

Cowal Area Local Bus Service Update

1.0 EXECUTIVE SUMMARY

- 1.1 This report provides members with information on development work which has been carried out in relation to bus service 480 which runs between Upper Kirm and Dunoon Ferry Terminal.
- 1.2 **Service 480-** Following the withdrawal of commercial service 80 between Hunters Quay Holiday Village and Dunoon, members also agreed on 3 February 2015 at Area Committee to leave the remaining service 480 unchanged. However, due to demand, this service is no longer adequate and frequently runs late.
- 1.3 Efficiency options for this service were presented to Area Committee on 2 June 2015, and a report updating the ongoing development work was presented to Area Committee on 4 August 2015.
- 1.4 Provide an hourly service 480 on a revised route between Hunters Quay Holiday Village, Upper Kirm, Dunoon Ferry Terminal and Milton by ceasing to serve Ardenslate Road and Alexandra Parade, saving mileage.
- 1.5 A survey of passengers who currently travel on other services into Dunoon from the north was carried out with a view to diverting these via Ardenslate Road and Alexandra Parade. Current users would prefer no change.
- 1.5 **Recommendation;** Members are asked to note the outcome of the recent passenger survey and note that further options will now require to be considered in order to provide a service on Alexandra Parade.

Cowal Area Local Bus Services

2.0 INTRODUCTION

- 2.1 This report provides members with information on development work which has been carried out in relation to service 480 which runs between Upper Kirn and Dunoon Ferry Terminal.

3.0 RECOMMENDATIONS

- 3.1 Members are asked to note the outcome of the recent passenger survey carried out on services into Dunoon and the preference by current users for no change and to further note that as a result it will now be necessary to consider further cost neutral options to provide a service on Alexandra Parade..

4.0 DETAIL.

- 4.1 Following the decision taken on 3 February 2015 not to replace commercial service 80 due to budgetary constraints it was decided to leave the remaining 480 service unchanged.
- 4.2 Unfortunately, it became clear that this busy service, could not keep to the timetable.
- 4.3 Options for rescheduling this service were presented to Area Committee on 2 June, 2015, and details of the ongoing development work were presented to Area Committee on 4 August 2015:
- 4.4 The proposed timetable and route for service 480 would result in a route between Hunters Quay Holiday Village, Upper Kirn, Dunoon Ferry Terminal and Milton. Ardenslate Road and Alexandra Parade would no longer be served with a resultant saving in mileage operated.
- 4.5 A survey of passengers who currently travel on other services into Dunoon from the north (478 from Portavadie, 479 from Rothesay, 484 from Carrick Castle and 486 from Inveraray) was carried out with a view to diverting these via Ardenslate Road and Alexandra Parade. The first week produced 47 responses, 38 against the proposal and eight in favour with one form returned bearing a comment but no choice. A verbal update with the final totals will be given at the meeting.

5.0 CONCLUSION

- 5.1 The withdrawal of the commercially operated service 80 resulted in the residual, busy council supported service 480 being unable to operate to the scheduled timetable.
- 5.2 After consideration of options which have been presented to Area Committee on 2 June 2015 and 4 August 2015, a survey of service users on other routes which could have covered the section of route to be withdrawn was carried out.
- 5.3 The preferred option for existing service users is as noted in the detail of this report, and as a consequence alternative cost neutral proposals will have to be evaluated in order to provide a service on Alexandra Parade.

6.0 IMPLICATIONS

- 6.1 Policy - None
- 6.2 Financial – provision of additional service to cover Ardenslate Road and Alexandra must be cost neutral and achieved through a reduction in mileage operated by Service 480.
- 6.3 Legal – None
- 6.4 HR - None
- 6.5 Equalities - None
- 6.6 Risk - None
- 6.7 Customer Service – Potential for complaints through further changes of services, although this has been minimised by carrying out a service user survey and accepting the result.

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6 October 2015

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