

Report of
Transport Key Performance Indicators



August 2008

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Introduction

This document has been put together to provide an overview of performance levels for the various aspects of Shetland's transport network. It will be provided on an annual basis.

As part of the development of Shetland's Regional Transport Strategy (RTS) a number of Key Performance Indicators (KPIs) were put in place, in order to measure progress on delivering the aims and objectives of the strategy.

This document provides the following information for each of the KPIs:

- Purpose of the KPI;
- Source(s) of data;
- Available data and analysis.

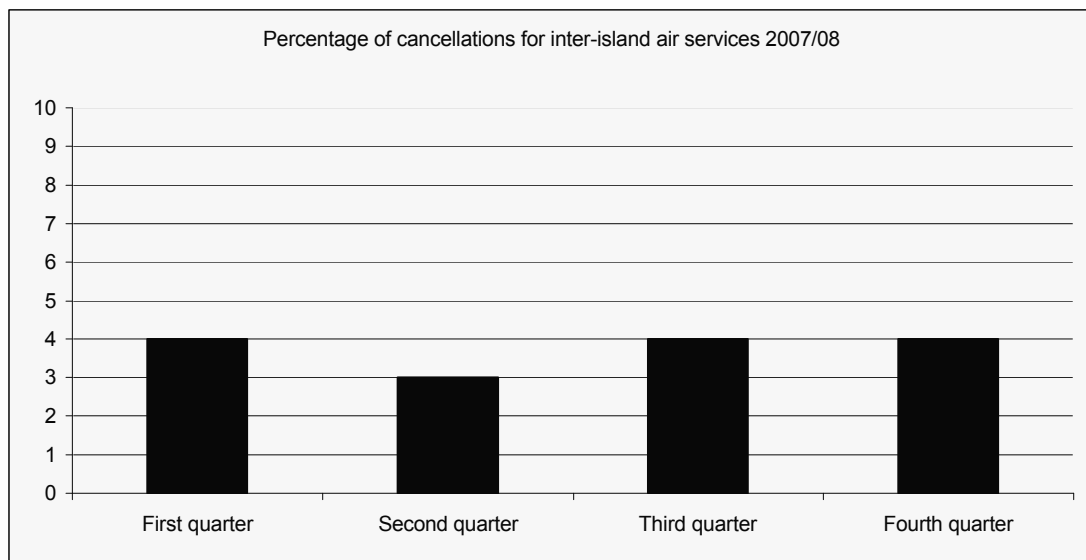
Where possible data is provided for up to five years prior to 2007-08.

Reliability of Shetland’s Transport Network (KPI 1)

This indicator has been set up to monitor the reliability of the various public transport services in Shetland’s transport network. One of the central policies of the Shetland Islands Council is the development of sustainable communities and transport reliability has a significant role to play in this area. As many people throughout Shetland’s rural communities rely on public transport it is essential that the services provided are of a standard that gives these people the required access and ensures these communities remain an attractive and practical place to live.

- The data for this indicator is provided by the transport operators – SIC Transport and Loganair.

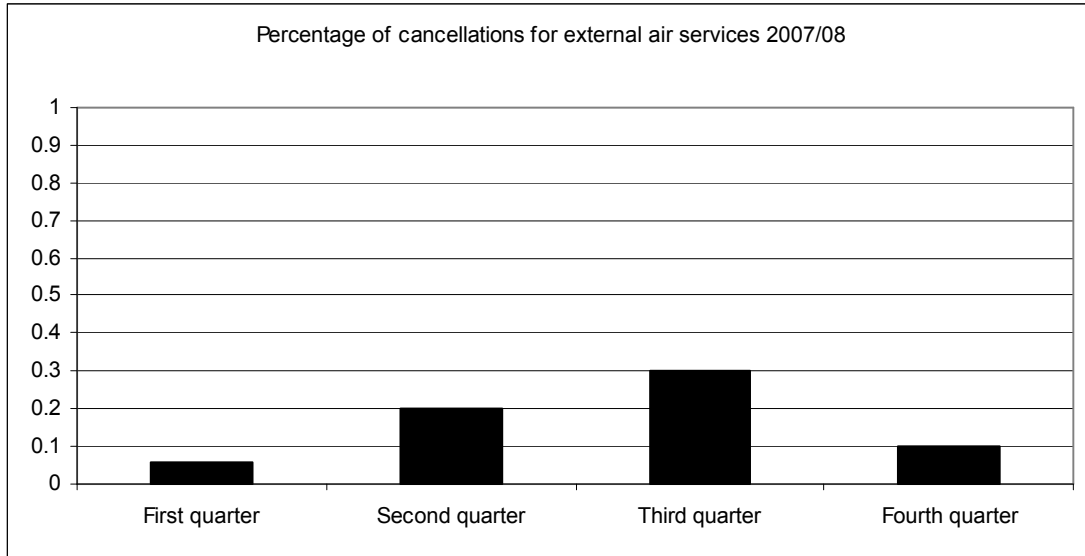
Figure 1¹:



The figures in the above chart exclude weather related cancellations. As shown 4% of timetabled inter-island flights were cancelled in the first quarter of 2007/08. This figure dropped to 3% in the second quarter then returned to 4% for the third and fourth quarter. The average annual cancellation rate was 3.75%.

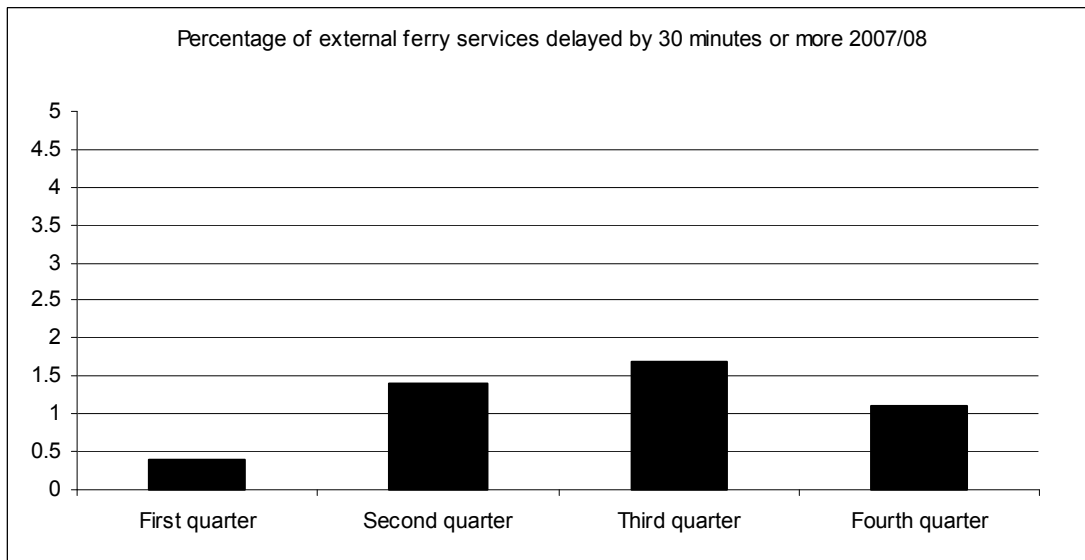
Figure 2²:

¹ SIC Transport
² Loganair



The data in Figure 2 exclude weather related cancellations. As shown 0.06% of timetabled external air services were cancelled in the first quarter of 2007/08. This figure rose to 0.2% in the second quarter then to 0.3% in the third quarter and then dropping to 0.1% in the final quarter. The average annual cancellation rate was 0.17%.

Figure 3³:



The data in Figure 2 exclude weather related delays. As shown 0.4% of timetabled external ferry services were delayed by 30 minutes or more in the first quarter of 2007/08. This figure rose to 1.4% in the second quarter then to 1.7% in the third quarter and then dropping to 1.1% in the final quarter. The average annual delay rate was 1.15%.

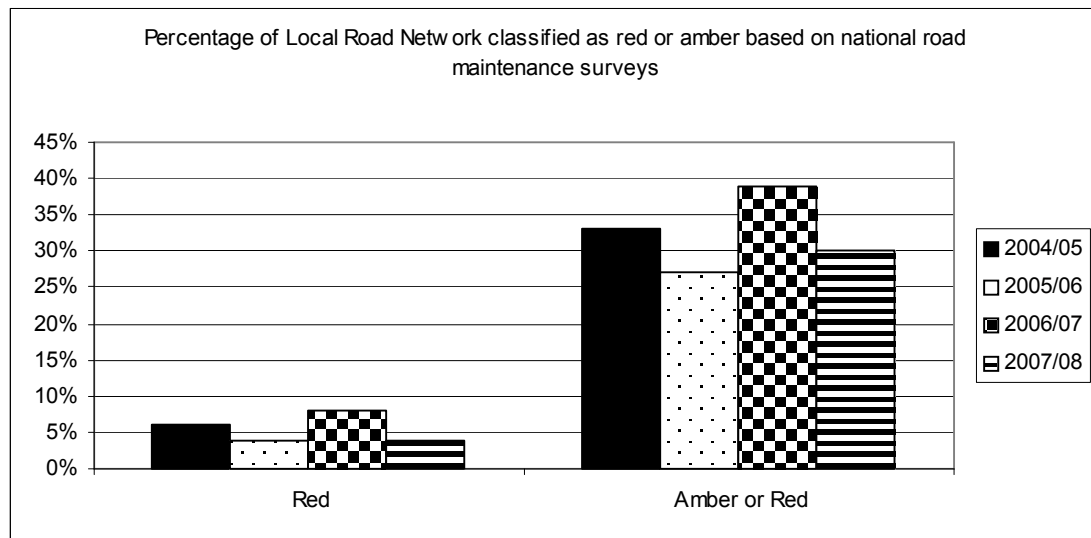
³ NorthLink

Standard of Road Maintenance (KPI 2)

This indicator serves to monitor the maintenance of Shetland's road network. As Shetland has many rural areas it is essential that the necessary steps be taken to ensure there is a safe and well-developed road network to allow proper access. Inadequate roads increase the threat of dangerous traffic accidents and so this monitoring system can show whether or not the various communities throughout Shetland have the standards of roads they require.

- The data for this indicator is provided by the Scottish Transport Statistics (2007). To illustrate the condition of road networks throughout different areas they have developed a colour coding system:
 - Green – Roads classified as green are in acceptable condition;
 - Amber – Roads classified as amber require further investigation to determine whether treatment is required; and
 - Red – Roads classified as red are in need of repair to allow future use.

Figure 4⁴:



As shown in the above chart, there has been some variation in the quality of Shetland's road network. The percentage of roads classified as red has doubled from 4% in 2005/06 to 8% in 2006/07 while the percentage of roads classified as amber or red has risen from 27% to 39% over the same period of time. In 2007/08 the quality of roads improved again, falling to 4% red and 30% amber or red.

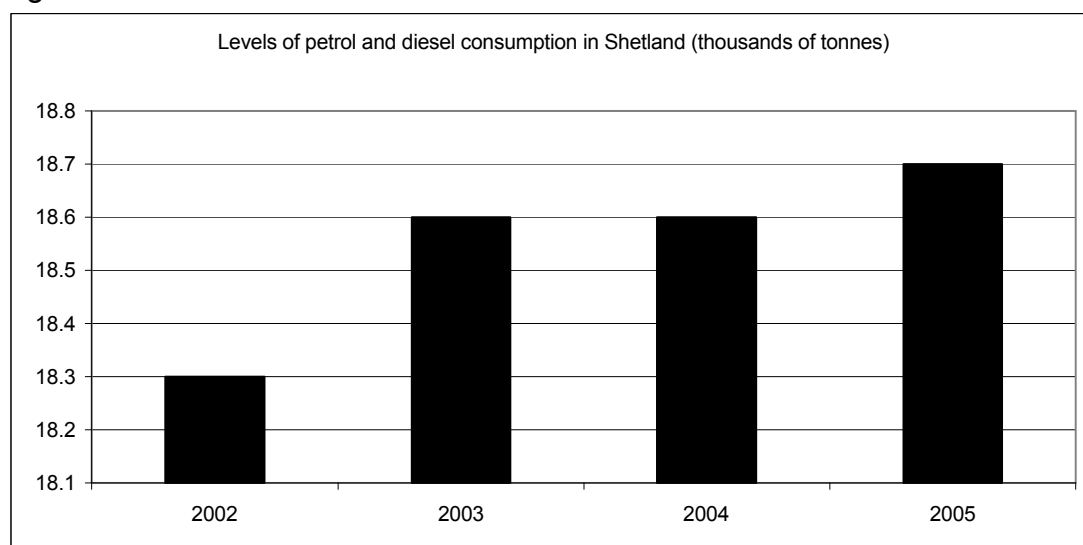
⁴ <http://www.scotland.gov.uk/Publications/2007/12/14120610/67>

Fuel Consumption Levels (KPI 3)

This indicator records the levels of fuel consumption in Shetland. The data provides statistics for the levels of petrol and diesel consumed in Shetland including the levels of fuel used by Shetland's inter-island ferry service. As climate change is becoming an increasingly dominant issue throughout all areas of government, steps are being taken to try and reduce levels of carbon emissions. The monitoring of fuel consumption levels is a useful indicator of performance in reducing the carbon emissions of both private and public transport. The target for this area is an annual reduction of fuel consumption throughout Shetland and the development of higher levels of fuel efficiency within the public transport network.

- Data for levels of petrol and diesel consumption in Shetland is provided by the Scottish Transport Statistics (2002 – 2005);
- Data specifically for inter-island ferries is provided by SIC Ferries; and
- Data specifically for inter-island air services is provided by SIC Transport.

Figure 5⁵:

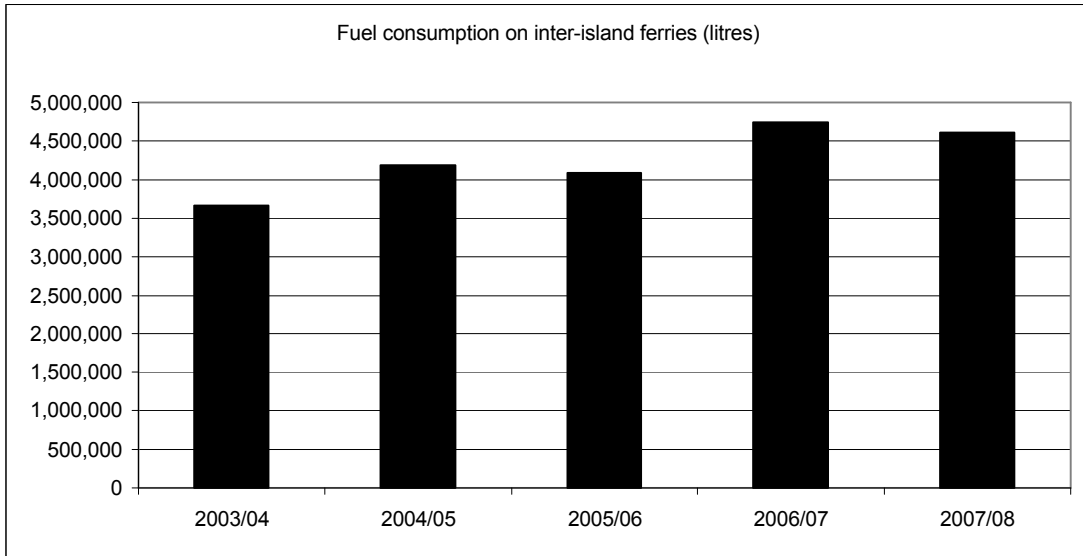


As shown in the above chart petrol and diesel consumption for Shetland rose from 18.3 thousand tonnes to 18.6 thousand tonnes between 2002 and 2003. This level remained steady throughout 2004 but rose by another 100 tonnes in 2005.

Figure 6⁶:

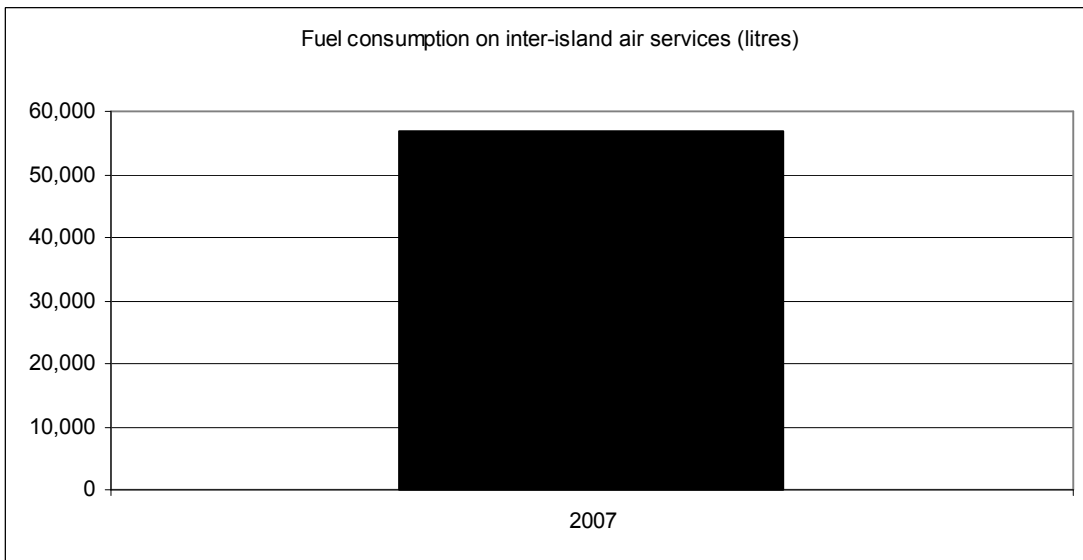
⁵ <http://www.scotland.gov.uk/Publications/2007/12/14120610/80>

⁶ SIC Ferries



As shown in the above chart fuel consumption on Shetland’s inter-island ferries has varied from year to year beginning at the lowest level of 3,661,143 litres in 2003/04 and peaking at 4,743,642 litres in 2006/07. The most recent figure from 2007/08 is 4,612,307 litres, showing a 2.8% decrease from the previous year.

Figure 7⁷:



As shown in the above chart fuel consumption on Shetland’s inter-island air services was 56,702 litres in 2007.

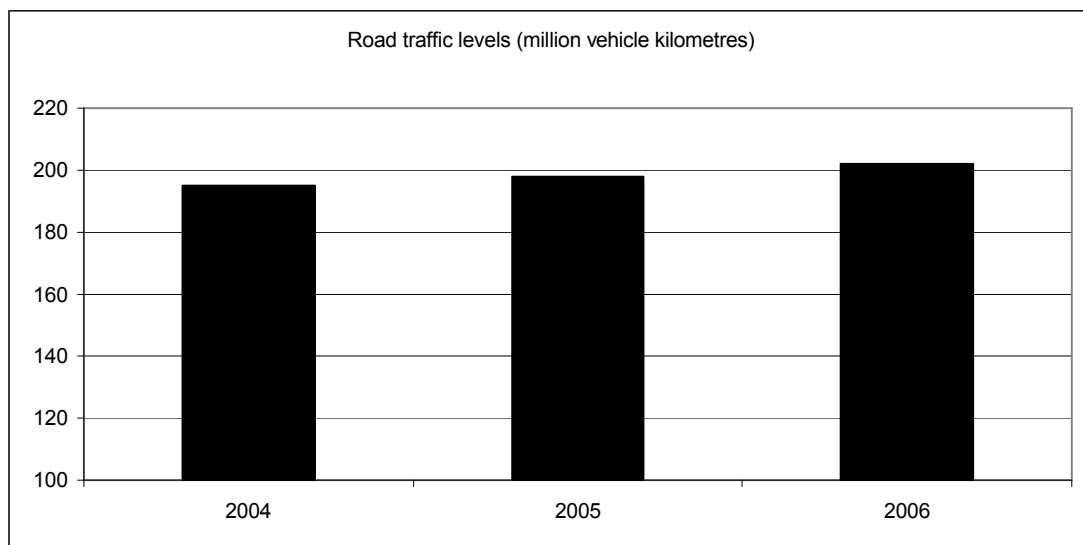
⁷ SIC Transport

Market Growth on Shetland's Transport Network (KPI 4)

This indicator monitors the market growth of both private and public transport throughout Shetland. As with the monitoring of fuel consumption levels recording market growth within Shetland's transport network can assist in tracking Shetland's performance in reducing carbon emissions, developing sustainable transport and dealing with the demands of climate change. In the interest of sustainable transport the development of an effective public transport network is a necessary step in reducing the levels of private car usage. In addition the provision of effective external transport services is essential to ensure people have access to services out with Shetland. Levels of market growth in public and private transport provide an effective indicator of performance in improving the levels of service of both internal and external public transport. The target of this area is an annual increase in the users of Shetland's internal public transport services.

- Data on road traffic levels are provided by the Scottish Transport Statistics (2007);
- Data on bus and ferry services are provided by Shetland Islands Council;
- Data on inter-island air services are provided by Directflight
- Data on external ferry services was provided by NorthLink; and
- Data on external flights is provided by Loganair.

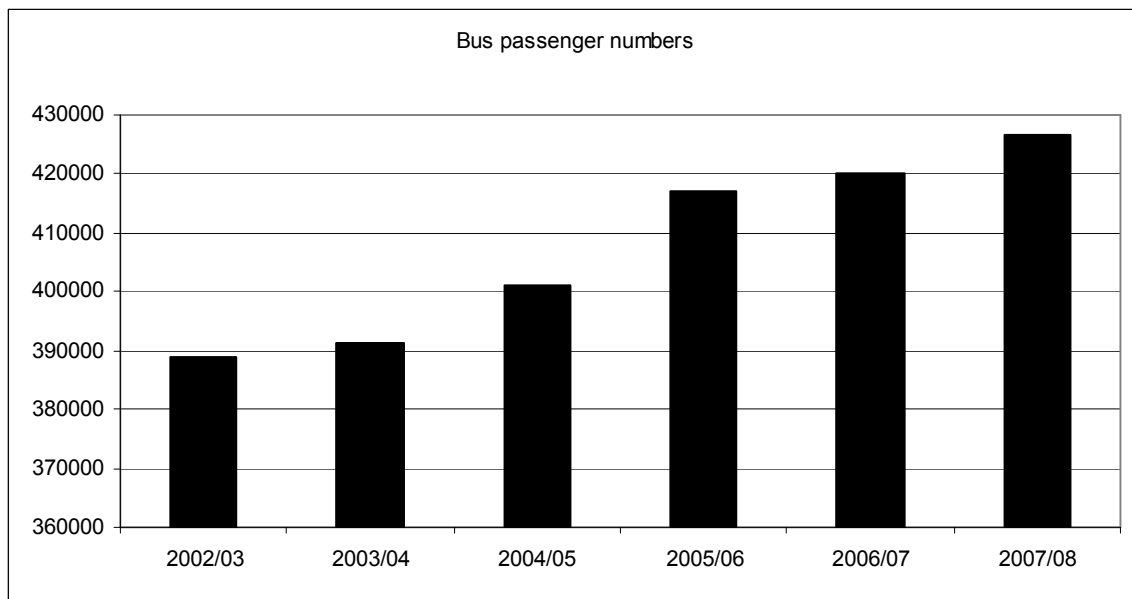
Figure 8⁸:



The above table shows how road traffic levels throughout Shetland increased by seven million vehicle kilometres between 2004 and 2006. These statistics are only a rough indication of traffic levels and so the estimated figures could contain a significant degree of error.

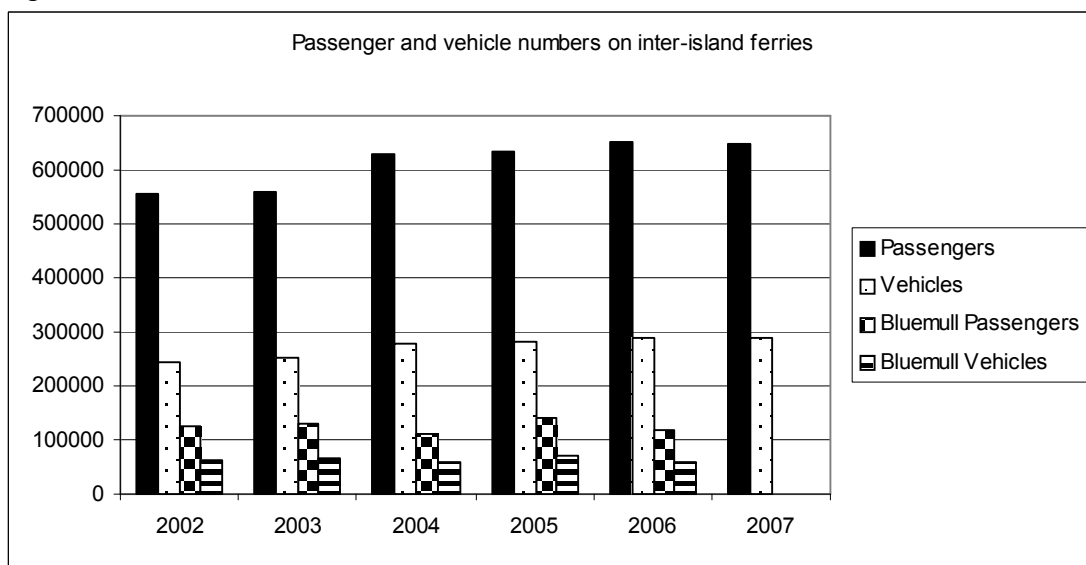
⁸ <http://www.scotland.gov.uk/Publications/2007/12/14120610/73>

Figure 9⁹:



Bus passenger numbers, as shown on the above chart, have risen steadily from 388,720 in 2002/03 to a current peak of 426,740 in 2007/08, showing an overall increase of 8% over a six year period.

Figure 10¹⁰:



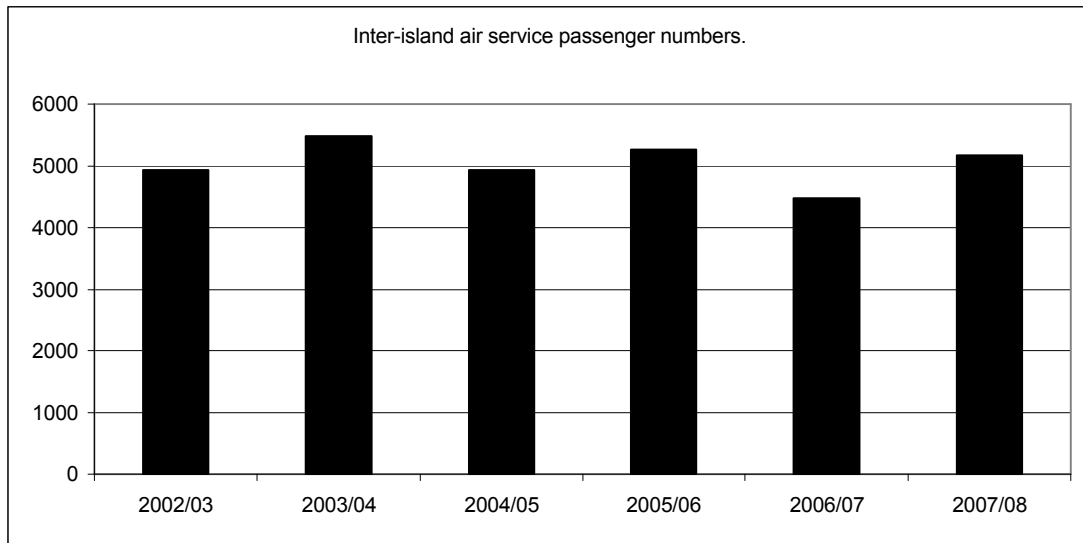
Recorded passenger numbers on Shetland's inter-island ferries experienced a growth of 15% between 2002 and 2006. 2007 saw a 0.4% decline but numbers remain comparatively high. Similarly vehicle numbers increased by 15% over the same period then decreased by 0.3% in 2007. Figures for Bluemull services are displayed separately from other routes as Bluemull numbers for 2007 were unavailable. These show 19% and 18% increases for

⁹ SIC Bus Services

¹⁰ SIC Ferries, excluding Bluemull carryings (all years)

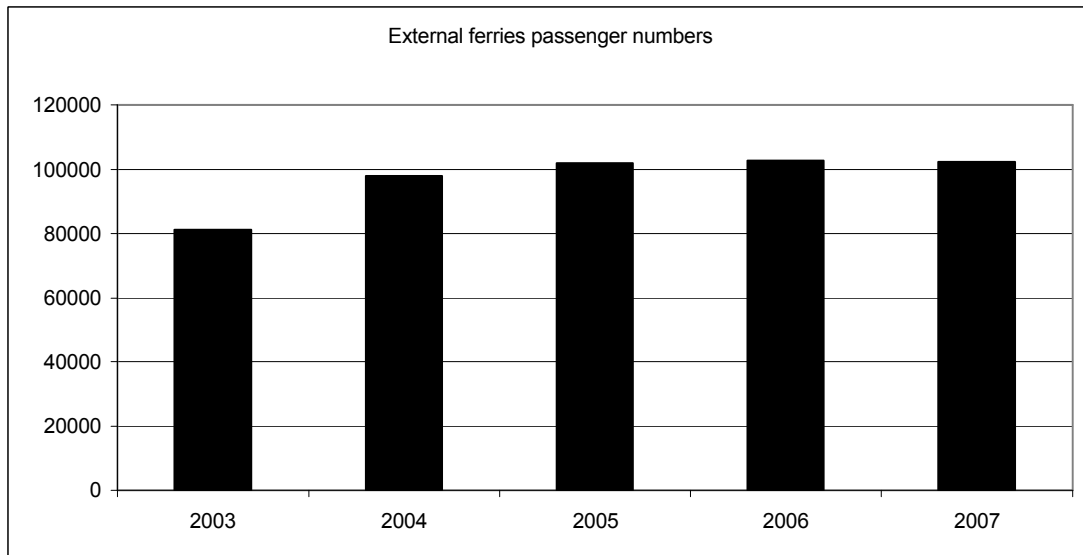
vehicles and passengers respectively in 2005 followed by decreases of 15% for both in 2006.

Figure 11¹¹:



Passenger numbers on inter-island air services saw a decline of 15% in 2006/07 with a total of 4,476 compared to 5,263 in 2005/06. This figure was up again by 13% to 5,167 in 2007/08.

Figure 12¹²:

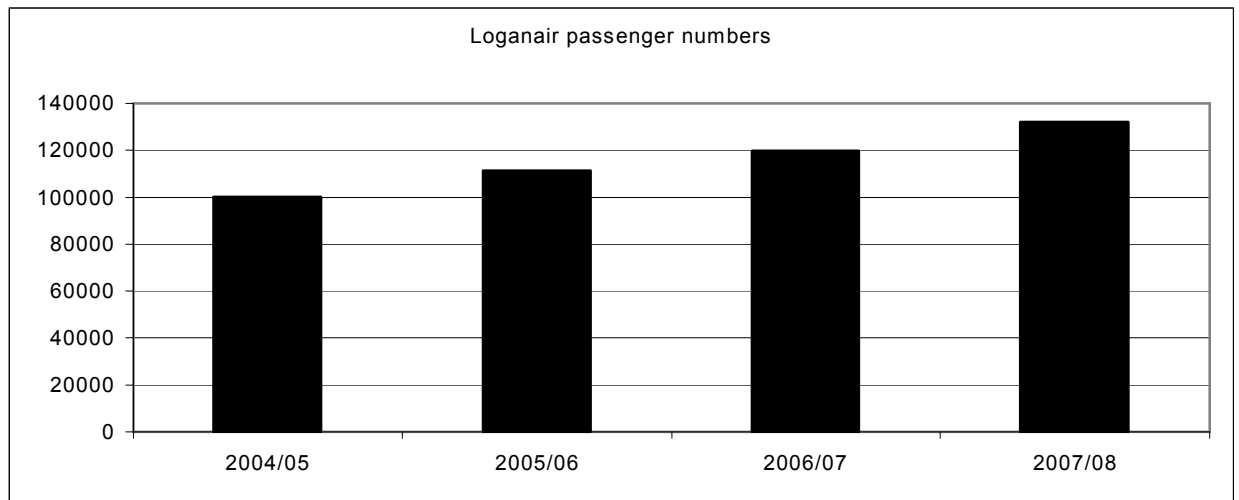


Over a period of four years, passenger numbers on external ferry services increased continually by a total of 21% from 81,185 in 2003 to 102,603 in 2006. This figure showed a slight decline of 0.2% in 2007.

¹¹ Directflight

¹² NorthLink

Figure 13¹³:



Over a period of four years, passenger numbers on external flights have increased steadily by 24% from 100,024 in 2004/05 to 132,092 in 2007/08. Some of this growth will be as a result of the introduction of the Air Discount Scheme.

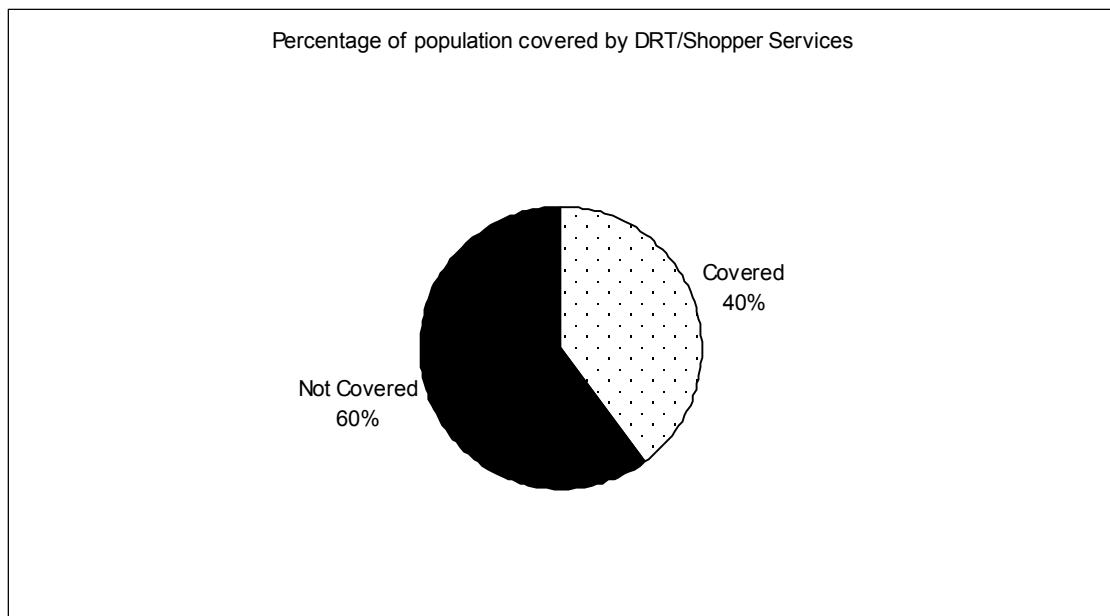
¹³ Loganair

Public Transport Accessibility (KPI 5)

This indicator monitors levels of public transport accessibility throughout Shetland and tracks the development of new services introduced to improve this accessibility. For rural communities such as the ones throughout Shetland it is essential that public transport services be geared towards the specific requirements of their residents in order to ensure these communities remain practical places to live. The concept of Demand Responsive Transport (DRT) illustrates this approach as it focuses on the development of dynamic transport services rather than fixed services that people must work around. This system means that transport providers can have a clearer picture of what is required of a service and identify gaps within the current service.

- The statistics for this indicator were calculated by correlating DRT/Shopper services listed in the 2008 Shetland Transport Timetable with census data on population.

Figure 14¹⁴:



As shown in the above chart approximately 40% of Shetland's population currently has access to a DRT/Shopper Service.

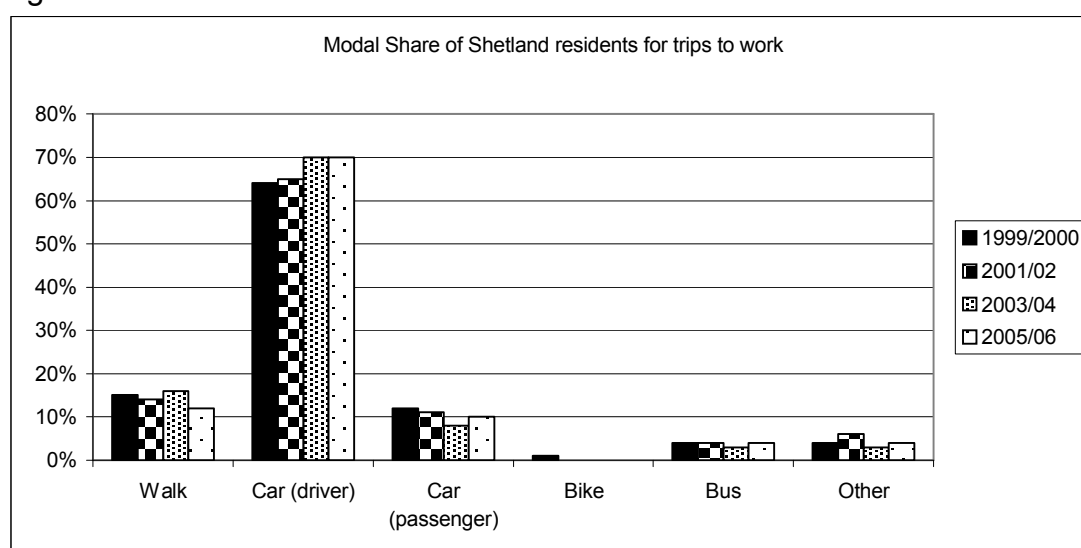
¹⁴ Shetland Transport Timetable 2008

Sustainable Transport Use (KPI 6)

This indicator monitors the development of sustainable modes of transport throughout Shetland. The aim of sustainable transport is to meet the requirements of current transport users while maintaining scope for future developments. This concept benefits both the sustainability of local communities as well as wider issues surrounding the environment and climate change. The aim for this area would be a reduction in levels of private car usage in favour of other modes of travel such as buses, walking and cycling. This helps show the effectiveness of efforts to promote these alternative modes of travel.

- Data for modal share of Shetland resident for trips to work is provided by the Scottish Household Statistics (2006); and
- Data for modal share of SIC employees for trips to work was gathered in a workplace travel survey carried out in September 2007.

Figure 15¹⁵:

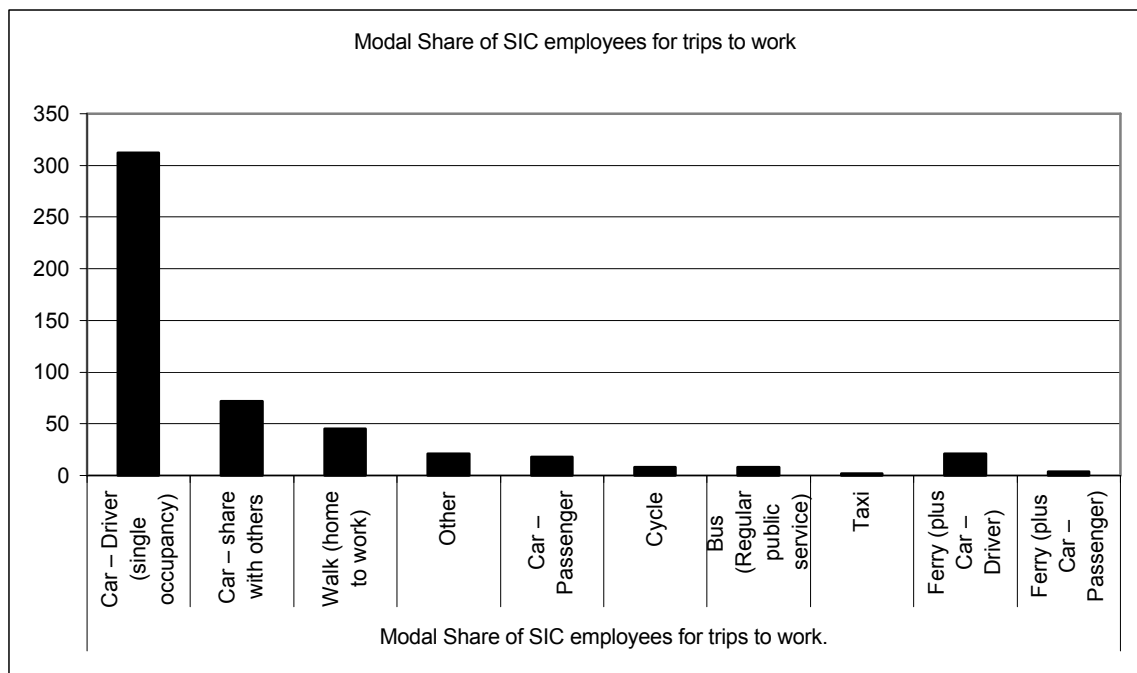


The statistics in the above chart are based on limited samples with an average size of 320 and only offer a rough indication of the popularity of different modes of transport for trips to work. The results suggest:

- Car drivers as a mode increased from 64% in 1999/2000 to 70% in 2003/04 and this figure remained steady throughout 2005/06;
- Car passengers declined steadily between 1999/2000 and 2003/04 from 12% to 8% but experienced a 2% growth in 2005/06;
- The popularity of walking has varied marginally from year to year reaching its highest level of 16% in 2003/04 then dropping to the lowest level of 12% in 2005/06;
- Cycling remains the least popular mode of transport, starting at 1% in 1999/2000 then falling to 0% in the subsequent years; and
- Percentages of people travelling by bus have remained relatively steady at 4% though it briefly dropped to 3% in 2003/04.

¹⁵ <http://www.scotland.gov.uk/Publications/2007/11/29142052/29>

Figure 16¹⁶:



As shown in the above chart single occupancy cars is the most common type of transport among the 511 survey participants, with 312 using this mode for travel to work. 72 respondents car-share with others while 45 walk to work. Eight respondents cycle or take the bus while taxis are the least common with two people using this mode.

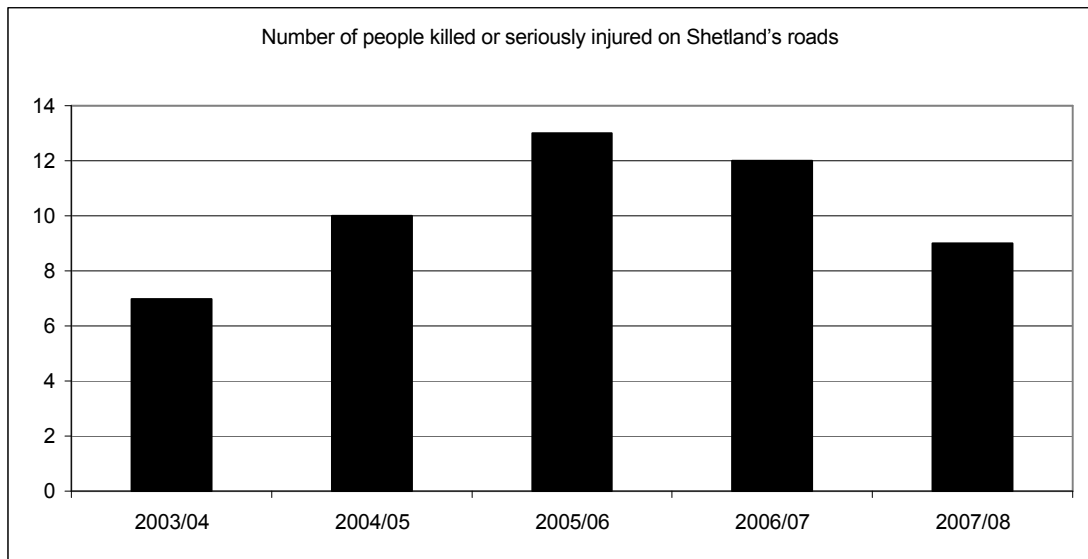
¹⁶ Workplace Travel Survey 2007

Road Safety Levels (KPI 7)

This indicator looks at Shetland's road safety levels by monitoring the annual numbers of reported casualties on the road network. Progress can be tracked in meeting national road safety targets and correlations may also be made between the number of casualties and the level of road maintenance throughout Shetland.

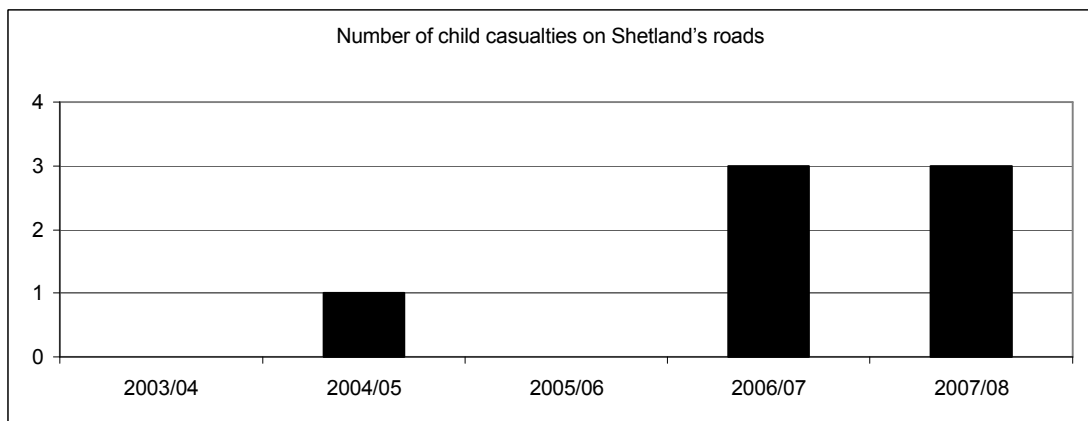
- Data on road casualties throughout Shetland is provided by Road Accidents Scotland (2007).

Figure 17¹⁷:



The number of people killed or seriously injured on Shetland's roads rose from seven in 2003/04 to a peak of 13 in 2005/06. 2006/07 saw a decline to 12 and this figure fell again to nine in 2007/08.

Figure 18¹⁸:

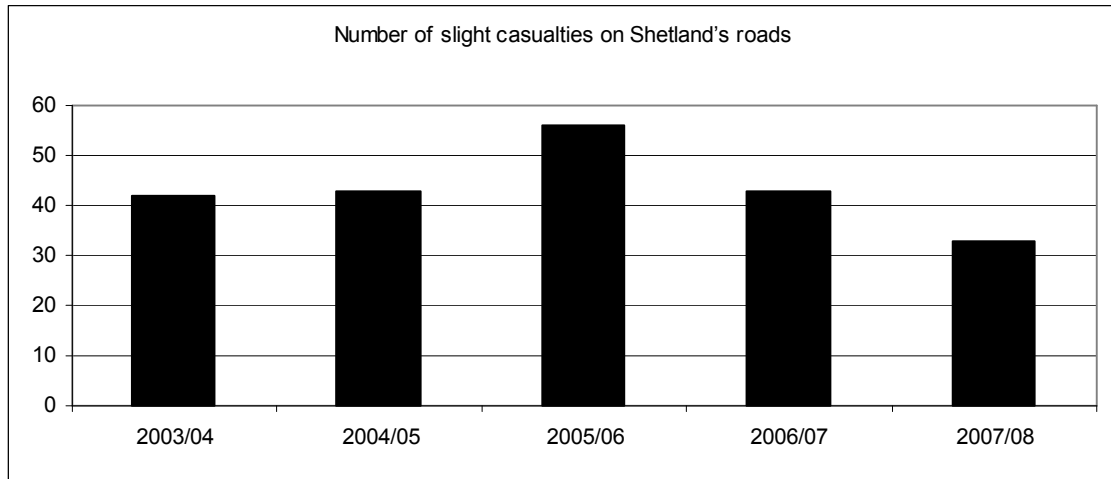


¹⁷ Community Safety Officer

¹⁸ Community Safety Officer

The number of child casualties on Shetland's roads was one reported in 2004/05 while none were reported in 2003/04 or 2005/06. This figure rose to three in 2006/07 and remained at that level again in 2007/08.

Figure 19¹⁹:



The number of slight casualties on Shetland's roads has varied each year. Rising from 42 to 43 between 2003/04 and 2004/05 then peaking at 56 in 2005/06 and falling again to 43 in 2006/07 and to its lowest number of 33 in 2007/08.

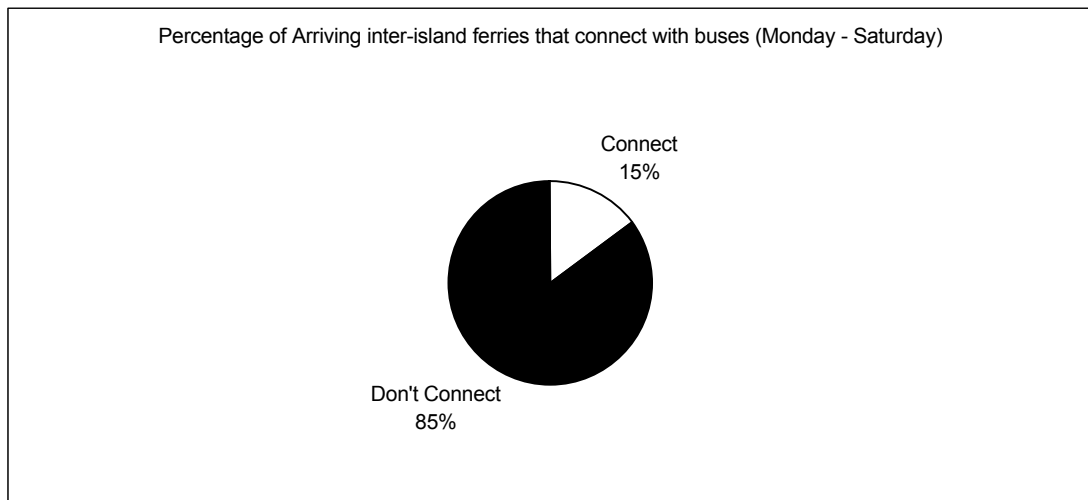
¹⁹ Community Safety Officer

Transport Integration Opportunities (KPI 8)

This indicator looks at levels of integration between different transport services within Shetland. In order to assure accessibility effort must be made to ensure a level of compatibility between the timetables of public transport services. To assist with this the percentages of external flights, external ferry services and inter-island ferry services that connect with local bus services are monitored.

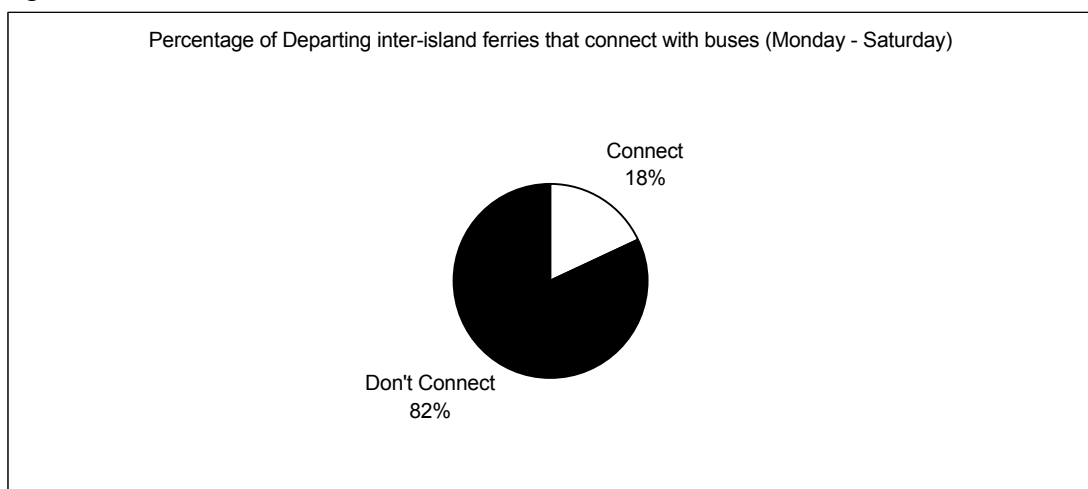
- These statistics were developed by comparing bus timetables with other transport services in February 2008.

Figure 20²⁰:



As shown in the above chart from Monday to Saturday 15% of inter-island ferries are met with a local bus service when they arrive at their destination. Buses considered to connect with ferry services leave within 15 minutes of the ferry's arrival at the terminal.

Figure 21²¹:

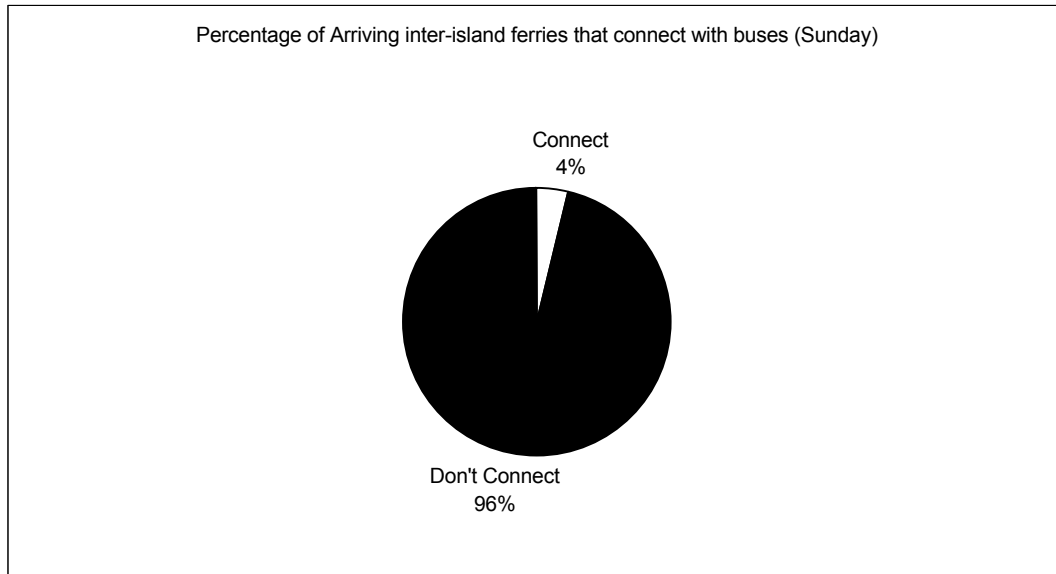


²⁰ Shetland Transport Timetable 2008

²¹ Shetland Transport Timetable 2008

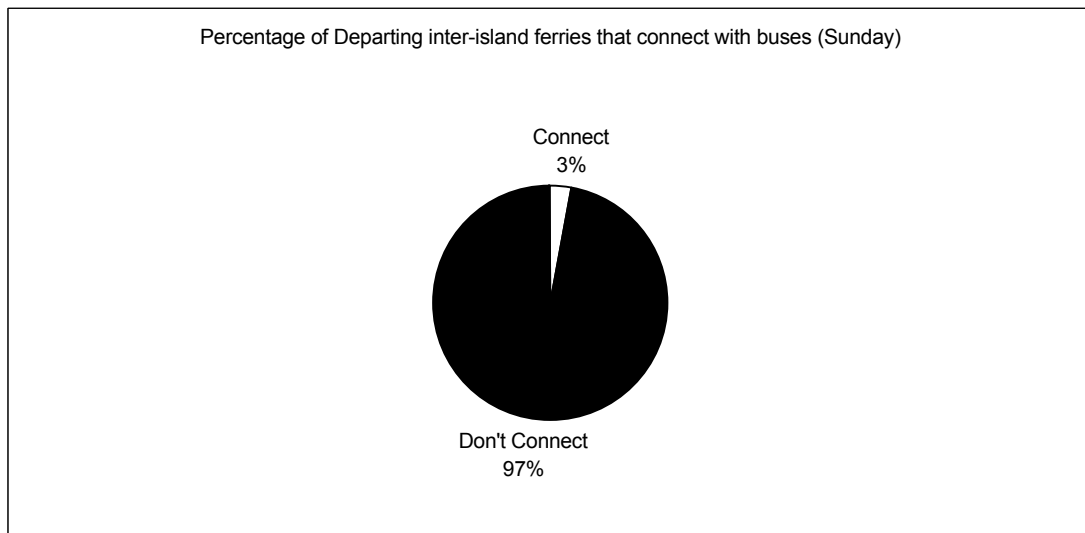
As shown in the above chart from Monday to Saturday, 18% of departing inter-island ferries can be caught with a local bus service. Buses considered to connect with ferry services arrive within 15 minutes of the ferry's departure from the terminal.

Figure 22²²:



As shown in the above chart 4%, of arriving inter-island ferries are met with a local bus service on a Sunday. Buses considered to connect with ferry services leave within 15 minutes of the ferry's arrival at the terminal.

Figure 23²³:

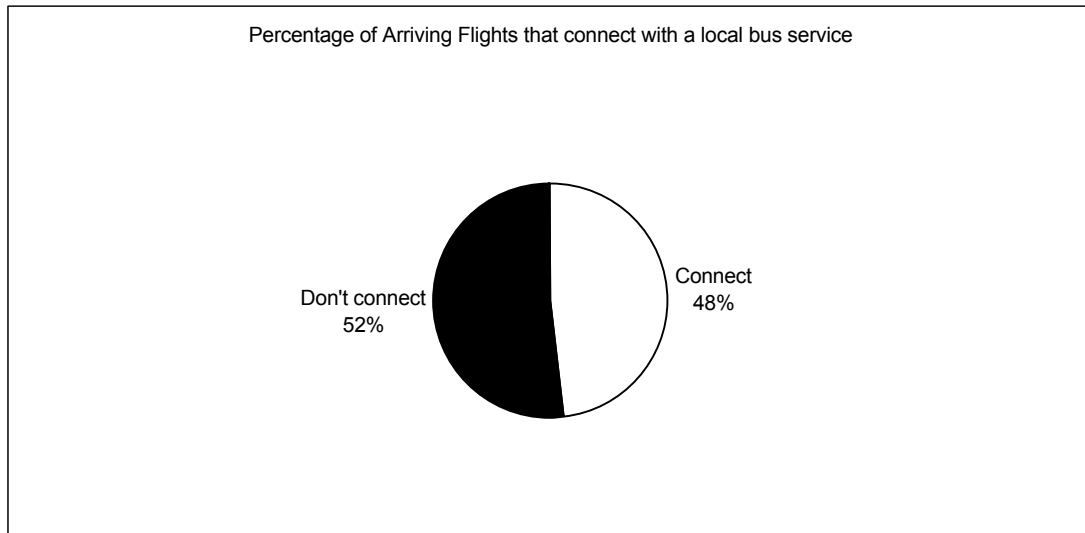


As shown in the above chart 3%, of departing inter-island ferries can be caught with a local bus service on a Sunday. Buses considered to connect with ferry services arrive within 15 minutes of the ferry's departure from the terminal.

²² Shetland Transport Timetable 2008

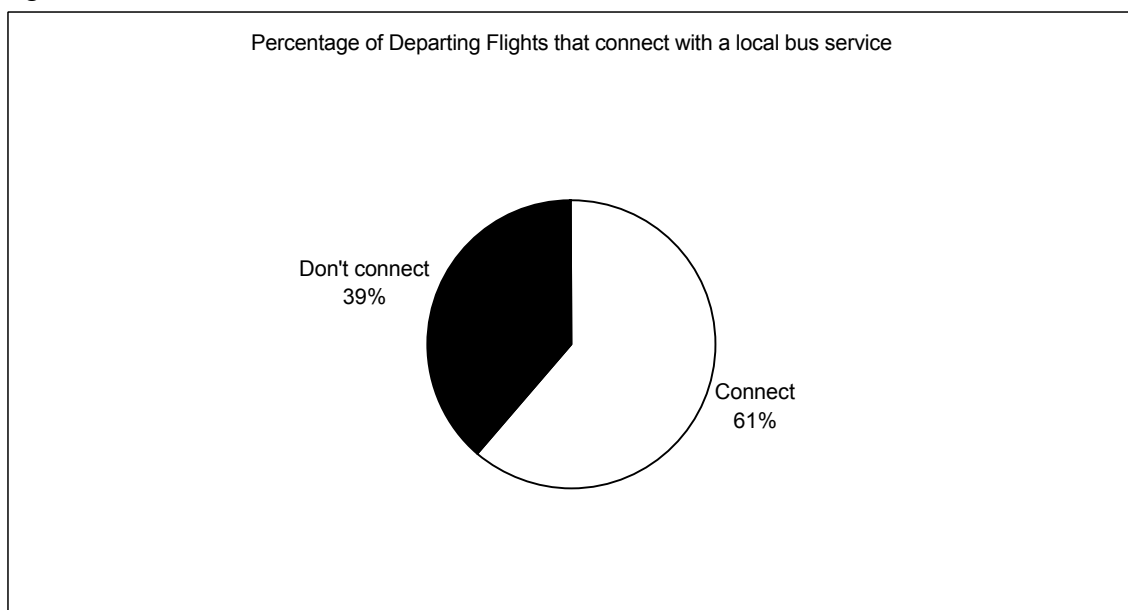
²³ Shetland Transport Timetable 2008

Figure 24²⁴:



As shown in the above chart 48% of flights arriving at Sumburgh Airport connect with local bus services that provide a link to Lerwick. Buses considered to connect with air services leave Sumburgh within 30 minutes of the arriving flight.

Figure 25²⁵:

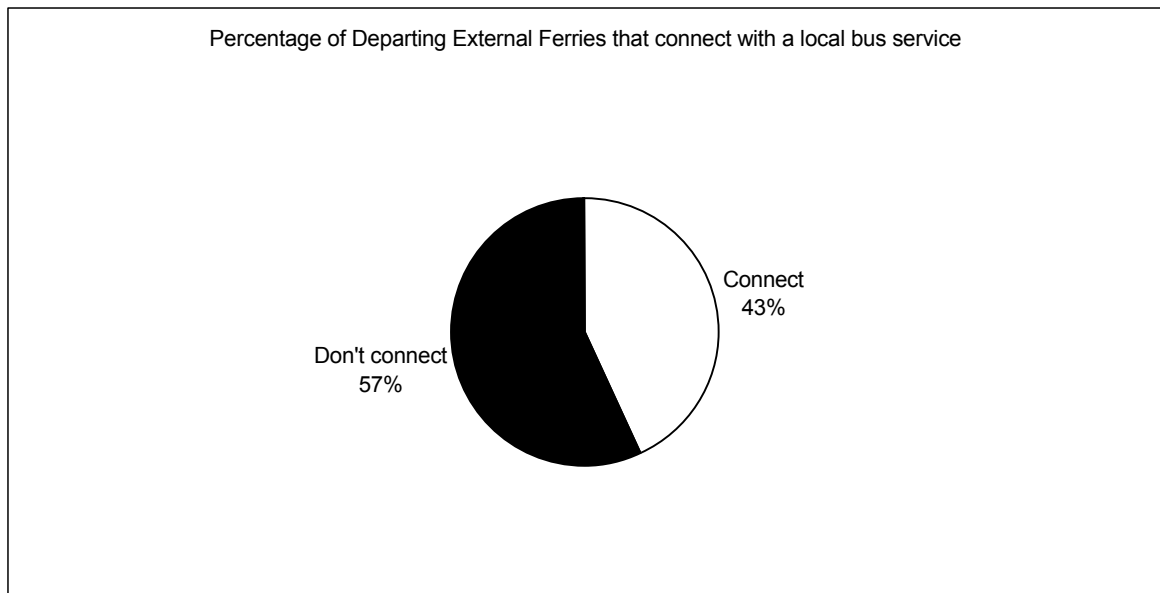


As shown in the above chart 61% of flights departing from Sumburgh Airport connect with local bus services from Lerwick. Buses considered to connect with air services all arrive at Sumburgh 45 minutes to 1 hour 15 minutes before the flight departs.

²⁴ Shetland Transport Timetable 2008

²⁵ Shetland Transport Timetable 2008

Figure 26²⁶:



As shown in the above chart 43% of external ferries departing at Holmsgarth terminal connect with a local bus service. Buses considered to connect with ferry services arrive at Holmsgarth 45 minutes to 1 hour 15 minutes before the ferry departs.

²⁶ Shetland Transport Timetable 2008

Affordability of Public Transport in Shetland (M1)

The purpose of this indicator is to monitor fare levels for passengers and freight on transport services throughout Shetland. In efforts to maintain sustainable communities it is necessary for public transport to be affordable in addition to being accessible. This monitoring process may explain the impact fare levels have on market growth in different areas of transport.

- Data for this indicator was gathered by monitoring fare levels on public transport for 2008-09.

Table 1²⁷:

Examples of Fares for Local Bus Services (single fare)	
To or From	Cost (2008-09)
Fetlar/Unst to Lerwick	£4.00 Integrated Bus/Ferry Service
Yell (Ulsta) to Lerwick	£2.50 Bus (+ £3.20 Ferry (return))
Whalsay to Lerwick	£2.00 Bus (+ £3.20 Ferry (return))
Lerwick to Tingwall Airport	£1.50 Dial a Ride Taxi
Hillswick to Lerwick	£2.30 Bus
Sandness to Lerwick	£0.95 Feeder Bus & £2.50 Bus
Lerwick to Sandwick	£1.70 Bus
Lerwick to Sumburgh Airport	£2.20 Bus
Lerwick to Burra (Hamnavoe)	£1.70 Bus

Table 2²⁸:

Examples of Fares for Inter-Island Ferries (return fare)	
To and From	Cost (2007-08)
Mainland to Bressay, Whalsay & Yell	Adult Return: £3.20 Car incl. Driver Return: £7.60
Mainland to Skerries & Papa Stour	Adult Single: £2.70 Car incl. Driver Single: £3.70
Mainland to Fair Isle	Adult Single: £2.70 Car incl. Driver Single: £14.20

Table 3²⁹:

Examples of Fares for External Ferries	
To and From	Cost (2007-08)
Lerwick to Aberdeen	Adult Single: Low Season £21.40 (£14.98) Adult Single: Mid Season £27.10 (£18.97) Adult Single: High Season £32.70 (£22.89) Car Single: Low Season £86.70 (£60.69) Car Single: Mid Season £110.50 (£77.35) Car Single: High Season £116.60 (£81.62)
Lerwick to Orkney	Adult Single: Low Season £13.80 (£9.66) Adult Single: Mid Season £16.30 (£11.41) Adult Single: High Season £19.70 (£13.79) Car Single: Low Season £49.80 (£34.86)

²⁷ <http://www.zettrans.org.uk/bus/BusTimetables.asp>

²⁸ <http://www.shetland.gov.uk/ferries/documents/20082009A4FaresSheet1.pdf>

²⁹ <http://www.northlinkferries.co.uk/fares.html>

	Car Single: Mid Season £72.20 (£50.54) Car Single: High Season £81.50 (£57.05)
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The prices in brackets in Table 3 show the fares with the 30% islander discount available to Shetland residents applied.

Table 4³⁰:

External Flights (Searched fares for March 19th on February 19th 2008)	
To and From	Cost
Sumburgh to Aberdeen	Adult Single: From £32.00 (£19.20)
Sumburgh to Glasgow	Adult Single: From £96.00 (£57.60)
Sumburgh to London	Adult Single: From £73.00 (£43.80)
Aberdeen to Sumburgh	Adult Single: From £46.00 (£27.60)
Glasgow to Sumburgh	Adult Single: From £101.00 (£60.60)
London to Sumburgh	Adult Single: From £135.00 (£81.00)

The prices in Table 4 show the cheapest available fare while the figures in brackets show those fares with the 40% air discount available to Shetland residents applied.

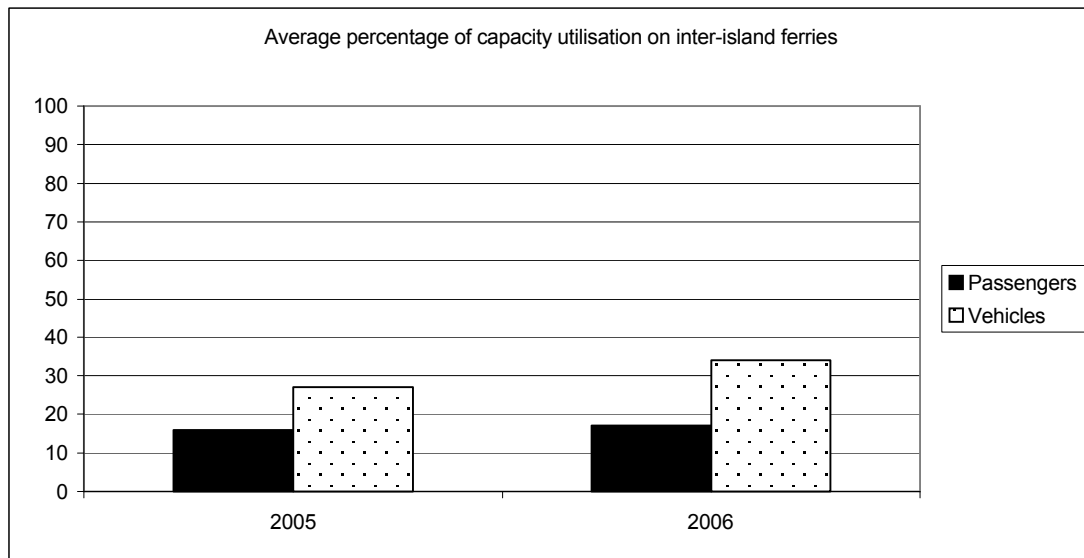
³⁰ <http://www.ba.com/>

Capacity Constraint (M2)

This indicator tracks the average levels of capacity utilisation on public transport services throughout Shetland. These trends may then be used to highlight areas of the service which require changes such as improvements in transport integration and financial incentives.

- The data for this indicator was provided by SIC Ferries.

Figure 27³¹:



As shown in the above chart the average capacity utilisation on all inter-island ferry routes increased by 1% and 7% for passengers and vehicles respectively in 2006.

³¹ SIC Ferries

External Destinations (M3)

This indicator monitors the number of air routes and ferry routes available to and from Shetland. These observations may be used to better understand market trends in external transport services. This understanding could potentially be used to help promote valuable market growth for these services, particularly as tourism is beginning to play an increasingly dominant role in Shetland's economy.

- The data for this indicator was gathered by monitoring of published transport timetables for 2007-08.

Table 5³²:

Destinations of External Passenger Ferry Services	
Destination	Frequency
Aberdeen	Seven per week
Orkney	Three per week

Table 6³³:

Primary Destinations of External Air Services	
Primary Destination	Frequency
Glasgow	Seven per week
Edinburgh	Twelve per week
Aberdeen	Thirty-two per week
Inverness	Twelve per week
Orkney	Twelve per week
London Stansted	Seasonal: 15 June - 10 September Two per week

³² Shetland Transport Timetable 2008

³³ Shetland Transport Timetable 2008

Access for All (M4)

This indicator monitors the number of ferries and buses in Shetland's transport network compliant with the Disability Discrimination Act. To assist with the promotion of sustainable development, effort must be made to ensure different communities throughout Shetland remain viable places to live. In addition to being frequent, reliable and affordable, public transport must also be accessible.

- The data for this indicator is provided by SIC Ferries and SIC Transport.

All buses operated by the SIC are DDA compliant.³⁴

DDA legislation does not apply to ships. The nearest comparator is "Designing and operating passenger vessels and passenger shore infrastructure: guidance on meeting the needs of persons with reduced mobility."³⁵

Of the 14 ferries operated by the SIC four comply with these guidance. Of the 16 ferry terminals throughout Shetland three comply with these guidelines. All other vessels and terminals are of an age where major adjustments cannot be made, though effort is made where possible to ensure optimal access.³⁶

³⁴ SIC Transport

³⁵ <http://www.shetlandcommunities.org/disability-shetland/ferries.html>

³⁶ SIC Ferries

Access to Health (M5)

This indicator monitors the levels of access to health care facilities provided by public transport throughout Shetland. This is another factor important to the maintenance of sustainable communities throughout Shetland. Specifically this section observes whether people living in rural areas have access to their local Health Centre for daytrips on public transport as well as access to flights to and from Aberdeen from Sumburgh airport.

- The data for this indicator was gathered by monitoring of published transport timetables for 2007-08.

Table 8³⁷:

Access to Local Health Centre for Daytrips	
Burra to Scalloway Health Centre	Three trips per day, Monday to Friday
Sumburgh to Levenwick Health Centre	One trip per day, Monday to Friday
Mossbank to Brae Health Centre	One trip per day, Monday to Friday

Table 8 shows some examples of the number of accessible short daytrips of between one and three hours to local Health Centres for different areas.

Table 9³⁸:

Access to flights to and from Aberdeen from Sumburgh 2007-08		
Day	Number of Flights	Integration with Buses
Monday to Friday	Five	Three connect with buses from Lerwick
Saturday	Three	Two connect with buses from Lerwick
Sunday	Four	Three connect with buses from Lerwick

Table 9 shows the frequency of flights to and from Aberdeen at Sumburgh and the number that connect with a local bus service. However, it is unlikely that flights later in the day are convenient for patients accessing appointments.

³⁷ Shetland Transport Timetable 2008

³⁸ Shetland Transport Timetable 2008

Safety and Security (M6)

This indicator monitors the levels of safety and security on inter-island ferry and air services. To ensure the safety of passengers and crewmembers inter-island ferries are required to have documents of compliance with safety measures and similarly air services require operating licenses.

- Data for this indicator is provided by SIC Ferries and SIC Transport.

All inter-island ferries operated by the SIC have documents of compliance with safety measures with the exception of one, which is classified as a cargo vessel.³⁹

All inter-island air services operated by the SIC have operating licenses.⁴⁰

³⁹ SIC Ferries

⁴⁰ SIC Transport

Freight Facilities (M7)

The purpose of this indicator is to monitor the available freight facilities on transport services to Shetland's Outer Isles.

- Data for this indicator is provided by SIC Ferries and SIC Transport.

In terms of freight facilities the ferries serving Skerries, Fair Isle and Papa Stour and Foula have cargo holds and loading cranes. Additionally transport pens are available for animals and a refrigerated box is available on the Skerries service.⁴¹

Inter-island aircraft have some limited space for transporting freight but this is dependent on seat demand.⁴²

⁴¹ SIC Ferries

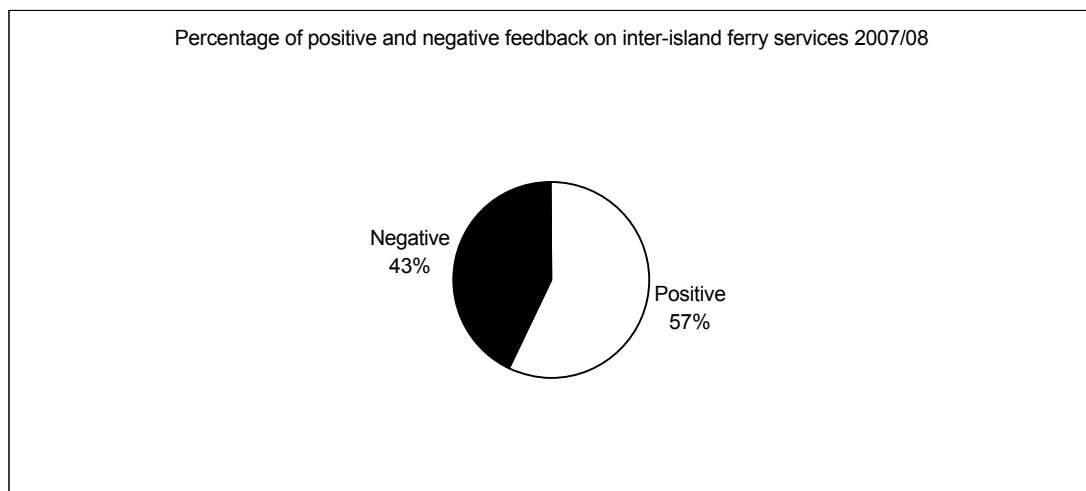
⁴² SIC Transport

Public Transport Satisfaction (M8)

This indicator records public opinion on the quality of bus and inter-island ferry services throughout Shetland. In order to encourage market growth on public transport and maintain sustainable communities it is essential to understand what works and what doesn't work in the current services. The views of both users and non-users should assist in highlighting a number of these issues.

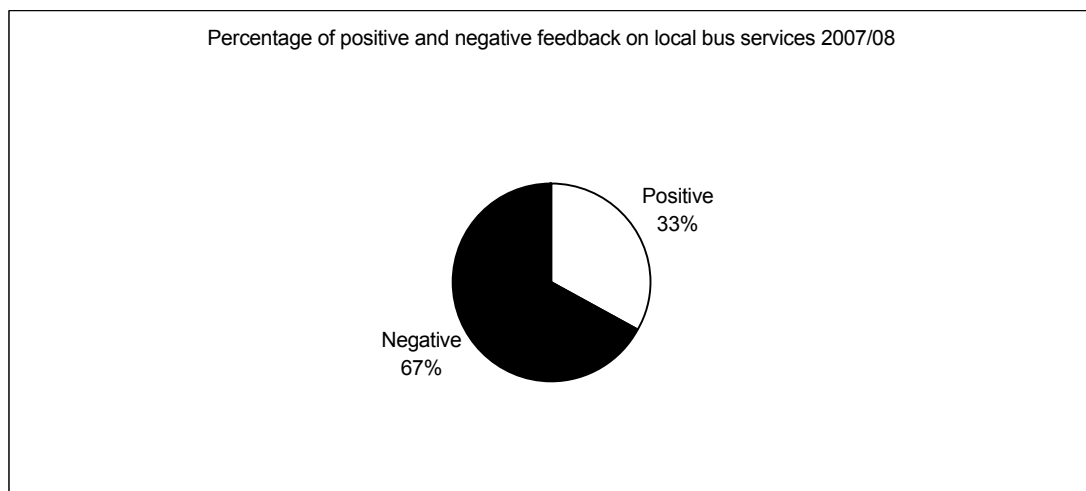
- Data for this indicator is provided by feedback forms received by ZetTrans, SIC Ferries and SIC Transport.
- Feedback and comments are also gathered on an ongoing basis, as part of Shetland's Area Transport Forums. Current reports can be found at www.zettrans.org.uk

Figure 28⁴³:



Of the 42 feedback comments received by SIC Ferries in 2007/08, 18 were complaints while 24 complimented the service.

Figure 29⁴⁴:



⁴³ SIC Ferries

⁴⁴ SIC Transport

Of the six feedback comments received on bus services, four were complaints while two complimented the service.

Summary and Conclusions

A summary of main points raised in the report includes:

- The average cancellation rate for inter-island air services in 2007/08 was 3.75%, while the rate for external air services was 0.17%;
- The standard of road maintenance throughout Shetland declined by 12% between 2005/06 and 2006/07 then improved by 9% in 2007/08;
- Levels of fuel consumption throughout Shetland's transport network rose by 400 tonnes between 2002 and 2005;
- The level of fuel consumption on Shetland's inter-island ferries has increased by 20.6% since 2003/04;
- Road traffic levels increased by 4 million vehicle kilometres between 2005 and 2006;
- Bus passenger numbers have increased by 8% since 2002/03;
- Passenger and car numbers on inter-island ferries increased by 8% between 2004 and 2006;
- Passenger numbers on inter-island air services declined by 15% between 2005/06 and 2006/07 then rose by 13% in 2007/08;
- Passenger numbers on external ferry services increased by 21% between 2003 and 2006 then declined by 0.2% in 2007;
- Passenger numbers on external air services have increased by 24% since 2004/05;
- A 2007 travel survey showed single occupancy cars to be the most popular method of travelling to work among SIC employees;
- Numbers of people killed or seriously injured on Shetland's roads have dropped from a peak of 13 in 2005/06 to nine in 2007/08;
- Numbers of slight casualties on Shetland's roads have dropped from a peak of 56 in 2005/06 to 33 in 2007/08;
- In 2007 from Monday to Saturday 15% of arriving inter-island ferries connect with a local bus service compared with 4% on a Sunday;
- In 2007 from Monday to Saturday 18% of departing inter-island ferries connect with a local bus service compared with 3% on a Sunday;
- In 2007 48% of arriving flights connect with a local bus service compared with 61% of departing flights; and
- In 2007 43% of ferries departing from Holmsgarth connect with a local bus service;
- Capacity utilisation on inter-island ferries increased by 1% and 7% for passengers and vehicles respectively between 2005 and 2006; and
- In 2007/08 inter-island ferry services received 57% positive feedback while bus services received 33% positive feedback.

Some conclusions can be drawn from the main points of this report.

In terms of progress:

- usage of public transport has generally increased over the last few years
- levels of road safety appear to have increased with fewer serious and slight casualties on Shetland's roads

There continues to be scope to:

- Improve levels of walking, cycling, carsharing and use of public transport to access work (i.e. more sustainable travel choices);
- Improve integration across Shetland's transport network, particularly integration of buses with inter-island ferry services
- Increase the percentage of the population able to access more responsive public transport solutions, including to access health services

In terms of improvements to monitoring, some areas could use further development such as a system for monitoring reliability of inter-island ferry services, which is due to be put in place for 2008/09.