

*This meeting will be held remotely.*

Tuesday, 29 November, 2022 - 10.00 a.m.

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AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**  
  
In terms of Section 5 of the Code of Conduct, members are asked to declare an interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of meeting of Environment, Transportation & Climate Change Scrutiny Committee of 27 September 2022. 3 - 5
4. **2022/23 REVENUE MONITORING PROJECTED OUTTURN** – Joint Report by the Executive Director, Finance & Corporate Services and the Executive Director, Enterprise & Environment 6 - 10
5. **2022/23 CAPITAL MONITORING PROJECTED OUTTURN** – Joint Report by the Executive Director, Finance & Corporate Services and the Executive Director, Enterprise & Environment 11 - 15
6. **ENTERPRISE AND ENVIRONMENT DIRECTORATE: SERVICES PERFORMANCE REPORTING** – Report by the Executive Director, Enterprise & Environment 16 - 51
7. **BUS PARTNERSHIP FUND - UPDATE** – Report by the Head of Roads & Transportation Services 52 - 230
8. **FIFE'S ROAD CONDITION REPORT 2022** – Report by the Head of Roads & Transportation Services 231 - 235
9. **NEW ROADS & STREET WORKS ACT ANNUAL PERFORMANCE REPORT 2021/2022** – Report by the Head of Roads & Transportation Services 236 - 244
10. **WINTER GRITTING & SNOW CLEARING SERVICES 2022/23** – Report by the Head of Roads & Transportation Services 245 - 274
11. **DECRIMINALISED PARKING ENFORCEMENT - ANNUAL PERFORMANCE REPORT - 2021/2022** – Report by the Head of Roads & Transportation Services 275 - 287
12. **ABERDOUR FOOTBRIDGE - SCHEME DEVELOPMENT AND PROCUREMENT PROCESSES** – Report by the Head of Roads & Transportation Services 288 - 293

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| 13. | <b>FIFE'S AIR QUALITY STRATEGY 2021-2051 - ANNUAL PROGRESS REPORT 2022</b> – Report by the Head of Protective Services | 294 - 302 |
| 14. | <b>ASSET MANAGEMENT ANNUAL REPORT</b> – Report by the Head of Property Services  | 303 - 312 |
| 15. | <b>ENVIRONMENT, TRANSPORTATION &amp; CLIMATE CHANGE SCRUTINY COMMITTEE FORWARD WORK PROGRAMME</b>                      | 313 - 317 |

**Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.**

Lindsay Thomson  
Head of Legal and Democratic Services  
Finance and Corporate Services

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North Street  
Glenrothes  
Fife, KY7 5LT

22 November, 2022

If telephoning, please ask for:  
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## 2022 ETCCS 3

### THE FIFE COUNCIL - ENVIRONMENT, TRANSPORTATION AND CLIMATE CHANGE SCRUTINY COMMITTEE – REMOTE MEETING

27 September, 2022

10.00 a.m. – 11.10 a.m.

**PRESENT:** Councillors Jane Ann Liston (Convener), Tom Adams, Naz Anis-Miah, James Calder (Substitute for Aude Boubaker-Calder), Rod Cavanagh, Al Clark, Graeme Downie, Gavin Ellis, Jean Hall-Muir, Stefan Hoggan-Radu, Andy Jackson, Derek Noble, Nicola Patrick, Darren Watt and Daniel Wilson.

**ATTENDING:** Ken Gourlay, Executive Director, Enterprise & Environment; Nigel Kerr, Head of Protective Services; Pam Ewen, Head of Planning; John Rodigan, Senior Manager, Environment & Building Services; Alan Paul, Senior Manager, Property Services; John Mitchell, Senior Manager, Roads & Transportation; Tariq Ditta, Senior Manager, Catering & Cleaning, Facilities Management; William Penrice, Research Manager, Communities; Lee Drysdale, Finance Manager, Fife Resource Solutions; Caroline Ritchie, Accountant, Finance; Lesley Robb, Lead Officer, Committee Services and Elizabeth Mair, Committee Officer, Legal & Democratic Services.

**APOLOGIES FOR ABSENCE:** Councillor David Graham

#### 4. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 7.1.

#### 5. MINUTE

The Committee considered the minute of meeting of the Environment, Transportation & Climate Change Scrutiny Committee of 21 June, 2022.

##### Decision

The Committee agreed to approve the minute.

#### 6. SCRUTINY AT FIFE COUNCIL

The Committee considered a report by the Head of Legal and Democratic Services, providing a summary of the scrutiny framework at Fife Council, along with additional information on the purpose of scrutiny activity and the approaches that could be adopted when carrying out scrutiny.

##### Decision

The committee noted the information contained in the report.

7./

**7. SERVICE PROFILES - ENTERPRISE & ENVIRONMENT**

The Committee considered a report by the Executive Director, Enterprise & Environment, providing information on the roles and functions of Council Services within the remit of the Environment, Transportation & Climate Change Scrutiny Committee.

**Decision**

The Committee noted the information contained in the report.

**8. LOCAL GOVERNMENT BENCHMARKING FRAMEWORK PERFORMANCE INDICATORS**

The Committee considered a report by the Executive Director, Communities, providing context for elected members on the Local Government Benchmarking Framework (LGBF) that would be a key element in service performance reporting.

**Decision**

The Committee noted the information provided in the report and the intention to use the Local Government Benchmarking Framework in future performance reporting arrangements.

**9. 2022/23 REVENUE MONITORING PROJECTED OUTTURN**

The Committee considered a joint report by the Executive Director, Finance & Corporate Services and the Executive Director, Enterprise & Environment, providing an update on the projected outturn financial position for the 2022/23 financial year as at June 2022, for the areas in scope of the Environment, Transportation & Climate Change Scrutiny Committee.

**Decision**

The Committee noted the financial performance and activity as at June 2022, as detailed in the report and appendices.

**10. 2022/23 CAPITAL MONITORING PROJECTED OUTTURN**

The Committee considered a joint report by the Executive Director, Finance & Corporate Services and the Executive Director, Enterprise & Environment, providing an update on the Capital Investment Plan and advising on the projected financial position for the 2022/23 financial year as at June 2022, for the areas in scope of the Environment, Transportation & Climate Change Scrutiny Committee.

**Decision**

The Committee noted the financial performance and activity for 2022/2023 as detailed in the report and appendices.

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**11. ENVIRONMENT, TRANSPORTATION & CLIMATE CHANGE SCRUTINY COMMITTEE - FORWARD WORK PROGRAMME**

The Committee considered the Environment, Transportation & Climate Change Scrutiny Committee Forward Work Programme.

**Decision**

The Committee: -

- (1) noted the current Environment, Transportation & Climate Change Scrutiny Committee Forward Work Programme which would be updated as appropriate; and
- (2) agreed that short-term working groups would be established as appropriate, to examine specific issues to be scrutinised by the committee.

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29 November 2022

Agenda Item No. 4

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## 2022/23 Revenue Monitoring Projected Outturn

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Report by: Eileen Rowand, Executive Director, Finance and Corporate Services  
Ken Gourlay, Executive Director, Enterprise & Environment

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Wards Affected: All

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### Purpose

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The purpose of this report is to give members an update on the projected outturn financial position for the 2022/23 financial year as at August, for the areas in scope of the Environment, Transportation & Climate Change Scrutiny Committee.

### Recommendations

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Committee is asked to consider the current financial performance and activity as detailed in this report.

### Resource Implications

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None.

### Legal & Risk Implications

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There are no direct legal implications arising from this report.

### Impact Assessment

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An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

### Consultation

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None.

## 1.0 Background

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- 1.1 The report summarises the projected outturn position for 2022/23, taking into account the actual expenditure incurred, and provides an explanation of the main budget variances at section 3.
- 1.2 Section 4 of the report summarises the progress on delivery of approved budget savings and provides an explanation of any variances to the delivery of savings target.
- 1.3 Variances occur for a number of reasons and variances in budget are not always correlated to delivery of savings targets.

## 2.0 Issues

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### 2.1 Projected Outturn

- 2.1.1 The projected overspend for the areas falling under the scope of this committee is £1.273m. A summary of the 2022/23 projected out-turn for the areas under the scope of this committee is detailed in Appendix 1. This shows projected expenditure against budget across the Service/Business Unit headings within the Directorate. It should be noted that the balances are extracted from the ledger system and are shown as rounded thousands. This may mean that there are some rounding differences contained within the appendices, but these are immaterial values that do not impact on the overall financial position. The following paragraphs provide a brief explanation of the main areas where there are significant variances (+/-£0.250m) to budgets.

## 3.0 Major Variances

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- 3.1 Environment & Building Services projected overspend of £0.571m - This relates to a projected overspend of £0.607m in Domestic Waste & Street Cleaning due to increased transportation costs relating to fuel and vehicle repairs. Overspend has increased £0.361m since June, this is due to fully allocating the temporary investment given in the budget process for street cleaning, previous position had part of this investment mitigating the transport costs whilst still finalising plans as to how to utilise fully to achieve the aim of the investment.
- 3.2 Roads and Transportation overspend of £0.690m - This comprises a projected overspend on winter maintenance of £0.514m which has come to light following a review of the out turn cost of the 2021/22 mild winter and includes allowances for salt and fuel increases. In addition, a projected under recovery of income in Car Parking of £0.436m due to continuing reduced levels of demand.
- 3.3 Facilities Management overspend of £0.825m – This is predominantly related to an under recovery of income within Catering in staff canteens, commercial establishments and schools as a result of the continuing impact of the COVID-19 pandemic. The movement of £0.110m is mainly due to the filling of staff vacancies.
- 3.4 Protective Services underspend of (£0.649m) – There is a projected over recovery of Building Warrant statutory fees of £0.648m due to an increased volume of applications as a result of the recovery from the COVID pandemic. £0.420m of underspend is projected as a result of part year vacancies and planned recruitment is progressing. The underspends are offset by £0.275m dangerous buildings response and £0.100m cost of replacement of Trading Standards database system.

## 4.0 Progress on Budget Savings

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- 4.1 Appendix 2 provides details of revenue budget savings for the areas falling under the scope of the Environment, Transportation & Climate Change Scrutiny Committee, detailing achievements against the current year approved budget savings as at Quarter 2. The appendix details:
- the 3 year budget period for which the savings were approved
  - the title of each saving
  - the savings target relevant to the current financial year
  - the value of saving forecast as deliverable for the financial year
  - a Red/Amber/Green Status for each saving
  - details of any substitute savings
- 4.2 All savings have been categorised using a Red/Amber/Green status and these are described as follows:
- Green – No issues and saving is on track to be delivered  
Amber – There are minor issues or minor reduction in the value of saving, or delivery of the saving is delayed  
Red – Major issues should be addressed before any saving can be realised
- 4.3 Where a saving is no longer deliverable in the current year it is expected that substitute savings are identified to ensure that costs remain within budget overall. Where this is the case, the original saving will be categorised red or amber and a substitute saving will be identified. The substitute saving will be categorised as green and identified in the tracker as a substitute.
- 4.4 The areas in scope for the committee have a significant level of savings to manage within the financial year 2022/23. Overall, the savings to be delivered are £0.175m and the projected delivery is £0.127m. Whilst the delivery of savings is becoming more challenging, the relevant areas are looking to minimise the financial impact of any amber or red savings by determining mitigating actions as soon as possible. Across all areas, there are £0.150m savings identified as being Amber status, however this is partly offset by over-recovery of £0.102m on those savings identified as green.
- 4.5 The full year saving amounts are detailed along with annual forecast information detailed in appendix 2. There are no savings variations at Service level (+/-£0.250m) between the Service savings target and the projected saving being delivered within the current financial year.

## 5.0 Conclusions

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- 5.1 The projected outturn position for the areas under the scope of the Environment, Transportation & Climate Change Scrutiny Committee is a net overspend of £1.273m (1.35%).

### List of Appendices

- 1 Projected Outturn 2022/23 Summary
- 2 Approved 2022/23 Savings

### Background Papers

None

### Report Contact

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**BUDGET MONITORING REPORT SUMMARY**

Appendix 1

2022-23

**ENVIRONMENT, TRANSPORTATION & CLIMATE CHANGE**

	CURRENT BUDGET 2022-23 £m	FORECAST 2022- 23 £m	FORECAST VARIANCE £m	FORECAST VARIANCE %
<b>TOTAL COST OF SERVICES</b>	<b>117.979</b>	<b>119.252</b>	<b>1.274</b>	<b>1.08%</b>
<b>LESS: CORPORATELY MANAGED ITEMS</b>	<b>23.670</b>	<b>23.670</b>	<b>0.000</b>	<b>0.00%</b>
<b>SERVICE MANAGED NET BUDGET</b>	<b>94.309</b>	<b>95.583</b>	<b>1.274</b>	<b>1.08%</b>
<b><u>ANALYSIS OF SERVICE MANAGED BUDGET</u></b>				
PROPERTY & BEREAVEMENT	0.105	0.085	(0.020)	-19.41%
ENVIRONMENT & BUILDING SERVICES	10.184	10.755	0.571	5.60%
FACILITIES MANAGEMENT SERVICE	36.125	36.950	0.825	2.28%
ROADS & TRANSPORTATION	29.641	30.331	0.690	2.33%
SERVICE MANAGEMENT & SUSTAINABILITY	14.832	14.702	(0.131)	-0.88%
PROTECTIVE SERVICES	3.053	2.404	(0.649)	-21.26%
CLIMATE CHANGE	0.369	0.357	(0.012)	-3.16%
	<b>94.309</b>	<b>95.583</b>	<b>1.273</b>	<b>1.35%</b>

FIFE COUNCIL  
 TRACKING APPROVED 2022-23 SAVINGS  
 ENTERPRISE & ENVIROMENT  
 AUGUST 2022

Area	Approved Budget Year	Savings Reference	Title of Savings Proposal	Savings Target £m	Actual £m	(Under)/Over £m	Rag Status
Assets, Transportation & Environment - ATE - Management	2020-23	2021-EE-06	Procurement savings anticipated as a result of the Procurement Programme	0.150	0.000	(0.150)	Amber
Assets, Transportation & Environment - ATE - Management		Substitution	Substitution - Corporate Buildings Income (Partial substitution for 2021-EE-06)	0.000	0.102	0.102	Green
Assets, Transportation & Environment - ATE - Management	2020-23	2021-EE-07	Fleet – grey mileage	0.025	0.025	0.000	Green
<b>Grand Total</b>				<b>0.175</b>	<b>0.127</b>	<b>(0.048)</b>	

Rag Status Key:-

- Green - No issues and saving is on track to be delivered
- Amber - There are minor issues or minor reduction in the value of saving, or delivery of the saving is delayed
- Red - Major issues should be addressed before any saving can be realised

Summary			
Rag Status	Savings Target £m	Actual £m	(Under)/Over £m
Green	0.025	0.127	0.102
Amber	0.150	0.000	(0.150)
Red	0.000	0.000	0.000
<b>Total</b>	<b>0.175</b>	<b>0.127</b>	<b>(0.048)</b>

29 November 2022

Agenda Item No. 5

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## 2022/23 Capital Monitoring Projected Outturn

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Report by: Eileen Rowand, Executive Director, Finance and Corporate Services

Ken Gourlay, Executive Director, Enterprise & Environment

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Wards Affected: All

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### Purpose

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The purpose of this report is to provide an update on the Capital Investment Plan and advise on the projected financial position for the 2022/23 financial year as at August, for the areas in scope of the Environment, Transportation & Climate Change Scrutiny Committee.

### Recommendation(s)

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Committee is asked to consider the current financial performance and activity as detailed in this report.

### Resource Implications

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None.

### Legal & Risk Implications

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None.

### Impact Assessment

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An EqIA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

### Consultation

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None.

## 1.0 Background

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- 1.1 Based on current information, this report summarises the projected capital outturn for the areas falling under the scope of this Committee for 2022/23. At this stage projected expenditure is £33.448m, representing 96% of the approved capital programme for 2022/23.
- 1.2 Appendix 1 shows an analysis of specific projects in the current capital investment plan which have a budget greater than £1.000m and analyses total project cost rather than only in year spend.
- 1.3 Appendix 2 details the forecast expenditure against budget for each project, along with any associated income.

## 2.0 Issues, Achievements & Financial Performance

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### 2.1 Key Issues / Risks

- 2.1.1 Appendix 1 details the total cost forecast position for all capital projects within the areas under the scope of the Committee with an overall value of £1.000m and over. The key risks associated with the major projects are noted below.
- 2.1.2 There is a risk across the Capital Investment Plan that both the timing and the costs of projects continue to be adversely affected as a result of the current economic climate following the response to COVID-19, EU-Exit and current geo political risks in Europe. Throughout the programme issues are continuing to be identified in relation to the supply of construction materials which are resulting in delays to projects, which in turn could lead to increased slippage and increased costs. However, the overall future impact of this is difficult to predict with any degree of certainty and the projected outturn in this report for 2022-23 relate to projects that are currently in progress with contracts that are already agreed. That said, monitoring of the impact of any additional costs, impact on timescales and associated risks is ongoing. The known impact on timing of delivery of projects has been built in to the rephased plan and the overall scale of any additional costs or further delays will be kept under review in future reports and also through the upcoming review of the Capital Investment Plan.
- 2.1.3 COVID-19 restrictions have eased, however, there remains a risk that new variants emerge which could impact on project delivery in future years. These potential risks cover all aspects of the capital plan including both General Fund and the HRA.

### 2.2 Major Projects – Potential Risks and Actions

- 2.2.1 There are no additional or new risks arising in the current reporting period from any of the major projects being progressed.

### 2.3 Financial Performance – 2022/23 Projected Outturn

- 2.3.1 Appendix 2 provides a summary of the provisional outturn for each project for the financial year 2022/23. The appendix shows a projected outturn of £33.448m against a Capital Investment plan of £34.722m, a spending level of 96%.
- 2.3.2 Appendix 2 also provides a summary of the provisional outturn for each project for the financial year 2022/23 for capital income. The appendix shows a projected outturn of £0.626m against a capital income budget of £2.749m.
- 2.3.3 Slippage is the term used to describe projects that are expected to spend less than the budget allocation in a particular year due to a delay in timing on the delivery of the project. This is not uncommon in the capital programme and the reasons for this can be wide and varied. Advancement is the term used to describe projects that are expected to spend more than the budget allocation in a particular year due to an acceleration of the budget from future years.

## 2.4 Significant Variances

### 2.4.1 Sustainable Transport (£0.638M)

The slippage relates to the Levenmouth Reconnected Programme. The projected spend for this financial year is £1.3M however 50% of this will be claimed against the Transport Scotland Grant. Further grant applications are being assessed and prioritised for approval.

### 2.4.2 Purchase of Vehicles & Equipment – Advancement of £0.780m.

This is due to budget being rephased at the start of the financial year to reflect information from suppliers at the time of delays to the supply chain, however as the year has progressed these delays have not been as severe as anticipated and suppliers presented opportunities to purchase vehicles in line with original programme plan, it was decided to utilise this opportunity.

### 2.4.3 Climate Change - Adaptation (£0.567m)

The slippage relates to delays across Kinnessburn Flood Prevention Scheme (£0.030M), Haugh Park Flood scheme (£0.110m), Pittenweem Fish Market Chiller (£0.071m) and Flood Alleviation Measures (£0.196M). The projects have slipped as a result of programme delays for alternative design solutions, environmental surveys /investigations and extended consultation. The Service also received upfront grant funding (£0.160M) towards Coastal Change Adaptation case studies which will unlikely incur spend this financial year.

### 2.4.3 Strategic Transport Intervention Programme (£0.594m)

A delay in the Housing Land Audit has impacted on the Capital Plan reprofiling which was undertaken in May 2022 and has resulted in budget slippage for 2022/23. The slippage relates to two projects - Northern Link Road East End (£0.292M) - an external consultant has been appointed to progress with the detailed design which is due for completion in Summer 2023. Bothwell Gardens Roundabout Signal Replacement (£0.296M) – an in-house design resource has been allocated and alternative design solutions are being considered.

### 2.4.3 Strategic Transport Intervention Programme Income £2.105m

The Developer Section 75 income profile was not amended as part of the Capital Plan Reprofiling exercise in May 2022 due to the delay of the Housing Land Audit. This has resulted in the under recovery of income for 2022/23.

## 3.0 Conclusions

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3.1 The total 2022/23 approved programme for the areas in scope of the Environment, Transportation & Climate Change Scrutiny Committee is £34.722m. The projected level of expenditure is £33.448m, which represents 96% of the total programme, resulting in slippage of (£1.274m).

3.2 The management of capital resources require us to look across financial years, as well as within individual years. The current year performance is only a snapshot of the existing plan and the Directorate will adjust expenditure levels within future years of the plan to accommodate the advancement or slippage of projects.

### List of Appendices

1. Total Cost Monitor
2. Capital
3. Monitoring
4. Report by Service

### Report Contact

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**FIFE COUNCIL  
ENVIRONMENT, TRANSPORTATION AND CLIMATE CHANGE SCRUTINY COMMITTEE  
ENTERPRISE AND ENVIRONMENT  
CAPITAL INVESTMENT PLAN 2021-31  
TOTAL COST MONITOR - MAJOR CAPITAL PROJECTS**

Appendix 1

Project	Theme	Original Approved Budget £m	Current Project Budget £m	Total Projected Outturn £m	Variance £m	Variance %	Current Project Status	Expected Project Completion Date
Northern Road Link East End	Thriving Places		11.171	11.171	-	0.00%	Preparatory Work	2026-27
Western Distributer Road	Thriving Places		10.326	10.326	-	0.00%	Future Project	2028-29
Northern Link Road A823	Thriving Places		8.568	8.568	-	0.00%	Preparatory Work	2025-26
Glenrothes District Heat	Thriving Places	10.32	9.449	9.449	-	0.00%	Current Project	2020-21
West Fife Depot	Maintaining Our Assets	4.525	8.041	8.041	-	0.00%	Current Project	2019-20
Leven Railway Bridge & Bawbee Bridge	Maintaining our Assets	2.279	8.247	8.247	-	0.00%	Preparatory Work	2023-24
<b>Total Major Projects over £5.000m</b>		<b>17.124</b>	<b>55.802</b>	<b>55.802</b>	<b>-</b>	<b>0.00%</b>		
Broad Street Bridge Cowdenbeath	Maintaining our Assets	3.678	3.808	3.808	-	0.00%	Preparatory Work	2023-24
Lyne Burn	Maintaining our Assets	1.217	1.217	1.217	-	0.00%	Future Project	2024-25
Den Burn Bridge	Maintaining our Assets	2.120	2.055	2.055	-	0.00%	Preparatory Work	2025-26
Levenmouth Rail Link	Thriving Places	2.000	4.604	4.604	-	0.00%	Current Project	2025-26
Kings Road/Admiralty Road Junction	Thriving Places	1.880	1.880	1.880	-	0.00%	Future Project	2027-28
Rumblingwell Junction	Thriving Places	2.800	2.800	2.800	-	0.00%	Future Project	2030-31
William Street Upgrade	Thriving Places	3.187	3.178	3.178	-	0.00%	Future Project	2030-31
Reception Hall Anaerobic Digestion Plant	Maintaining our Assets		1.582	1.582	-	0.00%	Current Project	
Kinnessburn Flood Prevention	Maintaining our Assets		1.319	1.319	-	0.00%	Future Project	
Dunfermline Cremator Replacement	Maintaining Our Assets		1.001	1.001	-	0.00%	Current Project	2021-22
<b>Total Major Projects over £1.000m</b>		<b>16.882</b>	<b>23.443</b>	<b>23.443</b>	<b>-</b>	<b>0.00%</b>		
<b>Total Major Projects</b>		<b>34.006</b>	<b>79.245</b>	<b>79.245</b>	<b>-</b>	<b>0.00%</b>		

FIFE COUNCIL  
ENVIRONMENT, TRANSPORTATION AND CLIMATE CHANGE SCRUTINY COMMITTEE  
ENTERPRISE AND ENVIRONMENT  
CAPITAL INVESTMENT PLAN 2021-31  
MONITORING REPORT 2022-23

Appendix 2

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Contaminated Land	0.278	-	0.278	-	100%
<b>TOTAL PROTECTIVE SERVICES</b>	<b>0.278</b>	<b>-</b>	<b>0.278</b>	<b>-</b>	<b>100%</b>
Structures Infrastructure	7.575	0.808	7.314	(0.260)	97%
Sustainable Transport	1.541	0.125	0.903	(0.638)	59%
Public Conveniences	0.196	0.066	0.196	-	100%
Roads Infrastructure	11.172	2.772	11.172	-	100%
Traffis Management	0.810	0.071	0.700	(0.110)	86%
Streetlighting	1.017	0.538	1.017	-	100%
Purchase of Vehicles & Equipment	2.000	0.899	2.780	0.780	139%
Purchase of Bins	0.205	0.177	0.300	0.095	146%
Depots & Buildings	0.008	-	-	(0.008)	0%
Climate Change - Adaptation	1.855	0.012	1.287	(0.567)	69%
Landfill Sites	1.500	0.425	1.500	-	100%
Disabled Access - Council Buildings	0.054	(0.000)	0.054	-	100%
Depot Rationalisation Programme	(0.380)	-	(0.380)	-	100%
Property Maintenance	2.525	0.495	2.307	(0.218)	91%
Cafeteria Refurbishments	0.060	0.013	0.060	-	100%
Crematoria/Cemetries Programme	0.331	-	0.236	(0.095)	71%
ATE Plant & Machinery	0.170	0.253	0.510	0.340	300%
Strategic Transport Intervention Programme	1.105	0.008	0.511	(0.594)	0%
Recycling Centres Plant & Equipment	0.150	0.056	0.150	-	100%
Fife Resource Solutions Rolling Programme	2.550	1.271	2.550	-	100%
<b>TOTAL ASSET &amp; TRANSPORTATION &amp; ENVIRONMENT</b>	<b>34.445</b>	<b>7.991</b>	<b>33.171</b>	<b>(1.274)</b>	<b>96%</b>
<b>TOTAL EXPENDITURE</b>	<b>34.722</b>	<b>7.991</b>	<b>33.448</b>	<b>(1.274)</b>	<b>96%</b>

Income	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Sustainable Transport	(0.012)	0.000	0.000	0.012	0%
Roads Infrastructure	(0.038)	-	-	0.038	0%
Traffis Management	0.002	0.000	(0.030)	(0.032)	-1617%
Landfill Sites	-	0.197	-	-	0%
Depot Rationalisation Programme	(0.085)	0.002	(0.085)	-	100%
Strategic Transport Intervention Programme	(2.616)	-	(0.511)	2.105	20%
<b>TOTAL ASSETS, TRANSPORTATION &amp; ENVIRONMENT</b>	<b>(2.749)</b>	<b>0.199</b>	<b>(0.626)</b>	<b>2.123</b>	<b>23%</b>
<b>TOTAL INCOME</b>	<b>(2.749)</b>	<b>0.199</b>	<b>(0.626)</b>	<b>2.123</b>	<b>23%</b>

29<sup>th</sup> November 2022

Agenda Item No. 6

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## Enterprise and Environment Directorate: Services Performance Reporting

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**Report by:** Ken Gourlay, Executive Director

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**Wards Affected:** All

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### Purpose

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To present the performance scorecard for Enterprise and Environment Directorate Services for 2021/22.

### Recommendation(s)

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Members are asked to consider and review:

1. Note the arrangements set out in **Section 1.0** to fulfil the Council's obligation to comply with Audit Scotland's 2021 SPI Direction.
2. The performance information in **Section 2.0**, including current challenges/priorities and Risks. A high-level overview of services KPIs is attached in Appendices 1 to 6 – covering 4 lenses: Local Government Benchmarking Framework (LGBF), Plan for Fife (P4F), Customer, Resources and Service Operations.

### Resource Implications

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None.

### Legal & Risk Implications

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There are legal requirements highlighted within this report, linked to a risk of regulatory intervention if the Council does not adhere to the standards and expectations set by Audit Scotland.

### Impact Assessment

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An EqIA is not required because the report does not propose a change or revision to existing policies and practices.

### Consultation

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None required



# 1.0 Background

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- 1.1 Audit Scotland published an update on Statutory Performance Direction in December 2021. The Council is required to report a range of information setting out:
- i. Its performance in improving local public services, provided by both (i) the council itself and (ii) by the council in conjunction with its partners and communities
  - ii. Its progress against the desired outcomes agreed with its partners and communities
  - iii. Its performance in comparison (i) over time and (ii) with other similar bodies including information drawn down from LGBF in particular and from other benchmarking activities
  - iv. Its assessment of how it is performing against its duty of Best Value, and how it plans to improve against this assessment.

Below is a Link to the Direction Statutory Performance Indicators published in December 2021: -

[SPI Direction - December 2021 \(revised\)](#)

## 2.0 Performance Reporting

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- 2.1 Appendices 1 to 6 to this report is presented in the form of a balanced scorecard covering the areas of LGBF/P4F, Customer, Resources and Service Operations. A current snapshot of Service Challenges is included along with a section on Risks.
- 2.2 Planning Service reports across two Scrutiny Committees, with wider Planning functions reporting to the Finance, Economy & Corporate Services Scrutiny Committee. The report presented here (Appendix 2) focusses on those climate activities specific to the Planning Service.
- 2.3 Planning Service also produce the annual corporate Climate Change Public Bodies Duties Report. This report is submitted to Cabinet Committee (17th November 2022) for approval before submission to the Scottish Government. The Addressing the Climate Emergency Board provide leadership and direction in this area, monitoring delivery through its action plan.

### List of Appendices

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**Appendix 1 – Protective Services Performance Template**

**Appendix 2 – Planning Services (Climate Change) Performance Template**

**Appendix 3 – Property and Bereavement Services Performance Template**

**Appendix 4 – Environment and Building Services Performance Template**

**Appendix 5 – Facilities Management Performance Template**

**Appendix 6 - Roads and Transportation Services Performance Template**

### Background Papers

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Planning Services report to the Finance, Economy & Corporate Services Scrutiny Committee  
[\[Finance, Economy and Corporate Services Scrutiny Committee \(fife.gov.uk\)\]](#)

**Report Contact:** Ken Gourlay, Enterprise & Environment Executive Director

## **Appendix 1 – Protective Services Performance Template**

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## Appendix 2 - Planning Services (Climate Change) Performance Template

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## **Appendix 3 - Property and Bereavement Performance Template**

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## **Appendix 4 - Environment and Building Services Performance Template**

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## Appendix 5 - Facilities Management Performance Template

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## Appendix 6 - Roads and Transportation Services Performance Template

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### PROTECTIVE SERVICES

#### Current Challenges & Priorities

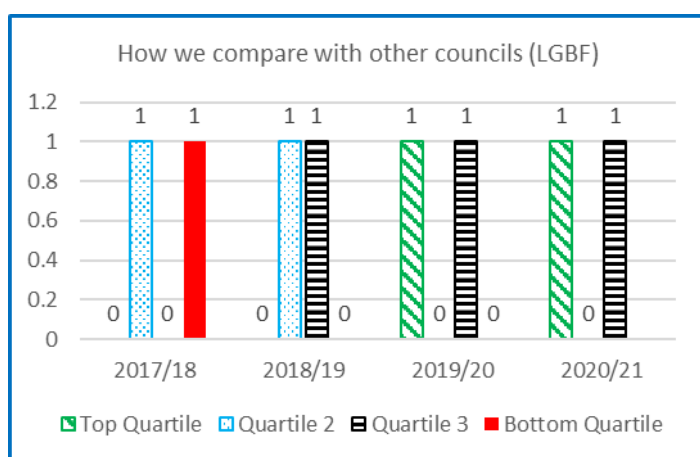
- Key challenges over the past year include:
  - Inability to recruit and retain appropriately qualified and experienced staff due to a National shortage of Environmental Health Officers (EHOs) and Trading Standing Officers (TSOs).
  - The Food Standards Scotland's Capacity and Capability Audit Report in August 2018 identified the resources (including staff) within the Environmental Health (Food and Workplace Safety) Team was insufficient to meet the requirements of food legislation. Nationally however there is a shortage of qualified Environmental Health Officers and previous recruitment campaigns in Fife have been unsuccessful.
  - The Society of Chief Officers of Trading Standards in Scotland (SCOTSS) Workforce Review of 2021 showed that there are less than 250 qualified officers in Scotland and 60% are over the age of 50, with many on cusp of retirement. In addition, there are only 12.8 trainees in the pipeline to replace them. This, along with wage elasticity, creates strains recruiting in Fife and we have been unsuccessful in attracting TSOs to Fife.
  - Within Scottish Local Authorities, 31% of Building Standards teams have reported a skills shortage in this area; in Fife this will be further exacerbated by the age profile in this team and need for robust succession planning.
  - Increasing demand in all areas of work including new legislative changes introducing new duties in Building Standards, Food and Workplace Safety, Public Protection Team and Trading Standards.
  - Adapting to the blended workstyles and its challenges whilst ensuring performance is well managed and supporting staff with health and wellbeing issues.
  - Cost of Living increases driving additional demand for services.
  - Increase in building warrant applications and related activity throughout late 2020 to 2022.
  - Implementation of the inspection regime in relation to the new Short Term Let licensing scheme. Additional staff resources to be recruited.
  - The Draft Local Housing Strategy 2022-2027 has identified the need to develop and implement new approaches for securing improvements to Below Tolerable Standard and wider disrepair issues within Fife.
- The current position and priorities for the service reflects the key challenges outlined above. Priorities over the next year include:
  - Tackling the current shortage of staff across the service taking into account the need for robust succession planning due to the age profile of the workforce. This will be achieved by progressing the "Grow Our Own" model to supplement the existing trainee EHOs and TSOs currently in post. National shortage of staff also applies to Building Standards; the service has started a program of Modern Apprentices to address this locally.
  - Our staff are our most important asset, and we will continue to develop their knowledge, skills and experience, with a particular focus on growing our workforce and supporting mental health and wellbeing. We have embedded hybrid working.
  - Supporting Fife's economic recovery through Covid-19 pandemic.
  - Monitoring of priorities, performance, and challenges is managed across the Service.

- The restarting of food law inspections following the Covid Pandemic, has led to poor standards being found in some premises, which results in enforcement action where required to protect public health. Many businesses are also struggling financially following the impact of both Covid and the current economic climate.
- The restarting of inspections and visits to assess the compliance of Trading Standards legislation is showing considerable levels of non-compliance, and has prompted national projects to be carried out to address the issues
- Prepare for significant changes currently being developed by Building Standards Division (BSD) of Scottish Government for implementation around 2024 – including high risk buildings compliance, increased number of inspections/interventions and additional enforcement powers. Increased fees are likely to fund the changes but planning for additional resources is required.
- Significant increase in the number of high value building warrant projects in the current financial year. This increases fee income for a short period but the services associated with those projects will be delivered over 3-4 years when income may be lower.

## RISKS/EMERGING RISKS

- In terms of risk, one of the major elements is staffing in terms of age profile, along with difficulty in recruiting especially for posts that require specific professional qualifications such as EHOs/TSOs.
- There is a risk from competing demands, and new demands – COSLA has committed to no new burdens without additional resources; new legislation requires robust regulatory and enforcement impact assessments to ensure new duties can be adequately resourced. Current competing demands of reactive and proactive work, with reactive work being impacted with what resources we have available.
- Trading Standards can have a lack of profile within local authorities and with Scottish Government, which has the potential for work to go unrecognised. However Scottish Government provides funding for the enforcement of tobacco and nicotine vapour products (in relation to underage sales) and the recent SCOTSS project report on single use vaping products highlights how important the legislation enforced by Trading Standards is – to protect consumers and businesses. This report has also been recognised by UK government. However, without more funding streams from SG or other agencies it will become increasingly difficult to tackle the areas of greatest harm due to lack of TSOs within LAs
- Re-appointment as a verifier due next year but staff numbers/level of fees invested back in Building Standards is below Scottish Government expectations.
- Competency assessment of Building Standards staff introduced this year by BSD and will be developed further. Staff need to be available with the necessary experience & qualifications or it may not be possible to process certain application types.
- Potential impacts of EU Exit, including increased border control checks for food and animal feed and product safety imports.
- Increase in outbreaks of Avian Influenza across the UK with potential implications for commercial poultry establishments and increase in wild bird deaths across Fife.

## KEY OUTCOMES (LGBF/P4F)



- The LGBF costs for Environmental Health and Trading Standards are not available for 2020/21 and 2021/22 due to these services assisting with the Pandemic response.
- The cost of Environmental Health per 1000 population has decreased significantly since 2018/19 and Fife now sits in the top quartile for Scottish local authorities (as of 2019/20).
- These cost reductions are due to an increase in vacancies within Environmental Health – these posts have been advertised numerous times over the last 3 years with very limited success.
- The cost of trading standards per 1000 population decreased from 2018/19 to 2019/20 and sits at approximately £1000 above the Scottish average. These costs are influenced by the inclusion of costs for the Money and Consumer Advice service which Fife Council pays an annual sum. These costs are not included within some LGBF returns for other local authorities.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Environmental health cost per 1,000 population Fife (LGBF)	£13,535.53	£9,307.99			N/A
Trading standards per 1,000 population Fife (LGBF)	£7,494	£7,066			N/A

## CUSTOMER

- Protective Services strives to maintain a high level of compliance when dealing with complaints within timescales. Whilst there has been a large improvement in the response rate for stage 1 complaints there has, however, been a reduction in performance for stage 2 complaints target in 2021/22.
- Satisfaction rates remain satisfactory for Building Standards in 2021/22 although we failed to meet the Scottish Government target of 7.5. An increase in building warrant applications coupled with resource reductions in the Building Standards & Public Safety Team is likely to have had an impact on customer satisfaction rates. An analysis of the responses is being undertaken to provide further context and highlight areas for improvement.
- The % of tobacco & NVP retailers given advice is much lower this year than the 20% target we aim to meet and report back to Scottish Government – although this has increased from the 0.6% response reported in 2020/21. This was due to the Covid pandemic and not being able to make these visits to the businesses that sell tobacco and e-cigarettes.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Protective Services Stage 1 Complaints actioned < 5 days	93%	71%	67%	92%	N/A
Protective Services Stage 2 Complaints actioned < 20 days	83%	85%	94%	78%	100%
Customer satisfaction rating Building Standards – Fife	6.8	7.6	7.6	7.2	N/A
% of tobacco & NVP retailers given advice (target is 20% of total number of premises selling tobacco and/or NVPs)	18.50%	22.40%	0.60%	8.77%	N/A

## RESOURCES

- The Building Standards verification fee income refers to net income vs expenditure and is presented as a %age. Fee income was above average for the last 2 financial years due to a significantly higher than usual number of non-domestic building and larger scale housing warrant applications with a value of work > £50k. Staff costs were lower than normal due to secondments & vacancies; recruitment to the vacant positions was delayed during the pandemic but has now started to deal with increasing workload.
- Absence stats for Protective Services are not available prior to 2021/22 as these were included with 2 other services at this time – Planning and Business & Employability.
- The %age of the workforce who are female has remained constant at just under 50%
- The %age of the workforce who are in full-time employment remains high at just under 90%
- The %age of the workforce who are permanent has increased by 10% to 96.8% from 2020/21 - this is due to restructuring within the team to provide permanent rather than temporary posts.
- Protective Services has an ageing profile, and this is reflected in this graph with no employee below aged 24. Due to recruitment issues within the service a “grow your own” approach has been adopted which should see, albeit slowly, an increase in young people coming into the service

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Building standards verification fee income	140.13	139.8	202.85	165.7	183
Protective Services – Average WDL per FTE		Not Available	Not Available	8.36	10.04
Protective Services – Long Term WDL per FTE		Not Available	Not Available	7.16	8.58
Protective Services Workforce who are Female (%)	43.70%	45.90%	45.30%	45.30%	N/A
Protective Services Workforce who are Full-time (%)	87.40%	87.80%	89.50%	89.50%	N/A
Protective Services Workforce who are Permanent Employees (%)	89.30%	85.70%	86.30%	96.80%	N/A
Protective Services Employees aged 24 and under (%)	1%	1%	1.10%	0%	N/A
Protective Services Employees aged 29 and under (%)	2.90%	3.10%	3.20%	3.20%	N/A
Protective Services Employees aged 55 and over (%)	20.40%	23.50%	26.30%	31.60%	N/A

The table below provides information on **Protective Services** workforce data by Budgeted (FTE) for the current year and the last 3 years.

Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Budgeted (FTE) April 2022	Difference in FTE 2021-2022
104.82	104.51	112.04	111.29	-0.75

## SERVICE OPERATIONS

- Excellent performance in relation to Building Warrants responded to <20 working days and is well above the Scottish average.
- The average working days to issue building warrant in Fife has increased slightly by 5 days since 2021/22 although the number of applications has increased putting greater pressure on the team to respond. There is currently no data available for the Scottish average for this indicator for the last 2 years.
- Building Standards in Fife met the annual target of 90% for the first time in 2020/21, however, the performance has dropped slightly to 87.91%. The main reasons for this is that site work continues to increase and new compliance during construction requirements were implemented 2021/22.
- Due to collaborative working with Nation Trading Standards, we receive a number of referrals in relation to scams in addition to the service requests that relate to scams. There are a number of different interventions that can take place to help protect consumers from becoming a victim of a scam and/or putting support in place - ranging from advice and guidance to installing call blockers in homes to stop calls of this nature getting through and making people feel safe again in their own home.
- No test purchases of tobacco or e-cigarettes we carried out during the last 2 years due to the Covid pandemic, therefore there were no failures.
- Levels of air pollution have been decreasing in many areas. Reductions have been helped by action planning undertaken by Fife Council in Cupar and Dunfermline, and by an overall improvement in engine technology generally. Travel restrictions imposed during the Covid-19 pandemic caused levels to fall even further (although small increase in 2021/22 as traffic returns to pre-pandemic levels). Fife Council is continuing to work with national initiatives and local fleet owners (including the council's own vehicle operators) to continue to improve air quality in Fife.

PI Short Name	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Building Warrants responded to <20 working days % Fife	92.80%	99.10%	98.40%	98.90%	97.4%
Building warrants responded to <20 working days % Scotland	83.8	88	93%	87%	N/A
Average working days to issue building warrant – Fife	60.1	55.7	50.6	56.3	66
Average working days to issue a building warrant – Scotland	78	83	Not Available	Not Available	N/A
% of building warrants issued <=10 days of receipt of all additional information requested	74.50%	82.24%	91.20%	87.91%	82.3%
Reported scams resulting in an intervention (%)	68.90%	56%	71.70%	68.9%	N/A
% of failures under initial test purchase of tobacco/NVPs	11.80%	7.90%	0 (due to covid)	0 (due to covid)	N/A
Annual Mean NO2 monitoring Cupar	26	24	21	20	N/A
Annual Mean NO2 monitoring Dunfermline	22	21	15	16	N/A
Annual Mean NO2 monitoring Kirkcaldy	17	16	12	14	N/A
Annual Mean NO2 monitoring Rosyth	22	22	15	19	N/A
Annual Mean PM10 monitoring Cupar	14	15	11	13	N/A
Annual Mean PM10 monitoring Dunfermline	11	11	9	10	N/A
Annual Mean PM10 monitoring Kirkcaldy	10	12	9	9	N/A
Annual Mean PM10 monitoring Rosyth	11	10	9	10	N/A



### PLANNING

#### Current Challenges & Priorities

Addressing Climate Emergency is critical for Fife. The Service leads with the Addressing the Climate Emergency Reform and Recovery board. Further work is being progressed to ensure that actions are worked up to have a lead, costed, and timescales clarified.

- Key climate challenges over the past year include:
  - Development and delivery of the Addressing the Climate Emergency Actions Plan, which includes the priority themes of:
    - Climate Ready Buildings (Reduce Carbon Emissions)
    - Climate Resilient Communities (Greater resilience to Climate Change)
    - Climate Action Communities (Increase Community Capacity to Tackle Climate Change)
    - Maximising our Environmental Capital (Community Wealth Building)
  - Managing the strategic climate risks.
  - Delivering Climate literacy across Fife Council – achieving Bronze level Carbon Literate Organisation for Fife Council, and working towards Gold for Planning Service.
  - Early work to the review of the Local Development Plan. This review provides the Council the opportunity for the Local Development Plan to be the spatial expression of both Plan4Fife and Climate Fife and embed Place Leadership.
- Priorities for Planning Service under the Addressing the Climate Emergency Action Plan include:
  - Climate Ready Buildings (Reduce Carbon Emissions)
    - Support H100 Project in Levenmouth
    - Revise policy and investment in new approaches to new and retrofit buildings to meet net zero carbon standards.
    - Developing joint approach to Net Zero Carbon plans for all public sector partner's estates.
    - Prepare for the requirement for Local Heat and Energy Efficiency Strategies and Plans
  - Climate Resilient Communities (Greater resilience to Climate Change)
    - Developing a regional approach to Climate Risk with the Edinburgh & South East Scotland Regional Prosperity Framework.
    - Undertake risk and vulnerability assessment for Fife Partnership assets.
  - Climate Action Communities (Increase Community Capacity to Tackle Climate Change)
    - Support the update of Local Community Plans to include climate action.
    - Being a partner in Climate Action Fife, a community led capacity building approach to climate action.
    - Development of the Food4Fife Strategy, including delivering the South-west Fife Love Food / Hate Waste project.
  - Maximising our Environmental Capital (Community Wealth Building)
    - Support the development of community solar co-operative approach, using vacant & derelict land.
    - Reviewing the Sustainable Procurement Policy and approach.

## RISKS/EMERGING RISKS

- The Service contributes in particular to strategic risks EE003 Climate Change and EE002 Risk to the Fife Economy.
- There is and increasing risk from climate impacts. The initial climate risk & vulnerability assessment undertaken as part of Climate Fife (Strategy and Action Plan 2020) noting key risks including:
  - Risks to business sites, infrastructure and housing from river, surface water and coastal flooding, erosion and sea level rise
  - Risk of sewer flooding due to heavy rainfall
  - Risks to energy, transport and ICT infrastructure from wind storms, electrical storms, storm surges and high waves and from extreme temperatures
  - Risks to business from disruption to supply chains and distribution networks
  - Risk of 'climate blight' as land or properties become unsellable as a result of climate change

A review, update and development of action plan are planned to be undertaken in early 2023.

- Emerging economic risks relate to climate include:
  - increase in costs to deliver low-carbon infrastructure and development. In respect of infrastructure this impacts on the Council's capital programme and is linked to facilitating development growth as set out in the Local Development Plan, to assist Fife's economic growth.
  - The cost of living crisis, including the cost of fuel and its wider climate impact related to food and transportation.
- Emerging legislative and policy risks related to climate include:
  - The *Scottish Government's Heat in Buildings Strategy (2021)* – which requires the preparation of Local Heat and Energy Efficiency Strategies and Plans by the local Authority, which Planning Service will lead.
  - The *Deposit and Return Scheme for Scotland Regulations 2020* – which will require a review of our waste collection services.
  - The *Scottish Government and Scottish Green Party: shared policy programme* – which includes consultation on phased targets for decarbonising publicly-owned buildings to meet zero emission heating requirements by 2038.
- Planning Services are undertaking a review of Service risks and will implement any changes, also arising from the Directorate risk management maturity assessment once undertaken.

## KEY OUTCOMES (LGBF/P4F)

### LGBF

Indicator	2018	2019	2020	2021
<i>CO2 emissions area wide per capita Fife (LGBF) (kt CO2e)</i>	8.6	7.7	7.8	N/A

### P4F

Indicator	2017	2018	2019	2020	2021
<i>CO2 emissions area wide: within scope of LA per capita Fife (LGBF) (kt CO2e)</i>	5.01	4.77	4.36	4.23	N/A
<i>Area Wide Emissions (thousand tonnes of Carbon)</i>	N/A	3,210.1	2,883.2	2,910.5	N/A
<i>Total Fife Council Carbon Footprint - tCO2e</i>	75,814	62,325	55,585	49,655	54,358

- The indicators as shown above reflect that trend of a reducing footprint both for Fife as a whole, and Fife Council's own estate. This is the result of broad decarbonisation of the national grid as well as improvements to energy efficiency.

## CUSTOMER

- Planning Service leads to the delivery of Climate Literacy across Fife Council and its public sector partners. The table below notes the number of staff and councillors having undertaken the training.

Indicator	2021/22	2022/23 (Q1-2)
<i>Number of Fife Council Staff and Councillors completed Climate Literacy Course</i>	71	46
<i>Number of Climate Literacy events, including wider engagement sessions and courses</i>	16	4

### PROPERTY & BEREAVEMENT SERVICES

#### Current Challenges & Priorities

##### Property Services

The Property Service vision is to lead effective management of our estate through use of our land and property assets to deliver better outcomes, empower communities and leverage economic stimulus. Key corporate programmes of work for the Service include:

- Building Fife's Future Programme (of investment in the school estate) to include delivery of Dunfermline Learning Campus a £250m joint investment with Fife College. The campus will accommodate replacements for Woodmill HS and St Columba's RC HS as well as Fife College's Dunfermline Campus. The new school building will have capacity for 2514 pupils and is due for completion in Summer 2024. When complete the facility will be the world's largest passivhaus building. Also included in the BFF programme is the proposed replacement of Inverkeithing HS which is due for completion in 2026.
- Care Home Replacement Programme – we are currently supporting completion of the inter-generational care village at Methil (day care, residential care, early years facility and extra-care housing) and are also supporting development of proposals for replacement care homes / care villages in Cupar and Anstruther.
- Development Pressures on the School Estate (following new housing development) to include proposals for 8 new primary schools throughout Fife plus additional secondary provision in various locations
- Affordable Housing Programme which as a joint initiative with Housing Services and delivered 493 affordable homes 2021/22 supported by £52.5m of funding from Scottish Government. We also supported improvements to 4500 existing council houses.
- Building Value Programme/Property and Estates Reform Programme to include (in conjunction with colleagues in HR and BTS) support for the development of the workstyles programme which is supporting a range of initiatives to include the development of blended working arrangements.
- Support delivery of City Deal and other investment in our business and employment estate to include investment in West Way Dalgety Bay, Halbeath Interchange and Expansion of John Smith Business Park, Kirkcaldy
- Investment in our community and cultural assets to include at Adam Smith Theatre, Kirkcaldy and community hub projects at Abbeyview, Dunfermline and Templehall, Kirkcaldy.

The Service also has responsibility for Bereavement Services and this area needs additional attention in terms of availability of cemetery capacity and risk management in relation to headstone safety. In terms of Bereavement, the vision is to be an exemplar, digitally enabled service with a well-maintained portfolio of cemeteries by 2025. Significant investment has also recently been made to improve the resiliency and performance of our crematoria at Dunfermline and Kirkcaldy.

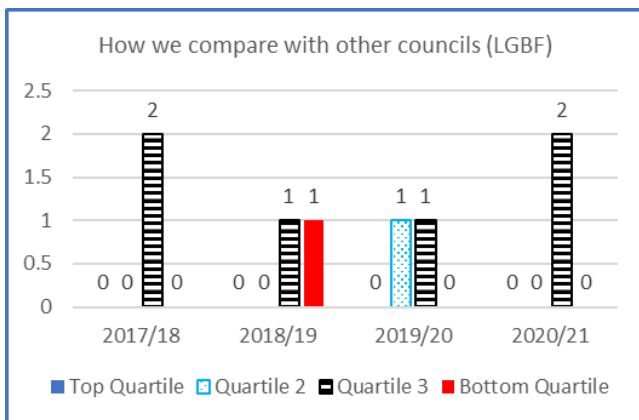
Drivers for change and priorities for the Service include:

- Strengthen structure and focus by process review and continued investment in technology.
- Reducing budget envelope demands improvements in employee efficiency and productivity as well as more prioritised use of our resources and increased/improved use of technology.
- Completion of Building Value programme (delivering a 5% reduction in property costs) and consideration of other efficiencies through Property & Estates Reform Programme.
- Support delivery our capital programme whilst also managing the challenges on construction inflation
- Requirement to improve environmental sustainability and deliver against our net zero commitments.
- Continue to balance our community focus with a requirement to adopt a more commercial approach to management of the Council Estate.
- Delivery of new investment in Bereavement Estate to include provision of additional cemetery capacity (capital funding £6.4m).
- Support reduction in funeral poverty and move to full cost recovery of burial costs.
- Reduction of risk within cemeteries and churchyards – delivery of headstone maintenance programme.

## RISKS/EMERGING RISKS

- Key risks include:
  - o Challenges of managing an aging and complex estate within the available limited budget envelop
  - o Delivery against net zero commitments – compounded by the limited availability of affordable technology, lack of industry capacity and skills, funding challenges, and dependency on others (particularly in relation to the capacity of the electricity grid), etc
  - o Challenges of managing construction inflation and its impact on the council's capital plan
  - o Challenges of an aging staff demographic and potential for local knowledge loss
  
- For Bereavement Services:
  - o Management of cemetery infrastructure and headstones and delivery of new cemetery capacity
  - o Future pandemic planning.

## KEY OUTCOMES (LGBF/P4F)



- The performance data shows continued improvement in the condition and suitability of our estate in absolute terms and when benchmarked against other authorities (LGBF). Going forward in time, construction inflation may erode our ability to maintain this level of performance.

### LGBF PIs

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Operational buildings suitable for current use (%) – Fife	81.60%	81.70%	82.90%	83.90%	N/A
Floor area of op buildings in satisfactory condition (%) Fife	82.10%	89.90%	88.90%	90.70%	N/A

## CUSTOMER

- As the performance data shows, Property and Bereavement Services continue to attract a high degree of customer satisfaction. In the case of Bereavement Services, this is supported by ISO9001 (quality management) accreditation. The Service is also working towards ISO14001 accreditation for their environmental performance.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Bereavement Services Customer Satisfaction (%)	99.20%	98.54%	99.12%	99.46%	99.70%
Bereavement Stage 1 Complaints actioned < 5 days	94%	94%	100%	100%	83%
Bereavement Stage 2 Complaints actioned < 20 days	100%	100%	100%	100%	100%
Property Services Client Satisfaction (%)	94%	89.40%	82.70%	87.20%	N/A
Property Services Stage 1 Complaints actioned < 5 days	75%	33%	100%	100%	100%
Property Services Stage 2 Complaints actioned < 20 days	100%	50%	50%	100%	100%

## RESOURCES

- The table below captures a wide variety of mainly people related performance data. Both Services have strong, stable, and aging workforces.

\*Oracle figure not available Council wide

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Bereavement Services Total Cost per Interment	£892.41	£980.93	£882	£719	N/A
Bereavement Services – Average WDL per FTE	25.3	19.45	*Not Available	18.91	15.64
Bereavement Services – Long Term WDL per FTE	19.66	13.12	*Not Available	12.6	11.05
Bereavement Services Workforce who are Female (%)	6.70%	6.70%	5.60%	5.90%	N/A
Bereavement Services Workforce who are Full-time (%)	100%	100%	98.10%	100%	N/A
Bereavement Services Workforce who are Permanent Employees (%)	100%	70%	77.80%	80.40%	N/A
Bereavement Services Employees aged 24 and under (%)	0%	10%	5.60%	3.90%	N/A
Bereavement Services Employees aged 29 and under (%)	0%	16.70%	9.30%	11.80%	N/A

Bereavement Services Employees aged 55 and over (%)	22.20%	21.70%	25.90%	31.40%	N/A
Bereavement Services Number of Voluntary Redundancies (FTEs)	0	0	0	0	N/A
Bereavement Services Number of WYI Bids	0	0	0	0	N/A
Bereavement Services Number of WYI Programme new starts	0	0	0	0	N/A
Capital Receipts Income from disposal of Council assets (£M)	£3.423M	£11.75M	£3.1M	£7.185M	N/A
Maintenance Expenditure v Budget (% Variance) : Underspend(-)/Overspend(+)	-13.94%	-1.67%	-12.02%	-9.67%	N/A
Property Services – Average WDL per FTE	6.76	7.09	Not Available*	9.88	2.79
Property Services – Long Term WDL per FTE	4.68	5.14	Not Available*	6.57	1.42
Property Services Workforce who are Female (%)	23.80%	24.10%	24.30%	19.50%	N/A
Property Services Workforce who are Full-time (%)	89.80%	90.50%	90.40%	88.30%	N/A
Property Services Workforce who are Permanent Employees (%)	91.80%	89.10%	91.20%	96.10%	N/A
Property Services Employees aged 24 and under (%)	2.70%	1.50%	1.50%	0.80%	N/A
Property Services Employees aged 29 and under (%)	5.40%	3.60%	3.70%	2.30%	N/A
Property Services Employees aged 55 and over (%)	29.30%	34.30%	35.30%	40.60%	N/A
Property Services Number of Voluntary Redundancies (FTEs)	3	0	0	0	N/A
Property Services Number of WYI Bids	1	2	0	1	N/A
Property Services Number of WYI Programme new starts	1	1	2	0	N/A
Property Services Staff Training (days per FTE)	3.2	2.9	1.6	3.2	N/A

The table below provides information on **Property & Bereavement** workforce data by Budgeted (FTE) for the current year and the last 3 years. The small increase in staff numbers reflects additional trainee positions and additional capacity created to address infrastructure challenges in our cemeteries and new challenges such as net zero.

Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Budgeted (FTE) April 2022	Difference in FTE 2021-2022
199.54	201.02	201.83	211.43	9.6

## SERVICE OPERATIONS

- This performance data covers a range of operation activities to include ongoing work to inspect and make safe headstones in our 115 cemeteries.
- Construction inflation is and will continue to create challenges in relation to our ability to deliver projects on time and to budget.
- Likewise, although our energy use is below Covid levels, energy usage has now begun to increase. We estimate the increased cost of energy will result in cost pressures for other Services of approx. £6m in 2022/23.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Bereavement Services Number of Direct Cremation Services	39	131	116	130	
Bereavement Services Headstones Inspected (pa%)	1.35%	3.07%	7.89%	4.3%	4.46%
Bereavement Services Headstones Made Safe (%)	45.82%	52.99%	33.19%	59.68%	34.84%
Property Services Projects Delivered on Time (%)	50.90%	62%	53.50%	59.80%	N/A
Property Services Projects delivered on budget (%)	78.90%	82.60%	84.30%	88.40%	N/A
Variance in Gross Internal Area of operational offices and depots (%)	-3.30%	-7.60%	0.30%	-1.20%	N/A
Change in Energy and Utility Use (%): Reduction(-)/Increase(+)	-8.40%	-3.40%	-13.20%	7.60%	N/A



## ENVIRONMENT & BUILDING SERVICES

### Current Challenges & Priorities

#### Building Services

The Service is working without Covid restrictions and productivity has returned to normal levels. Covid legacy impacts and energy price increases have driven up the cost of building materials by as much as 20%. Growth in new build private and social housing has created a buoyancy and demand in the construction sector that is attracting tradespersons to higher wages. This is making the retention and recruitment of good trades staff difficult for Building Services and term contractors.

Despite pressures, housing and property repair response times are good and customer satisfaction is high. Housing component replacement programmes are on target and void property turnaround times are reducing. Special projects such as the new build of Methil Care Village and the refurbishment of St. Andrews Town House and the Adam Smith Theatre are being delivered to a high-quality standard.

The apprenticeship training programme is healthy, with 125 local young people currently in the scheme. Plans are being developed to introduce training for apprentices in renewable energy technologies, which will provide the green skills to keep this type of work 'in-house' in years to come.

#### Grounds Maintenance

The Service continues to improve since separating from Street Cleansing in 2020. The new management structure has bedded in, and greater control of resources and finance is improving performance and local delivery of core maintenance activities. A business-as-usual position has returned after some low-level service disruption in 2021 caused by Covid related staff absence.

Communities are slowly increasing the area of land being turned over to alternative grassland management as their appreciation of the biodiversity benefits grows. The core Service Level Agreement specification is being met in most areas, and management inspections and public feedback recognise the improvement in greenspace maintenance. Additional investment has been made in evening and weekend working and this has made a significant difference in managing natural growth over the summer months.

Greater community engagement has enabled the service to react to emerging issues but a more structured approach to local grounds maintenance priorities will allow plans to be developed where communities want to vary the standard specification. Communication lines will be key to a more bespoke approach and if community representation can be clearly established, localised decision making on the deployment of resources will be supported.

## **Domestic Waste**

Consistent levels of service provision remained a challenge for domestic waste collection in 2022. Despite coming out of Covid, staff absence remains high, and a shortage of qualified HGV drivers is causing disruption to the service in some areas.

Legacy impacts of Covid also prevail with a shortage of specialist vehicle parts keeping damaged refuse collection vehicles off the road. Resilience hire vehicles have also been in short supply because these problems are being experienced across the industry. Impacts in the early part of the year were mainly in the west area but performance has stabilised over the summer months.

A return to a single shift pattern is being consulted upon and could bring many business benefits and a more reliable service going forward. A free bulky uplift service will be provided from April 2023 to help residents with the cost-of-living crisis.

## **Street Cleansing**

The street cleansing service is slowly recovering the legacy backlog of weeds on streets. Teams are reacting to Ward priorities and although resource limitations prevent the delivery of a consistent standard across all areas, there is evidence of improvement in many localities.

The reduction in herbicide use and improved growing conditions for weeds will remain a perennial management challenge. The Service continues to monitor the development of safe weedkilling products and regularly trials new mechanical weed removing equipment. Success has been limited on both fronts with the geography and scale of Fife's requirement proving difficult to accommodate with any effective solution. Voluntary organisations such as the Fife Street Champions provide additional street cleansing support, their contribution is much appreciated and vital to the cleanliness and upkeep of the areas they operate in.

The Environmental Training Academy continues to train young people for jobs in street cleansing and this is now an important recruitment avenue for the Service and is resulting in permanent jobs for many long term unemployed.

The dedicated verge cleaning teams created in 2021 are making a material difference to the environment. Their work is highly visible, and feedback has been very positive. Roadside verges and reservations that have never been cleaned, are now on routine schedules, and will be regularly attended. Likewise, the teams dedicated to the removal of fly tipping have been making a strong impact, ensuring that reported rubbish is lifted at the very earliest to avoid blighting the environment.

## **Fleet Services**

The Fleet Service is becoming increasingly challenged by rising levels of repairs from older vehicles. All three workshops are struggling to minimise downtime for vehicles as repairs backlogs grow. The 7-year fleet replacement cycle and shortage of capital investment is resulting in coach-building repairs which have not been seen before. Compounding the repairs delays are a shortage of mechanics as the service cannot retain or recruit suitably qualified staff and an industry wide shortage of parts is also hampering productivity. A strategy is being worked on to alleviate the situation and this will include private sector support and a bid for additional funding to replace vehicles beyond economic repair as well as a return to a 5-year replacement cycle. There are also significant issues in the motor trade industry with the supply of new vehicles, this issue will influence how the service progresses with green fleet and alternative fuel options.

### Building Services

- Retention and recruitment of trade staff is becoming increasingly difficult because of the growing margin between private and public sector pay.
- Building material prices are increasing quite significantly and that is placing a pressure on client budgets and may reduce future programmes of work.

### Grounds Maintenance

- Recruitment of seasonal labour is becoming increasingly difficult with numbers of qualified applicants reducing.

### Domestic Waste

- High absence rates.
- Shortage of HGV drivers.
- Difficulties with the supply of specialist vehicle parts is keeping damaged RCV's off the road.

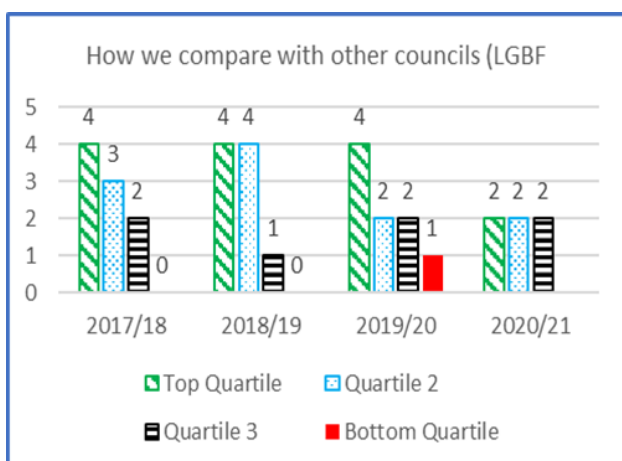
### Street Cleansing

- Legacy backlog of weeds and no effective, safe, and efficient way of removing them.

### Fleet Services

- Aging fleet with not enough capital budget provision to meet 7-year replacement cycles.
- Shortage of supply for all vehicle types.
- Difficulty with supply of parts.
- Retention and recruitment of mechanics is becoming increasingly difficult because of the growing margin between private and public sector pay.

## KEY OUTCOMES (LGBF/P4F)



Recycling figures show a downward trend for households which may be as direct result of more waste being generated during Covid. Disposal costs have risen as landfill volumes have increased.

Additional investment was made in street cleansing in 2020/21 to recover legacy backlogs of weeds and litter and this has pushed costs up. The improvement in street cleanliness should see adult satisfaction increase.

Failure to attract and recruit seasonal workers reduced spending on parks and open spaces.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Total household waste that is recycled (%) Fife (LGBF)	51.10%	44.50%	43.70%		N/A
Net waste collection cost per premises (£) Fife (LGBF)	£54.61	£49.33	£46.97		N/A
Net waste disposal cost per premises (£) Fife (LGBF)	£79.22	£78.48	£85.52		N/A
Cost of street cleaning per 1,000 population (£) Fife (LGBF)	£8,668.76	£7,733.90	£12,046.61		N/A
Street Cleanliness Score – % Clean – Fife (LGBF)	94.80%	92.23%	94.32%		N/A
Adults satisfied with street cleaning (%) Fife (LGBF)	74.83%	72.50%			N/A
Adults satisfied with refuse collection (%) Fife (LGBF)	80.43%	79.77%			N/A
Adults satisfied with parks and open spaces (%) Fife (LGBF)	86.40%	86%			N/A
Parks & Open Spaces cost per 1,000 population Fife (LGBF)	£20,123.15	£24,641.95	£15,069.63		N/A

## CUSTOMER

### Building Services

The housing repairs service continues to achieve very high customer satisfaction, mainly due to fast response times and 'first time fixing'. Complaints tend to focus on unavoidable disruption and frustration that older components have been repaired and not replaced.

### Domestic Waste and Street Cleansing

Disrupted waste collection services in 2021/22 have understandably drawn higher levels of complaint. As a sustainable level of service returns customer satisfaction will increase. Despite some improvement in service, weeds on streets and fly tipping continues to attract complaint. Local teams are addressing emerging priorities quickly and the new Environmental Vandalism Policy will see illegal dumping lifted without delay.

### Grounds Maintenance

Complaint levels are low as local greenspace standards are improving, responding within 5 days isn't always possible because of resource pressures and cyclical maintenance commitments but issues are always resolved within three weeks.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Tenants surveyed satisfied with the housing repairs service generally (%)	99.17%	99.30%	99.28%	99.70%	
Building Services Stage 1 Complaints actioned < 5 days	89%	81%	92%	91%	92%
Building Services Stage 2 Complaints actioned < 20 days	92%	89%	90%	82%	100%
Domestic Waste & Street Cleansing – Stage 1 Complaints actioned < 5 days	88%	89%	95%	97%	96%
DW&SC Stage 2 Complaints actioned < 20 days	94%	95%	96%	100%	89%
Grounds Maintenance Stage 1 Complaints actioned < 5 days	88%	79%	89%	83%	80%
Grounds Maintenance Stage 2 Complaints actioned < 20 days	100%	100%	100%	100%	100%

## RESOURCES

### **Building Services**

The service continues to manage an average annual absence rate of 15 days per employee, this figure should reduce in the remainder of 2022/23 as the Covid recovery continues. The quality of the apprenticeship scheme is reflected in the 100% pass-out rate and the annual intake is rising. Recruitment and retention of staff is becoming ever more challenging as the public and private sector wage gap increases. As staff numbers drop more work is shared with Term Contractors who employ a predominantly local workforce too.

Only 5% of the workforce are female, this figure remains relatively static despite apprenticeship marketing being delivered to both sexes in school presentations. Construction work does not seem to appeal to young women and the service will work with the Communications Team and Human Resources on more targeted recruitment advertising.

### **Grounds Maintenance**

Grounds Maintenance attendance is improving with dedicated management support focussing on long term absence cases and supervisory training. With only 2% to 3% of the workforce being female, more work is required to attract young women into the service. The Communications Team and Human Resources will be engaged to develop more targeted recruitment advertising.

The recruitment of seasonal workers has proved difficult in 2022 with not enough suitably skilled candidates coming forward. Greenspace maintenance impacts have not been significant, and it's hoped that temporary worker numbers will return to normal in 2023/24.

### **Domestic Waste and Street Cleansing**

Staff absence remains high at a projected 21.65 working days lost for 2022/23, some improvement post Covid are anticipated and strategies to sustainably improve attendance are being explored. There is only one woman in the domestic waste collection workforce, and this is indicative of the industry. The challenging physical and insanitary aspects of the job are not attractive to young women. New cleaner and automated subterranean storage systems may draw women into the industry in future, but change is years away.

The service has been impacted by an exodus of HGV drivers, moving to the private sector for significantly greater wages. More waste collectors are now being trained to drive HGV's so that vacancies can be filled, and resilience built.

### **Fleet Services**

The 2022/23 Q1 projection of 13 working days lost for the year is a disappointing increase again after the rise in absence in 2021/22. The instability in staff attendance caused by Covid over the last two years will hopefully decrease as the year continues and 2018 – 2020 levels are recovered. The service currently only has one female mechanic and will engage the Communications Team and Human Resources to develop more targeted recruitment advertising.

The service has been unable to fill vacant mechanic positions in 2022. Greater wages in the private sector are making the recruitment and retention of mechanics very difficult. If the situation continues, new external procurement arrangements will need to be pursued to ensure fleet vehicles are maintained in partnership arrangements with private garages.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Building Services – Average WDL per FTE	13.28	14.5	DIV/0	15.26	15.08
Fleet Operations – Average WDL per FTE	9.46	9.46	DIV/0	11.18	13.08
Domestic Waste & Street Cleansing – Average WDL per FTE	19.38	21.18	DIV/0	20.56	21.65
Grounds Maintenance– Average WDL per FTE	15.05	17.15	DIV/0	14.42	13.87
Apprentices becoming fully trained tradespersons (%)	100%	100%	100%	100%	N/A
Number of apprentices recruited annually	27	30	29	32	N/A
Building Services Workforce who are Female (%)	5.40%	5.50%	5.60%	5.70%	N/A
Fleet Operations Workforce who are Female (%)	16.40%	16.70%	17.70%	14.50%	N/A
Grounds Maintenance Workforce who are Female (%)	2.30%	2.70%	2%	2.80%	N/A
Domestic Waste & Street Cleansing Workforce who are Female (%)	0.50%	0.50%	1.30%	1.80%	N/A

The table below provides information on **Environment & Building Services** workforce data by Budgeted (FTE) for the current year and the last 3 years.

Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Budgeted (FTE) April 2022	Difference in FTE 2021-2022
1763.02	1746.18	1713.97	1717.9	3.93

## FACILITIES MANAGEMENT

### Current Challenges & Priorities

- *Key challenges over the past year include:*
  - o Recruitment is a major challenge in recruiting to many (especially) part time posts in Catering (hospitality), Cleaning and Janitorial services. There has been a downturn in the number of applications of suitability qualified and experienced staff especially across the Catering sector and appears to be also reflected in the private sector. Our payrates and conditions of service are extremely competitive so it is puzzling why we cannot attract sufficient applicants.
  - o The impact of “blended working” (i.e., staff working some hours at home) in offices has resulted in a lower footfall in offices such as Bankhead and Fife House complex and staff cafes’ sales revenue has reduced sharply and resulted in trading deficits.
  - o Covid and sickness was a significant challenge and it resulted in the requirement to modify services i.e., provision of cold meal service instead of a hot meal for a few schools. This also affected the cleaning regime in a few locations (e.g., Bankhead) where cleaning duties and activities had to be prioritised compared to the normal cleaning regime in pre covid service levels.
  - o Staff training for Food Hygiene and Moving and handling courses has been a challenge because of the shortage of trainers.
  - o Supporting all the Council’s Café Inc. service desired locations is very challenging as most of our catering employees have school term time contracts. So, most staff volunteer (and are paid) to work during school holidays and it is not easy to convince them to work outside of their substantive contracts.
  - o Primary School children in P4 & P5 became eligible for universal (no selective eligibility criteria) free school meals and this has resulted in increased demand for meals. This additional growth has an impact on the staff and equipment required at a few schools.
  - o The Meals on wheels service (provided on behalf of Health and Social Care) experienced some staff shortages. Managers reviewed rounds and made operational changes to delivery times which resulted in all clients receiving their meals.
  - o The catering service experienced the beginning of food costs increasing and a few food supply chain problems were experienced. For example, there were some shortages of preferred meat cuts which required managers to review and make menu changes whilst still complying with the Scottish Government’s School food regulations.
  - o The Glen Pavilion services have experienced a downturn in demand (largely because of Covid reasons) for large scale functions and that has a negative impact on the trading figures.
  - o The Lochore Meadows café (like the Glen Pavilion) has experienced a reduction in footfall which has resulted in reduced sales revenue.



- *Priorities for Facilities Management service going forward include:*

### **Corporate objectives related issues**

- o Achieving our income targets in all areas i.e., school meals, staff cafes, Glen Pavilion and Lochore meadows.
- o Increase the take-up of the Meals on Wheels service to ensure that it is financially viable
- o Support the Council's anti-poverty objectives and help families by increasing the take-up of free school meals especially in High Schools.
- o We will continue to support the essential Café Inc service and develop options to support the service with new staffing arrangements and delivery options.
- o Support the work of corporate Property and HR in how corporate buildings (e.g., Fife house complex) are used and make any necessary staffing changes are required.
- o Review the quality and operation of public toilets provision to support the Council's tourism and wellbeing objectives.
- o Trialling purchasing of local fife foodstuffs for Lochore meadows, Glen Pavilion and NE Fife Highschool. This project linked to the Council's climate change and supporting the local economy agendas

### **Workforce related issues**

- o Tackling the current shortage of specialist skilled staff. Officers are examining alternative recruitment strategies to encourage applicants that do not have good computer knowledge, experience, and confidence to apply.
- o We will review our workforce profile and in particular the operational activities done by Coordinators.
- o We will also examine the viability of having more trainee programmes e.g., cooks so that succession planning, and service provision is secured and made easier.
- o Managers will develop and improve the delivery of essential Food Handling and Hygiene and Moving and handling courses. This will maintain high standards of service and protect staff and service users. Furthermore, it will ensure that "refresher" training is timely completed so that staff are aware of new regulations and practices.
- o Improve (sickness) absence management to reduce the average number of days an employee is absent from work.

### **Systems and other infrastructure needs**

- o The service has purchased a new food catering system (SAFFRON) to replace many paper-based systems and will improve management information and reports. This will assist with the management of resources and give essential sales information on take-up of the catering services.
- o Develop our ICT infrastructure to fulfil the requirements for a modern service.
- o Review our medium to long term catering (and other) equipment requirements to reflect the increasing demand for school meals and the expected P6 and P 7 universal free school meals entitlement.

## RISKS/EMERGING RISKS

- The current national economic crisis resulting in households paying more for essential domestic expenditure e.g., Utility, food costs, will undoubtedly negatively impact on the sales of school meals and sales in Fife Council operated cafes. This will make financial viability of some services very challenging.
- Unexpected price increase in food prices caused by the geopolitical situation in Ukraine has resulted in food inflation of approximately 12-14%. This will require officers to develop menu options that are likely to be less meat based but at the same time meet budget envelopes and the requirements of the Schools Food regulations.
- Staff recruitment will be challenging as there are sectoral employment challenges in the hospitality sector. Depending upon the pool of applicants it may require us to review our current operations and make service changes whilst at the same time meeting our legislative duties e.g., provide Free school meals,
- Ensure that the Council's absence management properly utilised by supporting staff through Occupational health service and managerial support. This will also help to mitigate replacement staff costs covering absent colleagues
- Maintain current school meal prices (and costs) to ensure that meals remain attractive and support the needs for most households.
- Some schools have very small dining rooms and kitchens, and they will struggle to meet the needs of increased school meals demand caused largely by universal free school meals. Officers will examine viable options to mitigate these property and service challenges.

## KEY OUTCOMES (LGBF/P4F)

- Facilities Management currently has no LGBF or Plan for Fife indicators. This is under review and a project is being set up to look at more meaningful comparison measures across our Service.

## CUSTOMER

- The service is large volume service (e.g., supplies 4.5m school meals, 217k meals on wheels and cleans 450 establishments). FMS receives very few formal complaints and when they are received, they are normally relating to a temporary service delay or omission. These matters are resolved very quickly and to the satisfaction of the complainant.
- We are not complacent about the service and therefore in 2022-23 we will implement the new Saffron catering system that will give us good quality intelligence and data on sales, types of preferred meal choices made by service users, better understanding of costs and emerging trends. That derived information will assist in management direction and where we should focus our resources.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Facilities Management Stage 1 Complaints actioned < 5 days	90%	86%	83%	81%	80%
Facilities Management Stage 2 Complaints actioned < 20 days	100%	50%	DIV/0	100%	0%

## RESOURCES

- The service's main budget is deployed for staffing costs. We employ approximately 2,000 staff (1,212 fte) and are in the main female part time employees. Our main challenges include absence management - 15.88 FTE working days being lost. Also, recruitment of suitable applicants will be addressed.
- Trading service have experienced reduced footfall and sales which had resulted in trading deficits. The service is optimistic that through more promotion we will close the trading deficit.
- Training of staff remains a challenge and is a major concern for the service. As stated above we are investigating how we can increase the uptake of training provided – especially refresher training.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
No. of scheduled staff hours per sqm cleaned (Schools)	1.01	0.92	0.96	0.94	N/A
No. of scheduled staff hours per sqm cleaned (non-school premises)	1.08	1.07	1.07	1.07	N/A
Food Cost Only (per bought in frozen meal) Meals on Wheels (£)	£1.53	£1.56	£1.23	£1.54	£1.44
Food Only Cost per Meal (Primary Schools) (£)	£0.68	£0.69	£1.01	£0.80	£0.79
Food Only Cost per Meal (Secondary Schools) (£)	£1.02	£1.12	£1.38	£1.26	£1.34
Commercial Catering – Trading A/C Surplus(+) / Deficit(-) (£)	-£87,385	-£172,607	-£333,547	-£270,826	N/A
Facilities Management – Average WDL per FTE	12.62	12.45	N/A	15.88	15.38
Facilities Management – Long Term WDL per FTE	8.74	8.28	N/A	13.16	12.28
Facilities Management Workforce who are Female (%)	78.70%	77.40%	77.20%	78.10%	N/A
Facilities Management Workforce who are Full-time (%)	18%	18.40%	18.40%	12.60%	N/A
Facilities Management Workforce who are Permanent Employees (%)	92.50%	94.30%	92.20%	96.90%	N/A
Facilities Management Employees aged 24 and under (%)	1.70%	2.20%	2.40%	2.20%	N/A
Facilities Management Employees aged 29 and under (%)	5.20%	5.60%	5.70%	5.70%	N/A
Facilities Management Employees aged 55 and over (%)	42.60%	44.40%	44.60%	46.10%	N/A

The table below provides information on **Facilities Management** workforce data by Budgeted (FTE) for the current year and the last 3 years.

Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Budgeted (FTE) April 2022	Difference in FTE 2021-2022
1,182.33	1,166.74	1,171.60	1,212.56	40.96

## SERVICE OPERATIONS

- Approximately 4.5m school meals are produced and it is encouraging that primary schools the take up is up to almost 60% and reflects the Scottish trends
- Also, primary free school meal take up is good. The challenge for the service in 2022-23 will be to continue and promote further take-up.
- High school meals take-up remains low and there are differing opinions why this is. Glasgow Caledonian University (SPIRU) commented in their report that many pupils preferred to eat externally because they want to “get away from the school environment” Therefore in 2022-23 we will commit to survey a high school to learn how we might attract more take-up of the service
- The Meals on wheels service supplies 705 essential meals each day (with the exception of Xmas day and New Year’s Day. It is a vital service that not only supplies foodstuffs but also has the added value of enabling service users to independently remain in their home.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Primary School Free Meal Uptake (%)	75.80%	69.30%	36.50%	68%	83.10%
Secondary School Free Meal Uptake (%)	41.50%	38.60%	16.10%	29.50%	26.20%
Primary 1–3 Free Meal Uptake (%)	73.50%	72.20%	39.10%	68.30%	65.70%
Average number of MOW clients delivered to per day – Fife Wide	635	639	776	705	701
Primary School Meal Uptake (%)	57.50%	52.80%	30%	58.80%	68%
Secondary School Meal Uptake (%)	36.80%	33.70%	14.40%	28.10%	25.70%

## ROADS & TRANSPORTATION SERVICES

### Current Challenges & Priorities

- *Key challenges over the past year include:*
  - Recruiting specialist staff remains a challenge – there is an industry shortage of appropriately qualified, highly skilled experienced staff across the public and private sector which has led to pressures in specific areas of the service.
  - Adapting to blended work patterns whilst ensuring service delivery and staff health and wellbeing.
  - Work to replace the Legacy COMIS financial system with new integrated digital Systems (Oracle, Alloy, Project Online) to allow more efficient management of operational demands, resources, and financial outturns.
  - Addressing the backlog in road defect repairs. Through the introduction of Alloy and its data outputs, we have addressed the backlog and realigned resources to meet on-going demand and targets.
  - Managing the £10m Levenmouth Reconnected Programme fund to ensure that it accords with aspirations of the community, and partners and develop a planned programme of activities to achieve objectives of economic, social and environmental regeneration.
  - Working and coordinating with partners on the development of the programme of projects in the Levenmouth Area to integrate with the reintroduction of the Leven Rail Link.
  - Delivery of the Strategic Transportation Interventions associated with the delivery of 10,000 new homes in central Fife with Dunfermline SDA given changing development and financial profiles.
  - Development of the Review of the Local Transport Strategy for Fife through consultation, acknowledging its importance post-Covid and relevance in helping to address Climate Change and economic regeneration challenges.
  - Planning the delivery of the Leven Railway Bridge (Bawbee Bridge) replacement scheme to integrate with the Network Rail works to deliver the Leven Rail Link and ARP schemes.
  - To help address Climate Change targets and promote public transport use, progress the development of targeted local bus priority measures in Fife through the Scottish Government's Bus Partnership Fund (BPF) (£1.845m funding) and work with neighbouring bus partnerships.
  - To continue work with Areas and Area Committees to help deliver place making improvements through dedicated staff resources given shortage in experienced staff.
  - Development of a high-quality active travel network and infrastructure to connect communities and encourage modal shift and an increased connection with climate change strategies
  - Investigate through working with regional and national partners a future public electric vehicle charging strategy for Fife. RTS successful in sourcing funding for strategy development through Scottish Futures Trust.
  - Continue to deliver the coordination and provisions of high-quality Winter Maintenance, and 24/7 roads and lighting emergency response for Fife given an aging vehicle fleet and increasing material costs.

- *Priorities for Roads and Transportation Services going forward include:*
  - Tackling the current shortage of specialist skilled staff, taking into account the need for succession planning due to the age profile within the service. This will be achieved by a combination of targeted recruitment and trainee apprenticeships as part of an internal development programme.
  - Developing the knowledge, skills and experience of our staff.
  - Continue to develop and expand the replacements for legacy systems.
  - Continue to re-shape the service to meet the demands of reactive repairs and routine maintenance.
  - Develop and implement flood studies, flood mitigation schemes and coastal defence measures to address the effects of Climate Change and net zero targets.
  - Promote the need for greater resource in staffing, revenue and capital funding to adequately deal with more frequent instances of severe flooding
  - Work to strict deadlines to develop the work programme within the Levenmouth area to meet the targeted March 2024 opening of the Rail Link.
  - Work with the Community and partners to deliver the Levenmouth Reconnected Programme to achieve economic, social, and environmental change to the area.
  - Continue collaborative working with partners to deliver the Leven Rail Bridge within the works for the Leven Rail Link to meet March 2024 opening.
  - Close working with specialist Develop the Legacy Replacement System for COMIS and allow the Service to more efficiently manage operational demands, resources and financial outturns.
  - Deliver a new Local Transport Strategy in 2023 and help address the impact of Climate Change.
  - Develop Fife's Bus Partnership Fund work and help recovery of the Public Transport sector
  - Continue to support the Placemaking agenda with the 7 Areas through dedicated link officers
  - Develop a mixed economy EV charging network in partnership with national, regional and commercial organisations.
  - Ensure scrutiny of schemes and work practices to ensure best use of scarce capital and revenue resources.

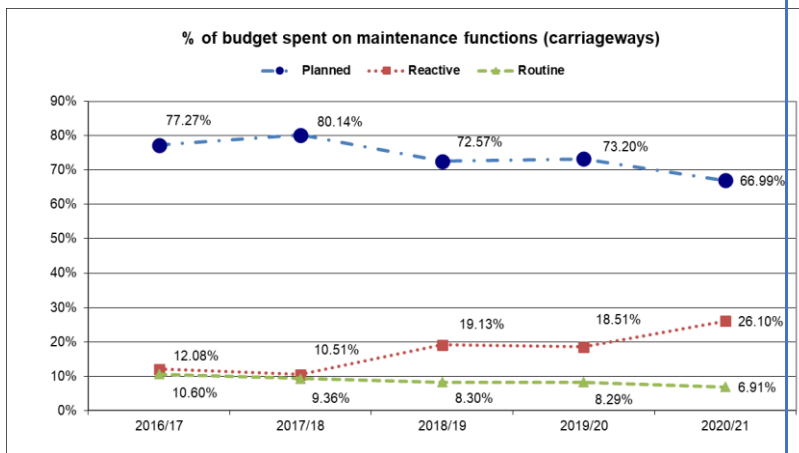
## RISKS/EMERGING RISKS

The Service contributes to strategic risks EE001 Assets and Infrastructure, EE002 Risk to the Fife Economy, and EE003 Climate Change.

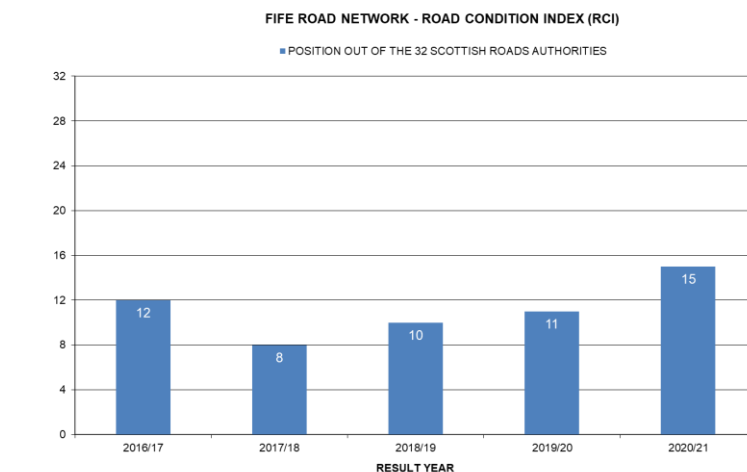
- Risk of deterioration of roads, paths, lighting, structures, lighting , marine, harbour & seawall infrastructure through lack of financial investment. Failure to influence budget allocation to obtain adequate funding to maintain our assets. Lack of good quality information sharing about assets across the council. Preference for investment in new infrastructure over the maintenance of existing assets.
- Risk that the Council does not lead effectively in supporting sustainability. Sustainability across all of Fife, (e.g., complex governance, lack of accountability or responsibility, lack of urgency). The Council does not embed climate & sustainability in decision making, or service delivery. The response to the climate crisis across Fife is not implemented at pace / quickly enough.
- Recruitment of highly skilled staff, at a time when there is an industry skills shortage, to cover the departure of experienced (and dedicated) staff over the next few years.
- The escalation of material and construction costs creates a risk for the delivery of forward work programmes and delivery commitments including Strategic Transport Interventions.

- Escalation of fuel costs and predicted increases in future bus service tenders in 2023 and 24 hold potential risks for levels of service.
- The instability of the commercial bus network and the potential need for additional resources to avoid reduced accessibility to areas of Fife for those without access to a car.
- There is an aging fleet within the service which requires significant capital investment to safeguard essential services (e.g., routine maintenance, winter and 24/7 emergency response services).
- The capacity of the electricity grid network to accommodate future development of the EV network is a risk which is being considered in liaison with SPEN and the potential for links to renewable sources.
- The implementation of the 'footway parking ban' through the Transport (Scotland) Act 2019 (Part 6) holds resource implications for parking enforcement.

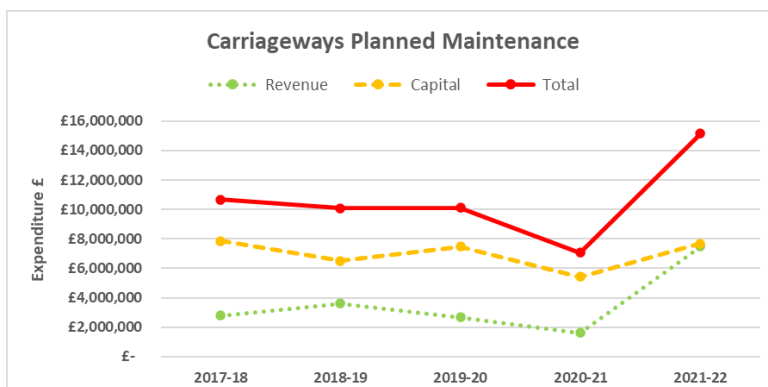
## KEY OUTCOMES (LGBF/P4F)



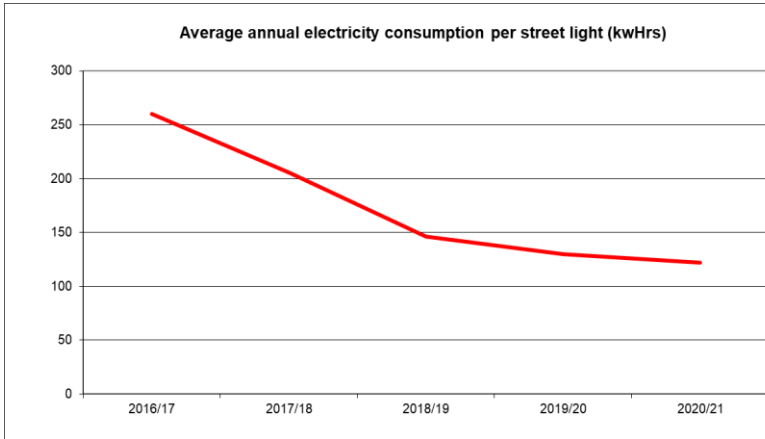
The graph demonstrates that the expenditure on planned maintenance has been reducing which in turn has required an increase in reactive maintenance expenditure. As reactive and routine are funded from the revenue budget, to fund the required reactive maintenance, the routine expenditure has had to reduce.



The graph shows that from 2017/18 we have been deteriorating in terms of our position compared to other roads authorities across Scotland.



The graph shows that expenditure on planned carriageways maintenance was reducing from 2017-18 to 2020-21, reduced significantly in 2020-21 due to the impact of COVID and increased significantly in 2021-22 due to an increase in available budget.



The graph demonstrates the year-on-year reduction in energy consumption.

Indicator	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Road cost per kilometre (£) Fife (LGBF)	£10,247	£10,396	£8,690	not yet available	N/A
Class A roads considered for maintenance (%) Fife (LGBF)	30.70%	31.70%	30.60%	29.20%	N/A
Class B roads considered for maintenance (%) Fife (LGBF)	34.80%	34.10%	33.40%	34.80%	N/A
Class C roads considered for maintenance (%) Fife (LGBF)	31.30%	32.80%	31.90%	30.10%	N/A
Unclassified roads considered for maintenance (%) Fife (LGBF)	31.60%	31.90%	32.80%	35.10%	N/A

## CUSTOMER

- Roads & Transportation Services endeavours to achieve a high level of customer satisfaction across the wide range of programme delivery. Local consultation is fundamental to the delivery of projects and programmes. Complaints are managed in a serious and sensitive manner with a view to promoting continuous improvement in service delivery.
- Performance in Stage 2 complaints has recovered last year. Stage 1 response times will look to improve as office working and engagement become normalised.
- Although the level of cycle usage has reduced in 2021/22, this should be considered against the higher-than-normal level of cycle usage in 2020/21 due to the pandemic. Numbers are now greater than pre-COVID levels. Efforts will continue to expand the cycle network and increase cycle usage.
- The use of passenger transport services whilst reduced during the Covid pandemic is showing signs of recovery although there is continuing pressure on PT providers and numbers remain below pre-Covid levels.



PI Short Name	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Roads & Transportation Stage 1 Complaints actioned < 5 days	92%	83%	75%	74%	72%
Roads & Transportation Stage 2 Complaints actioned < 20 days	86%	100%	95%	100%	N/A
Increase cycle usage on key monitored routes	228,896	224,023	253,729	242,707	N/A
Numbers using 'Fife Bus' (Ring & Ride and Dial-A-Ride)	174,253	163,611	39,878	87,454	26,880
Number of passengers carried on supported bus services in Fife	2,042,513	2,018,003	991,057	1,341,674	633,499

## RESOURCES

- The level of street lighting columns over 30 years old remains fairly static. Significant increased investment in column replacements would be required to see a reduction in this figure.
- The energy required for our street lighting system continues to reduce as we replace faulty equipment with more modern energy efficient replacements. It is noted that the rate of decrease has slowed, which is an indication that there is less equipment in need of replacement.
- The condition of the overall road network has continued to deteriorate slightly. The increased investment in planned maintenance in 2021-22 and 2022-23 should result in an improved picture going forward.
- The average working days lost has increased but is now below the pre-pandemic level.
- The long-term working days lost has increased and is still above the pre-pandemic level.
- The percentage of the workforce who are female has continued to rise. This is encouraging in a traditionally male dominated sector.
- The percentage of employees who are full-time remains high at around 90%. Those not full-time are generally on flexible working, job share or term arrangements.
- The vast majority of employees are permanent with a small number on temporary contracts from external funding.
- The percentage of staff aged 24 and under and 29 and under has increased reflecting the recruitment of apprentices, trainees and graduates.
- The percentage of staff aged 55 remains a cause for concern but is a reflection of experience and long service.
- Roads & Transportation has downsized significantly over the last few years therefore the number of voluntary redundancies remains at 0.
- Post-pandemic, Workforce Youth Investment has improved as we can again direct, develop and supervise these posts effectively.

PI Short Name	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Street lighting columns that are over 30 years old (%)	31.16%	31.45%	31.42%	32.05%	N/A
Customer Total Energy – Street Lighting (kWh)	12,807,12	9,889,424	9,207,443	9,043,204	N/A
Road network considered for maintenance (%) Fife	31.90%	32.30%	32.50%	33.60%	N/A
Roads & Transportation – Average WDL per FTE	17.93	14.93	10.42	14.81	15.1
Roads & Transportation – Long Term WDL per FTE	13.12	10.04	6.45	11.14	11.45
Roads & Transportation Workforce who are Female (%)	19.80%	20.10%	20.40%	23.60%	N/A
Roads & Transportation Workforce who are Full-time (%)	90.20%	89.30%	89%	89.80%	N/A
Roads & Transportation Workforce who are Permanent Employees (%)	96.30%	95.90%	96.70%	96.40%	N/A
Roads & Transportation Employees aged 24 and under (%)	2.10%	2.80%	2%	4.30%	N/A
Roads & Transportation Employees aged 29 and under (%)	5%	6.60%	5.60%	8.40%	N/A
Roads & Transportation Employees aged 55 and over (%)	34.10%	33.80%	35.20%	39.10%	N/A
Roads & Transportation Number of Voluntary Redundancies (FTEs)	0	0	0	0	N/A
Roads & Transportation Number of WYI Bids	2	2	0	2	N/A
Roads & Transportation Number of WYI Programme new starts	1	1	0	2	N/A

The table below provides information on Roads & Transportation Services workforce data by Budgeted (FTE) for the current year and the last 3 years.

Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Budgeted (FTE) April 2022	Difference in FTE 2021-2022
381.3	383.53	383.63	402.53	18.9

## SERVICE OPERATIONS

- Road Safety Defect Repair performance has improved. This is partly due to the Alloy management system now being fully embedded and a re-allocation of resources to address delivery issues.
- Road Lighting Repairs performance has improved slightly. This has been above both the Family Group and Scottish averages in previous years. Family Group and Scottish average figures are not yet available for 2021/22.
- Traffic Signal Repair performance has deteriorated slightly. This has been above both the Family Group and Scottish averages in previous years. Family Group and Scottish average figures are not yet available for 2021/22.
- Despite ageing fleet, performance on the delivery of pre-grits has improved significantly and is well above pre-pandemic levels.
- The number of people slightly injured as a result road accidents has increased but is still below the pre-pandemic level.
- The number of people killed as a result road accidents has reduced and is well below the pre-pandemic level.
- The number of people seriously injured as a result road accidents has reduced and is well below the pre-pandemic level.

PI Short Name	2018/19	2019/20	2020/21	2021/22	Q1 2022/23
Road Safety Defect Repairs Priority 1 – 24hrs repair (%)	62.30%	50.20%	83%	83.90%	100%
Road Safety Defect Repairs Priority 2 – repaired within 5 working days (%)	42.90%	42.60%	80.50%	86.20%	87.20%
(%) Fife Roads Lighting Repairs completed within 7 days	93.8%	92.9%	93.6%	93.90%	98.80%
(%) Scottish Average Roads Lighting Repairs completed within 7 days	87.8%	84.4%	79.1%	not yet available	N/A
(%) Family Group Roads Lighting Repairs completed within 7 days	87.2	87.8	77.1	not yet available	N/A
Fife Traffic Signal Repairs completed within 48 hours (%)	97.50%	98.40%	96.50%	96.20%	92.50%
Scottish Average Traffic Signal Repairs within 48 hours (%)	95.2	96.4	95.8	not yet available	N/A
Family Group Traffic Signal Repairs within 48 hours (%)	95.7	95.3	96.5	not yet available	N/A
Traffic Regulation Orders implemented within 6 months for routine work (%)	90%	92%	30%	16%	N/A
Pre-grits completed within 3 hours of operations starting (%)	90.70%	85%	84%	92%	N/A
All people slightly injured as a result of road accidents	238	184	136	154	N/A
People killed as a result of road accidents	9	14	11	2	N/A
People seriously injured as a result of road accidents	80	108	94	62	N/A

29<sup>th</sup> November 2022

Agenda Item No. 7

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## Bus Partnership Fund - Update

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Report by: John Mitchell, Head of Roads & Transportation Services

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Wards Affected: All Wards

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### Purpose

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The purpose of this report is to update the Committee on progress of the work to deliver targeted local bus priority measures through investment from the Scottish Government's Bus Partnership Fund (BPF) and those of neighbouring bus partnerships that affect Fife.

### Recommendation(s)

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It is recommended that Committee note:

- (1) Progress of the development work for the five targeted bus corridors detailed in Table 1.
- (2) Progress of the Tayside Bus Alliance, (Fife Council is a partner) in developing the St Andrews to Dundee bus corridor as detailed in Table 1.
- (3) That further member workshops are to take place to allow detailed scrutiny of the options being developed.

### Resource Implications

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Fife Council was conditionally awarded £1.845m from the Scottish government's Bus Partnership Fund, made up of the following:

Initial Appraisal Work:

Central/East Fife Corridors            £0.355m

West/South Fife bus corridors        £0.252m

Detailed Design Work (Subject to Transport Scotland approval of Appraisal work):

Central/East Fife Bus Corridors      £0.741m

West/South Bus Corridors            £0.497m

Tayside Bus Alliance was successful in obtaining funding of £0.496m for initial appraisal work for the Tayside Region, including the St Andrews to Dundee corridor.

The funding award covers all costs to progress the project to detailed design. If the projects are finally approved by Transport Scotland any costs for construction/implementation works would be met from Scottish Government grant funding.

Fife Council officer time in managing this work stream is met from existing resources.

## Legal & Risk Implications

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There are no known legal or risk implications at this stage.

There is an expectation from Scottish Government that parties develop a formal Bus Services Improvement Partnership (BSIP), as defined by the Transport Act 2019, as the implementation work progresses. Such partnerships include legal agreements with bus operators.

## Impact Assessment

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An Equality Impact Assessment and a Fife Environmental Assessment Tool (FEAT) assessment are not required because the report does not propose a change or revision to existing policies or practices.

## Consultation

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There have been two rounds of public consultation on this project to date as well as internal consultation with Council Officers and external partners such as bus operators. Corridor focussed members workshops have also either taken place or are planned.

## 1.0 Background

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- 1.1 As part of its response to the climate emergency, the Scottish Government provided a long-term investment of over £500 million through the Bus Partnership Fund to deliver targeted bus priority measures on local and trunk roads. This is intended to reduce the negative impacts of congestion on bus services and address the decline in bus patronage.
- 1.2 The Bus Partnership Fund looks to complement the powers in the Transport (Scotland) Act 2019, enabling local authorities to work in partnership with bus operators, to develop and deliver ambitious schemes that incorporate bus priority measures.
- 1.3 On 8 April 2021, the Economy, Tourism, Strategic Planning & Transportation Sub-Committee (2021 ETSPT 69, para 163 refers) approved the submission by Fife's Bus Partnership of two bids (East/Central Fife & West/South Fife) to the Scottish Government's Bus Partnership Fund.
- 1.4 On 18<sup>th</sup> June 2021 and 24<sup>th</sup> September 2021, the Scottish Government awarded funding to the Fife Bus partnership for West/South Fife and Centra/Northeast Fife respectively as detailed within Resource Implications section.
- 1.6 Whilst the Edinburgh Bus Alliance does not consider bus corridors in Fife it is considering improvements on the A90 corridor to Edinburgh south of the River Forth.
- 1.7 WSP, transportation consultants, were appointed earlier this year to undertake the appraisal work for Fife.

## 2.0 Issues and Options

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- 2.1 This project aims to make the bus experience better in Fife by making bus travel quicker, more reliable, as well as improving transport connections to jobs, social, leisure and shopping destinations. This will help to reduce carbon emissions and help address climate change targets by encouraging a change from private car to bus. It will also look to attract people to use sustainable transport.
- 2.2 The objectives/aims of the project are to:
- Help retain and increase bus use in Fife
  - Reduce delays along bus routes meaning buses are more reliable and arrive on time
  - Improve access to bus for all by improving connections between bus services and other rail and active travel networks.
  - Increase bus attractiveness/grow passenger numbers by reducing journey times to key destinations.
  - Improve connectivity.
  - Help us reach our climate change targets and reduce the impact that car use has on the environment.
- 2.3 The five bus corridors being assessed by Fife Council are:
- Glenrothes to Leven
  - Cupar to Kirkcaldy
  - St Andrews to Kirkcaldy
  - Kincardine to Cowdenbeath
  - Dunfermline to Ferrytoll
- In addition, the St Andrews to Dundee corridor is being assessed by the Tayside Bus Alliance.
- A bus corridor is defined as a road or series of roads between two places that is used by at least one or more bus services for either part or the whole of their route. The corridors were chosen because they connect the areas where the most people live, we are aware of problems that cause delays and to the reliability of bus services in these areas.
- 2.4 Further details of the Fife Bus Partnership project and bus corridors can be found on the project website:
- [Making Bus Journeys in Fife Better](#)  
([www.storymaps.arcgis.com/stories/89c51ff8b3b344cb8e62d19b1897b511](http://www.storymaps.arcgis.com/stories/89c51ff8b3b344cb8e62d19b1897b511))
- Information on the Tayside Bus Alliance can be found here:
- [Tayside Bus Alliance](#)  
([www.taysidebusalliance.co.uk](http://www.taysidebusalliance.co.uk))
- 2.5 Projects directly funded through Transport Scotland require to be developed/assessed in relation to the Scottish Government's Scottish Transport Appraisal Guidance process (STAG). The summary detail of the STAG process is detailed in Appendix A and the progress of the corridors related to Fife are shown below:

**Table 1**

<b>Bus Corridor</b>	<b>Case for Change</b>	<b>Preliminary Appraisal</b>	<b>Date of Cllr Workshops</b>	<b>Detailed Appraisal</b>
Glenrothes to Leven	Complete	Complete	11/10/22	Complete
Cupar to Kirkcaldy	Complete	Complete	11/10/22	Complete
St Andrews to Kirkcaldy	Complete	In Progress	Dec 22	Dec 22/Jan 23
Cowdenbeath to Kincardine	Complete	In Progress	Dec 22	Dec 22/Jan 23
Dunfermline to Ferrytoll	Complete	In Progress	Dec 22	Dec 22/Jan 23
St Andrews to Dundee*	Complete	In Progress	TBA	TBA

\*Being taken forward by Tayside Bus Alliance

2.7 The measures/interventions that are being considered within the corridors vary however in general they fall into the following categories: -

- Bus Lanes
- Bus Priority Traffic Signals
- Changes to Bus Stops
- Better Connectivity
- Junction Changes
- Changes to Services
- Parking Restrictions
- Speed Management

A more detailed description of these measures is included in Appendix C.

2.8 Work has been undertaken on the five corridors in Fife including comprehensive data gathering, assessing problem areas, case for change reports, stakeholder engagement, public consultation, and option development as part of the preliminary appraisals.

2.9 Two public consultation exercises, covering the whole of Fife, have taken place and were well subscribed. A total of 1,122 responses were received for the Phase 1 Consultation (June/July 2022) and 415 for the 2<sup>nd</sup> Phase Consultation (Aug/Sept 2022).

Key findings of the surveys include: -

- Parked cars were one of the main reasons for slowing bus travel.
- Timetable changes and shorter journey times were seen as the best way to encourage more bus use.
- The main reason for bus travel was for leisure, shopping, and travel to work purposes.

A detailed analysis of the results of both Phase 1 and Phase 2 Consultation reports are attached to this report.

- 2.10 The Tayside Bus Alliance includes the bus corridor between St Andrews and Dundee. The work has gathered relevant bus delay data for the corridor and options are being developed as part of preliminary appraisals. A member's workshop, which will include representation from local Fife Councillors for this corridor is still to be arranged.

## 3.0 Next Steps

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- 3.1 Work will continue on the preliminary appraisals to consider options on the remaining corridors yet to be completed. Further Councillor workshops for the remaining corridors are scheduled as per Table 1.
- 3.2 Detailed option appraisals will be carried out and submitted to Transport Scotland as part of the 'Gateway Review' stage. This is where Transport Scotland scrutinises the detailed option appraisals and, subject to their approval, the projects move to the next stage which is Outline Business Case (OBC). The OBC stage involves working up the options to more detailed design stage, including detailed costings. At this point the package of measures is submitted to Transport Scotland for final consideration for further funding award to enable the construction/implementation works to be delivered.
- 3.3 The programme, which shows up to the completion of OBC stage, is shown in Appendix B. The timescale for the period after that stage will be subject to the timing and what funding award, we receive from Transport Scotland for the infrastructure delivery. It is intended that a further update report will be presented to this committee when this is known.
- 3.4 Once the OBC stage is reached more detailed work will start on developing Bus Service Improvement Partnerships with the bus operators to consider match in kind options. These can include things like increased bus frequency, fares and ticketing, local bus infrastructure improvements, better vehicles etc.

## 4.0 Conclusions

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- 4.1 This project is a significant opportunity for Fife to develop significant bus priority measures to reduce journey times, boost patronage and improve local and regional public transport links which will help to promote strong economic, social, and environmental benefits as well as helping achieve climate change targets.
- 4.2 The project will play a significant role in helping to facilitate improvements to bus services in Fife and boost patronage.

### List of Appendices

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1. Scottish Transport Appraisal Guidance (STAG) process
2. Project Programme
3. Bus Priority Measures Being Considered
4. Phase 1 and Phase 2 Public Consultation Reports

### Background Papers

None

### Report Contact

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Roads & Transportation Services

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Email: [tony.mcrae@fife.gov.uk](mailto:tony.mcrae@fife.gov.uk)



# Equality Impact Assessment Summary Report

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(to be attached as an Appendix to the committee report)

**Which Committee report does this IA relate to (specify meeting date)?**

Environment, Transportation & Climate Change Scrutiny Committee (29/11/22)

**What are the main impacts on equality?**

The are no impacts on equality as no changes to policy are proposed.

**What are the main recommendations to enhance or mitigate the impacts identified?**

N/A

**If there are no equality impacts on any of the protected characteristics, please explain.**

The project does not propose to change any existing policy

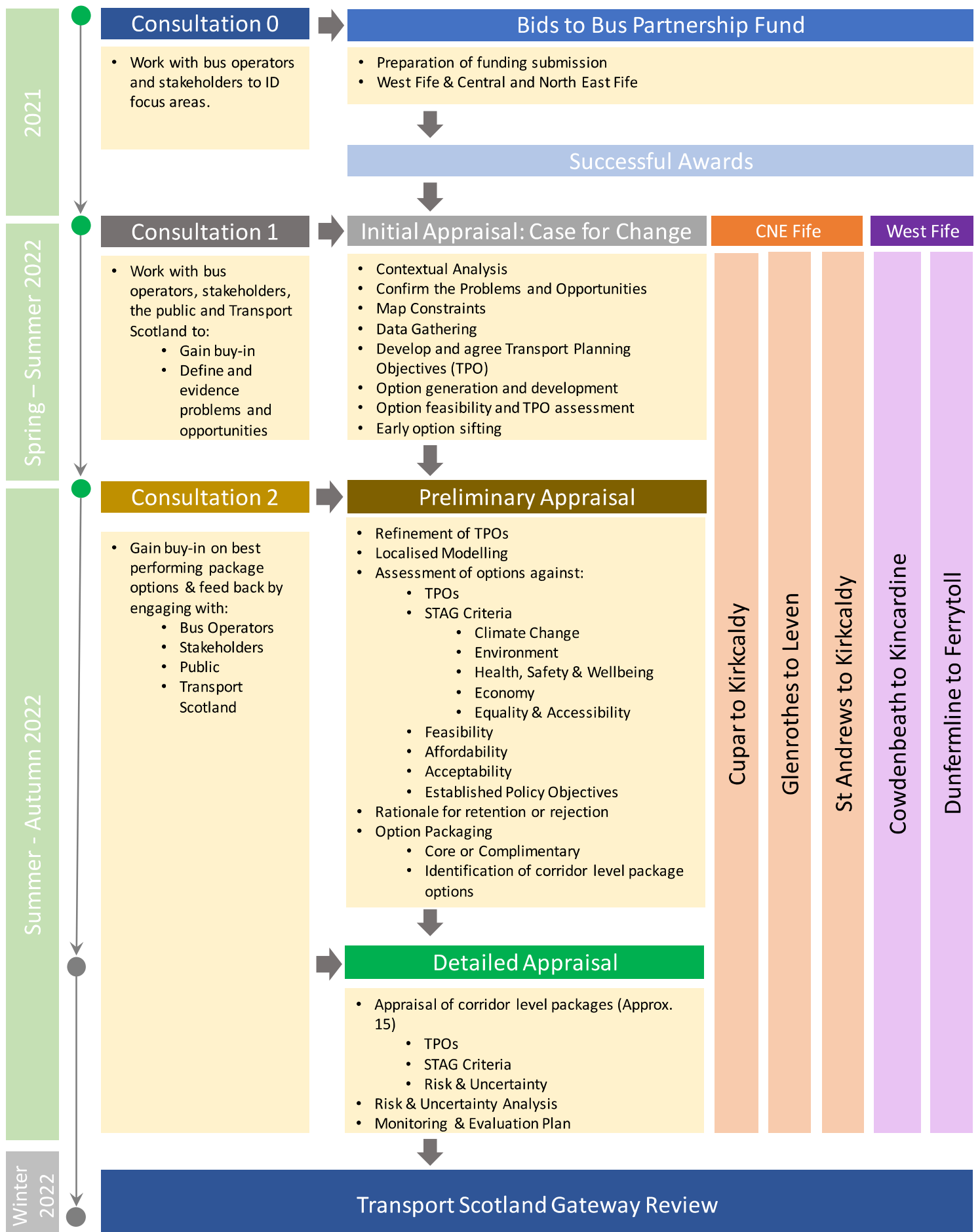
**Further information is available from: Name / position / contact details:**

Tony McRae, Service Manager – Passenger Transport Services

[tony.mcrae@fife.gov.uk](mailto:tony.mcrae@fife.gov.uk)

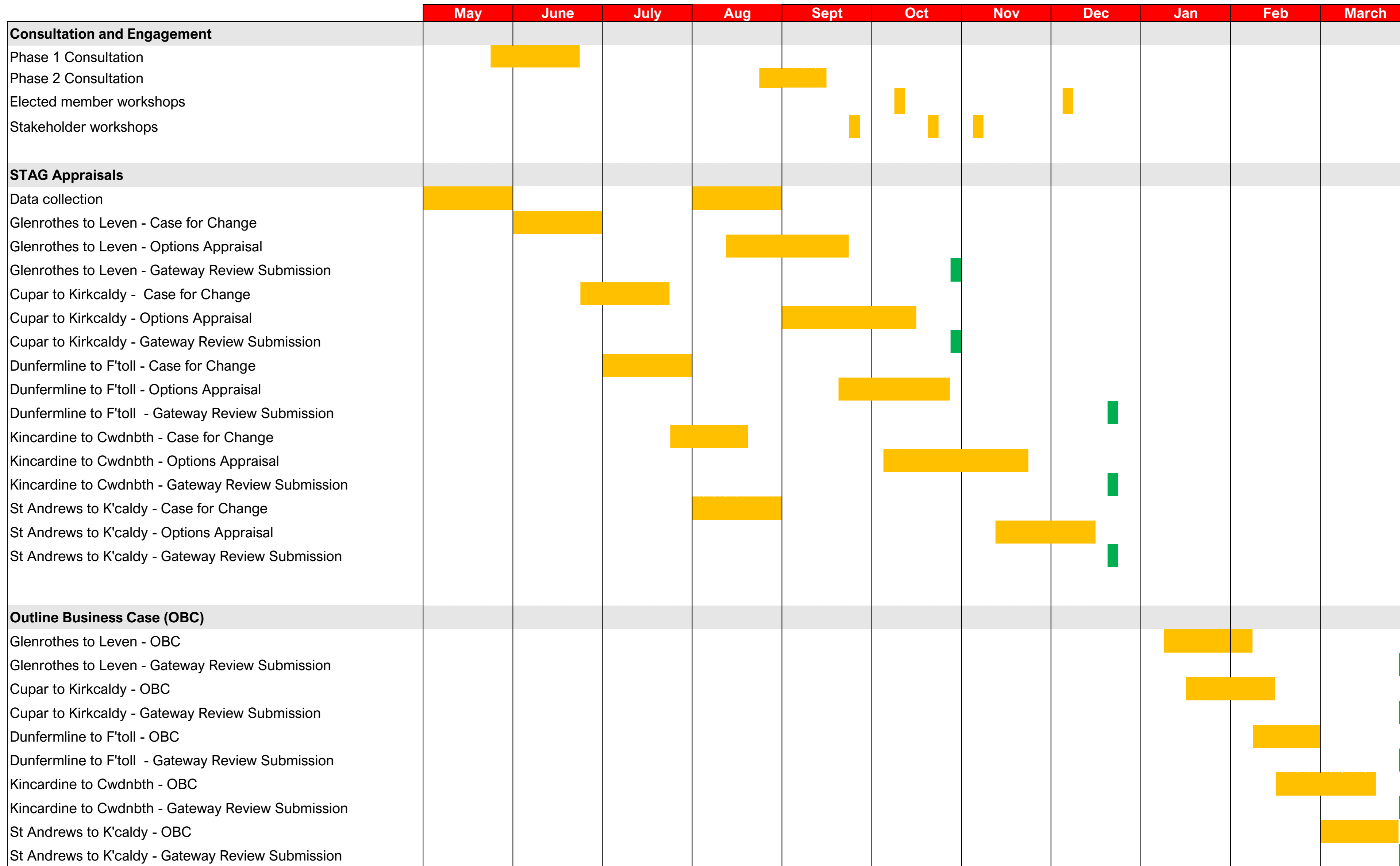
03451 55 55 55 Ext 44 44 26

# Appendix A: Fife Bus Corridor Appraisals – STAG Process Diagram



# Appendix B: Fife Bus Corridor Appraisals 2022/23

September 2022



■ Consultant Progress  
 ■ Submission to Transport Scotland

## **Appendix C**

### **Bus Priority Measures Being Considered**

The types of measures/interventions that are being considered will vary from site to site however in general these can fall into the following categories: -

#### **Bus Lanes**

A lane dedicated to buses (either full time or during set times) to allow them to bypass traffic at busy locations. Bus lanes make bus journeys shorter as buses are less likely to be stuck in traffic. Other options could include new junction flyovers or relief roads for use by buses.

#### **Bus Priority Traffic Signals**

On-bus technology allows traffic lights to detect when a bus is approaching and either starts the green time early or extends the green time to allow the bus to pass through. This could make bus journeys shorter as buses spend less time queuing at junctions with traffic lights.

#### **Changes to Bus Stops**

Bus stops could be improved with better timetable information, better waiting facilities, and wider footways. They may also be more stops or stops moved to more convenient locations.

Bus laybys could also be removed, meaning buses don't need to pull out into passing traffic and therefore are able to move away from the stop quicker which could make journeys shorter.

#### **Better Connectivity**

Walking, wheeling and cycling improvements could make getting to or from the bus stop quicker and easier. This could include new pedestrian crossings, or an active travel bridge over busy roads. There is also the option of creating new mobility hubs - locations where buses interchange with each other and other modes of transport such as hire bikes or EV charging.

#### **Junction Changes**

Junction changes could include adding traffic lights to junctions and roundabouts, adding bus priority cut throughs on existing roundabouts or even building new roundabouts at junctions where buses find it difficult to emerge into traffic.

This could reduce the number and length of queues on the approach to junctions, reducing bus journey times.

#### **Changes to Services**

Some services could be re-routed to avoid busy locations while making sure all locations are still served. There may also be opportunities to see frequencies increase or new services introduced once the benefits of all these measures are realised, and passenger number grow.

## **Parking**

Parking controls could be formalised at locations where buses face delays from oncoming traffic in the middle of the road due to parked cars. This could include introducing marked parking bays or double yellow lines at problem areas.

## **Speed Management**

Reducing the speed traffic approaches and enters roundabouts means more opportunities for buses and general traffic to pull out into the roundabout. This could mean fewer and shorter queues on the approach to junctions for all road users including buses.



Fife Council

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# FIFE BUS CORRIDORS

## Phase 1 Consultation Report





Fife Council

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# FIFE BUS CORRIDORS

## Phase 1 Consultation Report

**TYPE OF DOCUMENT (VERSION) PUBLIC**

**PROJECT NO. 70084515**

**DATE: AUGUST 2022**

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# QUALITY CONTROL

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Issue/revision	First issue	Revision 1	Revision 2	Revision 3
Remarks	Draft for Client Comment	Final Issue		
Date	29/07/2022	17/08/2022		
Prepared by	Katelyn Longfellow	Katelyn Longfellow		
Signature				
Checked by	Sophie Best	Sophie Best		
Signature				
Authorised by	Andrew Fyfe	Andrew Fyfe		
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# 1 INTRODUCTION

---

## 1.1 BACKGROUND

- 1.1.1. The Bus Partnership Fund provides the opportunity for local authorities, working in partnership with bus operators, to tackle the negative impacts of congestion on bus services in their areas and address the decline in bus patronage. This investment, launched in November 2020, builds on the new opportunities for enhanced partnership working between local authorities and bus operators made possible by the Transport (Scotland) Act 2019.
- 1.1.2. Fife's extensive bus network plays a crucial role in enabling movement across the area, whether it be on local services within towns, interurban links between the main urban centres in Dunfermline, Kirkcaldy and Glenrothes, or the long-distance express network linking Fife with Edinburgh, Glasgow, Perth and Dundee. Through long-established partnership working, Fife has enjoyed considerable successes in attracting people to bus services on some routes through the popular park & rides at Ferrytoll and Halbeath, and on the Edinburgh express network. However, Fife has, like the rest of Scotland, experienced decline in bus use, particularly on some of the traditional 'town' routes, mirroring the decline in footfall on high streets as shopping and work patterns in the economy have changed.

## 1.2 PURPOSE OF THIS REPORT

- 1.2.1. WSP were engaged by Fife Council in early 2022 to take forward a total of five bus corridor studies. As part of these studies and to complement the emerging Fife Bus Partnerships goals, public consultation has been undertaken through online means. This report documents the findings from that consultation exercise.

## 1.3 CONSULTATION SUMMARY

- 1.3.1. A comprehensive programme of public communications and engagement was delivered over a 6-week consultation period, formally launching on the 30th May to 11th July 2022. The various means of communication and promotion with the general public is summarised below:
- An online consultation website was available detailing the problems and opportunities along each corridor. Here the public were encouraged to complete a multiple choice and free text feedback survey. The website included six sections:
    - About Fife Bus Corridors;
    - Overall schematic map and the five separate corridor maps;
    - Objectives and technology;
    - Frequently Asked Questions;
    - Latest News; and
    - Timeline of scheme.
  - Leaflets, banners and paper surveys were available at 7 key bus stations (Glenrothes Bus Station, St Andrews Bus Station, Kirkcaldy Bus Station, Leven Bus Station, Dunfermline Bus Station, Halbeath Park and Ride, and Ferrytoll Park and Ride); and
  - Local libraries and community centres in the East Neuk received Leaflets, banners and paper surveys and the opportunity to engage promoted via social media.

## 2 CONSULTATION SURVEY LAYOUT

---

### 2.1 OVERVIEW

2.1.1. This chapter outlines the contents and results of the survey that was released for this consultation, both in paper and online format. The survey consisted of 15 questions, and these questions are outlined below with the method of response (multiple choice/ free answer/ both) is stated for each question. There is a description of each question below, but both the paper and online consultation is attached in Appendix A.

### 2.2 SURVEY QUESTIONS

#### DEMOGRAPHIC QUESTIONS

2.2.1. The first four questions of the survey were focused on gaining an understanding of key characteristics of the respondent. They were all multiple choice questions that allowed just one answer. These are stated below with the possible responses:

- **What is your age?**
  - 15 and under
  - 16 to 21
  - 22 to 39
  - 40 to 59
  - 60 to 79
  - 80 and over
  - Prefer not to say
- **Do you identify as?**
  - Female
  - Male
  - Other
  - Prefer not to say
- **Do you consider yourself to have a disability?**
  - Yes
  - No
  - Prefer not to say
- **What is your ethnic origin?**
  - Asian/Asian British
  - White British
  - Black/Black British
  - Mixed/Multiple Ethnic Groups
  - Prefer not to say
  - Other, please state (this allowed a free text response for those who felt although the categories stated did not meet their ethnic origin)

## GEOGRAPHICAL QUESTIONS

2.2.2. Three important geographical questions were asked to enable WSP to understand a range of characteristics about the respondents. All of this information was anonymous, and respondents were advised of this.

2.2.3. The questions and the options available to respond are summarised below:

- **What are the first four characters of your postcode?**  
*Respondents were permitted to use free text*
- **Where do you regularly travel from?**  
*Respondents asked to choose the closest location*
  - Cowdenbeath
  - Kincardine
  - Cupar
  - Kirkcaldy
  - Dunfermline
  - Ferrytoll
  - Glenrothes
- **Where do you regularly travel too?**  
*Respondents asked to choose the closest location*
  - Leven
  - St Andrews
  - Cowdenbeath
  - Kincardine
  - Cupar
  - Kirkcaldy
  - Dunfermline
  - Ferrytoll
  - Glenrothes
  - Leven
  - St Andrews

## TRAVEL BEHAVIOUR QUESTIONS

2.2.4. Four important travel behaviour questions were asked for us to be able to understand a range of characteristics about how our respondents travel. In relation to 'journey' mentioned in the following questions, this is the journey between the 'travel to' and 'travel from' locations stated by the respondent in questions 6 and 7.

2.2.5. The questions and the options available to respond are summarised below:

- **Why do you make this journey?**
  - I live in this area
  - I visit this area for shopping, exercise, socialising, leisure
  - To attend school, college, or university
- **How often do you do this journey?**
  - Daily
  - 2-3 times a week
  - Once a week
- **How do you usually make this journey?**
  - Every so often (1 to 4 times a month)
  - Less than monthly
  - Bus
  - Car/Van as a driver
  - Car/Van as a passenger (including Taxis)
  - Cycle

- Walk/wheelchair/mobility scooter
- Other (free text answer given by respondent if they feel although their travel mode is not identified in this section)
- **Why do you choose to travel this way?**  
*Respondents were given the option to 'choose all that apply'*
  - Quickest
  - Most convenient
  - Most reliable

## BUS TRAVEL QUESTIONS

2.2.6. Understanding the perceived problems buses face, as well as those identified by the public is critical for informing future design phases. Further understanding what would encourage respondents to use the bus more or begin taking the bus if they currently do not choose to travel this way was important to understand wider barriers to the uptake of bus travel. The following series of questions were posed:

### What do you think are the problems that slow bus journeys down?

2.2.7. This is the first question in the survey where respondents could outline what they believed were problems or issues with the Fife bus network. More specifically for this question relating to what they believe slows the journeys down. The question was structured into two sections, a multiple-choice section and a free answer question.

2.2.8. The multiple-choice question allowed the answers listed below, and more than one could have been chosen where it was applicable to the respondent:

- Regularly stuck in traffic approaching junctions;
- Stopped frequently at traffic lights or the green light isn't long enough to let the bus through;
- The bus can't move away from bus stops quickly because of passing traffic;
- Cars parked in the road means my bus needs to wait to pass oncoming traffic; and
- Too many stops.

2.2.9. The free answer question allowed respondents to add any 'other comments' they feel they want to add to this question.

### What would encourage you to use the bus more often?

2.2.10. This is the second question in the survey where respondents could outline what they believed were the opportunities were for bus improvements, specific to their current journey. More specifically for this question relating to what they believe would encourage them to travel more frequently by bus or to begin using buses in Fife. The question was structured into two sections, a multiple-choice section and a free answer question.

2.2.11. The multiple-choice question allowed the answers listed below, more than one could be chosen where it was applicable to the respondent:

- Shorter journey times and more reliable bus times;
- Better quality buses – lower emissions, better accessibility for wheelchairs, more frequent cleaning, comfier seats, more spaces for prams and buggies;

- Easier to make onward journeys – space to take my bike on board, stops at locations where I can easily switch services;
- Timetable changes – more frequent buses, buses earlier and/or later in the day;
- Better ticketing – easier to understand ticket options, tap on/tap off technology, capped fares, multi-operator tickets; and
- Better quality bus stops – live bus times, shelter from weather, more lighting, CCTV.

2.2.12. The free answer question allowed respondents to add any 'other comments' they feel they want to add to this question.

**Is there anything else you would like to tell us about buses in your area?**

2.2.13. This was a free answer question which allowed respondents to communicate any further problems they either thought the survey did not cover or that they had not yet had the opportunity to highlight.

### **OTHER QUESTIONS**

2.2.14. The last question in the consultation survey asked the respondent, “**How did you find out about this consultation?**”. This was to allow analysis of the most common method of communication in regard to the consultation.

2.2.15. The question allowed the following multiple-choice options as well as a free text answer option if the respondent did not feel their desired option was stated in the list:

- Newspaper/news/radio
- Email
- Social Media
- Poster/flyer
- Internet
- From your local ward councillor
- Word of mouth
- Other (free text response)



### 3 ANALYSIS OF SURVEY RESPONSES: DEMOGRAPHICS

#### 3.1 SUMMARY

- 3.1.1. A total of 1,122 responses were received. This consisted of 1,075 from the online consultation and 47 from the paper consultation.
- 3.1.2. The demographic questions aimed to generate an idea of the characteristics of those who responded to the survey. Findings from the analysis is presented within this chapter.

#### 3.2 AGE

- 3.2.1. This survey question was split into different categories from '0 to 15' to '80+'. 1,119 of the 1,122 respondents submitted a response to this survey question. The proportion of responses by age group is presented within Table 3-1.
- 3.2.2. The most common age category for respondents was 40 to 59 at 37% of respondents. The least common age category to respond was 0 to 15 at 1%.

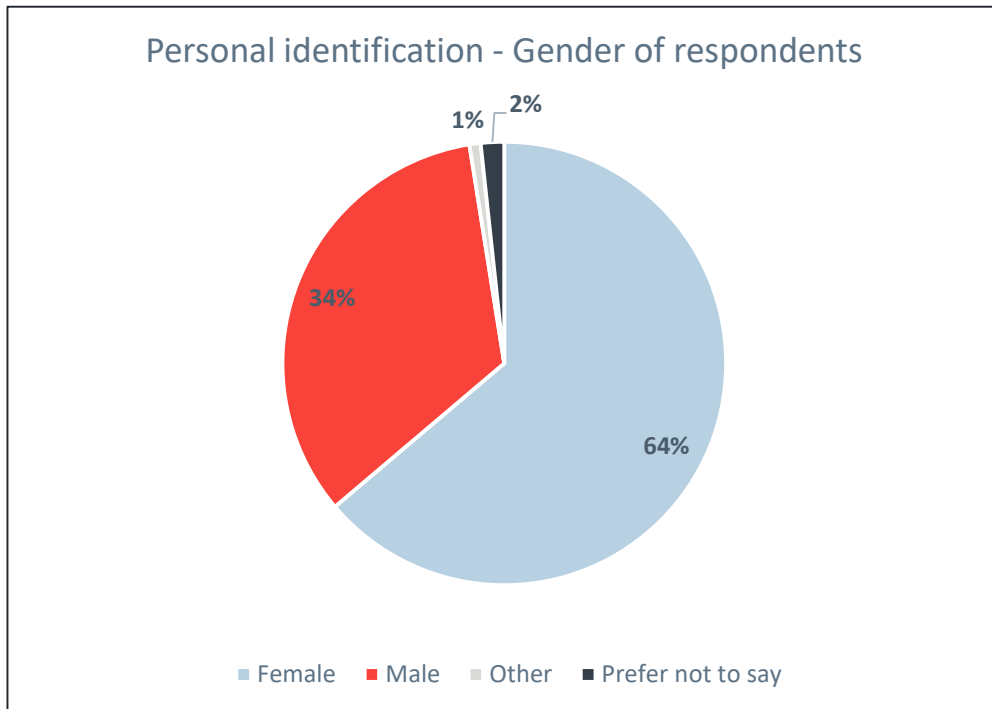
**Table 3-1 – Age data of survey respondents**

Age category	Number of respondents	Percentage value of full data set of respondents
0 to 15	12	1%
16 to 21	74	7%
22 to 39	258	22.8%
40 to 59	407	37%
60 to 79	342	30%
80 and over	15	1.2%
Prefer not to say	11	1%

#### 3.3 GENDER

- 3.3.1. This survey question allows four separate answers: 'male', 'female', 'other' and 'prefer not to say'. 1,117 out of 1,122 the respondents gave an answer for this question.
- 3.3.2. The results, shown in Figure 3-1, showed that 63% of respondents were female (713), 33% of respondents were male (376), <1% of respondents identified as 'other', and 1% of respondents chose to not state their identification in terms of gender.

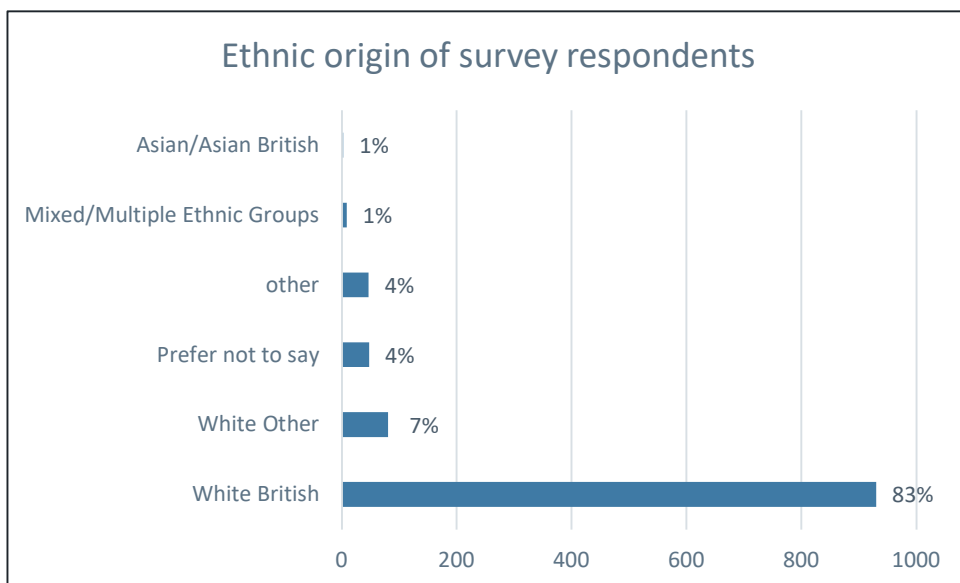
**Figure 3-1 - Gender breakdown of respondents**



### 3.4 ETHNICITY

- 3.4.1. This question allowed respondents to state their ethnic origin from a selection of multiple choice options, as well as being able to state a free text response if their ethnic origin was 'other' to what was stated as options and being able to state if they 'preferred not to say'.
- 3.4.2. The ethnic origin of the survey respondents is shown below on Figure 3-2. The most common ethnic origin was White British at 82% of respondents identifying as this.

**Figure 3-2 - Ethnic origin of survey respondents**





### **3.5 DISABILITY**

- 3.5.1. This question allowed respondents to state whether they felt although they considered themselves to have a disability. 1,116 of 1,122 people responded to this question on the survey.
- 3.5.2. It was found that 19% of respondents consider themselves to have a disability, which is 216 of the overall respondents.

## 4 ANALYSIS OF SURVEY RESPONSES: GEOGRAPHICAL

### 4.1 SUMMARY

4.1.1. This chapter analyses the data taken from the responses of the following two questions related to respondents' geographical location: “Where do you regularly travel from?” and “Where do you regularly travel to?”.

### 4.2 RESPONDENTS ORIGIN AND DESTINATION DATA

- 4.2.1. Respondents were able to choose their most common origin and destination location, this has been used to assign every respondent to one of the five bus corridors from the consultation. For some respondents their journey means they encounter multiple corridors, and this has also been considered. The number of respondents per corridor is provided in later chapters.
- 4.2.2. Origin and destination information for each of the nine key locations is shown in Table 4-1. There is some discrepancy where respondents left a blank response or named their origin and destination as the same place.
- 4.2.3. The data shows that the majority of respondents originate from Dunfermline and that additionally Dunfermline, as well as Kirkaldy and St Andrews, are popular destination locations. Respondents were limited to the selection of key origin and destinations aligned to each corridor.

**Table 4-1 – Respondents journey origin and destination data**

Key Location	Origin	Destination
Cowdenbeath	94	22
Cupar	106	39
Dunfermline	244	290
Ferrytoll	52	106
Glenrothes	157	133
Kincardine	28	13
Kirkaldy	167	199
Leven	126	68
St Andrews	119	192

4.2.4. Additionally, the data showed that the most common journeys were from Dunfermline to Dunfermline (travel in around this single location) with 98 respondents completing this journey the most often. As well as Cowdenbeath to Dunfermline (59 respondents) and Dunfermline to Ferrytoll (47 respondents).

## 5 ANALYSIS OF SURVEY RESPONSES: TRAVEL BEHAVIOUR

### 5.1 SUMMARY

5.1.1. This Chapter outlines the data generated from the responses to the travel behaviour survey questions. This includes outlining the reasons people travel, how often they travel, the transport mode used and the reasoning for the type of transport mode used.

### 5.2 REASON FOR TRAVEL

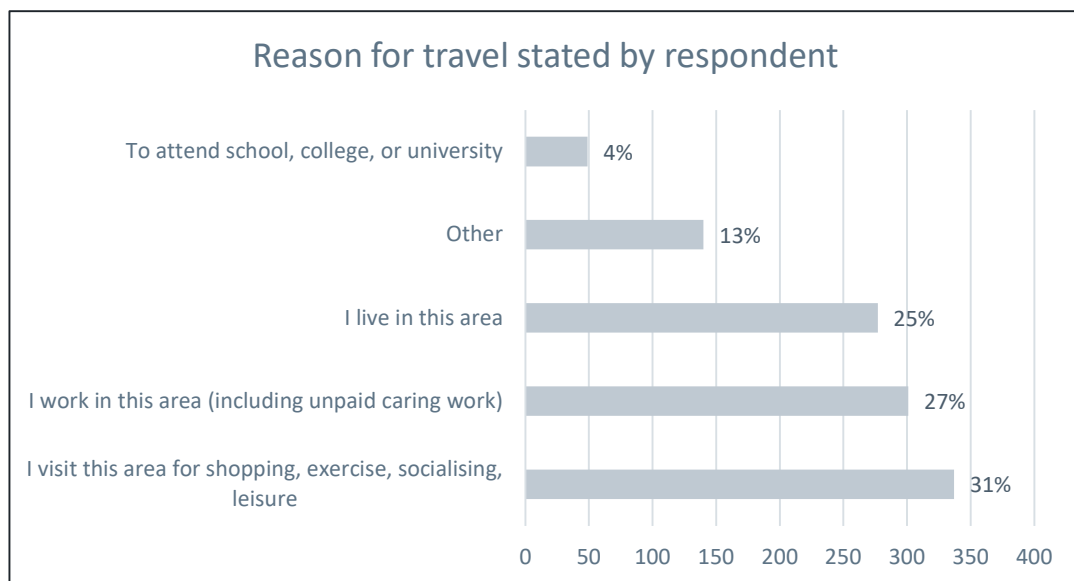
5.2.1. This question asked the respondent what their journey purpose was when travelling between their origin and destination.

5.2.2. The results for this question are shown below on Figure 5-1.

5.2.3. The most common reason for a respondent to take a journey is due to visiting an area that has access to shopping, exercise, social and leisure facilities, 31% (337 respondents) stated this.

5.2.4. It is important to note that 27% of these journeys are respondents that travel to work, the second most common reason for respondents journeys.

**Figure 5-1 - Reason for travel stated by respondent**



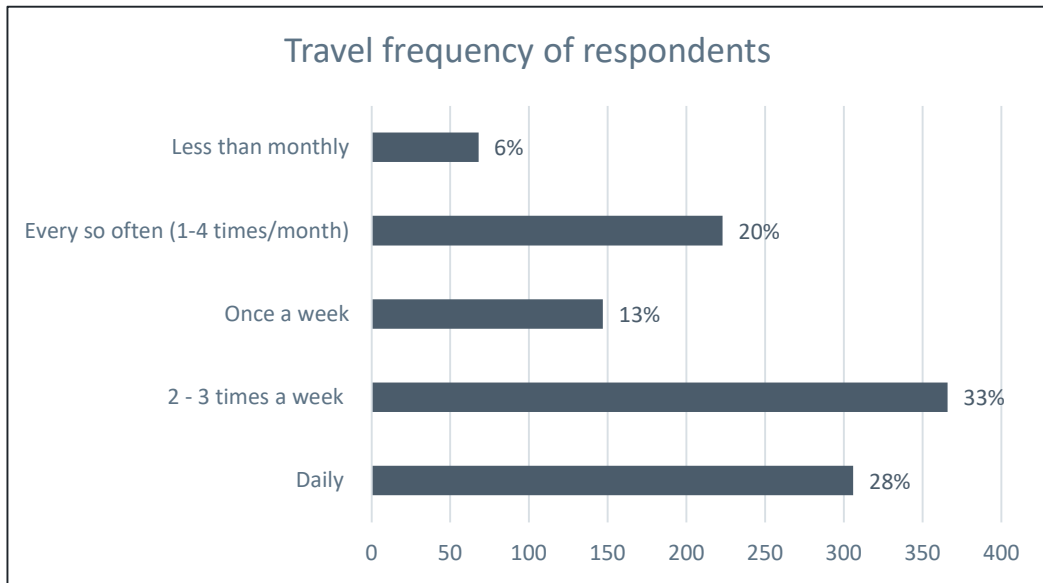
### 5.3 FREQUENCY OF TRAVEL

5.3.1. This question asked the respondent to state how frequently they make their stated journey, the journey the respondent stated they take in the geographical questions section (origin to destination).

5.3.2. 1,110 out of 1,122 of the respondents gave a response for this question. The results for this question are shown on Figure 5-2.

5.3.3. The results show that the most common frequency that the respondents take their stated journey is '2 to 3 times a week', 33% (366 respondents) travel this often. Only 6% (68 respondents) travel in the area least frequently, at a rate of 'less than monthly'.

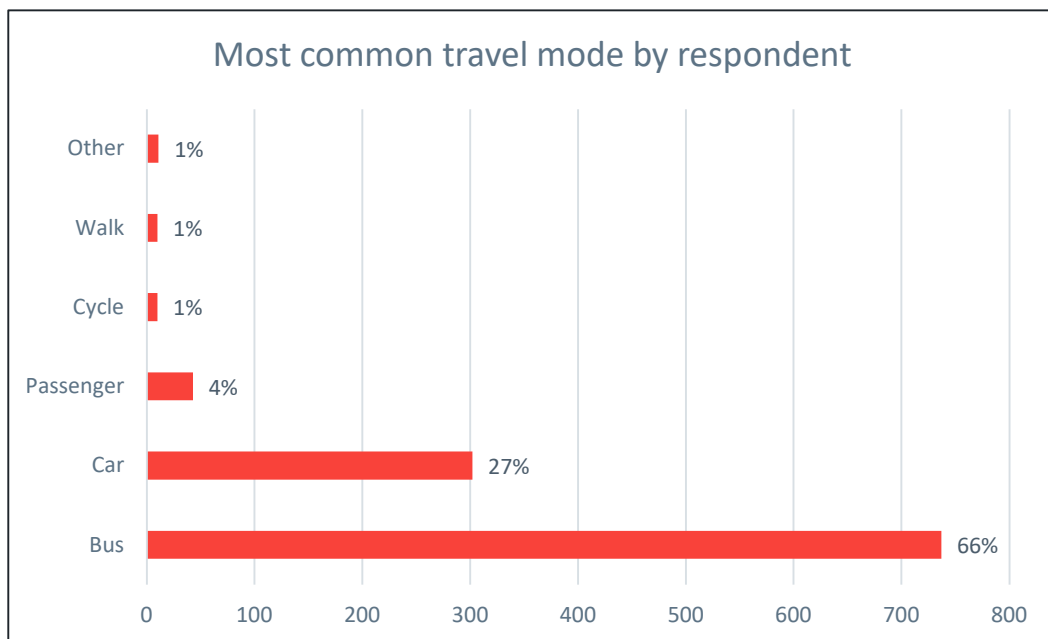
**Figure 5-2 - Travel frequency of respondents**



## 5.4 TRANSPORT MODE

- 5.4.1. The next question allowed respondents to state what their most common travel mode is. 1,113 out of 1,122 of respondents provided an answer for this question. The results are shown in Figure 5-3.
- 5.4.2. The most common transport mode was via bus travel at 66% (737 respondents). The next most common travel mode was via car, around 30% of the respondents travel this way either as a driver or passenger.

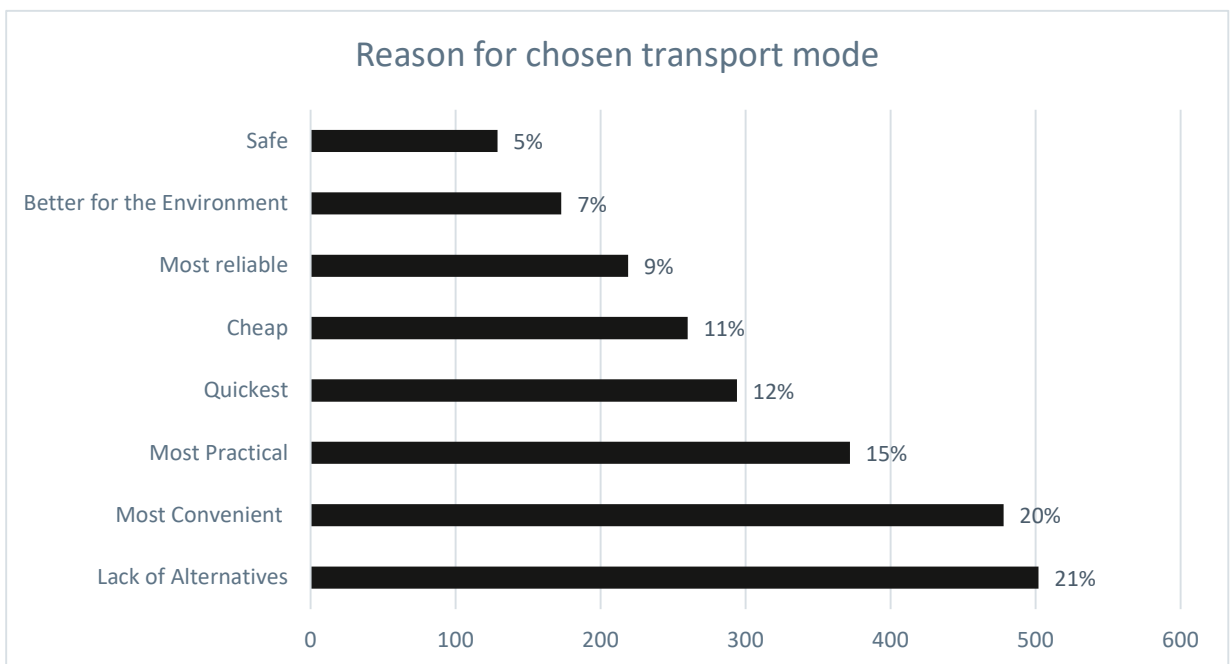
**Figure 5-3 - Most common travel mode by respondent**



## 5.5 REASON FOR TRANSPORT MODE

- 5.5.1. This question outlines the reasons why respondents make a journey via their specified transport mode. This question allows multiple responses per respondent.
- 5.5.2. The number of overall responses for each reasoning is shown on Figure 5-4.
- 5.5.3. The most chosen multiple-choice option for this question was the lack of alternatives when it comes to the transport mode the respondents choose. This was mentioned 500 times by respondents.
- 5.5.4. Additionally, the second most frequently chosen reason for respondents choosing their specific transport mode is due to the transport mode being most convenient transport.

**Figure 5-4 - Reason for chosen transport mode**



## 6 ANALYSIS OF SURVEY RESPONSES: BUS TRAVEL

### 6.1 SUMMARY

6.1.1. This Chapter reviews the responses for the bus travel related questions. There are some general, scheme wide, key headlines outlined at the start of this chapter. The origin and destination information provided in the survey has been used to assign survey responses to each of the five corridors to provide an insight into the bus travel opportunities and problems by corridor.

### 6.2 KEY HEADLINES OF BUS TRAVEL RESPONSES

#### What do you think are the problems that slow bus journeys down?

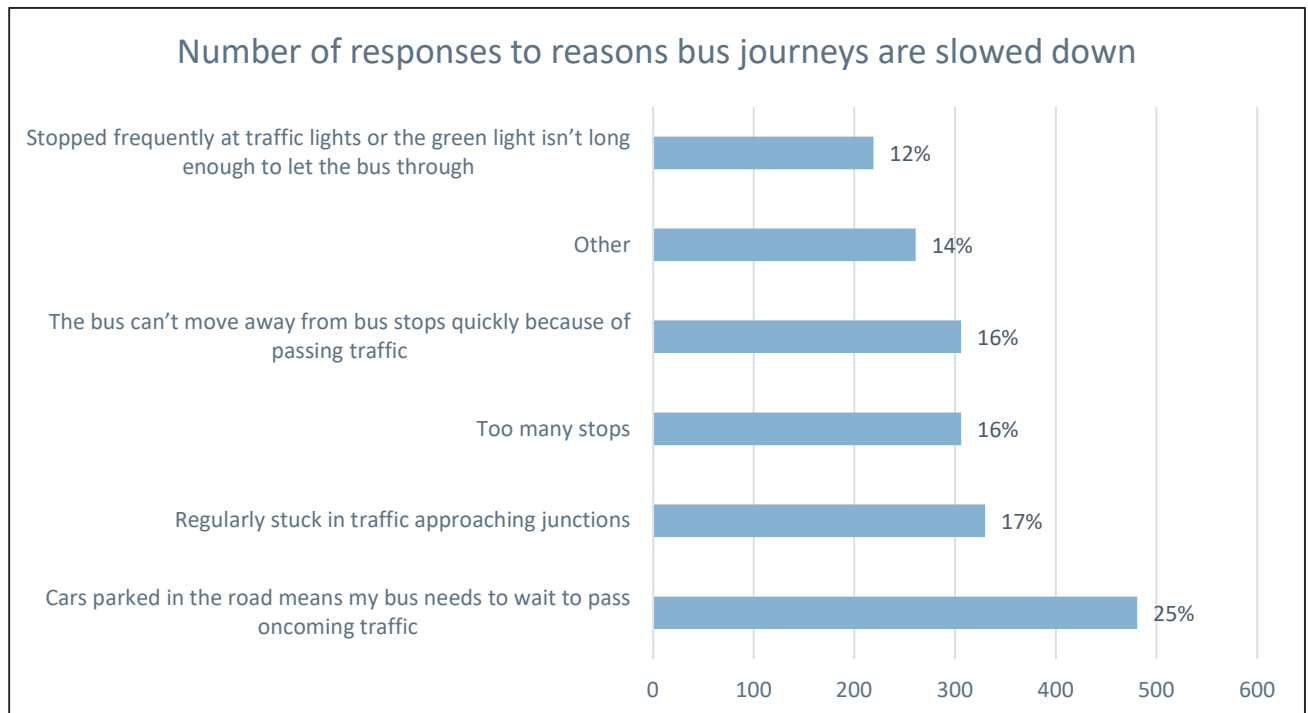
6.2.1. This question allowed there to be multiple options selected per respondent as well as there being a free text option to add additional information.

6.2.2. For the multiple choice questions 1,045 out of 1,122 respondents chose options to the question. The results for this are shown below on Figure 6-1.

6.2.3. The headline results from the respondents highlight the key problems that people believe slow down bus journeys:

- The most common reason stated by respondents as an issue that slows bus journeys down was due to cars parked on the roads causing delays due to access and traffic flow issues caused by this. 42% of respondents stated this reason.
- The second most common reason stated by respondents as an issue that slows bus journeys down is due to traffic related issues. 36% of respondents stated this reason.

**Figure 6-1 - Number of responses to reasons bus journeys are slowed down**



#### Free text responses



6.2.4. 235 respondents, 21% of overall respondents, used the free text opportunity to leave additional response regarding reasons they believe bus journeys are slowed down.

6.2.5. Key headlines are as follows:

- 51 respondents stated that the main reason they believe that buses are slowed down is due to the length of the journey, stating that routes are indirect, take detours/loop back in same area or poor connecting routes cause a long journey for a traveller.
- 13 respondents stated that the main reason they believe that buses are slowed down is due to the bus breaking down or having faults.

**What would encourage you to use the bus more often?**

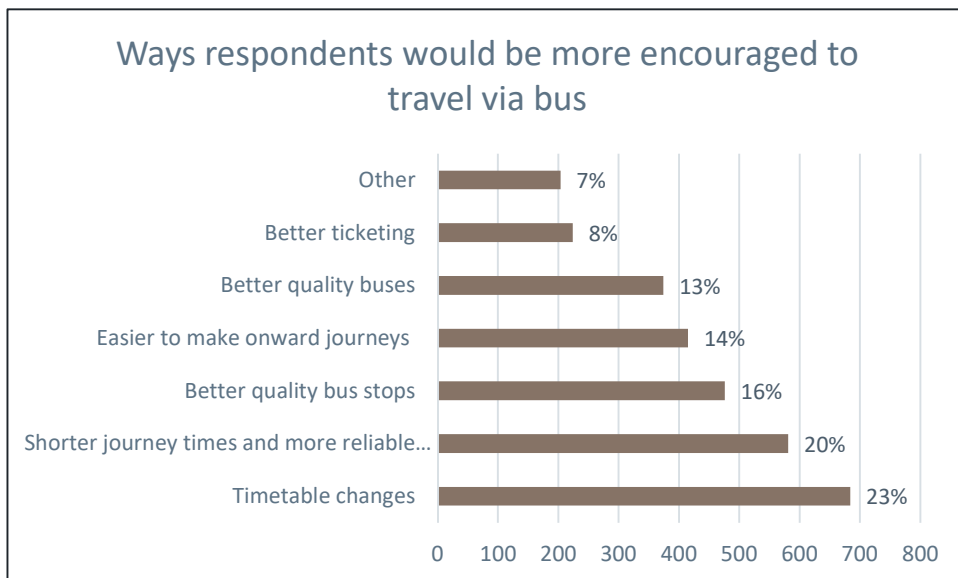
6.2.6. This question allowed there to be multiple options selected per respondent as well as there being a free text option to add additional information.

6.2.7. For the multiple-choice questions 1,107 out of 1,122 respondents chose options to the question. The results for this are shown in Figure 6-2.

6.2.8. The headline results from the respondents shows opportunities to encourage further travel or improve existing travel:

- 62% (684) of respondents believed they would be more encouraged to travel via bus if there were improvements made to bus timetabling and scheduling; and
- 52% (580) of respondents believed they would be more encouraged to travel via bus if bus journey times were shorter and journeys were more reliable.

**Figure 6-2 - Ways respondents would be more encouraged to travel via bus**



**Free text responses**

6.2.9. 186 respondents, 17% of overall respondents, used the free text opportunity to leave additional response regarding reasons they would be more encouraged to travel via bus.

6.2.10. Key headlines are as follows:

- Cost was mentioned by 48 separate people as being a main reason they currently aren't encouraged to use the bus often. Respondents mentioned improvements to ticketing was needed, reduced fares and inter-regional ticket introduction; and
- Reliability was mentioned, by 18 separate people, as being a main reason, they aren't encouraged to use the bus often. Respondents feel that aside from arriving late, cancelled services and regular bus breakdowns and faults were also contributing to poor bus reliability.

**Is there anything else you would like to tell us about buses in your area? (free text only)**

6.2.11. 637 respondents, 57% of overall respondents, used the free text opportunity to add any additional comments they felt were important to outline regarding buses in their area.

6.2.12. Key headlines are as follows:

- Connectivity/intermodal connectivity was mentioned, by 130 separate people, as being a main improvement respondents want to see in their area. Respondents want services that connect to cities/towns further away, connect to those in rural villages and to other transport modes such as train stations;
- Frequency was mentioned, by 82 separate people, as being a main improvement respondents want to see in their area. Respondents would like to see some services running more frequently than one hour, some services running on Sundays or buses needing to run during school hours as some services terminate/re-direct to serve schools; and
- Reliability was mentioned, by 81 separate people, as being a main improvement respondents want to see in their area. Respondents would like to see services arriving on time more often, reduced cancellations or more reliable buses that do not breakdown or experience faults as often.

### **6.3 BUS TRAVEL RESPONSES PER CORRIDOR**

6.3.1. The section of the report looks into the bus travel question responses to provide a more detailed view into the problems and opportunities at a local level. The survey responses for the five stated corridors from the consultation, listed below, have been disaggregated to allow an analysis of the results by corridor.

6.3.2. The five bus corridors are:

- Kincardine to Cowdenbeath
- Glenrothes to Leven
- Cupar to Kirkcaldy
- Dunfermline to Ferrytoll
- Kirkaldy to St Andrews

6.3.3. The information taken from the origin and destination geographical questions has been used to allocate survey responses to the relevant corridor or multiple corridors (where respondents complete their journey across several of the selected areas).

## KINCARDINE TO COWDENBEATH CORRIDOR

6.3.4. There were 407 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-1.

**Table 6-1 – Kincardine to Cowdenbeath headline results for bus travel responses**

Kincardine to Cowdenbeath headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> <li>40% (163) of respondents in this corridor believed that parked cars are a main issue</li> <li>29% (118) of respondents in this corridor believed that being regularly stuck in traffic is a big issue</li> </ul>	<ul style="list-style-type: none"> <li>Respondents feel although bus change overs between drivers or driver punctuality is a main reason for buses slowing down</li> <li>For this corridor many people state that bus reliability affects journey time, buses arriving late or not arriving at all</li> </ul>
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> <li>57% (235) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made</li> <li>48% (198) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable</li> </ul>	<ul style="list-style-type: none"> <li>Over 20 respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus</li> <li>Some respondents in this area would like more direct routes or routes that serve them - Woodmill, Crossgates, Mossgreen and Dalgetybay all mentioned</li> </ul>
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> <li>The need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor</li> <li>Quality of bus cleanliness or facilities (like disabled access or toilets) is frequently mentioned as an area of improvement needed</li> <li>Frequent mentioned of more direct buses needed, Cowdenbeath to Inverkeithing mentioned as well as better links to Dunfermline generally</li> </ul>

## GLENROTHES TO LEVEN CORRIDOR

6.3.5. There were 189 respondents whose journeys involved this corridor. The key data taken from these respondents is shown Table 6-2.

**Table 6-2 – Glenrothes to Leven headline results for bus travel responses**

Glenrothes to Leven headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> <li>50% (95) of respondents in this corridor believed that parked cars are a main issue</li> <li>27% (51) of respondents in this corridor believed that having to frequently stop at bus stops is an issue</li> </ul>	<ul style="list-style-type: none"> <li>Respondents feel although bus change overs between drivers or driver punctuality is a main reason for buses slowing down</li> <li>Road works, traffic and parked cars is mentioned frequently in the free text responses. Narrow streets with parked cars stop buses in traffic frequently also</li> </ul>
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> <li>63% (120) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made</li> <li>54% (102) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable</li> </ul>	<ul style="list-style-type: none"> <li>Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus</li> </ul>
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> <li>It is mentioned by multiple respondents for there to be a more regular bus service to Leven</li> <li>The need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor</li> </ul>

## CUPAR TO KIRKCALDY CORRIDOR

6.3.6. There were 288 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-3.

**Table 6-3 – Cupar to Kirkcaldy headline results for bus travel responses**

Cupar to Kirkcaldy headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> <li>43% (124) of respondents in this corridor believed that parked cars are a main issue</li> <li>29% (84) of respondents in this corridor believed that being regularly stuck in traffic is a big issue</li> </ul>	<ul style="list-style-type: none"> <li>Respondents feel their services are not direct enough and therefore take longer than they should</li> <li>It is also stated by respondents in this corridor that they see many bus cancellations, making them arrive late at their destination</li> </ul>
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> <li>60% (175) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made</li> <li>58% (164) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable</li> </ul>	<ul style="list-style-type: none"> <li>Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus</li> <li>Respondents would like improved reliability for confidence in the bus services they travel on</li> </ul>
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> <li>Improved connectivity between multiple bus services is mentioned as well as requests to capture more areas on bus routes – including Madras College in Cupar, Woodside and Gateside</li> </ul>

## DUNFERMLINE TO FERRYTOLL CORRIDOR

6.3.7. There were 273 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-4.

**Table 6-4 – Dunfermline to Ferrytoll headline results for bus travel responses**

Dunfermline to Ferrytoll headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> <li>39% (106) of respondents in this corridor believed that parked cars are a main issue</li> <li>36% (99) of respondents in this corridor believed that being regularly stuck in traffic is a big issue</li> </ul>	<ul style="list-style-type: none"> <li>Traffic is an issue brought up by respondents in the free text responses, noting it is a key reason bus journeys are slowed down</li> <li>Over filled buses are a mentioned issue, constant stops or time taken to pay for tickets</li> </ul>
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> <li>61% (168) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made</li> <li>52% (144) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable</li> </ul>	<ul style="list-style-type: none"> <li>Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus</li> <li>More frequent bus services for convenience are mentioned by respondents</li> </ul>
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> <li>The need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor</li> <li>Reliability of bus services is frequently mentioned as an issues</li> </ul>

## KIRKCALDY TO ST ANDREWS CORRIDOR

6.3.8. There were 324 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-5 below.

**Table 6-5 – Kirkcaldy to St Andrews headline results for bus travel responses**

Kirkcaldy to St Andrews headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> <li>47% (152) of respondents in this corridor believed that parked cars are a main issue</li> <li>26% (84) of respondents in this corridor believed that a main issue is bus priority and not being able to leave bus stops quickly due to traffic</li> </ul>	<ul style="list-style-type: none"> <li>Buses being unreliable and turning up late for travellers</li> <li>X60 mentioned specifically multiple times as a bus service which is advertised as an express bus but is not reliable to travellers and has a long route</li> </ul>
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> <li>67% (217) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made</li> <li>50% (163) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable</li> </ul>	<ul style="list-style-type: none"> <li>Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus</li> <li>Access to timetable times is mentioned, for people that do not have access to a smartphone</li> </ul>
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> <li>Quality of buses is mentioned by respondents, including cleaner buses, the need to reduce anti-social behaviour and improve accessibility</li> <li>More buses to and from Crail, Cardenden and Cellardyke is mentioned by multiple respondents</li> </ul>

## 7 ANALYSIS OF SURVEY RESPONSES: NON-BUS USERS

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### 7.1 SUMMARY

7.1.1. An important aspect of the consultation is determining reasons why non-bus users may not currently travel by bus.

### 7.2 KEY HEADLINE DATA FOR NON-BUS USERS

7.2.1. In this consultation, 386 respondents stated that they do not travel primarily via bus.

7.2.2. One question in the consultation asked, '**Why do you choose to travel this way?**'. Respondents were able to choose multiple responses. The headline data for non-bus users in response to this question are stated below:

- The most common reason the non-bus users travel via their chosen transport mode is due to it being the most convenient transport mode for the respondent. Out of the 377 non-bus user respondents that answered this question, 62% stated this as a reason.
- The second most common reason the non-bus users travel via their chosen transport mode is due to it being the most reliable transport mode for the respondent. Out of the 377 non-bus user respondents that answered this question, 45% stated this as a reason.

7.2.3. Another question in the consultation asked, '**What would encourage you to use the bus more often?**'. Respondents were able to choose multiple responses, as well as state 'other' improvements in free text. The headline data for non-bus users in response to this question are stated below:

#### *Multiple choice responses*

- The most common change that would encourage non-bus users to travel by bus at all or more often was if bus journey times were shorter and if they had more reliable arrival times. Out of the 375 non-bus user respondents that answered this question, 59% stated this as an improvement they would be encouraged by.
- The most common change that would encourage non-bus users to travel by bus at all or more often was if there were improvements to timetabling, by creating more frequent services or at earlier/later times in the day. Out of the 375 non-bus user respondents that answered this question, 58% stated this as an improvement they would be encouraged by.

#### *Free text responses*

- The free text responses for this question showed many common themes from the non-bus user respondents. The most common theme was outlining the need for shorter journey lengths, out of the 99 non-bus users who left a free answer 30% stated this.
- The second most common theme from non-bus users was outlining the need to reduce ticket costs and to let them be more affordable. Out of the 99 non-bus users who left a free answer 27% stated this.

7.2.4. Another question in the consultation asked, '**Is there anything additional you would like to discuss about buses in your area?**'. This was an entirely free text response opportunity for the respondents. The headline data for non-bus users in response to this question are stated below:



- The free answer responses for this question showed many common themes from the non-bus user respondents. The most common theme was outlining the need for better connectivity to different areas of Fife, out of the 248 non-bus users who left a free answer 17% stated this.
- The second most common theme from non-bus users was outlining the need to reduce ticket costs and to let them be more affordable. Out of the 248 non-bus users who left a free answer 15% stated this.

## 8 ANALYSIS OF SURVEY RESPONDENTS: 21 AND UNDER TRAVELLERS

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### 8.1 SUMMARY

8.1.1. Fife Council are focusing on improving bus travel for those aged 21 and under in response to free travel being available for people in this age group. This survey provided age information of the respondents; therefore, the following section analyses the responses from those in both the 0 to 15 and 16 to 21 categories.

### 8.2 KEY HEADLINE DATA

8.2.1. There were 86 respondents aged 21 and under in this survey consultation.

8.2.2. Below is a list of key headlines data taken from the multiple-choice options in the travel behaviour and bus travel questions:

- 89% of those aged 21 and under in this consultation travel primarily by bus, the main reasons for this are due to it being the most convenient (37%) and cheap (42%) travel mode for the young respondents.
- 40% of those aged 21 and under in this consultation believe that parked cars are a main reason why bus journeys are slowed down as well as 39% outlining general regular traffic as an issue also.
- 65% of those aged 21 and under in this consultation would be more encouraged to use the bus if bus routes were shorter and more reliable as well as if buses were of better quality (61%).

8.2.3. 46 out of 86 respondents left a free text explanation. These responses included:

- Increased frequency of specific services across Fife, including the services 19, X24, and X59
- Unreliability is mentioned often, causing delays to get to employment and education
- Later bus times and Sunday services is mentioned also, respondents have emphasised that later services in the evening provide a level of safety

## 9 ANALYSIS OF SURVEY RESPONSES: HOW RESPONDENTS HEARD OF THE CONSULTATION

### 9.1 SUMMARY

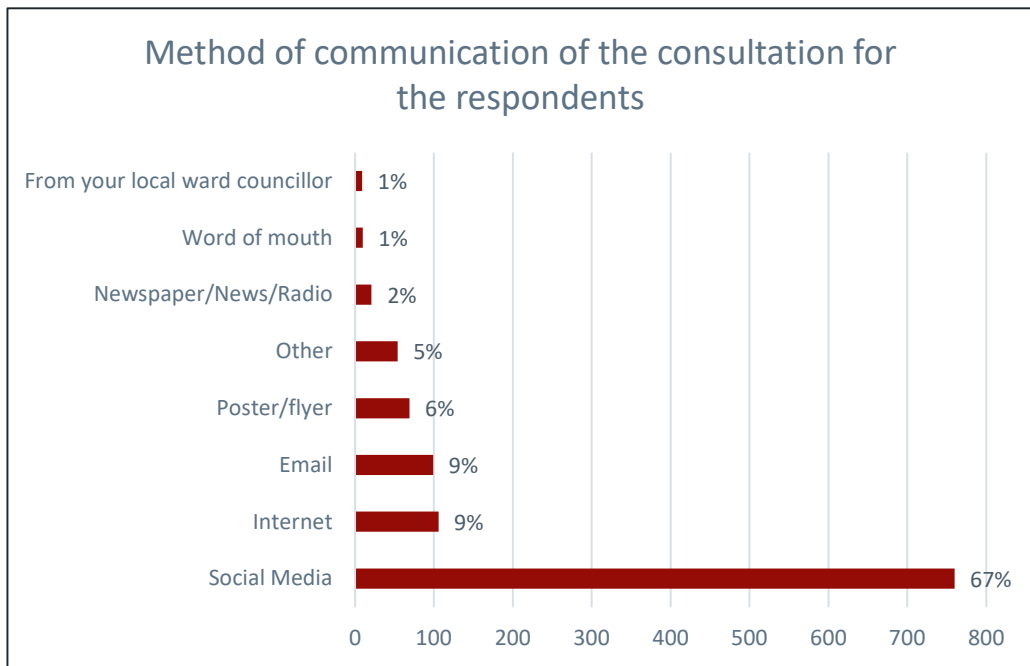
9.1.1. The final question on the survey asked the respondent how they heard of or were contacted about the consultation. This part of the survey received a full number of responses – 1,122.

### 9.2 MULTIPLE CHOICE RESPONSES

9.2.1. This question allowed the option of a multiple-choice selection for the respondent, multiple options could be selected if a respondent had found out about the consultation in multiple ways.

9.2.2. The results of these multiple-choice responses are shown below in Figure 9-1. The data shows that 70% of respondents heard of the consultation via social media and that via local ward councillor was the least common reason.

**Figure 9-1 - Method of communication of the consultation for the respondents**



### 9.3 FREE TEXT RESPONSES

9.3.1. It is important to note that 36 separate respondents noted a free text option of how they heard of the consultation. These other options are listed below:

- Local bus station
- College or school
- Village website
- People’s panel
- Equality collective

## 10 CONSULTATION RESULTS SUMMARY

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### 10.1 SUMMARY OF DEMOGRAPHIC RESPONSES

- 10.1.1. The demographic make-up of the respondents first showed there to be a larger proportion of female respondents in comparison to male respondents at almost double the amount.
- 10.1.2. Secondly, the most common age group for a respondent was 40 to 59 at 37% of respondents and the least most common age was those under the age of 15.
- 10.1.3. Additionally, the ethnic origin of respondents was heavily White British at 82%.
- 10.1.4. Lastly, it was found that 19% of respondents consider themselves to have a disability, which is 216 of the overall respondents.

### 10.2 SUMMARY OF GEOGRAPHICAL RESPONSES

- 10.2.1. The information stating the geographical origins of the respondents showed Dunfermline to be where most respondents begin their journey, second to Kirkcaldy. The information stating the geographical destinations of respondents showed Dunfermline to be where most respondents complete their journey, with Kirkcaldy and St Andrews being also common destinations.

### 10.3 SUMMARY OF TRAVEL BEHAVIOUR RESPONSES

- 10.3.1. The travel behaviour questions allowed us to understand key information about our respondents. It was found the most common travel mode amongst the respondents was via bus travel, second to car travel. It was found that most of the respondents journeys were made for employment or leisure purposes and that journeys were made most commonly 2-3 times a week by respondents.

### 10.4 SUMMARY OF BUS TRAVEL RESPONSES

- 10.4.1. The responses from the survey regarding bus related questions had many key themes for both scheme wide and corridor specific responses.
- 10.4.2. Firstly, the issue of bus journeys being slowed down or not being as efficient as they could be, was outlined as problem associated with cars parked on the roads causing disruption and congestion on bus routes. Across the survey 42% of people stated parked cars as a key reason for issues on the bus corridors, the Glenrothes to Leven corridor particularly showed this, as half the respondents associated to this corridor agreed with this statement. Additionally, the issue of traffic was outlined the second most often by respondents, partially for the Dunfermline to Ferrytoll corridor, with 36% of the full survey of respondents stating this as a problem.
- 10.4.3. Secondly, when it came to respondents stating what opportunities for improvements may encourage them to use the bus or travel more frequently by bus, there was once again similar trends across the corridors from the respondents. The most common response, with 62% of the responses, stated the needed to create better bus schedules and timetables to encourage more bus travel. Respondents want more frequent buses, buses on a weekend, buses running into the late evening and better connectivity between other linking buses. The Kirkcaldy to St Andrews corridor showed that 67% of respondents in these areas wanted to see this change. The second most common need was to shorten bus journey times and improve reliability of buses, this was mentioned by 52% of respondents.

10.4.4. Lastly, the free text responses for anything additional the respondents wanted to outline relating to improved bus travel or problems facing bus travel, showed common themes also. The main themes were the need for fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus, the need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor, and improved reliability of bus services is frequently mentioned as an issue.

## **10.5 SUMMARY OF 21 AND UNDER RESPONES**

- 10.5.1. It was found that the greater majority of respondents aged 21 and under travel via bus mode more so than other methods of transport, at 89% of respondents travelling this way. Similar to that of the rest of the respondents, the younger respondents felt the key causes of slower bus journey were cars parked on the roads and regular traffic issues.
- 10.5.2. Additionally, they strongly believed that by decreasing journey times, improvement to timetables and frequency, as well as improved reliability, will all be encouraging factors when to comes to bus travel.

## **10.6 SUMMARY OF NON-BUS USER RESPONDES**

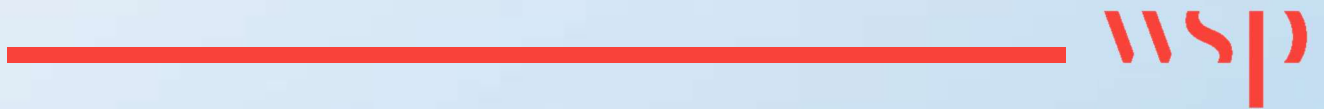
- 10.6.1. It was found that for respondents who do not use buses as a primary mode of travel, 34% of respondents, that the main reason they travel this way is due to convenience and reliable.
- 10.6.2. For non-bus users, the key reasons stated that would encourage them to use bus travel more would be improvements to reliability and timetabling.
- 10.6.3. Finally, non-bus users were able to state, in free answer response, anything additional that the respondent wanted to state about buses in their area. Key themes from these responses showed the need for better connectivity across fife as well as making bus travel more affordable.

## **10.7 SUMMARY OF HOW RESPONDENTS HEARD OF CONSULTATION**

- 10.7.1. The survey results showed that of all the methods of communication, social media was the most common way the consultation was communicated to a respondent. It was also found that additional methods of communication were stated, for example colleges and bus stations were an additional area where information on the consultation was found.

# Appendix A

## **PAPER AND ONLINE CONSULTATION SURVEY QUESTIONS**



# Tell us how we can Make Bus Journeys Better in Fife

## What is your age?

- 15 and under
- 16 - 21
- 22 - 39
- 40 - 59
- 60 - 79
- 80 and over
- Prefer not to say

## What is your ethnic origin?

- Asian / Asian British
- Black / Black British
- Mixed / Multiple
- Ethnic Groups
- White British
- White Other
- Other
- Prefer not to say

## Do you identify as:

- Female
- Male
- Other
- Prefer not to say

## Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

What are the first four characters of your postcode\*? (e.g. KY12)

\_\_\_\_\_

Where do you regularly travel\*? (Choose the closest location)

From:

- Cowdenbeath
- Kincardine
- Cupar
- Kirkcaldy
- Dunfermline
- Ferrytoll
- Glenrothes
- Leven
- St Andrews

To:

- Cowdenbeath
- Kincardine
- Cupar
- Kirkcaldy
- Dunfermline
- Ferrytoll
- Glenrothes
- Leven
- St Andrews

## Why do you make this journey?

- I live in this area
- I visit this area for shopping, exercise, socialising, leisure
- To attend school, college, or university
- I work in this area (including unpaid caring work)
- Other

## Why do you choose to travel this way? (choose all that apply)

- Quickest
- Most convenient
- Most reliable
- Safe
- Cheap
- Most practical
- Better for the environment
- Lack of alternatives

## How often do you do this journey?

- Daily
- 2-3 times a week
- Once a week
- Every so often (1-4 times a month)
- Less than monthly

## How do you usually make this journey?

- Bus
- Car/Van as driver
- Car/Van as passenger (including Taxis)
- Cycle
- Walk/wheelchair/mobility scooter
- Other

\*This information is anonymous and helps us understand the areas where people use the bus most. Information on how we use and look after your personal data can be found within the Council's privacy notice: [www.fife.gov.uk/privacy](http://www.fife.gov.uk/privacy)

Please return this survey to your local bus station/park and ride.  
You can find more information online at [fife.gov.uk](http://fife.gov.uk)

Developed in partnership with:



Funded by:



# Tell us how we can Make Bus Journeys Better in Fife

## What do you think are the problems that slow bus journeys down?

(choose all that apply)

- Regularly stuck in traffic approaching junctions
- Stopped frequently at traffic lights or the green light isn't long enough to let the bus through
- The bus can't move away from bus stops quickly because of passing traffic
- Cars parked in the road means my bus needs to wait to pass oncoming traffic
- Too many stops
- Other:

## What changes do you think will make it easier and more attractive for you to use the bus more often? (choose all that apply)

- Better quality buses - low emission vehicles, better accessibility for wheelchairs, more frequent cleaning, comfier seats, more space for prams and buggies
- Easier to make onward journeys - space to take my bike on board, stops at locations where I can easily switch services
- Timetable changes - more frequent buses, buses earlier and/or later in the day
- Better ticketing – easier to understand ticket options, tap on/tap off technology, capped fares, multi operator tickets
- Better quality bus stops – live bus times, better shelter from weather, more lighting, CCTV
- Other:

## Is there anything else you would like to tell us about buses in your area?

## How did you find out about this consultation?

- |   |  |
|---|--|
| <input type="checkbox"/> Newspaper / news / radio | <input type="checkbox"/> Poster or flyer at the bus stat |
| <input type="checkbox"/> Email                    | <input type="checkbox"/> Word of mouth                   |
| <input type="checkbox"/> Social media             | <input type="checkbox"/> Other                           |
| <input type="checkbox"/> Internet                 |  |

Please return this survey to your local bus station/park and ride.  
You can find more information online at [fife.gov.uk](http://fife.gov.uk)

Developed in partnership with:



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Making Buses Journeys Better in Fife – ONLINE QUESTIONNAIRE

What is your age?

- 15 and under
- 16 - 21
- 22 - 39
- 40 - 59
- 60 - 79
- 80 and over
- Prefer not to say

Do you identify as:

- Female
- Male
- Other
- Prefer not to say

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

What is your ethnic origin?

- Asian / Asian British
- White British
- Black / Black British
- White Other
- Mixed / Multiple Ethnic Groups
- Prefer not to say
- Other, please state: \_\_\_\_\_

What are the first four characters of your postcode\*? (e.g. JKY12)

\*This information is anonymous and helps us understand the areas where people use the bus most.

Where do you regularly travel from\*? (Choose the closest location)

[dropdown]

- Cowdenbeath
- Kincardine
- Cupar
- Kirkcaldy
- Dunfermline
- Ferrytoll

- Glenrothes
- Leven
- St Andrews

Where do you regularly travel to\*? (Choose the closest location)

[dropdown]

- Cowdenbeath
- Kincardine
- Cupar
- Kirkcaldy
- Dunfermline
- Ferrytoll
- Glenrothes
- Leven
- St Andrews

\*This information is anonymous and helps us understand the areas where people use the bus most.

Why do you make this journey?

- I live in this area
- I visit this area for shopping, exercise, socialising, leisure
- To attend school, college, or university
- I work in this area (including unpaid caring work)
- Other

How often do you do this journey?

- Daily
- 2-3 times a week
- Once a week
- Every so often (1-4 times a month)
- Less than monthly

How do you usually make this journey?

- Bus
- Car/Van as driver
- Car/Van as passenger (including Taxis)
- Cycle
- Walk/wheelchair/mobility scooter
- Other

Why do you choose to travel this way? (choose all that apply)

- Quickest
- Most convenient
- Most reliable

- Safe
- Cheap
- Most practical
- Better for the environment
- Lack of alternatives

What do you think are the problems that slow bus journeys down? (choose all that apply)

- Regularly stuck in traffic approaching junctions
- Stopped frequently at traffic lights or the green light isn't long enough to let the bus through
- The bus can't move away from bus stops quickly because of passing traffic
- Cars parked in the road means my bus needs to wait to pass oncoming traffic
- Too many stops
- Other: [free text]

What would encourage you to use the bus more often? (choose all that apply)

- Shorter journey times and more reliable arrival times
- Better quality buses - low emission vehicles, better accessibility for wheelchairs, more frequent cleaning, comfier seats, more space for prams and buggies
- Easier to make onward journeys - space to take my bike on board, stops at locations where I can easily switch services
- Timetable changes - more frequent buses, buses earlier and/or later in the day
- Better ticketing – easier to understand ticket options, tap on/tap off technology, capped fares, multi operator tickets
- Better quality bus stops – live bus times, better shelter from weather, more lighting, CCTV
- Other: [free text]

Is there anything else you would like to tell us about buses in your area?

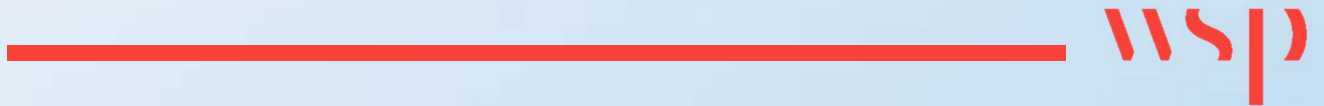
[free text]

How did you find out about this consultation?

- Newspaper / news / radio
- Email
- Social media
- Poster / flyer
- Internet
- From your local ward councillor
- Word of mouth
- Other

# Appendix B

## **BUS TRAVEL FREE TEXT RESPONSES**



<b>Other - What do you think are the problems that slow bus journeys down? (Choose all that apply)</b>
1) having to wait for changeover halfway (Leven) that sometimes dont exist and 2) the amount of stops also makes the journey closer to 1h45 or 2hrs - driving is around 45mins
20MPH limits everywhere - slows all traffic down unnecessarily
39 buses that go into the Victoria hospital all go the same route through Glenrothes taking 40 minutes to arrive at the hospital. There is not a direct link to the hospital which I feel would benefit the elderly and NHS workers.
Anstruther- Far too congested with traffic. Lack of traffic control- today wall to wall cars parked at harbor, lorries double parked delivering to shops and a 48 foot coach trying to set through all that. Slows bus down or sometimes at a complete stop.,
As a kelty resident, the buses to Cowdenbeath are confusing and also as bay travel covers these routes you have to buy a separate ticket from stagecoach. Would be helpful if these companies could collaborate in some way on day/weekly tickets
Bad timing between connections and inconvenient placing of bus stops with no pavements for pedestrians to use to access the stops
Badly designed routes
Because some of the roads are so narrow as fife council thought it was a great idea to take a chunk of the road away so there's no room for buses and lorries and cars to pass safely along side each other
Being late
breakdowns of very elderly buses - many of the no. 95s are over 20 years old and often breakdown
Broken down,
Bus does not run on time, This has been going for over a month now
Bus drivers are terrible
Bus drivers just having a casual chat like there is no hurry when changing drivers.
Bus drivers not sticking to time table
Bus is always late!,
Bus nearest has tk come tomorrow leven by time it comes go rosyth often delayed not reliable .previously had number 19 every 10 minutes would use bi's more often as normally travelling from Rosyth to dunfermline
Bus nearly always late/broken down (#4)
Bus not turning up.,
Bus regular get cancelled. So I cannot plan how I am getting home that day.
Bus regularly cancelled
Bus route not great
Bus services cancelled
Bus stops nearer local shops like Holbeach asda
Bus time is excellent. It is the ridiculous cost to pay £9.50 for a round trip of 24 miles.
Buses always late and 50% of the time they don't turn up
Buses are late and have an impact on being late for college
Buses are regularly cancelled due to lack of drivers

Buses are too infrequent after 6pm (19 bus) so more people fight for a seat. Most days I need to wait 30 mins just for the bus to arrive at Halbeath. Larger buses means a larger capacity. Ppl take too long to board/pay. Advertise smart card more for haste
Buses arriving late, buses cancelled
Buses breaking down due to not being fixed properly
Buses breaking down on journeys
Buses don't connect from Burntisland to Halbeath where I want to go
Buses don't take direct routes. For most 'Express' routes they now act as a predominant 'Town Service' slowing the service down.
Buses getting cancelled last minute
Buses keep breaking down on 7b route
Buses need to stop pulling out Infront of traffic it's going to cause a serious accident,also bus drivers need to learn some manner and respect,
Buses not turning up
Buses not turning up. So making others late
Buses often held up by roadworks when one direction is closed as there is only one lane in each direction of travel, traffic quickly builds up.,
Buses rarely leaving glenrothes on time to come through to cupar, staffing issues, i have noticed on occasions drivers at st andrews come to allow people to board at the time the bus is meant to depart.
Buses seem to break down quite often are fairly old and unreliable. Timetable has big gaps on weekdays.
Buses stop for 10 mins for no reason at stops
Buses withdrawn without warning. Lack of communication at bus stations, info only available on Twitter not Facebook
Buses would be quicker if drivers didn't have to spend time selling tickets
Busses never arrive and if they arrive early they just leave
Busses to impractical to know if they are slow
Camdean Rosyth. No timetable
Cancellation of routes
Card machines on the bus never working properly. It holds up so many passengers boarding the bus quickly.
Cause they let other busses out at junctions ect. Don't know why they run slow cause I see them speed all the time in 20 and 30 zones
Circuitous routes
Cost is more to travel by bus
Could choose a better route the East Neuk to Leven route is extremely slow
Cycle lanes coming out of Edinburgh reducing road to 1 lane & adding additional stops through Duloch for Glasgow bus
Detours around rosyth on 7 and 7b
Diversion through Cowdenbeath
Does not exist
Doesn't turn up on time or not any notice of it not being on
Driver change and unexpected bus cancellations

Driver changeovers where the next driver will not come out to the bus until it's actually time to leave
Driver having SMOKE breaks
Driver hesitates,
Drivers attitude
Drivers being ill and lack of staff, cancelling services without any notice
Drivers getting off to smoke/vape
Drivers handover at bus stations
Drivers smoke breaks
Drivers/buses being late or cancelled
Due to staff shortages they need more drivers on the buses
Dunfermline to Glasgow bus has too many people on it, need a bus that's solely for Dunfermline to Glasgow, and not from St Andrews, via Dunfermline to Glasgow. So many people cannot get on bus during busier days
Frequency and times. Doesn't get in for the hour so often late to work
Frequent breakdowns
Fumbling visitors buying their tickets. Need the equivalent of a London Oyster Card in Leven and St. Andrews in Fife!,
Going through Cowdenbeath
Having the driver issue paper tickets. There should be a travel "Oyster" card,
Having to make multiple changes on what should be a short journey
I actually live in Torryburn and we need the 3:19 bus service to Dunfermline restored. It's a nightmare trying to work hospital and dental appointments
I don't know
I have found the bus to and from Kingsbarns where I live to be excellent but only use in evenings when socialising
I have no idea. I never use the busses because they are infrequent, slow and unreliable.
I live half the week in Crail and half the week in Edinburgh - the X60 or X59 are often late but there is no one problem that causes this - traffic issues in Edinburgh caused by sporting events, tourist events, weather events, police incidents etc etc
I think the lack of frequency in journeys slow them down
I travel from Banklands in Newburgh to Cupar & I have lost count on the amount of times the bus has not arrived when going to Cupar or on the return journey the bus is bigger and cannot get up the road to Banklands in Newburgh. It's a total disgrace.
In my area the buses are too big
indirect buses or lack of onward connection to places like South Gyle from Dalgety Bay
Indirect routes
Indirect routes
Infrequent service and multiple cancellations
It is a hassle with the pram on the x60/61 buses. Drivers will refuse to help build down pram as I have my infant in my arms. I then have to take the 7 bus which can take 2+ hours
It takes too long for the driver to collect fares
It's an hourly bus service where I stay. It's not here often enough and leaves the bus station in St. Andrews before any other bus gets in. The connecting service is terrible from one bus to another. Sometimes a 2 hour way intervals or if no show.

It's important to keep ALL traffic moving, not just buses. This means fewer traffic lights (e.g. Halbeath motorway roundabout), or better timings. Buses do not need special treatment if all the traffic flows properly.
its traffic
Journey isn't quick because it goes to every village
Journey not direct and quick enough
Just late
Lack of bus drivers at the moment.
Lack of buses mean many services are often cancelled or bus is full and cannot board
Lack of drivers
Lack of information about disruptions
Lateness is not problem
Limited routes, so longer to go from A to B
Little or no service from windygates to Kirkcaldy
Long routes
Long way round via coast, change at Leven
Long zone routes
Low Frequency of Service
Many reasons not just 1
My house isn't on a bus route
N/A - I don't think it's a problem..
Need change at glenrothes
NO bus alternatives
No bus from Falkland to Markinch station
No bus routes where I want to go
No direct route, 2 buses with wait time & change
No direct service
No direct service from Leven to Kincardine,
No idea
No longer a bus service with direct access to Victoria Hospital. A 20 minute journey now takes 90 minutes
No route
No service on a Sunday from the methil/methilhil area and also no service after 6pm which is not acceptable I
No Sunday Service!
No town service in my area. We used to have the no9 from Dysart to temple hall. Was withdrawn so no bus to go to asda or bingo. Temple hall have numerous buses to use
Not a direct route
Not enough 97s, not at sensible times
Not enough buses



Not enough buses
Not enough buses and currently none in the evening - ie huge gap from early tea-time until 11pm/midnight then nil till morning on the most direct route. Also during day only hourly - usually delayed.
Not enough buses in service
Not enough busses going where I need to go
Not enough busses on route
Not enough drivers
Not enough early busses so I have to arrive late or can't get to e.g. Inverkeithing train station on time
Not enough route options through small towns yet they wind through larger ones. A prime example is that towns aren't even listed in this survey in where do you make your journey from...
Not given enough time to allow for traffic
Often x59 is late or a no-show. It is vital I get to work as teach practicals at Elmwood college. The amount of times I've had to panic, ask my husband for a lift, ask colleagues to pick me up I've lost count of.
Old people taking forever to get on
On the 95 a major problem is the reliability of the buses. In the 6 months from November 2021 to May 2022 I have recorded 34 instances of faulty buses causing delays or cancellations to the 95 that were reported on the @StagecoachEScot Twitter feed
Only one bus an hour
other services run on this route either just ahead or behind the 'express' service - stop the duplication and don't have 2 or more bus services following each other around the same route at peak times (early morning 06.30 - 09.30am and 3.30 - 6.30pm
Passenger issues
Passengers aren't organised when they get on the bus; they often don't have the fare, their wallet, their ticket or their buspass to hand
Passing schools which has traffic due to children being dropped off
People stopping bus to ask when another service due, wanting to ask drivers about missing buses, drivers being slow to process tickets that go across different bus providing companies
People take a long time to get on or off and pay
People waiting at bus stops should clearly put their hand out so that bus drivers know that they want their bus
Poor buses
Poor infrastructure to cope with traffic volume
Poor performance by bus operators, lack of staff and drivers, stagecoach does not care about customer service
Poor service
Poor service and regularity
Poor Timetabling - 95 and X60 run in tandem from Leven to Anstruther and back
Poorly maintained wheelchair lifts and restraints and lack of staff training on how to use them. They need to be retrained more frequently and have an instruction sheet available as a reminder.
Possibly all of the above, but that would not be so much of an issue if there were more busses
Regularly held up in Vtiwn when busy
Removal of services from village

Road closures
Road works
Road works
Road Works
Road works- Lack of planning by councils, buses joining times don't meet up/link up (with train times too)- makes journeys longer (again, lack of planning foresign),
Road works,
Roadworks
Roadworks
Roadworks and lack of staff. Buses are often cancelled!
Roadworks, usually too many going on at any one time in 1 location or route.
Rosdworks
Route has many towns/villages with low speed limits, narrow single lane roads (e.g. bottlenecks with cyclists, etc.), too many passengers paying cash rather than card/prepaid passes
Route is not direct
Route is not direct
Routes are impractical
routes not direct enough or frequent enough, stop trying to blame cars
Routes take too long
Routes that go all around the town and not directly to the destination. Changes needed to get to destination
Running late breaking down as some buses are old
Service has got worse and worse, the live data says buses are due but then they dont appear, lots of buses between st andrews and dundee but few via tayport and no integration of timetables,.
Size of bus - need smaller buses. No need for a double Becker when you only have 10 people on it
Slow travel through housing estates
Slow, narrow roads, particularly from the East Neuk to Kirkcaldy - that much takes 45 minutes even by car. Buses to Queen Margaret Hospital in Dunfermline take about 140 minutes.
Some of the routes like when you have to go into the leisure park
Some routes are absurd. In High Valleyfield the bus weaves in and out of every single residential street before continuing
Sometimes buses don't appear at all or they arrive late
Sometimes they do not have driver and the bus gets held up for half an hour.
Stagecoach app shows me all the delays
stopping at stops where nobody stands
Stopping journeys because of school hours
Stopping to pick up passengers
Strange bus routes which means bus is going back on itself
Stupid long routes , lack of service NOTHING to do with traffic flow so stop sticking bus stops in road lanes !

Sunday Service - one bus an hour to/from Dunfermline from West Fife is ridiculous! Last bus is far too early! When on the bus the driver takes his sweet time, meaning that any chance of making another bus is null and void! Fix this!
Tayport to Newport requires changing bus at the end of the bridge.
The bus doesn't take a direct route from Newburgh to Cupar so the journey is almost an hour.
the bus is always late
The buses are much too big for the size of the roads, and anyway nearly empty, why not use buses that actually fit on the roads?
The buses serve a lot of small roads between the houses. Never seen anything like this in the last 3 countries I've lived in. They should save main roads only. This will save time, damage to the small roads people moan about and wear and tear on the bus.
The driver not being on time. ie leaving bus station on time due to having a cigarette, waiting at bus stop when not needed. And sometimes just don't show up
The Dundee - St Andrews buses don't make a stop in Newport on Tay. If only one bus per hour made the detour through Newport, it would be extremely useful (and would avoid a very dangerous pedestrian crossing at the Forgan Roundabout.
The journey time allocated from Saline to Dunfermline is unreasonable.
The main issue with bus travel is frequency of services. Buses are usually 10-20% full. Why don't we go down to mini-bus size vehicles and have more services? Smaller buses are easier to manoeuvre through narrow streets and suit our Fife roads.
The main problem with the 95 is the old buses they use on the route which often breakdown - see <a href="https://95crailbus.eastne.uk/home/making-bus-journeys-better/fault-log">https://95crailbus.eastne.uk/home/making-bus-journeys-better/fault-log</a>
The number 7 - Leven to Dunfermline having to navigate round parked cars in the Camdean area of Rosyth, especially early morning and it's unfair to put that pressure on your drivers
the only route goes round the coastal villages rather than through cupar and glenrothes, takes about 2 hours as the roads are narrow and windy and there are many stops in many towns.
The roads aren't designed for busses. The state of the roads actually makes them unfit for any vehicle.
The route is not direct enough - visits too many coastal towns en route
the route it goes
They're never on time and cash isn't accepted. Cash not being accepted is the biggest reason I won't use the bus.
There are no buses!! 85/86 only serves a small part of Duloch and the 87 takes ages (and isn't frequent despite what your website says). None of the services operate in the evening!!
there is not enough direct routes, eg the old 23 service kinross - st. andrews... or direct routes from village/town to another village or town, only city to city
There is not many issues on the bus route I use, there just isn't enough busses.
There's only one bus on my street so if it's late or doesn't show up I'm stuck there for at least another 30 mins
They keep breaking down and never on time
They keep breaking down! And no driver!
Think this question is irrelevant. Buses travel in on the road along with other vehicles. Therefore a multitude of reasons could exist

<p>This response is probably not relevant as I travel to and from Edinburgh. For years, the bus service has been 98% excellent but in the last 8 weeks it has got very very poor. Buses are cancelled and the bus station doesn't even know. A driver changed the destination from Glasgow to Glenrothes, took the bus to the depot, telling nobody. The buses need regular maintenance, as they are prone to konking out, especially going around roundabouts from time to time. What has happened to our real-time departure board at St. Andrews place?</p>
<p>This survey! I live in Crail and go to Anstruther and Cupar by bus but the survey won't let me say that.</p>
<p>time it takes when changing driver, running late and not making up time, buses getting taken off route for school runs and no other alternative put in place</p>
<p>To many stops that other bus routes used to do takes so much longer to get home</p>
<p>Toilets on buses always locked or no toilets at all</p>
<p>Too few buses late afternoon</p>
<p>Too infrequent</p>
<p>Too infrequent and times not suitable for my work ie: start at 0900hrs bus arrives at 16 minutes past the hour in St Andrews</p>
<p>Too many buses not turning up,</p>
<p>Too many roadworks and diversions in the same areas! St. Andrews Cupar in particular.,</p>
<p>Travelling through small Kirkcaldy streets with large single or double decker buses where they were never meant to go and parked cars block way</p>
<p>Trying to cover one route with few buses instead of small regular journeys with coaches or mini buses.</p>
<p>Unnecessary detour in areas already serviced by other buses</p>
<p>Unreliable service</p>
<p>Very poor direct bus connection between Duloch Tesco and Ferrytoll for onward travel to Edinburgh and all other points available from there.</p>
<p>Volume of traffic.</p>
<p>When the driver is too early and sits for ages at all bus stops</p>
<p>Winding coast roads, and buses are slow.</p>
<p>Wish there were buses suitable that could slow down!!!!!!!!!!!!</p>
<p>X60 always late from Edinburgh I assume due to heavy traffic, I get on at Buckhaven College St</p>
<p>X60 travels over too great a distance to be a reliable service for us. On average runs 20 minutes behind schedule. 95 keeps good time but too long a journey. Need a quick service East Neuk to St. Andrews.</p>

Other - What would encourage you to use the bus more often? (Choose all that apply)
A bus route that passes close to my house. I live in a new build estate to the east of Crossgates - why was planning permission passed without public transport links on B925 included? See also space to carry bikes and multi-operator ticketing
A bus route!
A bus service that stops in the village (Kilmany)
A bus that goes via Woodside to the Victoria hospital instead of having to get a bus to town centre then bus to the hospital.
A direct bus between Crail and Cupar would be good for visiting elderly relatives in care in Cupar
A direct bus to East Neuk is needed from Glenrothes. I frequently travel to Elie etc in the summer time and it is inconvenient having to change buses at Leven.
A more direct bus to woodmill.
A regular route that runs to and from Glenrothes to perth. Cheaper tickets
Able to take my bike on the bus to make multi-modal journeys to the areas the buses don't reach.
Access to other areas instead of having to travel to the main town centre
Access to public transport within walking distance of my house. Currently >3 miles to nearest bus route
Acknowledge the buses for commuters doing long distance. I commute to/from Edinburgh every day. My bus gets to Halbeath at (e.g) 18:07, and then the 19 leaves. I need to wait 30 mins for another one. Please make these buses more frequent
Adding Kingskettle to the existing 64 circle of villages
An actual BUS that stops in the actual BUS STOP I have in my village
Availability again if actual timetables!!!
Being on the main Stirling to Cupar and St Andrews road and cannot get to either town without difficult changes. We used to have a much better direct service but now back to using our cars.
Better availability of buses and journeys, and without needing to change buses as often.
Better bus routes
Better bus service
Better connections to the new train services at Leven rail station when that reopens in 2024.
Better connections with smaller villages to train stations and park and rides to enable journeys to Edinburgh- absolutely ridiculous that there is no bus from high valleyfield to rosyth train station or ferrytoll
Better more direct routes
Better roads no holes in roads
Better routes and times whi h would make it possible to use public transport for work
better routing
Better seats for disabled seating, kids baggies folded.,

Bus from Falkland to Markinch station connecting with train to Edinburgh
Bus from west Fife villages to ferry toll for onward transmission to Edinburgh/Glasgow
Bus not getting cancelled all the time!
Buses actually running at times that get me to my work on time early in the morning
Buses actually turning up and not being cancelled everyday. Completely unreliable.
Buses actually turning up. Not taking buses off for schools.
Buses on Sundays, no chance to get to and back from work over the weekend
Buses on time. An earlier bus to get me to work on time if anything does muck up in the morning. Also adding Elmwood college back on as a stop like it used to as often miss connection in glenrothes/have to walk up from train station in Cupar
Buses should be cheaper, maybe nationalised. Also, Fife needs to be better connected (especially to nature areas).
Buses that actually service more areas. Not just in the morning then no other services until later in the day. Areas shouldn't be discriminated. Passengers should be able to use just one bus for a journey. Not have to change frequently for short journeys.
Buses that go from one end of the town to the other without the need for a change half way through
Buses to connect at Kirkcaldy bus station, not having to wait 30mins or more to continue journey. As I am disabled the excessive use of brakes, causes me pain and discomfort, PLEASE take this into account as I am not the only passenger this affects
Buses where people with disabilities can get the use of seats at the front of the bus. As people with buggies use the seats and are reluctant to move to let you sit in those seats
Buses actually arriving at stops on time and not leaving early like they usually do
Buses along Ferrytoll Road to go to Dunfermline
CASH!!!!!! I should be able to say just a single to Kirkcaldy please and pay. 2022 and I can't even do that. RIDICULOUS
Change from Moffat and Williamson back to stage coach. The m&f drivers are a disgrace on the roads. Drive far too fast, refuse to give way, pull out without signalling
Cheaper
Cheaper
Cheaper
Cheaper
Cheaper
Cheaper and being on time more often and showing up more often as well as being less packed
Cheaper and easier access at peak times
Cheaper buses, also bring back the Glasgow bus down the coast
Cheaper cost of tickets

Cheaper fare, still cheaper to take car to work
Cheaper Fares
Cheaper Fares
Cheaper Fares
Cheaper Fares
Cheaper Fares
Cheaper fares,£4 per journey builds up and even mega riders, while better value are not the cheapest. Also this single journey between 2 neighbouring fife town is nearly the same price as a return to Edinburgh
Cheaper fares. I drive because parking and fuel costs less than the price of a ticket.
Cheaper fares. It's very expensive to use the bus.
Cheaper prices
Cheaper tickets
cheaper tickets
Cheaper tickets: substantial discount for seasonal passes (cheaper Megariders, bookable online for long periods) or travel outside peak hours, discount schemes with major workplaces (e.g. Universities, Fife Council, etc.)
Cheaper. V expensive & infrequent vs Edinburgh
Closer bus stop for my departure
Confidence that the bus will arrive!
Cost
Cost
Cost
Cost
Cost- buses in Fife are very expensive compared to other cities. Local buses especially. Add family to the cost and it's cheaper to use the car which is wrong.
Cost is a major factor. The bus is more expensive than driving
Definitely need better bus stop shelters (safer from vehicles passing or, as on the Cupar-Kirkcaldy route bus stops and pavements leading to them full-stop! e.g. in established/known areas of need e.g. homeless hostel outside Cupar
Difficult to find something to tick as buses within Fife are good. Onward journeys to Dundee would encourage us to use buses to commute.,
Direct bus services on better roads; a properly integrated transport system (e.g. trams that - like trams in the Netherlands, and unlike the trams in Edinburgh - run directly off the road onto rail and back).
Direct bus to Glasgow
Direct buses from crossgates to dalgety bay/hillend
Direct buses from East Neuk to Victoria hospital Kirkcaldy and direct buses from East Neuk to Dundee (like there used to be)

direct service
Doesn't come to KY49EQ
Easy access to hub stations eg Halbeath by bus to avoid having to use the car. Especially from coastal towns such as Burntisland and Kinghorn
Easy read for learning disabilities,
Fairness in pricing
Fines for bus operators if bus late or cancelled. Nationalise the buses.
For someone who has Dyslexia it would be nice to keep it simple for people to understand. Time is changing, and ticket prices.,
Free bus travel for all
Free parking beside the bus corridor. Not everyone can walk to a bus stop. There are many people who have no alternative to car use to get from the start/end of the jourey to the bus stop. Very few people' entire journey is confined
Free wi-fi, advertised but no longer there,
From methilhill you cant get a bus that goes straight to dunfermline,kennoway,cupar takes ages having to go a roundabout route or to swap buses. Also ridiculous you can't get a bus to and from Victoria Hospital on Sundays or after
Having a regular bus that stops nearer my house
Having routes I may actually use. There is no direct route from Lochgelly to Edinburgh which is the most likely journey I would make
Having the bus route re-established where I live - was taken off 13 years ago
hire drivers that actually care about their passengers!
I have no issues regarding the above
I live in Gateside and none of the routes above work for me so I have to use my car.
I need to travel to Cupar or Balmullo to catch the bus I need then wait a while for bus I need no fun when weather is miserable.
I would like a bus to Coaltown roundabout.
I would use the bus more often you out a bus on that actually goes passé the supermarkets from the east neuk into St. Andrews. It takes far too long and 2 buses to get to the supermarket is not good enough.
I wouldn't
If a bus is known to be running late, then can this be displayed digitally on the stand as in Lothian Buses for some time now. It would be really helpful on a monday between 8:00-9:00 am if the No7 coming through Burntisland was on time.,
If more express busses had charging ports for mobiles
If the bus service was actually provided by Fife Council, rather than by private companies
If the direct bus to the Victoria Hospital in Kirkcaldy from North Glenrothes was reinstated and ran 7 days a week that would be good!
It would have to be a hell of a lot cheaper
It's very hard to find what bus I need to get to where I want to go and the times
ive got nits



£
Less changes required to get from A-B in town
Less expensive
Low floor for ease in getting on/off using rollator. Drivers stopping close to pavement.,
Lower bus ticket prices.
Lower cost
lower prices
Lower Ticket Prices
Make it cheaper to travel and stop taking buses off for the schools, it a nightmare trying to get home for about 2 hours
Make them cheaper. Far too expensive
Mobile tickets not needing mobile data after few hours. WiFi restored to resolve issue
More bus East Wemyss-Edinburgh
More bus routes. I would really like to have a bus between Ceres and Crail or Anstruther.
More buses on the road
More buses serving mossgreen part of crossgates. Currently there are NONE !!!
More busses
More destinations.
More direct routes. for e to get to my work i need to get 2/3 buses which takes hours and by car it take 15 minutes
More drivers
More Frequent Express Bus Services
More frequent service
More frequent service, perhaps a smaller sprinter minibus from Culross to connect with a larger place such as High Valleyfield
More low level coaches are required. Dedicated disabled areas. Dedicated assistance dog areas.
More regular bus service. 2 buses 30 minute and an hourly service. Not good enough.
More regularl, reliable, cost effective, convenient
more reliable and not cancelled without notice
More reliable buses which don't get cancelled on the day.
More reliable timetables
More reliable, timetables that are upto date. Not everybody can acess the Internet.

More routes - why are there no buses crossing Fife East to West centrally? Could hit so many towns
More seats available
Need a bus that's solely for Dunfermline to Glasgow, and not from St Andrews, via Dunfermline to Glasgow. So many people cannot get on bus during busier days
Need bus to Dalgetybay
Need more buses with easy access for people like me that use walking frames
No meaningful services through Duloch. This is now the main population centre of Dunfermline.
Not having to take more than one bus.
Nothing because I don't drive and use the bus all the time. Honestly am sure these questions could have been posted differently????
Nothing really. You'd save so much money if you would consider serving main routes only. In Edinburgh people take bus from the main roads, buses don't go between the schemes. This is where you're losing money and time.
Nothing would make me take a bus in place of a car/van
Occasions at Weekends I need to work early on a Sunday for example 6am but 1st bus is 0830
On a Sunday, the connecting 9S to either the X60 at Leven or the X59 at St. Andrews sets in 5mins after the coaches leave for Edinburgh. Makes more sense to have them arrive 5mins before the X60 and X59 leave.,
Paper timetables
Par and ride needs much better lighting in dark months and late at night.
People at bus stations to answer your questions, information regarding bus delays etc
Price
price - horrendously overpriced
Price - need cheaper tickets for those who are not retired or young. People who work spend half their wages getting unreliable buses.
Prices should be cheaper like Lothian transportation ort
Reduced fares
Reducing fares also
Reinstatement of bus route which was removed after 50 years
Reliability frequent no shows when timetable indicates bus available
reliability with the bus actually showing up
Reliable and easy to remember timetables. i.e. no buses cancelled in the middle of the afternoon to provide school journeys.
Reliable service with courteous drivers
Return of timetables!

Scrap zone payments
Seatbelts on all buses. Laws of physics don't stop on a bus.
See above!
Services like those that were cancelled by Fife Council (Stagecoach D7 or Stagecoach 1)
Services not being cancelled due to lack of staff - recruit more drivers. If services have to be cancelled, have a better way of advising of cancelled services than twitter (not always published).
Small, comfortable, electric buses with a bike rack on the outside would be ideal.
Stagecoach is ridiculously overpriced. £8.40 to go 11 miles. In Edinburgh, capping at £4.40 a day to travel multiple times throughout the city.
Stagecoach need to give the service they're being paid for by the Council. Total disregard to the elderly and Disabled people that rely on this service to go up and down to Banklands on Bus Route 94.
The 95s that link the Fife leg of my journey do seem to be rattly old buses that bounce jarringly at every hole in the road and often break down
The bus being reliable and not cancelled.
The main problem is Crail to Cupar and back with unreliable connections in St Andrews. How about a new service Crail, Secret Bunker, Peat Inn, Pitscottie, Cupar joining places without frequent bus services?
The routes don't connect across Dunfermline well enough and they aren't enough options.
The routes don't work for me. If I need to get to Edinburgh or Glasgow it takes over two hours by public transport. The buses need to connect with the train stations at Inverkeithing and Falkirk
Toilet facility for Dunfermline to Edinburgh routes. Logical routes. Better timings. Regular buses between Inverkeithing and Dunfermline. Better routes across Dunfermline from Duloch to Halbreath,
Toilets
Too expensive
We need a bus service from Mountfleurie, Leven to Cameron Hospital, Windygates-----At the moment people have to get a bus from Mountfleurie to Leven Bus Station then a bus from Bus Station to Cameron Hospital!
Weather conditions has led passengers to Q in different conditions while there is driver handovers - getting a seat means standing in the Q quickly.
When I retire in a few months I plan to use the bus more regularly and I will have more time to plan my trips.
When the bus isn't a Plaxton Elite
While not applying to myself but most importantly cheaper fares.
X2n 'Express' services could better serve West Fife. X24 no stops btwn Glasgow & Kincardine. 3 roads across West Fife, the X24, X26, X27 could run the A985, A907, B914. X26 stop at Cumbernauld, and X27 at FVRH only

Is there anything else you would like to tell us about buses in your area?

1. Serve main routes only, stop serving tiny roads between the schemes, you're not a taxi. 2. Don't offer giving change to passengers, like in Edinburgh Lothian buses.

1/2 hour bus services in North Queensferry. Too much buses going off for school kids.

19A and 33A come at the exact same time, why? The 19 bus no longer services Hill of Beath it travel along a section of road where there are no bus stops, why?

256 characters is not enough to state all the problems with out bus service in the village!

2 buses on hour along the coast but they follow one another! Used to have 1/2 hourly service so if you missed one only 30 mins to wait not an hour

50% of drivers Miserable on stagecoach

66 should still go through Freuchie. More express busses to take the route through freuchie Road end rather than through kettle

7 from Kirkcaldy to dunfermline is late 8 out of 10 time and the last 1 out of 2 it just doesn't show up plus this survey left out alot of locations I don't travel from dunfermline but if was my closest option

85 and 7 both leave Camdean at the same time

A better service where buses turn up

A bus between strathmiglo and Leven, or one like it, via Falkland perhaps, would open up opportunities for folk to take buses..

A bus from Leuchars to Gauldry/ wormit regular from st Bunyans place

A central app for Fife's public transport would really help make transport more accessible to me

A early morning bus on a Sunday would benefit NHS workers who start at 7 am

A live timetable at the bus stop would be really helpful

A lot are old and keep breaking down, need new more economically friendly buses which break down all the time.

A lot of cancellations is services stop me from considering this option more often

A number of services being withdrawn due to staff shortages however additional buses supplied for the St Andrews Open? Scandalous behaviour by Stagecoach
A quicker service from St Andrews to Edinburgh (our capital city, after all!) would be good.
A salient omission from this survey is around bus journeys to/from outwith fife especially for those in south/west of the local authority.
A timetable for buses that go via Camdean in Rosyth.
A Very POOR Service, everything is pointing to the big towns , us in rural areas are just not catered for !!!!!
Aberdour is poorly served with buses to Dunfermline takes ages by the time it goes round the bay round rosyth
Access to bus station toilets, more seating in bus station.
Afternoon buses to or from Edinburgh often delayed due to congestion. I would use the bus to travel to St Andrews but it takes too long so I take my car.
All limited stop buses were rerouted away from Aberdour and the only bus- number 7/7a does not go to the ferrytoll park and ride. This means driving to the park and ride when locals would use the bus more if there were good connections.
Alot of areas are impossible to get to by bus, I have IBD so the fact there are no toilets on most local buses prevents me from using them.
Although they are every half an hour, they are reliable
Always cancellations
always delayed and normally too busy to board because buses are too small
Always late
Always late and old some buses struggle with hills
always late and stop too early at night to be able to get home safe
Always late!! Or dont show no good when you have a his app to go too
Always late, not enough buses to get me to work on times rising costs, no direct buses

Always run late !
An occasional fast bus from Aberdour to Dunfermline that does not go through Dalgety Bay and Rosyth. The journey takes too long- and Dalgety Bay has enough buses anyway
Annoying when your bus doesn't show up on the app, when the times of the bus is unachievable i.e. the 7D on a Sunday going from Inverkeithing rail station to North Queensferry and back in 17 minutes, always late.
Antisocial behaviour is unacceptable and is very offputting, especially for females travelling alone.
Any bus should be able to stop for passengers at any bus stop on its route. e.g. Only X51 stops at Tesco Rosyth, not the X55.
Apart from my issue with the St Andrews- Dundee service, the bus service is pretty good. The often inaccurate electronic display at Dundee bus station is a nightmare!
Are not clean enough
As a recent resident to the area I think the bus service between St. Andrews and Leven is very good.
As a regular commuter to Edinburgh (daily) I find it totally unacceptable that there is only one bus service going from dunfermline to Edinburgh directly and only once every half hour
As above- Buses not turning up not just one on occasion two!
As above no service on a sunday and no service after 6pm all other days, hospital visits cannot b accessed and also work commitments. 😞
As my son is on the Autistic Spectrum and we live in a small village on the outskirts of St Andrews, he is reliant on the hourly bus to either Cupar or St Andrews for both Shopping & Volunteering. People with Disabilities are reliant on Public Services
At the moment they usually run late
At this moment in time they're being cancelled daily at the last minute, are unreliable and I'm paying for a ticket that is not getting used as I need to find alternative transport with my bus always being cancelled
Attacks on local buses passing by the village puts people off using them
Attempted to travel from Glenrothes to St Andrews this morning. Gave up due to 1. Online timetable times were incorrect. 2. Bus time at stop was 15 mins later than online timetable. 3. Bus was coming from Edinburgh and was delayed by 37 mins. Took car!
Bay Travel remove busses from timetable to serve schools both morning & afternoon. This means Really long wait times or being forced to use alternative routes with stagecoach at a further cost. We need Multi-Operator tickets in Kelty REALLY BADLY.
Because of large distances between official bus stops, some drivers are hesitant to let you off in between stops.

Better attitude from staff and more awareness of staff dealing with destructive or drunk behaviour on buses
Better bus routes to and from ceres (more frequency and more reliable)
Better bus service from Auchtermuchty to Kinross P & R where you can get connections
Better drivers who are more polite and certeous
Better drivers.
Better education for passengers to behave in a more civilized manner, not throw rubbish all over the buses, monitors for school runs. Stopping under 18 free travel at 9 pm to ensure a reduction in anti social behavior on buses at night and weekends
Better interconnectedness between towns and cities within Fife. I don't travel further afield from Dunfermline by bus as it is not easy or practical. More services between towns and beyond the centre of a town. Take a leaf from Lothian!
Better link up with buses to Glasgow
Better routes throughout Dunfermline. It shouldn't take me two hours at night to get home from Edinburgh because there are no routes covering Duloch where I have to come into Dunfermline to go back out of Dunfermline to reach Lapwing drive? back
Blairhall needs a direct bus to Glasgow, otherwise have to get a bus to Dunfermline first to come all the way back to Kincardine!
Bud to be on time as I take me kids to school from blairhall to Oakley and bus is always late
Burntisland is not in a 'corridor' why not? Have you tried going from Burntisland to Ferrytoll - it takes 1 hour to go 8.5 miles and in the morning, you miss the connection to Livingston by 2 minutes, if the bus is on time.
Bus connections are not practical, it takes two hours or more to travel from High valleyfield to Edinburgh by bus
Bus drivers are rude bad customer service
Bus drivers should lower ramps and respect elderly and disabled
Bus from Falkland to Ladybank connecting with train to Edinburgh would be alternative I would use
Bus from Pittenweem to Leven is a dreadful journey,old double decker,I avoid,it makes me travel sick
Bus going down the dales from crossgates into inverkeithing and dalgety bay

Bus in parkneuk area needs more bus services
bus only goes from crombie through limekilns then dunfermline. what about going to the other villages around crombie ie cairneyhill,rosyth.Ibus would be better to leave dunfermline,crossford,cairneyhill,crombie,limekilns,rosyth then on to dunfermline. i
Bus service for visiting family takes you a "scenic route" after 18:00
Bus service in Duloch towards Edinburgh is appalling. 2 direct buses in each direction, very poor service to Ferrytoll and nothing after 7pm!!
Bus service reinstated from Glasgow to Anstruther which is my regular weekly journey. No option to state glasgow in choice nor Anstruther
Bus services have been worse recently that ever before. Buses are cancelled every day at short notice.
Bus services have caused me to be late to work daily and to have to find very last minute and expensive ways to travel to my job.
Bus stations appear to be outdated - no appeal to them.
Bus stop at fowlerst cellardyke is dangerous uneaten could do with more low lliners on the x60 for wheelchair users as it's a drag to get 95 then change to another low linner service time consuming and anoying
Bus stop at the end of my drive, however not on bus route
Bus times from crail to St. Andrews are not conducive with working in St. Andrews when you start at 9am. For a 9am start in St. Andrews you need to get a bus at 0740 which in turn means you arrive in St. Andrews way too early at 08.15
Bus Timetable should align with train timetables
Bus to Cupar does not get you to work for 9am From Newburgh - too much hanging around! No late night buses Newburgh to Perth
Bus to line up better with trains would be good too. As my train arrive so does the bus at the train station so there no way I can't get it on time and have to wait an hour for the next bus.
Buses always run full. It's hard to reach work everyday.
Buses are cancelled or break down on route.
Buses are dirty and smelly. Add more transit routes for small towns.
Buses are dirty, mostly after school hours but they havent got a proper cleaning even during the pandemic, there's dirt around windows and seats. Sometimes drivers chose a different, shorter route, when they're late, leaving people waiting at bus stops



<p>Buses are often dirty, stinking of cannabis, bus drivers pull away before passengers are seated, bus drivers lack 'customer service' skills appearing to be simply a driver, younger people often abusing buses, too many people putting feet upon seats</p>
<p>Buses are rarely on time,X59 has been cancelled and I got more than 15mins late on multiple occasions and therefore prevents me from getting to work on time. Bus cancellations/delays are poorly advertised as I often don't find out until I am told by a staff member at Glenrothes bus station about cancellations which is simply unacceptable.</p>
<p>Buses are regularly taken off to cover school buses</p>
<p>Buses are slow due to the lack of a proper core town network so when travelling into or out of the main town on a longer distance bus service means going round the majority of the town before eventually escaping it.</p>
<p>Buses could also be more appropriate to the area in which they operate: eg buses passing through Cupar are mostly coaches which are appropriate for long journeys. However, they are not the most accessible of vehicles for elderly or infirm people.</p>
<p>Buses do not easily connect to train stations/transport hubs.</p>
<p>Buses go right past my house but I do not know if it is going where I need to go. There is no bus stop on my street but I believe I can flag the bus down outside my house but can't find info to confirm that.</p>
<p>Buses have been cancelled in cupar there is no digital boards to tell you if bus is cancelled or late have to just stand,wait and hope it arrives. Most days the bus is late. As a disabled person standing at time for over an hour causes me to be in pain</p>
<p>Buses haven't adapted to shift patterns/school hours/train times at all. The bus service just isn't good enough to be a viable method of transport in this area. You can't even tie up timetables with train arrival times.</p>
<p>Buses here are expensive &amp; infrequent. It's a vicious circle. No good routes from where I live to any park &amp; rides or train stations. I do better by bike.</p>
<p>Buses home from Edinburgh can run late and when I take another to the park and ride my return ticket isn't valid on a second bus to take me the rest of the way. A return should be a return even if I have to change buses.</p>
<p>Buses in Kelty are not frequent and usually not on time. Would be good to have more buses running to Perth, Edinburgh. Buses to Perth and Edinburgh are every 2 hours.</p>
<p>Buses in rural areas would be an advantage, it's hard to get from Baldinnie to St Andrews or Cupar or Leven. I think rural routes should have smaller buses not double deckers. I often see empty double decker travelling along the east Neuk-waste of money!</p>
<p>Buses locally don't make the same logical 'point to point' journey that a train or car would. Serving residential areas should be left to town/urban routes and inter urban express routes could be exactly that. Fares could be cheaper.</p>
<p>Buses need to connect with trains with national travel passes for all age groups which are valid on all forms of public transport and all operators</p>
<p>Buses need to travel through Mossgreen. None do this now.</p>
<p>Buses no longer pass through Mossgreen, Crossgates</p>

Buses running about at night with no one on them!
Buses should have screens showing upcoming stops to help people taking routes they are not familiar with.
Buses should stop are more stops through Buckhaven. Its ridiculous that only a few stops are serviced in Buckhaven for express routes. But almost every other stop is serviced before and after Buckhaven. w
Buses to and from Leslie very unreliable, cancelled a lot and only one bus service in and out so no alternative when cancelled
Buses to and from Newport on Tay to pretty much anywhere are infrequent and so do not encourage use. I would use the bus a lot more if I could guarantee a better more regular service to Dundee/St Andrews.
Busses do not run late enough, not frequent enough journeys
Can you please route a bus service from Kirkcaldy along the B922 past Cluny Activities, there are homes and businesses which are currently inaccessible due to lack of public transport and decent paths. The road is fast making it dangerous to cycle.
Cancellations notified via twitter. Should also be done on app and noticeboards.
Cannot easily get to Glenrothes from Dalgety Bay - have to go back to Ferrytoll or express bus to Kirkcaldy & then just miss connection in Kirkcaldy. The no. 7 service is great but slow to Dunfermline. Cannot get to Halbeath P&R from Dalgety Bay directly.
Can't get bus easy around 3-4pm as all buses taken off for school run
Cant rely on buses the now
Change of timetable in the evening means taking two or more buses to certain destinations. A lot of drivers have very poor customer service.
Change the 747 route to go through crossgates
Cheaper
Cleaner windows
Cold, uncomfortable and rattly.
Compared to city bus travel rural bus routes are way more expensive it's far cheaper to use my car
Complete failure by operators to promote a network - websites primarily are route specific. Lack of printed timetables including network map.

Connectivity in the Tay Bridgehead ward especially between Tayport and Newport is absolutely appalling and the reason I use my car rather than public transport.
Could Cameron Hospital be added to the route of the X4 as I live in Mountfleurie but need to get a bus from Mountfleurie to Leven Bus Station then a bus from the bus station to Cameron Hospital
Crail to st Andrews or Leven. Buses one per hour. To get to work in Pittenweem only bus is 6.20 and then next one is school bus at 8.10am. this is a ridiculous gap as not any good if you start at 8.30 in Pittenweem.
Delayed journey times due to long bus routes eg 7 Dunfermline to Leven, would be better if the route was split Dunfermline to Victoria Hospital and Leven to Kirkcaldy, doubtful very few travel the whole route.
Direct bus to Victoria Hospital from St. A.- No. 60 takes too long. Can take up to 2hrs to get to Victoria Hospital.
do you have nits
Doing away with bus lay-bys is a short sighted fix. Cars having to slow down and stop and wait are using extra fuel to do this all you would be doing is solving one problem and creating ano.
Don't remove parking to prioritise busses!
Don't turn up or are late. Bus full by time gets to village so can't get on. No options for evening out poor service skeleton cover
Don't always run on time. As a result, if you have an appointment, you have to catch the bus before the one you actually need to make sure you reach that appointment.
Dont arrive at the right time
Don't tie up with onward journeys, i.e. from Town Centre to outlying area
Driver shortage is the number one issue affecting services. Any changes involving more choice will need sufficient resourcing first.
Drivers are not happy
Drivers are usually great
drivers can wait 10 seconds before pulling away from arriving X bus - especially at night to see if anyone needs it
Drivers need better people skills, and to stop at major stop changes opted to 5 stops in one mile radius
Drivers need to respect people.

Dunfermline to Glasgow bus has too many people on it, need a bus that's solely for Dunfermline to Glasgow, and not from St Andrews, via Dunfermline to Glasgow. So many people cannot get on bus during busier days
Dunfermline to Kirkcaldy hospital needs low level coaches. 2+ hours on a bus to get to a&e is ridiculous, because it's the only low level bus. A coach is a lot faster but inaccessible steps into coach.
Earlier buses Sunday, East Wemyss-Edinburgh
Earlier weekend timetable
East Wemyss only gets the central Fife day rider. There should be an option to get the Kirkcaldy or Leven day rider from certain bus stops ie: Leven day rider from the primary school to Leven and Kirkcaldy day rider from the primary school to Kirkcaldy
even @£2/l diesel driving is cheaper than bus. 10h/week traveltime @living wage is £4-5k, megarider around £1.5k = 5-6k/year for bus, on timetable. Old banger with 40mpg costs less than £2k fuel for 10k miles, and there 24/7 for emergency, shopping ...
Evening services tend to break up connecting at Halbeath PR and often waiting a while for the next bus to come.
Exceeding speed limits in built up areas
Excellent
Excellent bus service in Cupar
Express buses are no longer quicker , x27
Express network is a joke, stopping at every stop from Dysart and around Kirkcaldy. Journey time from Kirkcaldy to Dunfermline is roughly 55-60 minutes! X60 Leven to St Andrews also every stop, this is not express!
Express Services are far too slow now and stop too often the journey takes long
Extortionate prices and poor service to area
Extra cost due to being a different operator in the evening and Sundays
Far too expensive to go places by bus
far too expensive for people with no price reductions available
far too expensive, cheaper to drive, not worth the inconvenience

fleas onboard stagecoach buses servicing oakley/dunfermline.
For daily work commuting, bus travel cost is not cheaper relative to car, all else being equal (e.g. fuel prices), and lacks in reliability and convenience. Buses should have laptop charging facilities and wifi. No antisocial behaviour tolerated.
Frequent breakdowns or withdrawals and long wait between buses if withdrawn
Frequently diverted, cancelled due to continual roadworks.
From East Neuk difficult to get to hospitals in Kirkcaldy, Dunfermline, Dundee or even St Andrew's. Buses from East Neuk to St Andrew's should at least go via the hospital. All very difficult for elderly non drivers.
Geared to pupils and workers inside of Fife and not enough thought to accessing services in Edinburgh and Perth....Work, education, social.
Generally I find the bus service in my area adequate and a good service. However, it can sometimes be annoying when the local bus and the express bus arrive at a bus stop within a few minutes of each other.
Get rid of plaxton elites.
Getting information about bus routes is a nightmare
Glasgow bus no longer runs from Leven. I have to change at Kirkcaldy. Please bring more direct routes back
Glenrothes - Kirkcaldy routes are used as Kirkcaldy town services, Please reintroduce town service buses in Kirkcaldy!! This would speed up the buses in and out of Kirkcaldy to other destinations.
Good Express Bus Network to access Edinburgh Dundee and Glasgow by bus rather than using the car
Great service
Have a look at the Stagecoach twityet feed and count the cancellations.
Have more buses on Sundays
Have regularly asked for a bus which will stop in bus stop outside my house in KILMANY on A92 . I cannot catch any bus into Dundee despite dozens roaring past me every day have to drive to Newport to leave car and get bus to Dundee which is ridiculous
Hourly service I Kingsbarns
How about providing a service that will encourage more regularly use by more passengers rather than what suits the bus company. Until such a time all we have is a fig leaf to public service

I actually take the bus to Edinburgh for shopping as it is cheaper than Dunfermline which is ridiculously priced! I feel sad that I cannot shop in Dunfermline to support it but when it's more than £3 difference I go to Edin even though that is further.
I also regularly travel to glenrothes busses going through Thornton is a nightmare for busses to get through the traffic
I Am happy with the services that serve my area
I am impressed by the service in my area. I use the bus more now than I ever have since passing my test!
I appreciate the service we have in Burntisland, but it needs to be expanded to Ferrytoll and Halbeath to allow connecting services to be accessed.
I attend Hospital 3 Days per week for Renal Dialysis There is no bus service through my Street Seafar Drive Kelty I am unable to walk uphill to the Main Street to catch a bus . Can consideration be made to including my street on a bus route .
I avoid having to make a journey beyond the city centre of St Andrews because I find the 99 A,B,C and D a little too confusing and infrequent.
I can drive to work in 25 mins but on the bus would take 1hr 10mins which puts an extra hour and a half on my working day. Wemyss to Aberdour. Also the last bus from Leven at the weekend is 11pm which I feel is far too early.
I can only use my Stagecoach megarider until 18:45 Monday to Saturday and can't use it on a Sunday as Bay Travel take over the route. I'm paying full price for something I can't get full use out of.
I cannot get just one bus to work I have to change buses at glenrothes bus station just to get to another area in glenrothes and it costs me nearly £7 per day, this is very expensive
i can't use a return ticket after 6pm as we have a different bus supplier!
I don't live in a town. The bus stops at Welltree are unsafe due to lack of path or hard surface. Have to walk through mud. Wheelchair users or prams can't use stop.
I don't think they feel very welcoming. Plus other passengers can be intimidating.
I don't use the bus because it's not convenient
I don't drive but mainly travel At the weekend I tried to take the bus to dunnikier Park as the fair asked us to use public transport, not drive. I had to walk to the bus station (15min) and then the buses were hourly. Most buses didn't even go close.
I don't know times of of all buses. Timetables were invaluable for getting around. Bring back please.
I don't want shorter travelling times, unless it is a limited stop service. Shorter times means drivers have to go faster in order to stay on time, and it increases risk, and reduces comfort.
I feel the number 19 is accessible for me but it requires a,15 minute walk from my house then takes 25 minutes to reach my destination where it takes me 1 minute to get to my car and 10 minutes to drive there

I feel unsafe on a bus.
I find the busses in the morning extremely busy. Often, a smaller bus is used on the morning busses from Glenrothes to Kirkcaldy on an already busy bus making it harder to arrive at your destination on time.
I find the hourly frequency fine for most trips but there is an annoyingly long gap in the afternoons trying to get back to Crail from Anstruther after doctor or optician appts
I get a bus to work every week day to Ballingry, the buses are not regular as the timetable suggests and the buses take a short cut and miss out my stop resulting in me waiting for over 30 mins as the supposed bus every 10 mins!!
I have a daughter works in livingston, buses are regularly every hour, all day coming back except between 1800-1900hrs. Why is that when surely that would be the busiest time for both shoppers & workers?
I have found that on the rare occasion that I did use a bus the driver was rude and abrupt as and did not stick to the speed limit in our village Coaltown of Balgonie. It seems that all buses speed in our area.
I have no real complaint with buses I use. Bus is my main source of travel. After lockdown I was very impressed with the safe travel and how bus drivers were stringent with covid rules. Also the drivers worked continually
I have quite a walk to nearest bus stop
I have to travel from Glenrothes as I cannot get a direct bus from Kirkcaldy early morning
I have to use trains in the morning and evening due to reduced service. I need to be in Cowdenbeath by 6.45am and leave anywhere from 18.30-20.00. As a carer I use the buses regularly during working hours and i don't have any other issues.
I have travelled Glenrothes to St. Andrews almost daily commuting for work up til 6 months ago. The worst stop for traffic not letting buses out is the railway station in Cupar and it's all Ben worse when temp traffic lights are set up
I like bus to come time so can get please on time
I live at the end of Ferrytoll Road and I can get a bus to the park and ride from a bus stop near me and to Edinburgh, but can't get a bus to Dunfermline.
I live in a street that no buses pass or stop at! Nearest bus stop is ferrytoll. There are elderly people who feel stuck as it's too far to walk for them.
I live in a village where the only scheduled bus service is the school bus in the morning and return in the afternoon. We do have access to the Flexibus and this is a good service but doesn't run in evenings during the week and doesn't take bikes.
I live in Aberdour and it is bad that there is no direct bus to Edinburgh. The connections are complicated as there are several all at different places. To go inland means a very long journey as you have to go to Dunfermline or to get buses or trains.
i live in auchtermuchty and often have to travel to and from cupar, glenrothes and kirkcaldy but there are no short and/or direct buses between these places and so i would appreciate any changes to this greatly.
i live in auchtermuchty, and i feel there needs to be direct routes to glenrothes and cupar even kinross... that don't take 35+ mins

I live in Cardenden, there is no service to Lochgelly/Cowdenbeath/Dunfermline after half 5, thereby curtailing any social life, the only bus we have to Kirkcaldy is the 32, which is hourly
I live in Cellardyke. The times between the x60 and 95 to and from St Andrews are not well spaced out during each hour eg one leaves St Andrews at 20 past, the other at 25 past.
I live in craigrothie, the buses are a lifeline. To take the 61 off would be a nightmare. My kids live in Dundee and Kirkcaldy. Not to mention the kids in the village who need the buses for vital higher education and employment in the area.
I live in Crail( not an option on your Menu!) we would like more buses please
I live in Crail. The bus comes once every hour. Abysmal service
I live in Hill of Beath and feel completely abandoned by the way the 19/19A bus operates, you can only get the 19a in hill of beath and apart from early and late it only goes to Dunfermline and misses the leisure park
I live in Hill of Beath and the No19 stopped one of its buses through the town. Alternative stops are outside the village, older residents and residents with mobility problems cannot reach these alternate bus stops. All No19 buses to be reinstated
I live in Newburgh, we have 2 services 36 and 94..The last 36 service leave Perth at 7.00pm. THE 94 service is okay but takes arou d 50mins to get to Cupar which is a 15 min drive in a car
I live in one of the Dunfermline Villages (Townhill) and to be honest I am very satisfied with the bus service as it is.
I live in woodside in Glenrothes. Very few buses to Leven, but am very grateful for buses that stop here for Dundee, St Andrews Glasgow and Edinburgh.
I love using the bus but the pricing can be all wrong - St Andrews to Dundee costing half the price for an entire east Scotland day rider? Just purely demand based economics by stagecoach that means people will try and use their car
I miss the Edinburgh x55 connection bus by 2 minutes. Next bus 30 minutes later. I feel this could be improved.
I often use Moffat and Williamson buses and sometimes they drive straight past me, are late, or do not show up altogether leaving me stranded for 2 hrs until next bus. Lack of website, social media, phonenumber to keep updated on services whereabouts
I only have one local bus in my area every 30min. Not good when going for a connection at bus station
I really feel better education for drivers on disability awareness, although many are amazing some are just unaware
I recently had to give up my car. Got no literature about buses!! Please give our timetables back. On behalf of all pensioners who don't go on time.
I regularly go to the Odeon Cinema at Fife Leisure Park in Dunfermline but feel it would be good if there was a bus which went directly to Leven
I stay in Anstruther why does the X60 and 95 both more or less arrive at the same time



I stay in strathmiglo & go to visit 2 of my sons that stay in cardenden, to do this I need to get the moffat & williamson bus to glenrothes, I then have to change to a stagecoach bus to go to cardenden as moffat & williamson dont service central fife area
I study at Stirling university which is the only university this side of Scotland that takes students who have been out of education for more than 3 years - to travel by bus to uni I must leave at 04:25 to get there for 08:35 am - no other alternative
I think the drivers are excellent and do a great job. So thanks to them.
I think the service is excellent
I travel camdean inverkeithing dalgety bay we only req 1 bus where 2 put you off & now changes to services is a hudge benifet i can shop local all within distance & inver rail station & standard of bus as in leaflet what a diferance in emisions
I travel from Clackmannanshire to work in Dunfermline and the last bus back to Alloa is at 4.50pm which is completely useless for anyone commuting doing a 9-5. I don't drive so have to get the bus to Kincardine and then be picked up by car.
I travel to Edinburgh via Ferrytoll. The app does not tell you if buses are cancelled, they just seem to drop into thin air! Really annoying!
I travel to Kinghorn on a regular basis and it isn't even included. Would like buses more than 1/2 hourly and to go onto The Lochside Grange estate and not just the High Street it is a very steep walk not easy if you are elderly or disabled.
I uded to have a choice of 4 buses. Now I have 1. If I miss it I have to wait 30 minutes for the next one. Brilliant when it's raining.
I use no7 a lot. I wish the 9 was not put off for schools as I am not able to climb the hills from Lower Methil.
I use the long distance buses because they have a wc. I can't otherwise travel for a journey that is about two and a half hours.
I used to get the airport bus to inverkeithing from halbeath park and ride but as it's only once an hour I now get the bus to ferrytoll and walk from there to inverkeithing high school. More regularity needed.
I wish drivers would actually do something about antisocial behaviour on buses. I pay for the service, use it regularly and have to endure yobbish behaviour frequently and for prolonged journeys to and from work.
I wish I have a other bus in my Area all I have is the number seven bus no other bus by that
I work during school hours but the buses don't coordinate with school drop off or collection times, so cannot use them for work, which is my main reason for travel. They are also too expensive for regular use.
I work Saturdays and Sundays from 6 am and there are no buses at that time (Same with bank holidays). A I don't own a car I need to either walk or get a taxi every week for work. I would really help to have the servive on weekends as well.
I would definitely use the bus to travel to my job in Saline from Dunfermline but the frequency and cost of buses is poor and expensive for a short bus ride.
I would like a more direct bus from Kirkcaldy to St Andrews early in the morning

I would like bus drivers to slow down. Not brake hard when you are trying to get off and give you enough time to find a seat before starting again.
I would like FC to take a look at the area they the 81 serves , I live at pleasance road , the bus doesn't start until 9 am is only every hour and goes of at 3 pm until 5 pm then finishes at 6 pm then no bus at all after that , this is a rural area
I would like the St Andrews to Stirling bus route to be relooked at as I am from Cupar I now can't get directly to Stirling or Perth to get to Stirling from cupar I would now have to get on 3 buses going back on myself yo get there which is ridiculous.
I would like to see a bus service from Dunfermline Bus Station via Touch and Abbeyview to Halbeath Park and Ride. This would make it easier for people to connect with buses. This would make it easier for passengers especially the disabled or with heavy luggage to connect to the 747 to the airport and services to I would like to use bus between Dalgety Bay and Dunfermline but over 40 stops and a time of 40 minutes for a journey that takes 15 minutes by car is prohibitive. Regularly take x58 to Kirkcaldy or Edinburgh as it is much quicker despite longer distance.
I would love more frequent buses along the East Neuk. I live in Leven but work in quite rural locations (Colinsburgh, Elie) and often need to travel to St Andrews. As a non-driver, I would love to see more frequent services.
I would use buses which don't 'rattle'(metal handles inside not secured properly) - atm it's imposible to use for people with sensory sensitivities. Also, better orientation of where the bus is along the route would help - especially at night
If bus is cancelled the next option is half an hour later so I miss the first lesson.
If they were more frequent (I frequently rely on the x27) I would have more options to travel to and from work. I also dislike the high price of tickets. It's upsetting to pay for an unreliable and unclean service.
If you could make the 95 run at the same time every hour that would be good.
I'm very satisfied with buses from my area able to get Dundee + quick service to halbeath were can pick up buses to Inverness easy access to Edinburgh
Improve the whole 19 route, maybe make an 19 Xpress service between Ballingry and Dunfermline with limited stops during the morning and evening rush hours
In a meeting
In North East Fife roads are generally quiet and wouldn't benefit from traffic management, exceptions are central St Andrews and narrow streets in Anstruther
In windyates most bus routes to Glenrothes or leven only, then I need multiple busses to get to Kirkcaldy
Inadequate timetable
Infrequent
Infrequent services between Leuchars and Tayport, Cupar, Balmullo

It is very difficult getting from methil/buckhaven to fife college stenton campus in Glenrothes. There are not enough frequent busses. There is not a direct bus. The bus times dont match up with college times
It takes too long with buses going into town centres
It's hard to travel around Fife. There's no Fife pass, only West Fife and East Scotland. Some tickets don't work on the smart card.
Its lack of buses we only have no7 passing our houses but that doesn't go near asda. Even a buzz bus between 9 and 4 each day would be great
Joined up timetabling for connections is very hit and miss. Express bus service between Dunfermline and Kirkcaldy very poor and only operates during the day.
Just lack of planning. Biggest issues- old buses. Joined up links with 10mins between connections would be great.
Just not regular enough, eg stopping after a certain time, not running some days
Keep breaking down or driver doesn't know route
Kelty - buses cut by 50% in the last year. 1 bus to ferrytoll every 2 hours.
Kelty does not have enough services for the size of the community, we rely on Cowdenbeath to do shopping, errands, links to commute, bay travels daily/weekly tickets are expensive, kelty is a part of Fife and it's residents shouldn't pay extra to travel
Kennoway to Kirkcaldy is horrendous
Kirkcaldy seems to be a forgotten service town
KY14
KY16
Lack of accurate timetable info
Lack of buses going through Gateside since the Stirling to St Andrews bus removed
Lack of buses that go along to memorial park in methil earlier. First bus that arrives there is 9.10am, not good for going to work as start 8.30, have to get off bus at Swan brae, methil and walk along. I struggle due to disabilities.
lack of buses to park & rides from Limekilns

Lack of choice of services. Really only destinations of Dunfermline, Kirkcaldy and Edinburgh (limited service). E.g. nothing to connect easily with West Fife, Central or North Fife.
Lack of direct journeys to other areas, like Glenrothes and Kirkcaldy
Lack of reliability is really straining at the moment, I pay £80 a month for bus travel for the buses not to turn up most of the time. It turns my 9 hour work day into 12/13 at least 3 of 4 days per week. People can't afford things like taxis.
Lack of services at 1500 -1600 hrs
Largoward to St Andrews service is appalling and to Elie non existent. There used to be a bus which went from East Neuk to St Andrews 'over the hill' via Laroward. Please bring it back.
Later buses as only one bus passes through our village.
Later connections with buses from Edinburgh, Glasgow & Kirkcaldy etc would be 👍
Later evening links between Ferrytoll and Halbeath P&Rs to Duloch are are very poor
Less bus times
Less rude drivers (only some)
Less speeding
Limited service options restricts flexibility and equally it doesn't make sense to run a larger bus to a small village - smaller minibuses would be great to connect with busier places for example Kincardine or High Valleyfield
Link to Town from Railway station visitors. Garvock Hill Sat, Sun service required to town, Halbeath Leisure Park + P&R 7 days a week, plus to Supermarkets Evening buses to & after cinema, meal or from P&R to
live in Kettlehill, travel from Kettlehill road to Dalgety Bay 5 times a week work school. Since pre covid times were good. Now completely different times ie (1:29pm instead of 1:54pm from DB) not a bus to connect to for 35mins at Ferrytoll to Kettle
Live in Malory House at foot of Abbey Park Avenue St Andrews. Nearest bus is at Byre Theatre up a steep hill 20 minutes away. Can Moffat and Williamson town bus be routed round Abbey Park Avenue
Living in Gateside our bus service is very limited and almost impossible to get links to other cities - at present only going to Glenrothes and Kinross Monday to Friday and no evening service or weekends so car is essential.
Lucky to be near a direct link they are excellent
Make it easier to get to Ferrytoll from Rosyth to link up with the 747 airport bus which would reduce the need to drive to Ferrytoll to get onto the 747

<p>Make the bus cheaper, the cost of a journey for from Limekilns to Dunfermline return is significantly more expensive than driving. Given the poor frequency of the service no wonder it's only those who bus passes who is the bus regularly it's not economic</p>
<p>Make the fares cheaper and bus that connects with other</p>
<p>Make time table clearer and easier to read.</p>
<p>Many of the places we drive to in Fife don't have a bus connection or it would take multiple buses and several times as long to make the same trip.</p>
<p>Many thanks to all the team who keep our buses running. A wonderful service.</p>
<p>Mask compliance was disgraceful while requirements were in place.</p>
<p>Maybe put on an early service for working stating at 6 in the morning to get to work on time</p>
<p>Moffat and Williamson buses are very reliable, quick and have friendly drivers.</p>
<p>More bus routes needed in Kinghorn due to Lochside Grange development</p>
<p>More buses</p>
<p>More buses and no bus changes would be nice.</p>
<p>More buses at school times from Randolph Wemyss hospital to Scoonie, have to get X60 at College St and is always late so usually waiting 30- 40 minutes for a bus, I finish work at 2.30 or 3.30 and can't get a bus to Scoonie from my workplace</p>
<p>More buses between Crail and Anstruther would be wonderful</p>
<p>More buses from one city centre to another</p>
<p>More buses in evenings especially during summer as nothing between 6 and 11/12pm and also buses on Sunday please</p>
<p>More buses on Sunday more frequent</p>
<p>More busses to fife zoo and places that you can only access by car would be good for people and also the business more bus going that way would make it a lot easier for people to go to these places</p>
<p>More busses to go up banklands in newburgh</p>

More cancelled buses than ever before. Need more drivers for better service.
More drivers
More express buses should pass through Inverkeithing rather than going from Ferrytoll directly onto M90
More frequent buses during the day and not 2 hour gaps between certain times
more frequent services are needed from Leven
More regularly buses
More reliable
More services need to pass through Duloch or nearer Duloch than at present, Queensferry Road.
More space for bikes on board please!
More stops in housing schemes
More straight route journeys from Methilhill is needed as well as a bus after 6pm to Victoria it's a long walk from Buckhaven to Methilhill after a 12hr shift consider the workers
More time between buses using same terminus stop as delays or early arrivals can end up with passengers and drivers playing musical bus stops as bus has to stop at another available terminal.
Mossgreen should have a bus every 2 hrs is ridiculous the old people can't walk down to Crossgor a bus and there is more houses now been built up there
Most drivers are very professional but there is some that can be very rude, particularly in a condescending way, it can make for a very unpleasant experience. Bike access would be great, particularly to areas that are popular for cycling.
Mostly friendly helpful drivers. Would like more buses instead of hourly.
My 14 year old uses the new bus pass which is amazing but the bus station at night is a no-go as he feels intimidated. Especially Thurs, Fri, Saturdays. Too many arseholes and that's being kind. Security needs to be at the bus station
My area is served very well by buses. Thanks Stagecoach.
My area of residence (& travel) is not listed above. Newport/Wormit. It's now impossible for me to travel by bus to a 9-5 job in Dundee due to bus times. The bus service used to be great for this but now they leave too early or too late around childcare

My journey is to Edinburgh which is not on pick list
My most frequent journey is between Dalgety Bay and Dunfermline, sometimes 40 minutes to travel 6 miles, it can be quicker to go to Edinburgh.
NE Fife bus timetables need to be readdressed so they actually catch ongoing buses (nil to do with being delayed just crap timetabling!) e.g. to get to Cupar from Tayport go via Dundee, & god forbid you want to get to Stratheden Hospital after that! Awful
Nearest bus stop is 2km away along the A92 with no footpath
Need a bus from Aberdour to Ferry Toll - no way of getting to /fro Ferry toll & Aberdour at any time
Need a regular service via Cameron Hospital
Need asap
Need atleast some journeys connecting Abbeyview to fife Leisure Park, Halbeath park and ride and Halbeath retail park area.
Need better connection to inverkeithing railway
Need buses at convenient times to get Cupar students to and from Madras College
Need busses from Dunfermline to Kincardine later in evening
Need more busses than once an hour Leven/cupar
Need more drivers as busses are being cancel regularly
Need more that go to Dunfermline as it currently takes 2 hours and I have a disabled child which is hard to take them anywhere never mind a long journey
Need shorter and quicker routes and realible buses that don't stop at early times or breakdown as there old models
Need to ensure the buckets for used tickets work too often litter on buses horrendous
Need to have regular services direct to train stations since we have to travel so far to catch a train. Especially if new stations coming into leven area.
Need to open bus offices again as never anyone around to help. Also bring back paper bus timetables as not everyone has a phone to look them up!

Need to reinstate Xbuses back to Ladybank
Need to restore Torryburn 15:19 service Mon to Fri as it's a nightmare trying to make appointments in the afternoons with no bus service out to Dunfermline at this time.
Needs more competition. Would be great for direct routes station to station. I think one to one bus station services would help people get smaller buses around where they need to go. Fife circle also needs upgrade no alternatives to mimic newcastle metro
Needs to be more frequent between duloch and inverkeithing
Newburgh to glenrothes to Glasgow takes way too long. This is a regular commute for and takes upto 4hrs to do this journey from airdie.
Nice and clean compared to Glasgow buses
Nine times out of ten drivers are friendly and helpful. I only use bus to go from my doorstep to Edinburgh. The fire escape doors rattle really badly and very noisy on the X60 X61
No
No
No
No
No 7 buses late on too many Mondays or not at all available. Now onwards paper time table. Not everyone can access info digitally. Good ventilation on buses.
No bus 97 on a Sunday and stops at 7pm until midnight
No buses from north Glenrothes to the town centre turn left at the end of Huntsman's Road any more. Very inconvenient if you are trying to get to bottom part of Cadham.
No busses go past Kinghorn loch
No direct buses between Dalgety Bay and Queen Margaret Hospital (except 7 which takes about a week to get there) or Fife College in Dunfermline
No early buses to hospitals for shift workers at weekends
No enough buses



No one has ever fix the run down bus shelters. Including Dunfermline awful design bud station in the winter it's ridiculously cold, the chairs are metal and cold and no protection from the wind or rain I pity tourists arriving to the sheer state.
No room for baby buggies
No Sunday service available to where I live.
No timetable links between bus companies and Markinch Railway Station
No timetables
No weekend services to Perth
No, thanks.
North Queensferry, has 2 bus service's. One to the upper part and one to the lower. A smaller Sprinter sized bus could traverse the 1 in 4 hill and half the cost. This service could run between Ferry Toll and the village giving access to all other routes.
Not a reliable bus service from Markinch to Kirkcaldy or Dunfermline without having to go to Glenrothes which can be difficult with disabilities
not accessible enough
Not all drivers are courteous and helpful
not always on time and occasionally cancelled
Not convenient times for work even to next village fromSt monans to Elie or Anstruther so few abs far between and not reliable
Not enough
Not enough buses on
Not enough buses to and from edinburgh. Often busy and sometimes so busy you can't get on.
Not enough choice
Not enough services

Not frequent enough . Too expensive. No direct bus from the east neuk to Leuchars or Dundee. The Council cannot fix any of this and shouldn't waste money trying.
Not frequent enough for working people. No buses due to school ontract
Not good service
Not ideal having the 43 and X4 arrive practically at the same time in markinch to Glenrothes
Not regular enough
not reliable at all hours and doesnt run on sundays which is very inconvenient
Not reliable ie late or don't show up and some drivers rude
Not reliable, don't have many stops in the villages surrounding Kirkcaldy ( Cardenden. )
Not sure
Nothing wrong with the buses it's the lack of common sense when putting together the timetable with zero thought on practical aspects of peoples daily lives
Number 19 is frequently late and lots of other services such as x24 being cancelled.
Occasionally in Rural areas there are not a lot of services which makes it harder for the elderly to travel if they don't have a car.
On a Sundy my service is next to useless (see my comments above)
On Saturday I tried to travel from Ferrytoll to Edinburgh but 6 buses came in & left with no room for passengers so after 45 minutes I went for train
On the whole the local bus service is good and will continue to use it rather than the car as long as it remains that way.
On the whole, I am v happy with the bus service.
One bus doing too many routes and stops
One bus every 2 hours on a Sunday and too late so I can't get to work for a Sunday shift

only 1 bus every half an hour along kirkland walk
Only 1 bus per hour but taken off to do school runs in the afternoon!
Only goes through the High Street Cowdenbeath
Only one, hourly, bus serves a number of villages increasing likelihood of being cut off
Only x1 bus per hour each way from home, surely could be better than that to enable onward connections
Open again the direct line from St Andrews to Stirling for commuters. Train is too expensive.
Pay for a 7 day megarider but can't use it after 6.40pm in the evening or on a Sunday. In Oakley we have to pay extra to use another company.
Please make provision to have cycles on buses. Bring the cost of adult travel down.
Poor connections to most of Fife. I am unable to reach anywhere I need unless I drive
Poor connections to other places
Poor suspension caused by drivers taking speed ramps too fast
Poor timetabling. 2 buses an hour which arrive 10 minutes apart and offer at same time
Presently I am very happy with the services in general and I think the drivers are very patient and friendly.
Previously had number 19 service which was more efficient and more frequent now have number 7 less frequent and unreliable. If had number 19 going through Rosyth would use bus more and would be great to have connection to park and ride
Prices far too high. Average £10
problems in working out which bus goes near my house and when
Punctuality is a problem and can have a knock on effect for connecting journeys- particularly attending appointments.
Punctuality of bus services is much better these days.

Put more bus drivers on the buses more and now more cancelled services
Put more on to Leven via methilhil between 7-8am! Also the return needs more buses after 2pm!
Put the wifi on ,more chargers on bus xx
Rarely on time and buses not turning up
Recent progress in all aspects of bus technology and development has been surprisingly slow to be adopted and some services such as Moffat and Williamson are still not fully utilising such technology such as live bus tracking which is available to them.
Regularly speeding in 20mph zones; need to have better connections to hospitals
Reliability is the main issue for me. Short notice cancellations in particular just now.
Reliability, frequency and safety are very important. If there is not a frequent and reliable bus service that people feel safe using then it is unlikely that people leave their car and take the bus instead.
Residing on a heavily used Express bus route, constantly annoyed by speeding buses (approx 40mph in 30 mph zone) and noisy engines (SP62BMY) and noisy over uneven road surfaces.
Rude drivers, very off putting
Rural routes need more buses. One bus per hour isn't enough
Sadly the bus services in rural Fife are awful, there are very limited destinations available, the cost is ridiculously high to travel just a few stops.
School buses in Mountfleurie area are too big,trying to negotiate small streets. Also the bus turning circle in Turpie Road is no longer used, the earnest bus stop is at Aldi, buses frequently stop here but some should go to the turning circle.
Schoolday timetables on the 95 leave me confused, there seems to be no logic to when a bus runs in an afternoon from 1pm to 5pm - it seems to change every day
Service becomes for schools only at certain times. Leaves a huge gap in the timetable
Service is every two hours which is not good enough. The best service for St. Andrews (23) has been cancelled.
Several times over the past 2 weeks the 42 has not run at published times in both directions - this means I am late for work as buses are only twice per hour.
Simplified Routes sticking to main roads and avoiding schemes

Simplify the route and make buses more frequent and on time
Since covid the buses have been further apart so I would like to see more frequent buses heading to Edinburgh, Glasgow and St Andrews.
Small rickety and rock hard seats, very uncomfortable.
Smaller and more frequent service to and from Crail, at least 2 if not 3 small buses an hour. Your survey doesn't allow me to say I travel from Crail. Hope this isn't a sign of this being a waste of time if you can't put your actual journey n
smaller buses could be used for the 85 Duloch as there is parking problems in Camdean Rosyth
Some are desperately in need of maintenance/upgrading
Some drivers are courteous - some less so. A pleasant demeanour is a requirement when dealing with so many members of the public.
Some drivers are nice to people
Some drivers forget the elderly need time to get on and off buses
Some drivers need to be more friendly,I regularly get on buses where the driver has said absolutely nothing at all,not even the price of the bus fare.
Sometimes the buses have been cancelled this last few weeks
Sometimes too many buses which are empty e.g. M4 Servi e. Could switch from hourly to 2 hourly to make the Service more cost effectively
Stagecoach bus service in Fife is brilliant. However, it would be good to see the villages surrounding the key areas identified better connected. I use the Ferrytoll park and ride to get into Edinburgh but this is poorly connected to rural villages.
Stagecoach doesn't offer even one bus a day to Stirling why .?
Stagecoach has ruined fife's transport network
Stagecoach have failed to provide a reliable service for years. We need to get to work on time. It's not just the effect of COVID. Stagecoach need to go. Their staff have poor customer service skills
Stop putting bus off
Stop using double deckers, there clearly isn't a need.

Stopping at Elmwood college for the x59 would also be beneficial for a lot of students!
Sunday services begin too late for weekend workers
Sunday travelling to work in St Andrews there is only the Number 95 from Leven and only every 2hrs.
Taxi rank on Cowdenbeath High St needs done away with and used as bus stop lay-by. Bus stop opp train station often has cars/taxis parked in it. Needs patrolled as buses often have to stop on street and cause congestion.
Tayport and Newport etc are closely integrated with Dundee for shopping, liesure and healthcare but even this questionnaire ignores this!
Teach drivers some manners
Terrible survey & consultation. Anstruther ? destinations?? The x60 suffers from being late so often and presumably this is due to its long route fromEdinburgh. Faster local services would be better.
That they respect bus stops and times when they are early.
The busses to Saline are infrequent and almost impossible after 6pm, I work in Edinburgh and was considering getting the bus to and from the village, however, I was unable to get a bus back until 7,24pm.
The 19/a is struggling for drivers and I'm having to leave the house earlier and earlier to make sure I get to work on time. I can't leave vulnerable adults alone cos the 19 is so unreliable at the moment. It worries and scares my service users.
The 3 or 3A that I use to get to and from work if there was 1 last journey back into bus station even the St Leonard's one from Duloch at 12:05am would help a fair few of the Tesco employees finishing at midnight
The 33 needs to be put on longer, the last bus is at 6pm and I struggle for this as I finish work at 6:30 and end up having to get 2 busses home! It also struggle for college if i finish late
The 87 is never on time and the bus timetable is still the same one since 2016. Times have changed
the 95 and express services have always been to close together, every 30 mins instead of following each other into leven would better serve communities
The 95 service is usually an old double deck bus an often runs with only a few people on it. A smaller bus should be used out with peak times.
The 99 route from St. Andrews to dundee is so disproportionately priced. Such an expensive service compared to other within Fife and Tayside
The bus drivers are amazing: friendly, helpful and highly skilled drivers. I always feel safe on the bus.
The bus drivers need lessons in customer service. 9 out of 10 drivers on Stagecoach are rude. Working in a customer service environment every day, i feel that I would prefer to get the same level of politeness that I give my customers.

The bus Keep BREAKING Down and don't turn up.
The Bus prices in fife are far too high, especially when you compare to Edinburgh prices
The bus routes and not co-ordinated, wither in routes or times, with long change waits between connecting services. Ticketing needs to be universal, and not dependent on the operator. There needs to be adequate free parking near bus stops.
The bus routes in St Andrews are so complicated !
The bus service where I live is not very good. And the company that serve the route don't start to operate until 9am on a Sunday morning, resulting on our first bus isn't until 9-45 on a Sunday
The bus services from Ferrytoll and Halbeath Park and rude are great but getting buses to these places from Duloch is really a joke. There's virtually no buses to get to the park and rides from local housing areas
The bus stop I go to at charleston drive gas been out of use forc10 weeks meaning I have a 8 or 9 minute walk to the next stop. They usually use a temporary bus stop. It means I miss my bus at night(when it's not cancelled).
The bus stops are very unappealing I wouldn't choose to stand there. The busses themselves are frequently late and or cancelled.
The bus tickets in the NE Fife area (especially between St Andrews and Dundee) are incredibly expensive. On top of this recently, buses have become very unreliable. In the last three weeks, it feels as if about 50% of buses have been cancelled
The buses are a shambles recently. Buses being cancelled with no notice, sometimes not even on twitter. Not everyone has twitter. Please turn on the screens in the individual stances and update them if buses are late or cancelled.
The buses are fine in my area, but I wish the drivers would help when kids are being nasty to other people and chucking rubbish all over the bus seats.
The buses are not full how can we not use smaller buses
The buses from Kirkcaldy to different areas of fife like Glenrothes and Dunfermline are just too long considering it only takes 10/15 minutes in the car
The buses in my area have never been upgraded in years, they are so unreliable
The buses to St Andrews and Cupar are long journeys, if there were quicker routes i would go more frequently.
The cancellation of all the buses is not good enough people rely on them for work and school runs
The comfort of the buses,even new vehicles is not great. Buses need to be better maintain as they are noisy and rattly!
The commuter buses from lapwing drive aren't often enough

<p>The connecting times of buses at Dunfermline bus station. Our bus from Torry burn comes in at exactly the same time as the Edinburgh leaves so we always miss it and have to wait 30 minutes for the next one.</p>
<p>The drivers are sometimes not very pleasant and not very accommodating to their passengers</p>
<p>The drivers are usually very happy to stop on the straight outside our cottage which means I don't have to walk along the road as there is no pavement for the first half mile into town. We have guests and visitors who like to use this service into town.</p>
<p>The drivers could do with a refresh of the highway code. Last I checked pulling out into traffic when they feel like and driving around with an "I'm bigger than you" attitude wasn't part of the highway code. Also perhaps some respect for others</p>
<p>The early morning 28 service from Dunfermline to Falkirk, stops at too many streets and it seems to follow an identical service at the same time. it should stick to the main roads and speed up the first service at peak commuting times to/from Kincardine.</p>
<p>The frequency between Woodside to Kirkcaldy horrid. I struggle to get a direct bus to where I need to be. Plus stagecoach need to find another way to announce if a bus has been cancelled. Twitter is only a good platform for some not all.</p>
<p>The infrequency and unreliability is the worst aspect, the two buses that we use come within 10 minutes of each other and if missed there is an hour to wait and no cover if wet/windy/cold.</p>
<p>The journey time from St Andrews to Victoria Hospital means that going for a 15min appointment takes all day</p>
<p>The journey times within towns are ridiculously bad. I can't travel from pitcoudie to tanshall for work on the bus without having to go round the whole of Glenrothes and bus station first. This is why I drive.</p>
<p>The k12 and k11 are the worst buses in kirkcaldy, they are never on time,I waited nearly 15 minutes on it arriving or they don't show up at all,this has happened often</p>
<p>the Kingsbarns services aren't frequent enough</p>
<p>The last bus returning from Perth is 19,05. Thus making it almost impossible to either work or shop or socialise without the use of a motor vehicle.</p>
<p>The length of time it takes to get to the park and rides for buses for an onward journey</p>
<p>The limited stop bus that I used to board at my local bus stop to go to Edinburgh no longer stops on Queensferry Road through Barnton / North Corstorphine/ Blackhall.</p>
<p>The main problem in North Glenrothes is when there's a shortage of drivers at Stagecoach the 37/37A is the first to get cancelled, if this happens on a Sunday then there are no buses at all due to Moffat &amp; Williamson not operating here on a Sunday.</p>
<p>The nearest bus service is not included in the survey as it is from a village between Cupar and St Andrews to these towns. No use improving the routes on the corridors you mention as it would need a car to access these corridors.</p>
<p>The number 19 is frequently late which makes me nervous about missing my connection at Halbeath Park and Ride for work.</p>
<p>The number of cancelled Stagecoach services lately with little or no information provided. What is the point of having a live app if it's not updated. Seem to manage to announce things via Twitter though. Extremely poor customer service.</p>



The residents of Oakley and surrounding villages are being robbed. We buy a 7 day megarider but can only use it until 6.45pm Mon-Sat and not at all on a Sunday. 3 services to Dunfermline and they charge 2 different prices.
The Saturday timetable is good. You can get between Crail and Leven twice an hour by knowing the 95 turns into a 97 in St Andrews
The SATURDAY timetable of the 95 and 97 is good. They provide 2 buses an hour between Leven and Upper Largo. And two buses an hour to Crail (one via St Andrews, one via Anstruther). But things fall apart on schooldays. Can school buses be kept apart?
The service from Kelty to Edinburgh was temporarily reduced and has never been reinstated as a full service. I lost my previous job because of this issue
The service from Stagecoach has been shocking the last month or so. Budgeting for my travel a Megarider ticket weekly then my buses to or from work being cancelled. This means my travel expenditure has doubled after paying for taxis I can't afford.
The service has got drastically worse, the customer service isn't great, keeping cancelling buses and not properly notifying people. When sending a polite email about issues not even get an apology. Just told were not liable.
The service I use most (94, 94A) is excellent, with a reliable hourly service. I'm very surprised it isn't busier. Ideal for short journeys (Kingskettle to Cupar, for example) but I would use one of the express services if I wanted to go further.
The services don't connect well and there are few routes to many places that don't involve a direct trip. This usually means getting a day ticket rather than a single journey when you are only going to one place.
The stagecoach operators when asked what is the problem with the bus? they seem not wanting to tell you.
The tickets are too expensive.
The wait for a bus from Markinch Station to Kingdom Centre is often almost half an hour after getting off train from Edinburgh. Connections to reach Markinch Station from North Glenrothes are and always have been very poor.
The web site doesn't load well so older bus stops have no info. Not enough routes via places like Windygates/Kennoway. I don't want to change bus multiple times & wait an hour on the next one.
The WiFi should be back on all buses
The windows are often so dirty you can't see out in the dark. In bus messaging sign of the next stop would be useful
The X59 to St. Andrews has failed me twice this week by cancelling randomly. There is no easy way for me to find out if I am going to miss my bus or not until it is too late and I am already in Ferrytoll trapped on a stance waiting for the next hour bus.
there always late
There are buses on a Sunday on route 97
There are no buses in my area of Glenrothes at 0600 to get me to Kirkcaldy hospital for starting my shift at 0700. I have to walk at least ½ mile to the closest bus stop & change buses or walk 1½ miles to bus station for straight through one

There are no direct bus routes from Duloch/Pitcorthie to Halbeath. It's a 35 minute walk, or 2 buses which can take up to an hour when there could be one that would only take 10 minutes and serve the Leisure Park too, especially with the new College.
There are no fast and direct buses from Dalgety Bay to either of the park and ride hubs (Halbeath/FerryToll) and the journey to Dunfermline is over 40 minutes for a very short journey
There are no longer any buses that get you to St Andrews at a time for workers to start or finish very few buses come through Gateside
There are no regular buses between Inverkeithing and Dalgety Bay. The cost to take the train is far too high for low income families. There are no train/bus zone tickets available. Transport companies should be working together to create zone tickets.
There are no suitable bus routes to enable me to access public transport.
There are none
There are none that serve mossgreen area of crossgates
There are not any
There are not enough drivers. Many of the buses I wish to travel on do not run because there are no drivers.
There are several council funded services that run with low or no passenger usage, the money would be better spent on other services that people use.
There aren't enough buses in my area and those that are sent often break down or are very old and rickety!
There aren't enough buses from my area to Kirkcaldy first thing in the morning. I require buses for work
There can be an element of unpredictability as regards buses from Glenrothes, through Thornton to Kirkcaldy, especially between 1600 & 1700
There desperately needs to be quicker, more direct routes between Fife's larger towns. No driving through housing schemes, just straight there and back, especially between Glenrothes and Kirkcaldy. Those need to run quite late too.
There hardly any via Gateside
There is a lack of options. 2 buses travel in opposite directions and all connections must be made from these bus stations meaning you often double back to get to your destination. Why is there no direct bus to Cupar from Anstruther for example?
There is no bus which goes from Asdas to Sainsbury's, you have to get 2/3 buses
There is no buses going from one end of the town to the other

There is no choice, Dunfermline or Kirkcaldy. No direct bus to Cowdenbeath or to Edinburgh
There is no direct bus from methil to cowdenbeath
There is no direct bus from Mossgreen into Dunfermline
There is no evening service to Lochgelly from Kirkcaldy
There is no link to train services in fife from Kincardine, or a direct bus journey to Edinburgh - which would be better for work/socialising
There is no longer a bus service in my village and the Flexibus is always booked and rarely available. As a result I have to drive everywhere.
There is one bus every two hours and most of the time it doesn't even stop for you, we need more busses to more places
There is only 1 bus available in Burntisland and as it stops in almost every town the journey can take an hour when it would take 15 minutes in the car.
There is only one bus running in my area, it is often not on time, the bus can be dirty, the window seals on one bus, I can only describe as a health hazard, kids in particular will put their hand there while looking out the window
There isn't one !
There needs to be a direct bus from Dunfermline to Dundee! Having to travel to halbeath p&r is a whole other journey first
There needs to be buses before 11 on Sunday starting about 8 in the morning, as no busses travel through Kinglassie at this time, when people need to go to work or travel elsewhere
There needs to be earlier and later bus more frequent bus times as there's days I have to be at my work hours before I start
There needs to be later busses out of St Andrews. A night out with friends, ends early. Also, PLEASE keep the bus station open later especially in the winter. It's a nonsense that folk have to stand in the rain and snow waiting for the last bus home!
There ok
There should be a direct bus to cities-Dundee, Edinburgh, Glasgow
There should be an express linking towns to key points. e.g dalgety bay halt, Aberdour station, Burntisland high street, Kinghorn high street, Kirkcaldy high st, Kirkcaldy bus station, Victoria hospital, dysart, leven.
There should be one ticketing scheme across Fife. Why should passengers have to pay more because the council have decided to change the service operator? Particularly where you have one operator during the day and another at night.

There were three an hour and it was cut to two an hour (39 & 39B)
There's no links in the early mornings and evenings to Falkirk Stirling or alloa
There's no longer any way to get from auchtermuchty to St. Andrews - there's very limited public transport options and so I'm forced to use my car
There's many other things I would do in local areas however public transport routes means I would need 2/3buses there and back, so I find myself travelling further as I can get one bus direct.
There's only 1 bus an hour going from St Andrews to Tayport and none on a Saturday night. Meanwhile there are 3 an hour going to Dundee, bypassing Tayport. You even left Tayport off of this survey! Why are we geubg ignored?..
They are always empty so presumably running on a subsidy. They go from nowhere to nowhere. They need to link up with other buses and train stations to make them viable and useful
They are always late and i had an issue a while back with a rude driver
They are consistently late to the point you have to take earlier and earlier buses because they're just not reliable. The time it takes to get to St Andrews from Kirkcaldy is ridiculous.
They are either late or never show up.
They are expensive
They are extremely unreliable. Always late and sometimes don't turn up at all. Buses off at school times. What about people other than kids trying to get to/from work?
They are fine so please leave them alone
They are full young idiots
They are in terrible condition. Why not have a council owned provider like Lothian Buses.
They are just too unreliable. Also i run an EV and the Stagecoach buses are huge emitters of diesel fumes, as they seem to be old and maybe poorly maintained
They are never on time
They are never on times either early and done wait to the allotted time or their late!
They are often late and when they do turn up most drivers give you look as if to say its your fault that they are running late

They are pretty reliable and well used tbh but live updates at the bus stop would help people who do t often use the bus
They are regularly cancelled with no update on the website — I’m talking specifically about the 42a. I’ve watched the “live updates” for the 42a while waiting at the stop only to have the bus never show up.
They are ridiculously expense and infrequent
They are unreliable, too few, infrequent and inconvenient requiring changing to often to get to closest big towns or citys
They are very expensive
They aren’t frequent enough and it’s hard to get a seat because they fill up with all the over 60’s travelling on their free passes (maybe they shouldn’t be allowed to use their passes at peak time?) and
They cost too much
They need more room for buggies
They need to be made more accessible for disabled people, the lifts and equipment to get someone on using a wheelchair aren't always working. Staff definitely need more disability diversity training
They need to run on time
They need to stop properly not at a 40 degrees angle stay within the speed limits
They ought to be cheaper than taking a car. Folk would then overlook other failings.
They seem to cancel the 19a through hill of beath all the time. Tried asking why when this happens why they can put the 19 through village but no answer. I feel they don’t care about small villages but we have loads of disabled and vulnerable people
They struggle in Dysart due to parked cars inconsiderately and vans
They’re always late - up to 15 minutes sometimes and sometimes they just don’t turn up. Buses from glenrothes to markinch are a pain aswell
They’re generally very good.
They’re reasonably frequent but it does take an hour or more to reach Dunfermline. There could be less stops from Lochgelly onwards where the 19 is very regular. (I’m in Cardenden)
They're reliable, they have nice and comfy seats and are especially nice and warm during the winter

This buses In Glenrothes just now are terrible they either show up late or they are not running at all.
This is a life line for getting into and home safely from town where there is no pavement to our home.
This is a rubbish questionnaire. People regularly travel to and from lots of places, there is no indication as to whether this should be your most frequent trips, longest trips or what. I had assumed it was about where do travel by bus till got to next q
This survey was tricky as I live in Cellardyke, the bus service for the east Neuk is not great. There is no direct link to Cupar. It is expensive in comparison to the car. Day tickets are pointless when you just need a simple return for work.
Thornton is served poorly considering numerous express services bypass the village. Extending the journey time by 3-4 mins of services which are 2hrs + end to end to serve Thornton with limited stops would make a huge difference with rail service slashed
Timetable getting between crail and St. Andrews isn't any good for me getting to work
Timetables changes would help people living in rural areas to make connections to and from Dunfermline to Ferry Toll and other services.
Timetables need to come back
To go anywhere, other than local, I would have to get multiple buses, which eats into time considerably.
Toilets on buses open, buses that don't break down ever 2nd day
Too expensive
Too expensive and jouneys time is too long
too few and unless you have a free bus pass, they are too expensive to use when compared to car use
Too few, too unreliable, too pricey
Too infrequent. Also it's often too full by the time it gets to me.
Too many buses taken off for the schools. This cuts the amount of buses for people trying to get to work.
Too many old double decker buses and lack of services during school term due to service not available as vehicle used for school contracts.
Too many options confusing e.g. cannot get 27A to my bus stop as it goes to hospital but can get 27

too often the bus doesn't show up or is discontinued at a station too early. these things happen but it would be nice to have some warning so passengers can get an earlier bus and not be late for work.
Travel often from Aberdour to Dunfermline to visit sister,55mins journey going round housing schemes,Giving up on that ,now take train to inverkeithing and stressed as 2mins to connect ,other side of platform,Often late connection,Next 747 an hour on,
Unreliable
Unreliable and not enough direct routes. Not joined up with other public transport service providers. Drivers unsure of new technology, that is to say Young Scot cards
Use 95 from Kingsbarns to St. Andrews and only one per hour. Too long to wait on return
Very disappointed the fast X53 service Kirkcaldy (Vic) - Cupar - K=Dundee (Ninewells was inexplicably withdrawn.
Very expensive per mile travelled
Very few buses and expensive. I would use more if cheaper and more frequent just to help the environment.
Very few In North Queensferry
Very good service
Very infrequent and expensive
Very poor and unreliable transport to and from Dundee. Local stagecoach buses are very expensive and it would take over two hours to get to my work in Dundee. I have had to choose other means as the last bus from Dundee to Dunfermline is around 4.30pm.
Very poorly served evenings and weekends
Way too expensive and takes forever to get anywhere
We are a rural community and you are not looking at local connections to major routes. I regularly travel for work but don't live within walking distance of Cupar town centre so buses are not an option at the moment. Connect the people not the towns
We desperately need more QUICK journeys between dundee and glenrothes
We dont have a local bus. No 9 was taken off so no public transport from Dysart to asda anymore. Not everyone has a car or the time to take a bust to bus station then bus to asda. A buzz bus would be great on this route.
We fall into the priceiest categories where we live and have to travel the furthest for connections especially to Edinburgh and Glasgow and we are on a main bus route which is used when there are roadworks plus a lot of people work in Tayside in Leuchars

We have 1 bus every hour bus sometimes doesn't turn up bus goes off during school hrs for 2hrs no bus for 2days at Christmas and 2 days at New year service needs to be improved at all costs across fife and Glasgow
We have a very busy bus and frequently it is not running, many times I have stood for an hour to get the next one!
We have no bus to the cinema or Dobbies in Dunfermline. But have to go into the bus station and then out again. A bus there would be ideal.
We have one an hour going to Dunfermline and in frequent ones going to Ferrytoll so you can get the bus to Edinburgh. More frequent buses to Ferrytoll and I would use my car a lot less
We need a bus service that can take us directly to Halbeath Retail Park.
We need a more frequent service to get us out of cars
We need a much better service as we have no shops or facilities and need to use cars mostly as the very limited service causes to many problems
We only have direct bus to St Andrews and Leven. We have to change buses for main hospitals serving Crail. One X bus should serve Crail. A small circular route serving Crail, St Andrews & Anstruther, both ways, might greatly increase linkage
Well served for st Andrews and Glenrothes but not Kirkcaldy. Existing village circular bus is good but misses Kingskettle
what annoys me about the X55 from Edinburgh to Dunfermline is Edinburgh residents making short journeys denying seats to people from Fife that NEED to get on the X55. unless the fare is over five pounds drivers should give priority to Fife residents
What busses? There's one bus from Limekilns to Inverkeithing at 6.26am and one back at about 6pm. The service to Dunfermline is infrequent. No wonder people drive.
Wheelchair ramp usually broken or clamps don't work properly or driver training to know how to use the ramps
When building houses, ensure bus service is good. In new housing estate near me, each house had space for 1 car. No reasonable local bus service so we find after 1 year more that 50% of the new houses have paved the lawn for 2nd car. Not right at all!
When I use the bus it goes round too many housing schemes rather than sticking to the main road routes. the Number 7 services take 1hr and 10 mins from Rosyth to Kirkcaldy
when schools are in session we have no busses from about 10am til about 5pm
When working at the Fairmont Hotel, the bus service to Crail is too infrequent.
When you get on buses and can't access seating for people with disabilities as people with buggies who won't let you sit down. And people with animal cages sitting on seats
While longer distance connections are good, our town services are awful.



<p>Why are the buses in St. Andrews allowed to keep their engines running while stationery in south street? The pollution is very bad for the environment and for pedestrians having to breathe in the fumes while walking past the bus.</p>
<p>Why are there so many buses that are not in service? When the app shows that it is on time and this bus appears not in service. A bus station that doesn't have regular trips to the airport is ridiculous. Halbeath Park and Ride isn't a good option for the city, I think.</p>
<p>Why can't the 747 no go into crossgates along the inverkeithing road, then onto park and ride? It won't be missing any stops but would be more convenient for a lot of people</p>
<p>Why can't some buses use Foulford Road, avoiding the already congested high street and the route being more accessible to both high school pupils and people who can't walk to the high st</p>
<p>Why do they need to stop 95 and 97 services at during school term time?</p>
<p>Why is their a need to transfer bus at Glenrothes. this effect all passengers in north,notth east fife</p>
<p>Why is there no longer a bus from Kinross to St Andrew's via Cupar?</p>
<p>Why is there no service Eastbound from Crossgates along B925 to any location? The only bus service Westbound is privately, doesn't link in to Halbeath and is not part of the day-ticket services meaning I require 2 tickets just to get to Dunfermline</p>
<p>WHY IS THERE NOT A DIRECT BUS FROM Cowdenbeath/ Hill of Beath / Crossgates to Inverkeithing, a major Railway station hub for onward travel South to England</p>
<p>will provide seperate email</p>
<p>Won't accept my fifestyle card even though app says ready to use so costing me a fortune</p>
<p>Would be great to have a more direct link from kincardine to connections to Edinburgh</p>
<p>Would be great to have more regular buses from Gateside to Cupar and diffrent places as last bus at 5.15 isn't helpful for people who work late and on a Saturday only a few buses miles apart and no Sunday service means your stuck unless you walk</p>
<p>Would be nice if buses didn't constantly get cancelled in north Glenrothes</p>
<p>Would be so much better if the 95 came more frequently especially to the more isolated areas of the East Neuk</p>
<p>Would help the residents of North Glenrothes in the evenings and on Sunday's if the X54 and X59 serviced Huntsmans Road and Cadham Road. It seems at the moment that we are short of drivers so let's just withdraw the 37 and X37 to North Glenrothes</p>
<p>Would it be possible to make the 85 service from Rosyth to Dunfermlime via Duloch Tesco 10-15mins after the No.7 at 45min past?</p>
<p>Would like bus back that travelled to Stirling from cupar</p>

<p>Would like more buses stopping in retail park Kirkcaldy.</p>
<p>Would like there to be 6 30 bus 95 7 days</p>
<p>Would love to have a bus from Cowdenbeath to Burntisland which is only 10 minutes down the road takes a long time on the leven bus</p>
<p>Would really benefit from more buses going into Central Fife and the East Neuk, and easier connections</p>
<p>X24 to Glasgow takes longer now because of extra stops.</p>
<p>X27/A great but #4 awful needs bigger bus, more frequent journeys and more reliability</p>
<p>X60 normally far too big for the streets it passes through.</p>
<p>Yes as I work all hours it would be good to get quicker bus home the 97 is quick but stops running early and after a 12 hour shift I have to sit on the slower buses for over an hour</p>
<p>Yes where my daughter lives in the Dunfermline area if we need to attend hospitals linked to the area there is no connection for any of the hospitals - travel hubs (Halbeath/Ferrytoll bus stations or the train stations to take you south or north it's fun.</p>
<p>Yes, we presented a petition to stagecoach in 2019 I would be happy to send the 2019 results onto you <a href="mailto:moragcoleman@gmail.com">moragcoleman@gmail.com</a> if you are interested?</p>
<p>Yes, you do not have coastal villages on your survey as a travel from point. I travel from Anstruther to Edinburgh, St. Andrews, Dundee, Leven, Kirkcaldy etc</p>



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Fife Council

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# FIFE BUS CORRIDOR APPRAISALS

## Phase 2 Consultation Report





Fife Council

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## Phase 2 Consultation Report

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## **APPENDICES**

### APPENDIX A

#### PHASE 2 CONSULTATION QUESTIONNAIRE

# 1 INTRODUCTION

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## 1.1 BACKGROUND

- 1.1.1. The Scottish Government Bus Partnership Fund provides the opportunity for local authorities, working in partnership with bus operators, to tackle the negative impacts of congestion on bus services in their areas and address the decline in bus patronage. This investment, launched in November 2020, builds on the new opportunities for enhanced partnership working between local authorities and bus operators made possible by the Transport (Scotland) Act 2019.<sup>1</sup>
- 1.1.2. Fife's extensive bus network plays a crucial role in enabling movement across the area, whether on local services within towns, interurban links between the main urban centres in Dunfermline, Kirkcaldy and Glenrothes, or the long-distance express network linking Fife with Edinburgh, Glasgow, Perth and Dundee. Through long-established partnership working, Fife has enjoyed considerable success in attracting people to bus services on some routes through the popular park & rides at Ferrytoll and Halbeath, as well as on the Edinburgh express network. However, Fife has, like the rest of Scotland, experienced decline in bus use, particularly on some of the traditional 'town' routes, mirroring the decline in footfall on high streets as shopping and work patterns in the wider economy have changed, further accelerated and magnified by the effect of the COVID-19 pandemic.
- 1.1.3. Across Scotland, 388 million bus journeys were made in 2017/2018, compared to 487 million a decade earlier.<sup>2</sup> This decline has been accompanied by a corresponding increase in car ownership, which brings additional congestion, emissions and a reduction in bus journey speeds, creating a spiral of declining bus usage. The impact of COVID-19 introduces additional uncertainties around future usage of Scotland's bus services, making it more important than ever for this low carbon, efficient and environmentally advantageous mode of transport to be prioritised within our towns and cities to ensure a cleaner, greener and more sustainable future.
- 1.1.4. In January 2022, WSP was commissioned by Fife Council to take forward bus corridor appraisals across five key bus corridors in Fife. The study was undertaken as part of the Bus Partnership Fund (BPF) which is managed by Transport Scotland on behalf of the Scottish Government. It employs the Scottish Transport Appraisal Guidance (STAG) to build upon previous work already undertaken by the Fife Bus Partnership.

## 1.2 PHASE 1 CONSULTATION

- 1.2.1. As part of the corridor studies and to complement the emerging Fife Bus Partnerships goals, public consultation was undertaken to gauge public perception on the proposals along the corridors.
- 1.2.2. A comprehensive programme of public communications and engagement was delivered over a 6-week consultation period, formally launching on the 30th May to 11th July 2022. This involved:
- Online questionnaire survey using the ARCGIS Storymap platform.

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<sup>1</sup> Transport Scotland: [https://www.transport.gov.scot/our-approach/transport-scotland-act-2019/#:~:text=The%20Transport%20\(Scotland\)%20Act%20was,a%20more%20responsive%20and%20sustainable](https://www.transport.gov.scot/our-approach/transport-scotland-act-2019/#:~:text=The%20Transport%20(Scotland)%20Act%20was,a%20more%20responsive%20and%20sustainable)

<sup>2</sup> Transport Scotland: <https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/table-sum-2-summary-of-transport-in-scotland/>

- Social media campaign.
- Leaflets banners and a paper survey at 7 key bus stations, local libraries and community centres.

1.2.3. The consultation found the following:

- Overall, across all corridors, 42% of respondents felt that slow bus journey times are attributed to on street parking causing disruption and congestion on bus routes. This was particularly pertinent on the Glenrothes to Leven corridor where half the respondents agreed with this statement.
- The second most popular response for slow bus journey times was found to be as a result of traffic related issues, particularly for the Dunfermline to Ferrytoll corridor, where 36% of respondents felt this was the main problem.
- Overall, 62% of responses were related to the need for better bus schedules and timetables to encourage higher levels of bus travel. This includes more frequent buses, weekend and evening services and better connectivity / interchanging between other services.
- The free text responses captured the need for fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus, the need for more bus services to run later in the evening and on Sundays and improved reliability of bus services.

## 1.3 PRELIMINARY APPRAISAL

- 1.3.1. Following the Phase 1 consultation, a preliminary appraisal was undertaken for all corridors, in line with the Scottish Transport Appraisal Guidance (STAG). Each option identified along the corridor was appraised against a series of bespoke objectives developed collaboratively with Fife Council, Bus Operators, Transport Scotland and Stakeholders. The performance of an option against each of the objectives was based seven-point scale of assessment from major benefit to major cost or negative impact.
- 1.3.2. The options were also appraised against implementability criteria (feasibility, affordability, and public acceptability) based on a three-point scale from major consideration to minor consideration.
- 1.3.3. Furthermore, appraisal was also undertaken against STAG Criteria and sub-criteria (environment, climate change, health, safety and wellbeing, economy, and equality and accessibility). Finally, the options were assessed against established policy to confirm their fit.
- 1.3.4. Based on the appraisal of each option, a recommendation for option selection (either as a 'core' option or a supporting 'complementary' option) or rejection was made. The retained options were grouped into packages, which could be adopted separately or collectively.

## 1.4 PHASE 2 CONSULTATION

- 1.4.1. Following completion of the option sifting portion of the preliminary appraisal, a second phase of public consultation was launched via the same ARCGIS Storymap platform as the Phase 1 public consultation.<sup>3</sup> This Phase 2 consultation ran from 29th August to 29th September 2022.

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<sup>3</sup> ARCGIS Storymap Platform: <https://storymaps.arcgis.com/stories/89c51ff8b3b344cb8e62d19b1897b511>

- 1.4.2. The Phase 2 consultation highlighted comparable issues to those identified during the Phase 1 consultation before presenting the possible options.
- 1.4.3. The options were presented as general sketches and descriptions before a summary of each corridor was provided, presenting the following:
- Key travel info and demographics.
  - Summary of the problems.
  - High level descriptions of how the problems could be addressed for different area types.
- 1.4.4. Respondents were invited to complete an online survey (print versions were made available, as discussed above) answering a number of multiple-choice questions including:
- Which bus services they use.
  - Demographic information.
  - Questions regarding whether they agree with bus usage and if changes would improve bus journey times and reliability.
  - Questions regarding making buses a more attractive option.
  - How supportive they are of different option types.
- 1.4.5. In addition to the multiple-choice questions, free text comments were also facilitated throughout the survey, allowing respondents to add any 'other comments' they feel they wanted to add in response to each question. The survey form is attached to this report as Appendix A.
- 1.4.6. The feedback from this Phase 2 consultation will be used in the public acceptability scoring of the packages.

## **1.5 PURPOSE OF THIS REPORT**

- 1.5.1. The purpose of this report is to present the analysis of the findings of the Phase 2 public consultation, supporting the Fife Bus Corridor Appraisals. The key aim of the report is to provide analysis and evaluation of responses to gauge public opinion on the range of options assessed as part of the STAG appraisal for each of the five bus corridors.
- 1.5.2. Section 2 presents the demographic parameters such as age group, gender, disability, geographical location and mode of travel of the respondents.
- 1.5.3. Section 3 to 7 present the findings of the corridor specific analysis, split by bus users and non-bus users. Each respondent was assigned to a corridor based on the proximity of their place of residence. Bus users were cross referenced to the service they use.
- 1.5.4. Section 8 provides an overall conclusion and summary of the Phase 2 consultation findings.



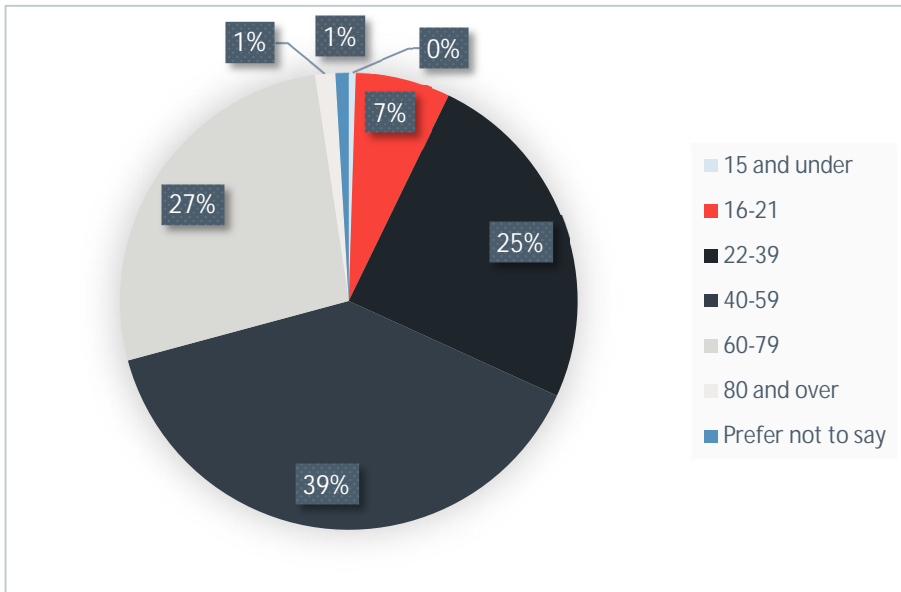
## 2 GEOGRAPHIC AND DEMOGRAPHIC OVERVIEW

### 2.1 OVERVIEW

2.1.1. This section sets out the geographic and demographic profile of the respondents.

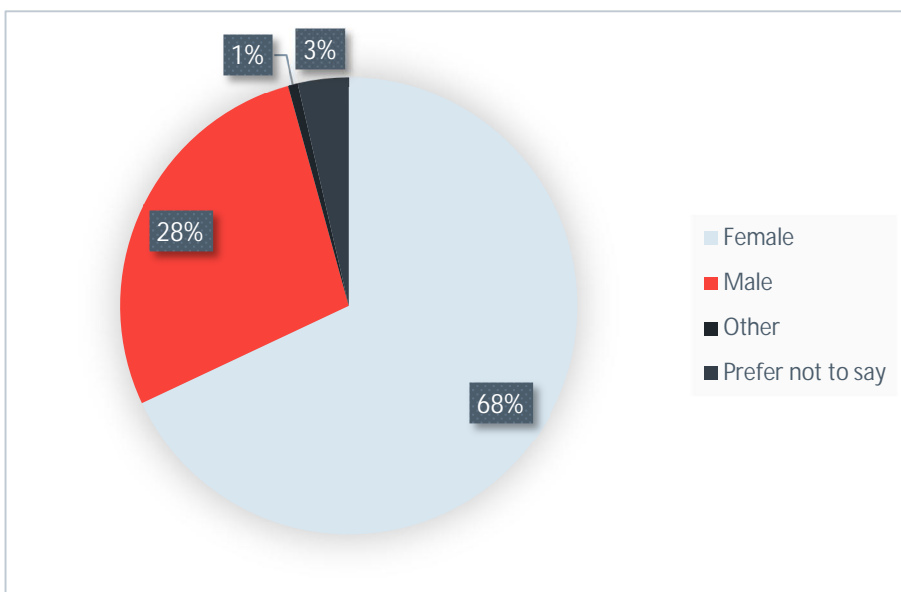
2.1.2. The median age group of respondents is 40-59 years. Of the total responses received in the survey 90% of the respondents are above the age of 22 years, with the split of 25%, 39% and 27% for the age group 22-39, 40-59 and 60-79 years.

**Figure 2-1 – Age Profile of Respondents**



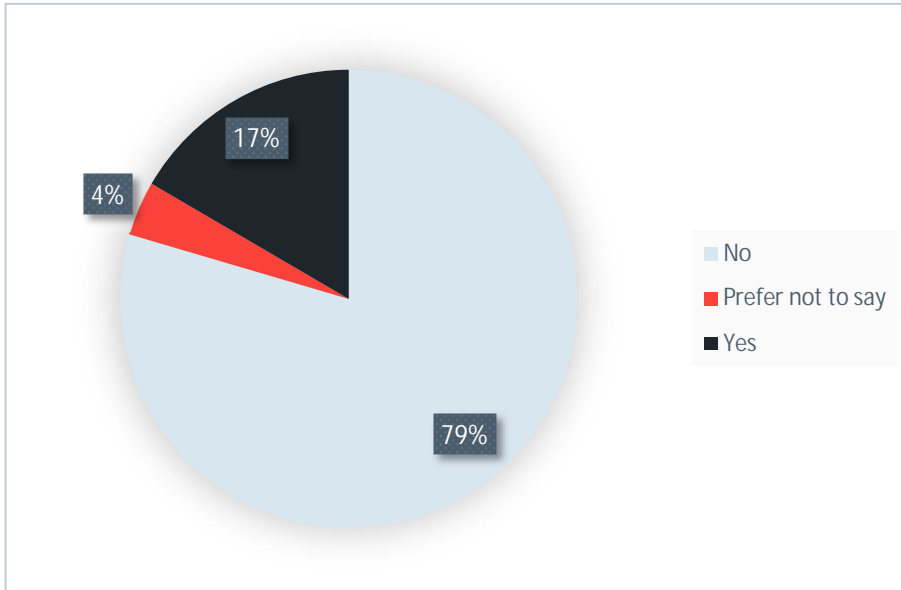
2.1.3. Of the total responses 68% of the respondents are females and 28% of the respondents are male.

**Figure 2-2 – Gender Split of Respondents**



2.1.4. 17% of the respondents identify themselves as having some form of disability.

**Figure 2-3 – Respondents with Disability**



2.1.5. All the respondents were plotted based on their postcodes to highlight the spread of responses relative to all the bus corridors as shown in Figure 2-5. The geographic location of respondents covered major settlements in the Fife council area such as Cupar, Dunfermline, Cowdenbeath, Glenrothes, Kirkcaldy, Leven, Rosyth, St Andrews and Tayport.

2.1.6. Each respondent was then assigned to a corridor based on the proximity to the corridor or the service used by the respondent. Figure 2-4 shows the split of respondents based on assigned corridors.

**Figure 2-4 – Respondents Assigned to Corridors**

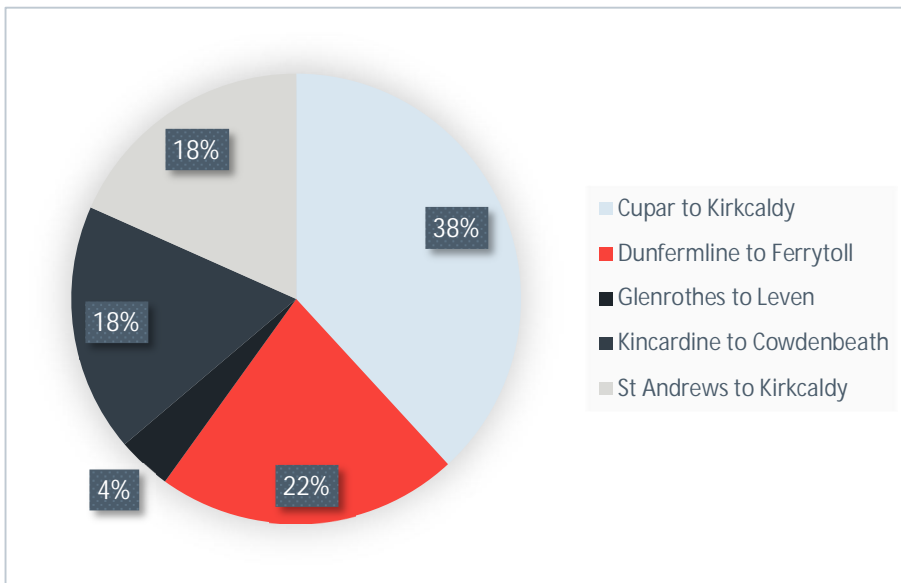
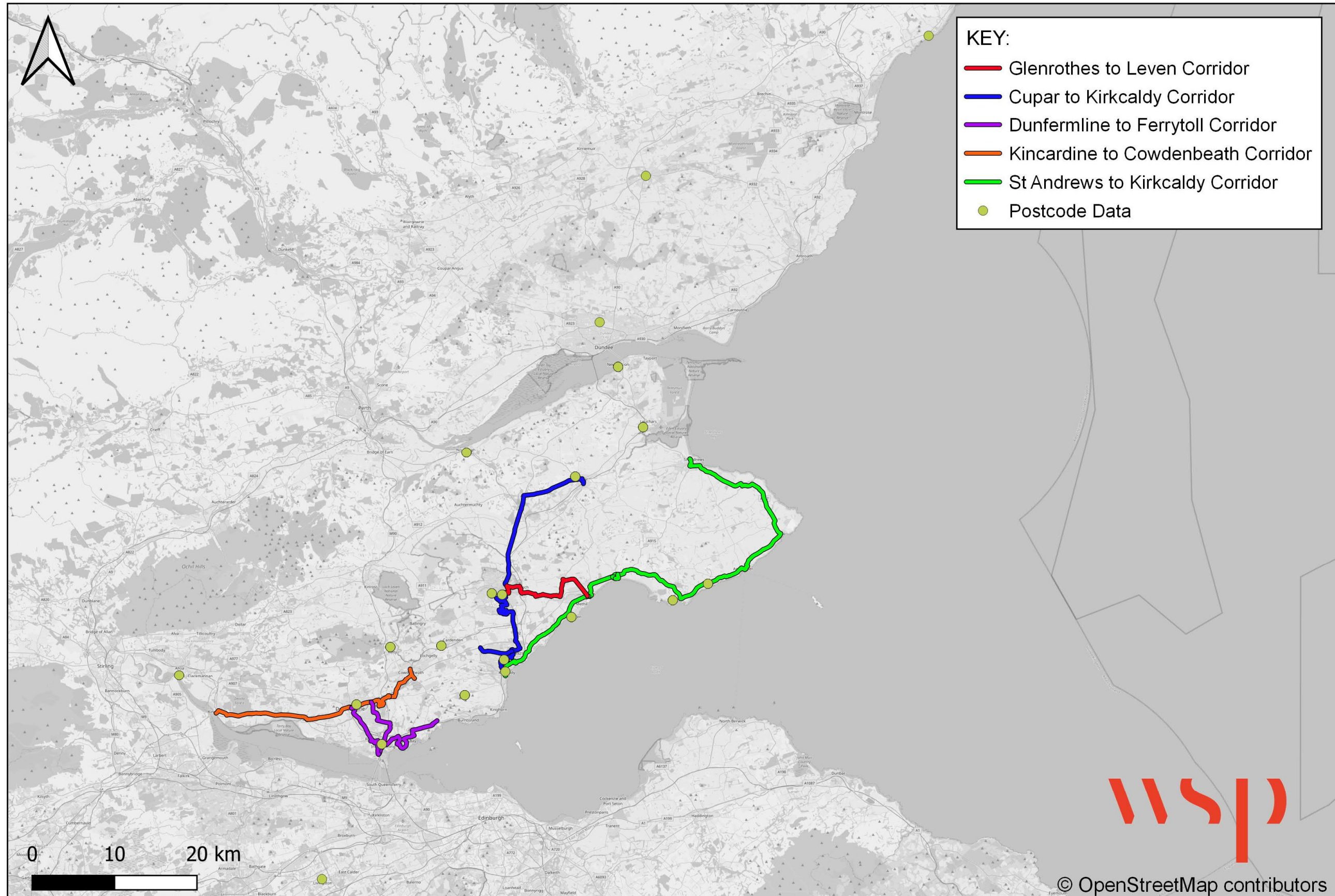


Figure 2-5 – Survey Spread



- 2.1.7. In general, 53% of the respondents identified themselves as using bus as their primary mode of travel. Focused analysis of geographical location with respect to mode split highlights that more than 60% of the respondents in Glenrothes, Buckhaven, Cowdenbeath and Dunfermline frequently use bus as their primary mode of travel.
- 2.1.8. Furthermore, over 50% of respondents residing in Cupar, Newburgh, Tayport, Wormiston, Anstruther, Elie, St Andrews and Aberdour acknowledge using modes other than bus for their daily commute. Table 2-1 provides a summary of bus users and non-bus users based on their geographical location.

**Table 2-1 – Mode Split of Respondents based on Geographical Location**

<b>Geographical Location</b>	<b>Bus Users</b>	<b>Non-bus Users</b>
Glenrothes	76%	24%
Buckhaven, Methil, Leven, Lundin Links	69%	31%
Kelty, Cowdenbeath	68%	32%
Dunfermline	63%	37%
Lochgelly	53%	47%
Kirkcaldy	50%	50%
Rosyth	50%	50%
Cupar	49%	51%
Newburgh	47%	53%
Alloa	43%	57%
Tayport	43%*	58%*
Wormiston, Crail, Anstruther, Pittenweem	35%	65%
Elie	30%	70%
St Andrews, Kingsbarns	23%	77%
Aberdour, Burntisland, Kinghorn	18%	82%

*\*Figures do not equal 100% due to rounding*

- 2.1.9. The following sections set out the bus user and non-bus user analysis based on the assignment of respondents to a particular corridor.

### 3 GLENROTHES TO LEVEN CORRIDOR

#### 3.1 INTRODUCTION

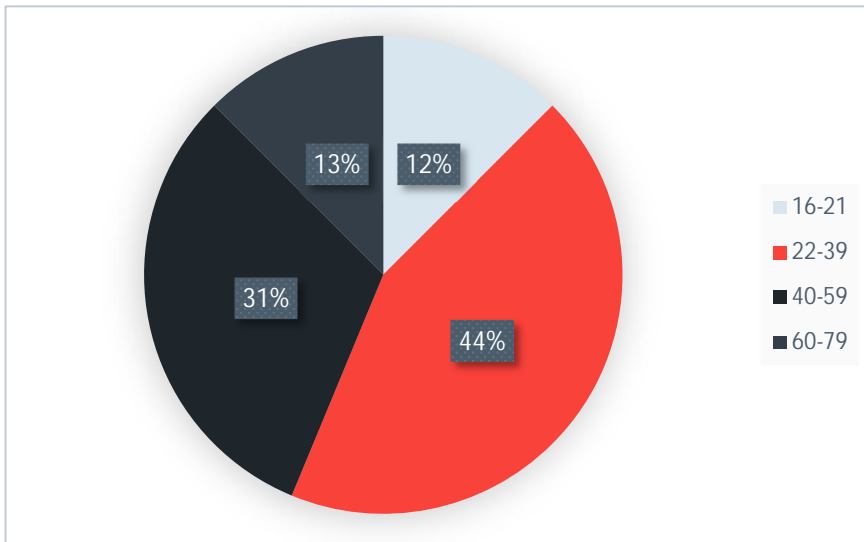
3.1.1. This section discusses the Glenrothes to Leven corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.

3.1.2. In total, there were 16 respondents assigned to the Glenrothes to Leven corridor.

#### 3.2 DEMOGRAPHIC OVERVIEW

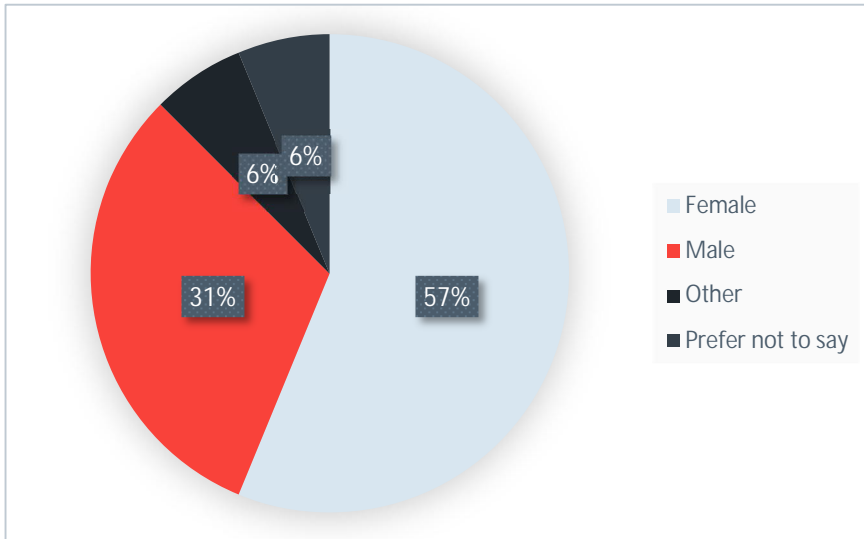
3.2.1. 75% of the respondents on this corridor are within the age group 22-59 years. Age profile of all respondents is presented in Figure 3-1

**Figure 3-1 – Age Profile of Respondents**



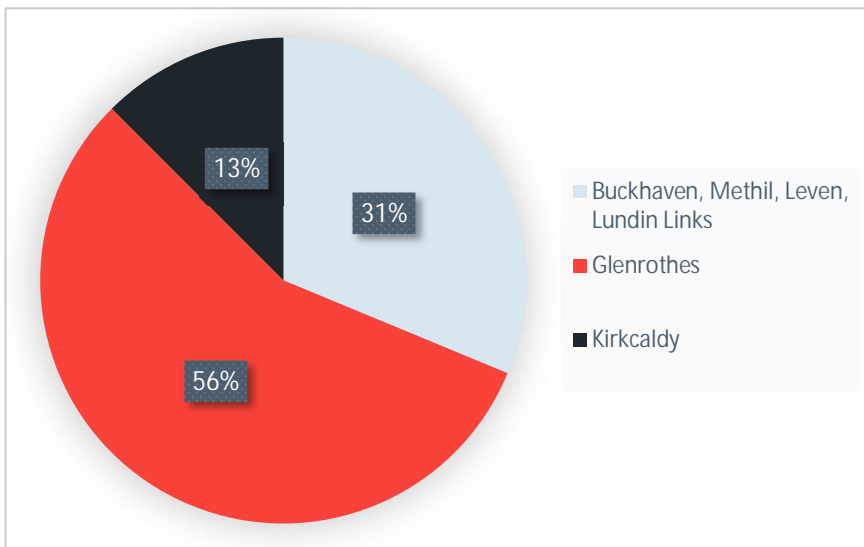
3.2.2. A majority 57% of respondents are female while 31% respondents are male. Gender split of respondents on this corridor can be seen in Figure 3-2.

**Figure 3-2 – Gender Split of Respondents**



3.2.3. The majority of respondents reside at the start and end of the corridor with 56% of respondents residing in Glenrothes and 31% residing in the vicinity of Leven. Notably, 13% of respondents residing in Kirkcaldy also travel along this corridor. The geographic spread of respondents is represented in Figure 3-3.

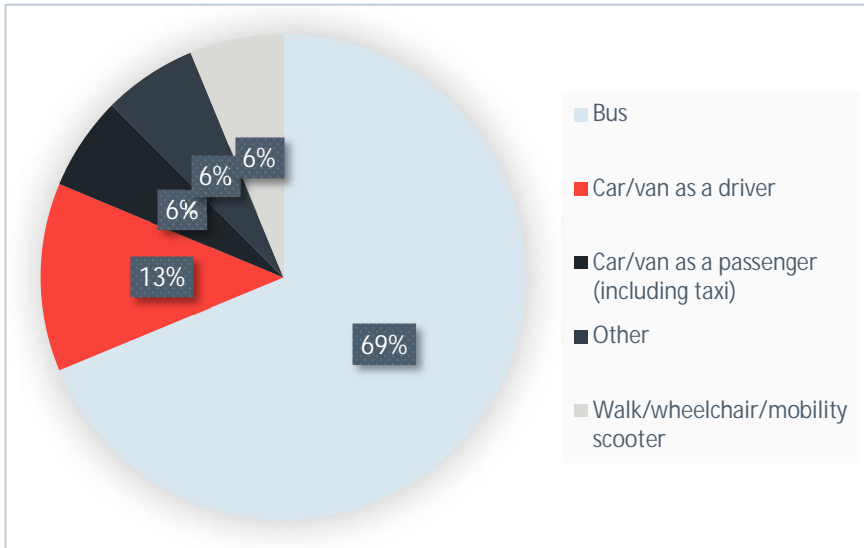
**Figure 3-3 – Geographic Spread of Respondents**



### 3.3 CURRENT TRAVEL MODES

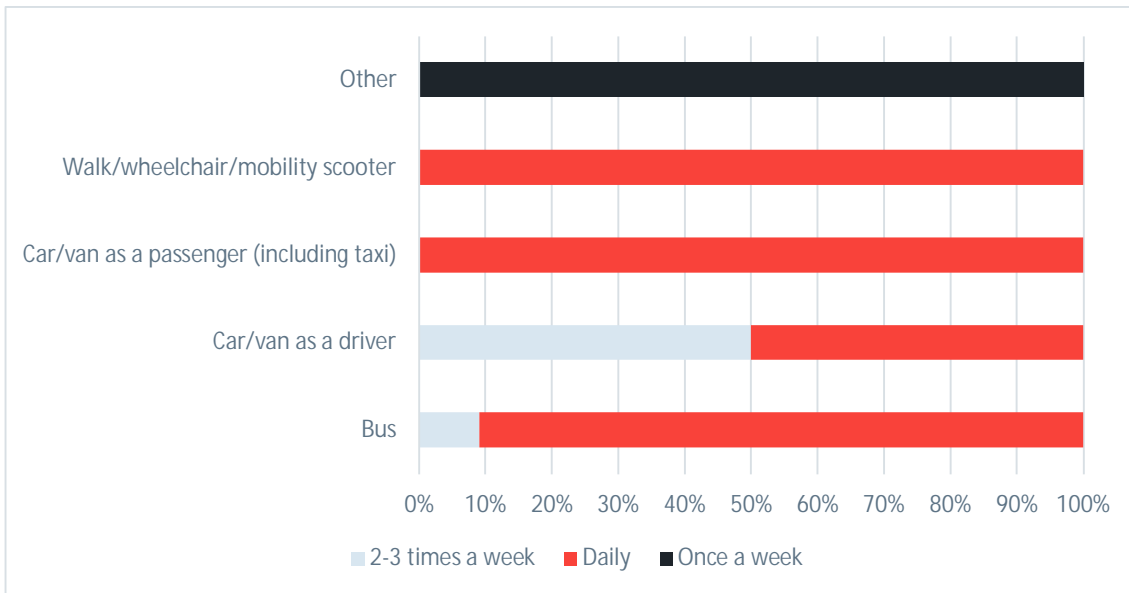
3.3.1. A total of 69% of respondents report using bus as their primary mode of travel while 31% of respondents are non-bus users.

**Figure 3-4 – Current Mode Split**



3.3.2. 91% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily. Likewise, approximately half of respondents who use a car (as a driver) as their primary mode of commuting, do so daily. All respondents who walk, wheel or travel as a passenger in a car as their primary mode of commuting were reported to do so daily. Figure 3-5 represents the respondents’ frequency of travel for each mode.

**Figure 3-5 – Trip Frequency Vs Mode of Travel**



### 3.4 BUS USER SUMMARY

3.4.1. Most bus user respondents on this corridor use services 43, 44, 9 and X61. Service 44 is being used by the majority of respondents (45%) whereas the 43, 9 and X61 services are used by respondents in equal split (18%), as shown in Table 3-1.

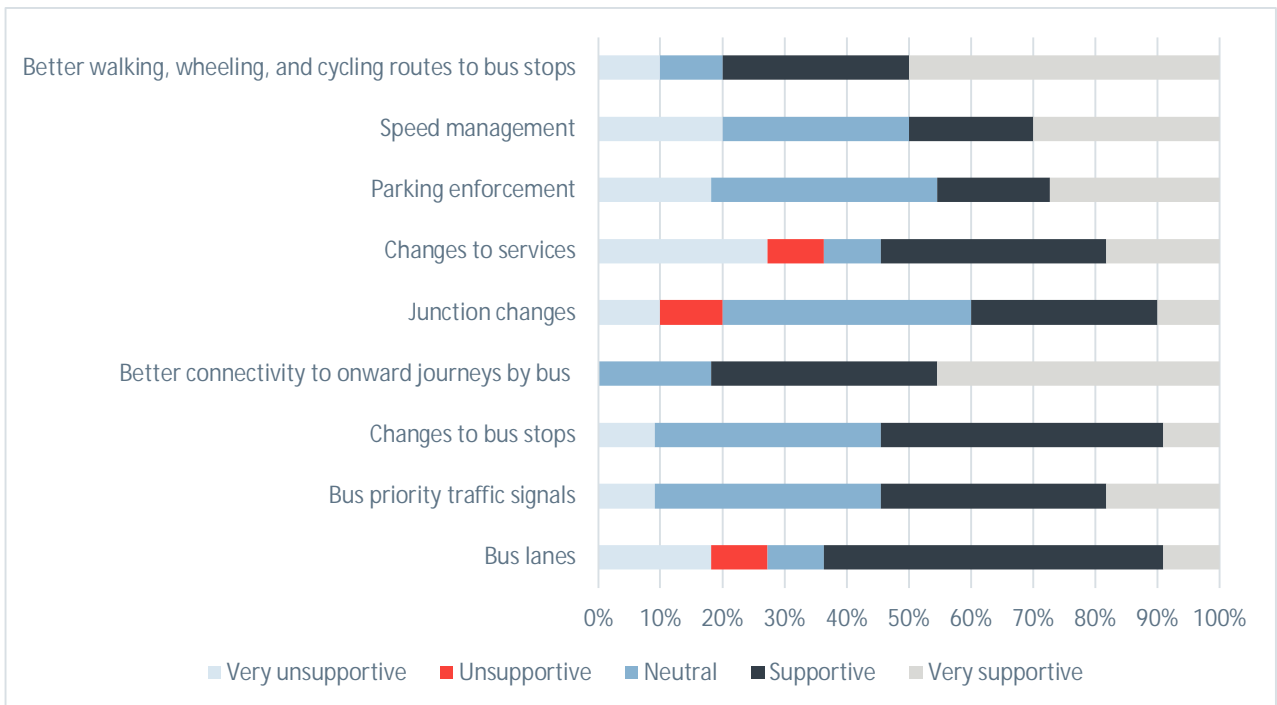
**Table 3-1 – Services Used**

Service	Service Utilisation
43	18%
44	45%
9	18%
X61	18%

3.4.2. The majority of the responses received were neutral or supportive towards the intervention types proposed. There is significant support towards sustainable travel options, better connectivity to onward journeys by bus and bus lanes. More than 50% of responses are also supportive towards changes to bus stops and bus priority traffic signals with these options having more than 30% of neutral outlook as well. However, over 35% of the respondents are unsupportive towards changes in services.

3.4.3. Figure 3-6 shows the bus user views towards each intervention types.

**Figure 3-6 – Bus User Views on Intervention Types**



3.4.4. Bus user comments are generally related to dissatisfaction of changes to bus services and issues related to punctuality of buses. Bus users also highlight that services which support travel of those with additional support needs have either been discontinued or cause distress due to their reliability. Comments are listed in Table 3-2.



**Table 3-2 – Bus User Comments Highlighting Problems Faced by Additional Support Groups**

Comment Number	Bus User Comments Highlighting Problems Faced by Additional Support Groups	Category
1	<i>The lack of predictability for buses at the moment is extremely detrimental. It is affecting my ability to work, so I am losing money, meaning I am often left between choosing to heat or eat. It is also extremely distressing to those in the community with additional support needs, and there are many in Glenrothes</i>	Reliability
2	<i>We are not happy with you taking the No. 30 bus off all together from the Caskiebarren area as a lot of old people use that bus, they can't walk to the end of the street to get the 43/44 they also use that bus 30 to go to their doctors. I think you should reconsider about the No. 30.</i>	Connectivity

3.4.5. 60% of bus users highlighted their dissatisfaction of changes to bus services by Stagecoach. The comments received are presented in Table 3-3.

**Table 3-3 – Bus User Comments Highlighting Problem with Service Changes**

Comment Number	Bus User Comments Highlighting Problem with Service Changes	Category
1	<i>The changes proposed are ridiculous.</i>	Reliability, Connectivity and Frequency
2	<i>The express services are absolutely vital and the proposed change to the services running to Dundee are ridiculous.</i>	Connectivity
3	<i>The proposed changes by Stagecoach from end of October make it impractical for people to travel from Methil hill to Glenrothes for work</i>	Connectivity
4	<i>We are not happy with you taking the No. 30 bus off all together from the Caskiebarren area as a lot of old people use that bus they can't walk to the end of the street to get the 43/44 they also use that bus 30 to go to their doctors. I think you should reconsider about the No. 30.</i>	Connectivity
5	<i>You be increasing the buses not reducing them</i>	Frequency

3.4.6. Suggestions received from bus user respondents can be categorised under customer satisfaction, reliability, frequency and journey time. The comments are as listed in Table 3-4.

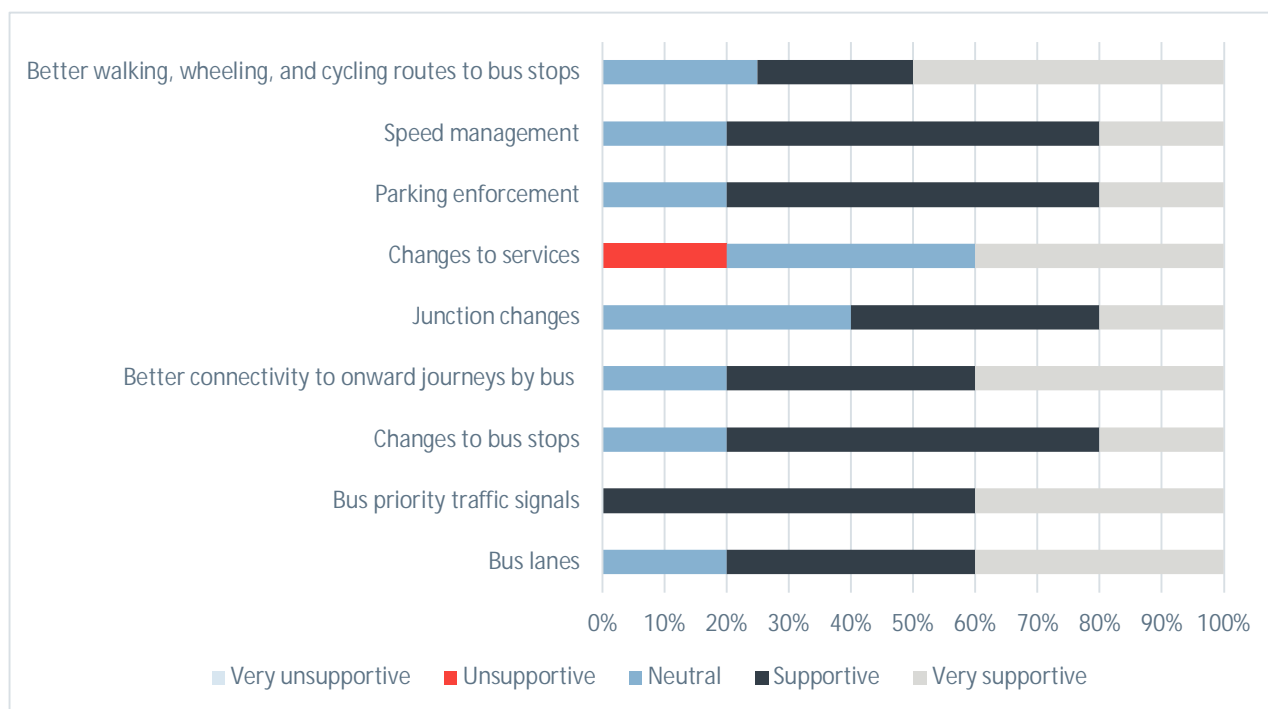
**Table 3-4 – Bus User Suggestions**

Comment Number	Bus User Suggestions to Improve Operations	Category
1	<i>If Stagecoach are not going to look after their Loyal Customers Hopefully the Smaller Companies Will be Allowed to do So, so many people Rely on the Bus Service.</i>	Customer Satisfaction and Reliability
2	<i>Needs to be more direct buses from Glenrothes to Livingston, especially at weekends.</i>	Frequency
3	<i>There is absolutely no need to now run the x60 up the coast after Leven when the 95 services these areas just as efficiently. The x58 going up the old 97 route is Excellent and should replace the x60 past Leven. The Glasgow buses (x27 and x24) are vital, but people don't like using them because they take so long. Could the x27 not meet the 13 at Halbeath instead of taking time to go through Cowdenbeath?</i>	Journey time

### 3.5 NON-BUS USER SUMMARY

3.5.1. Non-bus users are mostly supportive towards all intervention types. There is general support for bus priority traffic signals, better connectivity, speed management, bus lanes and sustainable travel options. Notably, 20% of respondents were found to be unsupportive of changes to bus services. Figure 3-7 shows the non-bus user views towards each intervention type.

**Figure 3-7 – Non-Bus User Views on Intervention Types**



3.5.2. Non-bus user comments show general dissatisfaction towards the proposed changes in bus services and bus times. 40% of the comments shows dissatisfaction with changes in the timetables of buses proposed in October. The comments are presented in Table 3-5.

**Table 3-5 – Non-Bus User Comments Highlighting Problems with Service Changes**

Comment Number	Non-Bus User Comments Highlighting Problem with Service Changes	Category
1	<i>Absolutely fuming about the proposed changes from Stagecoach for the new timetables in October. It's an absolute joke, how is cutting vital bus services at peak times an improvement? So many people rely on buses to get to and from their work, myself including</i>	Reliability
2	<i>I do not approve of changes to bus services that restrict travel especially at peak times for travel to and from work.</i>	Reliability

3.5.3. 60% of the comments highlight dissatisfaction with bus connectivity at peak times, however, show willingness to use bus if frequency and journey times are optimised. The comments are presented in Table 3-6.

**Table 3-6 – Non-Bus User Comments Highlighting Problems with Frequency and Journey Time**

Comment Number	Non-Bus User Comments Highlighting Problem with Frequency and Journey Time	Category
1	<i>Don't want village and/or residential stops to be cut for the sake of shorter journey times</i>	Connectivity
2	<i>I only drive to work because the bus times in the area of Glenrothes where I live do not run frequently, at an early enough time and take too long to get to Kirkcaldy. What takes me 20 minutes to drive takes me nearly an hour on the bus.</i>	Frequency and Journey time
3	<i>Need earlier bus times and more frequently for people that work</i>	Frequency

### 3.6 GLENROTHES TO LEVEN CORRIDOR SUMMARY

- 3.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group whilst the survey data shows that the majority of bus users are female.
- 3.6.2. Most respondents reside at the start and end of the corridor; however some respondents travel along the corridor from Kirkcaldy.
- 3.6.3. The majority of the responses received are from bus users (69%) of which over 90% use the bus on a daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel with equal split in frequency of travel of daily commuters and traveling 2-3 times a week.
- 3.6.4. The most used bus services on the corridor are 43 and 44, along with service 9 and X61 travelling on part of the corridor.
- 3.6.5. Bus user perspective towards intervention types is mostly supportive. Sustainable travel, better connectivity to onward journeys by bus and bus lanes were received favourably.
- 3.6.6. Non-bus users were found to support sustainable travel, speed management, parking enforcement, better connectivity to onward journeys by bus, bus priority traffic signals and bus lanes as preferred intervention types.
- 3.6.7. Bus users and non-bus users generally agree on the issues of reliability, connectivity, frequency and journey time. Many non-bus users indicate their willingness to shift if more reliable services with better connectivity are provided.
- 3.6.8. All respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency.
- 3.6.9. All suggestions received focus on improving reliability, frequency, and journey times by bus.

## 4 CUPAR TO KIRKCALDY CORRIDOR

### 4.1 INTRODUCTION

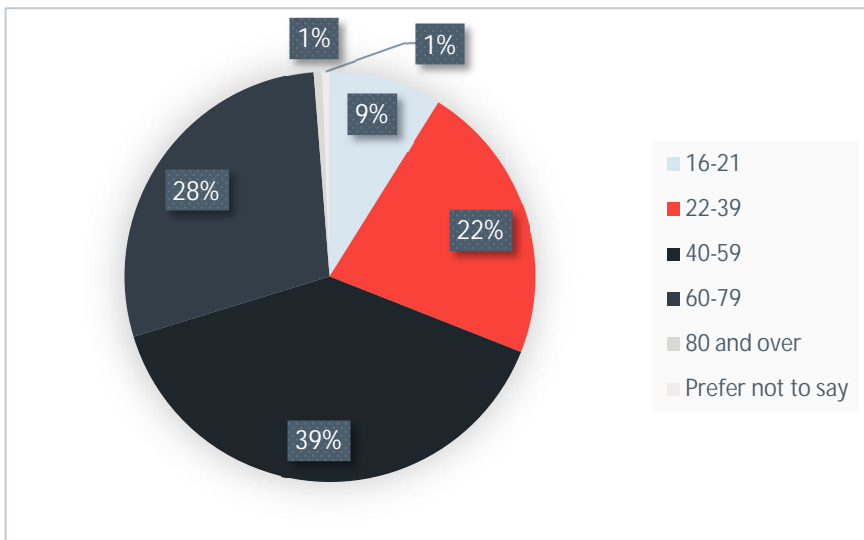
4.1.1. This section discusses the Cupar to Kirkcaldy corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.

4.1.2. In total, there were 158 respondents assigned to the Cupar to Kirkcaldy corridor.

### 4.2 DEMOGRAPHIC OVERVIEW

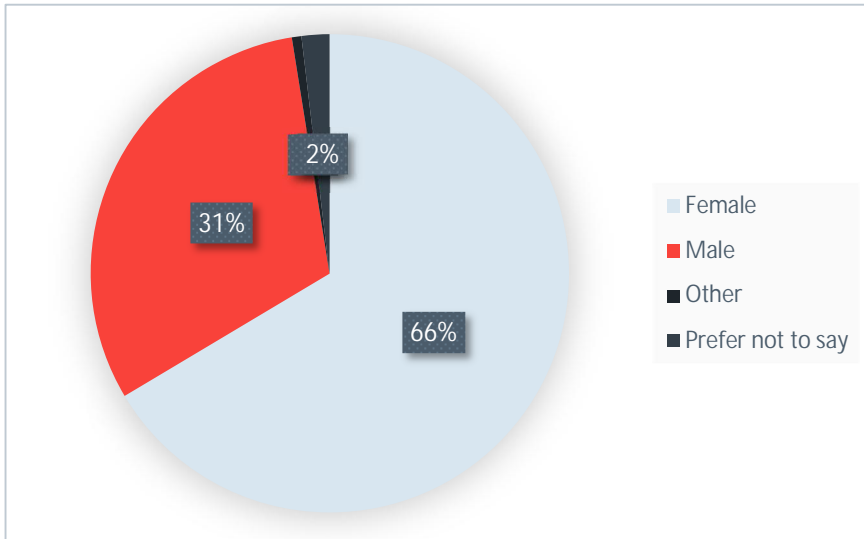
4.2.1. 89% of the respondents on this corridor are from age group 22-79 years with 40-59 years being median age group. Age profile of all respondents can be seen in Figure 4-1.

**Figure 4-1 – Age Profile of Respondents**



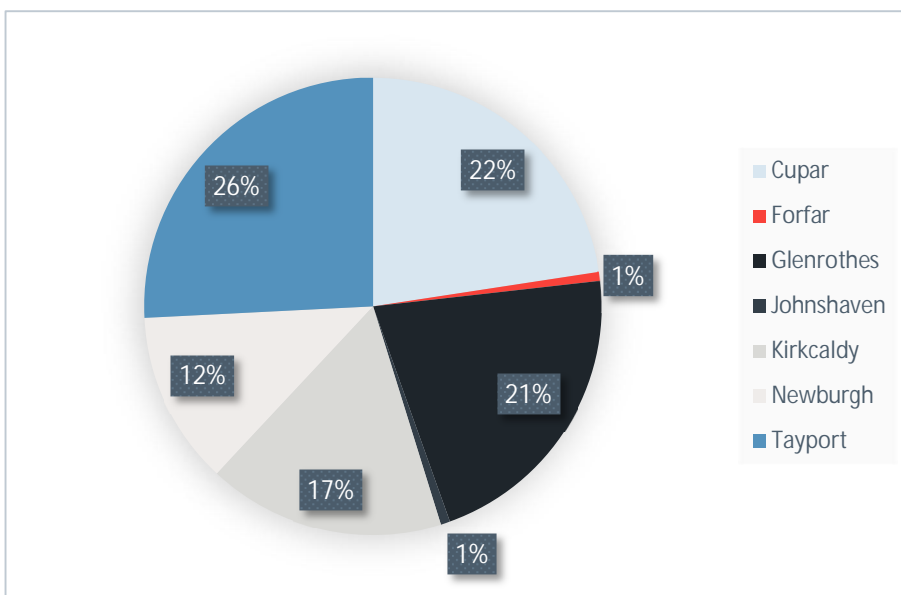
4.2.2. A majority 66% of respondents are female while 31% respondents are male. Figure 4-2 shows the gender split of respondents on this corridor.

**Figure 4-2 – Gender Split of Respondents**



4.2.3. An even split of respondents reside along the corridor with 21% respondents residing in Glenrothes, 22% residing in Cupar and 17% residing in Kirkcaldy. Notably, 26% respondents residing at the border of Fife and Dundee in Tayport also travel on this corridor. The geographic spread of respondents is represented in Figure 4-3.

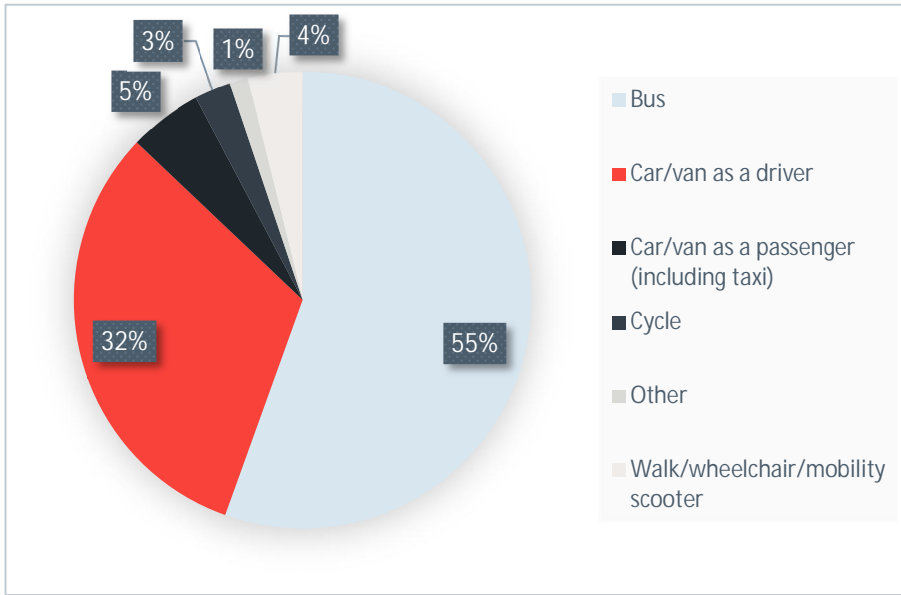
**Figure 4-3 – Geographic Spread of Respondents**



### 4.3 CURRENT TRAVEL MODES

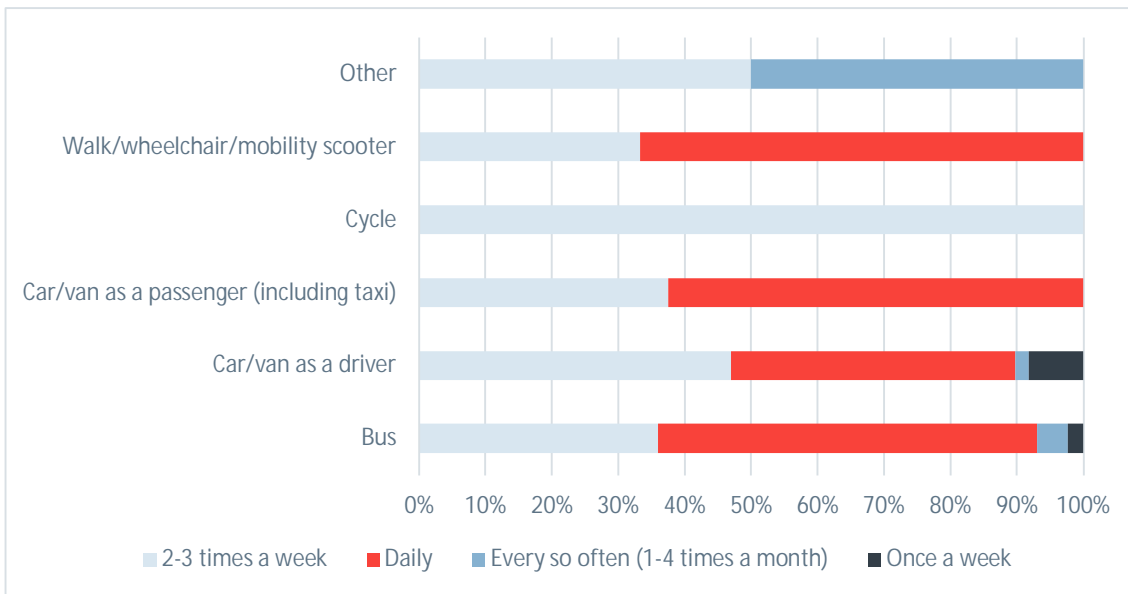
4.3.1. 55% respondents report using bus as their primary mode of travel while 32% respondents use private car/ van as their primary mode of travel. The mode split of respondents can be seen in Figure 4-4.

**Figure 4-4 – Current Mode Split**



4.3.2. More than 50% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 35% of bus users use the bus 2-3 times a week. Over 60% respondents using car as a passenger or walk or wheel as their primary mode of commuting, do so daily. Figure 4-5 represents the respondents’ frequency of travel for each mode.

**Figure 4-5 – Trip Frequency Vs Mode of Travel**



## 4.4 BUS USER SUMMARY

4.4.1. Most bus user respondents on this corridor use services 39, 39A, 39B, 39C, 42, 42A, 94, 94A and X37. Services 39, 42, 94 and X37 are the most used services, as shown in Table 4-1.

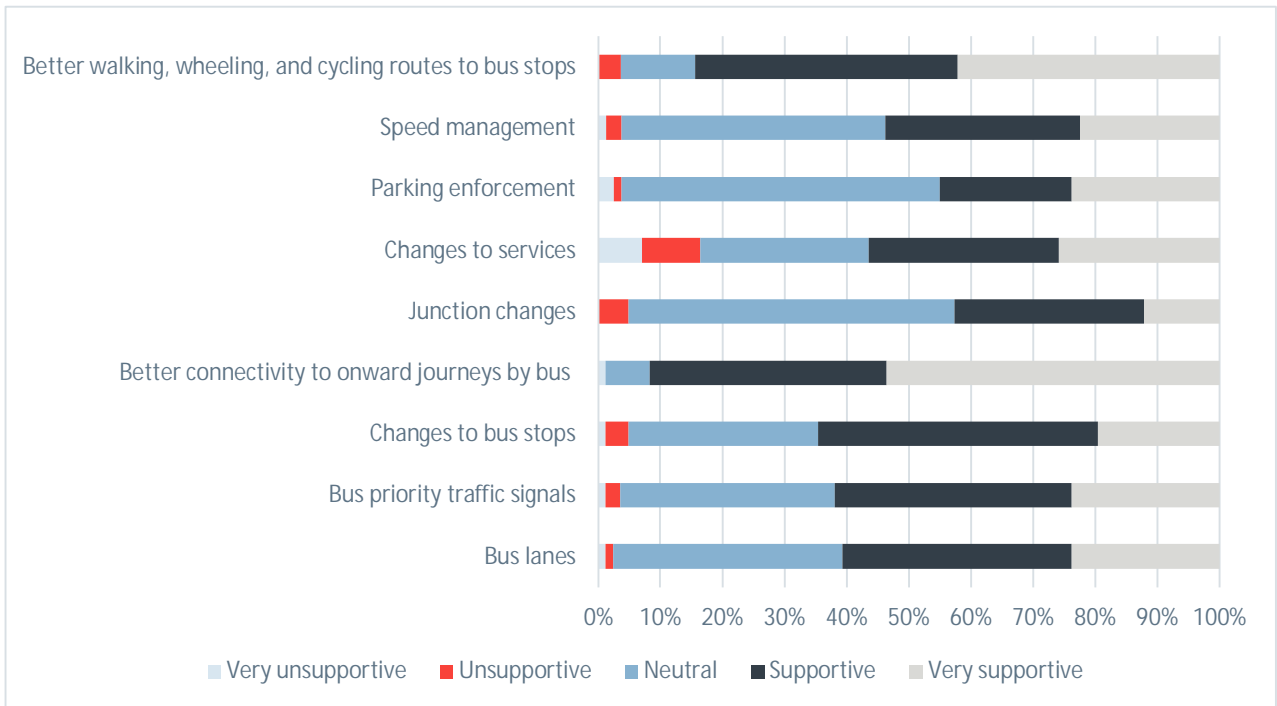
**Table 4-1 – Services Used**

Service	Service Utilisation*
11	1%
13	2%
14	1%
20	1%
24	1%
36	6%
37	4%
39, 39A, 39B, 39C	20%
42, 42A	17%
64	6%
77	6%
94, 94A	8%
X59	5%
X24	4%
X27	2%
X37	11%
X54	5%

*\*Figures do not equal 100% due to rounding*

- 4.4.2. The majority of responses received are neutral or supportive towards the intervention types with major support towards sustainable travel options and better connectivity to onward journeys by bus. More than 50% of responses are also supportive of options providing improved bus infrastructure and speed management with these options having more than 30% of neutral outlook as well. Notably, over 15% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 4-6 shows the bus user views towards each intervention type.

**Figure 4-6 – Bus User Views on Intervention Types**



4.4.3. 51% of the bus users identify the reliability of buses as a major concern. Many shared the concern about recent changes in timetables, the lack of information regarding daily cancelled buses and lack of frequency of buses in some locations. Table 4-2 lists these comments.

**Table 4-2 – Bus User Comments Highlighting Problem Regarding Reliability of Services**

Comment Number	Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
1	<i>A more reliable service is required. Drivers also must make the effort to stick to the timetable, so many don't, and people have tight connections. When the service is running correct the journey and arrival times are spot on.</i>	Reliability
2	<i>Buses need to be reliable for people to commit to using them. When cancellations are necessary there needs to be a quick and accurate method of informing passengers. At the moment neither the app nor twitter do this satisfactorily</i>	Reliability and Information
3	<i>Cancellations by Stagecoach has made bus travel stressful, expensive and impossible to plan journeys in the last few months. This must improve if you want people to use public transport</i>	Reliability and Travel Cost
4	<i>Don't cut out the Sunday service on the one bus that goes through this village.</i>	Connectivity
5	<i>Fed up with buses not arriving</i>	Reliability
6	<i>I just want a bus to turn up when it says it will and not have to worry about whether I'll get home the same day</i>	Reliability
7	<i>I support anything that makes the buses more reliable than it has recently.</i>	Reliability



Comment Number	Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
8	<i>If services are cancelled stagecoach should update this information on the mobile APP so that passengers have more warning and are able to look into alternative routes and still get to their destination on time. This is not currently done and has a negative impact on those who use buses to get to work as they may not arrive at the workplace on time.</i>	Reliability and Information
9	<i>Improvements to services, reliability and regularity are desperately needed</i>	Reliability and Frequency
10	<i>It is very difficult when buses don't turn up. An hour in between buses. Seem to be lots of buses going to St Andrews, maybe cut some of them instead of the hourly ones! They don't appear on early use but standing room only on 42 sometimes. Do not agree with cutting Sunday service.</i>	Reliability and Frequency
11	<i>It would be better if bus services were more reliable, e.g., more drivers, so that it is possible to make connections to other bus services, travel across wider Fife etc, this I cannot do at the moment due to unreliability of service, last minute cancellations etc.</i>	Reliability and Connectivity
12	<i>Make buses reliable</i>	Reliability
13	<i>Make every effort, to rectify when evening busses are cancelled, to make sure people are safe.</i>	Reliability
14	<i>Make the buses reliable! People can't get to work on time. Also stop taking off services for schools. Other people need buses at that time too!</i>	Reliability
15	<i>Moffat and Williamson buses are never on time (mostly late) or don't turn up and it's all the time</i>	Reliability
16	<i>My bus is constantly cancelled leaving me having to arrive at work 1hour and 30min early</i>	Reliability
17	<i>Please try to update the app if services are cancelled</i>	Reliability and Information
18	<i>Removing X37 bus and offering no alternative bus servicing Hollybrae is ridiculous. Trying to get people to use public transport then removing buses completely is not great</i>	Connectivity
19	<i>Stagecoach are a complete joke!! They do not care about the public also changing the buses (new timetables) are completely daft it will now take my dad who is 60 over 3 and half hours to get to work because of the changes</i>	Reliability and Journey time
20	<i>Stagecoach are proposing to take lots of services off. It makes it so hard at 74 to get out and about!</i>	Reliability and Connectivity
21	<i>Stagecoach removing the 77 bus service will leave me and my family stranded, with no alternative for shopping, work or medical appointments. Ridiculous move and not one that will benefit people</i>	Reliability and Connectivity
22	<i>Stagecoach service terrible</i>	Reliability
23	<i>Stagecoach withdraw of 77 daytime service will leave many vulnerable without a reliable bus service</i>	Reliability and Connectivity

Comment Number	Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
24	<i>The unpredictable timetable at the moment is making it very difficult to support the service. I have been late for work at least once a week for the last few months as the bus does not turn up i.e., cancelled at the last minute. It's just not good enough</i>	Reliability
25	<i>This survey comes at a time when Stagecoach are slashing services. Something needs to be done.</i>	Reliability and Connectivity
26	<i>Trying to get people to use the bus service is a complete joke considering stagecoach East Scotland twitter has hundreds id services cancelled every single day. Staffing issues can't be blamed on covid, it's conditions and bad pay which is the reason no one wants to work for them. The services always cancelled are the vital early morning commuting and the early even commute. The bus service is too unreliable for anyone to use as a permanent save the environment function for the majority of people of work. Changing junctions and digging up the pavements and roads again for bus lanes (look how the cycle lanes on the road went especially along Hayfield road), bus lanes will just be more money fife council is wasting on non-essential things</i>	Reliability
27	<i>You are about to take the 14 bus service out of use - this will make my life very difficult as a non- driver!</i>	Reliability and Connectivity

4.4.4. As noted in 4.2.3, 26% respondents on the corridor reside in Tayport. Respondents residing in Tayport identify the lack of regular services or frequent cancellation of existing services as an issue. Table 4-3 lists the comments around connectivity to Tayport.

**Table 4-3 – Bus User Comments Highlighting Connectivity Issues in Tayport**

Comment Number	Bus User Comments Highlighting Connectivity Issues in Tayport	Category
1	<i>A bus from Tayport direct to Ninewells would be very useful. Earlier buses on a Sunday for workers would be great.</i>	Connectivity and Frequency
2	<i>Despite its size and desperate need for regular services, Tayport is repeatedly left with cancelled services. Even when services are running 'normally' Tayport services do not seem to support the needs of the community, while villages like Leuchars benefit from a consistent and regular service of 4 buses an hour.</i>	Reliability, Connectivity and Frequency
3	<i>If 42 route times and bus stop in Tayport changes. I will have real difficulties getting to my work in care home in Cupar</i>	Connectivity and Frequency
4	<i>More buses out of Tayport, fed up with cancelled buses going into Dundee from Glenrothes. Yes, you are short of drivers unless you are the drivers on the 99s which let's be honest are good gentle folk whom cannot be put out!</i>	Reliability, Connectivity and Frequency
5	<i>Tayport has an extremely poor bus service with many buses not turning up, making travelling anywhere a nightmare and the service totally unreliable. I depend on</i>	Reliability, Connectivity and Frequency

	<i>public transportation and often have to cancel plans because of the bus service that serves our area.</i>	
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4.4.5. Suggestions received in the survey can be mainly categorised relating to connectivity, frequency, journey time and reliability. The comments are as listed in Table 4-4.

**Table 4-4 – Bus User Suggestions**

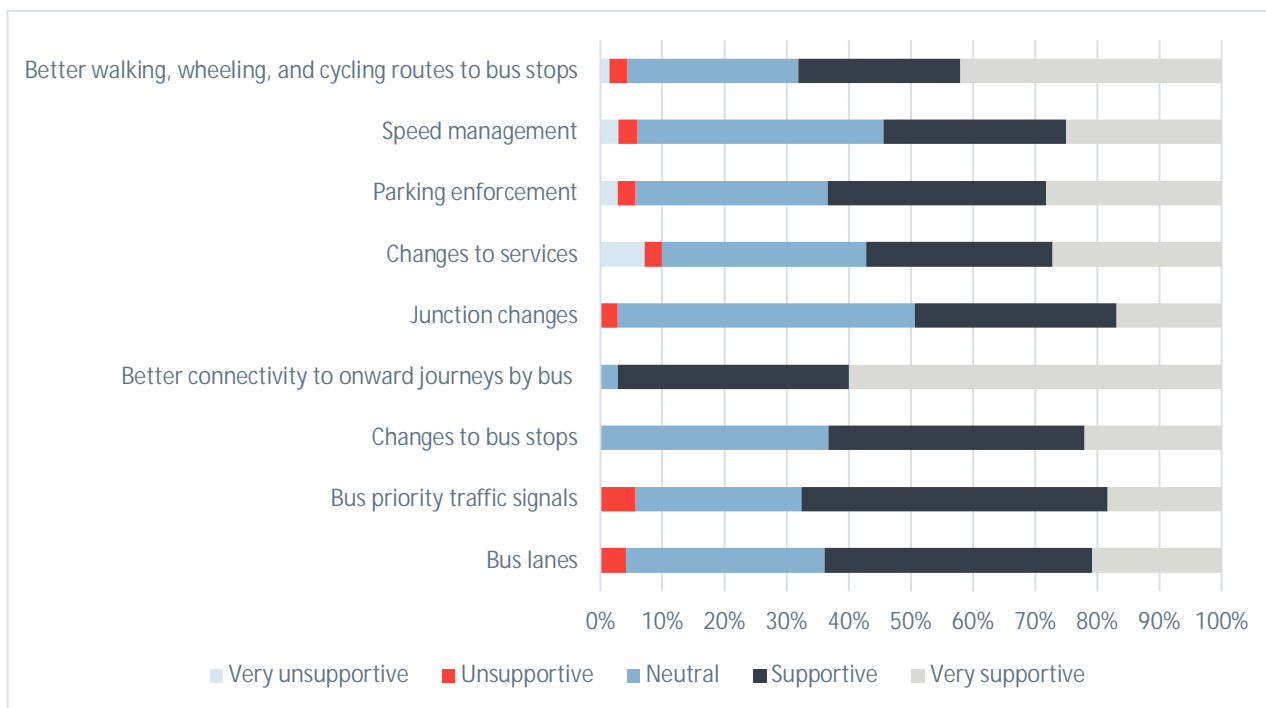
<b>Comment Number</b>	<b>Bus User Suggestions</b>	<b>Categories</b>
1	<i>A bus that can do a round trip to Glenrothes and Leslie like every second one and start to get back to normal</i>	Connectivity
2	<i>Can fife council get the funding in place to support stagecoach before they withdraw some routes in key areas?</i>	Connectivity
3	<i>Continue to provide a bus service to small villages to enable getting to work and for shopping and for Dr and hospital appointments. Essential for non-car drivers.</i>	Connectivity
4	<i>Keep the bus services where it is</i>	Connectivity
5	<i>yes, every express bus refuses to stop on woodside road but stops at every other stop on the journey, It's ridiculous</i>	Connectivity
6	<i>We need more buses in more areas with more frequency. Ideally bus transport should have a maximum monthly payment. I am currently not driving due to my ill health and find the costs increasingly difficult to meet and this consequently limits my social interactions severely. Mostly used to attend appointments, go shopping as no shop is in my village, and visit pharmacist for medication.</i>	Frequency and Connectivity
7	<i>Later buses and more Sunday options. Sunday service is outdated.</i>	Frequency
8	<i>More regular services would encourage usage</i>	Frequency
9	<i>Springfield as a village has literally 1 bus service running every hour. It take 60 minutes on the bus to Glenrothes which is a 20 minute car journey away and also the same for St. Andrews. More bus services are needed. Shorter journeys time will attract more users. I for one, have a baby who I frequently have to take on the bus and going on an hour journey to get to the nearest shopping centre or hospital is an anxious time which can be said for any parent using the 64.</i>	Frequency and Journey Time
10	<i>More direct routes would help. Turning up on time so I'm not late. Getting charged incorrectly is annoying and having Wi-Fi on board would be even better</i>	Journey time
11	<i>More regular buses and more buses doing different routes to make journeys faster are needed.</i>	Journey time
12	<i>link up with Megabus / Citylink for routes to and from Glen/ Cupar/ St Andrews</i>	Tie-up
13	<i>Better bus service in North Glenrothes</i>	Reliability
14	<i>Better weekend services and later evening services would help encourage bus usage. Free bus travel for young</i>	Reliability

Comment Number	Bus User Suggestions	Categories
	<i>people only works when services are reliable and suit their needs.</i>	
15	<i>Buses need to be reliable for people to commit to using them. When cancellations are necessary there needs to be a quick and accurate method of informing passengers. At the moment neither the app nor twitter do this satisfactorily</i>	Reliability and Information
16	<i>Make every effort, to rectify when evening buses are cancelled, to make sure people are safe.</i>	Reliability
17	<i>If services are cancelled stagecoach should update this information on the mobile APP so that passengers have more warning and are able to look into alternative routes and still get to their destination on time. This is not currently done and has a negative impact on those who use buses to get to work as they may not arrive at the workplace on time.</i>	Reliability and Information
18	<i>It is very difficult when buses don't turn up. An hour in between buses. Seem to be lots of buses going to St Andrews, maybe cut some of them instead of the hourly ones! They don't appear on early use, but standing room only on 42 sometimes. Do not agree with cutting Sunday service.</i>	Reliability and Frequency
19	<i>Timetable to be available</i>	Reliability and Information
20	<i>Timetables</i>	Reliability and Information
21	<i>Timetables need to be made available once again.</i>	Reliability and Information
22	<i>Please try to update the app if services are cancelled</i>	Reliability and Information

## 4.5 NON-BUS USER SUMMARY

4.5.1. Non-bus users are mostly supportive towards all intervention types. There is significant support for changes to bus stops and better connectivity to onward journeys by bus. Whilst there were some unsupportive responses regarding bus lanes and bus priority traffic signals, the majority of respondents were evidently in support of these intervention types. Notably, 10% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 4-7 shows the non-bus user views towards each intervention types.

**Figure 4-7 – Non-Bus User Views on Intervention Types**



4.5.2. 40% of the non-bus users identify the reliability of buses as a major concern. Many shared their concern about recent changes in timetables, cuts to services and connectivity. Table 4-5 lists the comments in relation to these issues.

**Table 4-5 – Non-Bus User Comments Highlighting Problem Regarding Reliability of Services**

Comment Number	Non-Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
1	<i>At present time bus services are unreliable and standard of cleanliness appalling</i>	Reliability
2	<i>Bus travel from Auchtermuchty needs improved at the moment it is shocking. I would use the bus, but it would take me at least an hour and half each way to Dundee</i>	Reliability & Journey time
3	<i>Bus travel is too unreliable to be a credible option. I've lost count of the time I've tried to use public transport and been let down by buses/trains being cancelled or no room on bus. It's simply too unreliable and too risky to rely on. Hence the reason there is no chance id swap my car for the bus to travel to work. Employers aren't that sympathetic to the misgivings of ScotRail or Stagecoach.</i>	Reliability
4	<i>Buses need to be more frequent, reliable and offer more locations. They are also very expensive.</i>	Frequency, Reliability & Journey Cost
5	<i>Frequent reliable service otherwise the car is the only option</i>	Frequency and Reliability
6	<i>I live in a rural area and have to walk over a mile into town to get a local bus or drive 6 miles for X buses. There used to be links to Dundee, Edinburgh and Glasgow locally, but these services were cut. I would use the bus more often if</i>	Connectivity and Reliability

Comment Number	Non-Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
	<i>there was a bus stop at the road end which is under half a mile walk. There are around 100 households in my community all using cars because the bus service is so poor. Stagecoach plan to cut even more services doesn't help. Maybe need a reliable council run service that really serves the needs of communities to encourage people to leave the car at home.</i>	
7	<i>I think that the drip of small reductions in service is myopic and unhelpful, I think you need to rework the entire service and actually model what is need for rapid transit at peak and non-peak times</i>	Connectivity and Frequency
8	<i>I use buses and would use buses more frequently if they were more regular with better connections. The ability to take a bike on a bus would be my dream.</i>	Connectivity and Frequency
9	<i>I used to use buses as a primary travel source, all over fife and as far as Glasgow/Dundee. With better bus times and buses being more reliable/on time then I'd definitely go back to using buses as a source of travelling again. I also work nightshift so have more buses available at night/early morning would be beneficial and maybe allow more people to be able to use bus for travel.</i>	Frequency and Reliability
10	<i>Ky26th bus to the Victoria Hospital was cancelled and now I require on car shares or Taxis to my work. Hard for people for appointments to the doctors or hospital it requires 2 bus journeys</i>	Connectivity and Journey Time
11	<i>Making buses reliable. Buses that serve shops, leisure centres and sporting venues when they are open to allow people to get to and from them.</i>	Reliability
12	<i>My local service is under threat of being cut. How is that going to encourage people to use public transport. The frequency has declined over the years which does not help encourage travel by bus.</i>	Frequency and Connectivity
13	<i>Previous questions regarding supportiveness of changes were very non-descript. The changes would need to be outlined in order to know where or not the changes are beneficial. Any upgrade to the local roads would benefit both car and bus journeys. Questionnaire to the locals would help identify where people travel, for example my son has to get 2 buses to school and the school is approx. 3 miles away, it's unacceptable and poor service.</i>	Connectivity
14	<i>Reliable bus services are really important. More frequent and better scheduled services would encourage more people to leave the car at home. My bus home from Dundee to Cupar often doesn't turn up and it's a long wait for the next one, if indeed that one comes.</i>	Reliability
15	<i>Since I moved here, we have lost the 23 fast bus to St Andrews - it was about 35 minutes, now it's more like 90 minutes so I don't take the bus now. And the direct bus to Perth was under threat, making going there by bus even more tedious. These are examples of retrograde changes.</i>	Connectivity and Journey Time

Comment Number	Non-Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
16	<i>The proposed cuts to local services, such as no.77, will increase isolation and limit work opportunities for non-drivers.</i>	Connectivity
17	<i>Would get bus if they turned up and were running to get me home which proposed change in stagecoach timetable won't support</i>	Reliability

4.5.3. Many non-bus users identify the lack of regular services or frequent cancellation of existing services at Tayport, Gauldry, Wormit and Newport as an issue. Table 4-6 lists the comments regarding connectivity issues.

**Table 4-6 – Non-Bus User Comments Highlighting Connectivity Problem**

Comment Number	Non-Bus User Comments Highlighting Connectivity Problem	Category
1	<i>“Express” services bypassing Thornton are a nonsense. Pricing is also a joke</i>	Connectivity and Journey cost
2	<i>Improve the number of buses going through Tayport and many of us will use buses. At present can't rely on them turning up as they are first to be cancelled if no drivers. Good idea to divert the 99 St Andrews bus through the main road in Tayport, this would mean more buses and more passengers.</i>	Connectivity and Reliability
3	<i>I would use public transport for commuting if there was a more frequent reliable service which at present there is not from Tayport to either Dundee or St Andrews. A suggestion would be to have some of the 99 service come via Tayport.</i>	Connectivity, Frequency and Reliability
4	<i>Stagecoach cutting routes, especially in Tayport, is ridiculous.</i>	Connectivity
5	<i>Stagecoach current proposals for Gauldry, Wormit Newport on Tay areas are reprehensible. Significant new housing and an ongoing commitment to environmentally sustainable transport seem to mean little to the operator. How about sorting out the links between the 99 and the Tay bridge head area some serious commitment instead of telling us why it can't happen. The bus stop at the roundabout with the Shell garage on the A92 is a H&amp;S nightmare for pedestrians - no safe crossing places for anyone to cross the two lane A92 but Stagecoach advocate this stop as a safe and user-friendly link for Tay bridge head residents to access and use the 99 services? One could suggest that some services are not run for the benefit of passengers at all?</i>	Connectivity
6	<i>The bus system in Wormit is shocking. Build 300 houses and there are nigh on NO buses to sf Andrews and chat of reducing the bud to Dundee. Get a grip Fife council. Open the station in Wormit and make persimmon pay for it like you should have done in planning. Yet again we're overlooked in Wormit. Budget has been blown in Fife repainting and tarmacking St. Andrews. So glad the council have a place on the links trust just so they can rubber stank</i>	Connectivity

Comment Number	Non-Bus User Comments Highlighting Connectivity Problem	Category
	<i>the cheque. It's hard to find such a bent area to live in. Come on Fife council and lib dems. Do Fife proud.</i>	
7	<i>I am concerned at the lack of connectivity for many young people in Newport &amp; Wormit with St Andrews. Given they socialise with school peers at Madras having the access for them and older adults via the frankly dangerous 99 bus stops at the Forgan roundabout is an accident/fatality waiting to happen. This needs to be urgently addressed.</i>	Connectivity
8	<i>Dismayed at the proposed cancellation of the 77 bus service to Gauldry during the day. My son lives in Gauldry, does not drive, and will have no means of getting to work if this goes ahead. I'm all for improving use of buses, but this change makes absolutely no sense. How can you possibly encourage the use if there are no services? I was planning to switch to travelling by bus but will now be unable to do so</i>	Connectivity

4.5.4. Suggestions received in the survey can be categorised relating to frequency, connectivity, information, synchronisation and infrastructure as well as those relating to Stagecoach specifically. Some suggestions even go as far as suggesting that Stagecoach as an operator needs to be replaced. The comments are listed in Table 4-7.

**Table 4-7 – Non-Bus User Suggestions**

Comment Number	Non-Bus User Suggestions	Category
1	<i>Being retired gives you the freedom to travel more and rather than having to drive city centres the buses are the best option</i>	Frequency
2	<i>We need a late bus service from Perth to Newburgh</i>	Frequency
3	<i>We need more bus services in NE Fife. Also, the service between Newburgh and Cupar is very poor, especially on a Sunday</i>	Frequency
4	<i>More bus journeys to areas where lots of people work i.e.. Rosyth Dockyard Amazon warehouse etc</i>	Frequency
5	<i>Improvement required to 36 and 94 services, the only 2 services in my town. Recent proposals will leave our town with a reduced service on a Sunday</i>	Frequency
6	<i>I get the train to work but would love a connection by bus from Rathillet.</i>	Connectivity
7	<i>I use buses and would use buses more frequently if they were more regular with better connections. The ability to take a bike on a bus would be my dream.</i>	Connectivity & Frequency
8	<i>Make bus travel affordable for everyone and include small rural villages! My parents have no bus connection in fife and are 5 miles from the nearest bus stop that isn't a walkable route.</i>	Connectivity and Journey Cost



Comment Number	Non-Bus User Suggestions	Category
9	<i>The K14 bus is essential for people getting to work and socialising. Not everyone up Dunnikier Estate has a car and think that's a terrible generalisation.</i>	Connectivity
10	<i>Why can't the buses from Falkland stop at CAD/CAM road end. I want to go to Markinch and there is no stop between Balfarg and Morrisons. It is a long way without a stop. If the bus stopped at Cadham I could walk to Markinch.</i>	Connectivity
11	<i>Buses to Freuchie could be improved by rerouting the express buses. Connections for travel North of Freuchie are poor</i>	Connectivity
12	<i>Love the stagecoach app with real-time data. Please protect Tayport services</i>	Information and Connectivity
13	<i>have buses arrive after trains arrive not before as happens in Ladybank at the moment also put 1 bus on a route clockwise and 1 anti-clockwise to give a better service</i>	Synchronisation
14	<i>Simply syncing up different modes of public transport would make it much more attractive to use. Especially in more remote parts of Fife. I.e. allow someone to disembark a train at main station such as Cupar and have a sensible time to be able to catch a bus and not wait 1 hour</i>	Synchronisation
15	<i>Need reliable companies. Service these days shocking. Hence need for car.</i>	Reliability
16	<i>I would like to see better punctuality for Moffat and Williamson services.</i>	Reliability
17	<i>Allow daily and weekly fairs to be interchangeable between Moffat and Williamson and stagecoach as it is elsewhere in the country</i>	Journey Cost
18	<i>Bus stops need seats in order that people with mobility and other conditions can wait comfortably.</i>	Infrastructure
19	<i>Too many buses go via the hospital. Edinburgh and Glasgow buses should be faster, should be limited stop in Kirkcaldy and Dunfermline. Some bus stops for city buses should be moved and should have shelters. Dunnikier bus should cream in but maybe take in Capshard and the estate near Sainsbury. Stop the buses squeezing up narrow streets such as Cullen Crescent - keep them to the bigger roads such as Brodick Road. More evening buses - nightmare trying to get a bus home after a meal out - maybe use smaller buses or take in a longer route.</i>	Journey Time & Infrastructure
20	<i>Direct bus from Cupar to Kirkcaldy is needed.</i>	Journey time
21	<i>Direct bus to Ninewells hospital is needed!!!!!!</i>	Journey time
22	<i>Yeah, stagecoach needs to lose the contract they are crap</i>	Stagecoach
23	<i>When you say changes to services you mean cuts. Stagecoach should be removed from the transport network because of the continual cuts.</i>	Stagecoach
24	<i>Dump Stagecoach and replace with a company which likes running buses.</i>	Stagecoach

Comment Number	Non-Bus User Suggestions	Category
25	<i>Get rid of Stagecoach, hopeless!</i>	Stagecoach

## 4.6 CUPAR TO KIRKCALDY CORRIDOR SUMMARY

- 4.6.1. Responses across the corridor come from a range of different age groups with high levels of responses from the adult working age group and the elderly whilst the survey data shows that the majority of bus user respondents are female.
- 4.6.2. There is an even split of respondents along the corridor. Notably, there is a high percentage of respondents from Tayport who travel on this corridor.
- 4.6.3. The majority of responses received are from bus users (55%) of which more than 50% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel. The response rate of commuters using other modes is low.
- 4.6.4. Most used bus services by respondents on the corridor are 39, 42, 94 and X37.
- 4.6.5. Bus user perspective towards intervention types is mostly supportive. Sustainable travel and better connectivity to onward journeys by bus were highly rated options.
- 4.6.6. Non-bus users support sustainable travel, changes to bus stops, better connectivity to onward journeys by bus, bus priority traffic signals and bus lanes as preferred intervention types.
- 4.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, frequency, and journey time. Many non-bus user comments indicate that they are existing or previous bus users who either left or don't use bus that frequently majorly due to reliability.
- 4.6.8. Respondents residing in Tayport, Gauldry, Wormit and Newport report that they don't have proper connectivity to access services along the corridor.
- 4.6.9. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency issue.
- 4.6.10. All respondent suggestions received focus on improving reliability, connectivity, frequency, journey time synchronisation of services and live information for services.

## 5 DUNFERMLINE TO FERRYTOLL CORRIDOR

### 5.1 INTRODUCTION

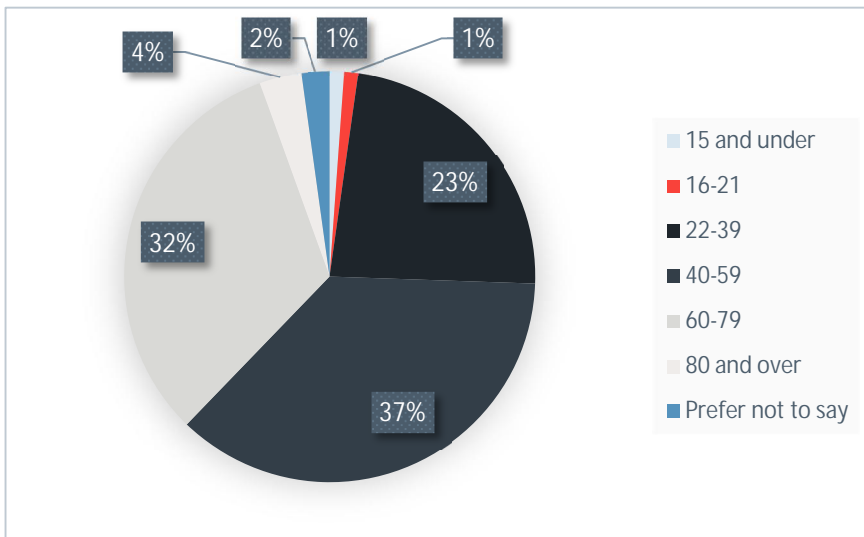
5.1.1. This section discusses the Dunfermline to Ferrytoll corridor in the context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.

5.1.2. In total, there were 90 respondents assigned to the Dunfermline to Ferrytoll corridor.

### 5.2 DEMOGRAPHIC OVERVIEW

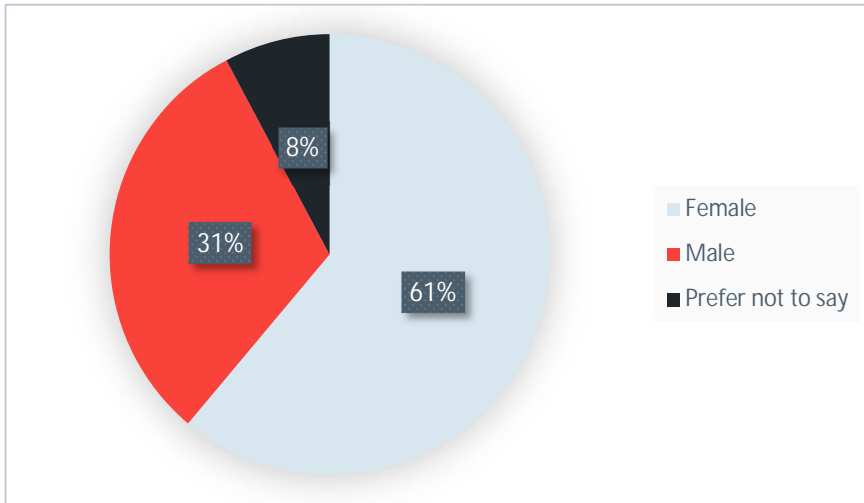
5.2.1. 92% of the respondents on this corridor are from age group 22-79 years with those aged 40-59 years being the median age group. 4% of the respondents on this corridor account for age group 80 and over. The age profile for all respondents can be seen in Figure 5-1.

**Figure 5-1 – Age Profile of Respondents**



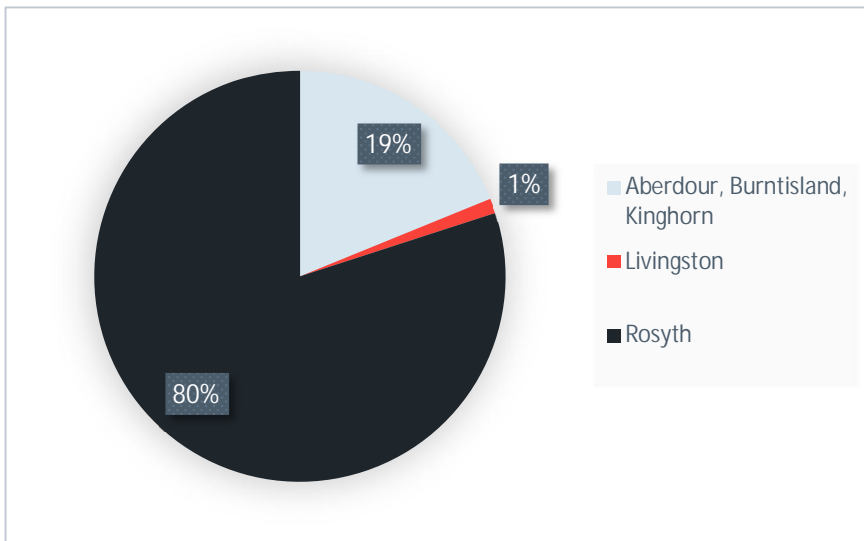
5.2.2. A majority 61% of respondents are female while 31% respondents are male. Gender split of respondents on this corridor is presented in Figure 5-2.

**Figure 5-2 – Gender Split of Respondents**



5.2.3. 80% of respondents on this corridor are residing in Rosyth and 19% reside in Aberdour. The geographic spread of respondents is represented in Figure 5-3.

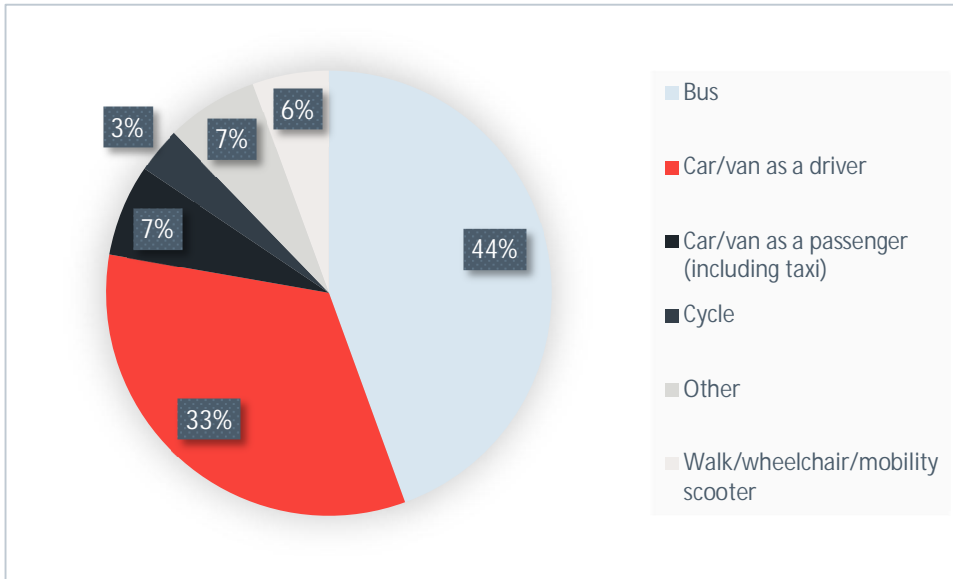
**Figure 5-3 – Geographic Spread of Respondents**



### 5.3 CURRENT TRAVEL MODES

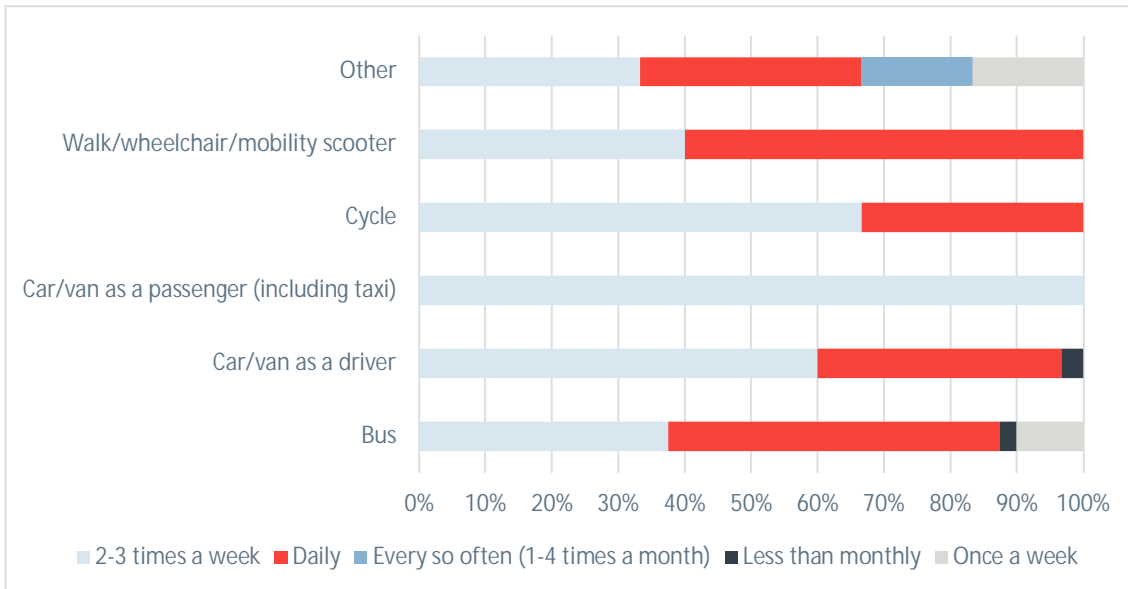
5.3.1. A total of 44% of respondents report using bus as their primary mode of travel while 33% of respondents use a private car/ van as their primary mode of travel. The mode split of respondents is represented in Figure 5-4.

**Figure 5-4 – Current Mode Split**



5.3.2. More than 50% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 38% of bus users use the bus 2-3 times a week. Approximately 60% of respondents using car as a passenger or walk or wheel as their primary mode of commuting, do so daily. Figure 5-5 represents the respondents’ frequency of travel for each mode.

**Figure 5-5 – Trip Frequency Vs Mode of Travel**



## 5.4 BUS USER SUMMARY

5.4.1. Most respondents on this corridor use the services 3, 5, 5A, 7, 7B, 19, 87 and 89. Services 3, 7, 7B and 19 are the most used services by respondents, as shown in Table 5-1.

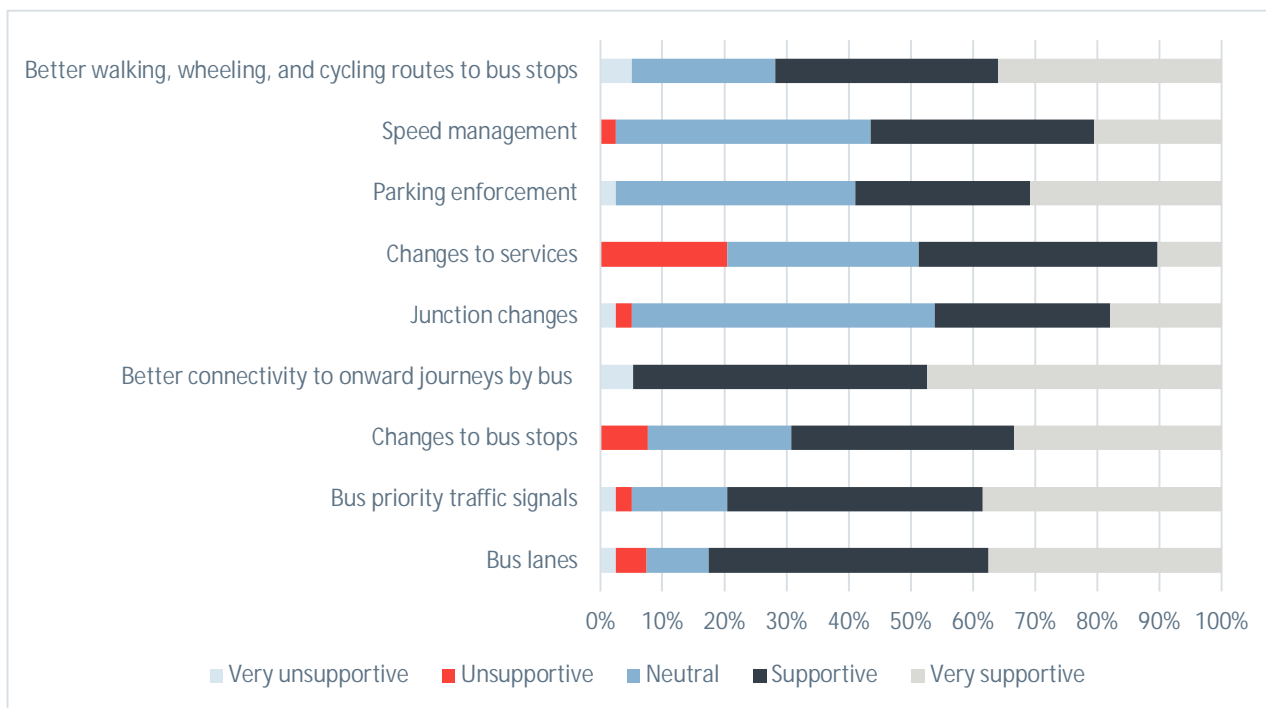
**Table 5-1 – Service Utilisation**

<b>Service</b>	<b>Service Utilisation*</b>
3	18%
5	5%
7	20%
19	8%
87	5%
89	5%
19D	3%
5A	5%
7B	15%
C25	3%
X27A	5%
X51	3%
X55	3%
X57	3%
X58	3%

*\*Figures do not equal 100% due to rounding*

- 5.4.2. The majority of responses received are neutral or supportive towards the intervention types with major support towards sustainable travel options and better connectivity to onward journeys by bus. Whilst there are some unsupportive views on bus priority traffic signals and bus lanes, more than 50% of respondents were found to favour these intervention types. More than 50% of the responses are also supportive towards speed management and parking enforcement with these options having more than 30% of neutral outlook as well. Notably, over 20% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 5-6 shows the bus user views towards each intervention type.

**Figure 5-6 – Bus User Views on Intervention Types**



5.4.3. 58% of the bus users identify low frequency of buses and reliability as a problem whilst some also identify that there are no evening services running to/from places of work. Comments also indicate that though services within the city might be good, they lack intercity connectivity and usually face problems commuting to places outside Dunfermline. Related to the recent cut in services, some comments suggest that commuters with additional support needs are at a disadvantage as some services which offer low access are being replaced with normal bus services. Table 5-2 lists the comments pointing towards general problems faced by commuters.

**Table 5-2 – Bus User Comments Highlighting Problems**

Comment Number	Bus User Comments Highlighting Low Frequency and Unreliability	Category
1	<i>In general, compared to the cities in Scotland, I feel like the bus services in Fife are very poor and less frequent in general.</i>	Frequency
2	<i>More frequent journeys from Edinburgh to Dalgety Bay/ Kirkcaldy as hourly causes key workers like nurses who work in Edinburgh and live in fife to have to wait over an hour after a shift due to working till 8pm</i>	Frequency
3	<i>More frequent service for Duloch area before 9am at the weekend would help me allot</i>	Frequency
4	<i>Reliability is a major concern as with only two buses an hour a missing bus can be a problem when setting appointments especially medical appointments.</i>	Frequency
5	<i>We need more commuters timed buses.</i>	Frequency

6	<i>Would be good to see some buses before/at 6am heading towards Kirkcaldy to hospital for those travelling to work. This is currently unachievable if you start at 7am by bus or train</i>	Frequency
7	<i>X24 unreliable. One per hour from our postcode. Bus often full on return. Have to wait.</i>	Frequency
8	<i>Not happy if plans to cut 7b to Dalgety Bay</i>	Connectivity
9	<i>The bus for Glasgow from Dunfermline at 0500 hrs should be reinstated to enable onward connections to be caught at Buchanan Bus Station. The erratic service of 5/5A leaving people stranded at Asda, St Andrews Street and Millhill surgery is a disgrace.</i>	Connectivity
10	<i>This service is good, due to change on 31st October, this will be a great loss</i>	Connectivity
11	<i>As someone who uses the bus often, more services, more frequent services and better straight through bus links to other areas of Fife are needed. I am very limited in where I can accept work as a supply teacher due to the inappropriate bus travel links beyond the Dunfermline area. It is easy to travel within the sub- areas of Fife- i.e. within Dunfermline, within Glenrothes etc. But very difficult to travel between the areas due to frequency of services, needing more than one service to get to places, slows journey times and link times between multiple services/ just missing one another.</i>	Intercity connectivity
12	<i>Some areas are poorly served, and the proposed changes make it impossible for workers to get to work at a reasonable time</i>	Journey Time
13	<i>I use 83 at night to get to Dalgety Bay not happy it's getting taken off and making my journey home a lot longer</i>	Journey Time
14	<i>The bus service has been unreliable recently with a lot of cancellations that haven't been reported on social media. Thank put in a claim for a refund for a Dunfermline day rider after not being able to use it due to service cancellation and still haven't received either the refund or an email confirming it was being looked at. The bus drivers, with one or two exceptions, look like they'd rather be anywhere other than driving the bus.</i>	Reliability
15	<i>I understand some services are changing. The service changing the most for myself as someone with poor mobility and uses walking aids is the X27A, this is a low access bus. Stagecoach are ending this service in favour of the X27. My problem with this is that that service does not use low access buses. this is an issue as it services the Whyteman Brae hospital complex next to the Victoria hospital which I attend.</i>	Accessibility

5.4.4. Suggestions received in the survey can be categorised relating to frequency, journey time, connectivity, journey cost and infrastructure. The comments are as listed in Table 5-3.



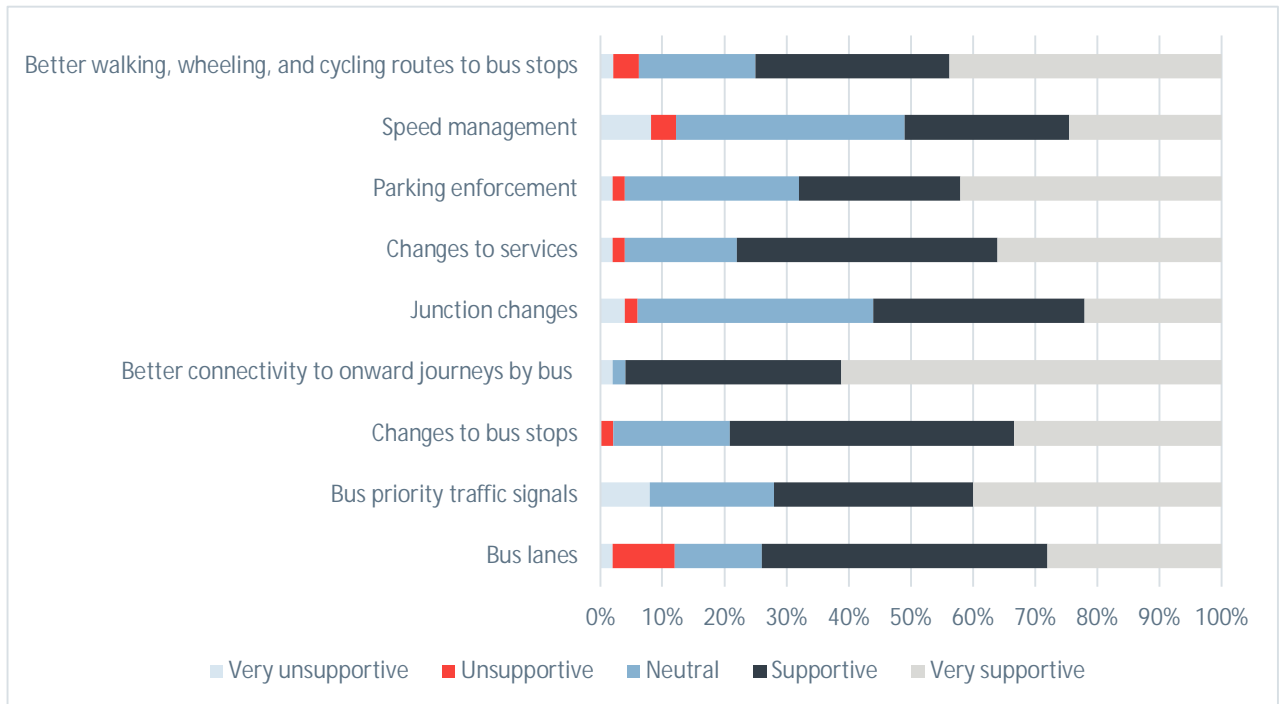
**Table 5-3 – Bus User Suggestions**

Comment Number	Bus User Suggestions	Category
1	<i>The bus from Dunfermline bus station to the Victoria Hospital in Kirkcaldy runs hourly during the day (e.g.: 13:05, 14:05, 15:05). Supposing someone had a relative in a critical condition and had to wait up to an hour for the next service including the journey time, this would make their situation very difficult. There should be more bus services or more frequent bus services to Victoria Hospital in Kirkcaldy.</i>	Frequency
2	<i>A more frequent bus to connect with Ferry Toll would be an advantage</i>	Frequency
3	<i>Adding more frequent buses from Duloch to queen Margaret rather than 1 per hour please</i>	Frequency
4	<i>Need to invest in new buses.</i>	Frequency
5	<i>For the x51 would really helped if you kept your 7.45am bus so people can make it to there for 8/9am. This includes school children who live in Livingston and use this bus to get to south Queensferry high school. This has a massive impact on my job also as I'm required to start at 8.15am now this delays me before and after work. Any help to this service is appreciated!</i>	Frequency
6	<i>Off putting to use a bus for me is the gap in direct buses between Edinburgh and Dunfermline in the night time. It's very difficult to plan a journey between 12pm and 7am. It must have huge effect also on people working in Edinburgh in the evening/night shifts. There's should be at least one direct service between those hours.</i>	Night-time frequency
7	<i>Stagecoach need to run the service for the benefit of the users</i>	Journey cost/Journey Time/ Frequency
8	<i>The bus services in Fife are OK but could be improved considerably. Express buses are not express they should not stop after the West End as they prevent Fife Travellers getting on. There are too many stops in Rosyth</i>	Journey time
9	<i>Need more direct buses to the Dockyard going straight down Kings Road rather than the few each day currently. Need another bus stop on Kings Road towards the Dockyard before the first roundabout opposite the one on the other side of the dual carriageway</i>	Journey time and Bus focused infra
10	<i>Short journeys shouldn't be as expensive</i>	Journey cost
11	<i>Not having to go to Halbeath to get a bus from Dunfermline to Dundee would help!</i>	Connectivity
12	<i>Hourly bus to/from Edinburgh to stop in Aberdour again would help</i>	Connectivity
13	<i>The use of bus lanes should be considered on main roads like Halbeath Road, Dunfermline to help buses run on time.</i>	Infrastructure

## 5.5 NON-BUS USER SUMMARY

5.5.1. Non-bus users are mostly supportive or very supportive towards all intervention types. There is significant support for bus priority traffic signals and better connectivity onward journeys by bus. Whilst there were some unsupportive responses regarding bus lanes (over 10%), the majority of respondents were evidently in support of these intervention types. Figure 5-7 shows the non-bus user views towards each intervention type.

**Figure 5-7 – Non-Bus User Views on Intervention Types**



5.5.2. Non-bus user comments can be categorised relating to journey time, journey cost, frequency, reliability, and connectivity. Amongst these comments, some highlight that a 15 minute journey by car can take up to 1 hour by bus as there are not enough direct services. Respondents also acknowledge that whilst Halbeath and Ferrytoll park and rides are good, they do not provide direct services to Fife coastal villages and therefore there are no viable alternatives for the commuters using private vehicles to and from these areas. Table 5-4 lists the non-bus user comments on general problems with bus services.

**Table 5-4 – Non-Bus User Comments Highlighting Problem with Services**

Comment Number	Non-Bus User Comments Highlighting Problem with Services	Category
1	<i>Bus journey time from Dalgety Bay to Dunfermline Town centre is 55 minutes, by car its 15 our time is valuable too seems bus companies have forgotten that</i>	Journey time
2	<i>Buses through Dalgety Bay streets slow the Kirkcaldy to Edinburgh down dramatically</i>	Journey time
3	<i>I am very lucky to have a bus pass, bus fares are too expensive, and the frequency of buses is appalling. Almost</i>	Journey time and cost

Comment Number	Non-Bus User Comments Highlighting Problem with Services	Category
	<i>2 hours to get from my home to Fife House by bus is appalling, I can get there in 20 minutes by car. Or is the intention to make it as hard as possible to get into the office? Yes I do work for Fife Council.</i>	
4	<i>More direct bus routes are needed and buses which link up more places in Fife. A 15-minute car journey can mean a 1-and-a-half-hour bus journey, with changes. It's incredibly difficult to get somewhere quickly, easily and cheaply by using a bus in Fife.</i>	Journey time and cost
5	<i>There are not enough buses to make travel as appealing as it should. Direct buses from smaller villages to Edinburgh were withdrawn some time ago. (57 route). This has caused a lot of issues.</i>	Journey time and Frequency
6	<i>Fife buses are very expensive. Better value fares would encourage me to use the bus more</i>	Journey cost
7	<i>improve the bus routes &amp; reduce the cost, £5 each way within a town vs Edinburgh price where that will buy an unlimited all-day travel.</i>	Journey cost
8	<i>Need a reliable service with easy and reliable way to track services</i>	Reliability
9	<i>I do not have a car so use the bus when walking is not possible having a reliable and regular bus service is important</i>	Reliability
10	<i>I would like the buses to be more available later at night. For example, I live a 10-minute drive away from Halbeath P &amp; R, but I had to wait nearly an hour for a bus to take me from the Park and Ride to my stop. My bus from Edinburgh arrived around 23:00 and the next bus at the Park and Ride that went down Linburn Road was not until 0:20. Even 1 bus at midnight from Halbeath P &amp; R to Dunfermline Bus Station (that stopped at various points between) would make a big difference.</i>	Frequency
11	<i>It's not the reliability, just there are too few buses in my area, and it only goes either to Dunfermline or Kirkcaldy which isn't where I want to go.</i>	Frequency
12	<i>The bus is just too infrequent and often too full to get a seat</i>	Frequency
13	<i>Bus services in Fife are abysmal and need a massive overhaul. Trains are mostly good from my part of Fife but NE and even just East Fife are seriously under-serviced</i>	Frequency
14	<i>Park and ride facilities to Edinburgh are generally quite good from Inverkeithing, however, bus travel to/from certain fife villages to the park &amp; ride are non-existent or so poor that car travel only viable option.</i>	Connectivity
15	<i>Buses timetables were changed to 'speed up' travel between major destinations and whole areas of population then missed out on using buses. Many of fife coastal villages- Aberdour, Burntisland, Kinghorn don't get any bus route to a local park and ride so have to use cars</i>	Connectivity

Comment Number	Non-Bus User Comments Highlighting Problem with Services	Category
16	<i>Ferrytoll &amp; Halbeath P&amp;R are fabulous however, only accessible to me by car from Aberdour</i>	Connectivity
17	<i>I am now using the bus a lot. I live in Dalgety Bay, and I notice some buses are going to stop coming into Dalgety Bay after 31st Oct</i>	Connectivity

5.5.3. Non-bus user suggestions can be summarised as connectivity, information and eco-friendly services. Table 5-5 lists the non-bus user suggestions.

**Table 5-5 – Non-Bus User Suggestions**

Comment Number	Non-Bus User Suggestions	Category
1	<i>Bus routes should be easy to understand - in Fife Stagecoach make it confusing by using letters e.g. 7,7A,7B,7C,7D why not give these routes different numbers to make it easier</i>	Information
2	<i>Need a reliable service with easy and reliable way to track services</i>	Information
3	<i>Buses are required within new estates. We currently have a 25min walk to nearest bus stop</i>	Connectivity
4	<i>I would like to see the 747 airport bus stop in Rosyth at the Rail Station and the Crossroads. It would reduce the number of cars needing to park at Ferrytoll.</i>	Connectivity
5	<i>Including villages in city buses is essential to reducing car use. Local buses need to go to park and ride or still involves car use</i>	Connectivity
6	<i>Link Kinghorn, Burntisland and Aberdour directly to Ferrytoll or give them an X service into Edinburgh.</i>	Connectivity
7	<i>Need a bus that goes from Limekilns and Charlestown direct to Inverkeithing station, so people can get on at 7,8,9 and back at 5,6,7pm</i>	Connectivity
8	<i>We need a service to fife leisure park and Halbeath park and ride</i>	Connectivity
9	<i>Would be good to have the no. 7 bus (Dunfermline to Leven) call at Ferrytoll to improve connection to Edinburgh</i>	Connectivity
10	<i>Give drivers more time on a run then it will be more comfortable and less stressful for the driver of the bus I use at night to Townhill is like a F1 race as no time on run</i>	Driver wellness
11	<i>More, cheaper, and comfortable buses!</i>	Journey Cost
12	<i>Diesel powered double decker buses are being used in highly unsuitable places like small villages. I highly support making the bus fleet modern, efficient and flexible - electric, small, able to accommodate changes to requirements easier. Fit for the current and future bus use.</i>	Eco-friendly Services
13	<i>Prioritise sustainable transport</i>	Eco-friendly Services

## 5.6 DUNFERMLINE TO FERRYTOLL CORRIDOR SUMMARY

- 5.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group and the elderly whilst the survey data shows that the majority of bus users are female.
- 5.6.2. The majority of respondents travelling along the corridor are from Rosyth (80%) followed by Aberdour (19%).
- 5.6.3. The majority of responses received are from bus users (44%) of which more than 50% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel while response rate of commuters using other modes is low.
- 5.6.4. The most used bus services by respondents along the corridor are services 3, 7, 7B and 19.
- 5.6.5. Bus user perspective towards all intervention types is mostly supportive. Sustainable travel, better connectivity to onward journeys by bus, bus priority traffic signals and bus lanes were highly rated options.
- 5.6.6. Non-bus users were found to be generally supportive of sustainable travel, changes to services, better connectivity to onward journeys by bus, changes to bus stops, bus priority traffic signals and bus lanes as preferred intervention types.
- 5.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, frequency, and journey times while non-bus users also consider journey cost as an important factor.
- 5.6.8. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency issue. Some services with low access buses are being replaced by other services which do not offer additional support needs are amongst other issues highlighted by respondents.
- 5.6.9. All the suggestions received focus on improving reliability, connectivity, frequency, journey time and journey cost.

## 6 KINCARDINE TO COWDENBEATH CORRIDOR

### 6.1 INTRODUCTION

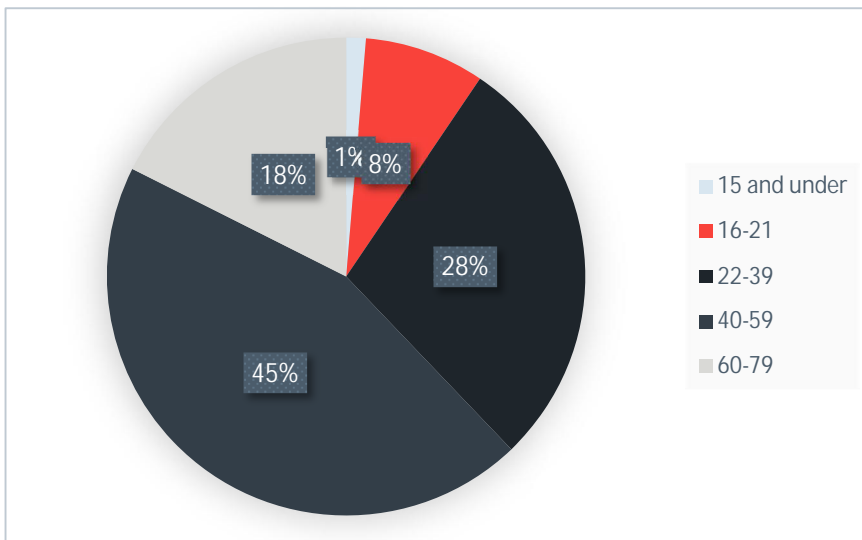
6.1.1. This section discusses the Kincardine to Cowdenbeath corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.

6.1.2. In total, there were 74 respondents assigned to the Kincardine to Cowdenbeath corridor.

### 6.2 DEMOGRAPHIC OVERVIEW

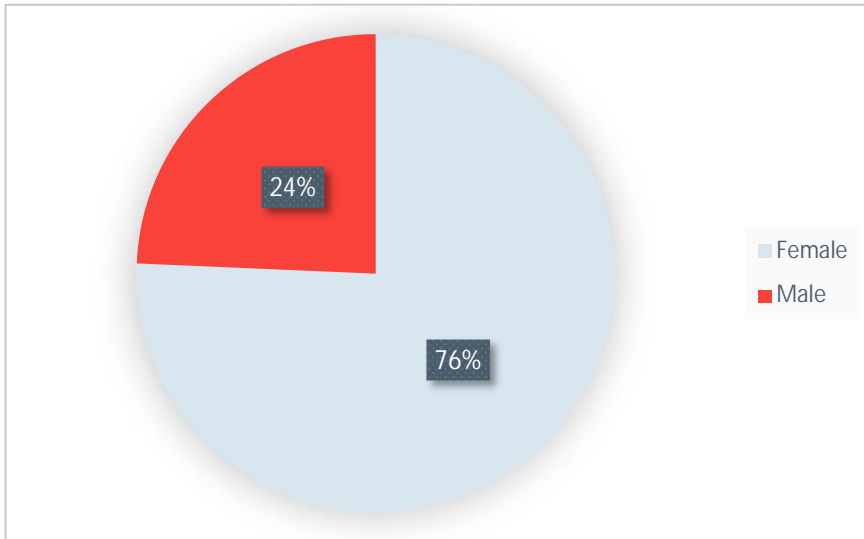
6.2.1. Respondents on this corridor are split 28%, 45% and 18% among age groups 22-39, 40-49 and 60-79, respectively. The full age profile of respondents for this corridor is represented in Figure 6-1.

**Figure 6-1 – Age Profile of Respondents**



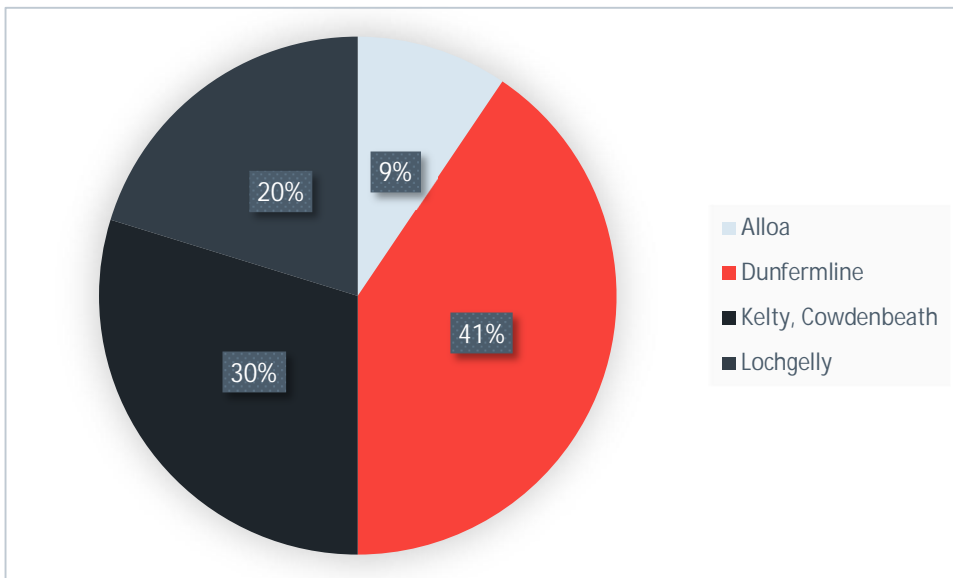
6.2.2. A majority 76% of respondents are female while 24% respondents are male. Figure 6-2 shows the gender split of respondents on this corridor.

**Figure 6-2 – Gender Split of Respondents**



6.2.3. The majority of respondents along this corridor reside in Dunfermline (41%) and Cowdenbeath (30%) and 20% residing in Lochgelly. The geographic spread of respondents is represented in Figure 6-3.

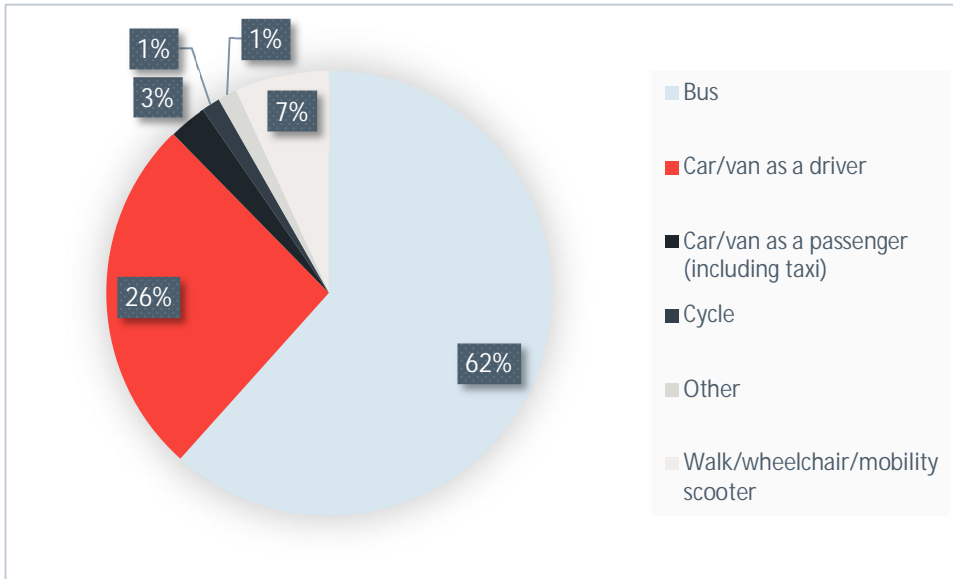
**Figure 6-3 – Geographic Spread of Respondents**



### 6.3 CURRENT TRAVEL MODES

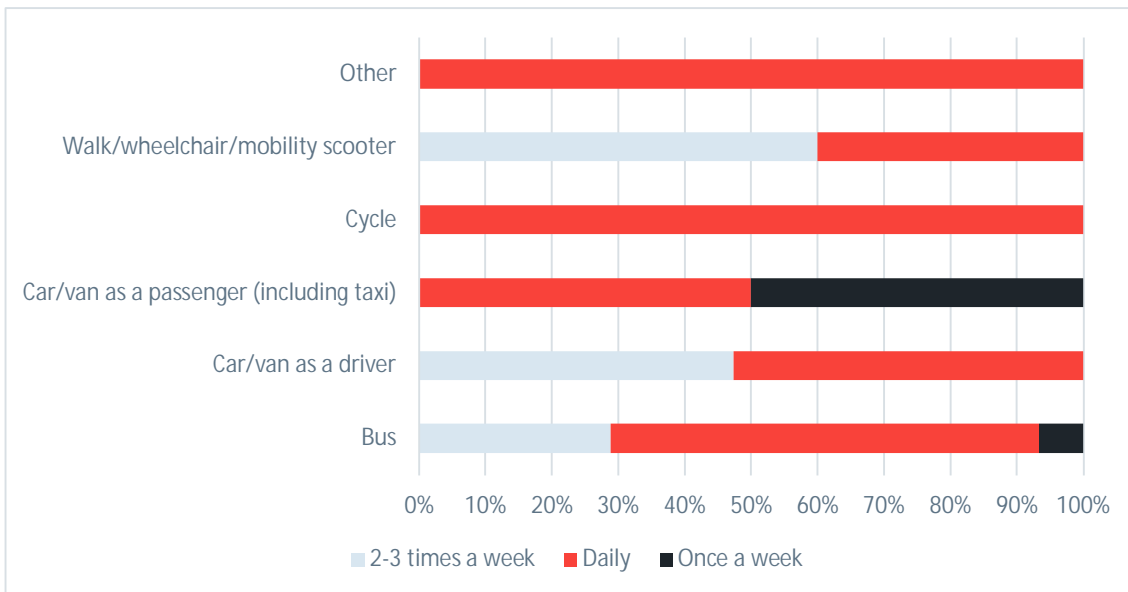
6.3.1. 62% respondents report using bus as their primary mode of travel while 26% respondents use private car/ van as their primary mode of travel. The mode split of respondents can be seen in Figure 6-4.

**Figure 6-4 – Current Mode Split**



6.3.2. More than 60% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 25% of bus users use the bus 2-3 times a week. Approximately 50% of respondents using car as a passenger as their primary mode of commuting, do so daily. Figure 6-5 represents the respondents’ frequency of travel for each mode.

**Figure 6-5 – Trip Frequency Vs Mode of Travel**



## 6.4 BUS USER SUMMARY

6.4.1. Most respondents on this corridor use services 4, 8, 19, 33, 81, 7B and X27. Services 19, 33 and 81 are the most used services by respondents, as shown in Table 6-1.



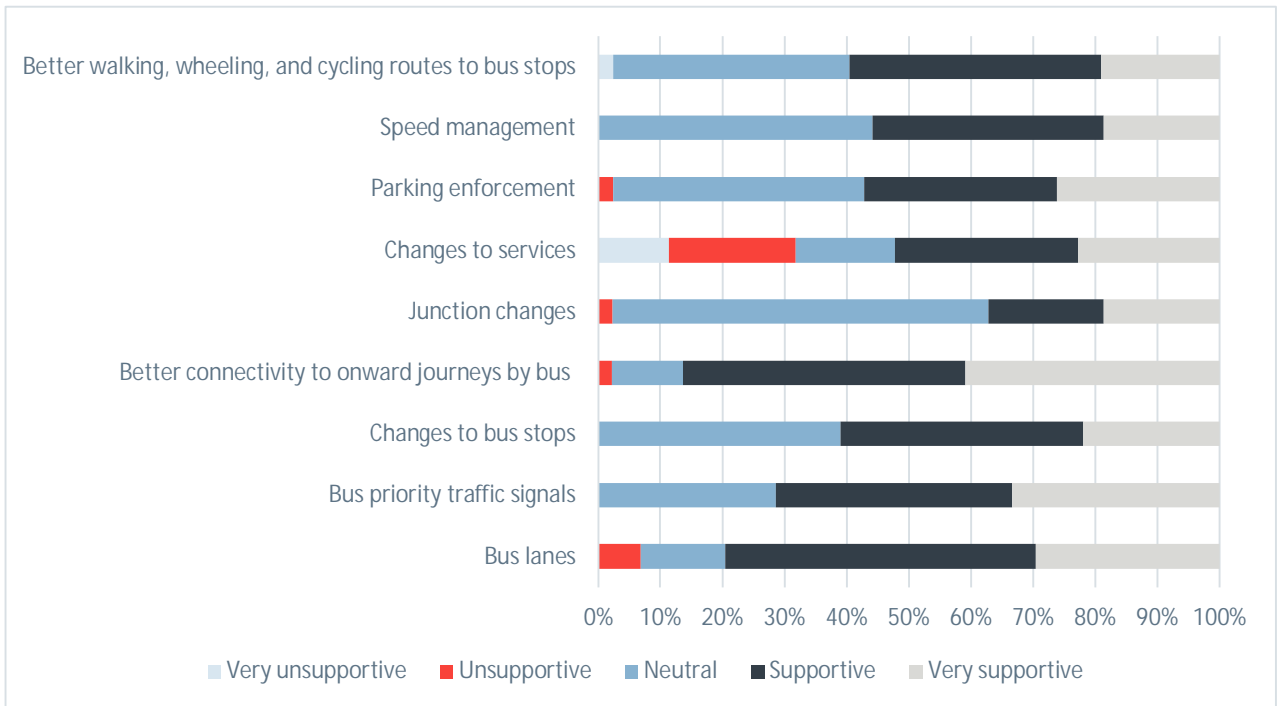
**Table 6-1 – Service Utilisation**

<b>Service</b>	<b>Service Utilisation*</b>
3	4%
4	7%
5	2%
8	7%
19	13%
33	22%
81	11%
747	2%
17A, 17B	4%
3B	2%
7B	7%
8A	2%
X24	2%
X26	2%
X27	7%
X55	4%

*\*Figures do not equal 100% due to rounding*

6.4.2. The majority of responses received are neutral or supportive towards the intervention types. Despite some unsupportive views, there is significant support for better connectivity to onward journeys by bus and bus lanes. More than 50% of the responses are also supportive towards options focusing on sustainable travel, speed management and parking enforcement with these options having more than 30% of neutral outlook as well. Notably, over 30% of respondents were found to be either unsupportive or very unsupportive of changes to bus services. Figure 6-6 shows the bus user views towards each intervention types.

**Figure 6-6 – Bus User Views on Intervention Types**



6.4.3. Bus user comments can be mostly categorised as a frequency or reliability related issue. 48% of respondents on this corridor report frequency as a major concern. Many respondents also identify the need of buses at early hours in the morning. Table 6-2 lists the general problems faced by bus users along this corridor.

**Table 6-2 – Bus User Comments Indicating General Problems**

Comment Number	Bus User Comments Indicating General Problems	Category
1	<i>During rush hour from Edinburgh to Dunfermline would be good to see more buses available as I struggle to get a bus home from Hillpark steps between 4:30-6pm when I finish work due to buses being so full</i>	Frequency
2	<i>Earlier buses out of Kelty would be great.</i>	Frequency
3	<i>Not sure how Changing Townhill bus to 30 minutes will work as buses are usually busy also what happens if there's 2 buggys on, another person will have to wait 30 minutes, also have to think about the school.</i>	Frequency
4	<i>Sometimes the bus simply doesn't show up without warning or explanation.</i>	Reliability
5	<i>The 81 is only hourly and completely unreliable. If I have to attend any hospital appointments, I have to try and ask a friend for a lift.</i>	Frequency and Reliability
6	<i>The proposed changes to route 33, in particular not having this bus running to the hospitals before 9:15am is absolutely ridiculous. How are clinicians and the many Hospital support workers supposed to get to work? Seriously, sort yourselves out.</i>	Frequency

Comment Number	Bus User Comments Indicating General Problems	Category
7	<i>Use two buses 4/5times a week to get to work nights at amazon but some mornings I'm out almost 2hrs after my shift ends when using public transport so end up using taxis</i>	Frequency
8	<i>Would prefer a reliable bus and more of them as we are very restricted. i.e., we have little bus service in the afternoons and first bus at 10am</i>	Frequency and Reliability
9	<i>A reliable service that doesn't cost the earth. And doesn't go around the whole of the east coast before you get to your stop. More buses in small villages the list is endless</i>	Journey time
10	<i>Correct bus details on App</i>	Information

6.4.4. 48% of the bus users highlight their dissatisfaction towards the proposed changes in bus services by Stagecoach. The comments as listed in Table 6-3.

**Table 6-3 – Bus User Comments Highlighting Problem with Service Changes**

Comment Number	Bus User Comments Highlighting Problem with Service Changes	Category
1	<i>I am strongly against the proposed changes to the bus timetables. I take multiple buses per day as travel is required for my job and I regularly visit family and friends across Fife. If services were reduced, this would be hugely negatively impactful on my ability to go about my day-to-day life. While my primary journeys are direct major bus routes, I spend quite a bit of time travelling on services to remote communities for work.</i>	Reliability, Connectivity
2	<i>I would like the bus routes to continue as they are as it is going to make it very difficult for me to get to work if they change</i>	Reliability, Connectivity
3	<i>Making huge changes to existing services is not helpful many passengers on my regular buss 33/33a are worried about getting to and from work with the changes being suggested</i>	Reliability, Connectivity
4	<i>Need bus to get to hospital, Drs shopping work, meet friends. to go to places with walking group as I do not drive and I have some mobility problems, so buses are an important part off my getting around so if buses are taken off or don't turn up it is hard to do the things I need to do</i>	Reliability, Connectivity
5	<i>The proposed change of bus service will make me unable to go to work. Please help</i>	Reliability, Connectivity
6	<i>Very concerned re the service I use daily being cut. Unable to get to work on time, will possibly need 3 buses on occasion just to get there (assuming the buses run!!). NO consideration has been given to the high volume of workers that use the early morning services.</i>	Reliability, Connectivity
7	<i>Why change the time of the 7b arriving in Hillend Ind. Estate to 7:58 when most people start at 8? I will need to change the bus I get now. This is a work service it does not make sense!!</i>	Frequency
8	<i>With the proposed bus timetable changes for the 4 for Blair hall &amp; 3 for Townhill I will have to either change jobs or</i>	Reliability, Connectivity

Comment Number	Bus User Comments Highlighting Problem with Service Changes	Category
	<i>attempt to find another form of transportation. From speaking to a number of people the bus changes throughout Dunfermline are going to make it extremely difficult for most people to continue to use buses as their travel &amp; instead leave people with no other choice than to use their own cars!</i>	

6.4.5. Suggestions received in the survey can be categorised relating to frequency, connectivity, and customer service. The comments are listed in Table 6-4.

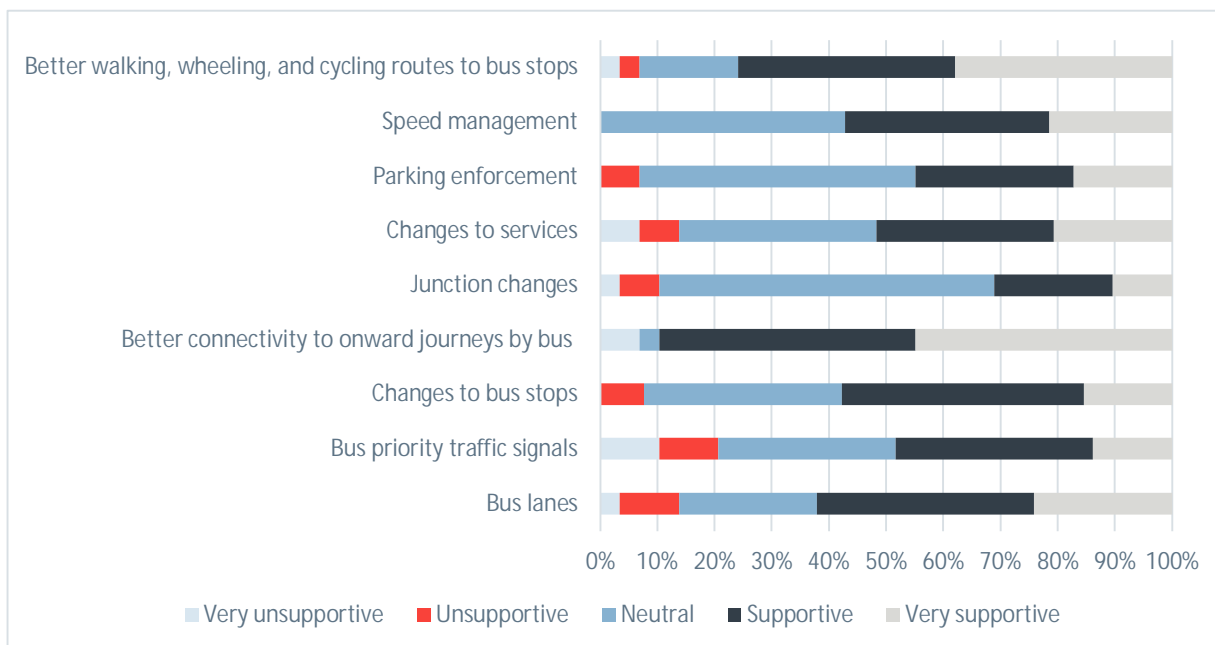
**Table 6-4 – Bus User Suggestions**

Comment Number	Bus User Suggestions	Category
1	<i>Make the 19 every 20 mins instead of 30 mins at night</i>	Frequency
2	<i>Please reconsider the early morning cut to the 8A from Dunfermline to Alloa</i>	Frequency
3	<i>Run buses every 10 mins</i>	Frequency
4	<i>Make buses more affordable and run later at night, such as the Edinburgh to Perth service which stops at around 8.30pm.</i>	Journey Cost and Frequency
5	<i>We need a bus that takes us to Dunfermline via the hospital</i>	Connectivity
6	<i>Keep the 33 journeys to Amazon, a service through the Moss green part of Crossgates</i>	Connectivity
7	<i>More training for bus drivers, including their customer service!</i>	Safety and Customer Service

## 6.5 NON-BUS USER SUMMARY

6.5.1. Non-bus users are mostly supportive towards all intervention types. There is significant support for better connectivity to onward journeys by bus, sustainable travel options, speed management, changes to bus stops. Whilst there is general support for bus lanes (over 60% supportive or very supportive), over 10% respondents were found to be either unsupportive or very unsupportive. Notably, over 20% of respondents were found to be either unsupportive or very unsupportive of bus priority traffic signals, whilst over 10% were found to be either unsupportive or very unsupportive of bus service changes and junction changes. Figure 6-7 shows the non-bus user views towards each intervention types.

**Figure 6-7 – Non-Bus User Views on Intervention Types**



6.5.2. Problems highlighted by non-bus users can be categorised relating to reliability, connectivity, frequency, journey time and journey cost. Table 6-5 lists the comments highlighting issues.

**Table 6-5 – Non-Bus User Comments Highlighting Issues**

Comment Number	Non-Bus User Comments Highlighting Problems	Category
1	<i>A bus that runs in time for school from Kincardine to Culross and back again in time for starting and finishing school. Not all families in Kincardine go to Tulliallan and a bus service for those who go to Culross school would cut down on car journeys for those families. Our kids have the bus passes, but no buses run at the right time to make us of them for school.</i>	Reliability
2	<i>Buses in Cardenden is rubbish and so unreliable I know people who have been stranded after work or can't get to work on time because of this and its shocking</i>	Reliability
3	<i>stop cancelling buses last minute, which id imagine includes hiring/retaining staff so maybe pay them more &amp; treat them better idk!!</i>	Reliability
4	<i>With the change of buses timetable in October no buses for my work at weekends and I can't use car. This also goes in winter when roads are bad.</i>	Connectivity
5	<i>Yes, why is there not a bus that goes directly from Cowdenbeath to Burntisland when it's only 10 minutes down the road</i>	Connectivity
6	<i>Son is a student and will have no direct bus to Fife College in Glenrothes when the new timetable takes effect. Unbelievable that this vital service (26) is being withdrawn.</i>	Connectivity

Comment Number	Non-Bus User Comments Highlighting Problems	Category
7	<i>We have 4 buses. But not spread out so only two times to catch. The fast Glasgow bus has two stops in Cairneyhill but only one in Crossford</i>	Frequency and Connectivity
8	<i>Make the buses more convenient that's why I use my car for work it takes me 10 minutes door to door whereas if I get the bus it takes 15 minutes to walk to the bus stop then the journey takes 25 minutes then it's another 10 minute walk at the other end</i>	Journey Time
9	<i>Why is day rider on 19 bus a lot cheaper than 33 bus. I hardly ever use 33 unless going you hospital as its cheaper using 19 buses</i>	Journey Cost

6.5.3. Suggestions received in the survey can be categorised relating to connectivity, frequency, and journey cost, as shown in Table 6-6.

**Table 6-6 – Non-Bus User Suggestions**

Comment Number	Non-Bus User Suggestions	Category
1	<i>Bus from Kincardine to Edinburgh is needed</i>	Connectivity
2	<i>Good connectivity, e.g., with railway stations, and west to east Fife, is important to make buses more usable and reduce full journey times.</i>	Connectivity
3	<i>It would be good to have more express/shorter routes to cities such as Glasgow. Shorter journey times would make me want to use the bus more. Possibly more park and rides could be an option, Kirkcaldy has a large bus station, but a park and ride would be helpful too.</i>	Connectivity and Transport Hub
4	<i>More direct routes to key transport hubs e.g., from villages direct to park and ride facilities, integration between bus and rail travel, more walking &amp; cycling routes connecting villages and outlying areas to key transport hubs.</i>	Sustainable Travel and Connectivity
5	<i>Better and more frequent bus service between Cardenden and Glenrothes would be fabulous.</i>	Frequency
6	<i>Earlier bus to Alloa maybe by 10 minutes and another bus to Falkirk would be helpful</i>	Frequency and Connectivity
7	<i>Prices needs to be fixed to a reasonable price. Fife buses fares are extortionate</i>	Journey Cost
8	<i>Free bus fare</i>	Journey Cost

## 6.6 KINCARDINE TO COWDENBEATH CORRIDOR SUMMARY

- 6.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group and the elderly whilst the survey data shows that the majority of bus users are female.
- 6.6.2. The majority of respondents on this corridor reside in Dunfermline, Cowdenbeath and Lochgelly.

- 6.6.3. The majority of responses received are from bus users (62%) of which more than 60% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel while response rate of commuters using other modes is low.
- 6.6.4. The most used bus services by respondents along the corridor are 19, 33 and 81.
- 6.6.5. Bus user perspective towards intervention types is mostly supportive. Better connectivity to onward journeys by bus and bus lanes were both highly rated options.
- 6.6.6. Non-bus users highly support sustainable travel and better connectivity to onward journeys by bus as preferred intervention types.
- 6.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, frequency, journey time and journey cost.
- 6.6.8. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to reliability, connectivity, and frequency issue.
- 6.6.9. All the suggestions received focus on improving connectivity, frequency and journey time.

## 7 ST ANDREWS TO KIRKCALDY CORRIDOR

### 7.1 INTRODUCTION

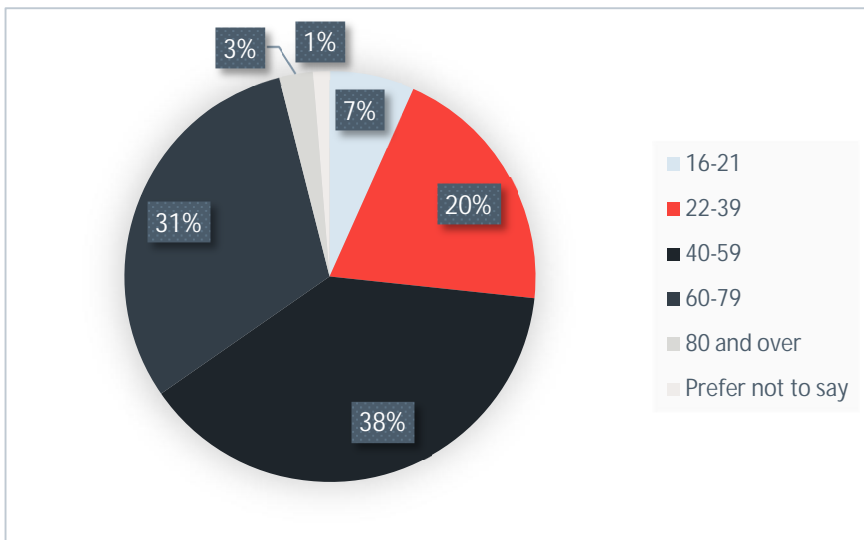
7.1.1. This chapter discusses the St Andrews to Kirkcaldy corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.

7.1.2. In total, there were 75 respondents assigned to the St Andrews to Kirkcaldy corridor.

### 7.2 DEMOGRAPHIC OVERVIEW

7.2.1. Respondents on this corridor are split in 20%, 38% and 31% among age groups 22-39, 40-49 and 60-79, respectively. The age profile of respondents along this corridor can be seen in Figure 7-1.

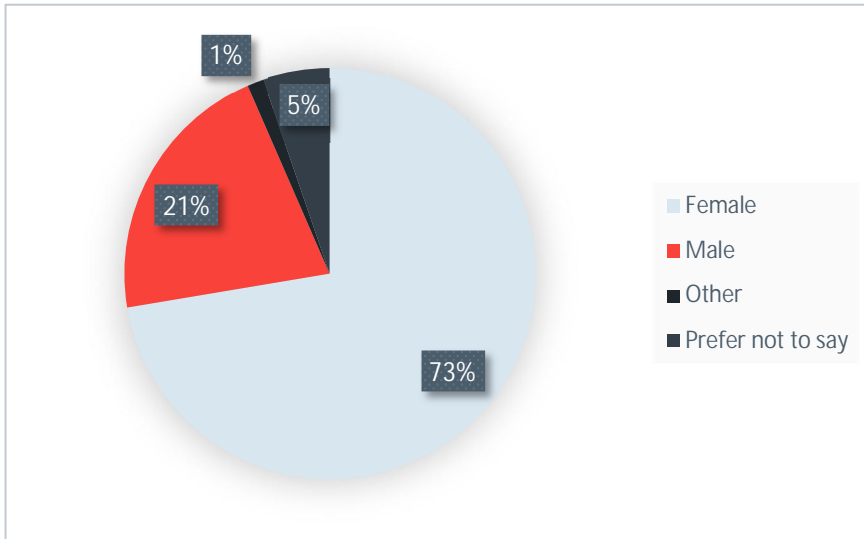
**Figure 7-1 – Age Profile of Respondents**



7.2.2. A majority 73% of respondents are female while 21% respondents are male. Figure 7-2 shows the gender split of respondents on this corridor.

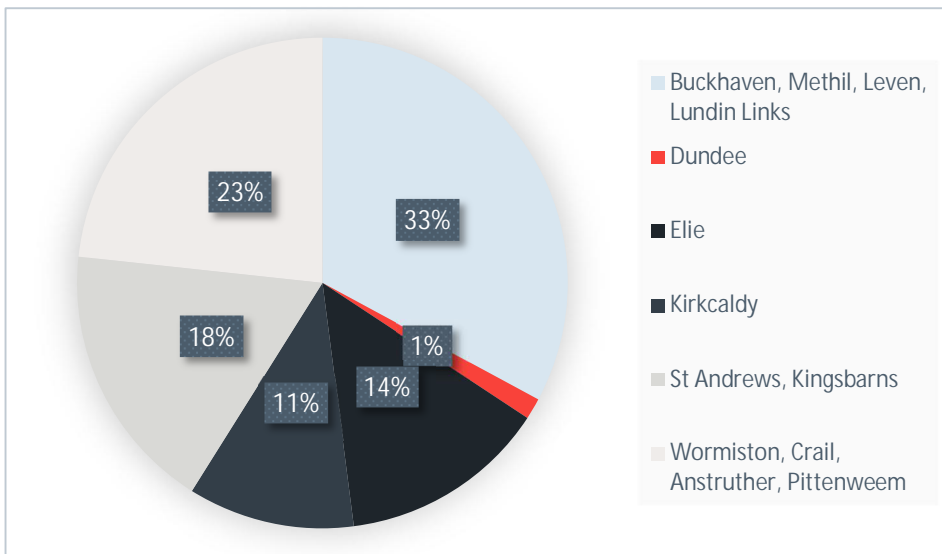


**Figure 7-2 – Gender Split of Respondents**



7.2.3. The majority of respondents reside in Leven accounting for 33% of total respondents. Furthermore, 14% of respondents reside in Elie, 11% reside in Kirkcaldy, 18% reside in St Andrews and 23% reside in Crail, Anstruther and Pittenweem. The geographic spread of respondents is represented in Figure 7-3.

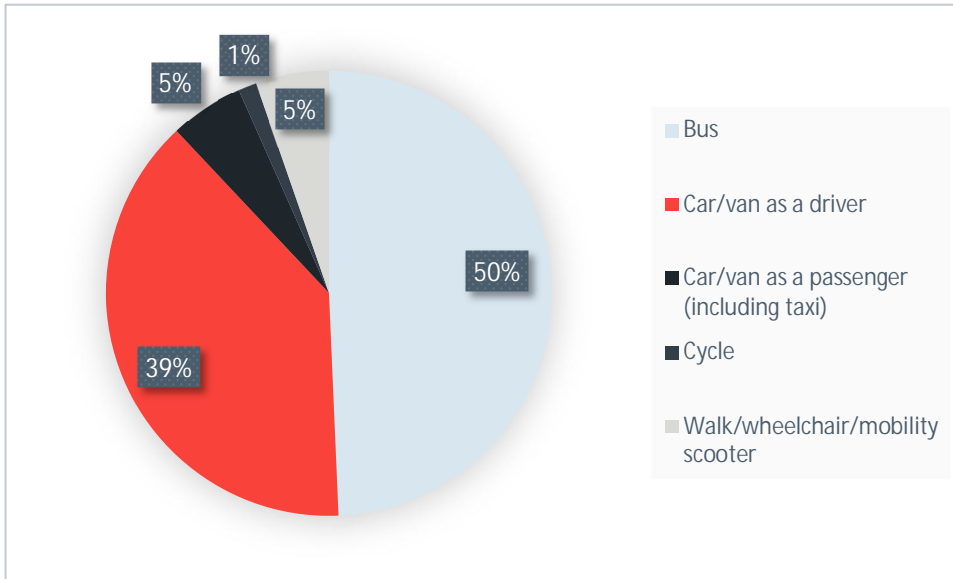
**Figure 7-3 – Geographic Spread of Respondents**



### 7.3 CURRENT TRAVEL MODES

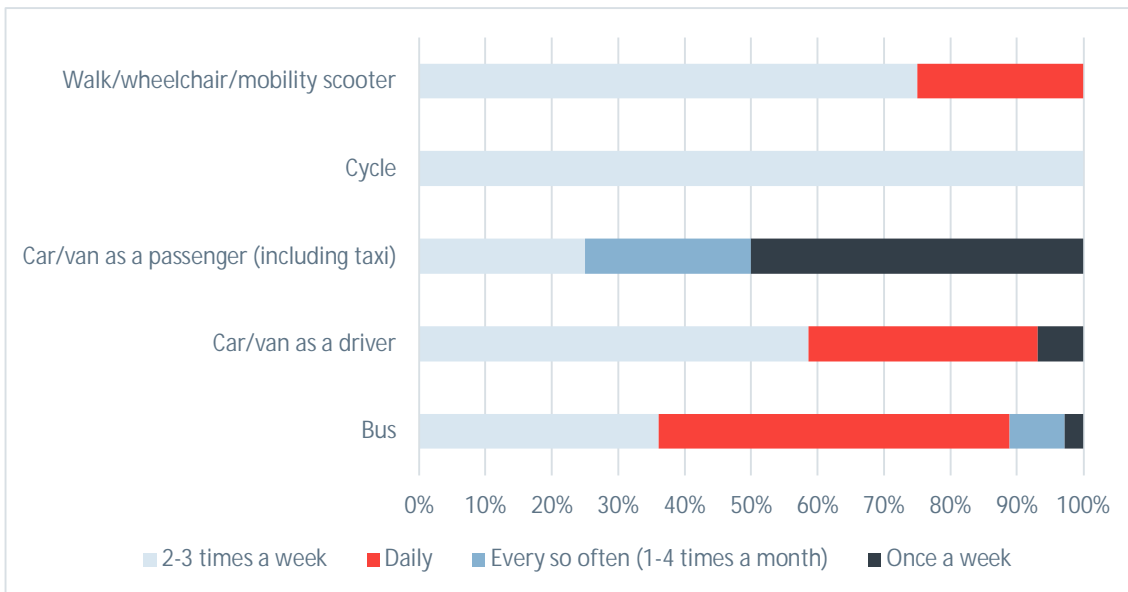
7.3.1. 50% of respondents were found to use the bus as their primary mode of travel while 39% respondents use a private car/ van as their primary mode of travel. The mode split of respondents can be seen in Figure 7-4.

**Figure 7-4 – Current Mode Split**



7.3.2. More than 50% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 35% of bus users use the bus 2-3 times a week. Most of the respondents using other modes of travel do so 2-3 times a week. Figure 7-5 represents the respondents' frequency of travel in each mode.

**Figure 7-5 – Trip Frequency Vs Mode of Travel**



## 7.4 BUS USER SUMMARY

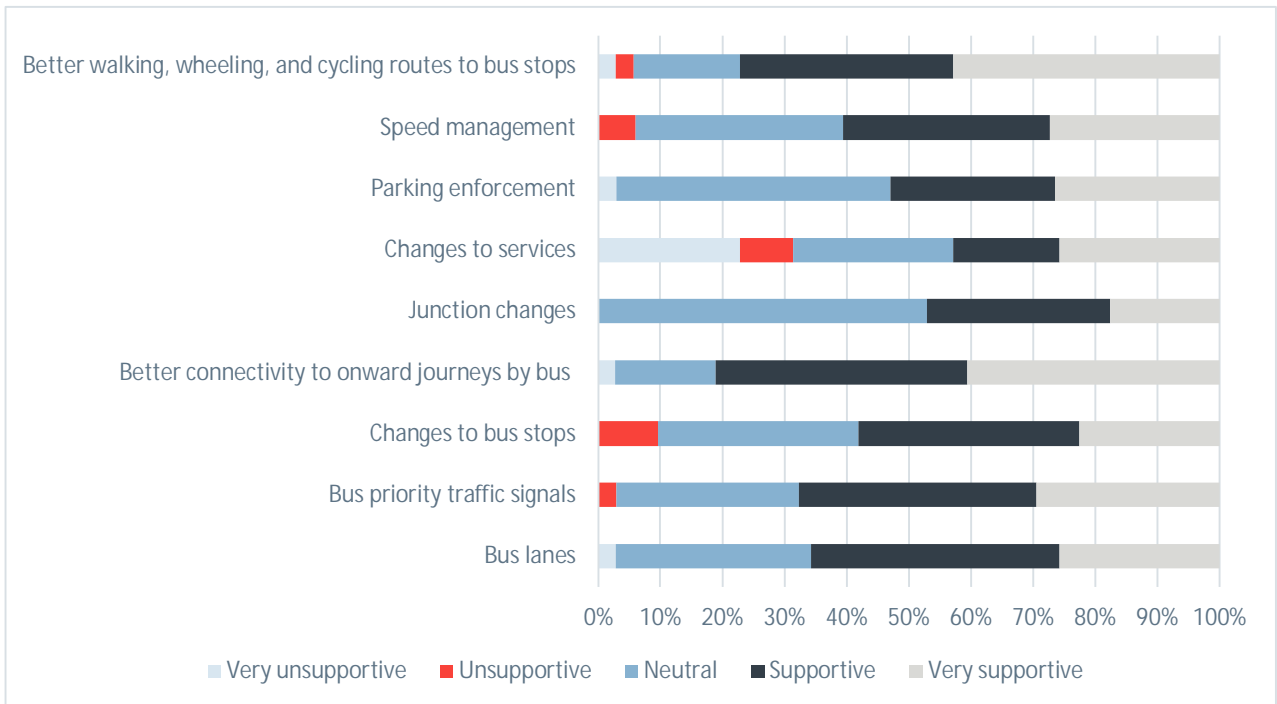
7.4.1. Most respondents on this corridor use services 7, 7A, 9, 9A, 95, 97, 99, X60 and X61. Services 7, 7A, 9, 9A, 95 and X60 are the most used services by respondents, as shown in Table 7-1.

**Table 7-1 – Service Utilisation**

Service	Service Utilisation
7, 7A	22%
9, 9A	11%
39	3%
64	3%
94	3%
95	14%
97	8%
99	6%
X60	22%
X61	8%

7.4.2. The majority of responses received are neutral or supportive towards the intervention types with significant support for sustainable travel options and better connectivity to onward journeys by bus. Whilst there are some unsupportive views on bus priority traffic signals and bus lanes, more than 50% of the responses were found to favour these intervention types along with speed management and parking management. However, over 30% of respondents were found to be either unsupportive or very unsupportive for changes to services. Notably, over 30% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 7-6 shows the bus user views towards each intervention type.

**Figure 7-6 – Bus User Views on Intervention Types**



7.4.3. The problems faced by bus users can be categorised relating to reliability, connectivity, journey cost, journey time and safety. Respondents also highlighted that poorly maintained buses with long journey time are a safety concern for elderly people. Table 7-2 lists the bus user comments highlighting problems.

**Table 7-2 – Bus User Comments Highlighting Problems**

Comment Number	Bus User Comments Highlighting Problems	Category
1	<i>Punctuality issues with service X60. Timetable unrealistic.</i>	Reliability
2	<i>The timetables given are unrealistic at the best of times because of roadworks etc - it makes it difficult to get connections on time for hospital or social visits</i>	Reliability
3	<i>At present the bus service is unreliable, limited. Stagecoach especially is expensive, considering the lack of route options, times and bus routes offered. There is very little attractive or incentive for driver to use public transport rather than their cars.</i>	Reliability, Journey Cost, Connectivity
4	<i>Bus companies need to remember they are needed for people to get to essential destinations such as work and food shop. None wants to take more than 1 bus or one that takes 2 hours to get to the destination. People's needs should come before product</i>	Connectivity and Journey Time
5	<i>Bus journeys on the 95 would be more reliable if they used newer buses - the ones they have at the moment are rattling old boneshakers that seem to fall apart at least once a week!</i>	Safety
6	<i>I am elderly and taken bus all my life, For 40yrs living Aberdour, Bus to Dunfermline took long enough but far too long round Canmore housing estate, Made worse by putting on old double decker a month ago, Which actually knocked out a disc in my back, Have not taken that bus since then, For a while I took train to Inverkeithing( terrible connection) missed by mins, but getting on airport bus meant straight to Dunfermline but now stopped that, To tell you the truth after my very bad back just wait to get a lift from someone, Was on that bus one day and a poor lady was travelling from Queen Margaret to key having done the journey too, She had crutches and goodness knows how long that journey took her, Mine took 55 mins, I felt very sorry for her, Day it was old bus, Very hard seats, It is so unfair the plush buses go other routes and nos. 7 not fit for anyone to go any distance.</i>	Journey time and Safety

7.4.4. 32% of the bus users on this corridor highlighted their concern with recently proposed discontinuation and frequency changes of some services. Table 7-3 lists the comments highlighting problems due to proposed service changes.

**Table 7-3 – Bus User Comments Highlighting Problems due to Proposed Service Changes**

Comment Number	Bus User Comments Highlighting Problems due to Proposed Service Changes	Category
1	<i>Don't take the 7a off there are a lot of people use it and I use it as well as the 7</i>	Service Changes
2	<i>I work at the Victoria Hospital in Kirkcaldy. I use these buses daily to &amp; from work. Patients use these for appointments &amp; visitors. This service should not be cut it is so desperately needed as is most of the routes being cut. We are told to use public transport but how can we if it's not there. Nothing is perfect due to many factors such as road works etc.... Please reconsider if these routes are stopped it may cause people to be unemployed as they cannot get to &amp; from work. People need this transport for many reasons.</i>	Service Changes
3	<i>Please stop the changes stagecoach are making. It is not suitable for a lot of people to now get to work or get connections. People having to leave Earlier or taking buses away from places that need them</i>	Service Changes
4	<i>The bus service is too limited especially during the weekend and evenings. A good bus service is an economic driver, and this has not been recognised by policy makers. The proposed reductions in service by Stagecoach are deplorable, they are putting profit before people and community. Stagecoach should be invited to depart Fife. The council should start its own bus service which is focused on meeting the needs of the local community and economy. The new station at Leven gives an opportunity to offer a truly integrated public transport offer which can drive the economy and offer wonderful opportunities for education, leisure and tourism. Finally, Stagecoach fares are far too expensive. I welcome free services for young people and our senior citizens but the financial burden on everyday fare payers is now too great. Remove the profit motive and reduce the fares.</i>	Service Changes
5	<i>When the changes to be made on 31st October come into force the buses, I can get currently have got from 3 an hour in either direction to none.</i>	Service Changes
6	<i>Wish you would consult passengers on how your changes will affect them, can they even get to work if you change times/routes etc.</i>	Service Changes
7	<i>Without buses people will be deprived of social interaction</i>	Service Changes

7.4.5. Bus user suggestions can be categorised relating to frequency, connectivity, financing, infrastructure, reliability, integration and journey cost. Table 7-4 lists the suggestions of respondents.

**Table 7-4 – Bus User Suggestions**

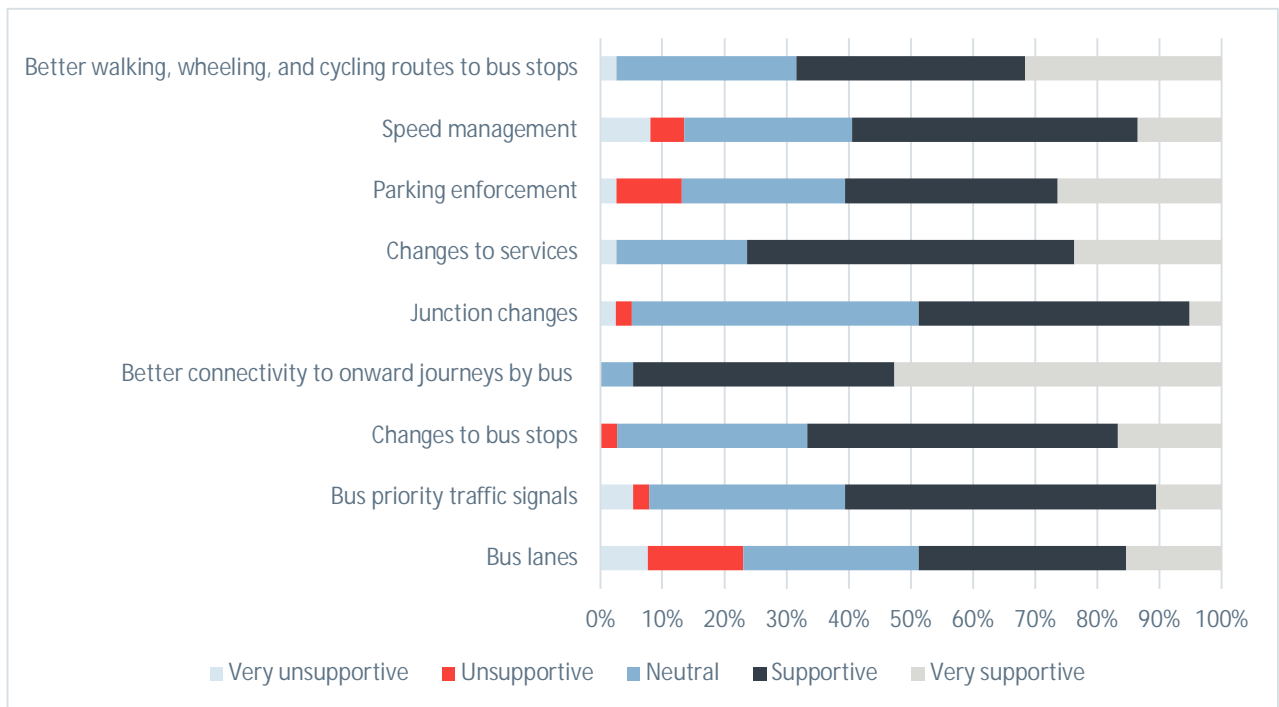
Comment Number	Bus User Suggestions	Category
1	<i>I think the most important improvement would be to have more frequent buses. That way, it wouldn't matter so much</i>	Frequency

Comment Number	Bus User Suggestions	Category
	<i>that they are often late, and people would see using this bus as a viable option</i>	
2	<i>Keep our x60 from retail park Kirkcaldy to Buck haven</i>	Connectivity
3	<i>Lower largo and Lundin links need to be included in the northeast fife day rider</i>	Journey Cost
4	<i>More financial support for buses is imperative to enable people to move away from car dependency and Scotland to achieve its Carbon Neutral goals</i>	Financing
5	<i>Newer/better maintained buses, particularly on long routes, would also be helpful</i>	Infrastructure
6	<i>Proper consultation should be taken on buses at various times and days so you can genuinely listen to people. This survey hasn't addressed the challenges I and many other commuters face</i>	Consultation
7	<i>The bus provision by Fife is appalling - stop subsidies to Stagecoach who have the monopoly and encourage other companies to take up routes</i>	Stagecoach
8	<i>Would like a better service around Diageo Leven. You once had a great bus service. You took off the Glasgow bus. We now walk to get bus to Kirkcaldy or further afield</i>	Reliability and Connectivity
9	<i>The bus service is too limited especially during the weekend and evenings. A good bus service is an economic driver, and this has not been recognised by policy makers. The proposed reductions in service by Stagecoach are deplorable, they are putting profit before people and community. Stagecoach should be invited to depart Fife. The council should start its own bus service which is focused on meeting the needs of the local community and economy. The new station at Leven gives an opportunity to offer a truly integrated public transport offer which can drive the economy and offer wonderful opportunities for education, leisure, and tourism. Finally, Stagecoach fares are far too expensive. I welcome free services for young people and our senior citizens but the financial burden on everyday fare payers is now too great. Remove the profit motive and reduce the fares.</i>	Integration and Journey Cost

## 7.5 NON-BUS USER SUMMARY

7.5.1. Non-bus users are mostly supportive towards all intervention types. There is significant support for bus priority traffic signals, better connectivity, speed management, changes in services and sustainable travel options. Notably, over 20% of respondents were found to be either unsupportive or very unsupportive of bus lanes, whilst over 10% were found to be either unsupportive or very unsupportive of parking enforcement. Figure 7-7 shows the non-bus user views for each intervention type.

**Figure 7-7 – Non-Bus User Views on Intervention Types**



7.5.2. Comments from non-bus users can be categorised relating to connectivity, frequency, reliability, journey time and service changes. The absence of a proper integrated system for ticketing and information needs is highlighted as being a problem along the corridor and potentially a barrier to bus travel, limiting any modal shift. Table 7-5 lists the comments of non-bus users, some of which suggest why they choose private modes of travel.

**Table 7-5 – Non-Bus User Comments Highlighting Problems**

Comment Number	Non-Bus User Comments Highlighting Problems	Category
1	<i>Current public transport provision does little to change the habits of drivers. Fife train services are overcrowded and unreliable. I can't even get a direct bus from Lundin Links to St. Andrews at night or a Sunday</i>	Connectivity
2	<i>Frequency of service is most important in the East Neuk, one bus an hour is just unacceptable. A fully integrated travel system covering timings, modes of travel and ticketing needs to be implemented. If not, any changes are a complete waste of time.</i>	Frequency and Integration
3	<i>Survey assumes you have a regular most frequent journey (e.g. to work) but does not make sense if just have a random variety of journeys. Bus frequency is most important, and ability to get direct routes which are currently not available (e.g. east Neuk villages to Cupar without having to go via St. Andrews would be good)</i>	Frequency and Connectivity
4	<i>Need more regular bus service between Kingsbarns and St Andrews. One an hour is not enough for anyone to leave</i>	Frequency

Comment Number	Non-Bus User Comments Highlighting Problems	Category
	<i>car and use bus! Many residents including my older children could be taking the bus, but they often just miss one and cannot wait a full hour (or more when it's late) in town for another one!</i>	
5	<i>I'm more concerned for my daughter getting from St Andrews to Dundee in time to get a connection to college. Works ok at present getting bus along road, I really hope these won't be affected with the changes.</i>	Service Changes
6	<i>Stagecoach are removing the only bus I could get to work on time for a 7am start so I can't use public transport to get to work as I work in Glenrothes, they are removing the bus after 530am from Leven to Glenrothes, the next bus available is 6.15M meaning I wouldn't get to work on time</i>	Service Changes
7	<i>Long journey time into Kirkcaldy from Buck haven is main reason I stopped using bus. Shorter journey skipping stops for at least some departure times would be great</i>	Journey time
8	<i>The number of buses that are cancelled every day makes travelling by bus unreliable. It would be helpful if cyclists actually used the cycle lanes.</i>	Reliability

7.5.3. Non-bus user suggestions can be categorised relating to connectivity, frequency, journey time, upgrades to the bus fleet and user focused infrastructure. Table 7-6 lists the suggestions of non-bus users.

**Table 7-6 – Non-Bus User Suggestions**

Comment Number	Non-Bus User Suggestions	Category
1	<i>Allow bikes on buses</i>	User Focused Infrastructure
2	<i>Buses &amp; bus stops should have digital read out of stops.</i>	User Focused Infrastructure
3	<i>I would like to see better bus travel from the east of fife to airports.</i>	Connectivity
4	<i>There needs to be another option. With the new train stations opening I think a new and well branded Fife service for trains would be great. Buses are good but it takes too long to get from town to town. Going to Dunfermline at night is almost an impossible venture due to buses stopping way too early. There needs to be better services that are more frequent and run through the night. If the buses can't do that, I hope the trains can.</i>	Connectivity and Journey Time
5	<i>More direct busses from Leven to Dunfermline and Glasgow</i>	Journey Time
6	<i>Quicker, more reliable services with shorter routes. These longer routes e.g. x60 Edinburgh to St. Andrews are used as local buses but should be fast intercity links.</i>	Reliability and Journey time
7	<i>Make buses on a Sunday more frequent</i>	Frequency



Comment Number	Non-Bus User Suggestions	Category
8	<i>Need a lot more new buses</i>	Frequency
9	<i>Need Sunday bus services</i>	Frequency
10	<i>Priority should be full electrification of bus services.</i>	Upgrade to bus fleet
11	<i>Not enough buses in Fife have provision for people bringing on a cycle. Young people in St Andrews can't take their BMX bikes on the bus to go to skate parks in Fife.</i>	User Focused Infrastructure
12	<i>The rural roads in KY10 don't suit many of the suggestions. More cross-country bus routes and buses that can take bikes on board would be a better use of resources. See: <a href="https://95craillbus.eastne.uk/home/making-bus-journeys-better">https://95craillbus.eastne.uk/home/making-bus-journeys-better</a></i>	User Focused Infrastructure
13	<i>We live 1 mile from bus stop and no pavement. Would be great if bus could stop at top of track like by Pittormie Fruit Farm. No safe route to bus stop</i>	Safety

## 7.6 ST ANDREWS TO KIRKCALDY CORRIDOR SUMMARY

- 7.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group and the elderly whilst the survey data shows that the majority of bus users are female.
- 7.6.2. The majority of respondents reside in Leven and St Andrews.
- 7.6.3. The majority of the responses received are from bus users (50%) of which more than 50% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel while response rate of commuters using other modes is low.
- 7.6.4. The most used bus services by respondents on the corridor are 7, 7A, 9, 9A, 95 and X60.
- 7.6.5. Bus user perspective towards intervention types is mostly supportive. Sustainable travel and better connectivity to onward journeys by bus were highly rated options whilst over 30% of respondents felt either unsupportive or very unsupportive of changes to services.
- 7.6.6. Non-bus users were found to be supportive of sustainable travel, changes to services and better connectivity to onward journeys by bus. Conversely, over 20% of respondents were found to be either unsupportive or very unsupportive of bus lanes.
- 7.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, and journey time. While non-bus users also consider frequency as a major factor.
- 7.6.8. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency issue.
- 7.6.9. All the suggestions received focus on reliability, connectivity, frequency, journey time, upgrading buses and allowing bikes on buses.

## 8 CONCLUSIONS

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### 8.1 SUMMARY OF RESULTS

- 8.1.1. The survey captures responses from all age groups though the majority of respondents are from working age group of 22-59 years. 27% of respondents are senior citizens.
- 8.1.2. The majority the respondents on the survey are female (68%).
- 8.1.3. 17% of the respondents identify themselves as having some form of disability.
- 8.1.4. The geographical spread of respondents is mostly within Fife area with a few exceptions such as Dundee, Forfar and Livingston.
- 8.1.5. There is general support from bus users for sustainable travel, better connectivity to onward journeys by bus and bus focused infrastructure such as bus priority traffic signals and bus lanes.
- 8.1.6. A significant proportion of bus users were found to be unsupportive of changes to bus services. This includes over 35% respondents along the Glenrothes to Leven corridor. This was a similar trend across other corridors including Cupar to Kirkcaldy (over 15%), Dunfermline to Ferrytoll (over 20%), Kincardine to Cowdenbeath (over 30%) and St Andrews to Kirkcaldy (over 30%).
- 8.1.7. Non-bus users consider speed management and parking enforcement as the most viable options.
- 8.1.8. Notably, over 20% of respondents on the St Andrew to Kirkcaldy corridor were found to be either unsupportive or very unsupportive of bus lanes. Similarly, over 20% of respondents on the Kincardine to Cowdenbeath corridor were found to be either unsupportive or very unsupportive of bus priority traffic signals. Whilst there were some unsupportive responses regarding bus lanes across the other corridors, the majority of respondents were evidently in support of these intervention types.
- 8.1.9. Overall comments and suggestions received from respondents highlight reliability, frequency, connectivity, journey time and journey cost as key issues relating to bus services. It is also evident that the recently proposed changes to bus services were not well received by respondents.

# Appendix A

## PHASE 2 CONSULTATION QUESTIONNAIRE



## What is your age?

- 15 and under
- 16 - 21
- 22 - 39
- 40 - 59
- 60 - 79
- 80 and over
- Prefer not to say

## Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

## What is your ethnic origin?

- Asian / Asian British
- Black / Black British
- Mixed / Multiple Ethnic Groups
- White British
- White Other
- Other
- Prefer not to say

## Do you identify as:

- Female
- Male
- Other
- Prefer not to say

What are the first four characters of your postcode\*? (e.g. KY12) \_\_\_\_\_

Thinking about your most frequent journey, **what is your usual mode of transport?**

- Bus
  - Which service/number? \_\_\_\_\_
- Car/Van as driver
- Car/Van as passenger (including Taxis)
- Cycle
- Walk/wheelchair/mobility scooter
- Other

## Why do you make this journey?

- For shopping, exercise, socialising, leisure
- To attend school, college, or university
- For work (including unpaid caring work)
- Other

## How often do you make this journey?

- Daily
- 2-3 times a week
- Once a week
- Every so often (1-4 times a month)
- Less than monthly

\*This information is anonymous and helps us understand the areas where people use the bus most. Information on how we use and look after your personal data can be found within the Council's privacy notice: [www.fife.gov.uk/privacy](http://www.fife.gov.uk/privacy)

Please return this survey to your local bus station/park and ride.  
You can find more information online at [fife.gov.uk](http://fife.gov.uk)

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**How strongly do you agree with the following statements? Please circle.**

More people should be encouraged to use the bus to reduce the number of car journeys in Fife.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

I support making local changes to roads and bus stops to improve bus journey times and help make them more reliable.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

**Thinking about making buses a more attractive option, how strongly do you agree with the following statements? Please circle.**

Shorter bus journeys will make using the bus more attractive to more people.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

More reliable buses (i.e. turning up when they are expected) will make using the bus more attractive to more people.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

Making onward journeys easier (by foot, cycle, bus, or train) will make using the bus more attractive to more people.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

**How supportive are you of these options to make bus journeys better in Fife? Please tick.**

	<i>Very unsupportive</i>	<i>Unsupportive</i>	<i>Neutral</i>	<i>Supportive</i>	<i>Very supportive</i>
Bus lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Priority traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better connectivity to onward journeys by bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Junction changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better walking, wheeling and cycling routes to bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Do you have any other comments you would like to share?**



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29<sup>th</sup> November 2022

Agenda Item No. 8

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## **Fife's Road Condition Report 2022**

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Report by: John Mitchell, Senior Manager, Roads & Transportation Services

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Wards Affected: All

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### **Purpose**

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The purpose of this report is to advise Committee of the results of the 2020-22 Scottish Road Maintenance Condition Survey (SRMCS) and advise on the potential impact on road condition of future roads capital budget allocations.

### **Recommendation(s)**

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Committee is asked to scrutinise the current performance and activity as detailed in this report

### **Resource Implications**

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Participation in the annual SRMCS survey is managed within existing budgets. Information from the annual survey is used to target approved roads maintenance budgets in future years and to support the case for sustained long-term investment in Fife's carriageways asset.

### **Legal & Risk Implications**

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There is a direct relationship between road maintenance funding and road condition, and it is important that enough funding is available to maintain roads in adequate and safe condition and to avoid the development of an unsustainable backlog of repairs.

### **Impact Assessment**

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An Equalities Impact Assessment and a Fife Environmental Assessment Tool (FEAT) are not required because the report does not propose a change or revision to existing policies and practices.

### **Consultation**

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Annual results from the SRMCS are reviewed by Society of Chief Officers of Transportation in Scotland (SCOTS) and are reported to Audit Scotland, who monitor road condition performance across Scotland and who can undertake audit visits to selected roads authorities periodically and issue audit reports to the Scottish Government and for public release.

## 1.0 Background

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### Context

- 1.1 The report presented on 25<sup>th</sup> November 2021 to the Economy, Tourism, Strategic Planning & Transportation Sub-Committee (2021.ETSPT 86 para. 192 refers) advised of the 2019-21 SRMCS results. Following a period of sustained investment in road maintenance from 2009-10 to 2017-18, the condition of roads in Fife steadily improved until 2018 after which road condition has deteriorated.
- 1.2 As part of the budget settlement in March 2021, the Council approved an additional £4m for area roads programme carriageways and footways, £2m in 2021-22 and £2m in 2022-23. In accordance with the approved method of budget allocation, this was allocated 80% to carriageways and 20% to footways. Additional capital funding of £5m, £2m in 2021-22 and £3m in 2022-23, was allocated for planned patching.
- 1.3 It should be noted that the area roads programme carriageways budget is devolved to area committees whereas the planned patching budget is not devolved.

### Road Condition Indicator (RCI)

- 1.4 From 2004, a carriageway condition Statutory Performance Indicator was introduced across Scotland. This indicator is: *The percentage of the road network that should be considered for maintenance treatment.*
- 1.5 The RCI is produced from the annual Scottish Road Maintenance Condition Survey (SRMCS). The SRMCS survey information is collected and processed centrally by an independent contractor engaged by Society of Chief Officer of Transportation in Scotland (SCOTS). Surveys are undertaken by means of machine-based measurement on a specified sample of each council's road network.
- 1.6 The RCI is calculated over a two-year rolling period for A, B and C class roads and a four-year rolling period for unclassified roads. The annual survey covers the network as follows:

A Class	-	100% in one direction
B&C Class	-	50% in one direction
Unclassified	-	10% random sample and excluding short sections
- 1.7 In relation to the RCI, 'considered for maintenance treatment' means there is likely to be some defect in the condition of the road, but roads authorities will need to carry out more detailed investigations and prioritisation of need in the development of their future road maintenance programmes.

### Carriageway Maintenance Backlog

- 1.8 In 2004, WDM Ltd, were commissioned by SCOTS to create a financial model quantifying the road maintenance backlog on the Scottish local authority road network. The model uses data from the SRMCS, uses rates supplied by roads authorities and uses different treatment types according to the nature of the defects.



## 2.0 Road Condition Results

### Road Condition Indicator

2.1 The RCI results from 2009-11 to 2020-22 are shown in Table 1 below

YEAR	Network	A Class	B Class	C Class	Unclassified
2009-11	37.5%	36.9%	36.7%	31.6%	39.3%
2010-12	36.4%	35.6%	33.6%	31.0%	38.6%
2011-13	34.1%	33.9%	31.3%	28.8%	35.2%
2012-14	33.0%	31.3%	33.6%	28.7%	34.4%
2013-15	33.8%	29.6%	37.3%	31.3%	34.6%
2014-16	32.6%	26.8%	33.6%	29.9%	34.4%
2015-17	32.6%	27.4%	33.1%	28.7%	34.7%
2016-18	31.8%	29.9%	33.8%	28.3%	32.6%
2017-19	31.9%	30.7%	34.8%	31.3%	31.6%
2018-20	32.3%	31.7%	34.1%	32.8%	31.9%
2019-21	32.5%	30.6%	33.4%	31.9%	32.8%
2020-22	33.6%	29.2%	34.8%	30.1%	35.1%

Note: A reducing percentage indicates road condition is improving.

**Table 1 – Road Condition Indicator Results**

2.2 Compared to the results for 2019-21, the 2020-22 results show an improvement in the condition of A, and C class roads and a deterioration in the condition of B Class, Unclassified and the overall road network.

2.3 A degree of caution and engineering judgement is required when analysing the results for urban unclassified roads. Due to the lower speeds on these roads, it is generally pothole defects and cracking rather than sub-standard surface profile and texture defects which are the main issues when considering maintenance of urban unclassified roads.

2.4 Structural carriageway maintenance projects are delivered through seven Area Roads Programmes which are formally approved by the Area Committees. Collectively this provides Fife's annual carriageway maintenance programme.

2.5 Treated lengths of road type over the last three years are as follows:

Inventory			2019-20		2020-21		2021-22	
Class	Length (km)	%ge.	Length resurfaced (km)	%ge.	Length resurfaced (km)	%ge.	Length resurfaced (km)	%ge.
A	330.2	13.4	10.3	26.7	6.2	23.0	9.5	17.1
B	334.6	13.6	7.3	19.0	3.1	11.5	19.8	35.5
C	352.3	14.3	4.8	12.4	6.7	24.9	10.4	18.6
U	1449.1	58.7	16.1	42.0	10.9	40.6	16.0	28.7
<b>Total</b>	<b>2466.2</b>	<b>100</b>	<b>38.5</b>	<b>100</b>	<b>26.9</b>	<b>100</b>	<b>55.6</b>	<b>100</b>

**Table 2 – Treated Road Lengths and Class Type 2019-20 to 2021-22**

2.6 Looking at Table 2 above, with an increase in overall resurfaced road length between 2020-21 and 2021-21 it would have been expected that the condition of the overall road network would improve. However, as the RCI is calculated using data over two years for A, B and C Class roads and data over four years for Unclassified roads, there can be a 'lag' in the effect of increased spending showing in the RCI result.

## Future Impact on Fife’s Road Condition Indicator

2.7 Figure 1 shows a reducing RCI from 2010 to 2018, signifying an improvement in road condition. However, in recent years the trend has been one of deterioration.

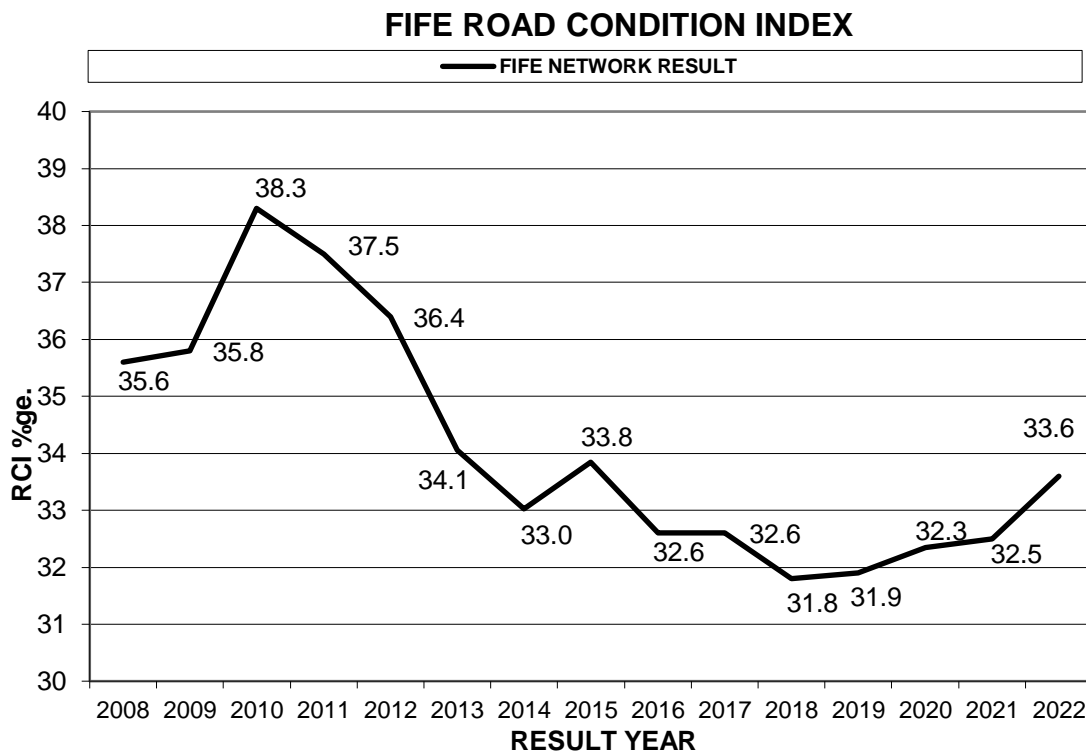


Figure 1 – Historic Fife Road Network Condition Index

2.8 Table 3 shows expenditure over the last five years and the anticipated capital budget over the next five years.

17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	26-27
£7.87m	£6.49m	£7.46m	£5.43m	£9.37m	£9.72m	£5.0m	£5.0m	£5.0m	£5.0m
<b>Total 5 Year Investment £36.62m</b>					<b>Total 5 Year Budget £29.72m</b>				
<b>Average Annual Expenditure £7.32m</b>					<b>Average Annual Budget £5.94m</b>				

Table 3 – Capital Budget for Carriageway Maintenance (Area Roads Programme)

- 2.9 Table 3 shows that the average annual capital budget going forward is significantly less than the average annual expenditure in previous years.
- 2.10 In 2021-22, the Service was awarded an additional £9.0M over two financial years (£4.0m ARP and £5.0m Planned Patching). The additional funding of £5.0m for planned patching (£2.0m in 2021-22 and £3m in 2022-23), has been used to carry out resurfacing projects over extensive areas. It is anticipated this will have a positive impact on the RCI for 2021-23 and 2022-24.
- 2.11 If the increase in prices we have seen over the past six months for bituminous road surfacing materials, circa 25%, continues, the extent of what can be delivered for a given budget will reduce significantly compared to previous years. This is likely to result in further deterioration in road condition. This prediction is based on the current capital budget scenario but there remains an opportunity for this to be reviewed in future years.

## Maintenance Backlog Results

- 2.12 In 2004, WDM Ltd, were commissioned by SCOTS to create a financial model quantifying the road maintenance backlog on the Scottish local authority road network. The model uses data from the SRMCS, uses rates supplied by roads authorities and uses different treatment types according to the nature of the defects.
- 2.13 The following table shows the results from the 2017 and 2019 backlog model calculations.

	2017 (based on 2019 Rates)	2019
<b>Fife Backlog</b>	£80.2m	£77.6m
<b>Scotland Backlog</b>	£1,919m	£1,888m
<b>Fife as %ge of Scotland</b>	4.18%	4.11%
<b>Fife Predicted Steady State</b> (annual budget to maintain the network condition at the time the model was run)	£12.372m	£12.056m

Table 5 – Road Maintenance Backlog

- 2.14 SCOTS have advised that the backlog model will be run again in 2023. It is expected that the results will be included in the 2023 Road Condition Report.

## 3.0 Conclusions

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- 3.1 At 33.6%, Fife's road network RCI, shows a slight deterioration from last year.
- 3.2 Predictions on future road condition should be treated with a degree of caution given the uncertainty around the future cost of road surfacing materials.

### List of Appendices

None

### **Background Papers**

- Technical guidance on the assessment of road condition is available using the following links:-
- <https://www.fife.gov.uk/kb/docs/articles/roads,-travel-and-parking/roads-and-pavements>  
(Copy link and paste).
- Audit Scotland Report: Maintaining Scotland's Roads: a follow-up report 2016  
<http://www.audit-scotland.gov.uk/report/maintaining-scotlands-roads-a-follow-up-report-0>  
(Copy link and paste).

- **Report Contact:**

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Lead Consultant, Roads & Lighting Asset Management  
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29<sup>th</sup> November 2022

Agenda Item No. 9

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## **New Roads and Street Works Act Annual Performance Report - 2021/2022**

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Report by: John Mitchell, Head of Roads & Transportation Services

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Wards Affected: All

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### **Purpose**

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The New Roads & Street Works Act 1991 (NRSWA) recommends that local authorities publish annual Statutory Undertaker (SU) performance reports. The purpose of this report is to provide a summary of SU performance and Fife Council's performance in relation to NRSWA activities in Fife in 2021/22.

### **Recommendation(s)**

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The Committee is asked to scrutinise the current NRSWA performance and activity as detailed in this report.

### **Resource Implications**

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All NRSWA monitoring and enforcement activity is managed within existing Roads & Transportation Services resources.

### **Legal & Risk Implications**

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Should SUs fail to reinstate their road openings correctly, the costs of repairs outside the warranty period could become a burden to roads authorities. It is therefore important that the quality of SU works is diligently monitored through inspections and coring programmes.

### **Impact Assessment**

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An Equalities Impact Assessment and Fife Environmental Assessment Tool (FEAT) assessment are not required because the report does not propose a change or revision to existing policies and practices.

### **Consultation**

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Quarterly meetings are held with the SUs working in Fife. In addition, regional and national quarterly meetings are attended by Roads Authorities (RAs) and SUs where performance is reviewed. On matters of specific concern, local meetings are held with SUs.

## 1.0 Background

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- 1.1 The previous report presented to the Economy, Tourism, Strategic Planning & Transportation Sub-Committee on 25 November 2021 (2021.E.T.S.P&T.84 para.190 refers) detailed the 2020/21 annual performance.
- 1.2 As a requirement of NRSWA, RAs have a duty to maintain their road network whilst SUs are permitted to work on the road network in order to install and maintain their apparatus. RAs have responsibility for the co-ordination of all works on the road network.
- 1.3 The main areas of SU performance relate to road works signing and guarding, reinstatements and coring. Fife Council's performance as Roads Authority, as highlighted by the Office of The Scottish Road Works Commissioner (OSRWC), is detailed in the annual performance report.

## 2.0 Sample Inspections

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- 2.1 The Council inspects 30% of SU works randomly selected from the Scottish Road Works Register, which provides a performance measurement for: (i) Category A, signing, lighting and guarding during the progress of the works, (ii) Category B, the integrity of the reinstatement during the 6 months following completion, and (iii) Category C, the condition of the reinstatement within the 3 months preceding the end of the two-year guarantee period.
- 2.2 Inspection performance has been monitored since the early 1990's, initially on an annual basis changing to quarterly since 2004/05. A summary of the performance of each of the major SUs operating within Fife during 2021/2022 is shown in Appendix 1. and includes annual totals for each SU for 2020/21 for comparison.
- 2.3 All five major SUs operating in Fife during 2021/22 achieved the nationally recommended minimum standard of performance (90%) for signing, lighting and guarding. Virgin Media at 96% has continued to improve from the 84% achieved in 2020/21 and 56% achieved in 2019/20. All SU's will continue to be monitored and encouraged to maintain / improve on the current performance.
- 2.4 In terms of reinstatements, all five major SUs operating in Fife during 2021/22 achieved the nationally recommended minimum standard of performance (90%). All SU's will continue to be monitored and encouraged to maintain / improve on current performance.

## 3.0 Coring of Reinstatements

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- 3.1 A visual inspection of the road surface alone does not necessarily indicate the quality of the reinstatement under the ground in terms of compliance with the specification for materials, layer depths or compaction levels. This is best determined by taking cores from the final reinstatement and analysing the material properties in a laboratory.
- 3.2 Ideally a national coring programme takes place every 2 years. The coring sample is 2% of the total number of reinstatements undertaken from a random 30% selection of carriageways and footways that meet the criteria for coring during the stipulated period. The last national coring programme was undertaken in 2019/20 and the current programme is underway for reinstatements completed between 1<sup>st</sup> January 2021 to 31 December 2021. Unfortunately for the Tayforth Area (which includes Fife) Perth and Kinross Council, as the Lead Authority, has not yet procured a contractor for the coring and testing, so results from the programme are anticipated to be available in summer 2023.

## 4.0 OSRWC Fife Council Performance Review

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- 4.1 The OSRWC monitors roadworks in Scotland undertaken by both RAs and SUs.
- 4.2 Since 1 April 2008, the OSRWC has been the keeper of the Scottish Road Works Register (SRWR) and is responsible for ensuring that the SRWR is used effectively to plan and coordinate road works throughout Scotland.
- 4.3 In May 2022, the OSRWC issued a performance review for the period 1 April 2021 to 31 March 2022 as shown in Appendix 2.

The specific areas of concerns were: -

- Early starts for works was high during the year at 29% of the total works carried out was in excess of 15% threshold set by the OSRWC.
  - The volume of notices raised during 2021/22 remained static at 32/100km of network compared to the SCOTS semi-urban group of 55/100km.
  - The Category A sample inspection was 71% against the expected 100% sample inspection for 2021/22.
- 4.4 Fife Council officers are in regular contact with the Performance Manager from the OSRWC to discuss performance and address areas of concern. The specific actions to the areas identified in para. 4.3 are: -
- There is regular discussion between the Design and Construction teams and Network Management teams to agree access for works to be carried out, whilst minimising delays to the public and complying with the requirements of NRSWA by coordinating the works. The volume of early starts has been high because of the additional funding to improve the network in such a tight geographical area with projects being impacted by delays due to weather, civil engineering issues and the need to access the network ahead of events such as the 150<sup>th</sup> Open Championship prior to embargoes coming into effect. Such issues require the reprogramming of works to ensure the full programme of work is carried out.
  - The volume of notices raised by Fife Council has increased following regular internal meetings to review noticing requirements and progress of works. Internal training has been undertaken to improve staff awareness of the importance of noticing and the type of notices required to comply with the legislation.
  - Category A sample inspections are a regular discussion topic at the weekly team meeting to ensure the level of inspection is being met. At the end of Quarter 2 2022/23, with 50% of Category A sample inspections completed we are on track to meet the target set by the OSRWC>

## 5.0 Conclusions

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- 5.1 Sample inspection performance has improved steadily since the inception of performance monitoring in the early 1990's. SUs falling below the 90% target pass rate are encouraged to improve both by Fife Council and the OSRWC.
- 5.2 Fife Council continues to focus attention on improving monitoring and performance in conjunction with and in light of the issues highlighted by OSRWC.

## List of Appendices

Appendix 1 SU Sample Inspection Performance 2020/21

Appendix 2 Scottish Roads Works Commissioner 2021/22 Road Works Performance Review

## Background Papers

- Technical guidance on NRSWA Performance Measurement is available on FISH using the following link

<http://fish.fife/fish/orgs/index.cfm?fuseaction=orgView&orgaction=publications&orgID=C4A47598-F761-BA46-34EE3A1881EB759E> (copy and paste link).

- The Scottish Road Work Commissioner Annual Report for period April 2020 – March 2021

<https://roadworks.scot/publications/annual-reports> (copy and paste link).

## Report Contacts

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**SU Sample Inspection Performance**  
(for the main SUs working in Fife)

STATUTORY UNDERTAKER	QUARTER	SIGNING & GUARDING			REINSTATEMENTS		
		Number Passed	Number Carried Out	Pass Rate (%)	Number Passed	Number Carried Out	Pass Rate (%)
Scottish Power Energy Networks	2021/2022 Q1	25	26	96%	37	39	95%
	2021/2022 Q2	9	10	90%	39	39	100%
	2021/2022 Q3	2	2	100%	33	35	94%
	2021/2022 Q4	19	23	83%	29	30	97%
	<b>2021/2022 Total</b>	<b>55</b>	<b>61</b>	<b>90%</b>	<b>138</b>	<b>143</b>	<b>97%</b>
	2020/2021 Total	65	69	94%	138	140	99%
Scottish Water	2021/2022 Q1	43	45	96%	61	61	100%
	2021/2022 Q2	13	14	93%	71	72	99%
	2021/2022 Q3	7	7	100%	61	63	97%
	2021/2022 Q4	31	33	94%	45	47	96%
	<b>2021/2022 Total</b>	<b>94</b>	<b>99</b>	<b>95%</b>	<b>238</b>	<b>243</b>	<b>98%</b>
	2020/2021 Total	129	136	95%	264	272	97%
Scotland Gas Networks	2021/2022 Q1	16	16	100%	39	40	98%
	2021/2022 Q2	5	5	100%	38	38	100%
	2021/2022 Q3	0	1	0%	37	37	100%
	2021/2022 Q4	32	32	100%	21	21	100%
	<b>2021/2022 Total</b>	<b>53</b>	<b>54</b>	<b>98%</b>	<b>135</b>	<b>136</b>	<b>99%</b>
	2020/2021 Total	74	75	99%	146	148	99%
BT Openreach	2021/2022 Q1	12	12	100%	35	37	95%
	2021/2022 Q2	10	11	91%	47	48	98%
	2021/2022 Q3	4	4	100%	35	35	100%
	2021/2022 Q4	32	32	100%	38	38	100%
	<b>2021/2022 Total</b>	<b>58</b>	<b>59</b>	<b>98%</b>	<b>155</b>	<b>158</b>	<b>98%</b>
	2020/2021 Total	82	84	98%	161	168	96%
Virgin Media	2021/2022 Q1	2	3	67%	57	58	98%
	2021/2022 Q2	22	22	100%	41	43	95%
	2021/2022 Q3	0	1	0%	51	51	100%
	2021/2022 Q4	18	18	100%	37	41	90%
	<b>2021/2022 Total</b>	<b>42</b>	<b>44</b>	<b>96%</b>	<b>186</b>	<b>193</b>	<b>96%</b>
	2020/2021 Total	36	43	84%	265	281	94%



Mr Steve Grimmond  
Chief Executive  
Fife Council  
4th Floor  
Main Building  
Fife House, Glenrothes KY7 5LT

Contact: Graham Milne  
Direct Tel: 0131 528 5518

26 May 2022

Our Ref:  
PER/GM/2022/FIFECOU

Dear Mr Grimmond

**Scottish Road Works Commissioner 2021/21 Road Works Performance Review**

Please find enclosed Fife Council's 2021/22 annual road works Performance Review in respect of the period 1 April 2021 to 31 March 2022.

As a road works community we have spent the last two reporting years managing the continual disruption caused by the Covid-19 pandemic. As we progress through 2022, I trust that your organisation has succeeded in negotiating the many additional processes required, especially with the emphasis on remote working and have now concluded any business developments to deliver a compliant road works performance.

In terms of section 118(1) of the New Roads and Street Works Act 1991 (the 1991 Act), roads authorities have a statutory duty to co-ordinate the execution of works of all kinds (including works for road purposes) in roads for which they are responsible:

- a) in the interests of safety;
- b) to minimise inconvenience to persons using the road; and
- c) to protect the structure of the road and integrity of apparatus in it.

This review considers how well you are meeting your statutory obligations.

In addition to your annual review, Fife Council's road works performance is routinely discussed at quarterly Area Roads Authorities and Utilities Committee meetings.

**Management and Performance Reports**

Organisations are expected to routinely monitor their own performance utilising reports which are downloadable from the Scottish Road Works Register (SRWR). This ongoing performance review process allows your organisation to take appropriate action throughout the year to improve performance. If your performance falls at any point during the year, it is expected that an explanation will be provided to my representative before or at the relevant Area RAUC meeting. Organisations can also generate reports to assist benchmarking against similar authorities. Your organisation's performance against the expected targets is detailed in the Annex 1.

Consistent failure to achieve the expected level of performance may result in further formal action.

### Fife Council Road Works Performance – Primary Indicators

Number of Road Works		785				
	Indicator	Full Year	Expected	RA Average	Utility Average	Notes
Administrative Functions	Gazetteer Submissions	3	4			
	Noticing Failure rate (%)	4%	< 4%	7%	3%	
	Notices without correct Contact Details	2	0			Originator and Contractors names and telephone numbers must be recorded prior to works commencing.
	Notices without Traffic Management Type	4	0			Prior to works commencing the correct traffic management type must be recorded on all notices of 7 days or less.
Works Planning and Operational Functions	Works requiring Early Start (%)	29%	< 15%	8%	9%	
	Works requiring Late Start (%)	2%	< 2%	0%	1%	
	Works requiring Works Extension (%)	16%	< 15%	8%	8%	
	Overrunning Works (%)	0%	0%	3%	0%	
	Unplanned Works (%)	3%	< 4%			Excessive use suggests poor works planning and a lack of co-ordination and co-operation.
	Works Awaiting Closure at year end	1	0			
	Works awaiting Final Site Reinstatement Details Notice at year end	0	0			
	Works registered per 100km	32		0		This metric considers a roads authorities performance against their respective SCOTS peer group. The RA Average is shown for SCOTS Group - Semi-urban Group.
Sample Inspections	Category A Undertaken	71%	100%			It is expected that all roads authorities undertake all target sample inspections in each of the 3 categories.
	Category B Undertaken	98%	100%			
	Category C Undertaken	99%	100%			
Miscellaneous	Fixed Penalty Notices (FPNs) Issued	0	> 0			All roads authorities are encouraged to issue FPNs to drive improvement of utility performance. Currently 17 authorities issue FPNs.
	Attendance at Area RAUC meetings	100%	100%			Regular attendance at Area RAUC meetings demonstrates a commitment to meeting your statutory obligations to co-ordinate road works.
	Vault Submissions	3	4			Whilst not a statutory requirement, organisations are encouraged to submit regular updates in the interests of safety and to assist good works planning.

**Specific action is required in respect of:**

Gazetteer Submissions – Authorities have a statutory requirement to submit regular quarterly gazetteer updates to the SRWR. If Fife Council does not have an update, a nil return must be submitted to the SRWR provider, confirming that there have been no changes to your road network.

Early Starts – The managed use of Early Starts can be viewed as good co-ordination. However, excessive use suggests that works are not being well planned and managed. Across Scotland, roads authorities on average use Early Starts in 9% of their road works. At 29%, your use of Early Starts is in excess of the expected performance of <15% which is regularly achieved by a number of roads authorities and utility companies. Early Starts are largely a co-ordinating function and improvements should be achieved through training and works planning and management. Action is required to reduce your failures.

Sample Inspections Undertaken – Roads authorities are expected to undertake 100% of all agreed Category A, B & C target sample inspections. Results are used to monitor utility company road works performance. Details of inspections registered should be comprehensive, accurate and registered timeously. It is important that 100% are undertaken, demonstrating that road works sites are being properly monitored and works co-ordinated in accordance with your statutory obligations. In addition, Section 7.4 of the CoP for Inspections requires Roads Authorities to monitor utility company inadequacies over the prescribed timescales.

**Summary**

In general terms, the road works performance of Fife Council remained unsatisfactory during 2021/22.

**Administrative Functions**

No specific action is required.

**Works Planning and Operational Functions**

Early starts at 29% (27% in 2020/21) remain high and is unacceptable. Road works registered has stayed static at 32/100km (31/100km in 2020/21) of road network. This is below the average of 55/100km for the SCOTS semi-urban group and suggests that not all qualifying works are being registered. I would like to understand the reasons for this, and a member of my staff will be in contact to arrange a mutually convenient meeting. It is important that works are noticed in accordance with the Code of Practice for the Co-ordination of Works in Roads. You are required to review and revise these current practices with some urgency.

**Sample Inspections**

The number of Category A sample inspections undertaken decreased in this reporting period and is well below the expected target of 100%. At 71% (82% in 2020/21), this suggests that live sites could be better monitored and co-ordinated. Please provide information on the practice your organisation adopts to monitor the quality and safety of utility works within 4 weeks of the date of this letter.

Miscellaneous

No specific action is required.

I would remind you of your obligations under Section 118 of the New Roads and Street works Act 1991 and Section 18 of the Transport (Scotland) Act 2005. Failure to contact my office will result in escalation of this matter and may result in enforcement action being taken.

It is anticipated that it will become a statutory duty to submit plant and apparatus information to the SRWR VAULT system in 2023. In the meantime, I continue to encourage all roads authorities and utility companies to upload their plant information in the interests of improved plant protection, road works management and co-ordination. This is particularly beneficial when other organisations are responding to "out of hours" emergency and urgent works.

Data and statistics relating to your road works performance is available from the Scottish Road Works Register throughout the year. It is expected that your organisation will continue to self-monitor this information and take appropriate action. In particular, it is recommended that your mid-year performance is made available to senior managers in November.

Should you wish to discuss any part of this letter please do not hesitate to contact my Performance Manager Graham Milne at: [enquires@roadworks.scot](mailto:enquires@roadworks.scot)

Yours sincerely



**Kevin Hamilton BSc CEng MCIHT**  
**Scottish Road Works Commissioner**

29<sup>th</sup> November 2022

Agenda Item No. 10

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## Winter Gritting & Snow Clearing Services 2022/23

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**Report by:** John Mitchell, Head of Roads & Transportation Services

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**Wards Affected:** All

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### Purpose

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The purpose of this report is for Committee to consider the updated Winter Gritting and Snow Clearing Services - Policy Statement 2022/23 and the operational practices required to deliver the current level of winter services in line with future budget constraints.

### Recommendation(s)

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It is recommended that the Committee:

- (i) Consider the updated Winter Gritting and Snow Clearing Services - Policy Statement 2022/23 as detailed in Appendix 1 to this report.

### Resource Implications

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The budget for Winter services in 2021/22 was £3.140m against an actual expenditure of £3.873m resulting in a £0.733m overspend. Although Winter 2021/22 was perceived as a mild Winter in terms of temperatures, there were a considerable number of 'marginal nights' which necessitated treatment to the network. For 2022/23 a Winter budget of £3.215m has been set.

The Winter budget is set to deal with a mild Winter, but this budget is now under increasing pressure due to increased operational costs and budget reductions.

### Legal & Risk Implications

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The Roads (Scotland) Act 1984 places a duty on local authorities to *"take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrian's vehicles over public roads"*. Fife Council discharges this duty via the Winter Gritting & Snow Clearing Policy.

Fife's Winter Gritting & Snow Clearing Policy is developed in line with industry standards and in accordance with the universally adopted Well Maintained Highways Code of Practice. The updated Winter Gritting and Snow Clearing Policy is attached as Appendix 1 to this report.

## Impact Assessment

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An Equalities Impact Assessment and a Fife Environmental Assessment Tool (FEAT) are not required because the report does not propose a change or revision to existing policies and practices. Any amendments to service delivery for 2022/23 are limited to operational changes designed to improve service efficiency, responsiveness and resilience whilst ensuring the service delivered remains in accordance with policy standards.

## Consultation

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Roads & Transportation Services has undertaken a number of Winter Policy reviews over the past few years, the last one being completed in Spring 2021. The remits of these Councillor / Officer working groups were to review the current Policy and to ensure that the current processes were still able to deliver the Winter Gritting & Snow Clearing Service. The findings from the most recent review were that the current Policy standards were still being met in line with expectations with the resources available.

External consultation on winter process efficiencies has taken place through the Edinburgh, Lothians, Borders and Fife (ELBF) Winter Subgroup and also the Society of Chief Officers of Transportation Scotland (SCOTS) Winter Group.

## 1.0 Background

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### 1.1 Winter Conditions

- 1.1.1 The last significant reviews of the Winter Gritting and Snow Clearing were conducted in Spring 2018 and 2021. These sought to address the imbalance between expectations and our available capacity of budget and resources. The reviews identified areas for savings including measures such as rationalisation of the grit bin stock, and a review of primary carriageway and footway gritting routes. These have been introduced and continually amended to suit the changing nature of Winter service delivery. As you are aware, local authority budgets are under increasing pressure and many complex decisions had to be taken to prioritise services and manage budgets.
- 1.1.2 After the severe winter of 2010/2011, there have been two significant weather events, “The Beast from the East” in 2018 and the Winter weather experienced in February 2021, although the later was not the same magnitude as the former. Out with these events, the weather conditions have tended to be relatively milder and generally wetter which tend to increase the number of “marginal” periods with road surface temperatures around freezing.
- 1.1.3 Marginal conditions require close attention, often resulting in full treatments on both evenings and mornings. This can be contrasted against a period of prolonged dry frosts where, due to the lack of moisture on the carriageway surface, treatments can be limited to one in a 24hr period.
- 1.1.4 It is common for marginal conditions to occur early in the morning before the busy period, so while there may be extensive and repeated treatments of the network, this is not always immediately visible to most of the travelling public. This “lack of visibility” can lead to a misconception of a “mild” winter in terms of gritting and salting action.
- 1.1.5 Marginal conditions bring their own operational challenges and associated financial pressures as evidenced by the overspend this past winter due to the frequency and nature of the treatments required to maintain the network in a safe condition.

- 1.1.6 By its very nature, weather is unpredictable however the only viable option is for our planned arrangements to be realigned to meet the “new norm” whilst retaining a contingency to deal with any exceptions that should arise.

## **1.2 Operational Policy**

- 1.2.1 The current Fife Council policy provides a 24-hour response service throughout the Winter period from November to March and delivers a level of service which is equal or better than other local authorities.
- 1.2.2 Following the “snow event” in February 2021, a Policy review was undertaken to ensure delivery within the approved budget and to review operational arrangements to ensure the continued delivery of a Winter Gritting & Snow Clearing service to current policy standards. The review covered all aspects of service delivery e.g., salting, grit bins etc but also covered community resilience and communication. The outcome of the review was that the Service was deemed fit for purpose.

## **2.0 Service Delivery and Operational Review**

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### **2.1 Service Provision**

- 2.1.1 Service provision is defined in Section 1.2 of the Winter Gritting and Snow Clearing Policy attached as Appendix 1 to this report.
- 2.1.2 The Policy statement requirements are delivered through an operational plan which comprises a set of detailed arrangements to address any necessary legal and risk related requirements. For reference the 2022/23 Guide to Winter Gritting Snow Clearing/Operational Plan is available on the following link: [www.fife.gov.uk/winter](http://www.fife.gov.uk/winter)
- 2.1.3 In 2021, Fife collaborated with the ELBF Winter subgroup and appointed Metdesk as the new weather forecasting provider. Metdesk provide weather forecasting services for 10 other Authorities in Scotland and also the Trunk Road operating companies, Amey and BEAR Scotland. This contract was for 3 years with the provision of a possible additional 2 year’s subject to performance.

### **2.2 Salt Supply/Resilience/Storage**

- 2.2.1 Details regarding salt supply and stockholding are included in Section 1.4 of the Policy Statement. Salt stock levels are closely monitored throughout the Winter period with weekly reporting into the Scottish Government’s national scheme for salt resilience.
- 2.2.2 Fife exclusively use 6mm rock salt purchased through a national framework arrangement at a current price of £45/tonne. To meet the policy requirements for salt resilience Fife Council, require 22,000t of rock salt at an overall purchase cost of £0.990m. This stock level is based on Fife’s ability to provide a winter service that guarantees resilience against set standards. In this case, the resilience is based on 40 days continual winter working.
- 2.2.3 Rock salt is a naturally occurring product and, when held in stockpiles, has a limited shelf life. This shelf life varies dependent on storage conditions e.g., indoor/outdoor. However, all stockpiles in Fife are now stored indoors which avoids losses of up to 10% if stored outside. When held in stockpiles rock salt should be viewed as a deteriorating asset with stock levels managed accordingly to minimise material loss and mitigate any year end stock write off.

2.2.4 Salt usage in Winter 2021/22 totalled 9414t. Over the previous 10 years annual usage averaged 15950t p.a. with actual totals detailed in table 1 below:

2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	202/21	2021/22
26000t	9428t	16360t	12249t	14397t	25850t	10825t	12581t	22393t	9414

Table 1. Salt Usage 2012/13 – 2021/22

2.2.4 While usage is dependent on weather conditions the introduction of salt conservation measures such as indoor storage and refined spread rates, combined with active stock management and improving spreader technology, has seen an underlying downward trend in annual salt usage.

2.2.5 The ELBF (Edinburgh, Lothians, Borders and Fife) Winter subgroup has previously identified salt stock resilience as an area for collaboration. However, it was accepted that there would be significant logistical and policy issues which would have to be addressed to fully realise any potential savings.

2.2.6 There are indications that there are potential future efficiencies through better management of salt stocks in line with the Scottish Government's national scheme for salt resilience.

## 2.3 Carriageways

2.3.1. Carriageway treatments, standards and priorities are defined in Section 3.0 of the Winter Gritting and Snow Clearing Policy. The levels of treatment and the overall network coverage compares well with other local authorities.

2.3.2 Carriageway priorities are identified in Section 3.1 of the Policy with key routes designated as Primary Routes. Fife has 21 Primary Routes all of which are afforded 24-hour coverage throughout the Winter period and are subject to completion within 3 hours of treatment commencing.

2.3.3 At 56%, network coverage for Primary Routes in Fife compares reasonably with fellow ELBF members bearing in mind the extend of the road network across Fife as per table 2 below:

Council	Total Length of C/W Network (km)	Total Length Priority Treatment Routes (km)	Primary Routes as % of Network Coverage
Edinburgh	1052	747	71%
West Lothian	1028	545	53%
Mid Lothian	683	410	60%
East Lothian	1000	550	55%
Borders	2959	1154	39%
Fife	2405	1362	56%

Table 2. Comparison of Primary Route Coverage in 2021/22 – ELBF



- 2.3.4 Coverage of the primary route network has been maintained at 56% which ensures that it is in line with policy standards.
- 2.3.5 The cost of providing the establishment (Drivers/Gritters/Salt/Depots etc.) to deliver a 24-hour treatment regime for 56% of the total carriageway network is significant (£1.970m for Winter 2021/22). Maintaining this level of establishment against current available budgets and an expanding network is a pressure for the future delivery of a Winter service.
- 2.3.6 To mitigate this pressure all existing Primary Routes will be annually reviewed to ensure all areas of each route continue to meet the policy criteria for inclusion on a Primary Route. Any proposed major changes will be subject to consultation with local members before the final route reduction is implemented.
- 2.3.7 Once all revised Primary Routes have been verified as per policy criteria a route optimisation exercise will follow to ensure each route is run in the most efficient manner while still complying with policy standard e.g., completion within 3 hours.
- 2.3.8 Significant work on the carriageway treatment regime has been undertaken in the past few years with a view to consolidating existing Primary Routes. Any significant outcomes and/or recommendations will be included in any future report submitted to the Committee for consideration/approval.

## **2.4 Footways**

- 2.4.1 Footway treatment priorities and standards are defined in Section 3.4 & 3.5 of Winter Gritting & Snow clearing Policy.
- 2.4.2 Footway treatments are normally restricted to the removal of snow deposits during normal working hours however the policy also recognises that, during periods of “thick and persistent frost”, treatments outside normal working hours may be required.
- 2.4.3 To allow for these out of hour treatments a Service Level Agreement (SLA) is in place with Ground Maintenance Services (Parks) to provide the required resources for the core Winter period (December to mid-February)
- 2.4.4 The cost of providing the establishment (Drivers/mini tractors etc.) to deliver the footway treatment was £586k for 2020/21 Winter. Maintaining this level of establishment against current available budgets and an expanding network is a pressure for the future delivery of a winter service.
- 2.4.5 A review of existing arrangements for footway treatments was carried out in 2018/19 and a revised SLA is now in place.
- 2.4.6 In order to maintain policy standards, the revised SLA provides the required resources based on actual forecasts rather than the previous arrangements of continual availability regardless of forecast conditions.
- 2.4.7 The effectiveness of the revised SLA will be assessed throughout the Winter period with any changes implemented for the following Winter.

## 2.5 Grit Bins / Community Resilience

2.5.1 Grit bins are provided for self-help purposes as detailed in Section 3.10 of Policy. In 2018, a rationalisation of the grit bin provision (previously in excess of 4,100) was carried out resulting in a reduction of approx. 1,250 grit bins across Fife. The current grit bin provision is 3,085. An additional allowance is also provided for future new developments. This level of grit bin provision compares reasonably with fellow ELBF members as per table 3 below:

Council	Total No Grit Bins	Bins/km over Complete Network	Bins/km over Untreated Network	Comments
Edinburgh	3022	2.87	9.91	Urban environment with high network coverage
West Lothian	2593	2.52	5.37	
Mid Lothian	426	0.62	1.56	
East Lothian	950	0.95	2.11	
Borders	1200	0.40	0.66	
Fife	3085	1.20	2.95	

Table 3. Grit Bin Coverage 2021/22 – ELBF

- 2.5.2 In the event of a significant demand for grit bin refill requests (e.g., a severe weather event) it is unlikely that sufficient resources would be able to meet the policy standard of refills within 5 days with grit bin numbers at their current level.
- 2.5.3 It is acknowledged that some grit bins are little used or are not placed to suit the overall public need. Grit bin usage is now being monitored with the results subject to consultation with local members before a decision to reduce / re-site grit bins is made.
- 2.5.4 In severe conditions, consideration will be given to provide bulk grit drops to supplement the existing grit bin network. These will be in the form of 1 tonne bags at central locations e.g., community halls.

## 2.6 Publicity / Communication

- 2.6.1 Publicity is detailed in Section 4.0 of the Winter Gritting and Snow Clearing Policy. This sets out the various communications sent out during normal winter actions and covers severe weather conditions.
- 2.6.2 We have utilised social media measures to better communicate with communities and include a FAQ's section through the Council's Winter website pages.

## 2.7 Technology/Future Developments

- 2.7.1 Fleet Telematics – a full vehicle telemetry system is fitted in all frontline gritting vehicles providing increased safety levels for vehicle drivers plus a wide range of data available for operational purposes.
- 2.7.2 Satellite Navigation – all frontline gritting vehicles are now fitted with an in-cab hands-free driver guidance system. Successful implementation across the frontline gritting fleet has provided additional resilience in the numbers of drivers available for gritting duties.

- 2.7.3 Automated Salting – work commenced earlier this year on an automated salting system. Should this prove successful it could lead to the removal of all driver input from the salting process, allowing the drivers concentration on full driving duties. By removing the driver interaction automated salting systems provide the potential for reductions in salt usage and increased confidence that routes are treated as per individual route plans and policy standards. Further trials will continue over the coming months to allow consideration and potential implementation for Winter 2023/24.

## 3.0 Conclusions

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- 3.1 The updated Winter Gritting and Snow Clearing Policy is fit for purpose and adequately discharges the Council's statutory duty as defined by Roads Scotland Act (1984). This level of policy provision continues to compare very well with other local authorities
- 3.2 Winter services is an area with developing technology and future developments that could help improve the resilience of the service and potentially lead to budget savings. More work is needed to establish this.

### List of Appendices

Appendix 1 – Winter Gritting and Snow clearing Services - Policy Statement 2022/23

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Appendix

# Winter Gritting and Snow Clearing Services Policy Statement 2022/23



Policy approved by Environment, Enterprise & Transportation Committee on 29/11/22

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## INTRODUCTION

An effective roads winter gritting and snow clearing service is important to the delivery of normal services, the local economy and road safety within Fife. Bad weather and road conditions can lead to delays and hazards for all road users. Winter gritting and snow clearing involves treating roads in order to: -

- prevent ice from forming (pre-salting)
- melt ice and snow (post-salting)
- remove snow (ploughing)

Fife Council has a statutory responsibility, under the Roads (Scotland) Act 1984, to take *“such steps as it considers reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads”*. It has been legally established that it is unreasonable to expect every road and footpath to be treated at the same time. In addition, a transient danger for a short time (as a result of snow) is no evidence of a breach of duty.

Decisions on whether or not to act must be taken with due care and on reasonable grounds. The object is to provide a winter gritting and snow clearing service which as far as is reasonably practical, within financial constraints and resource limitations, will:

- permit the safe movement of vehicles and pedestrians on the more important parts of the network
- seek to minimise delays and accidents attributable to weather conditions
- take cognisance of the environmental impact of the salting process

The Winter Gritting and Snow Clearing Policy Statement provides a clear basis for an efficient and effective Winter Operational Arrangement which defines the means by which the required standards are to be achieved.

Each previous winter performance will be assessed to inform an annual review of the Policy Statement with any policy changes reflected in the updated Assets, Transportation and Environment Winter Operational Arrangement. Annual reviews include updates of all relevant operational information for the coming winter season e.g., resource levels, salt tonnages etc. with any Policy changes subject to approval via the Council committee structure with recent amendments detailed in table below.

Date of Approval	Reason for Amendment	Council Committee/Group
September 2011	Policy changes following review of severe winter	Environment, Enterprise & Transportation Committee
October 2014	Changes to treatment arrangements in line with national/industry guidance	Enterprise & Transportation Policy Working Group
November 2017	Update on Operational Review re delivery of Winter Gritting & Snow Clearing service	Economy, Tourism, Transportation & Strategic Planning Committee
May 2018	Priorities and Treatments Standards (Section 3.0) updated	Economy, Tourism, Transportation & Strategic Planning Committee
May 2021	Update on Operational Review re delivery of Winter Gritting & Snow Clearing service	Economy, Tourism, Transportation & Strategic Planning Committee

To reflect the importance of winter maintenance policies and standards to the local economy and the travelling public the Winter Gritting and Snow Clearing Services Policy Statement will be widely disseminated and made available to the public on the fife direct website.

## 1.0 ARRANGEMENTS FOR SERVICE PROVISION

### 1.1 Operating Period

The winter operating period will run from October until April each year.

The “core” period for 24hr continual monitoring will run from the end of October until the end of March with footway and cycleway operations beginning at the end of November until mid-March, the exact starting and completion dates to be established pre-winter season.

### 1.2 Service Provision

Roads & Transportation Services shall be the lead Service in managing and delivering the Winter Gritting & Snow Clearing Policy. During this period Assets, Transportation & Environment, as principal service provider, will provide the necessary resources (including suitably trained personnel) in order to achieve the required standards. These resources are located at the three operational depots at Cupar (North Fife), Bankhead, Glenrothes (Mid Fife) and Halbeath, Dunfermline (South Fife) where salt is stored for the treatment of 21 primary routes, secondary carriageway all other routes, footways, car parks and cycleways. **Appendix A** details the resources in place to deliver the winter service. Appropriate arrangements will be made to ensure a continuity of service during the festive season and other holiday periods.

Assets, Transportation & Environment will annually price a Schedule of Rates which identifies the required level of personnel, equipment and material resources to meet the defined standards of service. This schedule will establish the basis of payment for works carried out, assist in ensuring best value in winter maintenance service provision and facilitate (via the billing process) the effective monitoring of expenditure against available budgets.

During the winter period, Assets, Transportation & Environment will operate a 24-hour winter service, using weather forecasts, road and weather monitoring data supplied through competitive tender.

On a rota basis, one staff duty officer will provide 24-hour cover for all winter related issues and decision making. Although this is a “singular” role the duty officer will comprise the following “component” roles.

Role	Period of Duty
Winter Manager	On duty 24 hours
Nightshift Officer	23:00hrs – 08:00hrs for all shifts

The primary focus of Assets, Transportation & Environment is to manage the overall winter service and to directly provide an effective roads gritting & snow clearing service. To deliver this service, operatives’ standby arrangements will be made which are suitable and sufficient to meet the defined standards of service required. It is expected that standby personnel will be at their base, fit for work, within 30 minutes of receiving a call.

The standby period for operatives will normally be consistent with the “core” winter period as defined in Section 1.1 above. Nightshift working and road patrols may also be authorised during certain periods of the winter.

A footway gritting and snow clearing service is provided by Parks, Streets & Open Spaces (PSOS) engaged by means of an agreed Service Level Agreement to work under the direction of the Winter Manager. A standby service for winter footway action on public holidays and weekends is in place as per Service Level Agreement.

When severe weather conditions prevent normal outdoor activities such as grass cutting, grounds maintenance, streets sweeping, litter picking and various building related work, such available resources are allocated to winter services to support the treatment of snowbound footways, minor roads and the filling of grit bins. Such additional employees from Building & Environmental Services (i.e. PSOS, Waste Operations and Building Services) are allocated to the most appropriate operational depot to assist in the delivery of a prioritised winter service under the direction of the Winter Manager. The agreed resources to be provided by these Services are also detailed in **Appendix A**.

### **1.3 Sub-contractors**

In exceptional circumstances, such as heavy snow and drifting, external contractors and other resources, such as JCB’s, diggers, tractor ploughs etc. may also be engaged from the existing tenders already in place.

### **1.4 Salt Supply / Resilience / Storage**

Salt is purchased each year to restore stocks to a level sufficient to meet the anticipated requirements for treating the road network and these stocks are closely monitored and controlled with restocking ordered throughout the winter to maintain agreed stock targets.

6mm rock salt is the prime material used as it is considerably cheaper than marine salt; its finer grading reduces the potential for damage claims and bounce on the road surface and reacts quicker on the road surface.

Salt will be purchased by competitive tender and the current vehicle for this is the Scotland Excel Salt Supply Tender.

Bulk salt will, when stocks permit, be supplied to Education Service for use with mini tractors in school snow and ice clearance. In addition, small one-off supplies of salt may be available on request, and on a strictly rechargeable basis, to the Emergency Services and other internal Fife Council customers only.

Salt will be tested on delivery by independent testing laboratories for compliance with the determined quality standards

Salt is stored within indoor barn storage at the three operational depots in Cupar, Bankhead and Halbeath.

It is well documented that the prediction arising from climate change is that although weather is likely to be warmer, when cold weather occurs, it likely to be more severe and for prolonged periods. This is also likely to be UK wide with significant demands placed on the UK salt suppliers to keep up with supply demands. As shown by the national salt crises in 2008/09, 2009/10 and 2010/11 the UK salt



production industry cannot meet the demands of a countrywide period of severe winter weather. For this reason, just in time salt stock management systems do not provide sufficient resilience.

The days of resilience are determined by each Council depending on re-stock arrangements e.g. Fife by sea, available depot storage space and capability of salt industry to supply in severe weather. As shown in **Appendix B** the minimum stock level during the winter period is determined at 25,000 tonnes.

Based on salt usage 2010/11 to 2021/22, Fife will determine the salt holding at the commencement of the winter to a level that guarantees resilience against the national standards. Due to the current storage capacities at our operational Depots at Bankhead, Cupar and Halbeath, the pre-winter stock holding will be 22,000 tonnes. This pre-winter stock holding will be held at the three operational depots as follows:

- Trading Estate, Cupar – 4,000 tonnes
- Bankhead, Glenrothes – 15,000 tonnes
- Halbeath, Dunfermline – 3,000 tonnes

Fife also has a contingency top up of a further 3,000 tonnes for delivery prior to the Xmas period.

## **1.5 Roads – Salting**

### **Salt**

Salt for use on the roads will be to the requirements of BS 3247 and will be 6mm rock salt, although in times of national shortages this may be supplemented with other de-icing materials e.g., 6mm marine salt, 10mm rock salt etc.

Salt will be purchased by competitive tender and the current vehicle for this is the Scotland Excel Salt Supply Tender.

Bulk salt will, when stocks permit, be supplied to Education for use with mini tractors in school snow and ice clearance.

Salt will be tested on delivery by independent testing laboratories for compliance with the required quality standards

### **Salt Spread Rates**

Research has recently been undertaken by the Transport Research Laboratory (TRL) on behalf of the Highways Agency and the National Winter Service Research Group (NWSRG) into the potential for reducing salt spread rates. The findings were that spread rates can be reduced considerably in marginal conditions when salt is in good condition and is being spread by well maintained and / or modern spreaders that are properly calibrated.

The most recent NWSRG “Practical Guide for Winter Service” has been developed based on this research and backed up by the practical experience of high performing service providers who have added their expertise and peer reviewed the work by TRL. Therefore, users can have confidence that the advice provided and incorporated in the best practice guidance note is sound from both theoretical and practical point of view.

The 'Well Maintained Highways' document of September 2013 makes recommendations on treatment levels with due consideration to road surface temperature, wetness and traffic levels.

The Society for Chief Officers in Transport for Scotland (SCOTS) has reviewed the most recent 'Well Maintained Highways' document and made recommendations that are appropriate for Scottish Local Authority networks using experience and knowledge of typical conditions experience on these networks.

SCOTS has further developed and agreed a treatment matrix table for given road and weather conditions and this criterion will be used by Fife Council Winter Managers and Officers in determining winter action plans and treatments. This treatment matrix is included in **Appendix C**.

### **Salt Conservation Procedures**

Salt resilience levels have been determined to cope with a severe winter. However, in the event that the weather pattern has been so extreme and combined with a national salt crisis that has impacted on Fife's salt stock levels, the following good practice guidelines for salt conservation will be applied.

- Reduce salt spread rates as appropriate
- Restrict Salt Spreading Service to Primary Routes
- Move to using salt/grit mixes on non-Primary Routes
- Replenish Grit Bins and Heaps with Grit only
- Review Priorities for Footway and Cycleway Treatment

## **2.0 INFORMATION FOR ACTION**

### **2.1 Weather Forecasting Information**

A weather forecast information service has been procured for the duration of the winter period. Competitive quotations were sought from competent service providers for compliance with a defined specification which included: -

- a preliminary text forecast received not later than 0800hrs on any given day
- a detailed 24hr forecast, received not later than 1300hrs on any given day
- a site-specific graphical road surface and ice prediction forecast (for Bogside, Kelty, Corston & Guardbridge) received not later than 1300hrs on any given day
- a 2-5 day summary forecast
- amendments and updates to original forecast information where any changes may affect planned actions
- a 24hr consultancy service

The weather forecast provider has been procured through a competitive tender in collaboration with the Edinburgh, Lothians, Borders and Fife (ELBF) Group.

## **2.2 Road Weather Information System (RWIS)**

A road weather information system is installed in Fife to provide remote monitoring of local road surface and climatic conditions. The system supplies data to the weather forecasting service and receives weather forecast predictions therefrom. The system comprises the following components: -

- 4 weather stations with sensors providing air and road surface temperatures, dew point, precipitation, wind speed, direction monitoring and observation camera.
- 6 standard outstations with sensors providing air and road surface temperatures and dew point monitoring. (3 outstations fitted with observation camera).
- A centrally managed bureau system incorporating data retrieval, archive and dissemination.
- Web access for receipt of forecast information and outstation data.
- Road temperature data is also gathered from sensors fitted to Supervisor's vehicles.

In addition, Fife has access to 5 Trunk Road network weather stations providing air and road surface temperatures, dew point, precipitation, wind speed, direction monitoring and observation camera.

## **2.3 Decision Making**

The detailed forecast information for the upcoming 24 hour period is received by 1300hrs on any given day and is accessed by Assets, Transportation & Environment Winter Manager.

The Winter Manager examines the forecast information in conjunction with local knowledge of road conditions, weather conditions and trends, altitude effects, cold spots and residual salt presence in order to develop a proposed action plan.

A consistent Fife-wide action plan is prepared, with any minor variations across areas restricted to exceptional circumstances. Consultation may be undertaken with neighbouring authorities and Trunk Road Operators to ensure cross-boundary consistency.

The Winter Manager will issue the agreed proposed action plan for all of Fife (normally by 1400hrs) in order that the appropriate preparatory arrangements may be made.

Confirmation of the forecast and proposed action is posted on the Councils website [www.fife.gov.uk/winter](http://www.fife.gov.uk/winter) with relevant stakeholders and partners (e.g. Fife Emergency Services, Fife Council Services, Elected Members and Emergency Planning Unit etc.) informed directly via email.

Ongoing monitoring of the Road Weather Information System undertaken as conditions dictate in addition to a 24 hour, 7 day monitoring regime which is in effect during the "core" period identified in Section 1.1.

Each morning (by 0730hrs) information regarding all actions taken in the previous 24 hour period is collated and made available via the Councils website [www.fife.gov.uk/winter](http://www.fife.gov.uk/winter) with relevant stakeholders and partners updated as above.

## 2.5 Levels of Readiness

Three levels of readiness are applied throughout the winter period –

<b>1</b>	'Routine' monitoring and action conditions apply. Sub-zero temperatures forecast over no more than 4 consecutive days requiring daily standard action of 10 or 20g/m <sup>2</sup> pre-grits on Primary Routes. Only staff and workforce whose normal duties include Winter action, monitoring and supervision are involved.
<b>2</b>	As Level 1 plus extended monitoring and action conditions apply. Prolonged freezing conditions forecast for 5-10 consecutive days and/or snowfall is forecast. Additional staff allocated duties to handle extended monitoring and reporting systems etc. with operational workforce participation be extended as appropriate. Partner Services will be notified for assistance/awareness as required e.g. Emergency Resilience, Building & Environmental Services (i.e. PSOS, Waste Operations and Building Services), Emergency Services etc., State of readiness checked regarding plant, equipment, external contractors, inspect and replenish grit bins where appropriate.
<b>3</b>	As Level 2 plus full monitoring and action conditions apply. Severe and continued snowfall endangering the continuity of the infrastructure, internal central control room established and full reporting systems in place. Full participation from Service staff in Corporate Incident Management arrangements and protocols.

It is the responsibility of the Winter Manager to implement the necessary level of readiness in relation to ground conditions and forecast information. A detailed escalation procedure is outlined within Assets, Transportation & Environment Winter Operational Arrangement.

Further details of how readiness links to forecasts and weather alerts is included in table below:

Forecast Condition		Level of Readiness	Risk Level	Met Office Weather Warnings
	Road surface temperatures forecast to be +1°C or above and road surface hazards (ice and/or snow and/or hoar frost) are not expected to occur.	1	Low	N/A
	Road surface temperatures forecast to be below +2°C and there is uncertainty regarding road surface hazards (ice and/or snow and/or hoar frost).		Moderate	Yellow
	Road surface temperatures forecast to fall below zero and road surface hazards (ice and/or snow and/or hoar frost) are expected to occur.		Substantial	Yellow/Amber
		2	Severe	Amber/Red
		3	Critical	Red

### 3.0 PRIORITIES AND TREATMENT STANDARDS

#### 3.1 Carriageways – Priorities

Fife Council’s carriageway network is prioritised for treatment in accordance with the table below:

Classification	Description	Details	No. of Routes	Network coverage
Primary	Priority 1 routes	<ul style="list-style-type: none"> <li>▪ Designated Strategic and Traffic sensitive routes including all A and B Roads</li> <li>▪ Registered bus routes including school bus routes (excluding weekends, in-service days and holidays)</li> <li>▪ Access to hospitals, ambulance stations and fire stations.</li> <li>▪ Access to main transport hubs e.g. bus stations, railway stations.</li> <li>▪ Access to important industrial and military establishments.</li> <li>▪ Known trouble spots.</li> </ul>	21	56%
Secondary	Priority 2 routes	<ul style="list-style-type: none"> <li>▪ Important commuter routes</li> <li>▪ Access to isolated villages and hamlets.</li> <li>▪ Areas of high amenity use e.g. Public buildings, Health Centres and Schools</li> </ul>	16	29%
All Other	Priority 3 routes	<ul style="list-style-type: none"> <li>▪ All areas of network not covered by Primary or Secondary Routes.</li> </ul>	N/A	15%
Snow	Minimum Winter Network	<ul style="list-style-type: none"> <li>▪ Strategic and key routes between centres.</li> <li>▪ Enacted in severe weather conditions.</li> <li>▪ Consolidation of Primary Routes.</li> <li>▪ Critical arterial routes to enable movement of key supplies and services.</li> </ul>	11	37%
<p><b>Notes:</b></p> <p>1. Motorways and trunk routes, as defined by the Scottish Government within the boundary of Fife (A985, A977, A92, and M90) are the responsibility of Transport Scotland and their appointed Operating Company(s).</p>				

Treatments are undertaken on a route basis with routes subject to continual review to reflect changes in bus routes, road classifications etc. and optimised to maximise operational efficiencies etc.

Prior to each winter season routes will be made available for public viewing on the council’s website.

## **3.2 Carriageways – Treatment Standards**

### **Primary Routes**

Primary Routes are given a 24 hour/7-day service for the clearance/treatment of snow and ice formations. Treatments are provided over the core winter period i.e. from the Friday nearest to the beginning of November to the last Friday in March.

Treatments are determined by forecast information and it is expected that all Primary Routes will be treated within 3 hours of operations starting.

School bus routes within Primary Routes will not be treated at weekends, in-service days or on holidays. Treatment will recommence at midday on the day prior to returning i.e. 12:00 hrs Sunday for a return on a Monday.

### **Secondary Routes**

Treatment of Secondary Routes will only be considered in periods of Level 2 readiness i.e. when prolonged freezing conditions, 5-10 consecutive days or snowfall is forecast

Treatment will not take place out with the normal working weekday (Mon to Fri 07:30hrs - 16:00hrs) and will only take place when Primary routes have been adequately attended to and subject to available resources.

Where conditions are such that a continuous treatment of Primary Routes is necessary, then Secondary Routes, subject to available resources, will be treated concurrently with Primary Routes.

It is the intention that Secondary Routes should not remain unpassable to vehicular traffic for more than 48 hours.

### **All Other Routes**

All Other Routes will normally be treated once Primary and Secondary Routes have been adequately attended to.

These routes are generally most effectively treated on a geographical basis as there may be little differential between individual routes, particularly in urban conurbations.

Where conditions are such that a continuous treatment of Primary Routes is necessary to allow free movement of traffic then, subject to available resources, consideration will be given to treating All Other Routes concurrently with Primary and Secondary Routes.

### **Snow Routes**

Snow Routes are treated during prolonged periods of severe weather when resources to treat primary routes maybe stretched. They are identified to allow a concentration of available resources to ensure essential communication links are maintained. Treatment of Primary routes will resume once all Snow Routes have been adequately attended to and subject to available resources.

### 3.3 Footways – Priorities

Fife Council’s footway network is prioritised for treatment in accordance with the table below:

Classification	Description	Details	No. of Routes	Network coverage
Primary	Priority 1 routes	<ul style="list-style-type: none"> <li>▪ Main pedestrian routes linking transport interchanges i.e. railway/bus stations</li> <li>▪ Areas of high pedestrian footfall including access to : -               <ul style="list-style-type: none"> <li>~ Main urban shopping areas</li> <li>~ Hospitals, crematoria and clinics</li> <li>~ Key designated routes to schools</li> <li>~ Council owned sheltered housing, residential homes and day care centres for the elderly.</li> </ul> </li> </ul>	N/A	46%
Secondary	Priority 2 routes	<ul style="list-style-type: none"> <li>▪ Main pedestrian routes in major urban housing developments</li> <li>▪ Busy urban areas including : -               <ul style="list-style-type: none"> <li>~ Significant Public Buildings</li> <li>~ Minor shopping areas and other commercial areas not included in Primary Routes</li> </ul> </li> </ul>	N/A	50%
All Other	Priority 3 routes	<ul style="list-style-type: none"> <li>▪ Rural and less used urban footways</li> </ul>	N/A	4%
<p><b>Notes:</b></p> <p>1. No treatment will be undertaken out with adopted footway boundaries.</p>				

Treatments are undertaken of a route basis with routes subject to continual review to reflect changes in footway network, Fife Council estate, retail & commercial developments etc. and optimised to maximise operational efficiencies etc.

Prior to each winter season routes will be made available for public viewing.

### 3.4 Footways – Treatment Standards

Fife has around 2642km of footway and given the financial and resource limitations it is not possible to treat all footways simultaneously. Subsequently it is important that the priorities identified in Section 3.3 are strictly adhered to.

The treatment of footways will be confined to the removal of snow deposits. In exceptional circumstances e.g. where thick and persistent frost exists (24-48 hours) and is expected to continue, salting treatment may be undertaken on footways where resources permit. Where such treatment is provided it will be undertaken in priority order consistent with details included in Section 3.3.

For maximum effectiveness and network coverage within available resources, the standard approach to carriageways with two footways will be to clear one footway only (within any priority level) before moving on to lower priorities.

### **Priority 1 Footways**

The treatment of Priority 1 Footways will not take place out with the normal working weekday (Mon to Fri 07:30hrs - 16:00hrs) other than in exceptional circumstances where: -

- widespread snow conditions exist, or
- where thick and persistent frost exists (24-48 hours) and is expected to continue,

Standby crews will be provided for Priority 1 Footways from the Friday nearest the beginning of December until mid-February. This period will be extended by the Winter Manager if deemed appropriate.

### **Priority 2/3 Footways**

Priority 2 and 3 Footways will be restricted to the normal working hours (Mon to Fri 07:30hrs - 16:00hrs). A decision to extend this coverage will be taken by the Winter Manager as conditions dictate and resources permit.

### **3.5 Car Parks – Priorities**

Fife Council operates a number of car parks which are prioritised as per table below: -

<b>Classification</b>	<b>Description</b>	<b>Details</b>	<b>No. of Routes</b>	<b>Network coverage</b>
Primary	Priority 1 Car Parks	<ul style="list-style-type: none"> <li>▪ Fee paying, railway station and Park and Ride car parks.</li> </ul>	N/A	N/A
Secondary	Priority 2 Car Parks	<ul style="list-style-type: none"> <li>▪ Non-fee paying car parks and other town centre car parks.</li> </ul>	N/A	N/A
All Other	Priority 3 Car Parks	<ul style="list-style-type: none"> <li>▪ All other Council owned and/or operated car parks</li> </ul>	N/A	N/A
<p><b>Notes:</b></p> <p>1. No treatment will be taken on privately owned car parks e.g. retail developments, shopping centres, medical centres etc.</p>				

### **3.6 Car Parks – Treatment Standards**

#### **Priority 1 Car Parks**

Priority 1 Car Parks are included in the Primary Routes for roads, apart from those that have particular access difficulties for bulk gritters which will operationally be treated as a Priority 2 Car Park.



Consequently, treatment of all accessible Priority 1 Car Parks will be consistent with that of Primary Carriageway Routes.

### **Priority 2/3 Car Parks**

Pre-salting of Priority 2 & Priority 3 Car Parks will not be undertaken.

Priority 2 Car Parks may be treated for ice and snow in order of priority once Priority 1 Car Parks have been satisfactorily attended to and subject to available resources. Treatment of ice formation will only be undertaken in exceptional circumstances of thick and persistent frost lasting for several days.

Treatment of Priority 2 Car Parks will not take place out with the normal working weekday (Mon to Fri 07:30hrs - 16:00hrs) other than in exceptional circumstances where:

- widespread snow conditions exist, or
- equipment and manpower resources permit, and
- the requirements of Priority 1 Car Parks have been met

### **3.7 Cycleways – Priorities & Standards**

All cycleways will be treated to the same standard as the surface they share (i.e. carriageway or footway)

Surfaced cycle only cycleways will only receive treatment in exceptional circumstances and where resources allow.

### **3.8 Grit Bins**

#### **Standards**

Grit Bins are provided for community self-help as, in severe conditions, it may be several days before treatments can be provided on minor routes due to Priority Route commitments. Grit bins:

- Are provided at known trouble spots e.g. steep gradients, sharps bends etc. and are located based on a predetermined assessment framework taking into account such factors as road classification, site gradient, aspect, altitude, anticipated usage and value to the local community.
- Are not provided on any roads or footways that are located on Priority 1 and 2 carriageway treatment routes or priority 1 and 2 footway treatment routes.
- Are only provided where the Council has a statutory obligation however additional “non-statutory requests” requests will be considered on a strictly rechargeable basis e.g. un-adopted roads, private business premises, community use buildings etc.
- Will remain in position throughout the year, apart from at locations of high vandalism or nuisance. Where they are removed during the non-winter months any relocation will be in consultation with appropriate elected members and in accordance with assessment framework.

- Will be top opening, yellow in colour (other than in identified tourist areas) with a capacity between 300-400 litres.
- Are replenished on an ad-hoc basis following specific customer requests (usually within 5 working days)
- Are filled with a 1:3 mixture of salt: sand/grit

In severe conditions considerations will be given to bulk grit drops (e.g. one tonne bags) to supplement the existing grit bin network.

### **Level of Service/Provision**

Fife has a very high level of service for grit bins with around 3085 located across Fife. In order to comply with budget envelopes, the allocation of grit bins has been capped and their usage is monitored to ensure:-

- Numbers of bins are sustainable with current and future budget envelopes
- Bins are provided/located in accordance with Policy standards.
- Locations of bins are optimised to provide maximum possible benefit and self-help usage with optimised locations agreed by elected members on a ward by ward basis.

For the location of Grit Bins go to [www.fife.gov.uk/winter](http://www.fife.gov.uk/winter) and select “Gritting”.

### **Assessment Criteria**

In order to maintain grit bins numbers at sustainable level and to optimise locations etc. it is necessary to apply a consistent assessment criteria for each bin location. The assessment criteria framework is included in Appendix D. In addition to the framework criteria any specific site assessment required prior to determining the need for a grit bin must also take in account: -

- Road classification
- Road/footway geometry i.e. gradients/bends etc.
- Aspect of location i.e. north/south facing
- Amenity value and anticipated usage
- Proximity to lower priority gritting routes (e.g. Priority 2 routes)
- Any other location specific extenuating circumstances

### **Requests for New Grit Bins**

Increasing bin numbers are unsustainable therefore any requests for new bins can only be met by the relocation of lesser used/lower priority bins.

Where a new request has been made and meets the required assessment criteria a decision will be taken, in consultation with local elected members as appropriate, on whether or not to re-allocate an existing grit bin as per the request received.

Where a new request is made which does not meet the assessment criteria no bin will be provided.

In new housing developments grit bins to be provided by the Developer through Construction Consents to the specification, standard, assessment criteria and rating system of this policy.

For reference purposes the “Grit Bin Assessment Criteria” pro-forma is included in **Appendix D**.

Usage of bins is actively monitored with any unused/underutilised bins will removed and/or reallocated.

#### **4.0 PUBLICITY / COMMUNICATION**

General publicity for the policy and adopted standards will be achieved through the Fife Council website ([www.fife.gov.uk](http://www.fife.gov.uk)), regular newspaper and journal features.

Daily road condition and proposed action reports will be publicised via the Council’s website ([www.fife.gov.uk](http://www.fife.gov.uk)), social media networks and local radio stations.

During periods of severe weather additional information on road conditions and closures will be publicised via local radio stations and social media networks. Further information relating to weather related road closures and winter conditions will be also be available on the Fife Council website ([www.fifedirect.org.uk](http://www.fifedirect.org.uk))

In the event of expected poor road and weather conditions information will be passed, via the Emergency Planning Officer, to relevant Fife Council Services in order to assist in the implementation, in appropriate circumstances, of the Severe Weather Contingency Plan.

In addition, Fife Council will periodically prepare and publish additional information relating to winter information and service delivery.

A “frequently asked questions” page can be found on the Fife Council website ([www.fife.gov.uk](http://www.fife.gov.uk)) . This covers more operational issues not covered in the Policy.

#### **5.0 PERFORMANCE MONITORING**

Service delivery and the performance of the service provider will be monitored each winter season to enable periodic reports on activities including: -

- Route efficiency, coverage and fleet capacity
- Number of compliments, complaints and claims
- Adequacy and timing of weather forecasts
- Completion of routes within 3 hour period.

## 6.0 CONSULTATION

Roads & Transportation Services shall periodically consult on the Winter Services Policy and Winter Operational Arrangement in addition to undertaking an annual review process aimed at identifying possible revisions to the winter service. Those consulted will include: -

- Elected members
- The travelling public and residents of Fife
- Community Councils, Community Groups, Disability Groups etc.
- Fife Council Services e.g. Education and Children's Services, Housing Services, Emergency Resilience, Communities, etc.
- Emergency Services i.e. Police, Fire and Ambulance Services
- Road User Groups e.g. AA, RAC, Freight Transport Association etc.

## 7.0 BUDGETARY PROVISION

The severity of any winter is unpredictable and subsequently it is not possible to predict the budget requirements in advance with absolute confidence. However, Assets, Transportation & Environment are able to access extensive historical information which is taken into account during the budgeting process.

Dealing with a concentrated period of snow can be costly and subsequently may be perceived as a severe winter. However, a period of prolonged marginal temperatures and wet conditions necessitating frequent and repeated pre-salting actions can also constitute a major contribution to actual costs. During such periods of repeated pre-salting the extensive scale of operations may not always be readily apparent. The total winter costs in any year comprise both **set-up** and **variable** elements.

**Set-up costs** include the provision and supervision of facilities and standby personnel including labour, plant, vehicles and equipment.

**Variable costs** include salt tonnages, pre-salting, patrols, inspections, grit bin placement and recovery, servicing/upkeep of grit bins, emergency salting and snow clearing in addition to any specific winter maintenance activities arising as a result of winter weather conditions.

Set-up costs can account for as much as 60% of total winter costs; however, the final cost for winter gritting and snow-clearing is determined by the severity of any winter season, the effect of which will always be reflected in the total sum of the variable costs incurred.

To allow for the delivery of a winter service during extreme weather conditions, Fife Council has retained sufficient financial reserves to cope with such weather-related emergencies.

**APPENDIX A – RESOURCES**

**Roads & Transportation Services**

<b>Winter Resources (Employees)</b>	<b>No.</b>
Winter Service Manager	1
Winter Manager (Rota)	4
Nightshift Officers (Rota)	5
Winter Supervisor (Rota)	12
Driver (Rota)	75
Operatives	55
<b>Total</b>	<b>152</b>

<b>Winter Resources (Core Plant)</b>	<b>No.</b>
6 m <sup>3</sup> Gritter Fixed body - Four Wheel Drive	17
6 m <sup>3</sup> Gritter / 18T Tipper Quick Change Body	5
6 m <sup>3</sup> Gritter / 18T Gully Tanker Quick Change Body	2
3 m <sup>3</sup> Gritter / 13T Tipper Hook Lift	2
<b>Total</b>	<b>26</b>

<b>Winter Resources (Additional Plant – Severe Weather)</b>	<b>No.</b>
1.2 m <sup>3</sup> Gritter Demount / 6.5T Pickup and Slush Blade	11
JCB 2CX Street master with Plough	7
JCB 3CX Site master with Plough	3
Compact Utility Tractor - c/w quick hitch snow blade and salt hopper	30
<b>Total</b>	<b>51</b>

### **Parks Streets & Open Spaces – (Building & Environmental Services PSOS)**

PSOS are contracted for standby on Public Holidays and Weekends, from the 25<sup>th</sup> of November until the 10<sup>th</sup> of March under the Service Level Agreement.

<b>Winter Resources (PSOS)</b>	<b>No.</b>
Winter Officer	1
Supervisor	3
Operatives/Driver	58
Tractor with plough	4

PSOS standby may be extended by agreement with the Winter Service Manager if conditions dictate.

In extreme/severe weather all PSOS employees shall be made available for winter duties during normal working hours.

### **Building & Environmental Services**

When weather conditions prevent the delivery of normal outdoor duties of Building Services employees, they will be allocated to the most appropriate operational depot to assist in the delivery of a prioritised winter service under the direction of the Winter Manager

Note: For Building & Environmental Services - no internal transaction payments will be made during normal working hours for the provision of these Council Services. Overtime and standby payments will be made through the Winter budget managed by Roads & Transportation Services.

## APPENDIX B – SALT RESILIENCE

### Salt Resilience Levels:

Salt resilience is monitored nationally over the full course of the winter period to provide a national position and allow, where required, the opportunity for mutual aid across all Scottish local authorities.

Resilience is calculated in days using the tonnage required to complete three 20g/m<sup>2</sup> treatments on the precautionary treatment network i.e. the area of roads network treated based on forecast received.

Due to the variances in Policy etc. there is no national standard for minimum day's resilience however Fife has set a pre-winter resilience level of 40 days with stock levels calculated as per table below.

Salt Stocks and Pre-season Resilience Level				
Route Priorities	Precautionary Winter Network (tonnes x treatments)	Minimum Winter Network (tonnes/day)	Days Resilience	Tonnage Required
Primary	150 x 3 runs	450 tonnes	40	18,000
All other carriageways car parks & cycleways	25% of Precautionary network tonnages		N/A	4,500
Footways & Salt bins	1500t footways/1000t bins		N/A	2,500
			<b>Total</b>	<b>25,000 tonnes</b>

In addition, the national arrangement Fife also has reciprocal mutual aid arrangements in place with fellow ELBF members.

### Salt Usage History:

Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Salt Used</b>	26,000t	16,360t	12,500t	12,500t	14,397t	25,850t	11,182	12,581	22,393	9,020

On the basis of recent winter experience and the inability of the UK Salt Industry to meet consumption levels, it is proposed to maximise the Fife salt holding at the commencement of winter to a level that guarantees resilience against the national standards including mid-season restocks as required.

## APPENDIX C – SUMMARY TREATMENT MATRIX (V1)

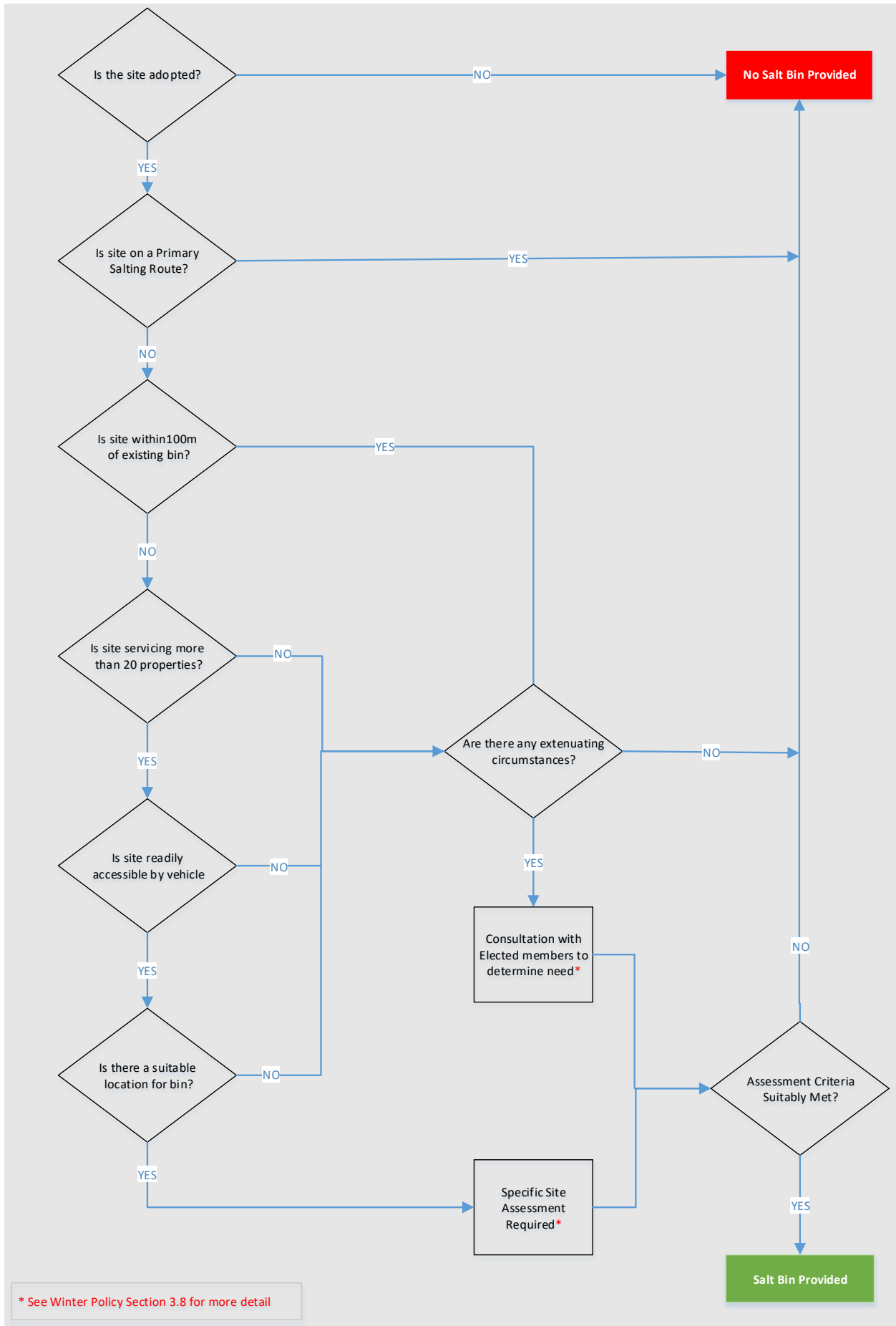
Matrix as per Well Maintained Highways (Appendix H) reviewed and approved by ELBF winter sub group 11.09.18

Frost or forecast frost Road Surface Temperature and Road Surface Wetness	C Poor Cover (salt stored uncovered) Medium Traffic Normal Loss	K Good Cover (salt stored under cover) Medium Traffic Normal Loss	Comments
RST at or above -2 deg and dry or damp road conditions	10	10	
RST at or above -2 deg and wet road conditions	15	10	
RST below -2 deg and above -5 deg and dry or damp road conditions	(15 or 20) <sub>1</sub>	(10 or 15) <sub>1</sub>	<sup>1</sup> Spread rate dependent on residual salt on road surface
RST below -2 deg and above -5 deg and wet road conditions	1 x 20 & monitor & treat as required)	20	
RST at or below -5 deg and above -10 deg and dry or damp road conditions	(1 x 20 & monitor & treat as required) <sub>1</sub>	20	<sup>1</sup> Spread rate dependent on residual salt on road surface
RST at or below -5 deg and above -10 deg and wet road conditions	(1 x 20 & monitor & treat as required)	(1 x 20 & monitor & treat as required)	

Precautionary treatment before snow / freezing rain		
Light snow forecast (light snow is defined as <10mm)	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action
Moderate / Heavy Snow forecast (defined as ≥10mm)	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action
Freezing Rain forecast	2 x 20	Spreading salt before freezing rain can have a limited benefit and follow up treatments will be delivered on any ice that has formed
Treatment when ice formed		
Ice formed up to 1mm RST higher than -5 deg C Medium / Light traffic	20	Winter Officer to monitor for further treatment
Ice formed up to 1mm RST lower than -5 deg C Medium / Light traffic	20	Winter Officer to consider and seek approval for 1:1 mixture and further assess spread rate
Treatment during snowfall		
Continuous snow falling	20	Winter Officer to monitor for further treatment
Snow forecast for during the night	Patrol	Winter Officer to monitor for further treatment
Treatment for slush when freezing conditions are forecast		
Plough to remove as much slush as possible before treating	2 x 20	Winter Officer to monitor for further treatment
Treatment for thicker layers of compacted snow and ice		
Medium layer 1 to 5 mm initial treatment	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action. Winter Officer to consider and seek approval for 1:1 mixture
High Layer Thickness greater than 5mm Initial treatment	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action. Winter Officer to consider and seek approval for 1:1 mixture. For successive treatments spread abrasives only after traffic has started breaking up the layer spread at 20g/m <sup>2</sup> of salt / abrasive mixture



**APPENDIX D – GRIT BIN ASSESSMENT CRITERIA**



## **APPENDIX E – FURTHER INFORMATION / CONTACTS**

Further information on Winter Gritting & Snow Clearing issues can be obtained from the contacts as detailed below: -

### **FIFE-WIDE SERVICE / POLICY ISSUES:**

**John Mitchell**

Head of Service, Roads & Transportation Services

Email: john.mitchell@fife.gov.uk

### **OPERATIONAL SERVICE DELIVERY ISSUES:**

#### **FIFE – WIDE**

**Bill Liddle**

Service Manager (Roads Maintenance)

Email: bill.liddle@fife.gov.uk

#### **North East Fife, Glenrothes and Levenmouth Areas**

**Lynne Davidson**

Lead Consultant (Roads Maintenance)

Email: lynne.davidson@fife.gov.uk

#### **Kirkcaldy, Dunfermline, Cowdenbeath and South West Fife Areas**

**Kane Smith**

Lead Consultant (Roads Maintenance)

Email: kane.smith@fife.gov.uk

### **OPERATIONAL SUPPORT ISSUES**

#### **(Weather Forecasting Service, Salt Purchase etc):**

**Ian Smart**

Service Manager (Asset Management & Commercial)

Email: ian.smart@fife.gov.uk

**Tracey Riddell**

Co-ordinator (Operations & Commercial Management)

Email: tracey.riddell@fife.gov.uk

29<sup>th</sup> November 2022

Agenda Item No. 11

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## **Decriminalised Parking Enforcement - Annual Performance Report - 2021/2022**

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Report by: John Mitchell, Head of Roads & Transportation Services

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Wards Affected: All

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### **Purpose**

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The purpose of this report is to update members on the performance of the Decriminalised Parking Enforcement (DPE) operation in Fife for the period 1 April 2021 to 31 March 2022.

### **Recommendation(s)**

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Committee is asked to consider the current performance and activity as detailed in this report.

### **Resource Implications**

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There are no direct resource implications from this report.

### **Legal & Risk Implications**

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The Council has responsibility for the enforcement of parking and waiting regulations following the decriminalisation of parking enforcement in Fife in April 2013.

National lockdowns in 2020 and 2021 and subsequent changes in demand led to a significant reduction in parking activity and income. Whilst demand is slowly returning, any future national restrictions present a significant risk to income.

### **Impact Assessment**

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An Equalities Impact Assessment and Fife Environmental Assessment Tool (FEAT) are not required because the report does not propose a change or revision to existing policies and practices.

### **Consultation**

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Both Financial and Legal Services were consulted in the preparation of this report.

## 1.0 Background

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- 1.1 Since 29 April 2013, Fife Council has been responsible for enforcing the majority of parking and waiting regulations (on and off street) following the introduction of decriminalised parking enforcement (DPE). Previously on-street enforcement was carried out by the Police.
- 1.2 The last annual performance report was presented to the Economy, Tourism, Strategic Planning & Transportation Committee at its meeting on 10<sup>th</sup> December 2020.
- 1.3 Further background in relation to parking in Fife can be found on the Council website at: <https://www.fife.gov.uk/kb/docs/articles/roads,-travel-and-parking/parking-and-car-parks>

## 2.0 Current Performance

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### 2.1 Enforcement Operation

- 2.1.1 The Car Parking Strategy & Operations team within Roads and Transportation Services, which is based in Bankhead, Glenrothes, is responsible for the enforcement of on and off-street parking regulations in Fife. The enforcement unit consists of 19 Parking Attendants (PAs), 3 Parking Supervisors, a Parking Co-ordinator and an Appeals Technician. In addition to the enforcement unit, there is a Technician Engineer who manages the ongoing maintenance of car park parks and related infrastructure.
- 2.1.2 The PAs work a shift system to enable parking enforcement to take place 7 days per week between the hours of 07:30 - 18:30 Mon - Sat and 09:30 - 17:30 on a Sunday. In addition to these hours, ad hoc evening patrols are organised to tackle hotspots/problem areas as and when required and within resource capacity.
- 2.1.3 The patrol areas/beats are regularly reviewed and refined to provide the best possible coverage across Fife with the resources available. The focus of enforcement activity remains in the main urban areas of Dunfermline, Kirkcaldy and St Andrews where the vast majority of parking regulations and charged parking bays exist. The other towns and villages in Fife are still patrolled regularly and priority is given to known hotspots and local issues on an intelligence led basis.
- 2.1.4 In addition to scheduled beats, there is an ever-increasing demand on resources to respond to local enforcement requests from councillors and the public. We aim to deal with these requests promptly and prioritise double yellow line infringements and the misuse of disabled bays. Most requests are dealt with the same day if we have a Parking Attendant nearby. If not, the remaining requests are incorporated into other beats for action.
- 2.1.5 Significant investment is required to provide equipment, which is an essential part of a robust enforcement service. The handheld devices used enable real-time uploads of the Penalty Charge Notice (PCN) details, including photos of the vehicle in contravention. This means that a customer can pay their fine or appeal the PCN instantly. This technology has allowed us to support RingGo, our mobile parking payment solution. This provides greater choice to customers who are using charged parking facilities in Fife. Use of RingGo has been increasing year on year and now represents around 35% of pay and display income, compared to 22% pre-covid.

## 2.2 Performance & Results

- 2.2.1 It is important to note that the number of PCNs issued does not fully reflect the activities of the PAs. PAs do not have booking targets to achieve, this being a common misconception with some members of the public. The Parking Attendants' primary role is to ensure motorists comply with the various parking regulations in Fife. In this regard, there are many patrols taking place where PCNs are not issued as no contraventions have occurred.
- 2.2.2 Over the last financial year (2021/22), 13,011 PCNs have been issued. This is lower compared to 2018/19 (pre Covid) when 21,768 PCNs were issued, but significantly more than the 7,298 issued in 2020/21 when the UK was in lockdown for a significant period and enforcement activity was reduced. The demand for parking spaces has still not returned to pre-Covid levels, particularly in Kirkcaldy, resulting in it being easier for users to find space and reducing incidences of PCNs being issued despite similar levels of enforcement activity.
- 2.2.3 Until Covid restrictions hit the country, the number of PCNs issued had remained at a similar level over previous few years, with 2021/22 showing signs of slowly increasing again. Variances can reflect changing public compliance, response to ad-hoc enforcement requests which impact efficiencies and PAs assisting with other tasks, which can reduce the number of PCNs issued. With each new parking restriction which is introduced spreading our resources thinner, sustained staffing levels and efficient beats/allocation of staff are required to ensure PCNs are being issued efficiently.
- 2.2.4 A PCN status report for 2021/22 is shown in Appendix 1 which gives details of the various stages of the PCNs issued over the last 5 years.
- 2.2.5 Due to the potential timescale involved in the PCN process there will always be a large number of live cases in progress, which means that figures shown in Appendix 1 will change. In particular, the number of PCNs paid (i.e. income), recovery rates, representations received, etc. will continue to rise. Discussions with our notice processing provider continue to suggest that Fife Council's statistics compare favourably with their other clients.
- 2.2.6 A list of the common contraventions issued to date is shown in Appendix 2. The particularly common contraventions continue to be for the non-purchase and/or non-display of a valid Pay & Display Ticket, parking on double yellow lines and parking beyond the permitted time. There are also a significant number of PCNs being issued for misuse of disabled bays and parking in location marked for another class of vehicle e.g., a bus.
- 2.2.7 Appendix 3 shows the locations where PCNs have been issued. Not surprisingly the vast majority of PCNs have been issued in the main urban areas of Kirkcaldy, St Andrews and Dunfermline. However, regular visits are made to all areas of Fife where parking restrictions are in place. This is undertaken through planned patrols alongside responses to ad-hoc requests. The decline in commuting by rail including driving and parking near one of the main stations can be seen clearly in the reduced numbers of PCNs issued in Inverkeithing and Markinch, together to a lesser extent at Leuchars, where pre-covid there was heavy demand for parking around these railway stations, which led to vehicles being parked inappropriately and receiving PCNs. The demand for parking around the town centre area in Dunfermline is returning closer to previous levels as evidenced by the numbers of PCNs increasing towards the pre-covid levels. However, St. Andrews and particularly Kirkcaldy have not yet seen the same level of demand return, with consequent lower levels of PCNs despite similar levels of enforcement activity to previous years.

2.2.8 Fife Council's PAs continue to work with Police Scotland when attending schools to deal with parking infringements where required. In 2021/22, there were 139 school visits and 8 PCNs issued. Appendix 4 lists the schools that have been supported over the last 4 years. Para 2.4.1 below sets out some background to this.

## 2.3 Appeals

2.3.1 Anyone can challenge a PCN if they feel it has been issued incorrectly or they feel there are mitigating circumstances, provided they do it within the appropriate timescale. Each appeal is assessed on its own merits with the three main reasons for acceptance being the productions of a valid P&D ticket, blue badge and signs/lines discrepancies. The Penalty Charge Notice and appeals process is detailed on Fife Council's website: <https://www.fife.gov.uk/kb/docs/articles/roads,-travel-and-parking/parking-and-car-parks/parking-fines>

2.3.2 The table below shows the number of informal and formal appeals that were received by the Council following the issue of a PCN.

Appeals Breakdown				
Financial Year/(PCNs Issued)	Informal Challenges Received	Informal Challenges Accepted	Formal Representations Received	Formal Representations Accepted
2017/18 (22,018)	4,471 (20%)	1,913 (9%)	2,177 (10%)	30 (<1%)
2018/19 (21,768)	4,748 (22%)	2,068 (10%)	877 (4%)	89 (<1%)
2019/20 (19,684)	3,658 (19%)	2,120 (11%)	774 (4%)	89 (<1%)
2020/21 (7,298)	1,080 (15%)	548 (8%)	180 (2%)	25 (<1%)
<b>2021/22 (13,011)</b>	<b>2,096 (16%)</b>	<b>1,231 (9%)</b>	<b>387 (3%)</b>	<b>51 (&lt;1%)</b>

2.3.3 The table on the next page details the appeals submitted to the Parking and Bus Lane Appeals body for Scotland, the final stage of an appeal. The number of formal appeals being accepted by the Parking Adjudicator continues to be very low. This demonstrates that we are operating a robust and fair internal appeal process and the standard of enforcement, both in terms of fairness and the evidence gathering process, is high.

<b>Appeals Submitted to Parking and Bus Lane Appeals body</b>							
Financial Year	Appeals submitted	Non-Contest by Fife Council	Withdrawn by Appellant	Appeals Considered	Appeal accepted and PCN cancelled	Appeal Rejected in favour of Fife Council	Pending consideration
2017/18	48	8	4	31	1 (3%)	30 (96%)	5
2018/19	30	2	1	19	4 (21%)	15 (79%)	8
2019/20	52	2	1	49	2 (4%)	46 (96%)	1
2020/21	15	1	0	14	2 (14%)	11 (79%)	1
<b>2021/22</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>12</b>	<b>2 (16%)</b>	<b>9 (75%)</b>	<b>1</b>

## 2.4 Issues

### Enforcement Operations

- 2.4.1 Parents parking on School Keep Clear Markings is still a recurring problem although the number of requests for attendance at schools has decreased over the last few years, despite a reminder to Head Teachers. However, Covid has had an enormous impact on schools which may have increased their focus on other areas for the moment. The main issue in terms of enforcement is that parents tend to be sitting in their vehicles and move when the PAs appear so that only a few PCNs have been issued for this offence. However, the presence of PAs and Police officers at schools continues to have a beneficial effect in educating parents to prevent re-occurrence.
- 2.4.2 The Parking Enforcement team receive a significant number of requests to assist with parking issues at various events throughout the year. These range from the larger events such as the Links Market, Highland Games etc. to more minor events such as village fetes, house removals, weddings, etc. The amount of staffing resource required for these events can be significant and detract from our core duties. To minimise the impact on enforcement activities we take a priority-based approach to these requests, supporting events which have a Temporary Traffic Regulation Order (TTRO) in place which are likely to have a negative impact on the public road.
- 2.4.3 It would be appropriate to note the professional role and integrity of the whole parking team in dealing with upset individuals on site and through often very difficult telephone calls and complex and demanding correspondence. In the face of such challenging behaviour, the team has remained resilient and maintains a fair and consistent approach to all of its customers. Whilst the use of body CCTV units as well as the use of conflict management techniques helps to reduce the incidences of antisocial behaviour directed towards PAs, this does still happen. The Council adopts a zero-tolerance policy in terms of any abuse of our staff and all incidents are recorded and investigated and reported to the Police where appropriate.

## **Pavement Parking and Transport (Scotland) Act 2019**

- 2.4.4 The Council receives significant numbers of requests to deal with vehicles parking on footways and verges, blocking driveways, etc. The Council currently has limited powers to deal with these issues unless there are waiting restrictions on the adjacent carriageway. In the vast majority of cases, it is the responsibility of the Police to deal with these as obstructions or driving offences. Changes to legislation outlined in 2.4.5 below are currently progressing which will lead to greater enforcement requirements by the Council in this area in future.
- 2.4.5 In November 2019, the Scottish Parliament enacted the Transport (Scotland) Act 2019. Part 6 of this Act prohibits footway parking, parking across recognised pedestrian crossing points and double parking. Work is progressing on the details of how this will be managed with all Local Authorities currently assessing their road networks to identify locations for consideration of exemptions. These further restrictions will have resource implications and place additional demands on the parking enforcement service. It is currently envisaged that these changes will be implemented in late 2023

## **3.0 Conclusions**

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- 3.1 DPE is now firmly established in Fife allowing the Council to deliver and manage parking enforcement and policy through a single organisation. This has been effective in providing additional resources to manage parking throughout Fife since 2013.
- 3.3 As the assessment and planning for the implementation for Part 6 of the Transport Scotland Act progresses the details will then allow the additional demands and resource implications to be considered. A report will then be brought to the appropriate Committee to advise members of the anticipated impact.

### **List of Appendices**

1. Appendix 1 - PCN Status Overview
2. Appendix 2 - PCN ranked by Contravention
3. Appendix 3 - PCN issued by Location
4. Appendix 4 - School Visits

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Roads & Transportation Services  
Bankhead Central, Bankhead Park, Glenrothes, KY7 6GH



## Appendix 1

PCN Status Overview											
	ISSUED			CANCELLED				LIVE CASES	RECOVERY		
Financial Year	All PCNS Issued	Spoiled/ Warning Notices	Valid PCNs Issued	Appeals Accepted	Other/ PA error	No Trace at DVLA/ Foreign Address	Written off by Sheriff Officers	Cases in Progress/ with Sheriff Officers	Paid in Full within 14 days	Full Payment Received	Running Recovery Rate
2017/18	22,018	228	21,790	1,943	330	588	1,432	1,171	12,225	16,044	82.21%
2018/19	21,768	168	21,600	2,157	199	318	1,614	1,356	12,212	16,359	85.01%
2019/20	19,684	130	19,554	2,209	211	385	532	1,742	11,066	14,288	83.38%
2020/21	7,298	787	6,511	573	97	128	16	746	3,772	4,888	83.68%
2021/22	13,011	142	12,869	1,282	253	110	86	1,777	7,189	9,259	81.69%

Note

Running Recovery Rate:

The recovery of monies owed through the issue of PCNs can, in some cases, take several months or indeed years either due to an ongoing appeal or non-payment which then involves the Sheriff Officers chasing the debt. The "Running Recovery Rates" will therefore increase as time progresses and as the number of "Live Cases" reduces.

Calculation: Full Payment Received / Valid PCNs – (Appeals accepted + Other,PA error) x 100

## Appendix 2

### PCN's Issued and Ranked by Contravention

#### On Street

Contravention	Valid PCNs Issued by financial year		
	2019/20	2020/21	2021/22
No waiting	2,220	926	<b>1,649</b>
Loading/Unloading	1,318	1,027	<b>1,649</b>
No ticket displayed	2,707	690	<b>1,479</b>
Overstayed parking time	2,658	442	<b>1,264</b>
Prohibited class of vehicle	802	505	<b>642</b>
No/Invalid blue badge	1,017	567	<b>621</b>
Parked in a loading bay	331	211	<b>357</b>
Ticket expired	984	112	<b>283</b>
Bus stop clearway	269	130	<b>200</b>
Parked in a taxi rank	167	67	<b>118</b>
Out of marked bay	194	32	<b>70</b>
School keep clear	34	24	<b>20</b>
Return Prohibited	2	0	<b>0</b>
Suspended Bay	0	2	<b>0</b>
<b>Total On Street</b>	<b>12,703</b>	<b>4,740</b>	<b>8,352</b>

#### Off Street

Contravention	Valid PCNs Issued by financial year		
	2019/20	2020/21	2021/22
No P&D ticket	3,743	1,061	<b>3,043</b>
Parked in a disabled bay	715	234	<b>481</b>
Out of bay	1,305	193	<b>467</b>
Parked after expiry of ticket	781	184	<b>404</b>
Wrong class of vehicle	244	84	<b>72</b>
Parked in Electric vehicle bay	57	8	<b>41</b>
Wrong use of space	2	7	<b>8</b>
Overstay	4	0	<b>1</b>
<b>Total Off Street</b>	<b>6,851</b>	<b>1,771</b>	<b>4,517</b>

## Appendix 3

### PCN's issued by Location

Town/Area	2017/18	2018/19	2019/20	2020/21	2021/22
Dunfermline	5423	5382	5439	2665	4151
Kirkcaldy	6235	6217	5284	2264	3887
St Andrews	5583	5691	4957	1176	2341
Inverkeithing	993	749	734	80	227
Leuchars	542	691	583	58	334
Cupar	625	544	475	283	444
Markinch	390	207	270	13	15
Burntisland	233	330	267	89	311
Cowdenbeath	242	364	207	41	223
Leven	193	259	187	79	105
Anstruther	252	160	154	45	95
Glenrothes	166	86	117	27	30
Leslie	47	75	117	44	123
Newburgh	70	63	106	29	69
Rosyth	50	82	81	29	61
Kinghorn	64	56	79	51	93
Aberdour	59	82	71	34	44
Newport on Tay	49	53	59	21	51
Kincardine	26	26	46	20	24
Buckhaven	8	5	44	20	26
Falkland	34	66	37	2	16
Lochgelly	39	40	36	34	45
Kelty	27	34	34	16	17
Cellardyke	60	20	32	14	35
Lower Largo/Lundin Links	46	41	31	16	51
Kennoway	19	16	28	6	13
Halbeath	58	26	20	0	1
Cardenden	29	28	19	11	12
Dalgety Bay	33	28	18	8	15
Auchtermuchty	1	9	14	9	8
Tayport	10	17	13	20	5
Thornton	13	8	12	9	8
Pittenweem	15	12	11	5	15
Wormit	10	5	9	5	4
Eilie & Earlsferry	27	20	8	16	30
Ladybank	11	12	7	6	12
Methil	23	2	7	5	7
Lochore	0	7	6	0	0
North Queensferry	7	6	6	5	12
Strathmiglo	5	8	6	0	2
Cairneyhill	4	7	4	0	0
Coaltown of Balgonie	6	3	4	3	2
Crail	5	4	4	0	11
Oakley	5	4	4	1	1
Crossgates	12	17	3	3	4
Culross	7	2	3	7	11
Dysart	2	2	3	2	2
Pitlessie	0	0	3	0	0
Balmullo	1	2	2	0	0
Blairhall	0	1	2	0	0
Colinsburgh	4	0	2	0	0

Town/Area	2017/18	2018/19	2019/20	2020/21	2021/22
Dairsie	0	1	2	0	0
Hill of Beath	0	5	2	1	0
Kinglassie	4	0	2	3	3
St Monans	10	5	2	3	3
Upper Largo	2	3	2	2	1
Ceres	0	1	1	0	1
East Weymss	1	3	1	4	2
Kingskettle	0	0	1	0	0
Lumphinnans	2	1	1	0	0
Milton of Balgonie	0	0	1	0	0
Newmills	0	1	1	1	0
Saline	3	1	1	1	0
Townhill	0	4	1	2	1
Windygates	1	1	1	0	0
Ballingry	0	1	0	1	0
Coaltown of Wemyss	1	0	0	0	2
Crossford	0	1	0	1	0
Crosshill	0	0	0	0	0
Freuchie	1	0	0	0	1
High Valleyfield	1	1	0	0	0
Kingseat	0	0	0	0	0
Limekilns	1	0	0	0	1
Methilhill	0	0	0	6	3
Strathkinnes	0	1	0	2	0
Wellwood	0	1	0	0	0
<b>Total</b>	<b>21790</b>	<b>21600</b>	<b>19684</b>	<b>7298</b>	<b>13011</b>

## Appendix 4

### School Visits

School	2017/18	2018/19	2019/20	2020/21	2021/22
Aberdour PS	1	1	-	-	2
Aberhill PS	-	-	1	-	-
Anstruther PS	-	-	-	-	-
Auchtermuchty PS	-	-	-	-	-
Auchtertool PS	-	-	-	-	-
Balcurvie PS	-	-	-	-	-
Balmerino PS	-	-	-	-	-
Balmullo PS	2	1	2	-	-
Balwearie HS	-	-	-	-	-
Beath HS	-	-	-	-	1
Bellyeoman PS	-	1	-	-	1
Benarty PS	1	1	-	-	-
Blairhall PS	-	-	-	-	-
Buckhaven PS	4	-	1	-	-
Burntisland PS	4	1	6	-	1
Camdean PS	-	1	-	1	2
Canmore PS	1	1	3	-	-
Canongate PS	4	5	4	-	5
Capshard PS	10	17	10	3	3
Cardenden PS	-	4	4	-	-
Carlton PS	1	1	1	-	1
Carnegie PS	3	2	2	-	2
Caskieberran PS	-	3	-	-	-
Castlehill PS	4	3	6	-	4
Ceres PS	-	-	-	-	1
Clentry Nusery	4	1	2	-	-
Coaltown of Balgonie PS	-	-	-	-	-
Colinsburgh PS	-	-	-	-	-
Collydean PS	2	1	-	-	-
Commercial PS	1	4	2	-	2
Cowdenbeath PS	1	4	3	-	1
Craigrothie PS	-	-	-	-	2
Crossford PS	-	-	1	-	2
Crossgates PS	2	5	1	-	1
Dairsie PS	1	-	-	-	-
Dalgety Bay PS	2	6	4	-	4
Denbeath PS	1	-	1	1	-
Denend PS	1	2	2	-	-
Donibristle PS	2	3	2	-	1
Duloch PS	2	6	4	-	7
Dunnikier PS	6	5	9	2	2
Dysart PS	1	1	-	-	2
East Weymss PS	-	-	6	6	1
Fair Isle PS	3	7	4	-	2
Falkland PS	1	-	-	-	1
Foulford PS	1	2	-	-	1
Freuchie PS	-	1	1	-	-
Greyfriars PS	9	4	1	-	5

School	2017/18	2018/19	2019/20	2020/21	2021/22
Hill of Beath PS	-	-	-	-	-
Inverkeithing PS	-	-	6	-	-
Inverkeithing HS	-	-	-	-	1
Inzievar PS	-	-	-	-	1
Kelty PS	2	-	1	-	1
Kennoway PS	-	2	1	-	-
Kinghorn PS	-	1	1	-	2
Kinglassie PS	-	-	-	-	-
Kings Road PS	1	-	2	-	1
Kirkcaldy HS	-	2	-	-	-
Kirkcaldy North	-	2	3	-	4
Kirkcaldy West PS	6	5	4	1	6
Ladybank Nursery	-	4	1	-	-
Lawhead PS	2	5	8	-	5
Leslie PS	4	2	-	-	-
Levenmouth Academy	-	-	1	-	-
Lochgelly South PS	-	-	-	-	2
Lochgelly West PS	2	-	3	-	-
Leuchars PS	1	4	1	-	2
Lundin Mill PS	-	-	2	-	1
Lynburn PS	1	3	5	4	1
MacLean PS	1	2	2	-	2
Markinch PS	-	1	1	-	-
Masterton PS	-	-	3	-	2
Methilhill PS	2	-	-	-	-
Milesmark PS	1	-	-	-	-
Mountfleurie PS	3	1	5	-	1
Newcastle PS	-	-	-	-	-
Park Road PS	-	2	2	-	-
Parkhill PS	2	1	2	3	2
Pathhead PS	1	-	2	-	-
Pitcoudie PS	6	3	6	1	3
Pitreavie PS	1	2	2	2	4
Pittencrieff PS	2	4	4	1	2
Pitteuchar East PS	-	-	-	-	-
Pitteuchar West PS	-	-	1	-	-
Rimbleton PS	2	1	-	-	-
Saline PS	1	-	-	-	5
Sinclairtown PS	5	2	1	-	7
South Parks PS	2	-	-	-	-
Southwood	-	-	-	-	1
St Agatha's PS	1	3	4	-	2
St Andrews Nursery	-	-	1	-	1
St Columba's PS	1	1	1	-	-
St John's PS	2	-	-	-	-
St Joseph's PS	-	1	-	-	-
St Kenneths PS	-	-	2	-	-
St Leonard's (St Andrews)	3	6	11	-	2
St Leonard's PS (Dunfermline)	3	4	2	1	2
St Marie's PS	1	1	-	-	2
St Ninians PS	1	1	1	-	2

School	2017/18	2018/19	2019/20	2020/21	2021/22
St Pauls PS	2	-	-	-	-
Strathallan PS	3	4	4	-	3
Strathkinness PS	4	-	-	-	-
Sunflower Nursery	-	1	2	-	1
Tayport PS	3	-	1	-	-
Thornton PS	3	1	2	-	-
Torbain PS	3	3	1	-	2
Touch PS	-	-	-	-	3
Townhill PS	4	3	-	-	3
Valley PS	1	3	2	-	1
Westfield Nursery	1	6	2	-	-
Wormit PS	2	-	-	-	2
<b>Total</b>	<b>161</b>	<b>181</b>	<b>189</b>	<b>26</b>	<b>139</b>

**Note**

School visits are scheduled in response to requests for enforcement although known problems areas are also targeted on an ad hoc basis.

29<sup>th</sup> November, 2022.

Agenda Item No. 12

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## Aberdour Footbridge – Scheme Development and Procurement Processes

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Report by: John Mitchell – Head of Roads and Transportation Services

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Wards Affected: 6

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### Purpose

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The purpose of this report is to examine the management of the project including procurement processes and procedures to determine whether improvements could be made for future projects. This is in response to a motion from the South & West Fife Area Committee on Wednesday 28 September 2022 (2022 SWFAC para 9, item 19 refers).

### Recommendation(s)

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It is recommended that the Committee scrutinise the project and procurement processes detailed within this report.

### Resource Implications

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A budget of £0.405m was sourced, £0.280m from the capital plan budget and £0.125m from Bridges and Structures Revenue Budget to enable design work on this unscheduled project to commence.

### Legal & Risk Implications

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The Council has a responsibility to reinstate the footbridge to maintain access for the local community and help promote the local economy and tourism through safeguarding the Fife Coastal Path which the bridge carries.

### Impact Assessment

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An EqlA and a Fife Environmental Assessment Tool (FEAT) are not required as this report does not propose a change or revision to existing policies and practices.

### Consultation

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There has been consultation with Financial Services, Planning Service, Legal Services, Marine Scotland, SEPA, Community Services and the Community Council in developing this report.



## 1.0 Background

- 1.1 On 12 August 2020, the Aberdour footbridge was washed away as a result of a severe storm. This incident was one of many that occurred that night. 4813 calls were registered with the Council's Call Centre which focused on 434 rainfall and flooding incidents. Structural Services were involved on all these incidents which also included four landslips and the loss of the footbridge.
- 1.2 As a result of these incidents, Roads & Transportation Services staff and resources were deployed across Fife to ensure that measures and precautions were in place to safeguard communities. The extent of this and resultant follow up work put pressure on existing finite staff resources.
- 1.3 As an emergency response, operations staff from Roads & Transportation Services attended to the collapse and made the site safe by installing barriers and implementing a diversion route through Aberdour. These measures allowed a route for the coastal path to be maintained. As marked on the Figure 1 below, the existing Coastal Path route (green) is approximately 761m in length, while the diversion route (red) is approximately 1030m in length.

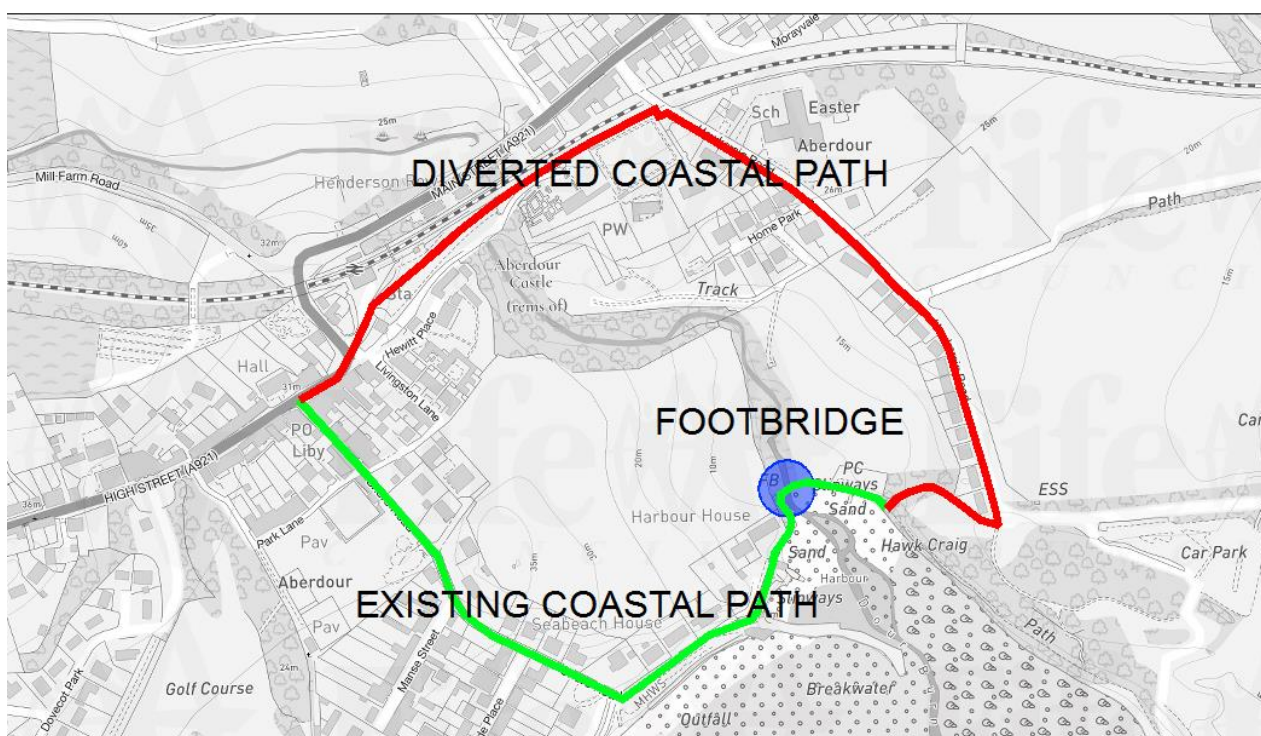


Figure 1: Fife Coastal Path Diversion Route

## 2.0 Issues and Options

- 2.1 The work to progress the bridge replacement scheme commenced following the initial emergency response measures. It should be noted that this project was progressed through the various stages of the Covid pandemic when the ability of staff, and statutory approval partners, to visit the site and engage face to face was severely restricted and hampered normal progress.

The stages and time periods to progress the project can be categorised into the following workstreams. (A more detailed timeline for the individual elements that make up these work streams is detailed in Appendix 1):

- i) Initial Assessment (August – November 2020)
- ii) Appointment of design consultant, consultation, and detailed design, including approvals (December 2020 – March 2021)

- iii) Contract documentation and tendering (March 2021 – July 2022)
- iv) Assessment and appraisal of returned tenders (August 2022)
- v) Reassessment of potential design solutions and budget (August 2022 – Current)
- vi) Retendering and contract award for construction (Anticipated December 2022/ January 2023)

## 2.2 **Initial Assessment (August 2020 – November 2020)**

### 2.2.1 The initial assessment of the bridgeworks included:

- A review of the incident and the detail of the surrounding area
- An initial feasibility study and general option assessment, including outline estimates of costs
- Initial investigations in to planning and environmental considerations for the area
- Sourcing funding for the project bearing in mind the need for other emergency works resulting from the storm and flooding, including the four land slips

### 2.2.2 As part of the investigations, a Preliminary Environmental Assessment Report (PEAR) was completed. The PEAR highlighted the need for the following requirements and consents:

- Fisheries Board - for a marine life survey (Undertaken 09/07/21 – 02/08/21)
- Fife Council Planning - for both Conservation Consent and Planning Permission (28/09/21 – 23/02/22)
- Marine Scotland - for the Marine Licence (06/10/21 – 29/4/22)
- SEPA - for a Controlled Activities Licence (06/10/21 – 27/10/21)
- Access permission for private land to enable the identified site works to be feasible. (Negotiations commenced in October 2020 and concluded in November 2022.)

### 2.2.3 Funding for the project was sourced through £0.280m from the Capital Plan and £0.125m the Bridges Revenue budget to ensure a budget of £0.405m. The estimate made allowance for optimism bias of 30% to cover material and labour cost increases.

### 2.2.4 Given existing specialist staff resources were fully committed on planned work it was necessary to source external expertise to undertake the preparation of the detailed design, contract documentation and tendering for the construction phase of the works.

## 2.3 **Appointment of design consultant, consultation, and detailed design, including approvals (December 2020 - March 2021)**

A client brief was prepared to allow tender documentation to be issued to appoint a consultant engineering practice through the Scotland Excel Framework, which is the approved procurement route for Fife Council. Tenders were issued on 26 January 2021 and returned on 4 March 2021. The contract was awarded to Fairhurst Consulting Engineers on the 12 March 2021.

## 2.4 **Detailed Design, Contract Documentation and Tendering Process (March 2021 – August 2022)**

### 2.4.1 Within this period, there were factors which had particular design considerations, and which required time periods too conclude, these were:

#### **Planning Consents (September 2021 – February 2022)**

Fairhurst submitted applications for Planning Consent and Conservation Consent. Considerations in regard to both of these were extensive and permissions were gained on 22 February 2022.

### **Marine Licence (October 2021 – April 2022)**

An application for a Marine Licence was submitted to Marine Scotland in October 2021. Whilst Fife Council pressed for an early award, approval was not granted until April 2022. This resulted in a two month delay relative to the 16-week time frame advertised for approvals.

### **Fife Council – Structures Technical Approval Authority (August 2021 – June 2022)**

Technical Approval for the proposed bridge design was granted after extended discussions on the design specification for the proposed solution of a Fibre Reinforced Polymer bridge construction. This material type is a new approach for such aggressive marine environments with a view to achieving a more durable solution.

- 2.4.2 Fairhurst prepared the full suite of construction drawings and tender documentation. The site location and constraints required complex design decisions in relation to the manufacture and installation of the footbridge, as well as the detailed design of the river training walls and foundations to comply with current environmental and climate change requirements, particularly in relation to the hydrological characteristics of the area.
- 2.4.3 The final detailed design and documentation for the project was completed in July 2022. At this point the land negotiations were still ongoing. The Fife Council project team took the decision to tender the works without conclusion of the land negotiations with a view to reducing any further delays. This ensured continued progress of the project with the proviso that no tender could be awarded until such time as land negotiations were concluded.
- 2.4.4 The construction tender documentation was posted on the Public Contract Scotland (PCS) portal on 29 July 2022 with a return date of 19 August 2022, in compliance with the Councils current Scheme of Tendering Procedures.

### **2.5 Assessment and Appraisal of Returned Tenders (August 2022)**

Whilst the PCS is fully visible to all contractors only one returned a tender. The tender received exceeded the budget by approximately 50%. Due to the scale of the increase and concern for best value, Fife Council Procurement Service advised that under the Scheme of Tendering Procedures, direct discussion with the tenderer to negotiate rates with a view to reducing the tender figure supplied was not permitted. The only route available to consider was to accept or reject the tender value. Given the concerns and limited available budget, the tender was formally declined on 24 August 2022 with a view to reviewing all options available to deliver the project within the available budget.

### **2.6 Reassessment of potential design solutions and budget. (August 2022 – Current)**

Currently, the review of the design options is nearing completion. It is anticipated that a retendering exercise will commence in December 2022.

### **2.7 Retendering and Contract Award – Anticipated in December 2022/January 2022**

Anticipated timeframe.

### **3.0 Conclusions**

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- 3.1 As a result of the Covid pandemic, timescales for approvals from statutory authorities were extended.
- 3.2 The Structural Services team reacted swiftly to the loss of the footbridge and developed financial, design and construction packages at a location that has many challenges from design, environmental, construction and site access viewpoints.
- 3.3 The Environmental and Planning restrictions placed on the new works, and the processes and requirements were complex and lengthy. The time to obtain permissions for Planning Permission, Marine Licence consent and land access were significant within the programme. It should be noted that these processes are outwith the control of the Fife Council design team.
- 3.4 The post pandemic increase in material and staffing costs being experienced throughout the UK construction industry within the last financial year, currently estimated at between 23-27% and 12-15% respectively since April 2022 has proven challenging when managing the project.
- 3.5 The financial, procurement and tendering processes and procedures adopted within the development of this project have fully complied with the requirements of Procurement and Financial Regulations, as directed by Fife Council's Scheme of Tendering Procedures. Advice regarding compliance with these regulations and procedures was sought from the Council's Procurement specialists throughout the project. This ensured compliance by the Local Authority and confirmed the Authority operated in a fully accountable and auditable manner.

### **List of Appendices**

Appendix 1 – Timeline

### **Background Papers**

28 September 2022 South and West Fife Area Committee (2022 SWFAC 9 para 19 refers)

### **Report Contact(s)**

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Roads & Transportation Services

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## APPENDIX 1 - Timeline

<b>Aberdour Harbour Footbridge</b>	Duration	Start	Finish
<b>Initial Assessment</b>			
Bridge Collapsed	1 day	Wed 12/08/20	Wed 12/08/20
Review on proceeding	1 day	Wed 16/09/20	Wed 16/09/20
Preliminary Environmental Assessment Report (PEAR)	67 days	Wed 14/10/20	Thu 14/01/21
Initial feasibility study and general design options	52 days	Wed 16/09/20	Thu 26/11/20
<b>Consultant contract document preparation</b>			
Prepare contract documents for consultant tender	36 days	Tue 08/12/20	Tue 26/01/21
Tendering for consultant	33 days	Tue 26/01/21	Thu 11/03/21
Consultant Award	1 day	Thu 11/03/21	Thu 11/03/21
<b>Design Consultant</b>	<b>351 days</b>	<b>Thu 11/03/21</b>	<b>Thu 14/07/22</b>
Design and contract documents	351 days	Thu 11/03/21	Thu 14/07/22
Preliminary design drawings	1 day	Wed 04/08/21	Wed 04/08/21
Marine Licence drawings complete	1 day	Wed 06/10/21	Wed 06/10/21
Approval in Principle (AIP) for bridge	231 days	Wed 04/08/21	Wed 22/06/22
<b>Construction Contract tendering</b>			
Issued to procurement	1 day	Fri 29/07/22	Fri 29/07/22
Tendering	16 days	Fri 29/07/22	Fri 19/08/22
Decision to value manage	1 day	Wed 24/08/22	Wed 24/08/22
<b>Planning Permissions and Environmental Licence Applications</b>			
SEPA Licence	16 days	Wed 06/10/21	Wed 27/10/21
Marine License application	148 days	Wed 06/10/21	Fri 29/04/22
Planning Applications	107 days	Tue 28/09/21	Wed 23/02/22
Fisheries Board surveys, etc	17 days	Fri 09/07/21	Mon 02/08/21
<b>Land Agreements</b>			
Discussions commenced		Fri 23/10/20	
Heads of Terms agreed		Mon 25/04/22	Mon 25/04/22
Final land agreement		25/04/22	02/11/22
<b>Public Utilities</b>			
Scottish Water	301 days	Thu 19/11/20	Thu 13/01/22

29<sup>th</sup> November 2022

Agenda Item No. 13

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## **Fife's Air Quality Strategy 2021-2025 – Annual Progress Report 2022**

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**Report by: Nigel Kerr, Head of Protective Services**

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**Wards Affected: All**

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### **Purpose**

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To advise Members of the Fife Council Air Quality Annual Progress Report 2022 which allows Committee members to scrutinise the progress made in delivering the aims and objectives of Fife's Air Quality Strategy 2021-2025

### **Recommendation(s)**

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Members are asked to note the summary of information contained in Fife's Air Quality Annual Progress Report 2022 and support an ongoing commitment to improving and maintaining good air quality across Fife.

### **Resource Implications**

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The Council's Land & Air Quality Team is responsible for implementing Fife's Air Quality Strategy and producing an Air Quality Annual Progress Report each calendar year. Delivery of the aims and objectives of the Strategy is achieved through existing staffing levels and is subject to the provision of Scottish Government air quality grant funding (currently the subject of a competitive bidding process by local authorities for each financial year). Grant funding allocated for 2022-2023 was £152,521.25.

### **Legal & Risk Implications**

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The Council is required by the Environment Act 1995 to produce, and implement, an Air Quality Strategy and work towards achieving air quality objectives for prescribed pollutants.

### **Impact Assessment**

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An Equality Impact Assessment (EqIA) is not necessary as the report does not propose a change to existing policies.

The Fairer Scotland Duty, which came into force on 1 April 2018, requires the Council to consider how it can reduce inequalities of outcomes caused by socioeconomic disadvantage when making strategic decisions. There are no negative impacts identified as part of this review as it will aim to protect and enhance health and wellbeing for all.

### **Consultation**

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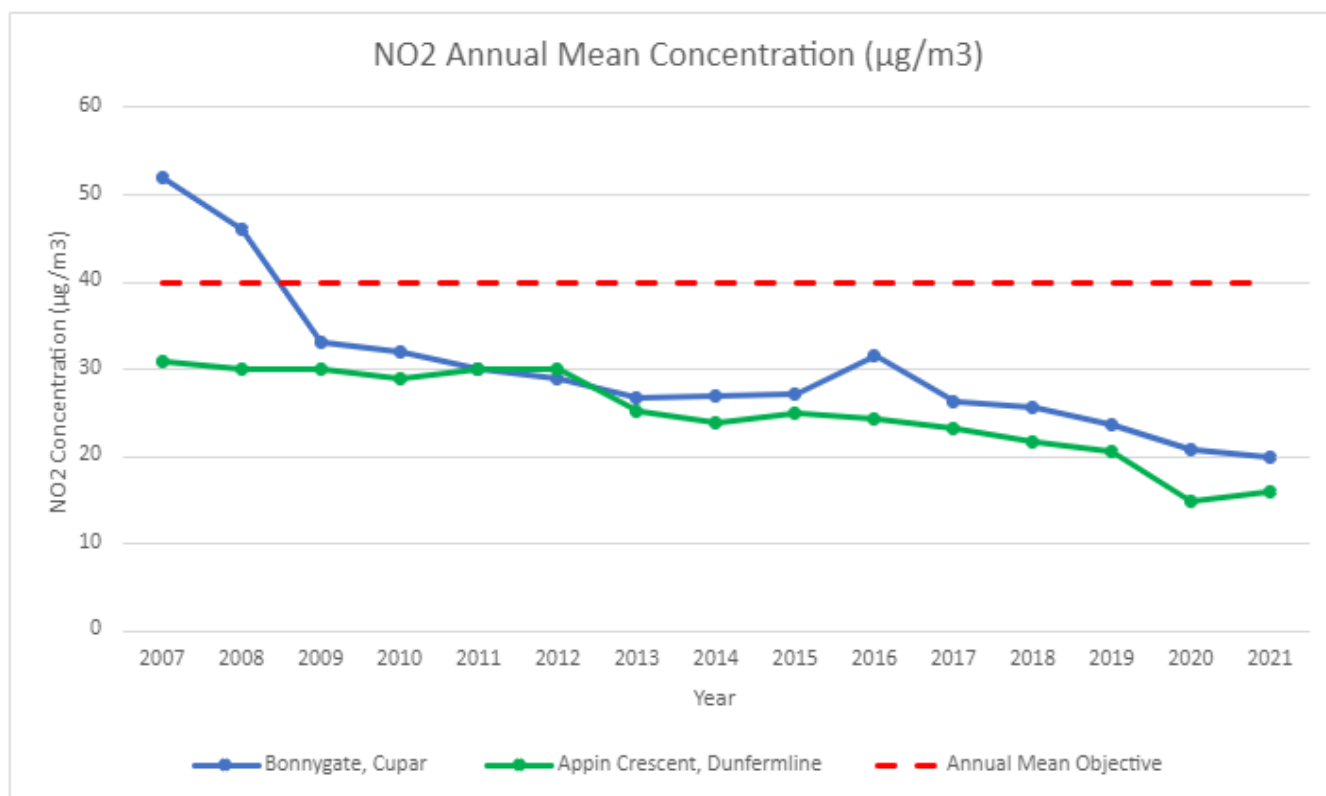
The Scottish Government and Scottish Environment Protection Agency (SEPA) were consulted on our Air Quality Annual Progress Report 2022 and noted the thorough approach by Fife Council in tackling air quality issues.

The Heads of both Legal and Finance have also been consulted in the preparation of this report.

# 1.0 Background

- 1.1 Fife Council is required by environmental legislation to periodically review and assess air quality in relation to statutory objectives. Protective Services undertakes extensive automatic and diffusion tube air quality monitoring throughout Fife. Pollution from road vehicle emissions is the key air quality issue in Fife, with Nitrogen Dioxide (NO<sub>2</sub>) and Particulate Matter (i.e., PM<sub>10</sub> & PM<sub>2.5</sub>) being the pollutants of concern. Particulate Matter (i.e., PM<sub>10</sub> and PM<sub>2.5</sub>) are respirable fractions of particles less than 10 and 2.5 microns in diameter, respectively.
- 1.2 Where exceedances of air pollutant objectives are identified or considered likely the local authority must declare an Air Quality Management Area (AQMA) and prepare an Air Quality Action Plan (AQAP) setting out the measures it intends to put in place to achieve the objectives. Air Quality Action Plans have been prepared and updated as appropriate for the Bonnygate, Cupar and Appin Crescent, Dunfermline Air Quality Management Areas.
- 1.3 Both the Appin Crescent and Bonnygate Air Quality Action Plans have been successful in improving air quality in these Air Quality Management Areas. This has included amending the official Air Quality Management Area Orders to remove the pollutant Nitrogen Dioxide because of the significant decline in concentrations of this pollutant resulting from the successful implementation of action plan measures in both areas (see below Figure 1)

**Figure 1 NO<sub>2</sub> automatic monitoring results for 2007 to 2021 in Cupar and Dunfermline**



- 1.4 Further to our report 'Fife's Air Quality Strategy 2021-2025 & Amendments to Air Quality Management Areas' brought before this Committee on 2nd September 2021 ([https://www.fife.gov.uk/\\_data/assets/pdf\\_file/0036/268983/E-and-PS-Public-Agenda-Pack-2021-09-02.pdf](https://www.fife.gov.uk/_data/assets/pdf_file/0036/268983/E-and-PS-Public-Agenda-Pack-2021-09-02.pdf)), this Annual Progress Report for 2022 provides the latest progress towards achieving the aims and objectives of Fife's Air Quality Strategy 2021-2025.

## 2.0 Issues and Options

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### Fife's Air Quality Strategy 2021-2025

- 2.1 Fife's Air Quality Strategy has been updated for the period 2021-2025 and outlines our continued intention to maintain and improve air quality in Fife. The updated Strategy sets out the proposals for delivering further air quality improvements over the next five years.
- 2.2 The Strategy aligns itself with the Cleaner Air for Scotland 2 document July 2021 (<https://www.gov.scot/publications/cleaner-air-scotland-2-towards-better-place-everyone/documents/>) by raising awareness of air quality issues, promoting our best practice work, and is centred around the nine keys areas as set out in the Cleaner Air for Scotland 2 document.
- 2.3 These nine areas are:
1. Health – Protecting residents and visitors from the harmful effects of air pollution.
  2. Integrated Policy – Integrating air quality within Council plans and strategies.
  3. Placemaking – Meet the future environmental, economic, and social needs of its residents and maintain good air quality.
  4. Data – Provide high quality data that will accurately inform mitigation decision making.
  5. Public Engagement and Behaviour Change – Engage with people about how air pollution affects them and what they can do to make a difference.
  6. Industrial – Support the control and reduction of air pollution from industrial sources.
  7. Non-transport – Control and reduce air pollution from non-transport sources such as domestic household biomass boilers and agricultural emissions.
  8. Transport – Maintain the reductions achieved in NO<sub>2</sub> and PM<sub>10</sub> concentrations from road traffic.
  9. Governance – Deliver improvement to air quality in partnership with key stakeholders
- 2.4 Aligning our Strategy with the Cleaner Air for Scotland 2 document ensures consistency in the approach in tackling air quality issues across Scotland
- 2.5 Our Strategy for 2021-2025 has received a commitment from key Fife Council stakeholders as well as a range of external organisations.
- 2.6 Both the Scottish Government, and their official appraisers of Annual Reports on Air Quality, have cited the production of our strategy as an example of “best practice” and Environmental Standards Scotland in their “Air Quality Investigation Improvement Report” September 2022 ([20220929-ESS-AIR-QUALITY-INVESTIGATION-REPORT-IESS.21.013.pdf](https://www.environmentalstandards.scot.nhs.uk/media/20220929-ESS-AIR-QUALITY-INVESTIGATION-REPORT-IESS.21.013.pdf) ([environmentalstandards.scot](https://www.environmentalstandards.scot.nhs.uk/))) submitted to the Scottish Parliament have praised the approach taken by Fife Council in tackling air quality issues including the formation of a Core Air Quality Steering Group.

### Fife Air Quality Annual Progress Report 2022

#### 2.7 General

The Air Quality Annual Progress Report 2022 assesses the data collected in 2020 and discusses the implications for air quality management in Fife.



## 2.8 Nitrogen Dioxide (NO<sub>2</sub>)

Fife Council carry out monitoring of nitrogen dioxide (NO<sub>2</sub>) at four automatic stations in Cupar, Dunfermline, Kirkcaldy and Rosyth. Non-automatic monitoring of NO<sub>2</sub> was carried out using diffusion tubes at 42 sites (total of 58 tubes). All NO<sub>2</sub> concentrations measured during 2021 were below the annual mean objective of 40 micrograms per cubic metre (µg m<sup>-3</sup>).

## 2.9 Particulate Matter (PM<sub>10</sub> & PM<sub>2.5</sub>)

PM<sub>10</sub> and PM<sub>2.5</sub> is measured at the four automatic sites within Fife at Cupar, Dunfermline, Kirkcaldy and Rosyth. During 2021 all concentrations were below the annual mean objective of 18 µg m<sup>-3</sup> for PM<sub>10</sub> and 10 µg m<sup>-3</sup> for PM<sub>2.5</sub>.

## 2.10 Carbon Monoxide, Sulphur Dioxide, 1,3-Butadiene and Benzene

The review of all available data relating to carbon monoxide (CO), sulphur dioxide (SO<sub>2</sub>) and benzene monitoring during 2021 indicates that it is unlikely that any air quality objectives relating to these pollutants were exceeded during 2021.

The 2020 Mossmorran & Braefoot Bay Independent Air Quality Monitoring Review Group Annual Report has now been published (delays due to COVID) and new Expert Advisory Groups (includes Air Quality) set up. Overall, the Review Group concluded that, based on the available data reviewed in 2020, emissions from the Shell and ExxonMobil plants at Mossmorran and Braefoot Bay continue to pose no significant risk from air pollution to the health of members of the local community. The full 2020 Annual Report can be viewed at [www.fife.gov.uk/airquality](http://www.fife.gov.uk/airquality)

At the time of writing, the 2021 Mossmorran & Braefoot Bay Independent Air Quality Monitoring Review Group Annual Report had not yet been published (delayed due to COVID and whilst new Expert Advisory Groups (includes Air Quality) were set up). A summary of the findings will be provided in future updates.

## 2.11 Progress in 2021/22

- Increased membership of Fife ECO Stars scheme (funded by Scottish Government air quality grant. This funding is currently the subject of a competitive bidding process by local authorities for each financial year). This is a free, voluntary scheme which provides recognition, guidance, and advice on operational best practice to fleet operators. To date, there are 270 commercial fleet members (9460 vehicles) and 150 taxi and private hire operator members (622 vehicles).

**Photograph 1 Fife ECO Stars milestone members receiving awards at Town House, Kirkcaldy during Climate Week 2022**



- The eFife charging network has extended its reach with new publicly available charge points added in 2021 including: The Common Car Park, St Monans; Pettycur Car Park, Kinghorn and Waterstone Crook Sports Centre, Newport on Tay. There are currently over 64 public electric vehicle charging units across Fife, in 48 locations. We will continue to expand the number of electric vehicle charging points where funding allows.
- By the end of the 2021/22 period Fife Council's Fleet Operations had 55 full electric vehicles and 19 hybrid vehicles in service. The size of the Fife Council fleet decreased slightly in 2021 and now stands at 1,393 vehicles (was 1,401 vehicles in 2020).
- In the last 5 years Fife Council have reduced their diesel consumption by over 1 million litres this equates to over 2,500 tonnes of CO<sub>2</sub>. This is as a result of a combination of factors i.e., reduced fleet, purchase of new fleet items with better emission technology, adoption of alternative fuel vehicles, modern vehicle telematics, smarter ways of working e.g., mobile working, route planning, depot rationalisation and Covid/Working from home (for last year).
- For Clean Air Day 2021, Fife Council provided two primary schools (Southwood Primary School, Glenrothes and Pupil Support Services, Glenrothes Campus – Rimpleton) with an educational package, including materials to carry out their own monitoring studies, Feedback was entirely positive and dependent on Scottish Government Air Quality Grant funding, Fife Council intends to run similar events in the future.
- The "Walk Once a Week" Campaign is a partnership between Fife Council and Living Streets Scotland that continues to progress the active travel agenda in Fife Primary schools and increase the uptake of active travel. 2021/22 saw a maximum of 19 school and 4,207 pupils take part. While the total number of pupils and schools engaged was lower than would be hoped for in an ordinary year it is still encouraging to see schools taking part in spite of continued COVID-19 related restrictions.
- The Hands Up Scotland survey is a project funded by Transport Scotland and is a joint survey between Sustrans and all 32 local authorities across Scotland whereby each September schools across Scotland complete the survey by asking their pupils 'How do you normally travel to school?' and the results provide a valuable annual snapshot of typical school travel habits. The results for 2021 show that there was a slight decrease in active travel within Fife Primary schools from 59.4% in 2020 (50.1% walking, 4% cycling and 5.3% scooter/skate) to 53.9% in 2021 (46.4% walking, 3.3% cycling and 4.2% scooter/skate). In association with this decrease in active travel there was an increase in pupils being driven to school (from 19% in 2020 to 23.1% in 2021) and those opting to park and stride (from 15.4% in 2020 to 16.5% in 2021).
- Cycling is promoted through encouraging active schools and is further promoted within schools via the Bikeability scheme. Over 2021 the number of pupils signed up to take part across Levels 1 and 2 of Bikeability were: • Level 1 – 1,357 pupils from 31 schools (100% of pupils passed) • Level 2 – 1,240 pupils from 28 schools (100% of pupils passed). The Cycle Training Assistant course is now being offered, with a further 50 Fife Council Education staff completing Bikeability Scotland Instructor training, which will help to deliver the Bikeability training to more school pupils across Fife.

- Electric vehicle purchased (Scottish Government Grant) to replace a diesel van in the Council fleet used for Meals-on-Wheels. Fife Council has been receiving Scottish Government Air Quality Funding since 2015. In this time we have purchased seven (1 per year) e-Nv200 vans for the Meals on Wheels department using the funding. We also have three e-Nv200 Meals On Wheels vans that were leased using Transport Scotland's "Switched On Fleet" funding. These three vans are on 3 year leases. These have all replaced diesel vans. Meals On Wheels have a fleet of 28 vehicles (10 electric) and it is hoped that these will all be replaced with electric vehicles over the coming years.
- Deployment of two portable compact monitors (called AQMesh Pods) to further understand pollutant concentrations (Nitrogen Dioxide and Particulate Matter) and trends at City Road, St Andrews and St Clair Street, Kirkcaldy respectively.
- The Northern Link Road Dunfermline dispersion model was updated in March 2022 using the most recent available data. These results show that no exceedances of the annual mean NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> Scottish air quality objectives within the Appin Crescent Air Quality Management Area (AQMA) are predicted for any of the future scenarios assessed. Fife Council will utilise the updated model to consider air quality issues in and around Dunfermline as part of the planning process
- A Real-World Driving Emissions Study was undertaken over one week within the Appin Crescent Air Quality Management Area (AQMA) in February/March 2022 and gathered data from nearly 13,000 vehicles. The data from the monitoring study will be used to inform future decision making and policy changes within Appin Crescent. A Real-World Driving Emissions Study was also undertaken over one week within the Bonnygate Air Quality Management Area (AQMA) in March 2022 and gathered data from over 12,000 vehicles. The data from the monitoring study will also be used to inform future decision making and policy changes within the Bonnygate.
- A survey on domestic fuel use within both Air Quality Management Areas (AQMAs) was undertaken in March 2022. This fuel use survey looked specifically at identifying the extent of solid fuel burning in and around the Air Quality Management Areas (AQMAs), and in particular whether open fireplaces, solid-fuel stoves and biomass boilers are used as a source of heat by householders and businesses. Of the 2,020 surveys sent out a total of 556 responses were received, 339 from the Bonnygate area and 217 from the Appin Crescent area. This was an overall response rate of 28%. Considering each location individually Bonnygate had a 24% response rate compared to 37% at Appin Crescent. Out of the 339 responses from Bonnygate, 12% (42) responded yes to using solid fuel burning as a heating source. In Appin Crescent 17% (36) out of the 217 responded yes to using solid fuel burning as a heating source. Around a third of survey respondents want to learn more on the best practice in terms of running and maintaining their appliance. The findings of this fuel use survey will aid in the production of such promotional materials

## 2.12 Priorities for 2022/23

- Continuing to monitor nitrogen dioxide and relevant particulate matter concentrations throughout Fife (including the two Air Quality Management Areas) to ensure progress made is maintained. Protective Services will publish an Annual Progress Report in 2023 detailing the findings of monitoring undertaken in calendar year 2022.
- Continuing to implement Action Plan measures for the two Air Quality Management Areas. These are described in the Annual Progress Report 2022 and the updated Air Quality Action Plans for Appin Crescent, Dunfermline and Bonnygate, Cupar (both published in 2021). Monitoring of both Nitrogen Dioxide and fine Particulate Matter will

continue at the two Air Quality Management Area locations to assess the effectiveness of action plan measures.

- Await the outcomes of the Scottish Government intercomparison study of particulate monitors (anticipated in 2023) before making an informed decision as to whether or not to fully revoke the two Air Quality Management Areas in Bonnygate, Cupar and Appin Crescent, Dunfermline (as reported to the Environment and Protective Services Sub-Committee on 18<sup>th</sup> November 2021([Agenda-and-Papers-for-Meeting-of-Environment-and-Protective-Services-Sub-Committee-of-18-November-2021.pdf](https://www.fife.gov.uk/agenda-and-papers-for-meeting-of-environment-and-protective-services-sub-committee-of-18-november-2021.pdf) ([fife.gov.uk](https://www.fife.gov.uk)))
- Continued implementation of Fife Council's travel plan, encouraging walking and cycling infrastructure and initiatives. This is work by Roads & Transportation Services as part of wider programmes to deliver infrastructure to encourage active travel through the provision of improved infrastructure and promotion of benefits of active travel. Fife Council Travel Plan encourages employees to consider alternatives to car use for personal and business travel. Periodic employee surveys are carried out to gauge employee views and travel choices.
- Continuation of Fife ECO Stars fleet recognition scheme (HGVs, Buses & Taxis).
- Organising activities for Clean Air Day 2022. This has been already actioned (June 2022) at three primary schools in Dunfermline (Carnegie, St Margaret's RC and Duloch / Calaiswood) and included the use of a mobile monitoring van which gave the children a chance to see air quality monitoring equipment in action (see below Photograph 2). Fife Council intends, subject to provision of Scottish Government Air Quality Grant, to continue running Clean Air Day Events given their popularity and promoting this important public health issue.

**Photograph 2 Mobile monitoring van at Carnegie Primary School, Dunfermline during Clean Air Day 2022**



- Building of an air quality and climate change co-benefits evidence base in order to evaluate the likely impact and benefits of actions being considered by Fife Council in relation to the Fife Council Climate Action Plan 2020-2030 ([https://www.fife.gov.uk/data/assets/pdf\\_file/0017/193121/ClimateActionPlan2020\\_summary.pdf](https://www.fife.gov.uk/data/assets/pdf_file/0017/193121/ClimateActionPlan2020_summary.pdf))
- Undertake an anti-idling engine campaign which will focus mainly on schools and link with other educational based air quality activities such as Clean Air Day.

## 3.0 Conclusions

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- 3.1 Fife Council is demonstrating its ongoing commitment to improving air quality through the production of its Air Quality Strategy 2021-2025.
- 3.2 It has been confirmed that air quality has improved in Fife's two Air Quality Management Areas because of completed and ongoing Air Quality Action Plan measures.
- 3.3 Fife Council has been commended for its efforts by the Scottish Government, SEPA, Environmental Standards Scotland and Defra and cited as demonstrating "best practice" in this field of work.

### List of Appendices

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- 1 Equality Impact Assessment Summary Report

### Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:-

- Fife's Air Quality Strategy 2021-2025  
[https://www.fife.gov.uk/\\_data/assets/pdf\\_file/0033/252996/Fife-AQS\\_200721-Final-Issue-Alt-Text-2.pdf](https://www.fife.gov.uk/_data/assets/pdf_file/0033/252996/Fife-AQS_200721-Final-Issue-Alt-Text-2.pdf)
- Fife Air Quality Annual Progress Report 2022  
[https://www.fife.gov.uk/\\_data/assets/pdf\\_file/0027/416457/Fife\\_Annual\\_Progress\\_Report\\_2022\\_Issue\\_2\\_Final\\_Updated\\_1.pdf](https://www.fife.gov.uk/_data/assets/pdf_file/0027/416457/Fife_Annual_Progress_Report_2022_Issue_2_Final_Updated_1.pdf)
- Updated Appin Crescent, Dunfermline Air Quality Action Plan 2021-2025  
[https://www.fife.gov.uk/\\_data/assets/pdf\\_file/0027/252864/AQAP\\_Appin-Crescent\\_200721.pdf](https://www.fife.gov.uk/_data/assets/pdf_file/0027/252864/AQAP_Appin-Crescent_200721.pdf)
- Updated Bonnygate, Cupar Air Quality Action Plan 2021-2025  
[https://www.fife.gov.uk/\\_data/assets/pdf\\_file/0028/252865/AQAP\\_Bonnygate\\_2021-2025\\_200721.pdf](https://www.fife.gov.uk/_data/assets/pdf_file/0028/252865/AQAP_Bonnygate_2021-2025_200721.pdf)
- Cleaner Air For Scotland 2 "Towards a Better Place for Everyone" (July 2021)  
<https://www.gov.scot/publications/cleaner-air-scotland-2-towards-better-place-everyone/>
- Environmental Standards Scotland. "Air Quality Investigation Improvement Report" (September 2022)  
[20220929-ESS-AIR-QUALITY-INVESTIGATION-REPORT-IESS.21.013.pdf](https://www.environmentalstandards.scot.nhs.uk/20220929-ESS-AIR-QUALITY-INVESTIGATION-REPORT-IESS.21.013.pdf)  
([environmentalstandards.scot](https://www.environmentalstandards.scot.nhs.uk/))
- Fife Council. Climate Fife: Sustainable Energy and Climate Action Plan 2020-2030  
[https://www.fife.gov.uk/\\_data/assets/pdf\\_file/0017/193121/ClimateActionPlan2020\\_summary.pdf](https://www.fife.gov.uk/_data/assets/pdf_file/0017/193121/ClimateActionPlan2020_summary.pdf)

### Report Contact

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# Appendix

## Equality Impact Assessment Summary Report

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(to be attached as an Appendix to the committee report)

**Which Committee report does this IA relate to (specify meeting date)?**

Environment, Transportation and Climate Change Scrutiny Committee  
Fife's Air Quality Strategy 2021-2025 – Annual Progress Report 2022  
Tuesday 29<sup>th</sup> November 2022

**What are the main impacts on equality?**

None.

**What are the main recommendations to enhance or mitigate the impacts identified?**

None.

**If there are no equality impacts on any of the protected characteristics, please explain.**

Clean air quality should be available to all. The air quality review and assessment process aims to protect and enhance health and wellbeing for all.

**Further information is available from: Name / position / contact details:**

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Author's Lead Officer Land & Air Quality Team  
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29 November 2022

Agenda Item No. 14

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## Asset Management Annual Report

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Report by: Alan Paul, Head of Property Services

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Wards Affected: All

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### Purpose

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This report outlines Asset Management activity and progress during the year to 31<sup>st</sup> March 2022 identifying immediate challenges and opportunities. It also provides an update on the progress against the Property Asset Strategy 2017- 2022 in advance of the production of a new 5 year strategic plan.

### Recommendation(s)

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The Committee is asked to consider the information contained in the report and appendices and to note achievements.

### Resource Implications

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The resource implications associated with the delivery of projects outlined in the asset strategy are monitored at individual project and programme level and are reported through the Capital Plan process.  
One-off capital receipts from property disposals excluding HRA assets totalled £3.89m for 2021/22.

### Legal & Risk Implications

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There are no material risks or legal issues anticipated arising beyond those identified and addressed in the individual projects and programmes with any necessary mitigating actions implemented.

### Impact Assessment

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An Equality Impact Assessment does not require to be carried out as this report does not propose any change to existing Council policies.

### Consultation

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Regular engagement with Council Services and Partner organisations has been carried out in line with the activities described in the annual update.

## 1.0 Background

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- 1.1 The council has a strategic approach to the management of its assets and for over a decade the council has made significant changes in the way its assets are utilised, seeking more efficient use of them, improving stewardship whilst aligning with the prevailing corporate priorities, most recently the Plan4Fife.
- 1.2 In January 2018, the Assets, Property and Facilities Committee approved the Building Success: Property Asset Strategy 2017-22. The strategy set out an innovative approach to developing and managing property assets. Key challenges included meeting the climate change obligations and supporting the change agenda. This report provides the final update on progress.
- 1.3 Work on a new asset management plan is progressing and as with the current plan, will include proposals for annual progress updates.

## 2.0 Change over the plan period

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- 2.1 The 2017 strategy sought to address the challenge of an extensive, aged property estate, aligning investment with future needs and corporate objectives including the change agenda. Whilst further change and improvements are still required, this report illustrates that we have delivered a smaller, more integrated and modern, community and operational property estate; provided working environments which support service delivery to our communities, and importantly made inroads into the carbon reduction objectives. Adjustments have also been made to reflect changes in use and demand – recent examples include Covid mitigation actions in respect of classroom ventilation and our responses to evolving changes in relation to workstyles.
- 2.2 Significant investment has and continues to be made, both directly and in partnership in premises which support improved services to customers and communities, investment in schools and care facilities, as well as sports and leisure. These buildings support the delivery of council objectives and that of our community partners.
- 2.3 Another important strand to the strategic plan was the delivery of the affordable housing programme and improving the condition of affordable homes within Fife, both council corporate priorities.
- 2.4 Operational properties were the focus of the office and depot rationalisation programmes, changes which facilitated the introduction of mobile and flexible working practices and improved working conditions whilst enabling a reduction in the occupied floorspace.



2.5 Though incremental changes have been reported to committee in each of the years of the plan period, some of the changes in the key measures over the plan period plan are detailed in the table below.

	2016/17	2021/22
Operational assets used by the council	1216 (621 buildings 595 sites)	1143 (551 buildings 592 sites)
Total No of owned or leased in assets	1763	1712
Total Asset Value (Bn)	£1.1	£2.1
Total footprint of the estate (sq m)	968,476	979,691
Total annual property spend	£60.1m (8.5% of council total revenue expenditure)	£60.0m (7.5% of council total revenue expenditure)
Energy consumption and CO2	223,337,230 kWh 63,239 tonnes CO2	211,341,872kWh 37,860 tonnes CO2*

\*reduction reflects utility suppliers' improvements in green energy generation

2.6 Some notable achievements over the 5-year period include;

**Education** - the provision of replacement secondary schools for Madras College and Waid Community Campus. Significant investment has also been made in early years / nursery facilities through the 1140 programme. Commencement of construction of the Dunfermline Learning Campus to accommodate a replacement for St Columba's RC HS and Woodmill HS on a single site which will also adjoin a new Fife College campus. The project is on programme for delivery for August 2024 completion. In south Fife, the initial pre-construction activity is underway for the replacement Inverkeithing HS which is due for completion in 2026.

**Adult & Older People** -There have been several care home / care village replacements to include Ostlers Care Village, Kirkcaldy, Lindsay House, Lumphinnans and Napier House, Glenrothes. The new inter-generational care village at Methil is due for completion shortly and will be followed in due course with new care homes in Cupar and Anstruther. These will continue our cross-service approach by including housing and nursery provision.

**Community Asset Transfer** - The council embraced the CAT legislation which has largely subsumed the Council's previous approach to discounted asset disposals to community and similar organisations. Over the course of the plan period the council has disposed of 10 assets under the CAT process with other applications currently at various stages. In addition, considerable support continues to be given to sports clubs, community and similar not for profit organisations, with circa 200 discounted leases in place.

**Community Facilities** - provision has included various improvements in sports and leisure facilities to include Levenmouth Swimming pool and Adam Smith Theatre. Major new community hub proposals have been developed for Templehall, Kirkcaldy and Abbeyview, Dunfermline.

**Office & Depot rationalisation** - Depot consolidation in west Fife resulted in the closure of 4 previous depots with personnel co-located in a new facility at Halbeath, Dunfermline. Since March 2017 the occupied office and depot operational space has reduced by over 15% (103,622 sqm – 87,932sqm).

**Property Management** - Rental income from leased out portfolio increased from £4.15m to £5.06m. Rating appeals against the 2017 revaluation have secured revenue savings of circa £8.5m.

**Energy** – since 2017 energy consumption and carbon emissions from the operational estate have reduced by 5.5% and 40% respectively (as detailed in the table at para 2.5 above). The continued focus on reduction is evidenced by the development of Glenrothes Energy Network and the expansion of the Dunfermline Community Energy Scheme to serve new housing developments in the town.

**Operational buildings** - Property costs (per sqm) for these have increased by 1.5% over the period, reflecting the change and improvement in the retained estate.

**Building condition and suitability** – The proportion of accommodation that is in satisfactory condition has increased from 78.95% to 90.71% Building suitability has also improved from 79.53% to 83.90%.

**Community Partners** - engagement and alignment has enabled co-location to take place with a range of partners including Social Security Scotland, Police Scotland and Fife College.

## 3.0 Performance 2021/22

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3.1 Whilst the Covid induced restrictions eased during 2021 – 2022 it has left a legacy which has changed the use of several facilities, in particular community facilities and premises operated by Fife Sports & Leisure Trust and Fife Cultural Trust. It has also changed the way we use accommodation and has accelerated the introduction and acceptance of blended working arrangements.

3.2 Other key changes in the past year include;

**Reform & Recovery** – we have reconfigured of our Glenrothes (Fife House and Bankhead) office estate to support blended working and to support increase organisational resilience. Similar changes are being rolled out to other office locations.

**Education** – we completed the replacement Madras College, St Andrews which was delivered on time and to budget despite Covid restrictions. 75 school improvement projects were undertaken during the summer holiday period. We adjusted the ventilation arrangements in schools throughout Fife and installed over 5000 CO<sub>2</sub> monitors in classrooms to support continued working through COVID.

**Office rationalisation (to reflect changes in workstyles)** allowed us to mothball Rothesay House ahead of redevelopment. Work began to relocate services from New City House ahead of the expiry of our lease of the building in February 2024.

**Housing** - the completion of component replacement works to 4,500 properties despite COVID-19 restrictions plus 393+ houses delivered as part of our Affordable Housing Programme.

**Early Learning & Childcare** – we successfully delivered 48 projects to provide 1140 hours of early learning and childcare in line with the Scottish Government commitment.

**Capital Receipts** - One-off capital receipts from property disposals (excluding HRA transactions) totalled £3.89m for 2021/22.

3.3 A more detailed list of activities undertaken in the past twelve months are set out in **Appendix 1**. It also details expectations for the current year and highlights risks, opportunities, or other issues.

## 4.0 Challenges

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- 4.1 The impact of macro-economic factors is having a significant impact on current and future operations. Inflation within the construction sector is compounded by material and labour shortages which in turn have scope to adversely affect project timescales, affordability, and management of risk.
- 4.2 Energy price volatility has been and remains an area of concern and gas and electricity costs are anticipated to generate expenditure pressures of approximately £6m in 2022/23.
- 4.3 Achieving our net-zero targets' obligations will be a significant challenge. Currently we emit 37,860 tonnes of CO2 equivalent which is expected to reduce by 75% by 2030. The Bute House Agreement of 2021 envisaged all heating in public buildings will be decarbonised by 2038. Major investment will be required in net-zero technology to achieve these ambitious targets, and this technology will need to improve and become more affordable as will the skills and capacity of our supply chain. Significant additional investment will also be needed to improve and maintain our buildings, for which currently there is limited provision. We will also need to rely on improvements to the electricity grid to allow us to decarbonise and change the way in which we use our estate, for example in relation to electric vehicle provision. In parallel significant investment will also be needed as we adapt and respond to the challenges of climate change, for example flooding.

## 5.0 Conclusions

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- 5.1 Despite the impact of the Covid pandemic and the resultant disruption, significant improvements have been made over the plan period across a range of areas consistent with the ambition of the 2017- 2022 strategy. Key projects have been delivered, with major changes in working practices and moves to a smaller, improved and more fit-for-purpose, estate.

List of Appendices

**Appendix 1** 2021/22 Achievements and Key Workplan Activities for 2022/23

**Report Contact**

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	Achievements/ Milestones in 2021/22	Key Workplan Activities 2022/23	Significant Challenges / Risks / Opportunities
Building Fife's Future	<p>Completion of the replacement of Madras College, St Andrews (£50m)</p> <p>Commencement of the enabling works for Dunfermline Learning Campus (£10m)</p> <p>A fixed price, lump sum design and build contract was awarded for DLC in July 2022.</p>	<p>Commencement of the replacement of Woodmill HA and St Columba's' RC HS at Dunfermline Learning Campus (£111.5m)</p> <p>Appointment of a design team and main contractor for the replacement of Inverkeithing High School.</p>	<p>DLC is our first Passivhaus project and when complete will be the world's largest. We have taken significant learning from the experiences at DLC which can be applied to other projects.</p> <p>Construction inflation will be a key risk to be managed in the replacement of Inverkeithing HS.</p>
Care Villages	<p>Ongoing construction of Methil Care Village</p> <p>Final design/ developing final design for Cupar Care Village.</p>	<p>Deliver Methil Care Village.</p> <p>Commence construction of Cupar Care Village</p> <p>Design development and planning application submission for Anstruther Care Village</p>	<p>As above in relation to management of construction inflation.</p>
City Deal – Industrial Properties	<p>Completion of the Dunnikier Business Units, Kirkcaldy</p> <p>Start on site of the West Way phase 2 Business unit, Dalgety Bay</p>	<p>Completion of the West Way phase 2 Business units, Dalgety Bay.</p> <p>Progress procurement of new business units at Halbeath Interchange, Dunfermline. Commence site works.</p> <p>Commence detailed design of new business units/offices at John Smith Business Park, Kirkcaldy.</p>	<p>As above in relation to management of construction inflation.</p>
Communities Programme	<p>Completed the refurbishment of the auditorium at the Adam Smith Theatre.</p> <p>Start on site of the main refurbishment works at the Adam Smith Theatre.</p>	<p>Progress procurement of Halbeath Community Centre Dunfermline. Commence site works.</p> <p>Commence detailed design for the refurbishment of Cowdenbeath Leisure Centre.</p> <p>Continue feasibility works for a new community facility in Kirkcaldy.</p>	<p>As above in relation to management of construction inflation.</p>

Early Learning and Childcare	<p>Completion of a number of nursery school refurbishments throughout Fife</p> <p>Completion of new nurseries in Dunfermline and Lochgelly</p> <p>Completion of the Guardbridge Primary School extension and refurbishment.</p> <p>Completion of Touch Primary School Extension.</p> <p>Completion of 75 school projects during the summer holiday period.</p>	<p>Complete the new Fair Isle nursery in Kirkcaldy.</p> <p>Complete 70 school projects during the summer holiday period.</p> <p>Complete the extension to Wormit primary School.</p> <p>Beveridge Park nursery procurement and start of the works on site.</p>	As above in relation to management of construction inflation.
Estates	<p>£3.89M of capital receipts delivered.</p> <p>Various land acquisitions for DLC finalised.</p> <p>Roll out of the Subsidised Lease Policy</p> <p>Improved web presence to allow easier access to ownership information</p>	<p>Provision of case management system driven by the retirement of Novell.</p> <p>Agreement on land acquisition for replacement Inverkeithing High School.</p> <p>Preparation for 2023 Rating revaluation.</p>	The impact of COVID-19 and the economic challenges will impact the property market particularly development activity, the retail sector, whilst the impact of home working arrangements on office demand and values remains uncertain.
Asset Management	<p>Corporate office estate in Glenrothes reconfigured for Blended Working - new collaborative workspaces to support return to office</p> <p>Continued support for Covid test and vaccination centres in partnership with NHS</p>	<p>Continued support for new ways of working including reconfiguration of corporate office estate.</p> <p>Explore further opportunities for efficiencies in the corporate estate and for sharing with partner agencies</p>	<p>Public sector revenue pressures</p> <p>Limited staff resources</p> <p>Buy-in from external public-sector partners</p>
New Build affordable Housing	Delivery of 100 multi tenure new council houses in St Andrews catchment (NEF) and 393 New Affordable Houses for social renting built within Fife AHP (Affordable Housing Programme).	Develop partnership arrangements with Kingdom Housing Association for the Inner Court, Cupar regeneration project. (Securing land and preparing demolition plan)	As above in relation to management of construction inflation.

	<p>£52.5M S.Gov grant claimed for New Affordable Housing within Fife AHP</p>	<p>10 (Fife Council Private Sector) Developments to commence onsite to build 369 Affordable Houses with a further 701 new houses for social renting to be built within Fife AHP.</p> <p>£34.7M S.Gov grant available for New Affordable Housing within Fife AHP</p> <p>Investigation and planning activities commencing on NetZero new build strategy</p>	<p>For affordable housing newbuild – significant price increases; revisions to grant requirements; technology changes driven by climate emergency.</p>
Housing component replacement	<p>Design support to Building Services' housing component replacement programme with the completion of works to 4,500 properties despite COVID-19 restrictions.</p> <p>Completion of external insulation works and roof replacement at Glamis Road, Kirkcaldy</p> <p>Completion of external Insulation works, roof, window &amp; door replacement at The Barony, East Wemyss</p>	<p>External insulation works at Parkview, Kirkcaldy</p> <p>Upgrades to Travelling People's Site at Tarvit Mill, Cupar</p> <p>Completion of Walkway repairs &amp; roughcast works at Golfdrum Street, Dunfermline</p> <p>Conversion of public house at St Clair Tavern into meeting room and flat</p> <p>Conversion of Social Work building at Kirkhill, Buckhaven into Housing multiple occupancy</p> <p>Design support to Building Services' housing component replacement programme</p>	<p>As above in relation to management of construction inflation.</p>
Energy Management	<p>14.9% reduction in energy use across the Council Estate (NB this level of reduction is temporary as true savings were obscured by Covid mitigations)</p> <p>Ongoing support to Capital projects via Energy Management Revolving Fund (EMRF), generating energy savings.</p> <p>In conjunction with design team, development of Passivhaus solution for DLC. Piloting of Scottish Governments Net Zero Carbon strategy for DLC</p>	<p>Ongoing review of efficiency/replacement of historic/inefficient heating systems</p> <p>Continued use of alternative energy solutions to minimise use of fossil fuel sources</p> <p>Ongoing Roll out of smart meter installation</p> <p>Ongoing management of energy billing</p>	<p>Logistical issues as many works will require buildings to be decanted</p> <p>Low carbon heating systems may add to revenue pressures</p> <p>Energy price volatility arising from market uncertainty and disruption from the hostilities in Ukraine.</p>

Net Zero Programme	Progress early proposals in response to net zero challenges	<p>Identify and create programme of works required to meet building related Climate Change 2030 targets</p> <p>Secure funding for the extended programme of works beyond year 1</p> <p>Continue the programme of site installations to meet the 2030 target</p>	<p>Energy Management Revolving Fund (EMRF) budget insufficient to meet the scale of projects which must be delivered to meet Climate Change targets</p> <p>Lack of dedicated project delivery team to co-ordinate Climate Change Programme activity</p> <p>Material and labour shortages may impact the speed of project delivery</p> <p>Logistical issues as many works will require buildings to be decanted</p> <p>Low carbon heating systems may add to revenue pressures</p>



29 November 2022

Agenda Item No. 15

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## Environment, Transportation & Climate Change Scrutiny Committee Workplan

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**Report by:** Eileen Rowand, Executive Director Finance & Corporate Services

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**Wards Affected:** All

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### Purpose

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This report supports the Committee's consideration of the workplan for future meetings of the Committee.

### Recommendation(s)

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It is recommended that the Committee review the workplan and that members come forward with suggestions for areas of scrutiny.

### Resource Implications

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Committee should consider the resource implication for Council staff of any request for future reports.

### Legal & Risk Implications

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Committee should consider seeking inclusion of future items on the workplan by prioritising those which have the biggest impact and those which seek to deal with the highest level of risk.

### Impact Assessment

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None required for this paper.

### Consultation

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The purpose of the paper is to support the Committee's discussion and therefore no consultation is necessary.

## 1.0 Background

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- 1.1 Each Scrutiny Committee operates a workplan which contains items which fall under three broad headings: performance reporting, planning; and improvement work. These items will often lead to reactive rather than proactive scrutiny. Discussion on the workplan agenda item will afford members the opportunity to shape, as a committee, the agenda with future items of business it wishes to review in more detail.

## 2.0 Conclusions

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- 2.1 The current workplan is included as Appendix one and should be reviewed by the committee to help inform scrutiny activity.

### List of Appendices

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1. Workplan

### Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:-

None

### Report Contact

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**Agenda Item No. 15****Environment, Transportation and Climate Change Scrutiny Committee**

Forward Work Programme as of 21/11/2022 1/3

<b>Environment, Transportation and Climate Change Scrutiny Committee of 31 January 2023</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Mossmorran & Braefoot Bay Community and Safety Committee - Annual Report	Protective Services	Nigel Kerr	
Unlicensed Dog Breeding	Protective Services	Don Taylor	
Security of Vacant Council Property Update	Assets, Transportation and Environment	Mike Kilbank	
Minute	Democratic Services	Elizabeth Mair	
Environment, Transportation & Climate Change Scrutiny Committee Forward Work Programme	Democratic Services	Elizabeth Mair	
Revenue Monitoring Update - October Position	Finance and Corporate Services	Barry Collie, Caroline Ritchie, Jay Wilson	
Environment & Enterprise Services Capital Investment Plan Update	Finance and Corporate Services	Laura Robertson	
Capital Monitoring Update - October Position	Finance and Corporate Services	Barry Collie, Caroline Ritchie, Jay Wilson	
Joint Health Protection Plan 2022-24	Protective Services	Lisa McCann, Lorna Starkey	

**Agenda Item No. 15****Environment, Transportation and Climate Change Scrutiny Committee**

Forward Work Programme as of 21/11/2022 2/3

<b>Environment, Transportation and Climate Change Scrutiny Committee of 18 April 2023</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Fife Road Casualty Statistics 2022	Enterprise and Environment	Steven Sellars	
Environmental Health (Food & Workplace Safety) Service Delivery Annual Report	Protective Services	Lisa McCann	
Minute	Democratic Services	Elizabeth Mair	
Environment, Transportation & Climate Change Scrutiny Committee Forward Work Programme	Democratic Services	Elizabeth Mair	
Revenue Monitoring Update - December Position	Finance and Corporate Services	Barry Collie, Caroline Ritchie, Jay Wilson	
Environment & Enterprise Services Capital Investment Plan Update	Finance and Corporate Services	Laura Robertson	
Capital Monitoring Update - December Position	Finance and Corporate Services	Barry Collie, Caroline Ritchie, Jay Wilson	

<b>Environment, Transportation and Climate Change Scrutiny Committee of 20 June 2023</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Minute	Democratic Services	Elizabeth Mair	
Environment, Transportation & Climate Change Scrutiny Committee Forward Work Programme	Democratic Services	Elizabeth Mair	

**Agenda Item No. 15****Environment, Transportation and Climate Change Scrutiny Committee****Forward Work Programme as of 21/11/2022 3/3**

<b>Unallocated</b>			
<b>Title</b>	<b>Service(s)</b>	<b>Contact(s)</b>	<b>Comments</b>
Fife Council Biodiversity Duty Report 2018-2020	Communities	Andy Maclellan	3-yearly report, last reported 3/12/20. Next due 2023.
Kinnessburn, St Andrews Flood Study Update	Roads & Transportation	Ross Speirs	
Scotland's Proposed Deposit Return Scheme (Including Recycling Points Review)	Enterprise and Environment	Ross Spalding	
Workshop on Community Asset Transfers/Assessment	Communities and Neighbourhoods Service	Paul Vaughan	
Climate Change and Learning for Sustainability - Update	Education and Children's Services	Jackie Funnell	