subsidised network will require to be met within the available resources.

It is therefore anticipated that option based tendering will be utilised in order to undertake an affordability analysis on the revised design of a subsidised network. The council will be required to consider both suitability and affordability when selecting transport models for specific areas.

D.8 Recent Legislative Changes for Consideration

On 15 November 2019, the Transport (Scotland) Bill received Royal Assent. The revised Transport (Scotland) Act 2019 aims to empower local authorities and establish consistent standards across local bus provision in order to tackle current and future challenges. Key provisions under the Act include a new model for Bus Service Improvement Partnerships (BSIPs), new Local Franchising structure and new/extended powers for local transport authorities to provide bus services to meet social needs. Transport Scotland is currently developing guidance for the legislation changes in liaison with key stakeholders to be published later in 2020.

The Scottish Government has also announced a commitment to invest over £500 million in improved bus priority infrastructure, to tackle the negative impacts of congestion on bus services and raise bus usage. The fund also seeks to leverage further improvements through partnership working and is therefore linked to the BSIP model.

In February 2020, as part of the Budget, the Scottish Government also announced the introduction of free travel for those aged 18 and under from January 2021. Although further details of the scheme are still to be developed, the scheme proposes to take a step towards tackling climate change and encourage future public transport users. Once further details are known, the council should consider how the scheme will influence public transport within West Lothian and explore future possibilities within both the subsidised school transport and local bus networks.

D.9 Initial Considered Timeline

In order to progress the recommendations of the review the following next steps were identified:

- Report to D&T PDSP on outcome of the Total Transport Review:
- Report to Council Executive on the outcome of the Total Transport Review and seek approval to review the Passenger Transport Strategy:
- Revise Passenger Transport Strategy and report back to PDSP for comment and Council Executive for approval:
- Undertake a full subsidised network redesign of local bus services based on the outcome of the revised Passenger Transport Strategy inclusive of revised transport models;
- Report to PDSP and Council Executive on outcome of network redesign.

An initial timeline was devised corresponding with the contractual lead in time for retendering services with a view to new contracts commencing in April 2021. Appendix 6 provides the detail of the timeline including engagement and reporting timescales.

Due to the complexities and value of the subsidised local bus contracts a longer lead in time is required to consult, design and tender the route prior to the end date of the current contracts; the lead in time is approximately 12 months. The study was completed in advance of the planned contract review period to ensure that the outcomes of the study could be considered within the review and redesign period. As noted, the contract review period was originally due to start at the end of March 2020 however committee meetings were temporarily suspended due to the COVID 19 pandemic which impacted the timeline for the review. COVID 19 has also had a significant impact on the commercial local bus network.

D.10 Impact of COVID 19 on Local Bus Network

The local bus network has been severely impacted by the Covid 19 pandemic with patronage levels falling by approximately 85% and, as a result, the 2 main large local bus operators have significantly reduced their network coverage to minimise the financial impact on the company. From the engagement with suppliers there is an understanding that the overall reduction in patronage is having a significant impact on commercial business and the temporary reduction in the network is necessary to mitigate some of the impact of this. At this point it is unclear how the network will recover post covid 19 and highly unlikely that the commercial network will be reinstated without change.

The travelling habits of passengers are likely to be different after any recovery period with new travelling habits formed and many passengers potentially opting not to use public transport due to health and safety concerns. Additionally, any physical distancing requirements set by the Government will also have an impact on commercial services reducing the number of people permitted to be on public transport at any one time; local bus operators have indicated that, with physical distancing measures on board, capacity will be reduced to between 10% and 20%. This will affect the ability of a route to be commercially viable for operators and there is therefore a significant chance that the subsidised network will have to be amended to provide links and services which were previously provided on a commercial basis.

The Public Transport Unit has been liaising with local operators continuously throughout this period to keep updated with movement in the network and projections for service review and recovery. Early discussions with operators have highlighted concern regarding continuing both contracted and commercial services in their current form.

D.11 Impact of COVID 19 on Contract Review Period and TTR Recommendations

The recommended principals for a revised Passenger Transport Strategy were based on the current strong commercial market within West Lothian. The recommended principals aim to provide better internal community connections with many of the historically subsidised journeys (early morning, evening and weekends) beginning to be included within the commercial market. As it is now likely that the commercial market post COVID 19 will be reduced and council subsidy potentially required to cover existing connections there is a risk that the council would be unable to deliver a revised strategy based on new principals.

The planned stakeholder engagement will also be impacted by COVID 19. The current physical distancing measures would mean that the consultation method/and period may need to be revised giving a higher emphasis on online consultation. As the commercial market is currently reduced to a limited service and patronage is restricted it may be difficult to manage customer expectations for when normal services resume. The current financial impact of COVID 19 will also affect any tender process with the potential for a significant increase in the cost of subsidised services.

Although COVID 19 may result in the delay of the contract review period there is still an ability to progress some recommendations identified within the TTR and, in some cases, this may be required to aid the recovery of the public transport network and ensure vital connections are available.

The council should continue to progress Internal Fleet Operations, expansion of Demand Responsive Transport Services and support community transport options to enhance the transport model to be inclusive of a wider passenger base.

D.12 Required Changes

Given the risks identified it is recommended that the review of the Passenger Transport Strategy, stakeholder consultation and contract redesign are postponed until such times as the recovery of the local bus commercial market has stabilised and the recently published Government restrictions and physical distancing measures on public transport are implemented and the impacts assessed.

The timeline and method for beginning stakeholder consultation will be determined by Public Health advice from the Scottish Government however consideration could be given to communicating any intended revised dates for passenger consultation to ensure that members of the public are kept updated. The consultation should progress as quickly as permitted within the guidance issued.

Procurement and Legal Services have confirmed that the current contracts could be varied to include an extension of 6 months to end in September 2021 with the possibility of an additional 6 months if required.

There may be a requirement to amend the timetables within the contracts to better reflect any revised commercial activity however this would allow the council to utilise the current parameters and budget within the existing contracts. The extension of the contracts would allow a revised contract review period to be established based on the recovery of the local bus market providing a realistic lead in time for effective stakeholder engagement and contract design. An example of a revised contract review period is contained within Appendix 7.

There may be a risk that a local bus operator does not wish to extend the current contract either due to a lack of resources or because the contract is no longer financially viable in the current situation. The council would then be required to retender any affected contracts which may result in an increased cost for services.

E. CONCLUSION

Passenger Transport has undertaken a review of transport services in West Lothian in liaison with Systra Ltd. The study has highlighted the need to review the passenger transport strategy and recommended that it is aligned to the council's key priorities to provide prioritisation of subsidy connecting communities to key services. The study has also identified alternative transport models which are relevant within the West Lothian context and recommended that these are included within the next redesign and tender stage of passenger transport services.

However, the current COVID 19 pandemic has had a significant impact on the local bus network both locally and nationally with many routes operating a reduced service to minimise the financial impact on operators. The recovery of the market is unclear and it is highly unlikely that the commercial network will be reinstated without change. The current uncertainty and instability of the network will impact the timeline for reviewing the passenger transport strategy and subsidised contracts.

F. BACKGROUND REFERENCES

Systra Ltd Community Transport Review

Appendices/Attachments:

Appendix 1 – Local Bus Service Performance Report

Appendix 2 – Demand Responsive Taxibus Performance Report

Appendix 3 – West Lothian Passenger Transport Strategy

Appendix 4 – TRACCC Analysis

Appendix 5 – Example of Mapping Output for TRACC Analysis

Appendix 6 – Initial Considered Local Bus Redesign and Tender Timeline

Appendix 7 – Revised Local Bus Redesign and Tender Timeline

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Jim Jack, Head of Operational Services

Date of meeting: 23 June 2020

Appendix 1 – Local Bus Service Performance Report

Contract No	Operator	Route Description	Month Rate 2019/20	Revised Budget 2019/20 (Net)	Monthly Passenger Average 17-18	Monthly CPP Average 17-18	Monthly Passenger Average 18-19	Monthly CPP Average 18-19	Monthly Passenger Average 19-20	Monthly CPP Average 19-20
LBS 1	SD TRAVEL	Linlithgow Town Service	£5,464.58	£37,775	4032	£1.10	4067	£1.15	3063	£1.42
LBS 16	SD TRAVEL	Livingston to Western General	£7,745.86	£85,223	627	£10.60	572	£12.23	470	£12.18
LBS 20S	FIRST SCOTLAND	Fauldhouse - Edinburgh Edinburgh to Bathgate	£324.11	£3,889	138	£2.27	129	£2.98	52	£5.21
LBS 21	FIRST SCOTLAND	Fauldhouse to Blackburn	£1,527.90	£18,335	954	£2.40	764	£1.84	390	£5.51
LBS 21E	FIRST SCOTLAND	Edinburgh to Fauldhouse	£7,315.36	£87,784	361	£32.73	1685	£4.08	922	£6.20
LBS 26	FIRST SCOTLAND	Fauldhouse to Deans	£2,268.69	£27,224	1916	£2.34	247	£15.55	236	£7.50
LBS 26E	FIRST SCOTLAND	Fauldhouse to Deans	£8,658.06	£103,897	3059	£2.87	2261	£3.53	1120	£6.08
LBS 30	SD TRAVEL	Bathgate to Boghall	£1,879.59	£22,555	337	£5.41	404	£4.63	364	£4.09
LBS 30SAT	SD TRAVEL	Bathgate to Boghall	£934.90	£11,219	616	£8.64	625	£1.50	423	£1.86
LBS 31	SD TRAVEL	Livingston to Bathgate via Linlithgow	£32,963.33	£395,560	14412	£1.98	13954	£2.11	11196	£2.97
LBS 31S	E&M HORSBURGH	Livingston to Bathgate via Linlithgow	£3,720.28	£37,764	602	£4.73	600	£4.88	450	£6.69
LBS 40-X40	E&M HORSBURGH	St John's to Royal Infirmary	£29,932.80	£199,618	7771	£2.31	6465	£3.06	5744	£3.33
LBS 449	SD TRAVEL	Bo'ness to Bathgate	£4,451.46	£26,176	273	£14.22	237	£17.22	178	£20.71
LBS 5	E&M HORSBURGH	Wester Inch Town Service	£10,466.68	£94,502	4498	£2.42	4234	£2.69	3180	£3.14
LBS 50	SD TRAVEL	Boghall to Harthill via Armadale and Blackridge	£4,134.93	£42,080	543	£6.31	434	£8.98	272	£10.91
LBS 6	E&M HORSBURGH	Armadale Town Service	£8,884.96	£82,401	3215	£3.34	2836	£3.97	1751	£5.45
LBS 7	E&M HORSBURGH	Uphall to Winchburgh or South Queensferry	£13,496.38	£5,940	3620	£3.03	1724	£6.76	735	£15.12
LBS 71	BLUE BUS LIMITED	Breich to Fauldhouse	£7,111.95	£85,343	381	11.25	439	£10.22	2905	£2.36
LBS 8	SD TRAVEL	Boghall to Bathgate	£1,713.08	£12,076	324	£4.29	342	£4.09	237	£4.72
LBS 9	E&M HORSBURGH	Livingston south Town Service	£11,843.48	£113,851	4608	£1.75	3958	£2.42	2657	£2.83

Appendix 2 – Demand Responsive Taxibus Performance Report

Contract No	Service Area	17/18 Average Monthly Passengers	18/19 Average Monthly Passengers	19/20 Average Monthly Passengers
WL DRT TB1A	Newton - South Queensferry	61	97	49
WL DRT TB2	Roman Camp/Drumshoreland - Broxburn	45	47	100
WL DRT TB3	Harburn/Crosswoodhill - West Calder	142	109	105
WL DRT TB4	Westwood - West Calder	13	3	4
WL DRT TB5	Broxburn - Deans Industrial Estate	0	0	0
WL DRT TB6	Gowanbank - Bathgate	0	0	48
WL DRT TB7	Beecraigs - Linlithgow	21	18	9
WL DRT TB8	Breich - West Calder/Fauldhouse	1	0	0
WL DRT TB23A	Linlithgow - South Queensferry	7	9	12
WL DRT TB29	Hillhead/Westfield - Armadale	N/A	N/A	258

Appendix 3 – West Lothian Public Transport Strategy

West Lothian Council is committed to maintaining a public transport network that meets the majority of transport needs within its geographic boundary and provides connections to neighbouring areas. A key council activity is the augmentation of passenger transport services provided by commercial and voluntary sector operators to provide a comprehensive network.

The principal powers for the council to do this derive from the 1985 Transport Act, which states that local authorities in Scotland have duties (under section 63) “to secure the provision of such public passenger transport services as the council consider it appropriate to secure to meet any public transport requirements within their area which would not in their view be met apart from any action taken by them for that purpose”; and “to formulate from time to time general policies as to the descriptions of services they propose to secure”. In so doing, the Act states, local authorities shall “have regard to the transport needs of members of the public who are elderly or disabled”.

Furthermore, Section 51 of the Transport Act (Scotland) 1980 requires that councils provide free home to catchment school transport for children aged eight years or less living at least two miles from school and children over eight living at least three miles from school. This statutory minimum distance entitlement was amended in 1996 to the effect that, in transporting pupils, councils must have regard to the safety of pupils that are not provided with transport on the grounds of distance.

The council has powers to provide direct financial support to transport operators in particular circumstances through:

- Revenue payments to support non-commercial services; and
- Capital grants to improve facilities or rolling stock.

This document sets out how West Lothian Council will meet these duties, and how it will prioritise resources towards competing demands for investment in public transport services.

Policy PTS1: General Basis of Support

The council will, within legislative constraints, actively seek to deploy revenue and capital resources to provide direct financial support for public transport operations in West Lothian which cater for social needs that would otherwise be unmet, and which represent good value for the community.

The council does not necessarily seek to use its financial support to provide service users with a choice of travel destinations or service type; preferring instead to seek to provide accessibility for as many people as possible to locations at which social needs can reasonably be met.

Policy PTS2: Prioritisation of funding

The council will provide funding, within available resources, to support passenger transport services that meet the requirements of policy PTS1.

In the event of available funding being unable to meet all potential needs, the council will prioritise funding towards those services that provide a transport option for people that would otherwise have no travel choices and to those which deliver larger numbers of journeys per unit of subsidy provided.

When making choices between investment options, the council will be also be guided by the following order of priorities:

1. Meeting the statutory minimum requirements for home to catchment school transport (of providing free provision for children aged eight years or less living at least two miles from that school and children over eight living at least three miles from that school, and for children for whom there is a specific road safety concern on their journey to that school), subject the principles set out in the policy for school transport (see policy PTS4 below);
2. Providing free transport from home to catchment school transport for primary children aged nine and over living at least two miles from school, subject to the principles set out in policy PTS4;
3. Providing free home to catchment school transport for primary children living within two miles of school and secondary school children living within three miles from school for pupils that are defined within the principles set out in policy PTS4 as having additional transport needs;
4. Working with operators to ensure a viable primary network of scheduled bus services is available, providing direct, inter urban services on the main transport corridors in West Lothian, using wheelchair accessible vehicles to operate minimum half hourly Monday to Saturday daytime and hourly evening and Sunday frequency on these routes:
 - Falkirk-Linlithgow-Edinburgh
 - Bathgate-Livingston
 - Whitburn-Livingston
 - Livingston-Edinburgh via A89
 - Livingston-Edinburgh via A71.

These routes will guarantee a regular service to the intermediate settlements of Blackburn, Bridgend, Broxburn, East Calder, East Whitburn, Mid Calder, Kirknewton, Seafield, Threemiletown, Uphall, Wilkieston and Winchburgh.

5. Working with operators to ensure a viable secondary network of scheduled bus services is available, on the secondary transport corridors in West Lothian, using wheelchair accessible vehicles on minimum hourly daytime frequency Monday to Saturday on these routes:
 - Falkirk-Bathgate-Livingston
 - Blackridge-Bathgate
 - Fauldhouse-Whitburn-Armadale-Bathgate
 - Bathgate-Linlithgow
 - Linlithgow-Livingston
 - Fauldhouse-Livingston
 - Winchburgh-Broxburn-Uphall Station-Livingston
 - Linlithgow-Bo'ness.

These routes will guarantee a regular service to the intermediate settlements of Addiewell, Bathville, Bents, Birniehill, Burngrange, Ecclesmachan, Loganlea, Polbeth, Pumpherston, Stoneyburn, Torphichen, Uphall Station, West Calder, Westfield and Whiteside.

6. Supporting demand responsive or scheduled transport services to operate in locations and at times to provide access to key social needs that would otherwise be unmet, which are appropriate to the needs of target communities and individuals, when there is at least a reasonable level of demand and when they can be provided for reasonable levels of subsidy per passenger journey;
7. Providing free transport to catchment school for primary children living between one and a half and two miles of school and secondary school children living between two and three miles from school, where such transport can be provided on a good value basis by the council.

Policy PTS3: User charges

In accordance with its 2013 Review of Income and Concessions, the council will usually seek to recover some of the costs of transport it supports from users, subject to any agreed national or regional concessionary travel scheme or where free transport to school is provided by statute or council policy. These could be in the form either of direct payments to the council or to service providers (which, in the latter case, will be considered as part of contractual agreements). Any such payments will be used in order that available council finances are able to provide transport support to a larger number of people.

In setting user charges, the council will, unless specific different circumstances apply, usually seek to set these charges at about the levels that would be incurred were the journey to be made by the user on a commercially operated scheduled bus.

Policy PTS4: School transport

Efficient and sustainable school transport services will be provided to ensure that the council meets the statutory minimum requirements for home to catchment school transport.

The council will maintain guidelines as to in which circumstances pupils will be eligible for additional support transport needs, assess all new requests for such transport and review each pupil's continued eligibility for transport on a regular basis.

Policy PTS5: Pump-prime funding

The council will, where there is a robust case and when funding is available, provide short-term investment (including indirectly through marketing) to commercial or voluntary sector transport operators, where this would create new or support existing or other transport services (be they scheduled or demand responsive bus services or other publicly-available transport options such as social car schemes or car clubs) that are expected to become financially sustainable (i.e. operate without on-going council support). Funding will only be considered for services that would meet unmet social needs, would otherwise not be available and would not detract from the viability of commercial or other existing services;

Policy PTS6: Service quality

Contracts between the council and transport operators will mandate that service provision at least meets minimum statutory requirements for vehicle and service quality. The council may specify contracts beyond statutory minimum requirements (including for vehicle specification) where these are felt to be necessary to provide a reasonable service to the target users or otherwise offer best value.

Policy PTS7: Service co-ordination

Within the bounds of statute and in partnership with operators, the council's Public Transport Unit will co-ordinate transport provision in West Lothian such that different services complement each other effectively in order to achieve best value for the council's investment in public transport and aid efficient operation for service providers.

Policy PTS8: Infrastructure and information

The council will provide and maintain, in all locations subject to its control, appropriate infrastructure (including roads, bus stops, shelters, information displays) as are necessary for the provision of the key and secondary networks of scheduled bus services and other passenger transport services that it supports.

The council, in general, expects service operators to inform potential users of relevant services and encourage their use. It will, however, provide support to relevant regional or national transport information dissemination systems and may provide financial or other assistance to help potential users get better information on services where there is a clear benefit in doing so.

Policy PTS9: Procurement

The council will determine the procurement model and contract periods for each service to be supported, in every case to deliver best value outcomes for the council and service users.

Policy PTS10: Contract compliance

The council will monitor the compliance with contract of the services provided by any organisation it enters into agreement with to provide public transport or related services. Non-compliance with contract conditions may lead to reductions in support payments or to premature termination of the contract. In the latter circumstance, the council may exclude the supplier from tendering for further contracts for a set period.

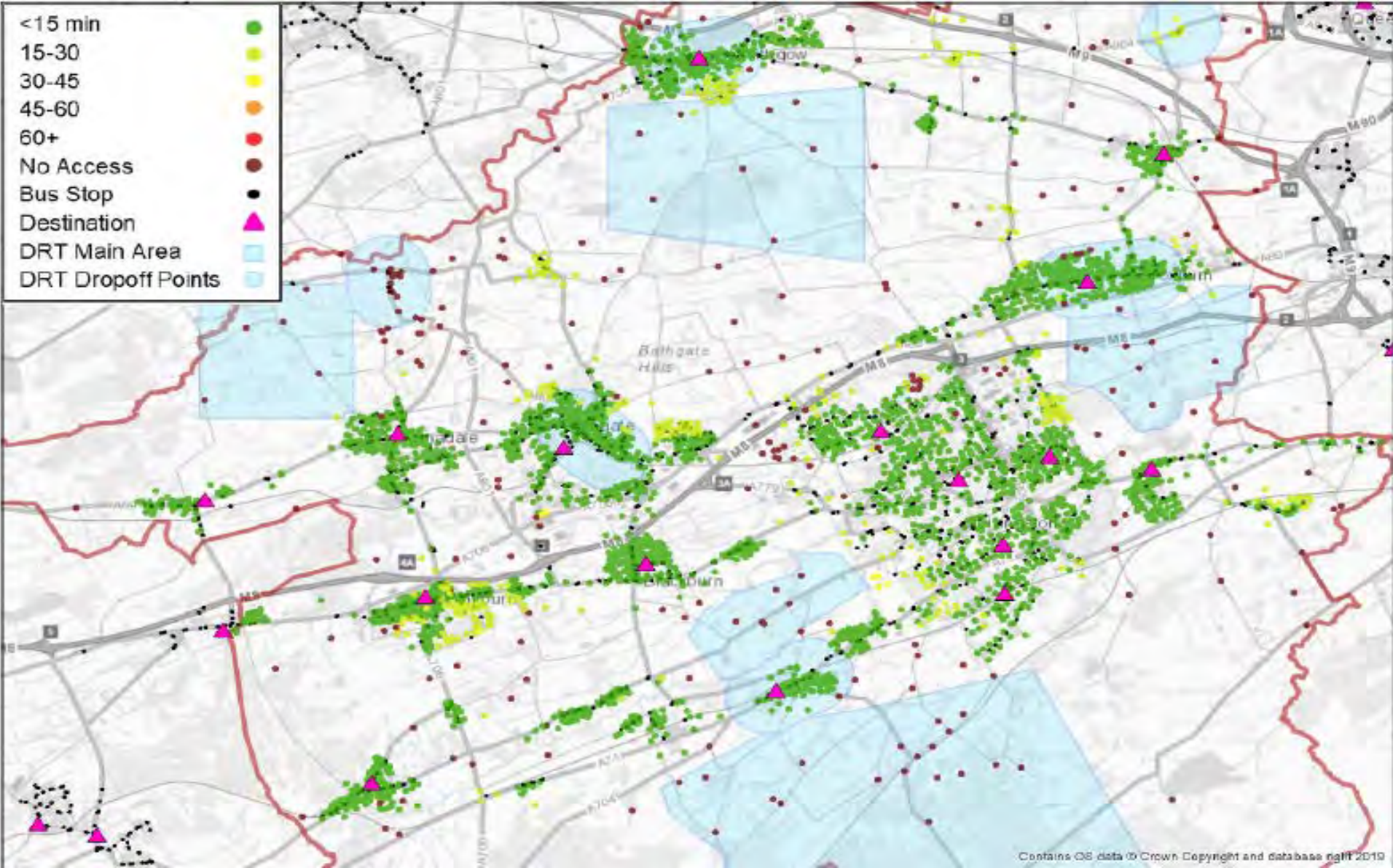
Appendix 4 – Summary of TRACC Analysis

Proportion of population within 30 minutes public transport journey time (all weekday daytime excl Employment and FE 0600-0900)

Table 3. Proportion of population within 30 minutes public transport journey time (all weekday daytime excl Employment and FE 0600-0900)

	SPORTS CENTRES	COMMUNITY CENTRES	PARTNERSHIP CENTRES	TRAIN STATIONS	TOWN CENTRES	HOSPITAL	GP SURGERY	EMPLOYMENT	ACCESS TO FE
Livingston	81.5%	76.8%	73.7%	82.0%	81.5%	78.8%	81.9%	82.3%	95.1%
Bathgate	77.9%	87.4%	88.1%	88.1%	88.1%	39.9%	88.1%	84.3%	1.3%
Linlithgow	83.2%	64.2%	83.8%	83.2%	83.8%	77.4%	83.4%	67.4%	5.3%
Whitburn	91.6%	91.6%	80.3%	90.3%	91.6%	10.7%	89.7%	88.9%	7.2%
Armadale	88.9%	66.9%	88.9%	88.9%	88.9%	0.2%	88.9%	88.9%	0.0%
Blackburn	79.1%	79.1%	79.1%	79.1%	79.1%	76.1%	79.1%	79.1%	69.5%
Bridgend	9.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Broxburn inc Uphall	54.3%	54.3%	54.3%	53.8%	54.3%	35.1%	54.3%	54.3%	10.8%
East Calder	55.7%	55.7%	55.7%	55.7%	55.2%	44.2%	55.7%	31.7%	85.9%
East Whitburn	67.2%	93.0%	67.2%	64.6%	67.2%	63.1%	67.2%	67.2%	55.1%
Kirknewton	91.6%	91.6%	91.6%	91.6%	86.3%	0.0%	91.6%	55.8%	97.8%
Mid Calder	82.3%	82.3%	82.3%	82.3%	82.3%	82.3%	82.3%	82.3%	100.0%
Seafield	80.7%	80.7%	80.7%	80.7%	80.7%	80.7%	80.7%	80.7%	100.0%
Threemiletown	39.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Wilkieston	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Winchburgh	84.7%	84.7%	84.7%	84.7%	84.7%	84.7%	84.7%	84.7%	0.0%

Appendix 5 – Access to GP Surgeries – 800m walking distance to bus stop



Appendix 6 – Initial Considered Local Bus Redesign and Tender Timeline

Task	Date
Total Transport Review Paper - PDSP	31/03/2020
Total Transport Review Paper – Council Executive	21/04/2020
Prepare Revised Strategy	22/04/20 – 01/05/20
Strategy Paper – D&T PDSP Meeting	02/06/2020
Strategy Paper – Council Executive Meeting	09/06/2020
Passenger Engagement	10/06/20 – 14/08/20
Contract Redesign based on new strategy	10/06/20 – 14/08/20
Contract Options Paper - D&T PDSP Meeting	01/09/2020
Contract Options Paper/ Tender Approval - Council Executive	08/09/2020
Contracts out to tender (Timescales dependent on Framework)	09/09/2020
Tender Close	07/10/2020
Tender Evaluation Deadline - including passenger forecasts, cost per passenger estimates	08/10/20 - 19/11/20
Ranking of Contracted Services	08/10/20 - 19/11/20
Forecasts of budget implications of tender results	08/10/20 - 19/11/20
Contract Award Paper - Council Executive Meeting	22/12/2020
Contract Award Letters to Operator	05/01/2021
Registration with Traffic Commissioner	19/02/2021
Contract Start Date	05/04/2021

Appendix 7 – Revised Contract Review Timeline

Task	Revised Date
Total Transport Review Paper - D&T PDSP	June 2020
Total Transport Review Paper - Council Executive	June 2020*
Prepare Revised Strategy	July - October 2020
Strategy Paper - D&T PDSP	November 2020
Strategy Paper - Council Executive	December 2020
Passenger Engagement	January - February 2021
Contract Redesign based on new strategy	January – March 2021
Contract Options Paper - D&T PDSP	May 2021
Contract Options Paper/ Tender Approval - Council Executive	May 2021
Contracts out to tender (Timescales dependent On Framework)	May 2021
Tender Close	June 2021
Tender Evaluation Deadline - including Passenger forecasts, cost per passenger estimates	June/July 2021
Ranking of Contracted Services	July 2021
Forecasts of budget implications of tender results	July 2021
Contract Award Paper - Council Executive Meeting	September 2021
Contract Award Letters to Operator	September 2021
Registration with Traffic Commissioner	September 2021
Contract Start Date	October 2021

* Report to Council Executive seeking approval to revise the contract review period and vary the local bus contracts to extend by 6 months with the possibility of a further 6 months extension.

The revised dates would require a 6-month extension to the current local bus contracts to October 2021.