

MIDLOTHIAN LTS MONITORING

Monitoring Report 2007-2008

Report

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1. INTRODUCTION

- 1.1 The Midlothian Local Transport Strategy 2007 – 2010 (LTS) sets out a strategy and transport objectives which were shaped by the long-term vision for the future of transport in Midlothian as part of a wider Council programme of service improvement. The LTS transport objectives are re-iterated in Chapter 2 of this document. The Council will put in place measures set out in the LTS' implementation plan which will result in changes in travel behaviour, and in perceptions of the quality of travel being improved.
- 1.2 This report identifies where the improvements to date indicate that the Council is on target within the associated timescales with a high number of the Performance Indicators. Further improvement is required to some indicators to get them back on track to enable delivery of the targets on time, a suggested focus of these improvements is set out in Chapter 6 which includes recommendations for improving performance in relation to targets currently not on trajectory.
- 1.3 A comprehensive summary table clearly setting out the current position in relation to all Performance Indicators is provided in Chapter 7.

2. LTS OBJECTIVES AND PERFORMANCE INDICATORS

2.1 The Midlothian Local Transport Strategy 2007 – 2010 sets out nine broad objectives relating to its transport policies against which all Performance Indicators ultimately monitor progress. They are linked in to the more strategic planning objectives which set out in broad terms how the Council intends to progress towards its corporate goals.

2.2 The nine transport objectives are:

1. To widen travel choices and make travel by more sustainable modes of transport more attractive than the private car, particularly at peak times.
2. To protect the health of the population.
3. To reduce, and where possible, mitigate the effects of the transport system on the built and natural environment.
4. To reduce the number of casualties involving death and serious injury and ensure that the design of the transport system improves personal safety and minimises crime.
5. To stabilise traffic growth in line with national targets and secure more reliable journey times by all modes.
6. To ensure that transport networks are managed, maintained and improved so as to provide the quality of infrastructure that will meet the needs of all users.
7. To improve integration between all modes of transport.
8. To enhance connections between areas within Midlothian and provide improved links to the rest of Scotland and beyond.
9. To reduce social exclusion by improving accessibility to jobs, education and services for all and by all modes of transport.

2.3 The monitoring strategy defines the process by which progress under each of these objectives is measured. This report identifies where the programme is working well and, equally importantly, where it may be necessary to change the approach to achieve the objectives.

2.4 Performance indicators are a description of the units of measurement, for example ‘bus passengers per year’, whilst the target is a point the Council wishes to reach, normally numerical. Table 2.1 lists the Performance Indicators and Targets which Midlothian Council are working towards as they appear in the LTS, and categorised by which transport objective they relate to. Progress is measured using a set of 29 Performance Indicators which all have an associated target.

TABLE 2.1 PERFORMANCE INDICATORS IN MIDLOTHIAN LTS¹

		Performance indicator	LTS target
Objective 1	1	Mode share of journeys to school: percentage of children at schools with a school travel plan who travel to school by non-car modes.	67% by 2010 (Increase by 3% annually) ² .
	2	Percentage of all journeys made by non-car modes, reported by adults resident in Midlothian.	29% by 2010 (Increase by 1% annually).
	3	Percentage of schools with an operational School Travel Plan (primary and secondary).	100% of Schools by March 2008.
	4	Percentage of local bus fleet that is wheelchair accessible (Council contracted routes and all services).	100% of contracts put out to tender since 2007 (2012). 100% of all bus services (2015).
Objective 2	5	Level of pedestrian activity: % of all journeys made by adults resident in Midlothian for which walking was the main mode.	12% by 2010. (Increase by 3% annually).
	6	Average number of cycle trips per week on key off road cycle routes in July, August and September.	Target to be set once baseline established in 2007.
Objective 3	7	Levels of NO ₂ in central Dalkeith.	Maintain levels under the 2005 target of: Annual mean: 40µg/m ³ . 99.8th percentile of hourly means: 200µg/m ³ .
	8	Levels of PM ₁₀ in central Dalkeith.	Maintain levels under the 2010 target of: Annual mean: 40µg/m ³ . 98th Percentile of 24 hour means: 50 µg/m ³ .
Objective 4	9	Road accident casualties (KSI): total people killed or seriously injured in road traffic collisions in Midlothian.	40% reduction in overall KSI compared to 1994-98 annual averages.
	10	Road accident casualties (children): number of children (aged under 16 years) killed or seriously injured in road traffic collisions in Midlothian.	50% reduction in child KSI compared to 1994-98 annual averages.
	11	Road accident casualties (slight injuries): total number of people slightly injured in road traffic collisions in Midlothian.	10% reduction in slight injury casualties per 100 million vehicle Kilometres.
	12	Percentage of bus passengers who feel 'very safe' or 'safe' when travelling by public transport.	Target to be set once baseline has been established in 2007.
	13	Proportion of buses fitted with CCTV security.	CCTV target 51% by 2010 (Increase by 7% per annum).
	14	Percentage of street lighting columns over 30 years old.	19% by 2010 (Reduce by 2% per annum).

¹ Several of the Performance Indicators are used to measure progress under more than one objective, however for clarity Table 2.1 only shows each Performance Indicator once. Table 7.2 in the Local Transport Strategy gives a full explanation.

² For clarification this target relates to the aim for an increase in the proportion of travel to school by children in all modes other than by private car – as such the aim is for 33% (or less) of children to travel to school by car in 2010, with the remaining 67% (or more) travelling by either bus, cycling or walking. Within this Midlothian Council have been working with Schools and Travel Plan Officers to focus on installing the required facilities to enable the proportion using an 'active travel mode' (i.e. walking or cycling) to travel to school to be increased significantly.

		Performance indicator	LTS target
	15	Percentage of street lighting repairs completed within 7 days of being reported.	94% by 2010.
Objective 5	16	Annual change in volume of peak period traffic flows on key routes road corridors (A701, A703 and A7) during the morning peak (07:00 – 10:00) and evening peak (16:30 – 18:30).	Reduce traffic growth to 25% by 2015.
	17	Percentage of bus services arriving / departing on time from key bus stops in Midlothian towns (defined as one minute early to five minutes late for services running at least every 10 minutes or 2 minutes early to 5 minutes late for less frequent services).	95% of buses departing key bus stops within these time slots by 2010.
	18	Public transport journey times from key Midlothian towns to Edinburgh City Centre in the morning peak period (07:00am to 09:00am).	Maintain journey times at 2006 levels.
Objective 6	19	Percentage of all road length required to be considered for maintenance treatment.	Maintain at 2006 levels of 34.7%.
	20	Percentage of length of road network to be resurfaced / reconstructed.	10% by 2012.
	21	Percentage of length of footpath network to be resurfaced / reconstructed.	1.25% by 2012.
	22	Percentage of Council-owned bridges with weight or width restrictions placed upon them.	To reduce % of restricted bridges to 2.4% by 2010.
	23	Percentage of bus passengers satisfied with the local bus service.	Target to be set following establishment of baseline in 2007.
Objective 7	24	Number of cyclists using park and ride facilities just after the morning peak (10am) and on Saturdays.	To be set once baseline established in 2007.
	25	Vehicle occupancy of Sheriffhall Park and Ride.	40% occupancy by June 2007.
	26	Level of satisfaction with public transport interchange facilities at Park and Ride sites and in key town centres.	Target to be set following establishment of baseline in 2007.
Objective 8	27	Number of Dial-a-Bus and Dial-a-Ride trips per year.	Increase passenger numbers by 8% by 2010 (+2% annually).
	28	Number of Dial-a-ride trips refused per year due to capacity restrictions.	0% by 2010.
Objective 9	29	Number of Taxicard holders.	Maintain at or above 2006 level. ³

³ The focus of this target is to increase the level of awareness within those eligible for Taxicards and thus the uptake of the service and ultimately the level of access to services for this section of the population. As such the aim is to increase the proportion of uptake within the currently eligible sections of the community, not to increase the number within Midlothian's population who are eligible for this service.

3. METHODOLOGY FOR MONITORING PERFORMANCE

3.1 A range of methods have been used to gather the information in this monitoring report, as detailed below.

Council produced data

3.2 Information for several of the indicators has been gathered from the relevant officers within the Council who record the information as a matter of course.

- Information from schools on travel plan uptake is maintained by the Council and was available from the Travel Plan co-ordinator.
- Midlothian Council have installed and maintained counters which gather information on key cycle and traffic routes and provide an ongoing assessment of cycle and car use.
- The Council also continually monitors air quality in key locations, with information gathered at monitoring stations feeding in to this monitoring exercise. In addition to this, the Council produces a Local Air Quality Management Assessment each April.
- The Council also works in conjunction with Lothian and Borders Police to maintain road and pedestrian casualty data.
- The Council maintains an inventory of its structures and infrastructure, as well as an ongoing schedule of its maintenance and renovation programme (including street lighting provision, rate of repair of street light faults, length of road and footpath resurfaced or reconstructed and numbers of bridges with weight restrictions).

3.3 As transport measures aimed at increasing social inclusion are developed across departments and policy areas, information is gathered for regular circulation between relevant departments within the Council to aide joint working. This includes information on the numbers of people using the Dial-a-ride and Taxicard services and information on the performance of the Dial-a-ride scheme in terms of the proportion of requested trips that are met.

Nationally produced data

3.4 The latest travel diary results from the Scottish Household Survey (2005/06, published in April 2008) were used to gain information on mode choice and journey patterns, gathered at a national level and presented by local authority area.

3.5 The Scottish Maintenance Road Conditions Survey details information on the length of the road network at a national level that requires to be considered for maintenance. This information is available by local authority area and was included at the Midlothian level for this monitoring exercise.

Specifically tailored market research

3.6 A telephone survey was conducted in order to determine the patterns of bus use across the population in Midlothian and opinions regarding the standard of bus service, and of how safe the population perceive the bus service to be. The sample size was 400,

and was split to include 60% located in urban residential areas (including key towns such as Dalkeith, Bonnyrigg, Lasswade, Gorebridge, Penicuik and Loanhead) and 40% residing in rural areas as this was thought to give an accurate reflection of the Midlothian's residential patterns.

Other sources of information

- 3.7 Bus operator information on the make up of their fleet including the proportion that are wheelchair accessible and/or fitted with CCTV is shared with the Council as a matter of course. Lothian Buses' staff also maintain a count of vehicle occupancy at park and ride sites in Midlothian, which is again supplied to the Council on a weekly basis for performance monitoring.
- 3.8 One indicator was reliant on the Midlothian Council Travel Team instigating on-street punctuality surveys. This has been delayed due to staff resource problems, but is now expected to take place during Quarter 2 (July-Sept 2008).

4. PERFORMANCE AGAINST LTS INDICATORS 2007-2008

- 4.1 As well as presenting the results of the monitoring exercise under each Performance Indicator, this Chapter highlights any particular contributing factors and details the sources of information, where this has been gained from a third party out with Midlothian Council's internal monitoring procedures.
- 4.2 The summary information for each Performance Indicator below is listed as it appears in the LTS (as in Table 2.1 and Chapter 7 of this document). However, where the LTS suggests that baseline information will be gathered or targets will be set during 2007 and this has not been the case, further explanation on this is provided in the text, and is also referred to as an action point in Chapter 5.

Performance Indicator 1: Mode share of journeys to school: percentage of children at schools with a school travel plan who travel to school by non-car modes.

LTS Target: 67% by 2010 (Increase by 3% annually)

Baseline: 55% (2006)

Actual: 69% (April 2008)

Status: On track to exceed target

- 4.3 In April 2008 69% of school children in Midlothian who attend schools with a travel plan in place (see Performance Indicator 3) travelled to school by non-car modes. Children who travel to school by school bus are included in this percentage.
- 4.4 Since the LTS target was set Midlothian has eight new primary schools, many of which were mergers of existing schools and are on new sites. This has involved changes to catchments and patterns of school bus usage. In the case of school mergers some pupils have actually experienced longer walking distances, meaning success in this target to date has been a particularly notable achievement. These achievements have been facilitated by a range of complementary measures including an increase in the number of schools with travel plans and increased facilities enabling non-car modes to be viable for travel to school (i.e. purpose built cycle storage and pedestrian access facilities and safer routes to school). As such the Council is currently on track to exceed this target.

Performance Indicator 2: Percentage of all journeys made by non-car modes, reported by adults resident in Midlothian.

LTS Target: 29% by 2010 (Increase by 1% annually)

Baseline: 25% (2004)

Actual: No up to date information available. (22% in 2005/06)

Status: N/A

- 4.5 Results for this Performance Indicator were obtained from the most recent Scottish Household Survey Travel Diary Results (2005/2006) which were published in 'Statistical Bulletin - Transport Series, April 2008' (Scottish Government).⁴
- 4.6 The performance trajectory in relation to this target actually shows a decline in comparison to the baseline of 25% as shown in the 2004 Travel Diary Results. The most up to date figures are 7% below the target, which, over the remaining four years (between most recent available data and target year), translate to the need for a 1.75% increase per year to meet the target (compared to the initial trajectory required which was 1% per year).
- 4.7 The baseline performance from 2004 (which was the most up to date information at the time of LTS publication) has been compared to the most up to date figures available today. However as the most recent Statistical Bulletin (referred to above) contains figures for 2005/06, which is before publication and implementation of the LTS, it is not appropriate to monitor performance of the LTS against this information. As referred to in Chapter 5, rather than the baseline being updated, the 2005/06 information can be used to inform a 'pre-LTS' trajectory towards the target by 2010.
- 4.8 Monitoring this trend is a useful exercise and will determine the level of action required relating to this Performance Indicator, although it should be stressed at this stage that performance is not attributable to the policies and measures set out in the LTS which is pre-dated by the most up to date figures available.

Performance Indicator 3: Percentage of schools with an operational School Travel Plan (primary and secondary).

LTS Target: 100% of schools by March 2008

Baseline: 25% (2004)

Actual: 89% (April 2008)

Status: **Target not achieved**

- 4.9 All (100%) of Midlothian's 30 primary schools have completed a travel plan (many are now at the review stage). Two of the six (one third, or 33%) of secondary schools have completed a travel plan, and the remaining secondary schools are in the process of producing their travel plans. In figure terms, 2 of 6 Secondary Schools have developed travel plans. As such all apart from 4 (32 from a possible 36) schools in Midlothian now have completed a travel plan in place as such 89% of all schools now have completed travel plans.

⁴ Scottish Household Survey Statistical Bulletin, April 2008, Scottish Government - see Table 14: Main mode by Council, 2005/2006 (Page 22).

- 4.10 The purpose of the travel plans is to maintain a 'healthy/green' travel ethos in the schools and therefore it is essential that the travel plans are updated annually. The challenge is now to ensure that annual reviews are submitted maintaining and improving the existing plans to achieve maximum modal change to walking, cycling and public transport use.

Performance Indicator 4: Percentage of local bus fleet that is wheelchair accessible (Council contracted routes and all services).

LTS Target: 100% of contracts put out to tender since 2007 (by 2012), 100% of all bus services (by 2015)

Baseline: Council contracted services: 69% (January 2007), All bus services: 33% (January 2007)

Actual: No contracts put out to tender since 2007. Council Contracted: 64% of buses wheelchair accessible, all services: 60% of buses wheelchair accessible (April 2008)

Status: On track to achieve target

- 4.11 No tenders have been put out since the LTS was published.
- 4.12 In terms of proportions of actual bus services being wheelchair accessible currently 64% of council contracted buses meet these criteria at April 2008, which in figure translates to 9 wheelchair accessible buses out of 14 registrations. In April 2008 60% of all bus services (26 out of 43 registrations) were wheelchair accessible, which is an increase on the baseline figure of 33% in January 2007, showing positive progress towards this target.

Performance Indicator 5: Level of pedestrian activity – % of all journeys made by adults resident in Midlothian for which walking was the main mode.

LTS Target: 12% by 2010 (Increase by 3% annually)

Baseline: 9% (2003/04)

Actual: No up to date information available. (12% in 2005/06)

Status: N/A

- 4.13 Results for this Performance Indicator were obtained from the most recent Scottish Household Survey Travel Diary Results (2005/2006) which were published in Statistical Bulletin - Transport Series, April 2008' (Scottish Government).⁵

⁵ Scottish Household Survey Statistical Bulletin, April 2008, Scottish Government - see Table 14: Main mode by Council, 2005/2006 (Page 22).

- 4.14 The initial intention was to monitor the baseline performance from 2003/04 (which was the most up to date information at the time of LTS publication) against the most up to date figures available today. However as the most recent Statistical Bulletin (referred to above) contains figures for 2005/06, which is before publication and implementation of the LTS, it is not appropriate to monitor performance of the LTS against this information. As referred to in Chapter 5, rather than the baseline being updated, the 2005/06 information can be used to inform a 'pre-LTS' trajectory towards the target by 2010.
- 4.15 The trajectory of improvement of the most up to date figures for pedestrian activity in relation to the baseline, measured by proportion of journeys where walking is the main mode, is in line with the target for 2010 (at 12% of all journeys). As such if this is maintained throughout the lifetime of the LTS, the target will be met. There is significant potential, therefore, to exceed this target.
- 4.16 Monitoring this trend is a useful exercise and will determine the level of action required relating to this Performance Indicator, although it should be stressed at this stage that performance is not attributable to the policies and measures set out in the LTS which is pre-dated by the most up to date figures available.

Performance Indicator 6: Average number of cycle trips per week on key off road cycle routes in July, August and September.

LTS Target: Target to be set once baseline established in 2007⁶

Baseline: Baseline to be established once cycle counters are in places in early 2007⁷

Actual: See below

Status: N/A

- 4.17 Table 4.1 shows the bicycle count information currently available. As the table shows, there was significant cycle usage in Midlothian, particularly during summer months which consistently showed an average weekly flow of over 200 cycles at several locations during July, August and September 2007.

⁶ Although the LTS stated the baseline and target would be set in 2007, this has not been achieved. As such the information in Table 4.1 presents the opportunity to set a baseline which will then inform the setting of a target under this Performance Indicator for the remainder of the lifetime of the current LTS. More detail is provided in Chapter 5.

⁷ Scottish Household Survey Statistical Bulletin, April 2008, Scottish Government - see Table 14: Main mode by Council, 2005/2006 (Page 22).

TABLE 4.1 MIDLOTHIAN BICYCLE COUNT INFORMATION

CYCLE COUNTER\DATE	Jul-07	Aug-07	Sep-07	Feb-08	Mar-08
1. Dalhousie Chesters (Bonnyrigg)				77	147
2. Hardengreen industrial estate	609	609	485	250	264
3. Waterfall Park (Dalkeith)	49	39	30	18	16
4. King's Park (Dalkeith)	42	52	42	23	21
5. Harper's Brae (Penicuik)		378	285	170	144
6. Saltersgate (Dalkeith Campus)	228	228	215		
7. Loanhead to Roslin c'way (Loanhead)				28	17

1. Figures given are the average total weekly no. of cycles per month per counter.
2. Due to vandalism and faulty equipment the table is incomplete. Figures for February and March were included as that was when counters 1 and 7 were activated.

- 4.18 Now a (largely complete) set of baseline information for summer 2007 and spring 2008 is in place, the Council will be in a position to establish a target for the remainder of the LTS. This process will be undertaken in a separate exercise.

Performance Indicator 7: Levels of NO₂ in central Dalkeith.

LTS Target: Maintain levels under the 2005 target of: Annual mean: 40µg/m³. 99.8th percentile of hourly means: 200µg/m³

Baseline: Annual mean: 24.5µg/m³ (2005). 99.8th percentile of hourly means: 86µg/m³ (2005)

Actual: Annual mean: 26.5µg/m³ (2007). 99.8th percentile of hourly means: 108µg/m³ (2007)

Status: On track to exceed target

- 4.19 The annual mean for 2007 was found to be 26.5µg/m³ which is 13.5 µg/m³ below the annual mean for 2005, meaning at present the target is being excelled in this regard. Furthermore the 99.8th percentile of hourly means in 2007 was 108µg/m³ which is significantly lower than the 2005 99.8th percentile reading of 200µg/m³.
- 4.20 It should be noted that the data set is incomplete for some short periods of the year, with the only period of notable absence of data being 23/4/07 to 23/5/07. This was due to a breakdown in the air conditioning unit for the Dalkeith air quality monitoring station which prevented the air quality monitoring equipment from functioning.

Performance Indicator 8: Levels of PM₁₀ in central Dalkeith.

LTS Target: Maintain levels under the 2010 target of: Annual mean: 40µg/m³, 98th Percentile of 24 hour means: 50 µg/m³

Baseline: Annual mean: 17.2 µg/m³ (2005). 98th Percentile of 24 hour means: 40.4 µg/m³ (2005)

Actual: Annual mean: 13.9 µg/m³ (2007), 98th Percentile of 24 hour means: 27.5 µg/m³ (2007)

Status: On track to exceed target

- 4.21 The annual mean for 2007 was found to be 13.9 µg/m³ which is 26.1 µg/m³ below the annual mean for 2005, meaning at present the target is being excelled in this regard. Furthermore the 99.8th percentile of hourly means in 2007 was 27.5 µg/m³ which is significantly lower than the 2005 99.8th percentile reading of 50µg/m³.
- 4.22 Figures were derived from available data - the data set was incomplete for some short periods of the year, with the only period of absence of data being 23/4/07 to 23/5/07. This was due to a breakdown in the air conditioning unit for this air quality monitoring station which prevented the air quality monitoring equipment from functioning.

Performance Indicator 9: Road accident casualties (KSI): total people killed or seriously injured in road traffic collisions in Midlothian.

LTS Target: 40% reduction in overall KSI compared to 1994-98 annual averages

Baseline: 43 (2003)

Actual: 44 (2007)

Status: Not currently on track to achieve target

- 4.23 As a result of the inherently low baseline figure resulting from the small numbers of KSI (effectively a small 'sample size') in the Midlothian area, this statistic is 'volatile' in that a small change in the actual figures is represented as a much more significant proportional change than is actually the case. In statistical terms it is difficult to reflect this accurately; in reality there has been a 2.3% increase, although in real terms this reflects only an increase of one casualty.
- 4.24 The number of overall KSI has slightly increased to 44 from a baseline of 43 in 2003. As such the current trajectory would not result in this target being met in the lifetime of the LTS. As shown below the target relating to Children KSI has shown recent improvement, meaning that this increase is in relation to the contribution adult KSI makes to the overall figure.

- 4.25 This was derived from the most recent accident data available which is for the year ending December 2007.

Performance Indicator 10: Road accident casualties (children): number of children (aged under 16 years) killed or seriously injured in road traffic collisions in Midlothian.

LTS Target: 50% reduction in child KSI compared to 1994-98 annual averages.⁸

Baseline: 9 (2003)

Actual: 4 (2007)

Status: On track to achieve target

- 4.26 The number of child KSI has reduced from 9 in 2003 to 4 in 2007, meaning that at the current rate of improvement the LTS target would be met.

- 4.27 This was derived from the most recent accident data available which is for the year ending December 2007.

Performance Indicator 11: Road accident casualties (slight injuries): total number of people slightly injured in road traffic collisions in Midlothian.

LTS Target: 10% reduction in slight injury casualties per 100 million vehicle Kilometres

Baseline: 303 (2003)

Actual: 213 (2007)

Status: On track to achieve target

- 4.28 The number of slight injury road casualties has reduced from 303 in 2003 to 213 in 2007, meaning that at the current rate of improvement the LTS target would be met.

- 4.29 This was derived from the most recent accident data available which is for the year ending December 2007.

⁸ The 1994-98 Child KSI annual average was 10.6.

Performance Indicator 12: Percentage of bus passengers who feel ‘very safe’ or ‘safe’ when travelling by public transport.

LTS Target: Target to be set once baseline has been established in 2007⁹

Baseline: Baseline to be established in 2007

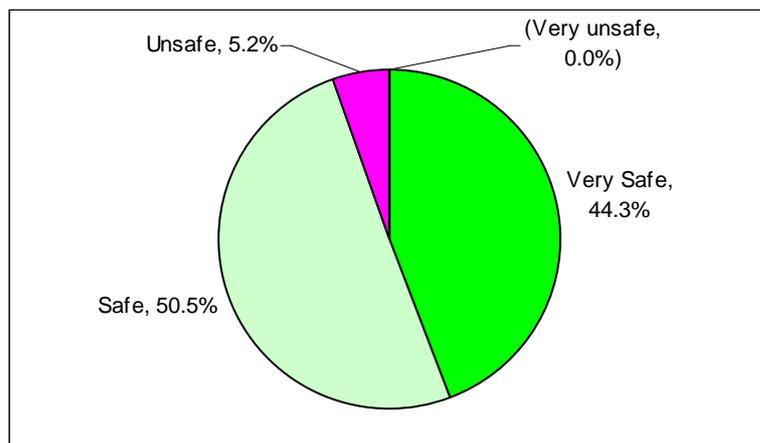
Actual: 94.8%

Status: N/A

4.30 Interviewees were asked how safe they felt when on board the bus and also how safe they felt when walking/travelling to the bus stop.

4.31 Figure 4.1 shows that almost half of respondents felt ‘very safe’ while on board the bus, and in total 94.8% felt either ‘very safe’ or ‘safe’ which is an encouraging result.

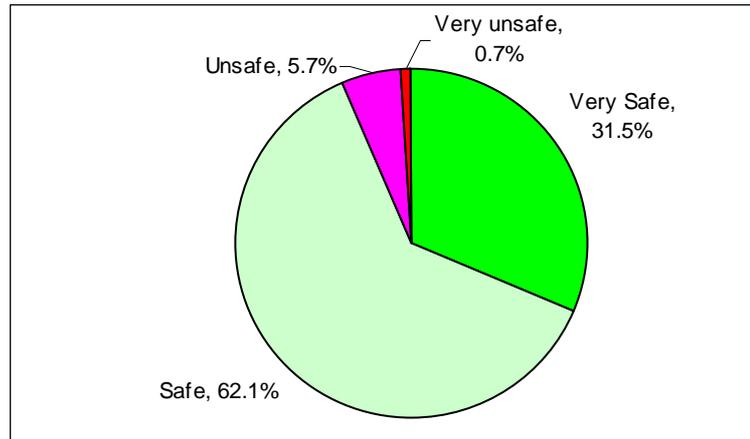
FIGURE 4.1 PASSENGER PERCEPTIONS OF SAFETY: ON BOARD THE BUS



4.32 Interviewees perceived the process of walking/travelling to the bus stop, and waiting at the stop for the bus to arrive to be a less safe activity. As Figure 4.2 shows, less people overall feel ‘very safe’ or ‘safe’, with 93.6% falling in to these categories. Less than one third felt ‘very safe’, and concerningly three respondents (0.7%) said they feel ‘very unsafe’ when travelling to the bus stop.

⁹ Although the LTS stated the baseline and target would be set in 2007, this has not been achieved. As such the information in Figure 4.1 presents the opportunity to set a baseline which will then inform the setting of a target under this Performance Indicator for the remainder of the lifetime of the current LTS. More detail is provided in Chapter 5.

FIGURE 4.2 PASSENGER PERCEPTIONS OF SAFETY: TRAVELLING TO OR WAITING AT BUS STOPS



Performance Indicator 13: Proportion of buses fitted with CCTV security.

LTS Target: 51% by 2010 (7% annually)

Baseline: 23% of live service registrations at 1st January 2007

Actual: 42% of live service registrations (as at 1 April 2008)

Status: On track to achieve target

- 4.33 There has been an increase from a baseline of 23% of live service registered buses being equipped with CCTV at 1st January 2007 to 42% at 1 April 2008. If this trajectory of improvement continues throughout the remainder of the current LTS period the target of 51% by 2010 will be met.

Performance Indicator 14: Percentage of street lighting columns over 30 years old.

LTS Target: 19% by 2010 (Reduce by 2% per annum)

Baseline: 27% (3,948 columns in 2004/05)

Actual: 42% (6,608 columns) (April 2008)

Status: Not currently on track to achieve target

- 4.34 At present 6,608 of the total 15,542 lighting columns in Midlothian were installed prior to 1978, meaning 42% of street lighting columns are over 30 years old. This is a significant increase on the baseline of 27% (3,948 columns) in 2004/05. At present in order to meet this target 23% of all lighting columns would need to be replaced – translating to 3575 columns. However, the reality is that a proportion of columns are effectively becoming older as time progresses which will have a further impact on the proportion which are due for replacement.

- 4.35 However the fundamental reason for the significant increase on the baseline figure is due to the fact that a more detailed analysis exercise, which is more robust than the previous methodology, has recently been undertaken which has more accurately identified the columns which are over 30 years old.
- 4.36 It is therefore proposed that in this case, rather than the trajectory being analysed, future figures from annual monitoring for the remainder of the lifetime of this LTS might more usefully be compared to the April 2008 figure, which has been generated through a consistent method.

Performance Indicator 15: Percentage of street lighting repairs completed within 7 days of being reported.

LTS Target: 94% by 2010

Baseline: 86% (1,870 repairs in 2004/05)

Actual: 86.23% (1,421 repairs) (April 2008)

Status: **Not currently on track to achieve target**

- 4.37 In the year leading up to April 2008, 86.23% of street lighting repairs were completed within 7 days of being reported. This was derived from a total of 1648 reported faults;
- 1,421 (86.23%) were repaired within 7 days
 - 227 (13.77%) were repaired within a timescale of longer than 7 days
- 4.38 This is in comparison to a baseline of 86% (1,870) repairs in 2004/05 meaning there has been a slight improvement, but not to the trajectory required in order to meet the target. As the number of faults reported has fallen since the baseline, a lower figure of repairs have taken place overall, and within 7 days, within the most recent year of data – which does not indicate progress is being made towards this target.

Performance Indicator 16: Annual change in volume of peak period traffic flows on key routes road corridors (A701, A703 and A7) during the morning peak (07:00 – 10:00) and evening peak (16:30 – 18:30).

LTS Target: Reduce traffic growth to 25% by 2015

Baseline:

- A701 New Milton: 24,013
- A701 Nivensknowe: 21,053
- A701 Straiton NB: 14,198
- A703: 7,566
- A7 Danderhall: 13,629

Actual:

- A701 New Milton: 23,505 (-2.1% compared to baseline)
- A701 Nivensknowe: 20,994 (-0.3% compared to baseline)
- A701 Straiton NB: 14,009 (-1.3% compared to baseline)
- A703: 7,661 (+1.3% compared to baseline)
- A7 Danderhall: 13,164 (-3.4% compared to baseline)

Status: On track to exceed target

- 4.39 The target is for traffic figures in 2015 not to exceed a 25% increase on the baseline figures.
- 4.40 The figures quoted are annual average daily traffic (AADT) flows. The figures above were taken from data gathered between 01/01/2007 and 31/12/2007 apart from Nivensknowe which was taken from data gathered between 01/07/2006 and 30/06/2007 as the counting loops were damaged for part of the measurement period used for the other sites. The flows are from two-way combined vehicle totals, though Straiton is a two-lane, one direction count.
- 4.41 The figures above actually all represent a slight decrease in traffic figures compared to the baseline (apart from the A703 figure which has shown a minor increase of 1.3% from 7,566 to 7,661). As such progress is being made towards exceeding this target and if the current trend continues throughout the lifetime of the LTS the target will be exceeded by 2015.

Performance Indicator 17: Percentage of bus services arriving / departing on time from key bus stops in Midlothian towns (defined as one minute early to five minutes late for services running at least every 10 minutes or 2 minutes early to 5 minutes late for less frequent services).

LTS Target: 95% of buses departing key bus stops within these time slots by 2010

Baseline: Baseline to be established in 2007

Actual: Information not available

Status: N/A

4.42 This indicator was reliant on the Travel Team instigating on-street punctuality surveys. This has been delayed due to staff resource problems, but is now expected to take place during Quarter 2 [July-Sept 2008]. The five key locations will be:

- Main Street, Gorebridge
- Penicuik TESCO, Edinburgh Road, Penicuik
- Bonnyrigg Toll, Bonnyrigg
- Maulsford Avenue, Danderhall
- Lauder Road, Dalkeith

4.43 This will then form the baseline information, enabling an appropriate target to be set. The Council will then work in conjunction with bus operators to assess progress towards this target in the remainder of the current LTS period.

Performance Indicator 18: Public transport journey times from key Midlothian towns to Edinburgh City Centre in the morning peak period (07:00am to 09:00am).

LTS Target: Maintain journey times at 2006 durations (see Table 4.2 below).

Baseline:

- Dalkeith – Edinburgh: 33 mins
- Penicuik – Edinburgh: 47 mins
- Bonnyrigg – Edinburgh: 37 mins
- Gorebridge - Edinburgh: 56 mins

Actual:

- Dalkeith – Edinburgh: 34 mins
- Penicuik – Edinburgh: 49 mins
- Bonnyrigg – Edinburgh: 38 mins
- Gorebridge - Edinburgh: 58 mins
(Timetables as at April 2008)

Status: Not currently on track to achieve target

- 4.44 Table 4.2 shows the baseline (2006) average bus journey times between key Midlothian towns and Edinburgh in comparison to the average bus journey times between 07:00 and 09:00 hours shown on current timetables.

TABLE 4.2 AVERAGE BUS JOURNEY TIMES FROM MIDLOTHIAN TO EDINBURGH (MINUTES)

	Average journey times 07:00 to 09:00		
	Baseline	2008	Difference
Dalkeith - Edinburgh	00:33:27	00:34:21	00:00:54
Penicuik - Edinburgh	00:47:22	00:49:00	00:01:38
Bonnyrigg - Edinburgh	00:37:30	00:37:43	00:00:13
Gorebridge - Edinburgh	00:55:47	00:57:55	00:02:08

- 4.45 As Table 4.2 shows, all average bus journeys have got slightly longer, with the average journey time from Gorebridge to Edinburgh increasing by over 2 minutes. On the trajectory of current performance this target will not be met, average journey times will have to be reduced by at least the duration in the final column of Table 4.2 to get back on track to maintain journey times at 2006 levels.
- 4.46 It should be noted that since the development of this target a number of external factors have influenced bus journey times, some of which are out with the control of Midlothian Council and bus operators. Road works related to the developments at Sheriffhall have contributed to delays, and the high impact of major long term tram related road works in central Edinburgh, and associated delays on the periphery of the city centre have also contributed to the need to increase timetabled journey times to the city centre. It is therefore expected that in due course bus journey times will be reduced as the impact of road works is reduced.

Performance Indicator 19: Percentage of all road length required to be considered for maintenance treatment.

LTS Target: Maintain at 2006 levels of 34.7%

Baseline: 34.7% (2006)

Actual: 40.0% (2007/08).

Status: Not currently on track to achieve target

- 4.47 The information contained in the Scottish Maintenance Road Conditions Survey (SMRCS) 2007/08 showed an increase from 34.7% of roads in Midlothian being required to be considered for maintenance treatment, to 40.0%; an increase of 5.3% over 2 years. As such the current proportion of roads requiring to be considered for maintenance is not in alignment with the LTS target; a reduction of at least 5.3% would be required within the lifetime of the LTS in order to meet the target of maintaining baseline levels.

Performance Indicator 20: Percentage of length of road network to be resurfaced / reconstructed.

LTS Target: 10% by 2012

Baseline: 2.2% (2005/06)

Actual: 1.5% (2007/08)

Status: Not currently on track to achieve target

4.48 The current performance regarding the extent of Midlothian Council's ongoing maintenance programme across the road network is falling well below the trajectory required to meet the 2012 target, with a 0.7% reduction in the proportion of the network receiving maintenance during the last two years. In order to meet this target an increase of 8.5% of the road network being treated is required over the next three years. In order to achieve this, a significant deployment of resources would have to be undertaken.

Performance Indicator 21: Percentage of length of footpath network to be resurfaced / reconstructed.

LTS Target: 1.25% by 2012

Baseline: Not available

Actual: 0.5% (2007/08)

Status: Not currently on track to achieve target

4.49 The current performance regarding the extent of Midlothian Council's ongoing maintenance programme across the footpath network is below the level required to meet the 2012 target. In order to meet this target an increase of 0.75% of the footpath network being treated is required over the next three years.

Performance Indicator 22: Percentage of Council-owned bridges with weight or width restrictions placed upon them.

LTS Target: To reduce % of restricted bridges to 2.4% by 2010

Baseline: 6.1% (2005/06)

Actual: 4.9% (at the end of 2007/08)

Status: On track to achieve target

4.50 The baseline figure of 6.1% (2005/06) was reduced to 4.9% for 2006/07 and presently

remains at 4.9% at the end of 2007/08. No further reduction in the proportion of bridges subject to weight restrictions was made in 2007/08 as there were no bridges included in the capital programme for that year. Maintenance/investment programmes associated with improving infrastructure are not linear over time, rather vary year on year. Although the present trajectory of year on year improvement does not lead to a performance meeting or exceeding the target level of 2.4% by 2010, consultation with Council officials has suggested that due to the likely availability of funding in future the Council are on track to meet this target.

Performance Indicator 23: Percentage of bus passengers satisfied with the local bus service.

LTS Target: Target to be set following establishment of baseline in 2007¹⁰

Baseline: A baseline will be established in 2007⁵

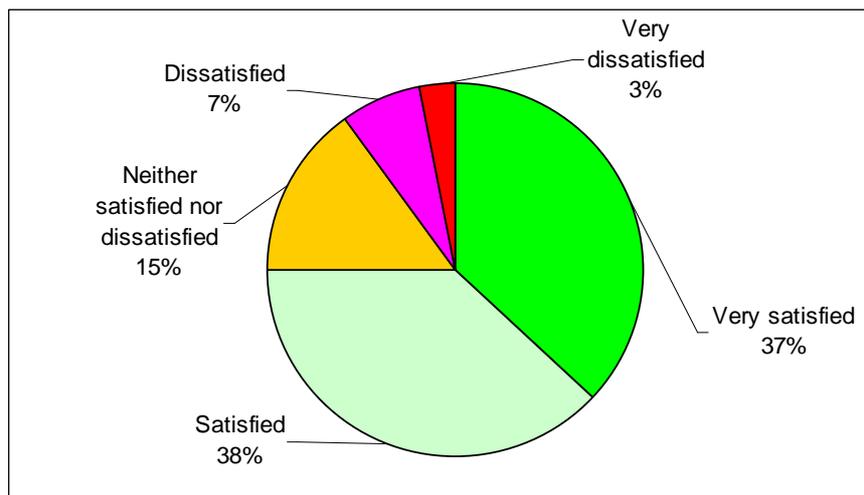
Actual: 75%

Status: N/A

4.51 Bus passengers were asked on an overall level how satisfied they are with the bus service they receive, and were then subsequently asked to rate their satisfaction regarding a number of different aspects of service provision.

4.52 Figure 4.3 shows the responses to overall satisfaction. Three quarters (75%) described themselves as either 'very satisfied' or 'satisfied' with the bus service they experience. Only 10% were not satisfied with the level of service.

FIGURE 4.3 OVERALL SATISFACTION WITH BUS SERVICE IN MIDLOTHIAN



¹⁰ Although the LTS stated the baseline and target would be set in 2007, this has not been achieved. As such the information in Figure 4.3 presents the opportunity to set a baseline which will then inform the setting of a target under this Performance Indicator for the remainder of the lifetime of the current LTS. More detail is provided in Chapter 5.

- 4.53 Table 4.3 shows the range of responses for how satisfied bus passengers interviewed are with various aspects of bus service provision.

TABLE 4.3 SATISFACTION WITH DIFFERENT ELEMENTS OF BUS SERVICE PROVISION

	Very satisfied (%)	Satisfied (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied (%)	Very dissatisfied (%)	Total (%)
Bus reliability	32.0	46.1	16.0	4.2	1.7	100
Bus frequency	35.5	38.2	14	8.9	3.4	100
Journey time	27.3	45.6	17.2	6.7	3.2	100
On-board cleanliness	20.7	44.8	22.4	8.6	3.4	100
Ability to find a seat	40.9	46.6	9.1	2.7	0.7	100
Information at bus stops	31.5	39.9	17.2	7.4	3.9	100
Bus stop comfort	12.8	30.8	27.1	21.7	7.6	100
Friendliness of driver	34.0	40.6	20.0	4.4	1.0	100
Standard of driving	33.7	45.6	16.7	3.9	0.0	100
Average	29.8	42.0	17.7	7.6	2.8	

- 4.54 The averages of responses from when respondents were asked to drill down in to detail of specific elements of the bus service shown in the bottom line of Table 4.3 reveals a slightly lower rate of satisfaction with 71.8% of passengers, on average, being 'very satisfied' or 'satisfied', however broad comparison between the average figures in Table 4.3, and the headline figures in Figure 4.3 show that responses the detailed questions on bus service provision calibrate fairly accurately with the overall levels of satisfaction.
- 4.55 The most notable aspect of specific service provision raised by Table 4.3 is the comparatively low level of satisfaction with bus stop comfort in comparison to other factors. The aspect which appears to attract the highest degree of satisfaction is ability to find a seat, which suggests that in general the feeling is that there is capacity to increase bus use without the need to increase capacity of the bus routes, at present.

Performance Indicator 24: Number of cyclists using park and ride facilities just after the morning peak (10am) and on Saturdays.

LTS Target: To be set once baseline established in 2008 following opening of the Park and Ride being delayed from 2007 to February 2008.

Baseline: 0 (2006). *Park and ride was due to open in March 2007*

Actual: No data available

Status: N/A

- 4.56 As yet no ongoing count has been undertaken of cycle usage at the park and ride facilities as irregular observations undertaken during the vehicle counts (see Performance Indicator 25) have not shown the cycle racks to be in use to a level deemed to warrant regular analysis of usage levels. Midlothian Council, however, have had a number of enquiries about provision for cycles at the site. As such cycle usage is expected to increase as information regarding cycle provision becomes more readily available, and during summer weather conditions.
- 4.57 As the usage of cycle parking facilities increases, the opportunity to begin recording cycle storage use in the same regular and robust counting process as is undertaken for vehicles (see Performance Indicator 25) will be created. Once a sufficient data set has been gathered this can be used to produce a baseline usage level, and inform the setting of a target for this Performance Indicator for the remainder of the lifetime of the current LTS. This is identified as an action point in Chapter 5. It is unclear how much of a 'barrier' the presence of the major junction at Sheriffhall is to potential cycle use at the park and ride facility. Chapter 5 also refers to the potential for research work to examine how use of the cycle facilities can be maximised.

Performance Indicator 25: Vehicle occupancy of Sheriffhall Park and Ride.

LTS Target: 40% occupancy by June 2007

Baseline: 0% occupancy (2006). *Park and ride was due to open in March 2007*

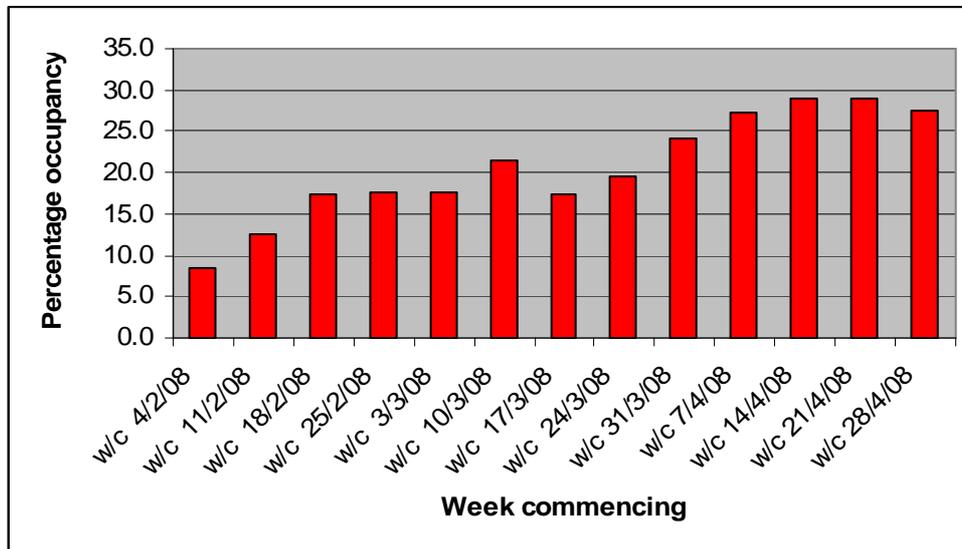
Actual: Weekly average since opening 20.7%. Most recent weekly average 27.6%

Status: Target not achieved

- 4.58 The capacity of Sheriffhall Park and Ride, which opened in February 2008, is 561 spaces, including 15 spaces designated for Blue Badge holders.
- 4.59 As the summary information above shows, some discrepancy is evident between the scheduled opening time for the park and ride facility, and when it was actually implemented. As such this overrides the original target set out in the LTS, meaning the target was not achieved by default. However the information now available can be used to create a baseline figure, which can inform the setting of a target against which performance for the remainder of the lifetime of the current LTS can be monitored. This is noted as an action point in Chapter 5.
- 4.60 The bus operator, Lothian Buses, have collected occupancy figures by manual count since the opening of the Park and Ride facility. The count is taken at 10:00 hours each weekday. These figures are then passed to Midlothian Council for analysis.
- 4.61 Although the occupancy level is not currently in line with the target as was set for June 2007, Figure 4.4 shows that week by week occupancy levels have consistently been rising, meaning that the trajectory of performance is improving. As such the target level of occupancy of 40% would be attainable in the near future, at the current rate of improvement. From the counts already undertaken bus operators have noted that the early use of Sheriffhall park and ride appears to be considerably greater than that observed at Hermiston in a similar period after its opening. Hermiston park and

ride is now consistently operating almost at capacity. Although this only represents anecdotal evidence, the indication is that the level of usage for the park and ride is encouraging and it should be expected that usage will continue to increase in future.

FIGURE 4.4 SHERIFFHALL PARK AND RIDE AVERAGE PERCENTAGE OCCUPANCY BY WEEK



Performance Indicator 26: Level of satisfaction with public transport interchange facilities at Park and Ride sites and in key town centres.

LTS Target: Target to be set following establishment of baseline in 2007.

Baseline: Baseline to be set in 2007¹¹

Actual: 67.4%¹²

Status: N/A

4.62 For the purposes of this Performance Indicator ‘interchange facilities’ as referred to in the LTS are defined as the facilities in place in town centres and the park and ride site in Midlothian to aid the transition between different bus services, or between car and bus at the park and ride site. As such the implication is that those using the ‘interchange facilities’ are doing so to transfer between bus services either across different locations, or at the same location, or to transfer between car and bus (and/or vice versa) at the park and ride site. It should be noted that the above definition is distinct from definitions of interchange facilities often used elsewhere, which do not

¹¹ The baseline for this target has not been developed due to the delay in opening the park and ride facility. Now this is online it will be possible to formulate a baseline and target.

¹² The sum of the average figure across all categories for respondents who use interchange either ‘daily, regularly or occasionally’ who responded that they are ‘very satisfied’, or ‘satisfied’ with the various categories was 67.4% - as shown in Table 4.4.

necessarily infer transfer or transition between different services or modes, rather could also include use of a single service at an interchange location as part of the interchange usage experience.

- 4.63 Over three quarters (76.3%) of respondents said they either never interchange between bus services in town centres, or do so less regularly than 1-3 times per month. Only 5.2% of respondents stated that they used the park and ride facility at Sheriffhall in the last 6 months. However at the time of survey the park and ride facility was in its infancy and had only been open a matter of weeks. Figure 4.4 and the information presented under Performance Indicator 25 have shown that this usage has continued to increase and is expected to do so in future.
- 4.64 11.6% of all respondents said they interchanged between bus services in town centres either daily, or regularly (1-4 times per week). Those respondents, plus the 11.1% who said they interchange occasionally (1 – 3 times per month) were then asked to rate their level of satisfaction with various aspects of interchange facilities, the results are shown in Table 4.4.

TABLE 4.4 SATISFACTION WITH ALL ASPECTS OF INTERCHANGE FACILITIES

	Very satisfied (%)	Satisfied (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied (%)	Very dissatisfied (%)	Total (%)
Information provision at the interchange stop	27.2	45.7	18.5	7.6	1.1	100
Standard of lighting	18.5	56.5	18.5	4.3	2.2	100
Standard of shelter	14.1	35.9	33.7	12	4.3	100
Signs directing you between different bus stops	9.8	41.3	37.0	12.0	0.0	100
Location of bus stops	22.8	51.1	18.5	5.4	2.2	100
Distance between bus stops	22.8	58.7	12.0	5.4	1.1	100
Average	19.2	48.2	23.0	7.8	1.8	

- 4.65 As Table 4.4 shows the specific aspect of interchange experience which is met with least satisfaction is signposting between different bus stops. Information provision at the interchange stop was met with a high level of satisfaction, with nearly three quarters (72.9%) of respondents stating they are either 'very satisfied' or satisfied'.

Performance Indicator 27: Number of Dial-a-Bus and Dial-a-Ride trips per year.

LTS Target: Increase passenger numbers by 8% by 2010 (+2% annually).

Baseline: Dial-a-Bus: 3,206 (6 month period April to September 2006)

Actual:

Half-yearly totals:

- Oct 06–Mar 07 = 3,042 (-164, -5.1%).
- Apr 07–Sep 07 = 2,884 (-158, -5.2%).
- Oct 07–Mar 08 = TBA.

Status: Not currently on track to achieve target

4.66 The focus of this target is on raising awareness of the Dial-a-ride scheme, leading to an increase in the proportion of those eligible to participate in the scheme benefiting from its operation, rather than to increase the number (or proportion of the community) who are eligible to use the scheme.

4.67 From a baseline of 3,206 trips for the 6 month period April – September 2006, the following two 6 month periods have shown a decline in the number of trips. The following six months showed a decline of 5.1%, which was followed by a further decline of 5.2% in the next period. In order to get back on track to achieve this target, this decline in patronage will require to be reversed, with significant growth in numbers needed to achieve the target of 8% growth by 2010.

Performance Indicator 28: Number of Dial-a-ride trips refused per year due to capacity restrictions.

LTS Target: 0% by 2010

Baseline: 2% of total passengers (March 2006)

Actual: 0.85% of total passengers (for April 2007 – January 2008)

Status: On track to achieve target

4.68 Compared to a baseline figure of 2% of total passengers refused Dial-a-ride trips due to capacity restrictions in March 2006, the figure for April 2007 – January 2008 is much more encouraging. If the same trajectory of improvement is continued for the remainder of the LTS, the target of no Dial-a-ride trips refused due to lack of capacity by 2010 will be attainable.

Performance Indicator 29: Number of Taxicard holders.

LTS Target: Maintain at or above 2006 level

Baseline: 1,073 (1st January 2007)

Actual: 1,021 (1st April 2008).

Status: **Not achieving target**

- 4.69 The focus of this target is on raising awareness of the Taxicard scheme meaning that the number of those eligible to participate in the scheme and benefiting from its operation is either maintained at the 2006 levels, or increased. This target does not aim to lead to an increase in the number (or proportion of the community) who are eligible to use the scheme.
- 4.70 The baseline figure for the end of 2006 (taken on 1st January 2007) was 1,073 Taxicard holders in Midlothian. Currently there are 1,021 Taxicard holders, meaning a reduction of 52 card holders (4.85%) compared to the baseline. Analysis of Taxicard uptake has shown that the number of card holders tends to fall during the winter, due to the increased death rate of Taxicard holders in winter months, with a recovery of numbers through the summer and autumn. As such an upturn in the figures would be expected throughout summer 2008, although it should be noted that the baseline was taken in winter.

5. ANALYSIS OF PERFORMANCE

Overall performance

5.1 The breakdown of headline level progress towards the 29 Performance indicators is;

- Results for 10 Performance Indicators indicate that the Council is on track to meet or exceed the target throughout the lifetime of the LTS, or that the target has been met already.¹³
- Results for 11 Performance Indicators indicate that in order for the target to be met, the trajectory of improvement will require to be increased in the remainder of the LTS' duration, or that the target has not been met already.¹⁴
- For 8 indicators results were either not available, or a target and/or baseline to monitor the current results against is not in place in the current LTS.¹⁵

5.2 The key output from the monitoring exercise is insertion of a '2008 column' in the Performance Indicator and Target table set out in the original LTS, which is included in Chapter 7. This gives a full summary breakdown of progress towards the targets during the first year of implementation of the LTS and provides a comparison between the most up to date figures and the baseline.

5.3 As previously referred to, the output of this monitoring exercise has shown that for several Performance Indicators there is a need to include data for, or revise the contents of the 'baseline' and/or the 'LTS Target' columns to enable more effective monitoring in future.

Actions achieved

5.4 This report has identified a range of policy areas within the LTS where measures implemented since publication have led to targets currently being met or exceeded.

5.5 The 10 Performance Indicators which the Council is on track to meet or exceed, or has met, are:

- PI1: Mode share of journeys to school: percentage of children at schools with a school travel plan who travel to school by non-car modes.
- PI4: Percentage of local bus fleet that is wheelchair accessible (Council contracted routes and all services).
- PI7: Levels of NO₂ in central Dalkeith.
- PI8: Levels of PM₁₀ in central Dalkeith.
- PI10: Road accident casualties (children): number of children (aged under 16 years) killed or seriously injured in road traffic collisions in Midlothian.

¹³ Highlighted in **Green** in Chapter 4 and in Chapter 7.

¹⁴ Highlighted in **Red** in Chapter 4 and in Chapter 7.

¹⁵ Marked by no coloring in Chapter 4 and in Chapter 7.

- PI11: Road accident casualties (slight injuries): total number of people slightly injured in road traffic collisions in Midlothian.
- PI13: Proportion of buses fitted with CCTV security.
- PI16: Annual change in volume of peak period traffic flows on key routes.
- PI22: Percentage of Council-owned bridges with weight or width restrictions placed upon them.
- PI28: Number of Dial-a-ride trips refused per year due to capacity restrictions.

5.6 In general the Council initiatives focussed on reducing travel by car and increasing sustainable travel to schools are resulting in progress in these areas. In association with this the air quality related indicators, measured in central Dalkeith, are also showing an improvement on the baseline. In general road safety figures are also improving with child KSI and slight injuries both showing reductions in line with the LTS targets.

Opportunities for change or enhancement

5.7 The 11 Performance Indicators which are currently not in line to be met/have not been met are:

- PI3: Percentage of schools with an operational School Travel Plan (primary and secondary).
- PI9: Road accident casualties (KSI): total people killed or seriously injured in road traffic collisions in Midlothian.
- PI14: Percentage of street lighting columns over 30 years old.
- PI15: Percentage of street lighting repairs completed within 7 days of being reported.
- PI18: Public transport journey times from key Midlothian towns to Edinburgh City Centre.
- PI19: Percentage of all road length required to be considered for maintenance treatment.
- PI20: Percentage of length of road network to be resurfaced / reconstructed.
- PI21: Percentage of length of footpath network to be resurfaced / reconstructed.
- PI25: Vehicle occupancy of Sheriffhall Park and Ride.
- PI27: Number of Dial-a-Bus and Dial-a-Ride trips per year.
- PI29: Number of Taxicard holders.

5.8 While journeys to school are showing a reduction in car use, overall journeys reported by adults in Midlothian are not in line with the target to reduce car use. Although the target was not achieved for school travel plans, significant progress has been made and, as shown in Chapter 4, the overall performance in relation to school travel plans masks the fact that in reality only 3 secondary schools remain without a travel plan across all schools in Midlothian.

5.9 As also shown in Chapter 4 the overall KSI figure is only slightly (1 casualty) higher in the adult KSI category compared to the baseline figure, and masks significant improvements in child KSI in relation to that baseline.

5.10 Performance in relation to maintenance and replacement of lighting columns is falling considerably below the target set out in the LTS and will require significant investment and prioritisation to align results for this Performance Indicator with those aimed for in the target setting process. It should be noted, however, that the recent

'dip' in performance in relation to this indicator is attributable to the fact that a more detailed analysis exercise, which is more robust than the previous methodology, has recently been undertaken which has more accurately identified the columns which are over 30 years old. Comparing the 2008 results with those from subsequent monitoring exercises, also undertaken using the new methodology, will give a more accurate picture of recent year-on-year performance.

- 5.11 Journey times by bus from key Midlothian towns to Edinburgh city centre have shown a slight increase since the baseline. Journey time is a key aspect of the travel experience and undoubtedly is a key consideration by potential public transport users. The current major road works in Edinburgh city centre have been a contributing factor to increased journey times, when these are removed it is expected that times will fall slightly as a result. However there is potential for Midlothian Council to work with bus operators and surrounding local authorities to optimise the installation of bus priority measures and to ensure that road conditions are as conducive as possible to maximising the performance of bus travel.
- 5.12 The results of the monitoring exercise have shown that Midlothian Council is not on course to meet road and footpath¹⁶ maintenance targets. Performance is below the required trajectory regarding the length of the current road network which requires to be considered for maintenance treatment, as well as the proportions of road network and footpaths which are to be resurfaced/reconstructed. As a result there is a need to allocate more resources to ongoing maintenance programmes in order to maintain the roads and footpaths at the standard set out in the LTS.
- 5.13 Sheriffhall Park and Ride did not open within the intended timescale. This delay has clearly had a significant impact on the rate of occupancy and the performance of the park and ride facility in relation to the target. Sheriffhall Park and Ride has not reached the target of 40% occupancy, however the current usage figures are very encouraging as is the recent rapid increase in usage as indicated in Figure 4.4.
- 5.14 The most notable aspect of specific bus service provision raised by Table 4.3 is the comparatively low level of satisfaction with bus stops, which, in combination with the slightly lower perceptions of safety while approaching or waiting at bus stops (as identified in Figures 4.2, relative to Figure 4.1), suggests that the main area for concern, or opportunity to improve the bus journey experience should be more focussed on the initial stages of the journey – getting to and waiting at the bus stop, rather than the on board bus travel experience or frequency of service. A note for concern, though, is the increased bus journey times to the city centre in comparison to the baseline, although mitigating circumstances in the form of major long term road works in Edinburgh city centre have been identified. The improvement of bus priority measures would be well placed to increase the overall attractiveness of bus travel, although when the road works are concluded it is expected that bus journey times will be reduced.

¹⁶ For the purposes of this report the term 'footpath' is taken to refer to both footpaths and footways.

Performance Indicators where target/information is needed and resulting action points

5.15 This section brings together the indicators where further work is required on gathering baseline information, and/or target setting, as referred to throughout Chapter 4.

5.16 **PI 2:** Percentage of all journeys made by non-car modes, reported by adults resident in Midlothian.

Status and Action: *Information for this Performance Indicator is gathered from the Scottish Household Survey Travel Diary Results which are published retrospectively. The current baseline information is taken from 2004, and the most up to date subsequent data is from 2005/06 which still pre-dates the implementation of the LTS. Continued monitoring of data from future Scottish Household Survey bulletins will show performance in relation to this PI which is a result of the influence of the policies included in the LTS.*

5.17 **PI 5:** Level of pedestrian activity: Percentage of all journeys made by adults resident in Midlothian for which walking was the main mode.

Status and Action: *Information for this Performance Indicator is gathered from the Scottish Household Survey Travel Diary Results which are published retrospectively. The current baseline information is taken from 2003/04, and the most up to date subsequent data is from 2005/06 which still pre-dates the implementation of the LTS. Continued monitoring of data from future Scottish Household Survey bulletins will show performance in relation to this PI which is a result of the influence of the policies included in the LTS. The present trajectory of performance shown by the pre-LTS results shows a rate of improvement which, if continued, would lead to the current LTS target being exceeded.*

5.18 **PI 6:** Average number of cycle trips per week on key off road cycle routes in July, August and September.

Status and Action: *Information is available on current performance as included in Chapter 4. This can now be used to determine a baseline figure, from which a target can be set.*

5.19 **PI 12:** Percentage of bus passengers who feel ‘very safe’ or ‘safe’ when travelling by public transport.

Status and Action: *Information is available on current performance as included in Chapter 4. This can now be used to determine a baseline figure, from which a target can be set.*

5.20 **PI 17:** Percentage of bus services arriving / departing on time from key bus stops in Midlothian towns (defined as one minute early to five minutes late for services running at least every 10 minutes or 2 minutes early to 5 minutes late for less frequent services).

Status and Action: *A target is in place for this, but due to technical constraints no information is available. Joint working between bus operators and the Council should ensure this situation is rectified.*

- 5.21 **PI 23:** Percentage of bus passengers satisfied with the local bus service.

Status and Action: *Information is available on current performance as included in Chapter 4. This can now be used to determine a baseline figure, from which a target can be set.*

- 5.22 **PI 24:** Number of cyclists using park and ride facilities just after the morning peak (10am) and on Saturdays.

Status and Action: *At present no information is available as no ongoing count has been undertaken of cycle usage at the park and ride facilities as irregular observations undertaken during the vehicle counts have not shown the cycle racks to be in use to a level deemed to warrant regular analysis of usage levels. As the usage of cycle parking facilities increases, the opportunity to begin recording cycle storage use in the same regular and robust counting process as is undertaken for vehicles will be created.*

Once a monitoring mechanism is in place and a sufficient data set has been gathered, this can be used to produce a baseline usage level, and inform the setting of a target for this Performance Indicator. Performance can then be monitored against this target for the remainder of the lifetime of the current LTS.

In addition to monitoring usage, a potential further action could be to undertake research to develop an explanation of the usage levels. The aim would be to focus Sheriffhall's particular location, to determine whether the presence of a major road junction presents a barrier to usage. This research might also usefully include a comparison exercise with other park and ride sites which provide cycling facilities, focussing on levels of usage and the contribution of specific features/factors to this.

- 5.23 **PI 25:** Vehicle occupancy of Sheriffhall Park and Ride.

Status and Action: *The park and ride facility did not open until after the date associated with the target in the existing LTS. However the information now available can be used to create a baseline figure, which can inform the setting of a target against which performance for the remainder of the lifetime of the current LTS can be monitored.*

- 5.24 **PI 26:** Level of satisfaction with public transport interchange facilities at Park and Ride sites and in key town centres.

Status and Action: *Information is available on current performance as included in Chapter 4. This can now be used to determine a baseline figure, from which a target can be set.*

6. CONCLUSIONS AND RECOMMENDATIONS

- 6.1 Chapter 4 and Chapter 7 provided a detailed assessment of performance against each of the 29 individual Performance Indicators, while Chapter 5 drew together instances where Performance Indicators are being achieved at present, or where action is needed to enhance performance.

Performance towards LTS objectives

- 6.2 In conclusion it is useful to ascertain on a general level where progress against the Performance Indicators is resulting on progress towards the LTS objectives.

- 6.3 The Performance Indicator monitoring exercise has shown that the LTS is on track to meet the following objectives:

Objective 1: To widen travel choices and make travel by more sustainable modes of transport more attractive than the private car, particularly at peak times.

Objective 2: To protect the health of the population.

Objective 3: To reduce, and where possible, mitigate the effects of the transport system on the built and natural environment.

Objective 4: To reduce the number of casualties involving death and serious injury and ensure that the design of the transport system improves personal safety and minimises crime.

- 6.4 However, the monitoring exercise has shown that on current trends some objectives are not going to be fulfilled during the lifetime of the current LTS. The action points set out in Chapter 5 and the 'early warning' provided by this monitoring exercise means there is opportunity in place to improve performance in relation to the following objectives:

Objective 5: To stabilise traffic growth in line with national targets and secure more reliable journey times by all modes.

Objective 6: To ensure that transport networks are managed, maintained and improved so as to provide the quality of infrastructure that will meet the needs of all users.

Objective 7: To improve integration between all modes of transport.

Objective 8: To enhance connections between areas within Midlothian and provide improved links to the rest of Scotland and beyond.

Objective 9: To reduce social exclusion by improving accessibility to jobs, education and services for all and by all modes of transport.

Required information

- 6.5 In relation to the action points set out in Chapter 5 a set of specific recommendations

for tasks following on from this monitoring exercise have been developed which will enable a fully comprehensive assessment of performance in the next LTS monitoring report.

- 6.6 There is a need to obtain information relating to some indicators, or to use the information gathered as part of this exercise to set a baseline and/or target against which future performance can be monitored.
- 6.7 Chapter 5 identified the following 9 Performance Indicators as requiring further action:
- PI 2: Percentage of all journeys made by non-car modes, reported by adults resident in Midlothian.
 - PI 5: Level of pedestrian activity: Percentage of all journeys made by adults resident in Midlothian for which walking was the main mode.
 - PI 6: Average number of cycle trips per week on key off road cycle routes in July, August and September.
 - PI 12: Percentage of bus passengers who feel 'very safe' or 'safe' when travelling by public transport.
 - PI 17: Percentage of bus services arriving / departing on time from key bus stops in Midlothian towns (defined as one minute early to five minutes late for services running at least every 10 minutes or 2 minutes early to 5 minutes late for less frequent services).
 - PI 23: Percentage of bus passengers satisfied with the local bus service
 - PI 24: Number of cyclists using park and ride facilities just after the morning peak (10am) and on Saturdays.
 - PI 25: Vehicle occupancy of Sheriffhall Park and Ride.
 - PI 26: Level of satisfaction with public transport interchange facilities at Park and Ride sites and in key town centres.
- 6.8 In the case of Performance Indicators 2 and 5 it was not possible to monitor the effects of the current LTS as the information available is nationally compiled in a retrospective timescale, and as such does not yet reflect the impact of policies in the current LTS. In this case Midlothian Council will require to monitor progress retrospectively as figures emerge.
- 6.9 In many cases 2008 information relating to the indicator has been gathered as part of this exercise, but due to the lack of an existing baseline it was not possible to determine what 'progress' there had been over the year since the LTS' publication. It is recommended therefore that for Performance Indicators 6, 12, 23, 25 and 26, Midlothian Council adopt the 2008 figures as a baseline to be inserted into subsequent monitoring reports to enable a trajectory of performance to be developed.
- 6.10 Data has not been gathered as yet for Performance Indicators 17 and 24. This was due to a technical issue for PI 17, and low usage due to construction delays in the case of PI 24. In these instances it is recommended that Midlothian Council place high priority in working with bus operators to rectify the technical issue with RTI technology to enable data to be gathered in future, and also to set up a monitoring programme of cycle usage at Sheriffhall park and ride. As it is unclear how much of a 'barrier' the presence of the major junction at Sheriffhall is to potential cycle use at the park and ride facility, it is recommended that survey work be undertaken in a

variety of locations across Midlothian with (potential) cyclists which includes a question focussing on this issue.

Key action points

6.11 In summary it is recommended that the following action points receive Midlothian Council's attention so that the monitoring methodology can be comprehensive for the remainder of this LTS period:

- Use the 2008 figures included in this report to establish a baseline against which future performance is compared for PI's 6, 12, 23, 25 and 26.
- Work with bus operators to ensure that technical issues with the RTI equipment are rectified to enable punctuality data to be gathered.
- Work with bus operator's staff based at Sheriffhall park and ride to develop a robust cycle counting programme, similar to that which is carried out for motor vehicles on a daily basis at present.

7. PERFORMANCE INDICATORS - 2008 POSITION SUMMARY TABLE

	Performance Indicator	LTS Target	LTS Baseline	Actual	Current Status
1	Mode share of journeys to school: percentage of children at schools with a school travel plan who travel to school by non-car modes.	67% by 2010 (Increase by 3% annually)	55% (2006)	69% (April 2008)	On track to exceed target.
2	Percentage of all journeys made by non-car modes, reported by adults resident in Midlothian.	29% by 2010 (Increase by 1% annually)	25% (2004)	No up to date information available. (22% in 2005/06)	N/A.
3	Percentage of schools with an operational School Travel Plan (primary and secondary).	100% of Schools by March 2008	46% (2006)	89% (April 2008)	Target not achieved.
4	Percentage of local bus fleet that is wheelchair accessible (Council contracted routes and all services).	100% of contracts put out to tender since 2007 (2012) 100% of all bus services (2015)	Council contracted services: 69% (January 2007) All bus services: 33% (January 2007)	No contacts put out to tender. Council Contracted: 64% of buses wheelchair accessible. All services: 60% of buses wheelchair accessible (April 2008)	On track to achieve target.
5	Level of pedestrian activity: Percentage of all journeys made by adults resident in Midlothian for which walking was the main mode	12% by 2010 (Increase by 3% annually)	9% (2003/04)	12% (2005/06)	N/A.
6	Average number of cycle trips per week on key off road cycle routes in July, August and September.	Target to be set once baseline established in 2007	Baseline to be established once cycle counters are in place in early 2007.	Detailed in table 4.1. (Jul, Aug, Sept 2007)	N/A.
7	Levels of NO ₂ in central Dalkeith.	Maintain levels under the 2005 target of: Annual mean: 40µg/m ³ . 99.8th percentile of hourly means: 200µg/m ³	Annual mean: 24.5µg/m ³ (2005) 99.8th percentile of hourly means: 86µg/m ³ (2005)	Annual mean: 26.5µg/m ³ (2007) 99.8th percentile of hourly means: 108µg/m ³ (2007)	On track to exceed target.
8	Levels of PM ₁₀ in central	Maintain levels under the 2010	Annual mean: 17.2 µg/m ³	Annual mean: 13.9 µg/m ³	On track to exceed

	Performance Indicator	LTS Target	LTS Baseline	Actual	Current Status
	Dalkeith	target of: Annual mean: 40µg/m ³ . 98th Percentile of 24 hour means: 50 µg/m ³	(2005) 98th Percentile of 24 hour means: 40.4 µg/m ³ (2005)	(2007) 98th Percentile of 24 hour means: 27.5 µg/m ³ (2007)	target.
9	Road accident casualties (KSI): total people killed or seriously injured in road traffic collisions in Midlothian.	40% reduction in overall KSI compared to 1994-98 annual averages	43 (2003)	44 (2007)	Not currently on track to achieve target.
10	Road accident casualties (children): number of children (aged under 16 years) killed or seriously injured in road traffic collisions in Midlothian.	50% reduction in child KSI compared to 1994-98 annual averages	9 (2003)	4 (2007)	On track to achieve target.
11	Road accident casualties (slight injuries): total number of people slightly injured in road traffic collisions in Midlothian.	10% reduction in slight injury casualties per 100 million vehicle Kilometres	303 (2003)	213 (2007)	On track to achieve target.
12	Percentage of bus passengers who feel 'very safe' or 'safe' when travelling by public transport.	Target to be set once baseline has been established in 2007	Baseline to be established in 2007	94.8%	N/A.
13	Proportion of buses fitted with CCTV security	CCTV target 51% by 2010 (7% annually)	23% of live service registrations at 1 st January 2007	42% of live service registrations (as at 1 April 2008)	On track to achieve target.
14	Percentage of street lighting columns over 30 years old.	19% by 2010 Reduce by 2% per annum	27% (3,948 columns in 2004/05)	42% (6,608 columns) (April 2008)	Not currently on track to achieve target.
15	Percentage of street lighting repairs completed within 7 days of being reported.	94% by 2010	86% (1,870 repairs in 2004/05)	86.23% (1,421 repairs) (April 2008)	Not currently on track to achieve target.
16	Annual change in volume of peak period traffic flows on key routes road corridors (A701, A703 and A7) during the morning peak (07:00 – 10:00) and	Reduce traffic growth to 25% by 2015	A701 New Milton: 24,013 A701 Nivensknowe:	A701 New Milton- 23,505 A701 Nivensknowe-	On track to exceed target.

	Performance Indicator	LTS Target	LTS Baseline	Actual	Current Status
	evening peak (16:30 – 18:30).		21,053 A701 Straiton NB: 14,198 A703: 7,566 A7 Danderhall: 13,629	20,994 A701 Straiton NB- 14,009 A703- 7,661 A7 Danderhall- 13,164 (2006/2007).	
17	Percentage of bus services arriving / departing on time from key bus stops in Midlothian towns (defined as one minute early to five minutes late for services running at least every 10 minutes or 2 minutes early to 5 minutes late for less frequent services).	95% of buses departing key bus stops within these time slots by 2010	Baseline to be established in 2007	Information not available	N/A.
18	Public transport journey times from key Midlothian towns to Edinburgh City Centre in the morning peak period (07:00am to 09:00am)	Maintain journey times at 2006 levels	Dalkeith – Edinburgh: 33 mins Penicuik – Edinburgh: 47 mins Bonnyrigg – Edinburgh: 37 mins Gorebridge - Edinburgh: 56 mins	Dalkeith – Edinburgh: 34 mins Penicuik – Edinburgh: 49 mins Bonnyrigg – Edinburgh: 38 mins Gorebridge - Edinburgh: 58 mins (Timetables as at April 2008)	Not currently on track to achieve target.
19	Percentage of all road length required to be considered for maintenance treatment.	Maintain at 2006 levels of 34.7%	34.7% (2006)	40.0% (2007/08)	Not currently on track to achieve target.
20	Percentage of length of road network to be resurfaced / reconstructed.	10% by 2012	2.2% (2005/06)	1.5% (2007/08)	Not currently on track to achieve target.
21	Percentage of length of footpath network to be resurfaced / reconstructed.	1.25% by 2012	Not available	0.5% (2007/08)	Not currently on track to achieve target.

	Performance Indicator	LTS Target	LTS Baseline	Actual	Current Status
22	Percentage of Council-owned bridges with weight or width restrictions placed upon them.	To reduce % of restricted bridges to 2.4% by 2010	6.1% (2005/06)	4.9% (at the end of 2007/08)	On track to achieve target.
23	Percentage of bus passengers satisfied with the local bus service	Target to be set following establishment of baseline in 2007	A baseline will be established in 2007	75%	N/A.
24	Number of cyclists using park and ride facilities just after the morning peak (10am) and on Saturdays	To be set once baseline established in 2007	0 (2006). Park and Ride due to open in March 2007	No data available	No data.
25	Vehicle occupancy of Sheriffhall Park and Ride.	40% occupancy by June 2007	0% occupancy (2006). Park and Ride due to open in March 2007	Weekly average since opening 20.7% Most recent weekly average 27.6%	Target not achieved.
26	Level of satisfaction with public transport interchange facilities at Park and Ride sites and in key town centres.	Target to be set following establishment of baseline in 2007	Baseline to be set in 2007	67.4%	N/A.
27	Number of Dial-a-Bus and Dial-a-Ride trips per year	Increase passenger numbers by 8% by 2010 (+2% annually)	Dial-a-Bus: 3,206 (6 month period April to September 2006)	Half-yearly totals: Oct 06–Mar 07 = 3,042 (-164, -5.1%). Apr 07–Sep 07 = 2,884 (-158, -5.2%). Oct 07–Mar 08 = TBA	Not currently on track to achieve target.
28	Number of Dial-a-ride trips refused per year due to capacity restrictions	0% by 2010	2% of total passengers (March 2006)	0.85% of total passengers (for Apr 07 – Jan 08)	On track to achieve target.
29	Number of Taxicard holders	Maintain at or above 2006 level	1,073 (1st January 2007)	1,021 (at 01-04-08)	Not achieving target.

CONTROL SHEET

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