LIST OF ABBREVIATIONS

ASLEF—Associated Society of Locomotive Engineers and Firemen
AUC—Airline Users Committee
BA—British Airways
BAA—British Airports Authority
BALPA—British Airline Pilots Association
BR—British Railways
CAA—Civil Aviation Authority
COSLA—Convention of Scottish Local Authorities
CTCC—Central Transport Consultative Committee
EEC—European Economic Community
GGPTE—Greater Glasgow Passenger Transport Executive
HIDB—Highlands and Islands Development Board
NUR—National Union of Railwaymen
PSO—Public Service Obligation
PSV—Public Service Vehicle
PTA—Passenger Transport Authority
PTE—Passenger Transport Executive
RET—Road Equivalent Tariff
RUTEX—Rural Transport Experimental Schemes
SAPT—Scottish Association for Public Transport
SBG—Scottish Bus Group
SCC—Scottish Consumer Council
SCSS—Scottish Council of Social Service
SDD—Scottish Development Department
STG—Scottish Transport Group
STUCC—Transport Users Consultative Committee for Scotland
TGWU—Transport and General Workers Union
TPP—Transport Policies and Programme
TRRL—Transport and Road Research Laboratory
TSSA—Transport and Salaried Staffs Association
TUCC—Transport Users Consultative Committee
WRVS—Women’s Royal Voluntary Society.
We welcome most warmly the initiative of the Scottish Association for Public Transport in producing this comprehensive guide to public transport in Scotland. Public transport is more essential to Scottish consumers than is usually appreciated.

Only 46% of Scottish families have a car—and often only one in the family uses it. The rest depend mostly on buses and trains. The whole emphasis of planners, we believe, should be on improving and extending the forms of public transport—not superseding them with the expensive facilities necessary for individual private transport.

Until now the consumer has been hindered from putting forward informed criticism and suggestions through lack of background knowledge and basic facts—although "feeling" about the issues involved often runs high. For our part we hope that the report will not only result in better informed consumers but also in consumers who will actively pursue their fair claims to adequate services. Armed with this guide, consumers will be able to approach the public transport operators with confidence. We are sure that Local Authority officials and councillors will also find it an invaluable source of information relevant to transport planning and policy.

JOAN MACINTOSH,
Chairman, Scottish Consumer Council.
INTRODUCTION

Public Transport and the Layman

The average person still has little knowledge of the background to the provision of public passenger transport yet this knowledge is important in a situation where a majority of Scottish households do not have cars (see Appendix 1) and where many in households with cars still make extensive use of public transport because the car is unavailable for journeys which they wish to make. Public transport is thus far from being a residual element in the transport needs of the population and is likely to become more important as problems of world oil shortage intensify.

‘Ticket to Ride’ has been designed to improve public knowledge and awareness at a time of considerable change in transport policy. The aim is to clarify the legal and financial position, to outline current government policy and to detail the responsibilities of the many bodies involved. International air services and EEC directives have been excluded as have been freight transport issues and policies affecting heavy lorries. The focus is on passenger transport.

Under the Local Government (Scotland) Act, 1973, the Regional and Islands Councils gained important new responsibilities for passenger transport and it is hoped that the handbook will assist regional, island and district councillors, community councillors and a wide variety of local groups and individuals in their awareness of the organisational framework. Practical examples of recent innovations are also included.
What is Public Passenger Transport?

Public passenger transport can be defined as any passenger service available to the public at large. This definition excludes any facility available on a 'club' or other restricted basis—e.g. a school or works bus—though road-based services of this type still come within the powers of the Traffic Commissioners (See Section 4). Similarly, most car 'lifts' are excluded since, in such cases, the driver normally retains a discretion on whom to lift and takes no steps to advertise his (or her) willingness to give lifts. Nevertheless, such types of transport can be of considerable value to the public especially in rural areas, and are further mentioned on pages 14 and 15.

Within the public transport sector, there is also the important division between a normal, timetabled service and more specialised services such as advertised tours, excursions and taxi operations (See page 14 and Section 4).

Legal, Political and Financial Background

There is a long history of legal provisions affecting rail (and tram) passenger transport but the principal regulations affecting bus services date from the 1930s. The Road Traffic Acts of that decade introduced the principles of :

(a) specified safety standards for buses
(b) special licensing for bus drivers
(c) licensing of the routes operated by bus and coach services, including frequencies, timetables and fares.

Detailed information on current requirements is given in Section 4.

The effect of these measures was to produce a more orderly pattern of bus operations, including the widespread use of cross-subsidy between services i.e. profitable services subsidised other services thought desirable as part of a comprehensive network. This was similar to established railway practice where, because services were profitable overall, both government and the railway companies had allowed cross-subsidy to develop to maintain a wider network than would otherwise have been possible.

After the Second World War, the licensing principle was extended to air services (see page 21) while the major airlines, railways and privately-owned bus companies were nationalised with statutory responsibilities to break even, taking one year with another. In the Scottish case, extensive ferry and shipping services also came into public ownership and these were reorganised under the Transport Act, 1968, to create the Scottish Transport Group (STG) with separate divisions for bus and ferry operation (see pages 12 to 14).

Transport Act, 1968

In the years before 1968, the principle of cross-subsidy in bus and rail operation (and, to a lesser extent, in ferry and air operation) came under increasing criticism. As well as becoming less feasible as public transport profits were adversely affected by the increasing use of cars and by the coming of television (which reduced evening travel), cross-subsidy became seen as a burden on more efficient services and as a crude and
inadequate means of providing support for socially desirable, but loss-making, services. Off-peak journeys fell rapidly from the 1950s while the continuation of a high volume of peak-hour travel made it impossible to secure large savings in staff and vehicles. More undertakings ran into deficit and/or were forced to apply for substantial fare increases and permission to reduce frequencies or withdraw services. Initially, these problems had their greatest impact on the railways but it was soon evident that buses had similar problems.

By the later 1960s, government recognised that, unless new policies were adopted, urban road congestion would worsen while the gap between the mobility of those with access to cars and those without such access, especially in rural areas, would widen. The result was the Transport Act, 1968. This sought to develop public transport in larger towns, to stabilise the rail network and to arrest the decline of rural public transport. Government introduced specific grants for loss-making rail passenger services while it also agreed to meet 50 per cent of the loss on rural bus and ferry services provided that local authorities financed the balance. Capital grants were introduced for new buses and (except for express services and excursions) operators were given a rebate of Fuel Duty. In addition, local authorities were given general powers to introduce concession fares for pensioners and the disabled.

**Transport and the Reorganisation of Local Government**
The above measures helped to avoid a large contraction in services but, in the early 1970s, government became more concerned—as part of a wider process of local government reform—to transfer co-ordinating and financial responsibility for local transport to the newly created Regional and Islands Councils. These bodies were given a statutory responsibility, under Section 151 of the Local Government (Scotland) Act, 1973, to develop policies for public transport. They are now expected to support such policies by making appropriate financial allocations out of the combined funds available to them from rates and Rate Support Grant. Under such powers, there has been a substantial increase in support for local public transport though the degree of this support varies both within Scotland and between Scotland and England (see Appendix 2).

**Current Government Policy**
Government policy on public transport was last reviewed in the White Paper on Transport Policy (Cmnd. 6836, 1977) and some of the proposals of this White Paper have been incorporated in the Transport Act, 1978 (see pages 7, 8, 15 and 20). Central government continues to give direct support to public transport through the rebate of bus fuel duty, through grants for new buses (though it is proposed to phase these out in the early 1980s) and through the annual block grant to British Rail (BR). The latter grant recognises the ‘Public Service Obligation’ (PSO) falling on BR to provide loss-making services and, since the Railways Act, 1974, this block grant has replaced the specific grants for loss-making services introduced by the Transport Act, 1968. The level of the PSO is revised annually and
announced for Britain as a whole. Under the conditions of the grant (apart from Glasgow area services—see pages 7 and 8), BR must maintain existing standards of passenger service. A similar payment is made to STG each year in respect of ferry operations though, in this case, the STG Annual Report gives information on the breakdown of the grant as between areas of operation.

Under the Scottish Development Agency Act, 1975, Section 21, and earlier legislation on local employment and the Highlands and Islands, government also has special powers to aid ferry and air services in the Highlands and Islands and to aid any transport development in Scotland which might be of value with respect to industrial development. Provided projects have government backing, aid may also be available from the EEC Regional Development Fund.

The dividing line between trunk routes and local routes remains an unsettled issue. The White Paper on Transport Policy suggested that, while responsibility for trunk routes would be a matter for central government, local government might be expected to assume some financial responsibility for local rail and ferry services currently supported by central government. No decisions have yet been taken on such proposals.

In a Green Paper, Cmdn. 7475, February, 1979 (price 50p), government has proposed a standard half-fare rate concession fare for pensioners, the blind and disabled on all local public transport (defined for rail as journeys up to 15 miles). Regional and Islands Councils would remain free to give a higher rate of concession if they so desired.

There is no specific statutory requirement (apart from free school travel for those living beyond specified distances from local authority schools) for juvenile concession fares and, subject to the approval of the Traffic Commissioners in the case of bus travel, considerable discretion exists with regard to both the levels and age limits for juvenile concessions. Further information on fares is given in pages 25, 32, 33 and 34.

**Who can operate a Public Transport Service?**

Legally, any individual or company can provide public transport services so long as statutory requirements are met—e.g. on company law, insurance, licensing and safety (see Section 4)—and permission is obtained to use any necessary facilities—e.g. unlike cars on the roads, there is no general right to operate buses or to operate vehicles on the railways and from all airports and harbours. In practice, these requirements are a severe limitation on the scope for new operators to use existing railways and certain airports and harbours. The licensing functions of the Traffic Commissioners and of the Civil Aviation Authority (CAA) can also be used to prevent new operators in the bus and air sectors. In any case, due to the level of car ownership and use, there are few opportunities for the provision of new, and profitable, local services. Not only must most new services of a local character depend on some financial support from central and local government but this is also true of the continued operation of
large proportions of existing route mileage.

Since new services might have adverse effects on the already weak finances of existing services, government (both national and local) and the Traffic Commissioners (with respect to bus operations) tend to favour existing operators unless very strong evidence is produced that a new service, by a new operator, would complement the existing network or give rise to an improved overall pattern of services and financial support. New services can, of course, be provided by existing operators as well as new operators (see page 27 and Section 6). Further detail on the legal requirements for new bus services is given in Section 4.

In the past, the Civil Aviation Authority has also shown a preference for existing operators but, more recently, the CAA has been more critical of existing operators. Some applications for fare increases have been refused while, in Scotland, the licence for the Aberdeen-Wick-Sumburgh route has been transferred from British Airways to Air Ecosse. On several other routes, Loganair has taken over former BA services. For further details of CAA, see page 21.

investment, reductions are being sought in general revenue support for public transport. The use of public transport is being encouraged through higher petrol duty and a review of company car concessions but no action is to be taken on the previous Government’s proposals for a standard, half-fare concession for pensioners (see page 4). Support for Rural Public Transport will continue to be a high priority and Government hopes to make progress towards a Road Equivalent Tariff on Scottish ferries. Further relaxation of the powers of the Traffic Commissioners is proposed and there is to be a review of the existing practice of providing free school travel for children living more than specified distances from the nearest suitable school.

Post-Election Policy
Since the General Election of May, 1979, the new Government has placed heavy emphasis on oil conservation and on public spending cuts. The full effects of these policies on public transport are not yet clear but, while investment in railways and rail electrification seems likely to rise compared to road
Central Government
Within government, responsibility for public transport is allocated as follows:—

The Department of Trade
1 Victoria Street, London SW1 (01-215 7877) has overall responsibility for national ports, for air services and for national airports. This includes supervision of British Airways (BA), the British Airports Authority (BAA) and the Civil Aviation Authority (CAA) (see Section 5). The Department is also responsible for safety regulations affecting passenger shipping.

The Department of Transport
2 Marsham Street, London SW1 3EB (01-212 3434) has overall responsibility for road and rail vehicle safety, for the Traffic Commissioners and for all other matters affecting rail services except in the Glasgow area (see page 8). This includes supervision of BR but with some overlap since SDD supervises the transport and planning policies of local government (which, inevitably, have implications for rail transport).

The Scottish Development Department
New St. Andrew’s House, Edinburgh EH1 3SZ (031-556 8400) has overall responsibility for the STG, for rail passenger services in the Glasgow area, for local airfields and local harbours and for the supervision of the transport and planning policies and programmes of local government in Scotland. SDD is also consulted on proposals affecting rail and air services and non-STG and non-Local Authority
shipping services in and from Scotland.

Each year progress in roads and transport policy and implementation is up-dated in the SDD Annual Report (The 1978 Annual Report, Cmdn. 7556 is available from HMSO, price £1). Circulars on transport issues are also published from time to time, the most recent being:

- No. 45/1977 The Minibus Act, 1977
- No. 48/1977 Passenger Vehicle (Experimental Areas) Act, 1977
- No. 24/1979 The Fifth Transport Policies and Programmes (TPP).

Regional and Islands Councils

These councils have a statutory duty to develop policies which will promote the provision of a co-ordinated and efficient system of public passenger transport to meet the needs of their areas (Section 151, Local Government (Scotland) Act, 1973). They must prepare annually, for submission to SDD, a statement of their Transport Policy and Programmes (TPP). TPPs also contain comment on the trunk transport proposals of Central Government. The TPPs are thus the key documents on transport issues and they are normally available for inspection or purchase at principal offices and libraries. Several councils make it a practice to issue free copies to organisations interested in transport.

The TPPs state policies on transport and relate these to budget proposals for capital and revenue spending on transport together with details of particular schemes for five years ahead subdivided for Roads, Public Transport, Traffic Management, Parking, Road Safety and Traffic Surveys. Comprehensive data on the use of existing public transport service is frequently included as well as mention of topics to be given fuller study in future TPPs. SDD lay down guidelines for capital spending but there are no parallel guidelines for revenue spending by Regional and Islands Councils.

Most authorities now have officials concerned full-time with public transport issues and Appendix 3 lists the relevant names, addresses and telephone numbers for each Regional and Islands Council. Strathclyde is exceptional in being the only area in which, prior to local government reorganisation, a Passenger Transport Authority (PTA) existed under the terms of the Transport Act, 1968. The Greater Glasgow PTA was set up in 1972 and its administrative arm, the Greater Glasgow Passenger Transport Executive (GGPTE), in 1973. Since reorganisation, the Highways and Transportation Committee of Strathclyde Regional Council has taken over the work of the PTA and the PTE has been appointed to act as agents of the Council in co-ordinating public transport in the remainder of the region outwith the Greater Glasgow area.

Under the PTE legislation and unlike the other regions, Strathclyde has already assumed direct responsibility for a substantial share of the losses on existing rail services operated in Greater Glasgow. In the other regions, existing rail services are still being financed by central government but with the implicit understanding that any improvements in local services
would be a Regional Council responsibility if anticipated income fell below the costs of improvement.

PTEs can be designated by the Secretary of State for Scotland under Section 9 of the Transport Act, 1968. A designation order specifies the boundaries of a PTE—e.g. the area of the GGPTE is considerably smaller than that of Strathclyde Region—but, under Section 20, the Secretary of State can empower PTEs to reach agreements with the operators of railway passenger services both within, and beyond, the PTE boundary. The GGPTE has made such agreements with BR. These agreements must be reviewed by the PTEs and must provide for the elimination of direct financial support from central government for the relevant services over a seven-year period (or a longer period if the Treasury approves).

Under Section 19 and Schedule 6 of the Transport Act, 1968, the Secretary of State may empower PTEs to assume the functions of the Traffic Commissioners for bus services within a PTE area. This power has not been exercised. Reliance is being placed on TPP procedures and on the provisions of the Transport Act, 1978, rather than on the extension of PTEs.

Advice on the preparation of TPPs is given in SDD Circulars and particular emphasis has recently been placed on the need for special attention to public transport and possibilities for co-ordination (Circular 19/1978, 4th TPP). In reaching decisions on bus fares and services, the Traffic Commissioners must have regard to the transport policies of Regional and Islands Councils (Transport Act, 1978). In addition, Regional and Islands Councils have the right of objection to applications before the Traffic Commissioners and of appeal against decisions by the Commissioners.

The Regional and Islands Councils have also an obligation to prepare Regional Reports and Structure Plans (see 'Planning and the Public: A Layman's Guide to Scottish Planning', September, 1978). Transport and related issues of housing, employment, leisure and shopping figure prominently in Regional Report and Structure Plan statements. These plans are concerned with Regional and Islands land use policies for five to ten years ahead but certain longer-term possibilities may also be included if they have immediate implications for the safeguarding of land against a conflicting development. The proposals eventually adopted can have important implications for the future pattern of public transport. TPPs and Structure Plans are closely inter-related. Once a Structure Plan has been finalised future TPPs are prepared within the land use framework it sets out.

The District Councils

The Districts have few direct responsibilities in transport though their views are sought on the proposals of both central government and the Regional Councils. Under their general powers to act for the benefit of their area, they can aid public transport by either capital or revenue spending but, due to the limited financial resources of District Councils, these powers are expected to be used only for small projects. Several Districts have
already used them to assist Clyde cruising.

Districts have a statutory right of objection to the Traffic Commissioners concerning bus services and fares. All districts (and Islands Councils) also have powers of taxi licensing and fare regulation but many of these powers have not been exercised or have been used only in the areas of the former Burghs which had applied controls over taxi operations (see pages 25 and 26).

Where views are strongly expressed and have local support, the comments of District Councils on TPPs and Structure Plans and on trunk rail and ferry proposals can have a significant influence on eventual policy decisions outwith their control. More directly, the powers which most Districts have as local planning and housing authorities can be used to strengthen the public transport system. Developments, including the new leisure facilities being provided in many Districts, can be so arranged as to facilitate public transport use rather than make it more difficult to provide a reasonable standard of public transport within the budget limitations determined by the Regional Councils.

It should be noted that the Districts within the Borders, Dumfries and Galloway and Highland Regions have housing powers but do NOT have local planning powers. In such areas, local planning is a responsibility of the Regional Councils.

Community Councils
These councils are not part of the official local government organisation. Their role is discussed in Section 7.

Criteria for the Award of Financial Support to Public Transport

(1) Legal Requirements
There are no legal requirements compelling government or local government to give financial support to public transport services. It would, in any case, be extremely difficult to specify such requirements in ways which would recognise varied local needs. Central government has therefore preferred to make its own arrangements for direct support to public transport (see pages 3 and 4) and to supplement these by ensuring that Regional and Islands Councils had sufficient aggregate funds (via Rate Support Grant) to give support to public transport along the lines indicated in the White Paper on Transport Policy (Cmnd 6836, 1977) and in other policy statements.

(2) Discretionary Powers
Both central government and the Regional and Islands Councils thus have substantial discretion on such matters. This extends to the total support given and to the manner in which it is given. For example, choice may range from maintaining the existing networks and fare structures, to radical change in the whole pattern of services and fares. Where a service is operating profitably, however, neither Regional nor Islands Councils have any power to alter such services against the wishes of the operator. In such cases, (and for road-based operations only) effective power rests with the Traffic Commissioners. Additionally, the relevant ministers have power to
issue general directives to the appropriate nationalised undertakings.

The policies of Regional and Islands Councils affecting the exercise of discretionary powers are stated within the TPPs and Structure Plans of these authorities (see pages 7 and 8).

The element of discretion also extends, though in a more limited context, to bodies such as District Councils, the Highlands and Islands Development Board, the Scottish Tourist Board and the Countryside Commission for Scotland. Where any of these bodies (possibly jointly acting with Regional and Islands Councils) feel that a public transport service or, say, a cycle-hire scheme could have special value for tourists and day-trippers or for the local environment and employment prospects, they may give financial aid.

(3) Policy

Government has asked Regional and Islands Councils to ensure that their TPPs contain a more precise statement of policy on public transport, including the financial implications. Particular stress has also been laid on the need for enlarged support for rural services (Transport White Paper, chapter 5 and para. 56) since, though rural areas usually have a higher percentage of households with cars (see Appendix 1), those without a car are specially hard hit by the lack of public transport or by its poor quality and high cost. Emphasis has also been laid on the need for less variation between authorities on concession fares for pensioners (para. 109) on the allocation of support to help ‘inner city’ areas (para. 138) and on help to those who could not otherwise afford to use local services running anyway (para. 56). Government has also pointed out that, even in households with cars, housewives, children and the elderly may be dependent on public transport because the car (and a driver) is not available at times when they wish to travel. In Scotland as a whole less than half of all families have access to cars (see Appendix 1).

In the Scottish context, government has announced that it is considering the extension of ferry subsidies to compensate operators for reducing freight charges to the Orkney and Shetland Islands. At present, these islands—unlike the Hebrides and Firth of Clyde—receive no subsidy for their trunk access links to the mainland. The proposed reform would not affect passenger charges but these could be affected if the principle of a Road Equivalent Tariff (RET) were to be adopted. Under this principle, which applies in Norway, no ferry user would be asked to pay more than the cost of a similar distance travelled by road.

RET has, however, been rejected by successive governments mainly on the grounds that it fails to take account of the costs of providing shipping services and that charges should be related to costs so as to reduce the risk of misuse of resources. The Government has stated that a detailed examination of the proposal has confirmed that introduction of the system would be likely to result in considerably increased costs to public funds. According to official estimates about twice the existing level of revenue support for ferry services would be required if RET was introduced. (See also page 5.)
THE TRANSPORT OPERATORS

Air Services
British Airways (BA), since the merger of BEA and BOAC under the British Airways Board Act, 1977 to create a unified, publicly-owned airline, is the most important air operator in Scotland. Management of the Anglo-Scottish services is directed from the Head Office, Speedbird House, London Airport, Middlesex (01-759 5511) but internal Scottish services are managed from Glasgow Airport. An Annual Report is published.

Scottish Manager: R. Winyard, Glasgow Airport, Paisley (041-887 1111) (British Airways).

Several privately-owned companies also operate within Scotland, the most prominent being Loganair (Glasgow Airport, Paisley 041-889 3181) which has an extensive network in and to the Highlands and Islands. British Caledonian (30 George Street, Edinburgh 031-225 5164) are also significant operators on longer-haul routes to England and overseas.

Airports
The airports at Edinburgh, Glasgow, Aberdeen and Prestwick are publicly owned and operated by the British Airports Authority (BAA). An Annual Report is published. There is a Scottish management team based at Glasgow Airport.

Head Office: 2 Buckingham Gate, London SW1

Director (Scottish Airports): Dr. W. Gordon Watson, Scottish Airports Head Office, St. Andrews Drive, Glasgow Airport, Paisley PA3 2SW (041-887 1111).
The airports and landing strips at Inverness (Dalcross), Shetland (Sumburgh), Kirkwall, Wick, Stornoway, Benbecula and Tiree are under the management of the Civil Aviation Authority (CAA), Space House, 43-59 Kingsway, London, WC2 (01-379 7311). An Annual Report is published.

Scottish Office; Aviation House, 1a Traquair Park East, Edinburgh (031-334 0333).

There are also various other private or local authority-owned airstrips. Most of the mainland strips are used only by charter and private flights but local scheduled services have been developed in the Highlands and Islands.

Policy on airports is currently under reconsideration and major decisions are awaited on Scottish Lowland Airports (White Paper on Airports Policy, Cmdn. 7084, 1978 p. 39-41).

Rail Services
With the exceptions of the Circle Underground in Glasgow (operated by the GGPTE and due to reopen after modernisation in 1979) and the Aviemore-Boat of Garten steam-operated 'leisure' railway, all passenger rail services in Scotland are operated by The British Railways Board (BR). An Annual Report is published for Britain as a whole. The financial conditions of such operation have already been outlined in Sections 3 and 5. The Head Office of BR (Scotland) is Buchanan House, 58 Port Dundas Road, Glasgow G4 0HG (041-332 9811).


The latter is a new appointment made with special reference to devolution and to the growing involvement, via TPPs and Structure Plans, of the Regional Councils in railway developments.

In addition, there are Area Managers throughout Scotland dealing with the day-to-day operation of passenger and freight services. Telephone directories should be consulted to ascertain the nearest local manager.

Bus Services
The great majority of bus trips in Scotland are made either on the city buses, in Glasgow (operated by GGPTE) and in Edinburgh, Aberdeen and Dundee (operated directly by the relevant Regional Councils); or on the buses of the seven subsidiary companies of the publicly-owned Scottish Bus Group (SBG):—

Highland Omnibuses
Scottish Omnibuses (Eastern Scottish)
Alexanders Northern
Central SMT
Alexanders Fife
Western SMT
Alexanders Midlands

The names and address of the General Managers of these concerns (including the city bus undertakings) are given in Appendix 4.

The SBG is itself part of STG with a Head Office at Carron House, 114/116 George Street, Edinburgh EH2 4LX (031-226 7491). The following officials are based at Carron House. Each Executive Director has both a functional responsibility—e.g. T. Marsden deals with Research and Planning—
and a responsibility (as indicated in brackets) for one or more of the subsidiary companies:—
Managing Director of STG and Chairman of SBG: I. S. Irwin.

Executive Directors: T. Marsden (Alexanders Fife and Alexanders Midland); R. McLeod (Alexanders Northern and Highland Omnibuses); A. M. Newman (Scottish Omnibuses); W. L. Sword (Western SMT).

To deal with matters related to Strathclyde Regional Council and Central SMT, R. Abercrombie is also an Executive Director but he is based at the STG Travel Centre, Buchanan Street Bus Station, Glasgow (041-332 9644).

Group Executive: Regional Co-ordination: A. R. Gall (responsible for contact with the Regional Councils) (031-226 7491).

Postbuses
There is one other large operator of a special type, the Post Office. Over the past ten years, the availability of the bus fuel duty rebate and the capital grants for new buses has made it attractive to the Post Office to convert postvans to postbus operation in rural areas. There are now 121 postbus services in Scotland, ranging from a 20-seater on the Laide-Achnasheen service to cars and Landrovers with only four passenger spaces. Local Head Postmasters are always willing to deal with inquiries about the possibility of introducing new services. More general inquiries should be directed to:—
Scottish Postal Board Operations Division (Postbuses), West Port House, 102 West Port, Edinburgh EH3 9HS (031-228 5241).

Privately-owned Bus Operations
There are also a large number of privately-owned bus operations. Many operators confine themselves to excursions, charters and contract work rather than become involved in publicly timetabled, stage carriage services. Outwith Ayrshire and the Paisley area, there are very few concerns with more than half a dozen vehicles engaged in timetabled operations yet, by having a local base and by marrying such operations with charter work, such operators can have an important role—especially in remoter areas. Yellow Pages can be consulted to find out the telephone numbers of both larger and smaller operators. The financial basis of bus services is as outlined at pages 2 and 3 but it has to be noted that, though the legal requirement on SBG is to break even, the requirement to show a return on capital (see the White Paper on ‘The Nationalised Industries,’ Cmd. 7131, March, 1978) does place the SBG in a somewhat different financial position from either private bus companies or the bus services directly operated by the GGPTE and by Lothian, Grampian and Tayside Regional Councils in Edinburgh, Aberdeen and Dundee.

Annual Reports are published by STG and by the GGPTE.

Shipping Services and Ferries
There are four main groups of operators under this heading:—

(1) Caledonian Macbrayne Ltd.
This company is the shipping subsidiary of STG and provides services on the Firth of Clyde and to
the Hebrides with government assistance in the form of:

(a) an annual revenue grant and
(b) capital grant towards the cost of construction or improvement of ferry terminals owned by Caledonian Macbrayne.

Address: The Pier, Gourock

(2) British Transport Ship Management (Scotland) Ltd.
This is a subsidiary of BR which operates the 'Sealink' vehicle-ferry route from Stranraer to Larne.
Address: 87 Union Street, Glasgow G1 3SX (041-332 8811 Ext. 3923)

(3) Major Privately-owned Companies
P and O Ferries Operate vehicle-ferries from Aberdeen to Shetland and Scrabster to Orkney.
Address: P and O Ferry Terminal, Aberdeen 0224 2911.

Townsend Thoresen Ferries Operate vehicle-ferries from Cairnryan to Larne.
Address: Cairnryan Harbour, Stranraer (Cairnryan 276).

Western Ferries Operate cruise services from Oban and vehicle ferries from Mclnroy's Point (Gourock) to Hunter's Quay, (Dunoon), Kennacraig (Kintyre) to Port Askaig (Islay) and Port Askaig to Feolin (Jura).
Address: 16 Woodside Crescent, Glasgow G3 (041-332 9766).

(4) Smaller Ferries
These comprise a wide range of local ferries and cruises including privately-owned services, services owned and operated by the Regional Councils—e.g. Kylesku ferry in Sutherland—and services operated by various other public bodies—e.g. the British Waterways Board operates services on the Caledonian Canal and on Loch Ness, the SBG operates the 'Maid of the Loch' on Loch Lomond. While some of these ferries are essential year-round local links, most operations are geared to the tourist and day-trip market.

Taxi Services
The role of taxi services has often been under-estimated yet both the urban and rural taxi have a valuable function. Associations of taxi operators exist in many of the more populous areas. Telephone Directories, including Yellow Pages, should be consulted to gain further information on local taxi facilities.

OTHER TRANSPORT OF BENEFIT TO THE PUBLIC

Vehicle Hire or Collective Purchase
Most operators provide three types of service:

(a) public, scheduled services meeting normal travel needs
(b) publicly advertised tours and excursions (usually at special fares)
(c) vehicles which can be hired for the purposes of a particular group, e.g. set of factory or office workers, schools or clubs.

Type (c) is not public transport as defined at page 2, but such facilities can be of considerable value, notably for evening travel or special week-end trips. Several bus operators restrict themselves to facilities of type (c) and this is also
a sector where school, factory and club buses and minibuses can be used to ease travel problems.

The regulations covering these operations are referred to in Section 4 but these will already be known to existing operators and, so far as the layman is concerned, all he need do is phone or write to known local operators (including the bigger companies) and ask about the rates and conditions of hire. Ships, trains and aircraft are also available for hire or charter.

**Community Buses**

Community Buses are a special example of collective purchase and operation (though some Community Buses are operated by, or with the assistance of, some of the larger bus companies). Such buses can operate a combination of fixed route services, flexible route services and both public and private excursions. Community Buses now operate under the Transport Act, 1978, and further information on them is given at pages 18, 19, 30 and 45.

**Cycle Hire**

Gaps in the public transport network can also be filled by cycle-hire and, in some cases, cycles can be an alternative to bus use. Except on islands such as Great Cumbrae (Millport), cycle-hire is poorly developed in Scotland, but, notably in tourist and recreational areas, the expansion of cycle-hire has significant potential. Recently, there have been a number of facilities developed in Edinburgh—contact SPOKES 2A Ainslie Place, Edinburgh EH3 6AR (031-225 7752).

**Car-Sharing**

Car-sharing falls outwith the definition of public transport but, under the Transport Act, 1978, it is now easier to organise car-sharing so that it can become more useful to local communities, especially those lacking public transport for most or all of the day.

Since 1st September, 1978, it has become legal for car drivers to accept payment for giving lifts provided that:

(a) no profit is made out of car-sharing activities
(b) advertising is confined to noticeboards at work or in clubs.

Most insurance companies have agreed that private car insurance policies will cover passenger given lifts on such terms but the British Insurance Association has warned motorists should confirm this with their own insurance companies.

The giving of lifts free of charge has, of course, always been legal while some other experiments to use cars and to develop hybrid services between a 'bus' and a 'taxi' services are mentioned at pages 30 and 31.
THE TRAFFIC COMMISSIONERS

Organisation
Subject to Section 19 of the Transport Act, 1968 (see page 8) and to certain relaxations mentioned later in this section, all bus services and bus fares must have the approval of the Traffic Commissioners. These were first appointed under the Road Traffic Act, 1930, but the current Act is the Road Traffic Act, 1960. Three Commissioners are appointed for each traffic area; one of them, the Chairman, serves full-time and is appointed directly by the Minister of Transport. The whole of Scotland constitutes a Traffic Area and the current Chairman of the Scottish Commissioners is Mr. H. McNamara. An Annual Report is published.

Head Office:
24 Torphichen Street, Edinburgh EH3 8HD (Tel: 031-229 9166) deals with business relating to Borders, Central, Dumfries and Galloway, Lothian and Strathclyde).

Northern Division
Greyfriars House, Gallowgate, Aberdeen AB9 2ZA (0224-23411) (deals with business relating to Fife, Grampian, Highlands, Tayside, Orkney, Shetland and Western Isles).

As well as the Chairman of the Commissioners, the Minister of Transport also appoints a Deputy Chairman. The two other Commissioners are selected by the Minister of Transport from panels of persons nominated
by Regional, Islands and District Councils respectively. Each Commissioner has a number of Deputies selected from his own panel. The number of Deputies is not specified. The two Commissioners are normally appointed for three years; the Deputies for one year.

The Traffic Commissioners are a quasi-judicial body. In the execution of their licensing functions, they are independent of the Minister of Transport who can only intervene on appeal. They may hold Public Sittings for any purpose and must do so for the purpose of hearing and determining applications for Road Service Licences. The Commissioners as a body may delegate to any one of their members any of their functions other than those for which a Public Sitting must be held. The delegation is normally to the Chairman.

What is a Public Service Vehicle (PSV)?
To the layman, a public service vehicle is a bus but, legally, a PSV is any motor vehicle which carries passengers at separate fares or which is adapted to carry eight or more passengers for hire or reward. A taxi is not a PSV because it is deemed to be hired as a whole and carries less than eight passengers. The expression 'separate fares' covers indirect as well as direct payments for travel (Road Traffic Act, 1960, S 118).

Passenger Transport Functions of the Traffic Commissioners
The law affecting the passenger functions of the Commissioners is somewhat complex and only a broad outline is provided below. Relevant regulations however, are contained in Statutory Instruments obtainable from HMSO and explanatory leaflets and circulars are issued from time to time by the Department of Transport; e.g. Leaflet PSV/A is a Memorandum for the Guidance of Persons using Motor Vehicles for the conveyance of Passengers for Hire or and leaflet PSV/C deals with Rights of Appeal.

The functions of the Commissioners are as follows:—
(1) to consider applications from PSV operators who are required by law to hold a Road Service Licence for stage-carriage services (i.e. normal bus services), express services, excursions and tours. (The formal difference between 'stage' and 'express' services is that, on the latter, there is no fare which is less than 21p. Excursions and tours are a special kind of express service)
(2) to ensure that PSVs are operated in a manner designed to ensure an acceptable standard of safety. For this purpose, enforcement staff are employed who work, where necessary, with the police
(3) the Licensing of PSV Drivers and Conductors.

PSV Licensing
Subject to the exceptions mentioned below, all PSVs must have a Vehicle Licence issued by the Traffic Commissioners. Licences are issued annually and are conditional on the Commissioners being satisfied as to the financial resources of the applicant and vehicle maintenance arrangements. For vehicles carrying eight or more passengers, a Vehicle Licence will only to be issued if a prior Certificate of Fitness has been obtained.
Certain relaxations of these requirements are allowed in the case of vehicles adapted to carry less than eight passengers at separate fares (Road Traffic Act, 1960, s.118 and Twelfth Schedule). These have been extended under the Passenger Vehicles (Experimental Areas) Act, 1977 and the Minibus Act, 1977. Under the former, within areas designated by government, special authorisations by Regional and Islands Councils can exempt two categories of vehicle from PSV Licensing. These categories are:—
(a) private vehicles adapted to carry up to 16 passengers at separate fares
(b) commercial vehicles adapted to carry up to 5 passengers at separate fares
(for greater detail, see SDD Circulars No. 45/1977 and No. 49/1977).

The Minibus Act, 1977, provides that minibuses run by voluntary organisations can be exempted from PSV Licensing requirements in circumstances where these requirements could otherwise apply. Exemption is by means of permits issued by the Traffic Commissioners, by Regional and Islands Councils and—within defined limits—by certain social organisations such as the Scottish Council of Social Service, Age Concern (Scotland) and the Scottish Association of Boys Clubs. An extended list of organisations with such permit-giving powers is in course of preparation by SDD.

**PSV Drivers’ and Conductors’ Licences**

PSV Drivers’ must have a bus drivers’ licence, be over 21 years old and be medically fit and of good character. A conductor must be over 18 years old, medically fit and of good character. Both drivers and conductors must wear identification badges.

**Road Service Licences**

Every application for a Road Service Licence must be heard and determined by the Traffic Commissioners at a Public Sitting although, where there are no objections, the proceedings may be a formality. The Commissioners for the Scottish Traffic Area issue fortnightly a publication called ‘Notices and Proceedings’ (available at 12½p per copy or £3.25 a year) which contains particulars of:—
(a) applications for Road Service Licences
(b) the dates, times and places at which applications will be heard
(c) the decisions on applications.

**What is a Road Service Licence and on what Conditions is it granted?**

A Road Service Licence entitles the operator to provide the stage, express, contract, tour or excursion service stipulated in the Licence. The Commissioners may attach such conditions as they think necessary for the safety and convenience of the public. In particular, the conditions will ensure that fares are reasonable and so fixed as to prevent wasteful competition with alternative means of transport. The Licence will specify the route to be taken and the fare and time-tables. Copies of the fare and time-tables should be available for inspection on the vehicles used on the service and specific taking-up and setting-down points for passengers may be specified. The Commissioners have
power to suspend or revoke a Licence if any of the conditions is not complied with. A Road Service Licence is usually valid for 3 years and costs £4 a year.

Relaxation of Road Service Licensing

The relaxations of PSV Licensing, previously mentioned, have also reduced the number of cases—especially in rural areas—where it is necessary to apply for Road Service Licences. For example, permits under the Minibus Act, 1977, allow bodies to charge for travel without obtaining Road Service Licences. These permits do not allow operation for general public use but dispensations for the latter purposes are contained in Section 30 of the Transport Act, 1968, and in the Passenger Vehicles (Experimental Area) Act, 1977. The latter Act applies only to defined areas of rural transport experiment (RUTEX) but Section 30 of the former Act, under certain conditions, exempts minibuses (vehicles carrying not more than 12 passengers) and school buses (unless owned by the Education Authority) from the normal Road Service Licensing requirements. The effect is that minibuses and school buses can carry the general public without the formalities of the full procedure for Road Service Licensing.

Further information on these matters is contained in SDD Circulars 45 and 48 of 1977.

Objections to Applications for Road Services Licences

Any persons who are already providing transport facilities along, or near, the routes proposed (i.e. competing operators) or a Local Authority in whose area any of the routes are situated have the right to lodge objections to, or make representations about, the proposed service. This must be done within 21 days of publication of the application for a Licence. In hearing the application, the Commissioners must take into consideration any such objections or representations and may consider objections and representations by other bodies and individuals.

The procedure to be followed by the Commissioners in hearing applications has never been laid down but the proceedings closely follow those of a court of law with the important exception that witnesses are not sworn before giving evidence. The first essential for an applicant is to show that there is a need or demand for his proposed service. The onus is upon the applicant to prove that the existing facilities provided by objectors are unsuitable or inadequate to meet the public need. It is then for the objectors to show that a case has not been made out or to produce such rebutting evidence as may show that the existing facilities are adequate.

The Road Traffic Act, 1960, provides that (apart from any specific objection) the Commissioners must be satisfied that the vehicle can operate the service without exceeding speed limits and that the routes proposed are suitable for the vehicles which would operate on them. They must also consider:—

(a) the extent to which areas, through which proposed services would run, are already adequately served

(b) the extent to which the service is necessary or desirable in the public interest (including
under the Transport Act, 1978, consideration of the transport policies stated by the Regional and Islands Councils) (c) the needs of the area as a whole in relation to traffic and the co-ordination of all forms of passenger transport, including transport by rail.

If an applicant or statutory objector (i.e. an operator or a Regional, Islands or District Council) is aggrieved by a decision of the Commissioners, there is a right of appeal to the Minister of Transport. This appeal must be made within one month from the date on which the decision of the Commissioners was announced in 'Notices and Proceedings'. The Minister of Transport will then appoint an independent Inspector to hold a Public Inquiry and report to him. He may or may not accept the Inspector's recommendations but the Minister of Transport's decision is binding on the Traffic Commissioners.

**Variations to Conditions of Road Service Licences**

Though a Road Service Licence is valid for up to 3 years, this does not prevent alterations to the service within that period. It is often necessary for fares to be increased and journey times and routes altered. Such variations can only be made with the authority of the Commissioners. In general, the same procedure is followed as in the original application for a licence with the important exception that the objection period is 14 days from the date of publication of the application. Any person may object to a proposed variation.

**Withdrawal of Bus Services (i.e. Surrender of Road Service Licences)**

Any holder of a Road Service Licence may withdraw a service by surrendering the relevant licence to the Commissioners. However, to allow other operators to give consideration to replacement services and to allow the Regional and Islands Councils to examine the possibility of direct subsidy, the Commissioners encourage operators to give advance warning of proposals to withdraw services.

**Bus Services operating into other Traffic Areas**

If a service is primarily operated in the Scottish Traffic Area, a Road Service Licence will be issued by the Scottish Commissioners but other Traffic Areas concerned must normally authorise the service as well. These authorisations are called 'backings'. For services operating mainly in England, 'backings' would be required from the Scottish Commissioners. The address of the Northern Traffic Area in England is: (Low Friar House, 36-42 Low Friar Street, Newcastle-on-Tyne NE1 5XR) (0632 610031).
PROCEDURES FOR CONSULTATION AND OBJECTION

Introduction
To simplify an understanding of the complicated arrangements for consultation and of the substantial variations depending upon which mode and type of transport is involved, this section has four sub-divisions:—

(1) General Procedures for Consultation and Objection
(2) Fare Alterations: Procedural Requirements
(3) Service Alterations: Procedural Requirements
(4) Wider aspects of the Provision and Maintenance of Services.

General Procedures for Consultation and Objection
Air Services and Airports
On somewhat similar lines to bus services, air services are regulated both with respect to safety requirements and to the provision of an acceptable pattern of routes, frequencies and fares. The relevant controlling body is the Civil Aviation Authority (CAA), established under the Civil Aviation Act, 1971.

Head Office: Space House, 43-59 Kingsway, London WC2
(01-379 7311)

Principal Scottish Office: Government Buildings, Broomhouse Drive, Edinburgh (031-443 8971)

This Authority is responsible for air navigation services and for certain Scottish airports (see page 12). It also regulates air services and fares. In granting Air Service Licences, it is obliged to ensure that airlines provide services which satisfy all substantial categories of public
demand (so far as British airlines may reasonably provide these). An Annual Report must be published.

'To safeguard airline users and to investigate individual complaints against airlines where the person or body aggrieved has not been able to obtain satisfaction from the airline concerned', the CAA has established an **Airline Users Committee**. An Annual Report is produced by this Committee, which normally includes two or three members with Scottish interests. Address: Aviation House, 129 Kingsway, London WC2 6NN (01-242 3882/3).
Chairman: Professor Alan Day. Director General: J. H. Lawrie.

**The British Airports Authority (BAA)**

Has already been referred to at page 11. So far as BAA airports are concerned, BAA have a duty to provide adequate facilities for consultation with users, local authorities and other organisations representing interests in the localities around airports (Airports Authority Act, 1975 Section 2(8)). In furtherance of this obligation, Airport Consultative Committees have been formed for Edinburgh, Glasgow, Aberdeen and Prestwick Airports:

**Edinburgh Airport Consultative Committee**

Address: Edinburgh Airport, Turnhouse, Edinburgh EH12 9DN (031-333 1000)
Chairman: Air Commodore C. S. Cadell
Secretary: D. Douglas, 21 St. Ninian's Road, Edinburgh EH12 8AP

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**Glasgow Airport Consultative Committee**

Address: Glasgow Airport, Paisley, PA3 2SW (041-887 1111)
Chairman: D. M. Wardly, MBE, JP, DL
Secretary: David Arthur, 18 Balblair Road, Glasgow G52

**Aberdeen Airport Consultative Committee**

Address: Aberdeen Airport, Dyce, Aberdeen AB2 0DU (0224 722331)
Chairman: W. P. Broomfield
Secretary: Henry G. Gatto, BL, 35 Carlton Place, Aberdeen AB2 4BR

**Prestwick Airport Consultative Committee**

Address: Prestwick Airport, Prestwick, Ayrshire KA9 2PL (0292 789822)
Chairman: M. J. G. Wylie, MBE
Secretary: David Richmond, Fairfield, 9 Well Park, Alloway, Ayr KA9 2PL

There are no special arrangements for consultation at other airports.

**Shipping Services**

Though shipping services carrying passengers have to meet stringent safety requirements laid down by the Department of Trade, there are no licensing requirements for routes, frequencies and fares. Because most services receive subsidies, however, both central government and the Regional and Islands Councils are in a position to influence routes, frequencies and fares. The position is similar with respect to harbours and piers with the additional consideration that, if a pier is directly owned by government or a local authority, the owning authority can itself determine (subject to safety regulations) the conditions under which the harbour or pier can be used by passenger vessels.
The Transport Users Consultative Committee for Scotland (STUCC) has a specific, statutory responsibility with respect to shipping services provided by the STG but the STUCC is a consultative body, not a licensing authority (see across).

In addition, Caledonian Macbrayne have established three Shipping Services Advisory Committees to provide an opportunity for the exchange of views and information between Caledonian Macbrayne officials and representatives of the users of shipping services. The areas covered by these committees are:

(a) Clyde Estuary
(b) Western Isles (South)—Islay, Oban, Mull and South Uist
(c) Western Isles (North)—Skye, Small Isles, North Uist, Harris and Lewis.

Committee representatives are drawn from Regional Councils, District Councils, the Western Isles Council, local tourist organisations, HfDB and the National Farmers Union or Crofters’ Organisations. Captain G. S. Sinclair, General Manager of Caledonian Macbrayne acts as Chairman for all three committees. Address: The Pier, Gourock PA19 1QP (Gourock 33755).

Rail Services

Though safety requirements for rail services (whether operated by BR or any other operator) are laid down by the Department of Transport, there are no licensing requirements or routes, frequencies and fares. As with shipping services, however, the payment of subsidy means that the authorities paying out the subsidy (principally central government and the GGPTE) have an important influence on routes, frequencies and fares. The STUCC also has a statutory responsibility with respect to BR services but as a consultative body, not a licensing authority (see below).

The Transport Users Consultative Committee for Scotland (STUCC)

This is a statutory government committee (Transport Acts, 1962 and 1968) made up of part-time members drawn from all walks of life in Scotland and has a full-time secretariat. The Chairman is also a member of the Central Transport Consultative Committee (CTCC) which deals with issues affecting the national rail system e.g. no-smoking regulations, overall service reliability, catering standards. The present Chairman is Dr. T. F. Carbery and the address of the TUCC for Scotland is:

54 West Nile Street
Glasgow G1 2NP (041-221 7760)
Secretary: Mr. S. Mulcock

The present role of the STUCC is confined to considering the services and facilities provided by BR and the shipping services of the STG, with the exception of fares and charges and any proposals by BR to reduce the frequency of a train service. There are pending proposals to widen the Committee’s remit to include these two exceptions and also to bring bus services in Scotland within the Committee’s responsibilities. There is the possibility that this may include a further extension of powers to cover all passenger rail and shipping services in Scotland, not just those operated by BR and STG.

BR and STG are required to give advance notice of their intentions to
withdraw a rail or shipping service or close a station or pier. These proposals must be advertised in the press. Six weeks are allowed for objections to the withdrawal of a BR rail service and four weeks in the case of STG shipping services. Any objections received are considered by the TUCC who may hold a public hearing if considered necessary. The Committee are required to submit a report to government giving their recommendations on the matter and any proposed withdrawal is cancelled pending a government decision. These decisions are taken by the Minister of Transport in the case of rail services and by the Secretary of State for Scotland in the case of STG shipping services.

The STUCC also deals with quality of service matters arising from the operations of BR and STG shipping. The Committee are consulted by these operators on matters such as punctuality, timetabling, reconstruction of stations and piers etc.

Two Annual Reports are submitted to Parliament and published. One deals with shipping aspects and the other with rail.

Non-STG Shipping Services and non-BR Rail Services
There are no formal consultative procedures with respect to such services.

Bus Services
Complaints about bus services should be raised with operators in the first instance but complaints and suggestions can also be lodged with the Traffic Commissioners (see section 4). The Commissioners received and investigated 174 complaints in 1977/78, mainly relating to the inadequacy and irregularity of services, fares increase and the siting of bus stops. There is a possibility that bus service matters may be included in the remit of the STUCC.

Taxi Services
As explained at page 9, District and Islands Councils have licensing powers over such services but, in many areas, these are not exercised. Complaints and suggestions about taxi services should be made to District and Islands Councils though the Regional Councils, through their statutory duty to develop policies for transport co-ordination, also have an interest in taxi operations and make mention of them in TPPs.

Other Requirements for Co-ordination and Consultation
Under the Transport Act, 1968, Section 24, BR and the STG have a duty to co-operate in the exercise and performance of their respective functions for the purpose of co-ordinating the passenger transport services provided by them. These bodies also have a duty to afford to one another such information as to proposed changes in their services as may be reasonably required for the purposes of co-ordination.

As previously noted in Section 2, Regional and Islands Councils also have a statutory duty to promote policies for co-ordination. The Traffic Commissioners have a similar obligation (Section 4) and must have regard to the policies of Regional and Islands Councils. Government circulars indicate how such policies should
be incorporated in TPPs (see pages 7 and 8) while there is a statutory obligation to involve the public in the preparation of Structure Plans and Local Plans (both of which can have important implications for public transport).

Though TPPs are not statutory documents, several Regional and Islands Councils have taken steps to involve the public and relevant organisations in the preparation and revision of TPPs. Strathclyde Region, for example, has established Transport Users’ Liaison Committees.

FARE ALTERATIONS: PROCEDURAL REQUIREMENTS

All Services
Though abolition of the Price Commission has removed the requirement for public transport fare increases to be approved by this body, the Office of Fair Trading, Field House, Bream’s Buildings, London EC4 (01-242 2858) and the Department of Trade, Millbank Tower, Millbank, London SW1OP 4P9 (01-211 3000) have still an involvement in fares where it is considered that monopoly conditions may be affecting the level and structure of fares. Further information on fares, including Concession Fares and recent innovations in Fare Structures, is given on pages 3, 4, 32, 33 and 34 and in Appendix 2.

Air Services
Applications for any alterations in fares (whether upwards or downwards) on air services within Britain must be made to the CAA (see pages 5 and 21). The presence or absence of offers of subsidy also has an influence on CAA decisions on fare levels.

Rail Services
Neither the public nor other transport operators have any right of objection to BR proposals to vary fares though there are pending proposals to permit the STUCC to make comment, on matters related to fares and charges (see page 23). However, where a service is in receipt of subsidy, the conditions of subsidy normally require prior consent to major fare alterations. In Scotland, this implies consent from the government and the GGPTE since no other Regional Council was giving revenue support to rail services in 1979.

Shipping Services
The position is the same as with rail services except that, in 1978, a wider range of Regional and Islands Councils were paying subsidies to shipping and ferry services and thus having a direct involvement in decisions on fares and charges.

Bus Services
Applications for any alterations in fares must made to the Traffic Commissioners and are determined under the procedures outlined in Section 4. Where services are in receipt of subsidy, the relevant authorities paying subsidy (mainly the Regional Councils) are in a position to influence fare levels and structures.

Taxi Services
In areas where licensing is applied by the District Councils, applications for altered charges must be made to the relevant District Council with a right of appeal to the Secretary of State for Scotland.
SERVICE ALTERATIONS: PROCEDURAL REQUIREMENTS

Air Services
Applications for service alterations must be made to the CAA (see pages 5 and 21). The presence, or absence, of offers of subsidy also has an influence on CAA decisions on the pattern of services.

Rail and Shipping Services
Neither the public nor other transport operators have any right of objection to proposals to vary rail and shipping services except that, in the case of proposals for the complete withdrawal of STG shipping services or BR rail services, objections can be lodged with the STUCC as indicated at pages 23 and 24. After services have been altered, representations can also be made to the STUCC on ‘quality of service’ grounds (see page 24).

However, where services are in receipt of subsidy, the conditions of subsidy normally require prior consent to major service alterations. In this way, government and the Regional and Islands Councils can have a substantial influence on the pattern of services.

Bus Services
Applications for service alterations must be made to the Traffic Commissioners (subject to certain relaxations for schoolbuses, minibuses and rural services mentioned in Section 4) and are determined under the procedures outlined in Section 4. Where services are in receipt of financial support, the relevant authorities giving such support (mainly the Regional Councils) are in a position to influence the pattern of services. Such authorities are normally consulted about proposed alterations in services.

Taxi Services
In services where licensing is applied by the District Councils, this normally covers stipulation of the number of taxis which will be licensed and procedures for the variation of this number.

WIDER ASPECTS OF THE PROVISION AND MAINTENANCE OF SERVICES

‘Quality of Service’ matters and publicity
As a general principle, the public should raise any complaints or suggestions—including those relating to fares and services—with the relevant operators in the first instance. Full details of the complaint or suggestion should be given and, on day-to-day matters—such as serious unpunctuality, lack of information, inadequate cleaning, difficulties with staff—problems can often be resolved without recourse to a higher level. However, dissatisfaction with official replies may justify an approach to the Airline Users Committee or the various Airport Consultative Committees (see page 22), to the Traffic Commissioners (if a bus service is concerned—see Section 4), to the STUCC (in the case of BR rail services and STG shipping services but exclusive of any fare issues in both instances) and to District Councils (in the case of taxi services).

At the same time, it is often desirable to approach—either in writing or by personal contact—the local Regional or Islands Councillor and the relevant Regional or Islands official dealing with public transport
(see Appendix 3). In the event of continued difficulty, contact can be made with the local press, the local Member of Parliament and organisations such as the Scottish Association for Public Transport and the Scottish Consumer Council (See Appendix 5).

Minor Improvements
A similar approach can be adopted in putting forward suggestions for comparatively minor changes in routes and frequencies, or indeed on any matter where the suggested change would be unlikely to have serious commercial disadvantages (and might even place operators in an improved financial position). In most cases, the operator will be able to react positively or explain clearly why a suggestion seems impractical unless financial aid could be obtained from some source other than the operator.

An important point to bear in mind is that the increasing requirements for consultation (including consultation with any trade unions involved) make it difficult to introduce changes quickly while, in the case of bus and air services, there is the additional legal requirement to obtain permission from the Traffic Commissioners and the CAA before changes are implemented. Timetables, especially rail timetables, are prepared well in advance and for a timetable due to commence in May (the normal date for new issues of the BR timetable), suggestions for possible inclusion in the timetable are best made not later than the previous autumn.

This is not to say that timetables are completely rigid after publication. If adjusted timings are causing serious difficulty, it is possible to make amendments in a matter of weeks rather than months. These can alleviate the worst problems but any changes made in this way must be compatible with the basic structure of the timetable, which is itself determined by the availability of vehicles and staff.

How can a new service be provided?
Apart from the minor adjustments mentioned above, new services (including new or reopened stations on existing railways) will only be provided if:—
(a) it is commercially attractive (within the existing law) OR
(b) some external source of finance is available.

In the case of bus and air services, appropriate licences must also be obtained (see Section 4 and page 21). A new service can be an additional, or re-timed service on an existing route. Changes of this nature usually raise fewer problems than provision of a completely new route.

While some new services will be commercially attractive (notably certain air services, longer-distance rail services and some urban bus services) most proposals for new services are unlikely to be feasible unless supported by central government (in the case of trunk services) or by Regional and Islands Councils (in the case of more localised services). Such support will be more probable if there is clear local agreement on the need for the new service compared to other government and local government priorities.
Suggestions for new services of a trunk nature are best pursued at Government level though it would be important to have the support of the relevant Regional, District and Islands Councils. Most suggestions, however, are likely to be more localised and are best pursued at Regional or Islands Council level within the context of the annual revision of TPPs and ongoing discussions with transport operators on the technical and financial implications of any new proposals. The content of the Structure Plan will also be relevant, both for localised and trunk proposals (see page 8).

Various options exist for the provision of finance for services unlikely to be commercially attractive, at least in the short-run. These include:

(a) assistance with the capital costs associated with a new service
(b) guarantees against reductions in net revenue arising from provision of a new service
(c) Other agreements to give revenue support within stipulated conditions.

Some examples of recent and potential innovations are given in Section 6.

How can services be maintained?

Services can be maintained if they are commercially attractive or subsidised. Decisions on subsidies rest largely with government and the Regional and Islands Councils (see Section 2). Many existing services continue to operate because decisions have been taken in favour of subsidy but such decisions are always under review with the possibility that proposals may be made either for some form of reorganisation short of total withdrawal or for total withdrawal. Similarly, services formerly profitable may move into deficit, raising the question of whether or not they ought to be subsidised and in what form.

Though there are recognised procedures for withdrawing services in the case of buses, BR rail services and STG shipping services (see pages 20, 23 and 24) the critical issue with respect to such withdrawals and any other withdrawals e.g. of non-STG shipping services—is the extent to which government and local government is convinced of the need for the service. Here, local opinion is of considerable importance (see Section 7).
RECENT AND POTENTIAL INNOVATIONS

General Characteristics of the Current Situation
The current picture of public transport is one of change rather than continued contraction. Arising from surveys of existing services and of unsatisfied demand, the frequencies of many longer-distance stage carriage bus services have been reduced (and are likely to be further reduced, especially where a rail alternative exists) but this has been balanced by expansion and experiment with highly localised public transport connecting with trunk routes (either rail or bus) or meeting special needs not fulfilled by the traditional service network. Central government has assisted several of these projects as part of a short-term experimental programme for rural transport (RUTEX) but others have been entirely financed by the Regional Councils. Inquiries about RUTEX should be directed to SDD.

There has also been some expansion in express bus and coach operation and a more pronounced growth in longer-distance rail travel. International air travel has been experiencing high growth, helped by lower fares, while there is considerable Scottish interest in the development of air services both to islands and peninsulae, and between areas where land and sea transport is inconvenient and uncomfortable. This is especially the case in many parts of the Highlands and Islands.

The following are some examples of what could have been a more extensive list of recent innovations. The addresses in brackets indicate where further inquiries about such innovations can be made.
Rural Bus Services

**Postbuses**
(See also page 13). To provide services at more suitable times (and in more suitable directions) than are dictated by mail requirements, some Postbus routes are now receiving financial aid from Regional and Islands Councils. This allows extra services to be operated and the grants involved are usually small. (Scottish Postal Board, Postbus Division, West Port House, 102 West Port, Edinburgh EH3 9HS).

**Courier Buses**
Borders Region, in conjunction with the Area Health Board and SDD, has introduced experimentally an integrated passenger, sample and internal mail service between hospitals, clinics, laboratories and local government offices otherwise poorly connected (or not connected at all) by public transport.

(Borders Regional Council, Regional Headquarters, Newtown St. Boswells).

**Local Mini or Midi-buses**
Several such services have been introduced to provide or improve, public transport in rural areas e.g. the Medwyn Gypsy in South Lanarkshire and the Barrmill Gypsy in North Ayrshire. Certain sections of the route and bus departure times are fixed but the scheme allows buses to deviate from fixed routes by prior arrangement. This practice is termed ‘dial-a-ride’ or ‘demand responsive’ operation. (GGPTE, 48 St. Vincent Street, Glasgow G2 5TR).

Sometimes such services depend upon volunteer drivers and are
called ‘community buses’. Several of these are now running in England and Wales while, on Speyside, the small community of Edinvillie is running its own free bus service to Aberlour, four miles away. The service is financed by community fund-raising.

(Major A. McLaren, Secretary of Speyside and District Council of Social Service, Rothiemoon, Nethybridge).

**‘Dial-a-Car’ Services**
Operate in the sparsely populated Stair area of Ayrshire. The cars connect with adjacent bus routes and have fares somewhat higher than on local buses but lower than a taxi. (GGPTE and RUTEX). For other developments in car-sharing, see page 15.

**Hospital Oriented Services**
A major rural problem for those without cars has been access to hospitals for visitors. In some areas, voluntary car sharing schemes have been arranged (Women’s Royal Voluntary Service, 19 Grosvenor Crescent, Edinburgh EH12 5EL) but, in South Ayrshire, a new bus service has been introduced from the Doon Valley direct to hospitals in Cumnock and at Ballochmyle. The service is also available for general travel and further studies may show that existing Health Board minibuses (or other local minibuses) could be more widely used by staff, visitors and out-patients. Some resulting economies in ambulance operation might be possible. As part of the South Ayrshire experiments, leaflets have been produced showing how existing services can be used for hospital access (GGPTE and RUTEX).
‘Country Park’ and ‘Leisure-Related’ Services
Recent surveys have drawn attention to the difficulties experienced by those without available cars who may wish to visit country parks, scenic areas and other centres of recreational activity e.g. Strathclyde Regional Park, National Trust properties such as Culzean Castle and Poolewe Gardens. Coach excursions can be operated to such centres but they impose a rigid timetable on users and attention is being given to more frequent minibus or minibus connections from existing bus and rail routes.

(GGPTE; Countryside Commission for Scotland; Battleby House, Redgorton, Perth, (Perth 27921) Scottish Tourist Board 23 Ravelston Terrace, Edinburgh EH4 3EU (031-332 2433) National Trust for Scotland, 5 Charlotte Square, Edinburgh EH2 4DU).

A recent example has been the award of a £500 grant to an existing minibus operator to enable him to provide, for a six-month experimental period, timetabled services on a route from Ullapool to Lochinver. This fills a previous gap in the public transport network along the north-west coast but early indications are of a low level of use.

(Highland Regional Council, Glenurquhart Road, Inverness IV3 5NX).

For special events such as the Highland Show at Ingliston and the recent Open Golf Championship at Turnberry and St. Andrews, specially organised bus services (linking with railheads) have persuaded many to leave their cars at home while providing good access for those without cars (GGPTE and Lothian and Fife Regional Councils).

Urban Bus Services
In urban areas, new services have been introduced for areas not well served by the previous network e.g. housing areas such as Hillpark in Glasgow (where a larger bus has had to be introduced to replace a minibus service started in the spring of 1978) and the New Towns. Special shoppers’ services now run in Glasgow and East Kilbride, using vehicles formerly idle between the morning and evening peaks.

‘Interlink’ bus services, either connecting with commuter trains or with all trains are operating in East Kilbride and Johnstone. In Glasgow, a midibus ‘Citylink’ service also operates on a direct route between Central and Queen Street rail stations. Outer Circle bus services have been introduced in Glasgow, Edinburgh and Aberdeen, improving connections between suburban areas. Many other adjustments have also been made to the bus networks to meet new demands, especially in the New Towns. In Irvine, some routes have been specially designated for bus operation and in Edinburgh, Glasgow and Inverness, bus lanes have been introduced to give priority to buses at peak periods. Express services have been developed for outer suburbs, a notable example being the ‘Linwood Clipper’ from Linwood to Glasgow using the M8. (Further information can be obtained from the GGPTE and the other Regional Councils).
Rail Developments

Work is well advanced on modernising the Circle Underground in Glasgow and on reopening the east-west Argyle Line under the City Centre. (GGPT) Suburban and commuter service improvements are also being investigated in and around Edinburgh and Aberdeen and from Tain to Inverness by the Lothian, Grampian and Highland Regional Councils respectively. Several Regional Councils are examining the possibilities for new or reopened stations where these would fit in with plans for a better overall pattern of public transport e.g. a station for the Priesthill/Darnley area in Glasgow; stations for Livingston, Wester Hailes and other communities in the Edinburgh area; a station to serve the populous community of Auchinleck/Cumnock in Ayrshire; a station to serve tourist and recreational needs in the Loch Awe area on the Glasgow-Oban line; a commuter station at Wormit on the Dundee-Fife line. Stations already opened include Alness and Muir of Ord between Inverness and Tain while, as a joint venture by the IBM Company and Strathclyde Regional Council, a new station—IBM Halt was opened in 1978 to give direct access to the IBM factory at Greenock. This is served by existing trains on the Glasgow-Wemyss Bay route.

Other possibilities include the reopening of routes (as distinct from the provision of extra stations on routes already served by passenger trains) to passenger traffic, and the construction of new routes together with more substantial schemes to improve interchange between bus, rail, ferry, air, car and taxi services. Quite apart from the financial implications, the technical aspects of such proposals are such that they are only likely to be implemented over a long timescale. Indeed, in general, the public has an expectation that schemes can be introduced far more quickly than is achieved in practice.

Nevertheless, schemes which can be accommodated within existing staff and rolling stock constraints and which do not involve substantial capital expenditure can be introduced within a fairly short timescale. For example, BR agreed to a request that Sunday trains on the Inverness-Wick/Thurso route should operate in the summer of 1979. New Sunday trains between Aberdeen and Inverness have also been well used. Other possibilities of this sort include improved frequencies and the restoration of evening services. In most instances, however, neither bus nor rail operators are likely to be able to agree to improvements unless some finance is available from the Regional Councils and traffic volumes may be disappointing unless schemes are inter-related with changes in other bus services including reorganisation of services to feed rail stations, with the expansion of station car parking facilities and with substantial publicity efforts.

Fare Innovations

It is important to distinguish selective fare reductions which public transport operators may consider to be commercially
attractive, from fare reductions which are a part of social policy and involve compensation to operators for lost revenue. BR and several airline operators have been active with respect to the former (and the public has gained real benefits). Commercial innovations have included Student and Pensioner Travelcards and, from 1979, the BR Family Travelcard. Several bus operators have also found it financially attractive to introduce a significant differential between ‘peak’ and ‘off-peak’ fares. For example, since 1977, the maximum ‘off-peak’ fare on PTE buses in Glasgow has been lower than the peak fare, though problems have arisen from an increase in fraudulent travel, this fare reduction was introduced without any special element of subsidy. Similarly, without any specific element of increased subsidy, regular users have gained from a significant expansion of season ticket schemes which allow unlimited travel within defined zones or on specified routes. The best-known example is Transcard in Glasgow. This is now available on a weekly, as well as a monthly basis and purchase has been made easier by adding twenty Transcard agencies, spread throughout the suburbs, to the Transcentre at 103½ St. Vincent Street, Glasgow. Another benefit from the extensive use of seasons at peak periods has been a reduction in boarding times on one-man operated buses. This has speeded up services and similar gains have come from the changeover to ‘exact fare’ systems (under which drivers give no change). However, such systems, even with good publicity, can be a source of considerable inconvenience to users—especially tourists and visitors. An alternative would be the widespread use, of the continental model, of prepurchase ticket booklets, available at a discount. The main examples of Social Fares i.e. fares that are subsidised as a matter of social policy, have been the various concession schemes for pensioners introduced by the Regional and Islands Councils (see Appendix 2). These range from free travel (in Edinburgh) to token or Travelcard schemes. Under the former, tokens of up to a specified value are issued to pensioners while, under Travelcard schemes, pensioners holding the relevant cards are entitled to travel at a substantially reduced fare (in the Strathclyde case, 3p per local trip or half-price for longer journeys). Some regions issue Travelcards at no cost to the holder; others make a small charge.

These schemes have been extended to include certain categories of the disabled as well as pensioners and more sophisticated variations are being studied. For example, Strathclyde has under consideration a ‘Transclub’ travelcard which would entitle any purchaser of the card to substantial reductions in ‘off-peak’ fares. Through the Social Work Department of the Regional Council, arrangements could also be made to purchase ‘Transclub’ cards for distribution to persons in special need.

A final illustration of new departures in fares policy is the consideration of ‘Flat-rate Fares’ for local travel. A few services
already have flat fares and the principle will be applied when the Circle Underground in Glasgow reopens in 1979. However, the general introduction of flat fares for local travel raises the problem that, to have an acceptable level of fare, significant financial support would be necessary. Otherwise, there would have to be a sharp increase in the cost of relatively short trips.

Traditionally, the principle of cross-subsidy (see page 2) has been used to support more substantial reductions in Juvenile Fares than could be justified commercially. Recently, however, several operators have increased juvenile fares to more than the normal 50% of adult fares and have refused to extend the concession from 14 years to the school leaving age of 16 years unless specially compensated by Regional and Islands Councils. On the other hand, BR have raised the age to which children have free travel from 3 year to 5 years.

Publicity and Presentation of Public Transport
All operations provide timetables of their own services and undertake a certain amount of publicity and advertising. As part of their overall transport responsibilities, however, the Regional and Islands Councils are now showing greater interest in the marketing and presentation of public transport. To a lesser extent, similar developments are taking place at District Council level and the Highlands and Islands Development Board's long-standing interest in public transport Area Timetables, Maps and Tourist Travelcards is being supplemented by work both by the Regional Councils and Tourist Organisations.

The Shetlands Islands Council (in association with HIDB and the local tourist organisation) has produced a public transport timetable while a comprehensive public transport timetable (price 20p) has also been published by the Borders Regional Council. Central Regional Council has produced special tourist-related timetables for the areas around Callander and Aberfoyle while the GGPT has published a Public Transport Map and a wide range of leaflets on both Glasgow bus services and rural services. The PTE is currently planning a major promotional campaign in association with the opening of the Argyle Line and the modernised Circle Underground in Glasgow in 1979. Western SMT has also subdivided its unwieldy bus timetable into separate sections for Glasgow suburban services, Ayrshire and Dumfries and Galloway. Maps of principal towns showing bus routes and the location of bus and rail stations have been included. Similarly, the BR timetable incorporates some information on bus services and ferries.

Recent studies by the Transport and Road Research Laboratory (TRRL) have confirmed the value of comparatively small expenditures on improved publicity and informational services for public transport and this is an area in which there is much public interest. Examples of these studies include:—
SR 371 P. B. Ellison, 'The Design of Leaflets to Promote
Existing Bus Services’
LR 825 P. B. Ellison, ‘Costs and Benefits of a bus-service
Information Leaflet’

Summaries of these reports, or the full reports, are available on application to TRRL, Crowthorne, Berkshire RG11 6AU.

As part of the evolving TPP process, such examples of informational improvements represent only part of a wider local authority participation in the presentation of public transport. Many bus stop signs have been redesigned and additional information incorporated while attention is being given to the provision, and improved maintenance, of bus shelters. Suggestions for specific improvements are best sent to the Regional (or Islands) Councils in the first instance. Within a longer timescale, several Councils are also giving serious consideration to substantial improvements in physical interchange by developing Travel Centres allowing easy transfer between bus and rail, rail and ferry, bus and bus, car and rail, etc. At the same time, both local authorities and operators are giving more attention to the needs of the disabled.

A final innovation worthy of note, and further development, is the incorporation of public transport information in the regular wireless reports on road conditions.
Though individuals have many opportunities to make suggestions and complaints regarding public transport services (see Sections 4 and 5), it is difficult for elected authorities to ascertain community preferences if local opinion is unorganised. It is here that Community Councils, Amenity Associations, Users’ Organisations and ‘ad hoc’ committees have a role to play.

To take timetable changes as just one example, the preference of some individuals for altered air, rail, bus or ferry times must be weighed against the needs of travellers who would be inconvenienced by a change. Public meetings or local surveys may be needed to clarify the balance of opinion. In many cases, the Regional and Islands Councils (and the market research divisions of the transport operators) are already conducting such surveys but, in marginal cases, the existence of an independent local survey, a constructively worded petition and a well-organised campaign can help to convince the relevant official bodies to examine proposals in greater depth.

Where there is a prospect of reduced frequencies, total withdrawals of service or other changes affecting the quality of service, there is much that Community Councils and ‘ad hoc’ groups can do to gather evidence on possible hardship. While this might not prevent the proposed action, it could lead to revision of the original plans so that less hardship and inconvenience arises. Another important role for such
bodies lies in promoting the use of existing (and new) services and spreading knowledge of fare concessions that are available. They can advise on such matters as the location of bus stops and shelters and consider the local need for innovations of the type mentioned in Section 6. Outwith the normal pattern of public transport, they can also arrange and publicise car-sharing and special charters and excursions (the use of which may be such as to help strengthen the case for a regularly timetabled service and/or for selective fare reductions). In such matters, close attention still needs to be given to the legal requirements of the Traffic Commissioners as regards road travel (see Section 4).

On a more general level, local organisations also need to be aware of the opportunities for public transport improvements presented by the TPP and Structure Plan procedures (see Sections 2 and 5). Where appropriate information does not seem to be publicly available, efforts can be made to obtain it. For example, the practice regarding publication of the details of use, receipts and costs on specific services varies considerably and major timetable changes can be made without adequate notice.

Another item on which local organisations may wish to comment is the proportion of spending shown in the TPPs as between roads and public transport. Within the public transport sector, they may also wish to express opinions on the balance of spending as between general revenue support, support for concession fares and the allocation of funds for public transport investment. While all of Regional and Islands Councils continue to allocate large budgets for road maintenance and new construction, there is a significant range of variation in support for public transport (see Appendix 2). Local groups may wish to argue the case both for more spending on public transport and for changes in the way in which this is spent, balanced by some reduction in road building or in other proposed expenditure by the relevant authority.

Similar arguments may be desirable at the national level but in this respect effective action needs to go beyond the level of any single Community Council or similar body. It is here that associations of organisations or joint committees have a role, in addition to, or in co-operation with, some of the national organisations listed in Appendix 5. With sufficient support these latter bodies are in an important position to make influential comments on further changes in the legal and administrative structure of public transport and on the general direction of policy.

Examples of activities by Community Councils and Users' Organisations

Community Councils have, as yet, had little time to become involved in public transport issues but several have taken up bus and rail issues very quickly. For example, the Alness, Invergordon, Dunlop and Stewarton Community Councils have been seeking improved commuter train services while Auchinleck Community Council...
has launched a campaign to reopen the local station. The Murray Community Council in East Kilbride and the Anderston Council in Glasgow have acted on bus fares and service issues. Joint action by Community Councils in north-west Sutherland has helped persuade Highland Region to cancel proposed reductions in bus services while similar action by Community Councils between Cumbernauld and Kirkcaldy led to Strathclyde Region withdrawing proposals to end financial support for the Glasgow-Paisley Canal-Kilmacolm rail service. In north Ayrshire, Beith Community Council co-operated with Strathclyde in introducing the ‘Barrmill Gypsy’ rural bus service.

Users’ Associations currently active include:—
The Glasgow-East Kilbride Railway Development Association
Secretary: Mr. J. Broadbent, 92 Hillview Drive, Clarkston, Glasgow (041-638 4721)
Borders Association for Public Transport
Chairman: Mr. J. M. Boyd, 8 Brewster Place, Cattonside, Melrose (Melrose 2644).

The work of these associations has produced revised train timings more suited to travellers needs (including express trains from Glasgow to East Kilbride with connecting buses) and improved bus services between the Borders and Edinburgh as well as more localised improvements.

In addition, SAPT has Regional Groups based on Glasgow, Edinburgh, Fife, Dumfries and Galloway and the Highlands.

‘Ad hoc’ committees or groups have also functioned with various degrees of success. The ‘Macpuff’ campaign contributed to the retention of many Highland rail services in the 1960s while the Kelvin Line Action Group was able to secure the safeguarding of the former direct railway from Glasgow to Maryhill via Botanic Gardens for possible future use. Current examples include HALT, ‘Hailes Action Local Trains’, campaigning for a suburban station at Wester Hailes in Edinburgh and the ‘Galloway Railway Reinstatement Group’, seeking to secure the safeguarding of the formation of the former direct railway from Stranraer to Dumfries and its eventual reopening.

Other Relevant Bodies
Apart from bodies already referred to, there are various other organisations which have interests in public transport in Scotland and which could be of assistance either in the provision of background information or in helping to take up more generalised policy issues. A list of these organisations is given in Appendix 5.
Appendix 1—Households without Cars: Comparative Figures

(a) 1971 Census

<table>
<thead>
<tr>
<th>Area</th>
<th>Total households (thousands)</th>
<th>Number without cars (thousands)</th>
<th>% with no car</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scotland</td>
<td>1686</td>
<td>972</td>
<td>58%</td>
</tr>
<tr>
<td>Glasgow</td>
<td>290</td>
<td>222</td>
<td>77%</td>
</tr>
<tr>
<td>Dundee</td>
<td>63</td>
<td>41</td>
<td>65%</td>
</tr>
<tr>
<td>Edinburgh</td>
<td>158</td>
<td>98</td>
<td>62%</td>
</tr>
<tr>
<td>Aberdeen</td>
<td>61</td>
<td>37</td>
<td>61%</td>
</tr>
<tr>
<td>Borders</td>
<td>36</td>
<td>17</td>
<td>47%</td>
</tr>
<tr>
<td>Dumfries and Galloway</td>
<td>48</td>
<td>22</td>
<td>46%</td>
</tr>
<tr>
<td>Highlands</td>
<td>88</td>
<td>40</td>
<td>45%</td>
</tr>
</tbody>
</table>

(b) 1975/6 Survey of Household Car Availability

<table>
<thead>
<tr>
<th>Area</th>
<th>% with two or more cars</th>
<th>% with one car</th>
<th>% with no car</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scotland</td>
<td>7</td>
<td>39</td>
<td>54%</td>
</tr>
<tr>
<td>North England</td>
<td>8</td>
<td>41</td>
<td>50%</td>
</tr>
<tr>
<td>Yorks/Humberside</td>
<td>8</td>
<td>42</td>
<td>50%</td>
</tr>
<tr>
<td>Lancs/Cheshire</td>
<td>9</td>
<td>41</td>
<td>50%</td>
</tr>
<tr>
<td>London</td>
<td>9</td>
<td>43</td>
<td>48%</td>
</tr>
<tr>
<td>West Midlands</td>
<td>12</td>
<td>46</td>
<td>42%</td>
</tr>
<tr>
<td>Wales</td>
<td>12</td>
<td>48</td>
<td>41%</td>
</tr>
<tr>
<td>East Midlands</td>
<td>13</td>
<td>48</td>
<td>39%</td>
</tr>
<tr>
<td>South-West England</td>
<td>14</td>
<td>51</td>
<td>35%</td>
</tr>
<tr>
<td>East Anglia</td>
<td>14</td>
<td>51</td>
<td>35%</td>
</tr>
<tr>
<td>South East (excluding London)</td>
<td>16</td>
<td>51</td>
<td>33%</td>
</tr>
</tbody>
</table>


(c) 1976 Survey:
Households without Cars by Districts in Strathclyde

<table>
<thead>
<tr>
<th>District</th>
<th>%</th>
<th>Town</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argyll and Bute (a)</td>
<td>51%</td>
<td>Hamilton</td>
<td>52%</td>
</tr>
<tr>
<td>Bearsden &amp; Milngavie</td>
<td>17%</td>
<td>Inverclyde</td>
<td>60%</td>
</tr>
<tr>
<td>Clydebank</td>
<td>58%</td>
<td>Kilmarnock &amp; Loudoun</td>
<td>40%</td>
</tr>
<tr>
<td>Cumbernauld &amp; Kilsyth</td>
<td>49%</td>
<td>Kyle and Carrick</td>
<td>43%</td>
</tr>
<tr>
<td>Cumnock &amp; Doon Valley</td>
<td>50%</td>
<td>Lanark</td>
<td>45%</td>
</tr>
<tr>
<td>Cunninghame</td>
<td>54%</td>
<td>Monklands</td>
<td>60%</td>
</tr>
<tr>
<td>Dumbarton</td>
<td>48%</td>
<td>Motherwell</td>
<td>60%</td>
</tr>
<tr>
<td>East Kilbride</td>
<td>37%</td>
<td>Renfrew</td>
<td>54%</td>
</tr>
<tr>
<td>Eastwood</td>
<td>22%</td>
<td>Strathkelvin</td>
<td>45%</td>
</tr>
<tr>
<td>Glasgow</td>
<td>71%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(a) 1971 figure. Argyll was not included in the 1976 survey
Source: Third Strathclyde TPP: Transportation Data and Supplementary Information, April, 1978.
Appendix 2—Comparative Spending on Roads and Public Transport

(£ millions at 1978 Survey Prices)


(a) Road Investment

<table>
<thead>
<tr>
<th></th>
<th>74/5</th>
<th>75/6</th>
<th>76/7</th>
<th>77/8</th>
<th>78/9</th>
<th>79/80</th>
<th>80/1</th>
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<tbody>
<tr>
<td>S</td>
<td>123</td>
<td>125</td>
<td>109</td>
<td>102</td>
<td>106</td>
<td>108</td>
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<td>EW</td>
<td>399</td>
<td>937</td>
<td>837</td>
<td>558</td>
<td>585</td>
<td>639</td>
<td>652</td>
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Local Authority support for Buses and Ferries (excluding Concession Fares)

<table>
<thead>
<tr>
<th></th>
<th>7</th>
<th>15</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>16</th>
<th>16</th>
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<tbody>
<tr>
<td>S</td>
<td>167</td>
<td>218</td>
<td>200</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>156</td>
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<tr>
<td>EW</td>
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<td>16</td>
<td>15</td>
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<td>16</td>
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<td>17</td>
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</table>

Local Authority support for Concession Fares

<table>
<thead>
<tr>
<th></th>
<th>7</th>
<th>99</th>
<th>99</th>
<th>97</th>
<th>101</th>
<th>104</th>
<th>119</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
<td>10</td>
<td>16</td>
<td>15</td>
<td>15</td>
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<td>73</td>
<td>99</td>
<td>99</td>
<td>97</td>
<td>101</td>
<td>104</td>
<td>119</td>
</tr>
</tbody>
</table>

Note: The main support for rail services, outwith the areas of the Passenger Transport Executives, comes directly from central government and does not appear in the above totals. Central government support for rail services has been stabilised in recent years and is thought to be in region of £35 to £40 million a year for Scottish services. Central support is also given to several Scottish ferry routes.

(b) Average Spending per head on Roads and Public Transport

(1978 Survey Prices)

<table>
<thead>
<tr>
<th>Road Investment</th>
<th>74/5</th>
<th>75/6</th>
<th>76/7</th>
<th>77/8</th>
<th>78/9</th>
<th>79/80</th>
<th>80/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scotland</td>
<td>£25</td>
<td>£25</td>
<td>£22</td>
<td>£20</td>
<td>£21</td>
<td>£22</td>
<td>£24</td>
</tr>
<tr>
<td>England and Wales</td>
<td>£18</td>
<td>£19</td>
<td>£17</td>
<td>£11</td>
<td>£12</td>
<td>£13</td>
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Local Authority Spending on Buses and Ferries, etc. (except Concession Fares)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Scotland</td>
<td>£1.4</td>
<td>£3.0</td>
<td>£2.0</td>
<td>£2.2</td>
<td>£2.4</td>
<td>£3.2</td>
<td>£3.2</td>
<td>£3.2</td>
<td>£3.1</td>
</tr>
<tr>
<td>England and Wales</td>
<td>£3.9</td>
<td>£4.4</td>
<td>£4.0</td>
<td>£3.0</td>
<td>£3.0</td>
<td>£3.0</td>
<td>£3.0</td>
<td>£3.1</td>
<td>£3.1</td>
</tr>
</tbody>
</table>

Local Authority Spending on Concession Fares for Pensioners and Disabled

| Scotland | £2.0 | £3.2 | £3.0 | £3.0 | £3.2 | £3.4 | £3.4 |
| England and Wales | £1.3 | £2.0 | £2.0 | £2.0 | £2.0 | £2.1 | £2.4 |
### Scottish Local Authority Spending on Roads and Transport: 1978/9 Estimates

<table>
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**Source:** The Chartered Institute of Public Finance and Accountancy: Scottish Branch Rating Review, June, 1978. £1.50 from the Financial Adviser, Convention of Scottish Local Authorities, Regional Offices, Hamilton ML3 0AB.

**Note:** The above figures must be interpreted with caution. Due to varied local circumstances, there are often good reasons for variations in the level of support for public transport e.g. the ferry requirements of the Shetlands account for high spending under the 'transport' heading.

In addition, it has to be clearly understood that the figures do not include total public spending on transport in the areas concerned. They exclude local authority loan charges related to transport and also all direct spending on transport by central government e.g. on trunk roads, 'crofter county' road grants, central support for bus, rail, ferry and air services, central support for airports, central research and administration.

The 'transport' heading excludes allowances for concession fares and is substantially composed of local authority spending on bus, ferry, air and rail services. Bus spending is the main element but bus spending financed from fares or from other heads of the local authority budget—e.g. school travel—is excluded. A remaining point to be borne in mind when comparing the above figures is that, since Strathclyde is the only council where a PTE has been established, it is the only council where spending on transport includes a substantial share of losses arising on rail services.
Appendix 3—Regional and Islands Authority Officials responsible for Public Transport Planning and Contacts with Public Transport Operators

**Borders**
David P. Douglas, Director of Physical Planning and Development, Borders Regional Council, Regional Headquarters, Newtown, St. Boswells, (St. Boswells 3301).

**Central**
J. C. Lindsay, Group Leader (TPP), Central Regional Council, Viewforth, Stirling, FK8 2ET (Stirling 3111).

**Dumfries and Galloway**
H. D. B. Murray, Director of Roads and Transportation, Council Offices, Dumfries DG1 2DD. (Dumfries 3141).

**Fife**
R. J. C. Stobie, Director of Engineering, Craig Mitchell House, Flemington Road, Glenrothes, Fife, KY7 5LT (Glenrothes 754411).

**Grampian**
J. S. Westaby, Director of Public Transportation, Grampian Regional Council, Department of Public Transportation, 2 Marischal Street, Aberdeen AB9 1SP (0224 28983).

**Highland**
G. K. M. McFarlane, Director of Roads and Transport, Regional Buildings, Glenurquhart Road, Inverness IV3 5NX (0463 34121).

**Lothian**
C. Evans, Director of Transport, 14 Queen Street, Edinburgh EH2 1JL (031-224 3941).

**Orkney**
M. Sargent, Director of Physical Planning and Development, The Strynd, Kirkwall (0856 3535).

**Shetland**
J. W. Burgess (for all matters except inter-island ferries within the Shetlands). Director of Research and Development, Shetland Islands Council, 93 St. Olaf Street, Lerwick, Shetland ZE1 0EG (Lerwick 75218). (for inter-island ferries)
W. E. Smith, Director of Construction Shetlands Islands Council, Grantfield, Lerwick.

**Strathclyde**
The Director General, Greater Glasgow Passenger Transport Executive, 48 St. Vincent Street, Glasgow G2 5TR (041-248 5971).

**Tayside**
A. R. Westwell, Director of Public Transport, 5 Whitehall Crescent, Dundee (0382 23281).

**Western Isles**
(Comhairle Nan Eilean, Mol a Deas, Steornabhagh)
Director of Planning and Development, Western Isles Islands Council, Council Offices, South Beach, Stornoway, PA87 2BW (Stornoway 0851).

Appendix 4—General Managers of Principal Bus Undertakings

**CITY BUSES**

**Aberdeen**
J. S. Westaby, Department of Public Transportation, 2 Marischal Street, Aberdeen AB9 1GP (0224 28983).
Dundee
A. R. Westwell, Director of Public Transport, 5 Whitehall Crescent, Dundee (0382 23281).

Edinburgh
C. Evans, Director of Transport, 14 Queen Street, Edinburgh EH2 1JL (031-224 3941).

Glasgow
Brian Hirst (Operating Manager), 46 Bath Street, Glasgow. (041-332 6811).

SCOTTISH BUS GROUP
Alexanders (Fife)
A. Carmichael, Esplanade, Kirkcaldy KY1 1GP (Kirkcaldy 61461).

Alexanders (Midland)
J. M. Begg, Brown Street, Camelon, Falkirk FK1 4PY (Falkirk 23901).

Alexanders (Northern)
J. Penman, Bus Station, Guild Street, Aberdeen AB9 2DR (0224 51381).

Central SMT
A. Campbell, Traction House, Hamilton Road, Motherwell ML1 3DS (Motherwell 63575).

Highland Omnibuses
A. Sinclair, Seafield Road, Inverness IV1 1TN (Inverness 37575).

Scottish Omnibuses (Eastern Scottish)
J. M. Edmond, New Street, Edinburgh EH8 8DW (031-556 2515).

Western SMT
D. M. McCracken, Nursery Avenue, Kilmarnock KA1 3JD (Kilmarnock 22551).

Appendix 5—Non-Government Organisations with Interests in Public Transport

Scottish Association for Public Transport (SAPT)
113 West Regent Street, Glasgow G2 2RU.

Secretary: Mr. F. H. Neville (Dundee 86398) Chairman: Dr. M. Bradley (031-229 6854).

Formed in 1962 as the Scottish Railway Development Association, SAPT assumed its present title in 1972 and represents Transport 2000 (40 James St., London W1M 5HS, 01-486 8523) in Scotland. The objectives include a well co-ordinated and efficient public transport system in Scotland. SAPT is concerned with freight transport as well as passenger services. It is financed entirely from subscriptions, donations and the sale of its publications. Individual Membership is £3 a year and, for Community Councils, Membership costs £5. Details of other categories of Corporate Membership can be obtained on application. Membership includes Regional and District Councils, Community Councils, Amenity Groups and other national organisations based in Scotland. A Quarterly Newsletter is supplied to members and other publications include a Monthly Digest of Transport News (available for £8 a year).

Scottish Consumer Council (SCC)
4 Somerset Place, Glasgow G3 (041-332 8858).

Chairman: Mrs. Joan Mackintosh, CBE, Director: Mr. Peter Gibson.
Though concerned with all consumer affairs, the SCC has an interest in public passenger transport. It is specially concerned with fare issues and with the provision of a wider range of information on the availability, use and costings of services.

Scottish Council of Social Services (SCSS)
Head Office: 18/9 Claremont Crescent, Edinburgh EH7 4QD (031-556 3882)

The SCSS has local branches in many parts of Scotland and has special interests in the provision of information for (and stimulation of) local voluntary groups. It has particular experience of rural and island transport. A new venture is the monthly publication, 'Community Council News' (available at 25p per copy or £3.75 per year). Most issues have some items of transport interest and the May, 1978 issue took public transport as its main theme.

The Convention of Scottish Local Authorities (COSLA)
3 Forbes Street, Edinburgh 3 (031-225 1626).
COSLA has a Transport Committee which deals with transport issues of common interest to Regional, Islands and District Authorities. It has already favoured a Road Equivalent Ferry Tariff (RET) and has sought to evolve standard procedures for dealing with Scottish Bus Group applications for financial assistance.

Women's Royal Voluntary Service (WRVS)
Scottish Office: 19 Grosvenor Crescent, Edinburgh EH12 5EL (031-337 2261)

The activities of the WRVS include several car-sharing schemes, often in conjunction with Regional and District Councils.

Age Concern (Scotland)
33 Castle Street, Edinburgh EH2 3DN (031-225 5000).

Director: Mr. Robin Webster.

One of the special interests of this organisation is transport facilities and fares for the elderly.

The Planning Exchange
186 Bath Street, Glasgow G2 4HG (041-332 8541).

Director: Mr. Tony Burton.

The Planning Exchange is a body, partly government financed, which aims to improve the understanding of planning procedures (widely defined) and to bridge the gap between councillors, officials, academics and the public. It has held several seminars on transport issues (see Bibliography) and publishes a Weekly Information Bulletin (£25 a year) which includes summaries of articles and publications of transport interest.

The Transport Trade Unions
Contact with trade union representatives may often prove useful in assessing the feasibility of suggestions for improved services and active union backing may be gained. The relevant trade unions are:

British Airline Pilots Association (BALPA)
Scottish Representatives: Capt. U. K. Scrivens, 38 Crooksbury Road, The Sands, Farnham, Surrey.
The National Union of Seamen
Senior Scottish Branch Secretary: Mr. L. L. Green, 5 James Watt Street, Glasgow G2 (041-248 7534).

The National Union of Railwaymen (NUR)
East and North of Scotland Organiser: Mr. Andrew Barr, 36 Avon Road, Edinburgh 4. (031-336 8231).

West of Scotland Organiser: Mr. W. Proudfoot, 20 Hillend Road, Clarkston, Glasgow (041-644 2430).

The Association of Locomotive Engineers and Firemen (ASLEF)
Scottish Organiser: Mr. J. Walker, 17 Almond Drive, East Kilbride. (East Kilbride 26930).

The Transport and Salaried Staffs Association (TSSA) (Railway Clerical Workers)
Scottish Secretary: Mr. C. A. Cullen, 180 Hope Street, Glasgow G2 (041-332 4698).

The Transport and General Workers Union (TGWU)
The organiser of the Bus Division for Scotland is:—
Mr. P. Jenkins, 24 Park Circus, Glasgow G3 6AR (041-332 7321).

Sources for Further Reading
Up-to-date information on the policies and proposals of central and local government affecting public transport can be found in the Annual Reports of the Scottish Development Department (SDD) and in the Annual Transport Policies and Programmes (TPPs) of the Regional and Islands Councils. As explained at pages 7 and 8, the Structure Plans of local government may also prove useful. In addition to the Annual Reports of the nationalised transport operators, a great mass of transport data is contained in the annual government publication, 'Transport Statistics', while the Scottish Abstract of Statistics—published yearly—has a section dealing with transport.

Recent books giving attention to public transport include:—


Among other publications meriting special mention are:—
The Planning Exchange Reports on 'Ferry Services' and on 'Rural Public Transport Experiments' (the latter summarises the conferences held at Dumfries on 8th December, 1977, and at Inverness on 24/25th April, 1978).


(deals—inter alia—with revised fare structures for public transport)

'Clyde Ferries and Cruising' SAPT, April, 1979, 40p.

'Priorities in Transport Research' SAPT, April, 1979, £1.

'Fares Policy' SAPT, June, 1979, 50p.

Further publications are expected shortly from the Scottish Development Department on the RUTEX experiments and from the Highlands and Islands Development Board on Ferry Services. Regular information on new publications and on other transport developments is contained in the SAPT 'Monthly Digest of Transport News' £8 a year (£4 to members).
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