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ENCOURAGING SUSTAINABLE ECONOMIC GROWTH

CORPORATE TRANSFORMATION PROGRAMME

Transport Programme

Implementation of a better, simpler, more accessible and cost effective model of transport service provision, through multi-agency approach.

Benefits/Financial Plan savings

- Savings and efficiencies
- Strengthened partnership working
- Reduced carbon footprint
- A sustainable approach that meets the needs of service users



Key Milestones

Apr-Jun '17

- TAS Partnership appointed to undertake Transport review
- Hub Project acquires a new development worker
- Borders Buses smooth transition taking over from First Bus
- £3.5 million investment in new buses made by Border Buses

Jul-Sep '17

- Borders Buses takes on the Interchange kiosk
- Sightseer bus starts
- Stakeholder events for Framework II

Oct-Dec '17

- Transport Review delivered to CMT and Elected members by TAS Partnership
- Borders Buses launch Transport App
- £5 all network ticket in November launched by Borders Buses and SBC (only on BB network)

Jan-Mar '18

- Planning for the transition of the hub projects – completion date March 2018

Apr-Jun '18

- Framework II begins April 2018

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Our performance



BUS USERS 2017

920,00 passenger journeys undertaken in 2016-17

HOME TO SCHOOL TRANSPORT

1.7m individual home to school transport journeys undertaken in 2016-17

COMPLAINTS 2016

7 complaints with only 1 being judged justified

YOUR BUS MATTERS

Scottish Govt. initiative – around **6 weeks** of bus surveys undertaken across the Borders by Bus Users Scotland to support the Transport review.

OPEN TOP SIGHTSEEING BUS/RAILWAY RELATED TRANSPORT PROJECT

over **1,000** passengers visitors carried in the Summer of 2017

NEW BUSINESS FOR THE HUB

100% of new business going through the Hub Journeys so far in 2016-17

FRAMEWORK 1

100% of SBC procured home to school special needs, social work and college transport was undertaken by framework operators

FRAMEWORK 2

Stakeholder engagement took place in September 2017. **New Framework** due to go live Easter 2018

Programme highlights

Scottish Borders Community

Planning Partnership (CPP) has already implemented a sustainable passenger transport framework covering all passenger transport services. Local taxi firms, bus and coach companies and the third sector have been encouraged to tender for work through the framework. The framework has proved very successful in regulating both quality and costs of procured transport. Partners have indicated that they are happy to progress to Framework 2.

The Transport Programme:

- The Transport Programme has delivered a number of work

streams to date including establishing and consolidating a Strategic Transport Board, Implementing a Joint Transport Procurement Framework and the implementation of a Community Transport Hub.

- The “Hub” co-ordinates all community transport services in the Borders and provides a single point of contact for service users requiring access to health and other services. It won Accessibility Project of the Year 2016 at the Scottish Transport Awards.

- The information kiosk at the Transport Interchange was handed over to Borders Buses in July 2017 by SBC. This has proved very successful with some initial very positive customer feedback

Open Topped Sightseeing Bus Service:

A joint SBC and Borders Buses initiative it operates at weekend to various places of interest in the central Borders e.g. Scott's View, Dryburgh Abbey and Melrose Abbey – over 1000 passengers used the service this summer.

