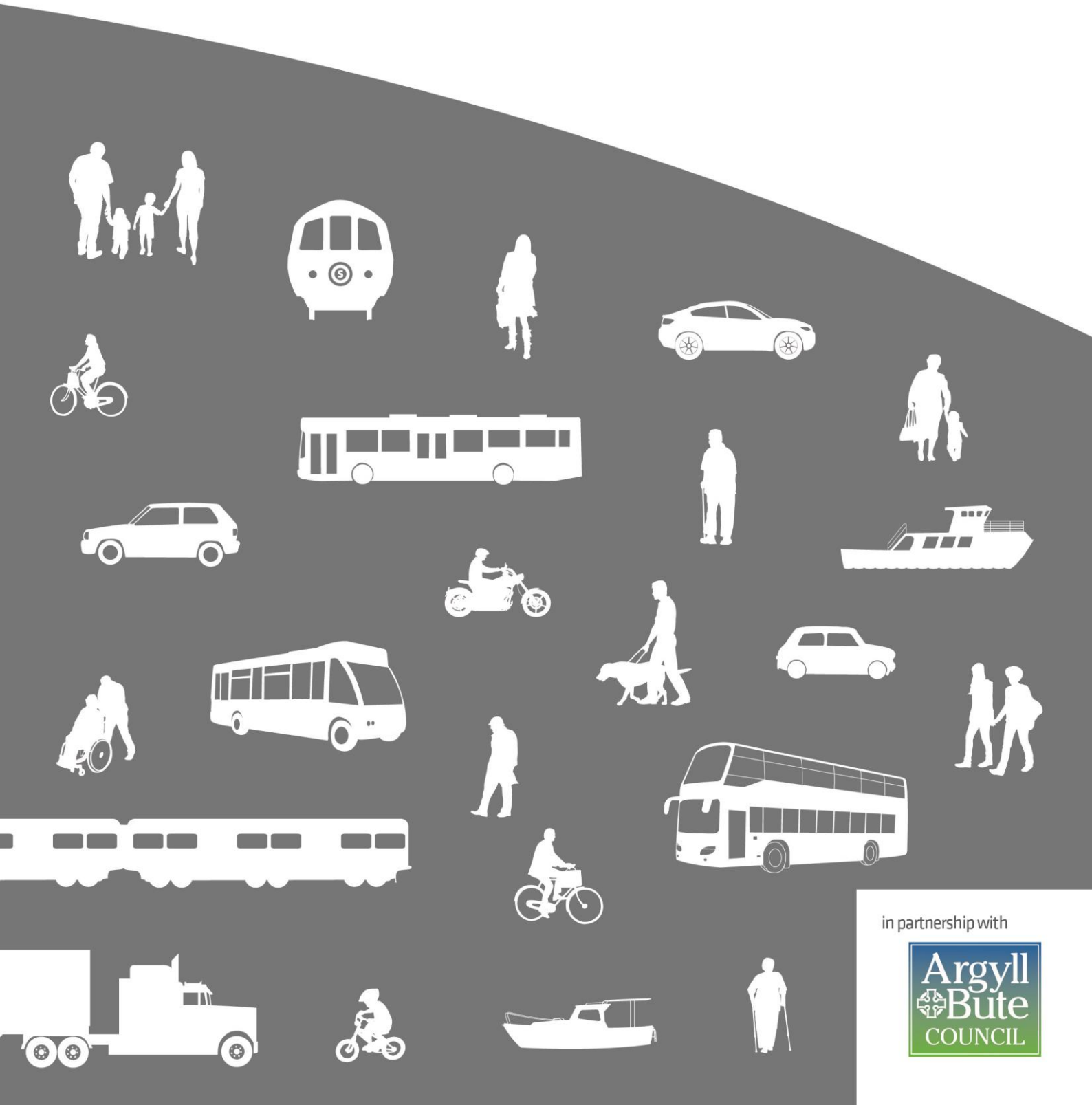


# Transport Outcomes Report: Argyll & Bute 2017/18



in partnership with



## ABOUT US

**Strathclyde Partnership for Transport (SPT)** is the Regional Transport Partnership for the west of Scotland and is a partnership of twelve councils. SPT was established by the Transport (Scotland) Act 2005, which created Scotland's seven Regional Transport Partnerships and is responsible for the development of the Regional Transport Strategy (RTS).<sup>1</sup> SPT is a statutory participant in Community Planning and a 'key agency' in the Development Planning process.

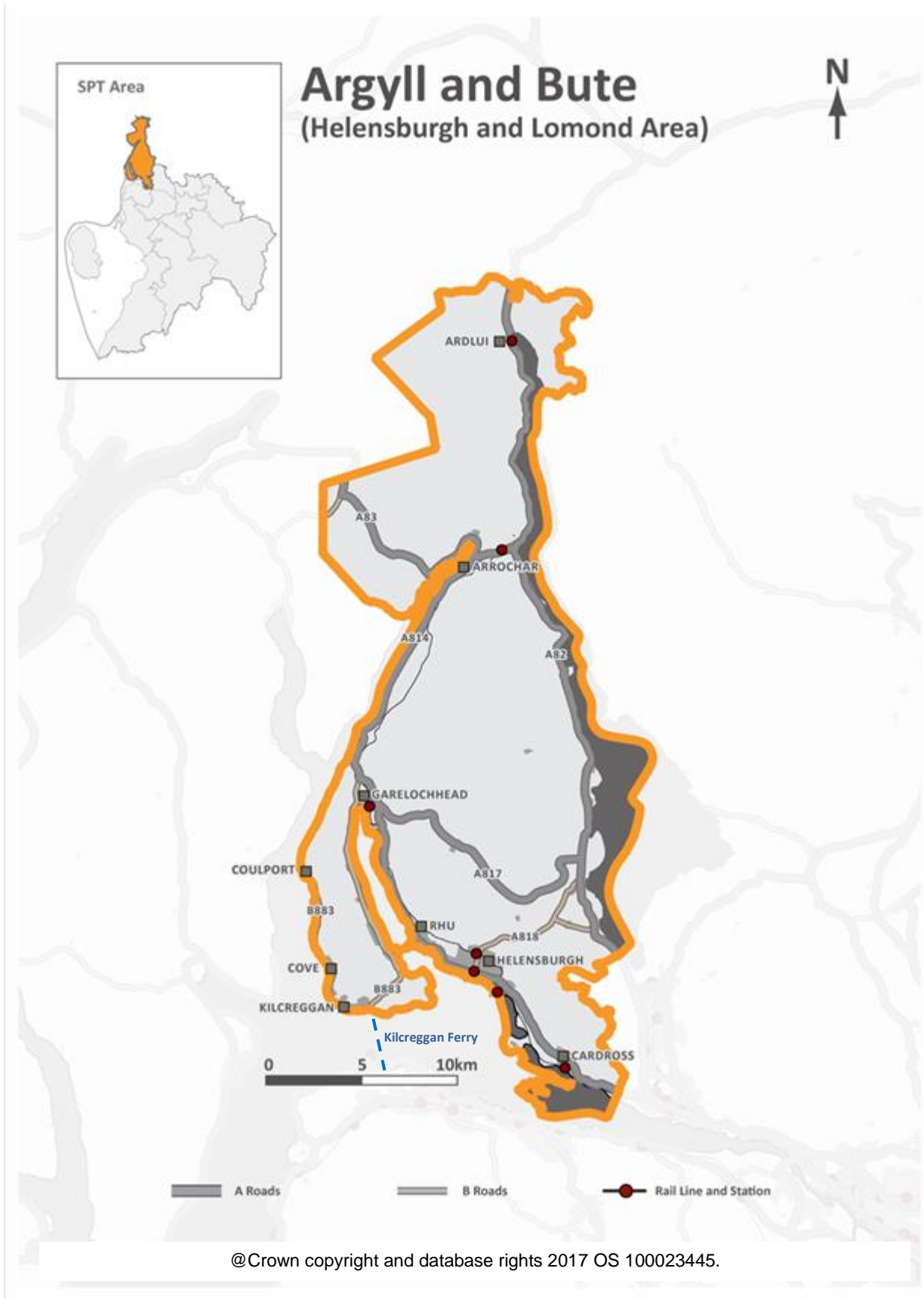
SPT has a range of operational responsibilities including the management and operation of the Subway, bus stations and bus infrastructure, supporting socially necessary bus services, delivering schools transport on behalf of eleven of our partner councils and coordinating the MyBus demand responsive transport service. SPT also acts as the secretariat for the Strathclyde Concessionary Travel Scheme on behalf of our partner Councils and the coordination of ticketing schemes including Subway smartcard and the ZoneCard multi modal scheme.

**Argyll and Bute Council (ABC)**, in addition to wider responsibilities, is the local Roads Authority and Planning Authority for Argyll and Bute. ABC is responsible for the development of the Local Development Plan<sup>2</sup> and Economic Development Action Plan<sup>3</sup> and is lead partner in the development of the Argyll and Bute Community Plan and Single Outcome Agreement.<sup>4</sup> ABC has a duty to manage and maintain local public roads, footways, street lighting and traffic signals and the powers to improve infrastructure as necessary. ABC also has responsibility for road safety and flood risk management.

SPT, ABC and partners work together to deliver a range of solutions to enhance and develop our transport network, infrastructure and services; to promote sustainable development; to mitigate and adapt to the impacts of climate change on the transport network and to promote accessible travel choices. This includes investment in and delivery of public transport infrastructure, active travel infrastructure, park and ride and strategic roads projects.

## Contents

1.	Foreword.....	4
2.	Working in partnership with Argyll and Bute .....	4
3.	Improving outcomes for Argyll and Bute residents.....	5
4.	Delivering transport improvements for Helensburgh and Lomond .....	7
5.	Measuring progress.....	8
6.	Achieving ‘Attractive Seamless Reliable Travel’ .....	9
7.	Achieving ‘Improved Connectivity’ .....	11
8.	Achieving ‘Access for All’ .....	13
9.	Achieving ‘Reduced Emissions’ .....	16
	Appendix 1: 2016/17 supported bus services in Argyll and Bute .....	18
	Appendix 2: SPT capital programme.....	18
	Data sources and references .....	19



## 1. Foreword

This Transport Outcomes Report (TOR), produced annually by SPT in partnership with each local authority in the west of Scotland, outlines the impact of transport improvements in each area to achieve more sustainable, healthy, inclusive and resilient communities across the SPT area.

SPT continues to focus on achieving the four strategic outcomes from the Regional Transport Strategy – Attractive, Seamless, Reliable Travel; Improved Connectivity; Access for All; and Reduced Emissions – which underpin the successful delivery of key social, economic, environmental and health outcomes at national, regional and local levels.

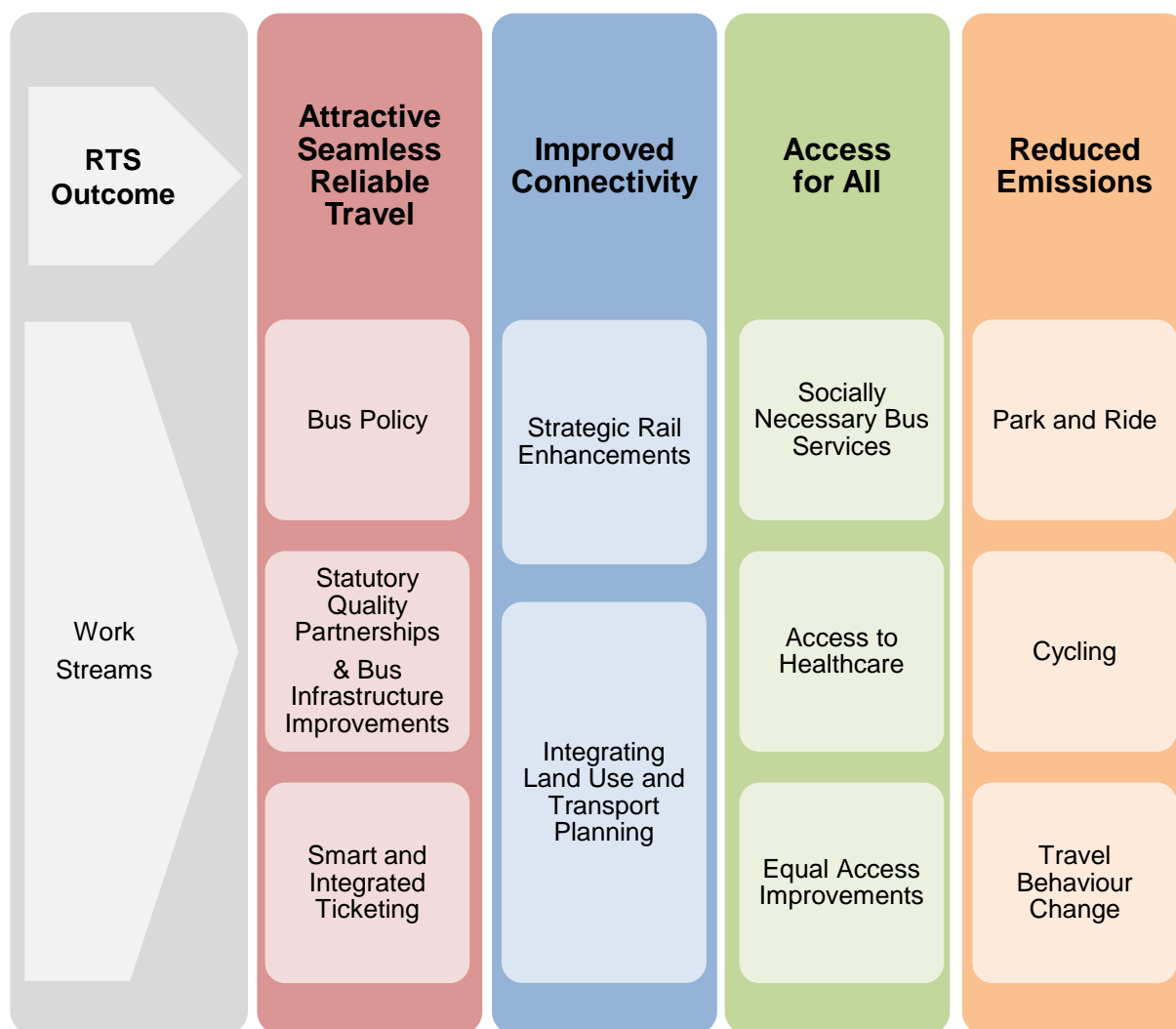
This TOR outlines SPT's investments, projects and services for the past year and current year. The TOR also sets out the role of transport in achieving improved outcomes for local residents and business in Argyll and Bute, with the aim of supporting the achievement of the Argyll and Bute Community Planning Partnership's long-term objective that *Argyll and Bute's economic success is built on a growing population*.

SPT will continue to work with Argyll and Bute Council and our other partners on key projects including the regeneration of Helensburgh town centre, delivery of active travel priorities and improving accessibility for rural communities. We will work together to deliver material change to the regional bus market and public transport ticketing, and to strengthen the role of community transport to help ensure all residents have access to safe, integrated, affordable and stable transport services.

## 2. Working in partnership with Argyll and Bute

The 2017/18 Transport Outcomes Report follows the same structure as last year's report, with the principal sections based on the four strategic outcomes and the associated work streams, which fall from the Regional Transport Strategy Delivery Plan 2014-2017.<sup>5</sup> These are set out in Figure 2.1 on the next page. This year's report provides an update on the work streams, whilst the 2014/15 TOR and the Delivery Plan provide additional background information on the work streams. Services, projects, investments and initiatives that benefit Argyll and Bute residents are detailed under each work stream within the main body of the report (sections 6 – 9).

Figure 2.1: RTS Outcomes and SPT - Argyll and Bute 2017/18 work streams



### 3. Improving outcomes for Argyll and Bute residents

SPT is a statutory participant in Community Planning and works in partnership with Argyll and Bute Council (ABC) and other partners across a range of themes including health, education, accessibility, social inclusion, equalities and community safety. Our four strategic outcomes are closely linked to national community planning policy priorities including independence for older people, improving the lives of young people, economic growth, stronger communities, more employment and reducing health inequalities.

Transport has an important role in achieving the aims of the Argyll and Bute Community Plan and Single Outcome Agreement (SOA) 2013 – 2023. Figure 3.1 shows the relationship between the TOR work streams and the SOA local priorities. More detail on the relationship is found in the text below.

For local outcome 1 (as numbered in figure 3.1) - Good access to education, healthcare and safe leisure opportunities is essential for every child to thrive and a safe, high-quality walking and cycling network supports young children and their families to be more active and live healthier lives. Sustainable development and land use patterns supports families to reduce car usage and increase active travel.

For local outcomes 2 and 3 - Safe, accessible transport supports independent living by improving access to services and facilities and reducing isolation by making it easier to visit family and friends and attend social events. Good access to services supports residents in fully realising the benefits of available healthcare, education and training opportunities. Investing in cycling infrastructure and promoting active travel supports healthy, active lifestyles. Sustainable development and land use patterns improves road safety, improves access to goods and services by walking and cycling and reduces car dependency.

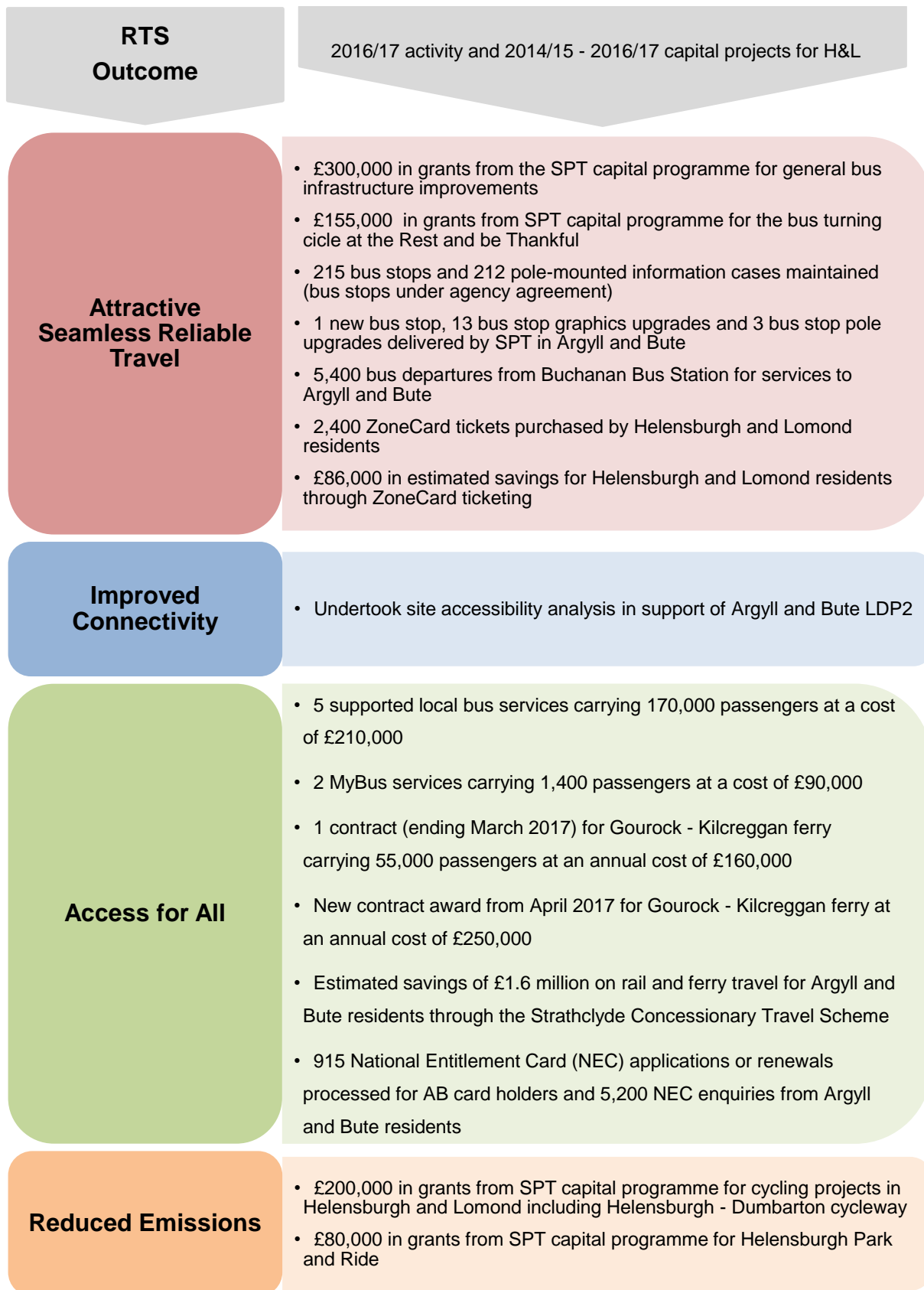
For local outcomes 4, 5 and 6 - High-quality modern transport infrastructure supports physical regeneration efforts; an efficient reliable transport network built upon sustainable development and land use patterns reduces the cost of transport and congestion for business and residents and supports environmental targets; and good transport access increases the range of employment, education and training opportunities available to all.

**Figure 3.1 Argyll and Bute outcomes and TOR work streams**

Argyll and Bute CPP SOA Local Outcomes	Work streams										
	Bus Policy	SQP / Bus Infrastructure	Ticketing	Rail	Land use & transport planning	Socially necessary services	Access to healthcare	Equal Access	Park & Ride	Cycling	Travel Behaviour Change
1) Children and young people have the best possible start.	✓				✓	✓	✓	✓		✓	✓
2) People live in safer and stronger communities.	✓				✓	✓	✓	✓		✓	
3) People live active, healthier and independent lives.	✓	✓	✓		✓	✓	✓	✓		✓	✓
4) We have infrastructure that supports sustainable growth.	✓	✓	✓	✓	✓			✓	✓	✓	
5) The economy is diverse and thriving.	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
6) Education, skills and training maximises opportunities for all	✓	✓	✓	✓		✓		✓		✓	

## 4. Delivering transport improvements for Helensburgh and Lomond

Figure 4.1: Summary of SPT investments and services in Helensburgh and Lomond





## 5. Measuring progress

The figures below are measures of key travel and transport issues.

Figure 5.1: Satisfaction with public transport<sup>6</sup>

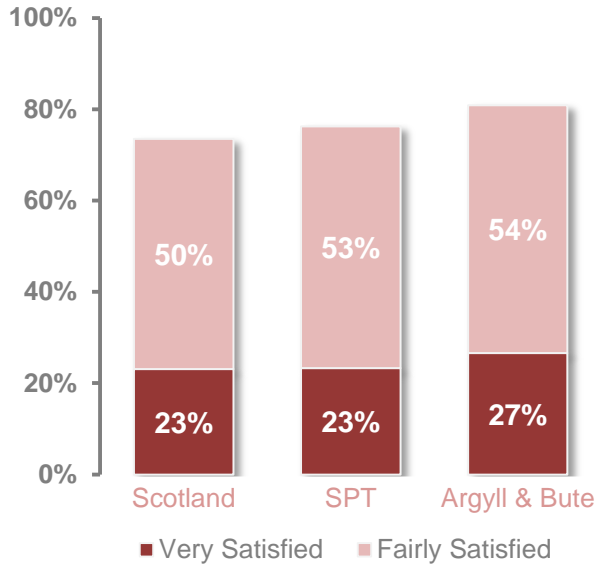


Figure 5.2: Congestion delays experienced by drivers<sup>7</sup>

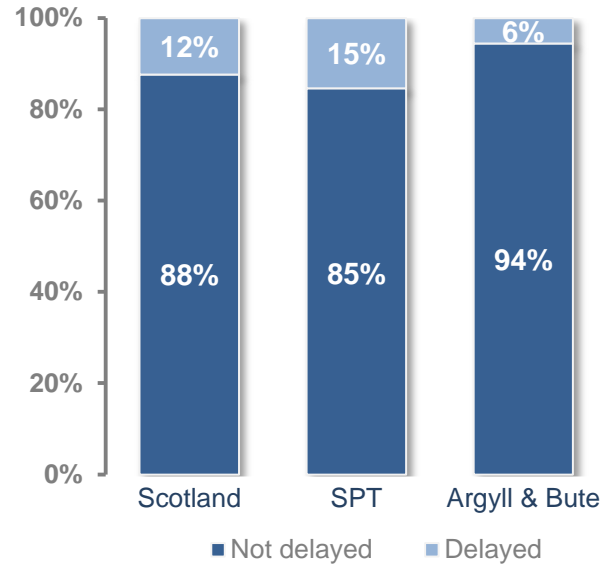


Figure 5.3: Convenience of public transport<sup>8</sup>

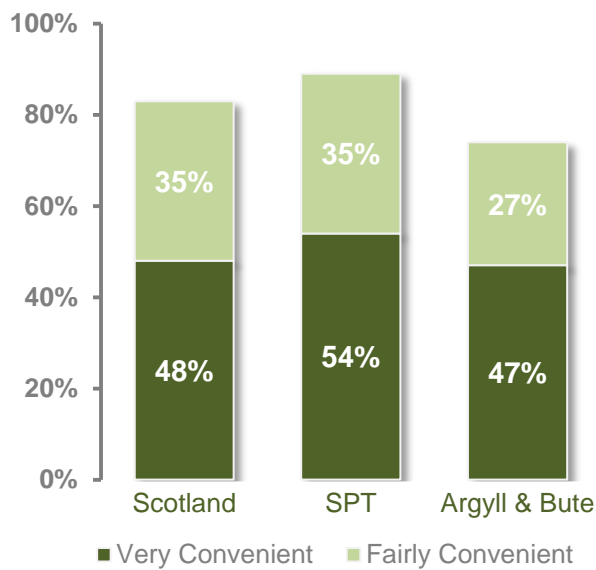
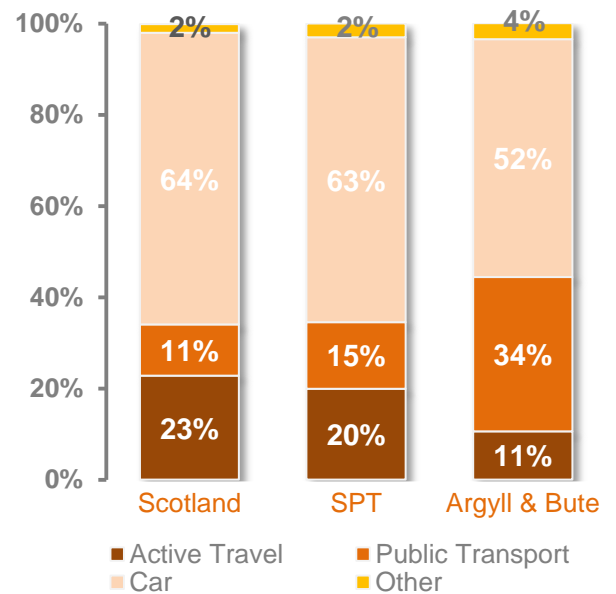


Figure 5.4: Main mode of travel<sup>9</sup>



## 6. Achieving 'Attractive Seamless Reliable Travel'

### 6.1 Bus Policy

SPT, working together with Transport Scotland, local bus operators and other members of the Bus Stakeholder Group, continues to progress its '10 Point Plan' of proposed changes to legislation, regulations and powers to deliver a better offering for bus passengers and a more active return for the considerable public sector investment in the bus market.

In 2016, SPT invited bus operators, local authorities and other partners to join a Strathclyde Bus Alliance (SBA), a new partnership with the purpose of changing the long term trends in bus patronage from a declining trend to year on year growth by 2020. The SBA is promoting the establishment of powers to implement enhanced SQPs to deliver a more integrated bus network with more reliable and attractive services to improve conditions for existing passengers and attract more passengers.

### 6.2 Statutory Quality Partnerships & Bus Infrastructure

SPT bus station staff managed 5,400 departures at Buchanan Bus Station for bus services operating within Argyll and Bute during 2016/17.

SPT maintained over 215 bus stops and 212 pole-mounted information cases in Argyll and Bute in 2016/17 (bus stops under agency agreement). SPT delivered 1 new bus stop, 3 bus stop pole upgrades and 13 bus stop graphics upgrades in 2016/17. SPT will deliver further upgrades as necessary in 2017/18 through the SPT capital programme.

ABC delivered improvements to bus infrastructure in Churchill housing estate in Helensburgh including and on the Gareloch Road including new shelters, high access kerbs and improved access to bus stops with £93,000 investment from the SPT capital programme in 2016/17. ABC will seek to deliver further bus infrastructure improvements in 2017/18 with £100,000 from the SPT capital programme.

SPT will continue to monitor existing sQPs and to take forward proposals for new sQPs in partnership with local authorities and bus operators.

### 6.3 Smart and Integrated Ticketing

SPT continues to promote ZoneCard integrated ticketing products and provides administrative and secretarial support to the ZoneCard Forum. Helensburgh and Lomond residents bought an estimated 2,400 ZoneCards and made around 129,000 trips using a ZoneCard in 2016/17 – saving Helensburgh and Lomond residents an estimated £86,000. SPT also improved access to integrated ticketing by launching an improved online sales portal for ZoneCard ticket renewals and multi-modal Daytripper ticket sales in 2016/17.

SPT continues to work towards the vision of one card multi-modal, multi-operator travel across the region. In 2016/17, interoperable smartcard ticketing was delivered across ScotRail and Subway services. SPT also launched online registration and ticket sales for Subway smartcard passengers. Further, Nevis Technologies, SPT’s joint venture with Rambus, provided back office systems for McGill’s Buses smartcard including online registration and ticket sales.

### 6.4 Additional figures in support of Attractive Seamless Reliable Travel

Figure 6.1 Bus mileage in Helensburgh and Lomond<sup>10</sup>

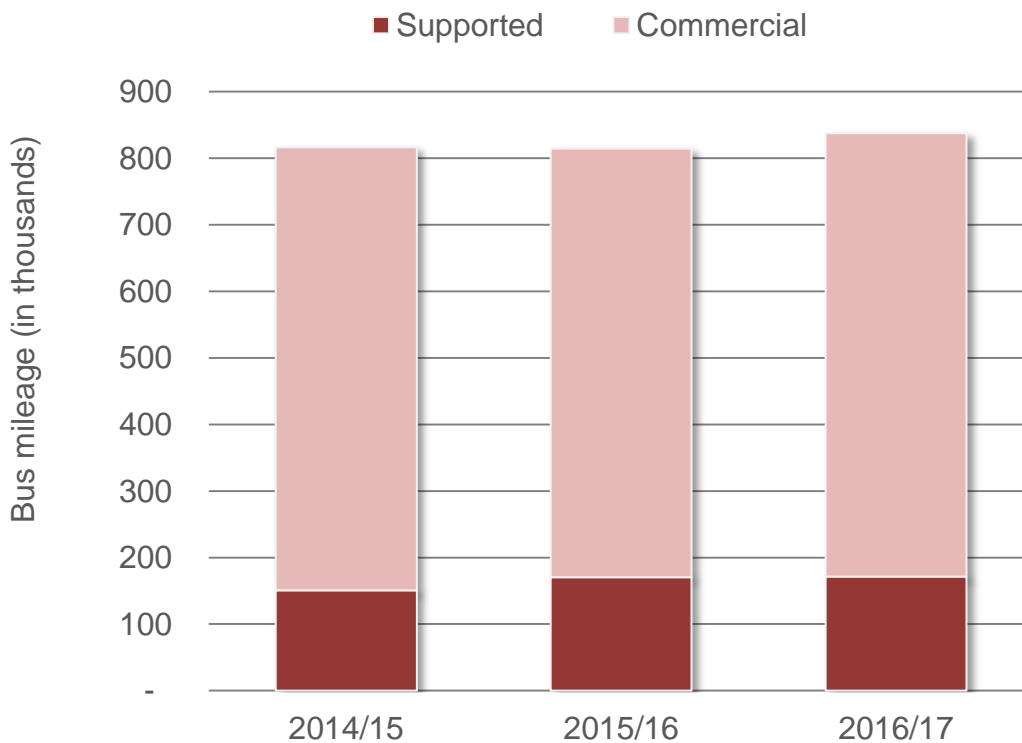
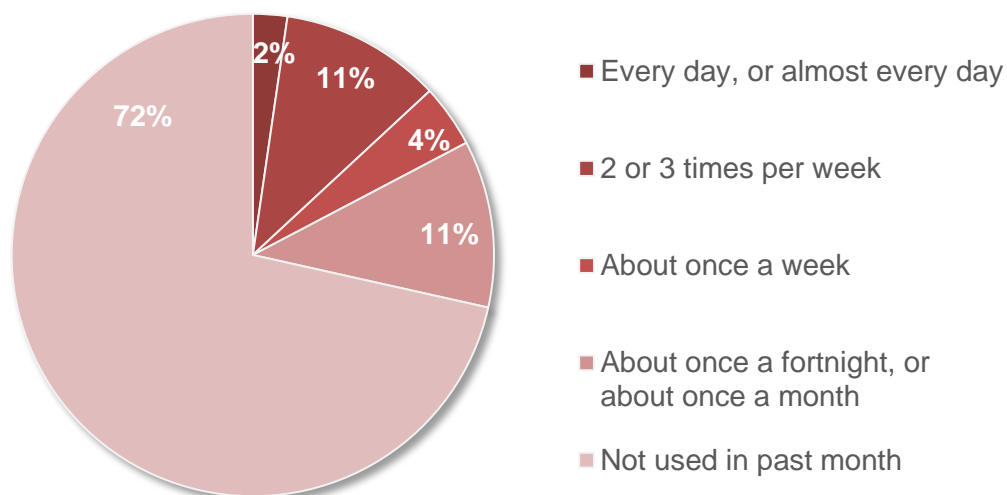


Figure 6.2 Use of local bus services (adults aged 16+ living in Argyll and Bute), 2015<sup>11</sup>



## 7. Achieving ‘Improved Connectivity’

### 7.1 Rail

SPT, through the West of Scotland Rail Forum and other engagement activities, will continue to co-ordinate and lead on regional input to the ScotRail franchise including service and timetable changes, fares and ticketing; investment in rail infrastructure; network planning and integration; and new station development.

SPT will continue to play a key role in the Edinburgh-Glasgow Improvement Programme (EGIP) including working with partners to ensure the re-development of Glasgow Queen St station, the third busiest station in Scotland, delivers improved accessibility and integration of all sustainable modes.

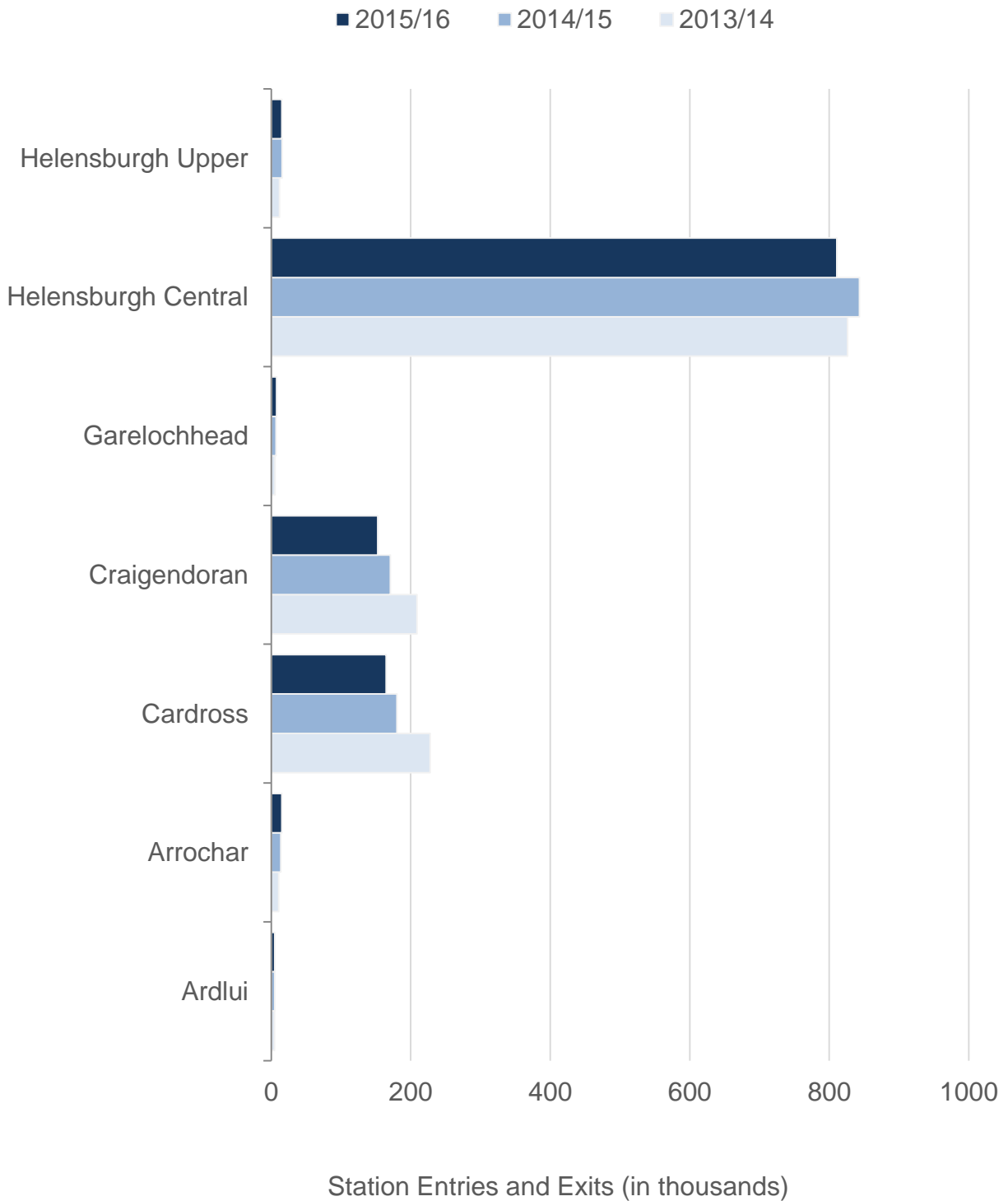
### 7.2 Integrating Transport and Land Use Planning

SPT will continue to work with the Council and developers to ensure that sustainable transport measures are embedded in the delivery of new development. We will also continue work with all relevant organisations to reinforce the importance of the integration of transport and land use planning and the promotion of sustainable transport solutions for future

development to support the delivery of successful places. In 2017, SPT provided public transport accessibility analysis for development sites proposed for inclusion in the emerging LDP2.

7.3 Additional figures in support of Improved Connectivity

Figure 7.1 Patronage at rail stations in Helensburgh and Lomond<sup>12</sup>



## **8. Achieving 'Access for All'**

### 8.1 Socially Necessary Services

In 2016/17, SPT supported 5 local bus services in Helensburgh and Lomond on contracts that carried 170,000 passengers in total. SPT MyBus services in Helensburgh and Lomond carried 1,400 passengers. The Kilcreggan – Gourock ferry service carried 55,000 passengers.

In 2017/18, SPT will continue to provide socially necessary services in Argyll and Bute to support greater access to education, employment, healthcare, shopping and other travel purposes.

### 8.2 Access to Healthcare

In 2016/17, SPT supported local bus services that improved access to Royal Alexandra Hospital and Vale of Leven Hospital and provided MyBus services for healthcare appointments. In 2017/18, SPT will continue to provide socially necessary bus services to improve direct access to healthcare.

### 8.3 Equal Access

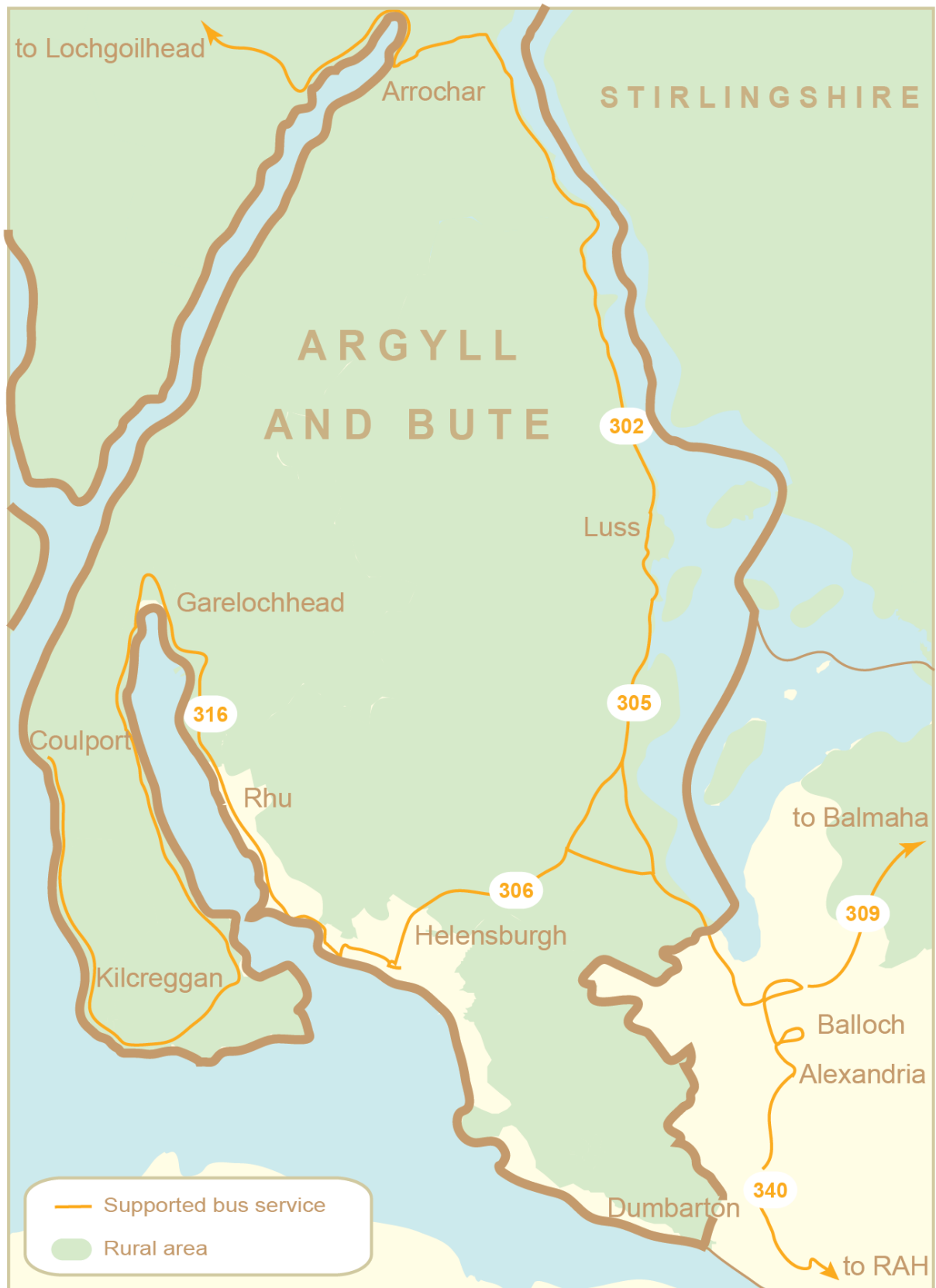
In 2016/17, ABC delivered bus infrastructure improvements with capital funds from the SPT capital programme. These improvements included high access kerbs to improve physical access onto buses for people with mobility difficulties.

In 2017/18, more high access kerbs and tactile paving at bus stops may be delivered by ABC as part of the £100,000 in approved SPT capital funding for bus infrastructure improvements in Argyll and Bute.

In 2016/17, Argyll and Bute residents saved an estimated £1.6 million on rail and ferry travel through the Strathclyde Concessionary Travel Scheme and SPT processed 915 National Entitlement Card (NEC) applications or renewals on behalf of ABC and handled 5,200 enquiries on NECs from Argyll and Bute residents.

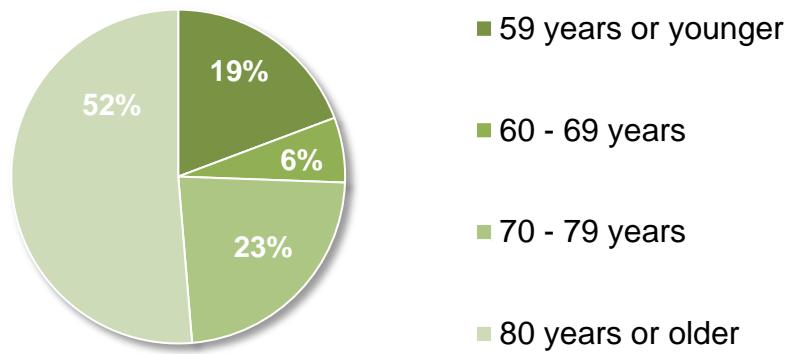
8.4 Additional figures in support of Access for All

Figure 8.1 Supported bus services in Helensburgh and Lomond, 2016/17 (indicative network)

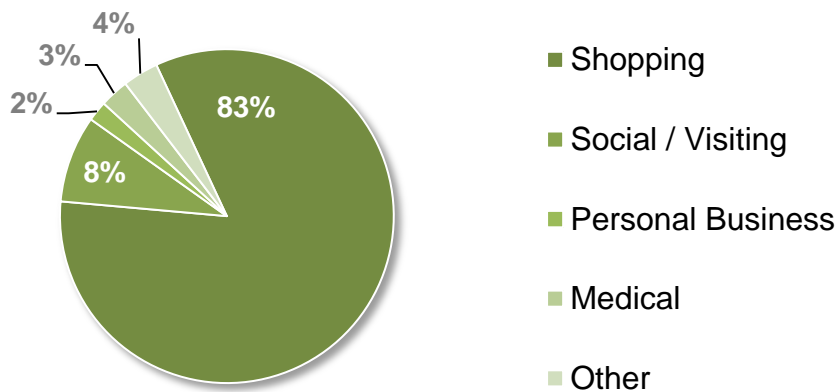


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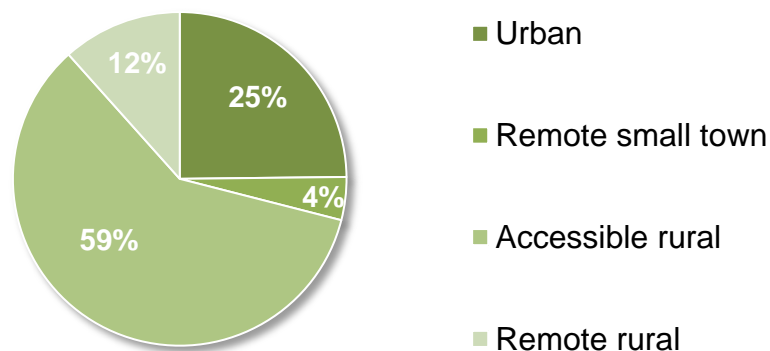
Figures 8.2 MyBus passengers by age, 2016/17



Figures 8.3 MyBus passengers by journey purpose, 2016/17



Figures 8.4 MyBus passengers urban-rural characteristics (of area of residence), 2016/17<sup>13</sup>





## 9. Achieving ‘Reduced Emissions’

### 9.1 Park and Ride

In 2016/17, ABC completed land purchase and design for the proposed 53-space park and ride at the former Scottish Gas Networks site in Helensburgh. In 2017/18, ABC will seek to complete construction of the new facility, which will improve access to rail for residents in the surrounding area and improve parking conditions on town centre streets to support local businesses. SPT is providing up to £380,000 in capital funding over 2 years for this project (2016/17 - 2017/18).

### 9.2 Cycling

In 2017/18, ABC will seek to deliver a further section of the Helensburgh - Dumbarton cycleway within Cardross. SPT and Sustrans are providing £75,000 each in capital funding for this project. When complete, the cycleway will link Helensburgh and Cardross to Dumbarton and onwards to Glasgow as well as improving cycling links to Helensburgh from surrounding villages and more remote areas. SPT has provided over £300,000 in funding for the overall project over the past 5 years and will continue to work with ABC to complete the cycleway in future years, dependent upon available funding.

### 9.3 Travel Behaviour Change

SPT will continue to support interventions that seek to change behaviours towards more sustainable travel including supporting car sharing through JourneyShare, the regional car sharing scheme that currently has 6,000 active members.

### 9.4 Additional figures in support of Reduced Emissions

Figure 9.1 Park and ride sites and capacity (Helensburgh and Lomond), 2016

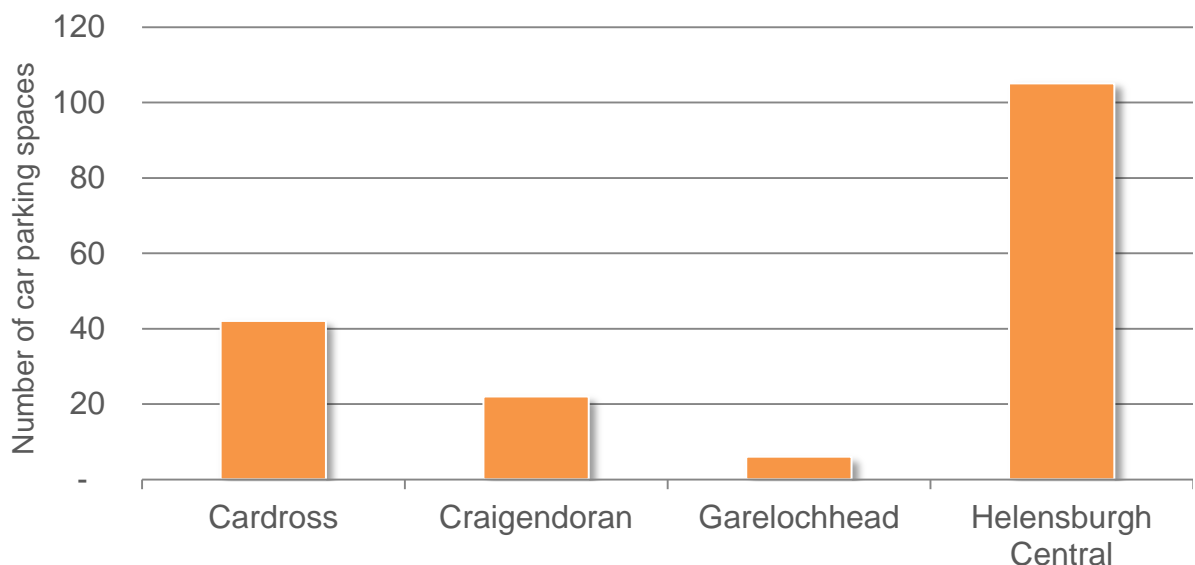


Figure 9.2 Number of bicycles available for private use by households (Argyll and Bute), 2015<sup>14</sup>

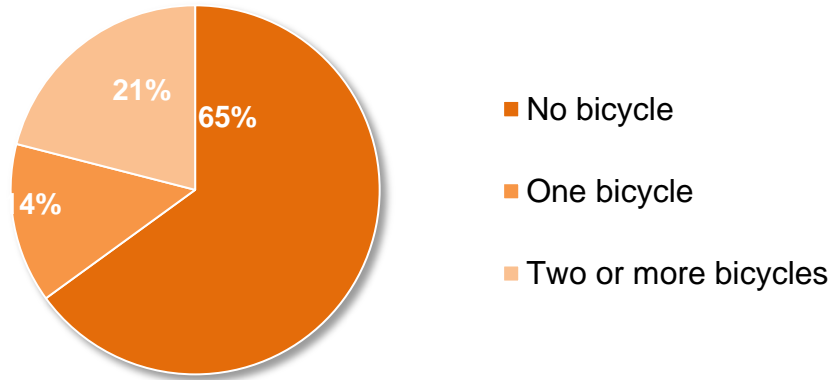
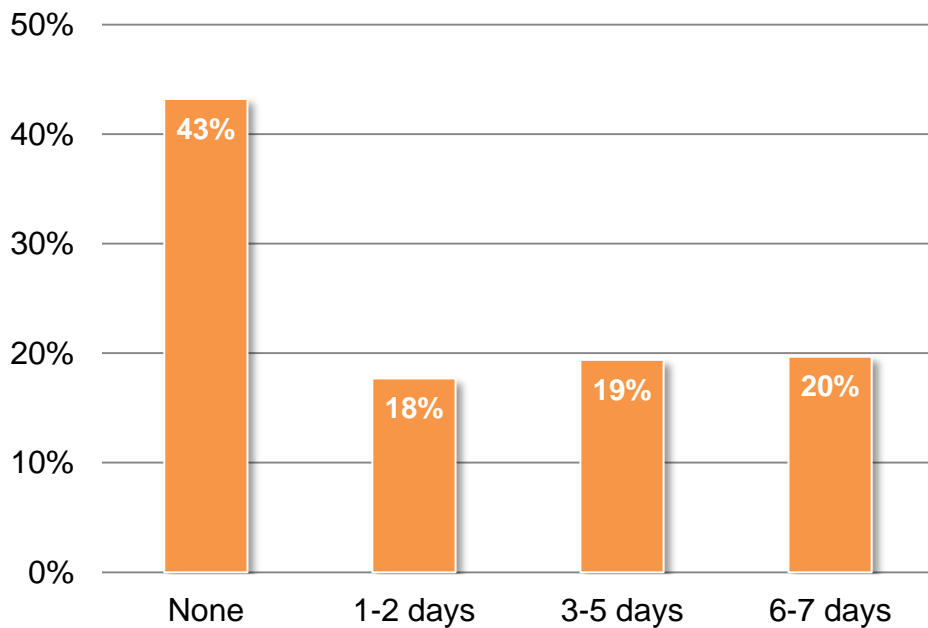


Figure 9.3 Frequency of walking in past week as a means of transport (adults aged 16+ in Argyll and Bute), 2014<sup>15</sup>



## Appendix 1: 2016/17 supported bus services in Argyll and Bute (Helensburgh and Lomond)

Service Number	Route
302	Carrick Castle – Helensburgh - Lochgoilhead
316	Helensburgh - Coulport
305/306	Luss/Helensburgh – Alexandria
340	Helensburgh/Vale of Leven Hospital – Royal Alexandra Hospital

## Appendix 2: SPT capital programme

SPT invested more than £740,000 in capital projects delivered by Argyll and Bute Council over financial years 2014/15, 2015/16 and 2017/18.

Table 1 below provides a summary of ABC projects in the 2017/18 SPT capital programme.

**Table 1: Argyll and Bute category 1 projects in 2017/18 SPT capital programme (April 2017)**

Project	Details	Approved grant
Bus Infrastructure Upgrades in Helensburgh Area	New bus shelters, high access kerbs and access improvements to bus stops	£100,000
Helensburgh Park and Ride	To progress land purchase and design for proposed 60-space park and ride facility serving Helensburgh rail station	£300,000
Helensburgh and Lomond Cycleways	To progress projects phases through Cardross village	£75,000
<b>Total</b>		<b>£475,000</b>

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## Data sources and references

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<sup>1</sup> A Catalyst for Change. The Regional Transport Strategy for the west of Scotland 2008 – 2021. <http://www.spt.co.uk/corporate/about/strategy/regional-transport-strategy/>

<sup>2</sup> Argyll and Bute Local Development Plan 2015 <http://www.argyll-bute.gov.uk/ldp>

<sup>3</sup> Argyll and Bute Economic Development Action Plan – 2013 to 2018 [https://www.argyll-bute.gov.uk/sites/default/files/final\\_edap\\_2013-18.pdf](https://www.argyll-bute.gov.uk/sites/default/files/final_edap_2013-18.pdf)

<sup>4</sup> Argyll and Bute Community Plan and Single Outcome Agreement 2013 - 2023 <http://www.argyll-bute.gov.uk/council-and-government/community-plan-and-single-outcome-agreement>

<sup>5</sup> [http://www.spt.co.uk/wmslib/Documents\\_RTS/RTS%20Delivery%20Plan%202014-17.pdf?2](http://www.spt.co.uk/wmslib/Documents_RTS/RTS%20Delivery%20Plan%202014-17.pdf?2)

<sup>6</sup> Transport and Travel in Scotland / Local Area Analysis 2015. Transport Scotland. Sample size for Argyll and Bute results = 180.

<sup>7</sup> Transport and Travel in Scotland / Local Area Analysis 2015. Transport Scotland. Sample size for Argyll and Bute results = 170.

<sup>8</sup> Transport and Travel in Scotland / Local Area Analysis 2014. Transport Scotland. Sample size for Argyll and Bute results = 270.

<sup>9</sup> Transport and Travel in Scotland / Local Area Analysis 2015. Transport Scotland. Sample size for Argyll and Bute results = 380.

<sup>10</sup> SPT PTIS database.

<sup>11</sup> Transport and Travel in Scotland / Local Area Analysis 2015. Transport Scotland. Sample size = 250.

<sup>12</sup> Station Usage Estimates 2013/14, 2014/15 and 2015/16. Office of Rail and Road.

<sup>13</sup> Using Scottish Government Urban Rural Classification. Figures shown are for proportion of Argyll and Bute MyBus passengers living in areas by urban-rural characteristic. For example, 59% of ABC MyBus passengers live in accessible rural areas.

<sup>14</sup> Transport and Travel in Scotland / Local Area Analysis 2015. Transport Scotland. Sample size = 260.

<sup>15</sup> Transport and Travel in Scotland / Local Area Analysis 2014. Transport Scotland. Sample size = 270.



# Useful contacts

## (Helensburgh and Lomond Area)

### **Strathclyde Partnership for Transport**

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[complaint@spt.co.uk](mailto:complaint@spt.co.uk)

[www.spt.co.uk](http://www.spt.co.uk)

## Local bus operators

### **First Glasgow**

Caledonia Depot

100 Cathcart Road

Glasgow G42 7BH

0141 420 7600

[www.firstgroup.com](http://www.firstgroup.com)

### **Garelochhead minibuses**

Woodlea Garage

Main Road

Garelochhead

Argyll and Bute G84 0EG

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[enquiries@garelochheadcoaches.co.uk](mailto:enquiries@garelochheadcoaches.co.uk)

[www.garelochheadcoaches.co.uk](http://www.garelochheadcoaches.co.uk)

### **McGill's Bus Service Ltd.**

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Larkfield Industrial Estate

Greenock PA16 0EQ

08000 51 56 51

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01436 820300

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