

14 MONITORING AND EVALUATION

14.1 INTRODUCTION

An initial monitoring and evaluation programme has been developed which would be implemented if the preferred option (Option 1 the tunnel) is taken forward to construction. This would ensure that the success of the project against its set of objectives is evaluated. Key Performance Indicators (KPIs) have been identified that would be used to monitor the scheme and how it meets the scheme objectives, in the short, medium and longer term. Table 14.1 below outlines the KPIs that would be used to track the success of the scheme. These indicators would be further discussed and refined before the tunnel and associated infrastructure was constructed to make sure the most up to date and appropriate sources of information for tracking are used.

ZetTrans would have responsibility for monitoring and evaluating the performance of the new transport provision. Appropriate help would be sources from other SIC services as required and indicated in Table 14.1.

Table 14.1 Key Performance Indicators (to be developed before completion of construction)

Planning Objectives	Indicator	Monitoring Method	Timescales
	Key Indicators		
Aim: To provide an affordable, efficient, flexible and sustainable transport link between Bressay and Mainland Shetland			
<p>Economy: Promote economic growth by building, enhancing, managing and maintaining transport services, infrastructure and networks to maximise their efficiency</p> <p>Ec1: To enhance the transport infrastructure between Bressay and Mainland Shetland to ensure the long-term sustainability of the Bressay community.</p> <p>Ec2: To provide a link which does not constrain Lerwick Harbour's current activities or its future expansion</p> <p>Ec3: To provide and promote a link which supports a stable and sustainable economy and enhances employment opportunities</p> <p>Ec4: To provide a link which is affordable for users</p> <p>Ec5: To provide a link which is sustainable for funders and value for money</p>	<ul style="list-style-type: none"> Number of businesses operating on Bressay Bed spaces registered with VisitShetland Number of FTE jobs on Bressay Island population Housing indicator (number; new; take up etc – to be developed) Interactions with LPA during development of proposals Number of businesses operating on Bressay Number of FTE jobs on Bressay Travel costs for public transport Cost savings compared with ferry Annual operating costs Journey time reliability Ability of community, including those without private transport, to access opportunities 	<ul style="list-style-type: none"> SIC statistics/Tourist Scotland Statistics for visitors to tourist attractions etc Annual information from VisitShetland Employers survey undertaken currently by SIC every 4 years Population census (every 10 years) Annual school roll (but recognise island ups and downs for other causes) Amount of housing development in Bressay Success of application Growth of resident population on Bressay and number of tourists/visitors to Bressay Monitor costs Community questionnaire Comparison of operational costs with current costs Community questionnaire 	<ul style="list-style-type: none"> Annually after construction complete Annual Every 4 years Annually after construction complete Completion of construction Annually after construction complete 0, 5,10 years 1, 5,10 years 1, 5,10 years 0, 5,10 years

Planning Objectives	Indicator	Monitoring Method	Timescales
<p>Ac1: To provide and maintain an accessible, efficient, cost effective transport network for Bressay</p> <p>Ac2: To provide a link which enables the Bressay community equal opportunities to access employment, services and facilities as other communities in Shetland</p> <p>Ac3: To provide a link which does not restrain opportunities for housing in Bressay</p> <p>Ac4: To maintain and improve accessibility and response times for emergency services and other service providers, including out-of-hours needs</p>	<ul style="list-style-type: none"> • Number of trips • Number of people using new public transport services • Number of rural residents experiencing significant improvement in accessibility • % of people using new bus services who report significant improvement in accessibility • Ability of community, including those without private transport, to access opportunities • Number of new house builds • Emergency response times • Assessment of bus use, taxi use and car sharing 	<ul style="list-style-type: none"> • SIC Roads Service (counter) • Provider survey • User survey • Community questionnaire • SIC Planning Service • Scottish Ambulance Service • ZetTrans 	<ul style="list-style-type: none"> • Collate data annually and appraise after 1,5,10 years • 0, 5,10 years • Collate data annually and appraise after 1,5,10 years • Collate data annually and appraise after 1,5,10 years
<p>Environment: Protect our environment and improve health by building and investing in public transport and other types of efficient and sustainable transport which minimise emissions and consumption of resources and energy</p> <p>Env1: To develop a link to Bressay that recognises and protects Shetland's unique environment and safeguards the natural, cultural and social heritage of the island</p>	<ul style="list-style-type: none"> • Cycling and walking provision and numbers • Road traffic usage • Improvements to public transport provision • Air quality checks • Visitor numbers • Pressures on designated sites • Ferret numbers 	<ul style="list-style-type: none"> • SIC counts and anecdotal records • Traffic counts • Review SIC bus timetables compared to current provision • SIC routine air quality monitoring • Counts • Anecdotal records and feedback from statutory agencies; SAT; RSPB etc • As above 	<ul style="list-style-type: none"> • Regular monitoring with annual analysis • Regular monitoring with annual analysis • Collate data annually and appraise after 1, 5, and 10 years • Every 5 years • Collate data annually and appraise after 1, 5, and 10 years

Planning Objectives	Indicator	Monitoring Method	Timescales
<p>Env2: To provide a link that seeks to minimise carbon emissions and the use of finite resources</p> <p>Env3: To promote a link that can accommodate current and future patterns of development and land use in Bressay</p>	<ul style="list-style-type: none"> Road traffic usage Air quality checks Car ownership Usage of public transport Take up of designated sites Liaise with SIC Planning Service on developing plan 	<ul style="list-style-type: none"> Traffic counts SIC routine air quality monitoring PT information from provider Monitor take up of designated sites (commercial and residential) Census every 10 years 	<ul style="list-style-type: none"> Collate data annually and appraise after 1, 5, and 10 years Collate data annually and appraise after 1, 5, and 10 years
<p>Safety: Improve safety of journeys by reducing accidents and enhancing personal safety of pedestrians, drivers, passengers and staff</p> <p>S1: To ensure the link continues to maintain and enhance community safety and health</p> <p>S2: To ensure the link does not compromise maritime safety or road safety</p>	<ul style="list-style-type: none"> Number of road incidents, and maritime incidents associated with link Number of community safety incidents Number of road incidents, and maritime incidents associated with link 	<ul style="list-style-type: none"> Review police incident figures against current figures Review police incident figures against current figures Review police incident figures against current figures 	<ul style="list-style-type: none"> Collate data annually and appraise after 1, 5, and 10 years Collate data annually and appraise after 1, 5, and 10 years Collate data annually and appraise after 1, 5, and 10 years
<p>Integration: Improve integration by making journey planning and ticketing easier and working to ensure smooth connections between different forms of transport</p> <p>Int1: To provide a link which integrates with all Shetland's transport services and infrastructure, including air, ferry, bus, cycling and walking opportunities</p> <p>Int2: To promote a transport link that facilitates the delivery of other committed plans and strategies</p>	<ul style="list-style-type: none"> Percentage of connections that can be made on Shetland's public transport network Percentage of connections that can be made on Shetland's public transport network Number and extent that other plans and strategies are considering and making provision for a tunnel to Bressay 	<ul style="list-style-type: none"> Review SIC bus and ferry timetables compared to current provision Review SIC bus and ferry timetables compared to current provision Review of key plans and strategies 	<ul style="list-style-type: none"> Collate data annually and appraise after 1, 5, and 10 years Collate data annually and appraise after 1, 5, and 10 years Collate data annually and appraise after 1, 5, and 10 years