



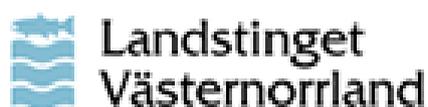
Dumfries and Galloway Project Update November 2013

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## Rural Transport Solutions

### Update

November 2013



European Union  
European Regional Development Fund

## Table of Contents

<b>1.0 Introduction .....</b>	<b>2</b>
<b>2.0 Local Pilot - Wigtonshire .....</b>	<b>2</b>
2.1 Aims and Objectives .....	2
2.2 Transport Solution.....	3
<b>3.0 Monitoring.....</b>	<b>4</b>
<b>4.0 Rural Transport Solutions – Current Position .....</b>	<b>8</b>
4.1 Wigtonshire Update .....	8
4.2 Stewartry and Glenkens Transport Initiative .....	8
4.3 Future of Rural Transport Solutions .....	9

## **1.0 Introduction**

This report has been compiled as an update of the Rural Transport Solutions (RTS) pilot project conducted in Dumfries and Galloway.

For more detailed information, consult the 'Rural Transport Solutions Pilot Implementation Evaluation Report', June 2012.

## **2.0 Local Pilot – Wigtonshire**

### **2.1 Aims and Objectives**

A Business Plan, Service Strategy and Service Quality Standards were developed to ensure the local pilot was delivered within an appropriate framework.

The pilot in Wigtonshire has been operational since May 2011. This report provides an update of the pilot and developments.

The aims and objectives for the local pilot outlined at its inception are still relevant, and remain as below:

Aims:

1. Develop a sustainable delivery model to facilitate more resource sharing, including staff and vehicles, across the public and voluntary sectors
2. To secure efficiency gains both operational and financial within existing transport provision including health care transport
3. To improve the quality, accessibility and flexibility of transport delivery in rural areas including development of demand responsive transport (DRT)

Objectives:

1. Implement and optimise vehicle sharing across partner organisations
2. Improve service efficiency for the Scottish Ambulance Service, NHS Dumfries and Galloway and the Council services including Social Work
3. Reduce staff time required to commission and administer transport for users
4. Reduce number of single trips and stabilise overall transport spend for each partner organisation
5. Improve quality and standardise transport provision for users
6. Co-ordinate and maximise trip scheduling to provide sustainable and flexible transport to the most rural areas of the region (DRT)

## **2.2 Transport Solution**

The capital outlay for the vehicles and the amount of operational downtime encountered by both Social Work and Planning and Environment Services – 80% and 89% per year respectively – were considered to be an inefficient use of council resources.

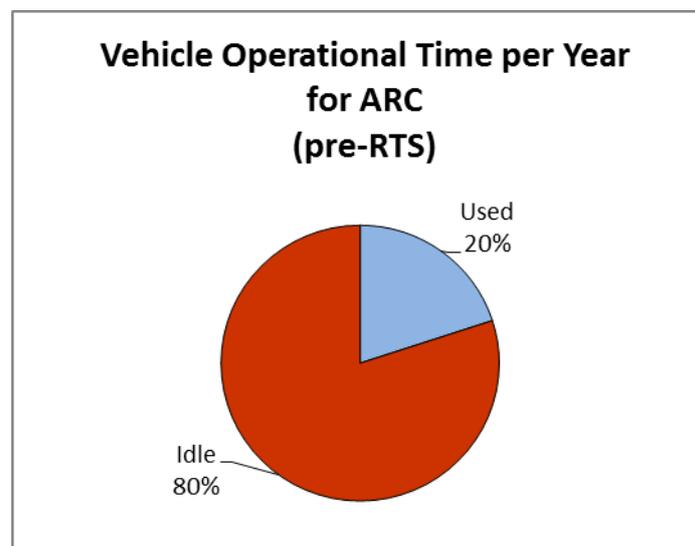
Wigtownshire Community Transport (WCT), based in Stranraer, was an already established third sector organisation. With its local office, staff, including qualified drivers and escorts, and equipment, including a computerised booking and scheduling system, WCT met the project needs and data protection requirements of partner organisations.

As a 'not-for-profit' community transport provider, WCT were enabled by the Council's insurers to access and use three 16-seater vehicles purchased by the Planning and Environment Services.

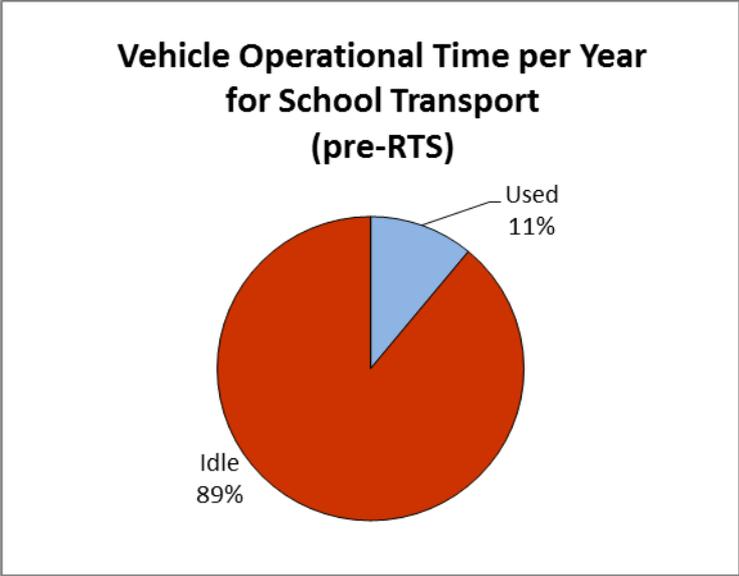
### 3.0 Monitoring

The monitoring period for the Wigtownshire RTS pilot was from May 2011 until December 2012. The information collected has been compiled to illustrate and record the change in vehicle usage, journey purpose, and vehicle downtime.

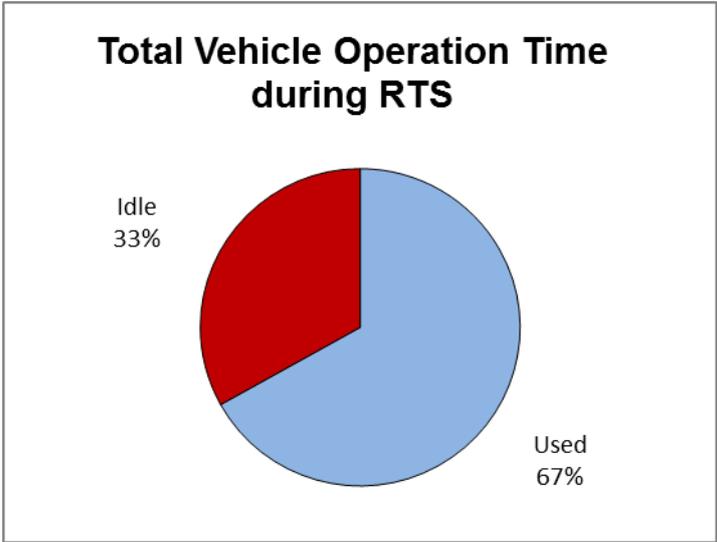
**Graph 1a. Average Yearly Operational Time for ARC Prior to RTS (7am – 10pm, Monday – Saturday)**



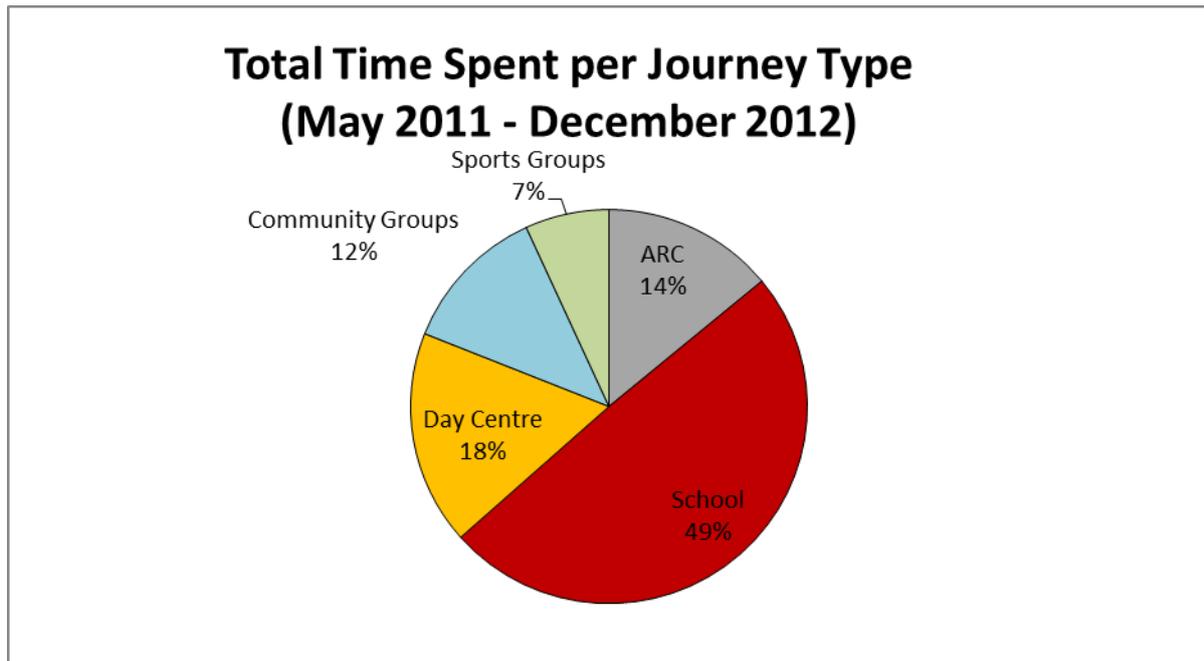
**Graph 1b. Average Yearly Operational Time for School Transport Prior to RTS (7am – 10pm, Monday – Sunday)**



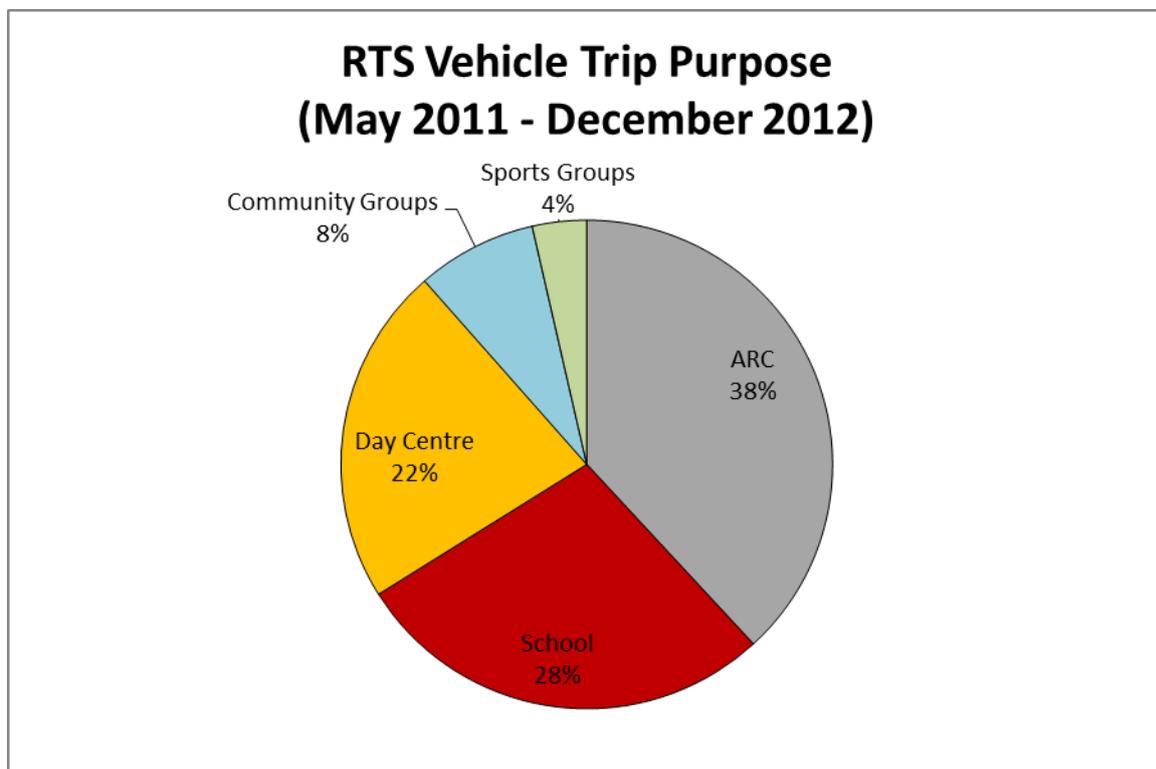
**Graph 1c. Average Yearly Vehicle Operational Time for a RTS Vehicle (7am – 10pm, Monday – Sunday, May 2011 – December 2012)**



**Graph 2. Time per Journey Type (May 2011 – December 2012)**

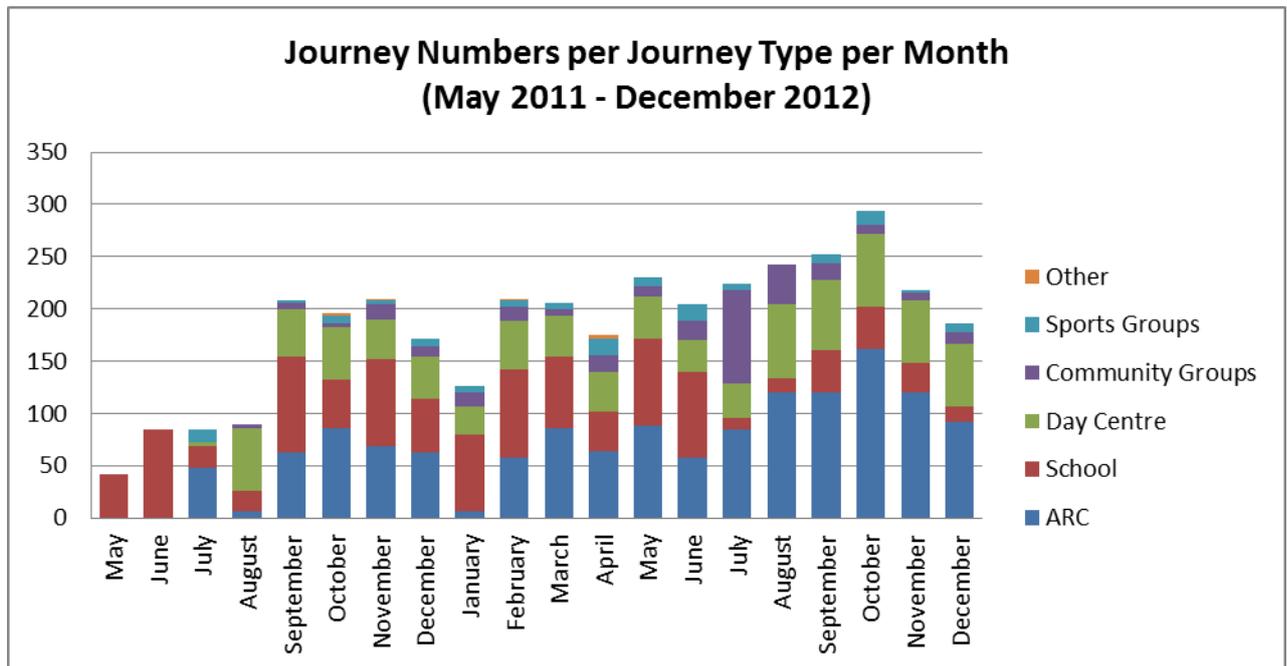


**Graph 3. RTS Vehicle Trip Purpose (May 2011 – December 2012)**

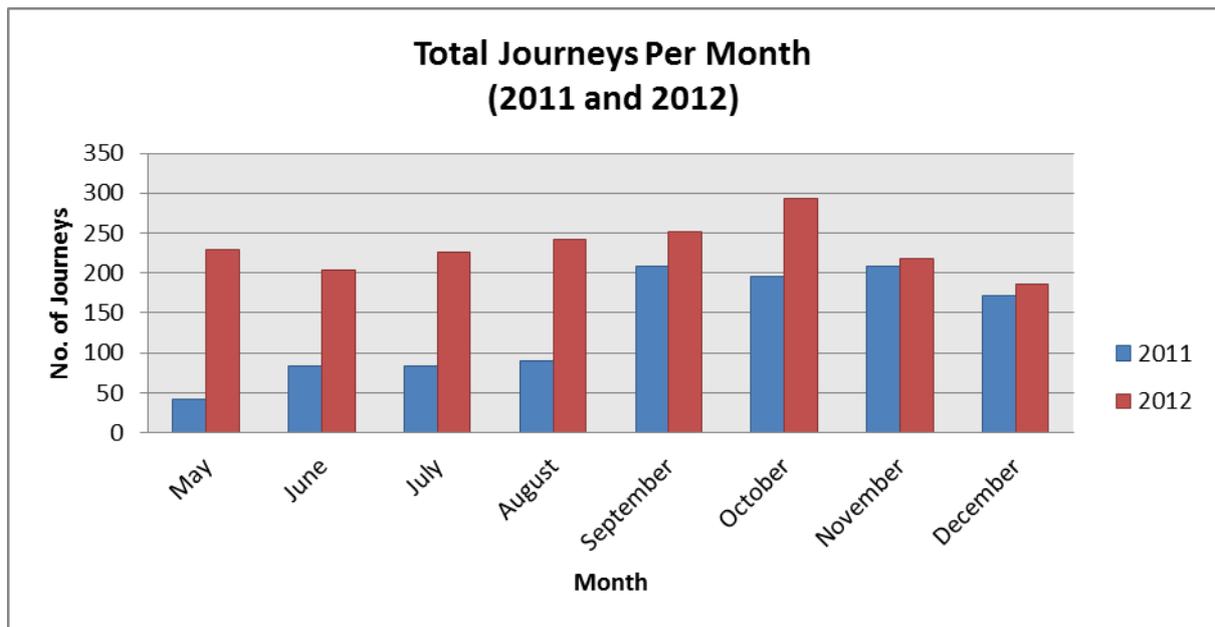


The difference in the percentages of RTS vehicle trip purpose and time spent per journey type highlights that although community groups only constitute 8% of RTS trips, they constitute 12% of RTS vehicle time. Despite the journeys being infrequent, community groups typically hire the bus for the day, utilising the RTS vehicle for longer periods. Comparison of average journey time shows that community groups average 425 minutes, whilst ARC journeys average 110 minutes. Sports groups similarly tend to hire the vehicle for fewer journeys, but for longer periods of time.

**Graph 4. Total Journey Numbers per Journey Type per Month (May 2011 – December 2012)**



**Graph 5. Total Number of Journeys per Month (2011 and 2012 Comparison)**



#### **4.0 Rural Transport Solutions – Current Position**

The pilot scheme in Wigtownshire, which was scheduled to run from May 2011 until April 2012 has continued. In addition to this, RTS has been rolled out, in part, to the Stewartry, through joint working with Glenkens Transport Initiative (GTI).

#### **4.1 Wigtownshire Update**

From the data collected during the period May 2011 until December 2012, it can be seen that overall number of journeys undertaken by the vehicle per month has increased, and vehicle downtime has reduced from over 80% to 33% in regards to both ARC and school transport vehicles, and the vehicles are now used by all sections of the community.

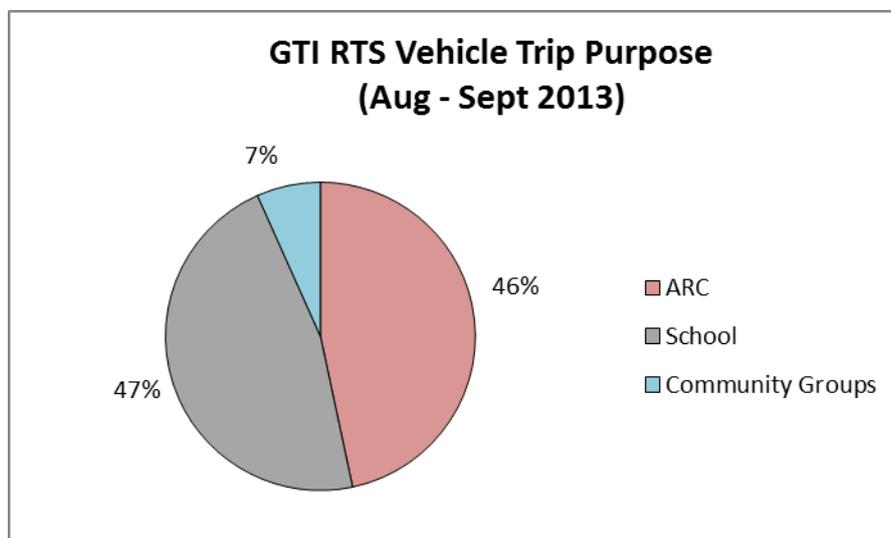
Dumfries and Galloway Council is currently working in partnership with SWestrans, NHS Dumfries and Galloway and the Scottish Ambulance Service to further coordinate services following the recommendations of the Healthcare Transport Short Life Working Group report of May 2013.

## 4.2 Stewartry and Glenkens Transport Initiative

Since August 2013, the RTS commissioners (Dumfries and Galloway Council, SWestrans, NHS Dumfries and Galloway, and the Scottish Ambulance Service) have been working in partnership with Glenkens Transport Initiative (GTI) to provide a more co-ordinated and efficient transport solution for the community of the Stewartry.

Due to the DGC bus previously having been used solely for school runs, it was experiencing downtime in excess of 80%, similar to the bus that was used in the WCT pilot.

**Graph 6. GTI RTS Vehicle Trip Purpose (August – September 2013)**



## 4.3 Future of Rural Transport Solutions

It is intended that over the next seven months (October 2013 – April 2014), Rural Transport Solutions will be extended to at least three other locations in Dumfries and Galloway following a process of reviewing existing models and potential locations. A long term sustainable solution for social and health care transport provision in the region will also be developed in partnership with NHS Dumfries and Galloway and the Scottish Ambulance Service.