



Infrastructure Services

Transportation

Woodhill House

Westburn Road

Aberdeen AB16 5GB

Telephone 01467 620981

Fax 01224 662005

Our ref NS/SW/T/1/170/4/1

Your ref

Ask for Susan Watt

Direct Dial 01224 664584

7th September 2015

Dear Sir/Madam

GARIOCH AREA BUS FORUM MEETING

I wish to inform you of the next meeting of the Garioch Area Bus Forum, which will be held as follows:

7.30 pm – 9.00 pm on Thursday 1st October 2015.
Village Hall (Friendship Room), Aquithie Road, Kemnay.

I enclose an Agenda along with relevant background papers from the previous meeting held on 29th April 2015. Should you require transport to/from the Forum meeting, please contact Stuart Copland (Tel 01224 664784) by noon on Friday 25th September 2015.

Yours faithfully

Susan Watt.

Susan Watt
Senior Transport Officer
Local Services

GARIOCH AREA BUS FORUM

**Kemnay Village Hall
Friendship Room
Thursday 1st October 2015
7.30pm – 9.00pm**

AGENDA

1. Welcome and Introduction
2. Minutes of Meeting on 29th April 2015
3. Matters arising from the Minutes
4. Stagecoach Bluebird: Update
5. Aberdeenshire Council: Update
6. Bus Service Requests/Development
7. Public Transport Infrastructure/Information
8. Bus Service Discussion
 - *Newmachar, Blackburn and Kintore Areas*
 - *Westhill, Skene and Echt Areas*
 - *Insch, Oyne and Pitcaple areas*
 - *Kemnay Area*
 - *Inverurie Area*
 - *Other Areas*
9. A.O.B.
10. Next Meeting

GARIOCH AREA BUS FORUM

MINUTES OF MEETING ON WEDNESDAY 29TH APRIL 2015

FRIENDSHIP ROOM, KEMNAY VILLAGE HALL, KEMNAY

In Attendance

Councillor F. Hood (Aberdeenshire Council) (Chair)

Councillor N. Cullinane (Aberdeenshire Council)

Councillor I. Walker (Aberdeenshire Council)

Sheila Gray (Kintore Community Council)

Ann Marston (Kintore Community Council)

Tracy Skene (Inverurie Community Council)

Sandra Coutts (Fintray and Kinellar Community Council)

Raymond Swaffield (Westhill and Elrick Community Council)

Aileen Swaffield (Westhill and Elrick Community Council)

John McGregor (Blackburn Resident & Bus User)

Margaret McGregor (Blackburn Resident & Bus User)

Shonagh Donachie (Kemnay Resident & Bus User)

Helen Adair (Kemnay Resident & Bus User)

Margaret Basley (Kemnay Resident & Bus User)

Doreen Abel (Kemnay Resident & Bus User)

Richard Lamplugh (Kemnay Resident and Bus User)

Richard Openshaw (Kemnay Resident and Bus User)

David Fraser (Kintore Resident & Bus User)

Irene Davidson (Kintore Resident & Bus User)

John Christie (Kintore Resident & Bus User)

Edith Christie (Kintore Resident & Bus User)

Peter Watson (Kintore Resident & Bus User)

Shelia Watson (Kintore Resident & Bus User)

Neil Peace (Kintore Resident & Bus User)

Ian Kerr (Insch Resident & Bus User)

Alice Downie (Bus User)

Sue Wainmain (Bus User)

Winnie Duncan (Bus User)

Andy Duncan (Bus User)

Alistair Gauld (Bus User)

Dougie Bain (Bains Coaches)

Steve Walker (Managing Director, Stagecoach North Scotland)

Richard McKenzie (Public Transport Manager, Aberdeenshire Council)

Susan Watt (Senior Transport Officer, Aberdeenshire Council)

Apologies

Councillor P. Oddie (Aberdeenshire Council)

Councillor M. Ford (Aberdeenshire Council)

Janet Newberry (Kemnay Bus User)

1. Welcome and Introduction

Councillor Hood welcomed everyone to the meeting and introductions were given.

2. Minutes of Meeting on 2nd September 2015

It was raised from the floor that Page 4 Item 4.6 i) should read: with the introduction of an inter-peak (approx. 1000 hrs – 1430 hrs) Council A2B dial-a-bus service, instead of “and a” Council A2B dial-a-bus service.

The remainder of the minutes were approved

3. Matters arising from the Minutes

Susan Watt provided the following update on behalf of Aberdeenshire Council:

- 3.1 In response to the request for the bus stop at Forest Road (Kintore) to be relocated towards Hall Forest Avenue, as it was claimed that drivers had difficulty accessing the bus stop due to parked cars, coupled with the view it was too close to the bus shelter at the Northern Road Interchange, she confirmed that following an investigation into various alternative locations, these have been ruled out on safety grounds, however bus bay markings will now be installed at the location.

Steve Walker provided the following update on behalf of Stagecoach Bluebird:

- 3.2 In response to the request for the 2300 hours ex Aberdeen – Elgin (Monday to Friday) to be re-routed to serve Inch, in particular for those returning home from His Majesty's Theatre, he confirmed that the company is currently in discussions with HMT, to provide a number of dedicated services for those wishing to use public transport when returning home from the Theatre, as from autumn 2015.
- 3.3 In response to the request for the Service 10 (Aberdeen – Inverurie – Elgin) to be re-routed to serve Kintore on the evening journeys, he confirmed that this has been ruled out, as the service operates to a standardised route to simplify the route and any changes may affect current passengers usage by increasing the journey time. He also highlighted that the requested re-routing was not commercially viable.
- 3.4 In response to Councillor Walker's request that Stagecoach Bluebird include rural areas, such as Echt in their review of Westhill services, in particular with the possibility of a Park and Ride site in Westhill, he confirmed that Aberdeen City Council have advised that the link road to Kingswells Park and Ride will be opened in September 2015, resulting in the re-routing of services to serve the facility, and in turn, providing connections to other services to/from Aberdeen.
- 3.5 In response to the repeated request for Service X17 (Aberdeen – Westhill) to be re-routed to serve Hilltop Turning Circle at the top of Westhill Drive, he re-confirmed that Stagecoach Bluebird are currently reviewing services in Westhill and finalised details of their proposals will be provided to Westhill Community Council for consultation, prior to implementation in August 2015.
- 3.6 In response to the claim regarding the frequent late operation and non-running of the 0653 hours ex Alford – Kemnay (Monday to Friday), he confirmed that following an investigation, there has been one instance of late operation identified. However he asked that should there be any recurrence that times and dates be provided at the time of each incident.

It was raised at the meeting as to what action passengers can take if the response provided by the company is incorrect, in particular confirming that a vehicle operated when it did not.

Steve Walker confirmed that the passenger should contact himself if they are not satisfied with the response provided.

- 3.7 In response to the concerns raised regarding poor connections with other services being maintained at with other services, resulting in passengers missing onward transport at times, he confirmed that they had not received any further complaints, however he will investigate improved connections as part of the service changes scheduled for 16 August 2015.
- 3.8 In response to the request for the northbound journeys on Service 35 (Aberdeen – Banff – Elgin) to operate via Union Terrace as previously routed, in particular for those returning home from the theatre, he confirmed that following a review of the corridor, a 15 minute inter peak service has been introduced between Oldmeldrum and Aberdeen with the introduction of Service 35A, operating via Great Northern Road and HMT. He also advised that the company are currently in discussions with HMT to provide pre-booked services, allowing those attending the Theatre to book a seat in advance on dedicated vehicles departing after the performance.
- 3.9 In response to the query as to whether there is a PA system installed at Union Square Bus Station, he confirmed that this will be investigated. He highlighted that controllers are available on the stance and real-time passenger information will be introduced later in the year through the display screens.

4. Stagecoach Bluebird Update

Steve Walker provided the following update:

4.1 Service 35 (Aberdeen - Banff - Elgin)

Following a review of the corridor, Service 35A (Oldmeldrum – Aberdeen via Great Northern Road) was introduced on 20 April 2015, providing an hourly inter-peak service on Monday to Friday, effectively creating an approximate 15 minute inter-peak service, along the corridor. He also confirmed that B12 vehicles would be introduced into the corridor, providing additional capacity.

4.2 Following the procurement exercise undertaken by Aberdeenshire Council, which has resulted in the company acquiring additional contracts, these will be integrated into the current network without any major disruption to services, as from 16 August 2015.

4.3 The hydrogen vehicles allocated to the Westhill Corridor, have been withdrawn due to a series of breakdowns following their first week of operation and are currently undergoing testing to establish the mechanical issue.

Aberdeenshire Council Update

Richard McKenzie provided the following update:

4.3 Passenger Transport Review and Tendering Process

Following the Aberdeenshire Council Passenger Transport Review, the service proposals highlighted in the previous minutes were agreed by the Aberdeenshire Council Passenger Transport Strategy & Polices Steering Group and have been incorporated within the on-going tender process, and have been awarded to Stagecoach Bluebird, with an implementation date of 16 August 2015. He also highlighted that 3 negotiated contracts, including Service 777 (Oldmeldrum – Westhill - Dyce) operated by Bains Coaches, will be tendered at a later date following discussions with the relevant operator.

4.4 DRT Services

DRT services are currently being reviewed within Aberdeenshire, with the following services in the Garioch area.

- Introduction of an Inch area service, operating 2 or 3 days a week, connecting with Service 306 (Inverurie – Inch) between 0930 hours and 1430 hours.
- Inverurie Town service will continue to operate 5 days per week between 0930 hours and 1430 hours.
- Kirkton of Rayne/Chapel of Garioch – Inverurie service will operate 2 days per week.
- Proposed service between Kintore/Kemnay and Inverurie, operating 2 days per week.
- Proposed service between Rothienorman and Inverurie operating 1 day per week.

He asked that any comments or suggestions regarding the above services would be appreciated and asked that anyone wishing to provide feedback or comments should contact Denise May on 01224 664747 or by email to a2bdialabus@aberdeenshire.gov.uk.

5. Bus Service Requests/Development

Susan Watt referred to the papers circulated, detailing pending and fulfilled service requests in the Garioch area, and provided the following update:

- 5.1 The request for Service X17 (Aberdeen – Westhill) to be re-routed to serve Hilltop Turning Circle at the top of Westhill Drive will be taken into consideration within the Westhill review by Stagecoach Bluebird for implementation in August 2015.
- 5.2 The request for northbound journeys to operate via Union Terrace, particular the evening journeys for passengers attending HM Theatre on Service 35 (Elgin/ Aberdeen – Aberdeen) was fulfilled commercially in the interpeak with the introduction of Service 35a (Aberdeen – Oldmeldrum) by Stagecoach Bluebird with effect from 20 April 2015 and on-going discussions between HMT and Stagecoach

Bluebird will provide passengers with an advance booking facility for travel to/from the Theatre as from autumn 2015.

6. Public Transport Infrastructure / Information

Richard McKenzie confirmed the following update and asked if there were any requests to be put forward for consideration in 2015/2016.

- 6.1 He confirmed that there is an improvement programme to provide upgraded facilities at interchange locations, highlighting that new shelters have been installed at Blackburn, Kintore and Kemnay. He stated that they have identified that some shelters, including Kemnay and Kintore, had not been installed correctly, however these will be rectified in the coming months.
- 6.2 Infrastructure refurbishment will be undertaken on shelters located on the A96 and Inverurie Town, with the introduction of new seating, frame renewal paintwork and polly replacements if required.
- 6.3 He confirmed that the Real-Time Passenger Information System, which is being developed in partnership with operators, is in the final testing stages, which will provide real time, arrival time information for passengers at interchange points, displays at a small number of key bus stops, and will also be available through smartphone applications and websites.

Councillor Hood queried whether the information would be provided at Union Square Bus Station and Council buildings, coupled with a query whether information would be provided on usage of the system.

Richard McKenzie confirmed that the display screens at Union Square Bus Station and interchange bus stops would provide real-time information and he would investigate whether information to access to the system could be provided.

- 6.4 Claim regarding incorrect information provided on the displays screen at Union Square Bus Station, resulting in passengers standing at the wrong stance and missing the bus.

Richard McKenzie confirmed that the display screens are under the management of Stagecoach Bluebird, however he agreed that this would be investigated.

- 6.5 Query as to whether Stagecoach Bluebird services will accept cards as well as cash, from passengers when paying their fare.

Steve Walker confirmed that they have recently introduced smartcards in the area, instead of issuing tickets, and he also highlighted the Grasshopper scheme was being rolled out throughout Aberdeenshire in the coming months.

It was raised from the floor that some drivers were not aware of the Grasshopper tickets.

Steve Walker confirmed that drivers would be updated with ticket information.

- 6.6 Repeated request for a bus shelter at the layby on the A96 (outside Marshall Trailers)

Susan Watt confirmed that this was sited within Aberdeen City and would pass the request to her colleagues in Aberdeen City PTU.

- 6.7 Claim regarding the newly installed shelter at Aquithie Road (Kemany), outside the town hall has been replaced with a smaller facility, which is open ended, resulting in passengers having no protection to adverse weather conditions, coupled with a complaint regarding the seating being removed and replaced by a "bumbar", which has also been installed too high.

Richard McKenzie confirmed that they have identified issues with some shelters being installed incorrectly, which will be rectified, however he would take the comments on board and pass onto his colleagues.

- 6.8 Claim regarding the new shelter at Northern Road (Kintore) being incorrectly installed, coupled with the seating being removed and replaced by a "bumbar", which has also been installed too high.

Richard McKenzie confirmed that the shelter would be investigated.

- 6.9 Query as to why a redundant bus shelter is currently located on South Road (Insch) at the old mart, coupled with a request to relocate the facility to Golf Road (outside Foundland Court).

Richard McKenzie confirmed that this would be investigated.

- 6.10 Request for the concrete bus shelter located at High Street (Insch) to be cleaned and the damaged roof repaired.

Richard McKenzie confirmed that this would be investigated.

- 6.11 Claim regarding buses being unable to safely access the bus stop at High Street (Insch), next to Costcutter, due to parked vehicles at the bus stop.

Richard McKenzie confirmed that this would be investigated.

- 6.12 Claim that the Service 416 (Rhynie – Inverurie) timetable leaflet is incorrect, listing Pitcaple on the map instead of Insch and stating Charles Street as a timing point instead of High Street.

Richard McKenzie confirmed that this would be investigated.

- 6.13 Query as to when the A96 Park and Ride facility will be in operation and which services would serve the facility.

Steve Walker confirmed that this was an Aberdeen City Council project, which would be investigated and updated at the next meeting. He also confirmed that depending on the proposed plans of the site, he envisages the majority of their services in the area serving the facility.

7. Service 10 (Aberdeen - Huntly - Elgin/Inverness)

- 7.1 Claim regarding poor quality vehicles allocated to the corridor, highlighting the lack of toilet facilities, heaters frequently not operating and at times, the loud internal noise of the vehicle when in motion.

Steve Walker confirmed that new vehicles were allocated to the corridor 2 years ago and they had not received complaints regarding the vehicles. He asked that time and dates be provided, so that the vehicles can be investigated.

- 7.2 Request for a reduction in the length of journey time between Aberdeen and Inverness, providing an express service to passengers.

Steve Walker confirmed the service was reviewed last year, resulting in Auldearn, Kintore and Blackburn no longer being served, however he highlighted that the service can't compete against the operational times of the train, and they have to balance passenger needs on the corridor.

8. Service X17 (Aberdeen - Westhill)

- 8.1 Councillor Walker requested that Stagecoach Bluebird include rural areas, such as Echt in their review of Westhill services.

Steve Walker confirmed that this would be considered within the on-going review.

- 8.2 Repeated request for the service to be re-routed to serve Hilltop Turning Circle at the top of Westhill Drive.

Steve Walker confirmed that this would be considered in the ongoing review, with finalised routes/times being put forward for consultation with Westhill Community Council prior to implementation on 16 August 2015.

- 8.3 Request for the evening journeys to be withdrawn from Prospect Road (Westhill), highlighting the additional time taken to serve the area, coupled with the very low passenger usage.

Steve Walker confirmed that this would be taken into consideration within the review.

- 8.4 Claim regarding the driver of the 1625 hours ex Aberdeen – Westhill on 22 April 2015, refusing a wheelchair passenger to board the vehicle after the doors had closed at Union Square Bus Station, coupled with the claim that the driver was very rude.

Steve Walker confirmed that due to safety reasons, the driver can't allow passengers to board or alight the vehicle once the doors have been closed, however he stated that this would be investigated.

9. Service X20/220 (Aberdeen - Kemnay/Alford)

- 9.1 Repeated claim regarding the frequent late operation and non-running of the 0653 hours ex Alford – Kemnay (Monday to Friday).

Steve Walker confirmed that this would be investigated but asked that times and dates be provided at the time of the incident.

- 9.2 Repeated claim regarding poor quality and various types of vehicles being allocated to the corridor, with particular reference to 1720 hours ex Aberdeen – Kemnay on

28 April 2015 being operated by a coach, with the destination screen being hard to read and some passengers having difficulty boarding due to the high steps.

Steve Walker confirmed that vehicles are allocated to certain corridors, however at times if the inward bound journey is operating late due to traffic congestion, then a substitute bus will be allocated to the outbound journey, which may be a coach, to ensure that a service is provided. He also confirmed that an ongoing replacement programme results in newer vehicles being rolled out to other services.

Councillor Hood asked whether this could be investigated and a date provided of the vehicle replacement programme on the corridor.

Steve Walker confirmed that this would be investigated.

- 9.3 Concerns raised regarding poor connections being maintained at Kemnay with other services, resulting in passengers missing their services for onward travel.

Steve Walker confirmed that this would be investigated and taken into account with service changes on 16 August 2015.

- 9.4 Request for an am peak journey to arrive in Aberdeen at prior to 0700 hours, to connect with southbound rail services.

Susan Watt confirmed that this would be investigated along with Stagecoach Bluebird

10. Service 37/37A (Aberdeen - Inverurie)

- 10.1 Repeated request for Stagecoach Bluebird to consider the possibility of re-routing one of the 3 buses per hour via Great Northern Road/Berryden, highlighting the additional time taken to operate via Great Northern Road due to traffic congestion

Steve Walker confirmed that following the previous meeting, the consensus was passengers wanted the service to operate via the ARI. He highlighted again that this would result in an irregular service headway to/from the Great Northern Road /Berryden Road area and therefore there are no plans to fulfil this request, stating that successful services, are those which keep to a standardised route, and easy for passengers to understand, however he would continue to monitor the service. He also confirmed that following meetings regarding the proposed constructions plans for the new road system at the Haudagain roundabout, he has raised concerns to Jacobs, NESTRANS and Aberdeen City Council, regarding the detrimental effect this will have on public transport following the removal of the bus lane facility within the proposal.

Councillor Hood highlighted that further discussions must be undertaken with the relevant organisations to raise concerns towards public transport and asked that Richard McKenzie takes this forward.

Richard McKenzie confirmed that Aberdeenshire Council has received an email from Steve Walker raising these concerns.

- 10.2 Request for information to be provided to passengers on the corridor, publicising the connections with Service 727 (Aberdeen – Dyce Airport) and Service X20

(Aberdeen – Kemnay) at Blackburn, for those travelling via Great Northern Road/Berryden.

Steve Walker confirmed that this could be introduced into the timetables.

- 10.3 Repeated request for Stagecoach Bluebird to consider the possibility of re-routing one of the 3 buses per hour to operate via School Road (Kintore), instead of Hall Forest Avenue, as it was claimed that the bus stops located on School Road (at East Park Road) were well utilised prior to the change.

Steve Walker confirmed that this will be re-investigated.

- 10.4 Claim regarding buses having difficulty negotiating the junction at School Road/Hall Forest Road, resulting in vehicles pulling over into the middle of the road, while negotiating the junction, resulting in a safety issue with oncoming traffic.

Councillor Hood confirmed that this has been raised with Local Roads by Kintore Community Council and is currently being investigated.

- 10.5 Query as to whether the service can be re-routed to serve the bus terminus on Cornhill Road, (outside the ARI), instead of the turning circle on Foresterhill Road.

Steve Walker confirmed that this had been considered but ruled out following discussions with NHS Grampian and passenger requests to serve the hub.

- 10.6 Claim regarding coaches being allocated to the corridor, resulting in some passengers having difficulty boarding and alighting the vehicle due to the high steps.

Steve Walker confirmed that new single deck vehicles were introduced into the corridor, however at times if the inward bound journey is operating late due to traffic congestion, then a substitute bus will be allocated to the outbound journey, which may be a coach, to ensure that a service is provided. He also confirmed that 12 new vehicles have been allocated to the route.

11. Service 306 (Inverurie – Huntly)

- 11.1 Query regarding whether a smaller vehicle could be allocated to the corridor, highlighting the safety issue of buses having difficulty negotiating the Commerce Street/High Street junction in Insch.

Susan Watt confirmed that the larger vehicle is required to operate the return school journey, however this may change following the award of the new contracts implemented in 16 August 2015.

- 11.3 Claim regarding poor quality vehicles allocated to the corridor, coupled with a complaint that a letter sent on this issue, had not received a reply.

Steve Walker confirmed that the company bids on new vehicles each year through head office, and if successful, this results in vehicles being replaced and allocated into other corridors. He also confirmed that he would investigate and respond to the letter.

- 11.4 Query as to the operation and times the service will operate as from 16 August 2015.

Susan Watt confirmed that the service will operate an hourly service between Inch and Inverurie from 0912 hours to 1858 hours (Monday to Friday) and 1012 hours to 1758 hours (Saturday), with the introduction of an inter-peak Council A2B service covering Inch and surrounding area, feeding into the Service 306 and rail services.

12. Service 416 (Rhynie – Inverurie)

- 12.1 Request for journeys to be re-timed, to prevent them operating through Inch at similar times to Service 306 (Inch – Inverurie).

Susan Watt confirmed that this would be investigated.

13. Service 420 (Aberdeen – Kemnay)

- 13.1 Repeated request for the service to be re-instated to operate via A96, instead of Blackburn, highlighting the very low passenger usage to/from the village and also the additional time taken to operate into the village, in particular at peak times.

Susan Watt confirmed the on-going monitoring of the service, with passenger demand to/from Blackburn being very low, however she would consult with current passengers and Councillor Ford, regarding withdrawing the service from Blackburn.

- 13.2 Query regarding whether Central Coaches will continue to operate the service as from 16 August 2015.

Susan Watt confirmed that Stagecoach Bluebird will operate the service following the tender process undertaken by the Council.

It was raised from the floor that passengers were disappointed that Central Coaches had lost the contract, highlighting the poor reliability and performance of Stagecoach Bluebird on Service X20/220 (Aberdeen – Kemnay – Aberdeen), in particular during the winter months with the difficulty of buses operating to/from the Inch depot.

Richard McKenzie confirmed that the Council has undertaken a procurement exercise with all supported local bus service, awarded on cost, with quality being built into the specification, in which all operators were invited to tender. He also highlighted that the Council operate a penalty points system, which penalised operators who don't operate to the specification e.g non running of a journey, frequent breakdowns.

Councillor Hood asked that the service be monitored as from August 2015 and any issues reported to the Public Transport Unit.

14. Other Matters

- 14.1 Claim regarding too many services utilising the turning circle at ARI, coupled with vehicles at times, waiting for up to 5 minutes, resulting in other buses being unable to enter or leave the facility.

Steve Walker confirmed that this has been previously raised through NESTRANS, highlighting the facility is no longer fit for purpose. He also highlighted that he had considered utilising the turning circle at Cornhill Road, however was advised not to.

- 14.2 Councillor Walker queried whether speed cushions could be installed at Carnie Crescent (Westhill).

Steve Walker confirmed that they don't have objections to speed cushions being installed, as they only cover part of the road.

Richard McKenzie confirmed that Local Roads inform the Public Transport Unit through consultation.

- 14.3 Claim regarding a wheelchair passenger being unable to access the bus stop on B979 opposite Leys Hotel (Blackburn) due to the lack of low kerbs around the bus stop.

Richard McKenzie confirmed that this would be investigated by Local Roads.

- 14.4 Inverurie Community Council complimented the patience and reliability of the drivers, following the introduction of the road closure of West High Street (Inverurie).

Steve Walker confirmed that the Service 37 (Aberdeen – Inverurie) would only serve part of the town route, once West High Street is completely closed.

Susan Watt confirmed that following a meeting with Local Roads, the contractor and Stagecoach Bluebird prior to the closure, notices were erected at affected bus stops, informing passengers of re-routing to services, however she highlighted that the contractor has not provided accurate information at the agreed time, resulting in operators and passengers receiving the information with very little notice.

Councillor Hood highlighted the importance of the contractor providing accurate information to the PTU and asked that the Councillors be kept informed of any further issues.

- 14.5 Claim regarding buses frequently departing from the incorrect stances at Union Square Bus Station and the quality of passenger information/communication at Union Square Bus Station, resulting at times of passengers missing their bus.

Steve Walker confirmed that controllers should ensure that passengers are updated at all times.

- 14.6 Query as to whether drivers are allowed to assist passengers while boarding and alighting the vehicle.

Steve Walker confirmed that he would expect drivers to provide assistance when it was required.

15. **Date of Next Meeting**

Susan Watt advised that the next meeting of the Area Bus Forum will be held in autumn 2015.

GARIOCH AREA

SERVICE REQUESTS FULFILLED OVER THE LAST 12 MONTHS (as at September 2015)

NO. SERVICE	REQUEST	ACTION	DATE
1	Elgin/Banff - Aberdeen (Service 35/35A)	Request for northbound journeys to operate via Union Terrace, particularly evening journeys for passengers attending HM Theatre.	Fulfilled commercially by Stagecoach Bluebird with the introduction of Service 35A.
2	Aberdeen - Inverurie (Service 37)	Request to re-route one bus every hour within Kintore to serve School Road.	Fulfilled commercially by Stagecoach Bluebird
3	Aberdeen - Rhynie (Service 416)	Request to re-time the return journey to operate inbetween the hourly Service 41 (Insch - Inverurie) (previously 306) in Insch.	Fulfilled by Aberdeenshire Council and Stagecoach Bluebird with re-timing of the return journey.

GARIOCH AREA

PENDING SERVICE REQUESTS (as at September 2015)

NO.	SERVICE	REQUEST	REQUESTED BY
1	Aberdeen - Westhill (Service X17)	Request for service to be re-routed to serve Hilltop Turning Circle at the top of Westhill Drive.	Garioch Area Bus Forum
2	Aberdeen - Kemnay/Alford Service (X20)	Request for an am peak journey to arrive in Aberdeen prior to 0700 hours, to provide connection with southbound rail travel.	Garioch Area Bus Forum
3	Aberdeen - Kemnay Service (420)	Request to re-istate previous route and operate via A96, not Blackburn.	Garioch Area Bus Forum
4	Aberdeen - Alford (Service X18 and Service X20)	Request for additional journeys to operate between Alford and Aberdeen (Sunday)	Member of the public

GARIOCH AREA : SUMMARY OF LOCAL BUS SERVICES (AS AT SEPTEMBER 2015) (continued overleaf)

SERVICE NUMBER	SERVICE ROUTE	OPERATOR ON THE ROUTE	DAYS OF OPERATION	GENERAL DAILY FREQUENCY	COMMERCIAL/SUBSIDISED	CONTRACT NUMBER(S)	LOCAL BUS SUPPORT (PER ANNUM)
10X10	Inverness - Elgin - Huntly - Inverurie - Aberdeen	Stagecoach Bluebird	Daily	Hourly	Commercial	N/A	N/A
16	Elrick / Westhill Town Service	Stagecoach Bluebird	Monday - Saturday	Hourly	Mostly Subsidised	SL31	£78,444.60
X17	Elrick - Westhill - Woodend - Aberdeen	Stagecoach Bluebird	Monday - Saturday Sunday	5 Buses per Hour 3 Buses per Hour	Mostly Commercial	SL7 / SL8	£2,342.08
X18	Alford / Elrick - Aberdeen	Stagecoach Bluebird	Monday - Saturday	3 Buses per Hour	Partly Subsidised	SL29 / SL30	£124,495.80
X18	Echt - Westhill	Stagecoach Bluebird	Monday - Friday	1 Return Journey	Subsidised	SL22	£4,992.00
X20	Alford / Kemnay - Aberdeen	Stagecoach Bluebird	Monday - Saturday Sunday	5/12 Return Journeys 4/2 Return Journeys	Mostly Subsidised	SL2	£18,655.00
35/35A	Elgin - Banff - Macduff - Aberdeen	Stagecoach Bluebird	Monday - Saturday Sunday	2 Buses per Hour Hourly	Mostly Commercial	NL1 / NL2 / NL3 / NL4	£41,924.48
37	Inverurie - Kintore - Blackburn - Aberdeen	Stagecoach Bluebird	Monday - Saturday Sunday	3 Buses per Hour 2 Buses per Hour	Mostly Commercial	SL9	£334.88
41	Insch - Inverurie	Stagecoach Bluebird	Monday - Friday Saturday	Hourly Hourly	Subsidised	NL53	£60,334.56
41A	Huntly - Insch - Inverurie	Stagecoach Bluebird	Monday - Friday	1 Return Journey	Subsidised	NS644K-L *	£12,479.60
221	Inverurie - Kemnay - Inverurie	Stagecoach Bluebird	Schooldays	2 Return Journeys	Mostly Subsidised	SS654A-L *	N/A
222	Inverurie Town Service	Kineil Coaches	Monday - Saturday	Every 40 mins	Commercial	N/A	N/A
230	Insch - Stralldon	Stagecoach Bluebird	Monday - Friday SDO	1 Return Journey	Commercial	N/A	N/A
235	Oldmeldrum - Newmachar - Dyce	Stagecoach Bluebird	Monday - Saturday	4 Return Journeys	Commercial	N/A	N/A
240	Oldmeldrum - Inverurie - Kemnay	Bains Coaches	Monday - Friday	Every 40 mins	Commercial	N/A	N/A
240	Oldmeldrum - Inverurie	Stagecoach Bluebird	Saturday	3 Return Journeys	Subsidised	NL48	£5,024.76

CODES: * - Excludes School Transport funding

TOTAL:

£349,027.76

GARIOCH AREA : SUMMARY OF LOCAL BUS SERVICES (AS AT SEPTEMBER 2015) (continued)

SERVICE NUMBER	SERVICE ROUTE	OPERATOR ON THE ROUTE	DAYS OF OPERATION	GENERAL DAILY FREQUENCY	COMMERCIAL/SUBSIDISED	CONTRACT NUMBER(S)	LOCAL BUS SUPPORT (PER ANNUM)	
248	New Byth - Woodhead - Inverurie	Stagecoach Bluebird	Monday	1 Return Journey	Subsidised	NL43	£3,993.60	
305	Oldmeldrum - Aberdeen	Bains Coaches	Monday - Friday	3 Return Journeys	Commercial	N/A	N/A	
308	Aberchirder / Rothienorman - Inverurie	Bains Coaches	Monday - Friday Saturday	5 Return Journeys 2 Return Journeys	Commercial	N/A	N/A	
402	Kingseat - Hatton of Finlray - Blackburn - Inverurie	J & M Burns	Thursday	1 Return Journey	Subsidised	NL44	£6,136.00	
403	Kingseat - Kinnuck - Inverurie	J & M Burns	Tuesday	1 Return Journey	Subsidised	NL45	£6,136.00	
416	Rhynie - Clatt - Auchleven - Inverurie	Stagecoach Bluebird	Tuesday	1 Return Journey	Subsidised	NL50	£120.12	
417	Lumsden - Rhynie - Insch	Bain's Coaches	Monday - Friday	1 Return Journey	Subsidised	NL52	£41,600.00	
420	Kemnay - Aberdeen	Stagecoach Bluebird	Monday - Friday Saturday	3 Return Journeys 2 Return Journeys	Subsidised	SL3	£98,198.36	
421	Alford / Kemnay - Inverurie	Stagecoach Bluebird	Monday - Friday Saturday Sunday	9 Return Journeys 3 Return Journeys	Subsidised	SL4	£129,047.88	
422	Insch - Alford	Stagecoach Bluebird	Monday - Saturday Sunday	6 Return Journeys 2 Return Journeys	Commercial	N/A	N/A	
452	Fraserburgh - New Deer - Inverurie	Stagecoach Bluebird	Tuesday	1 Return Journey	Subsidised	NL41	£2,958.80	
493	Ellon - Oldmeldrum - Inverurie	Kineil Coaches	Monday - Friday Saturday	6 Return Journeys 5 Return Journeys	Commercial	N/A	N/A	
747	Peterhead/Ellon - Dyce	Kineil Coaches	Monday - Friday	5 Return Journeys	Commercial	N/A	N/A	
777	Oldmeldrum - Inverurie - Westhill - Airport/Kirkhill	Bains Coaches	Monday - Friday	1 Return Journey	Partly Subsidised	GDM1	£27,089.40	
N37	Aberdeen - Inverurie Nightbird Service	Stagecoach Bluebird	Early Sat & Sun a.m.	2 Return Journeys	Commercial	N/A	N/A	
N17	Aberdeen - Westhill / Eirick Nightbird Service	Stagecoach Bluebird	Early Sat & Sun a.m.	4 Return Journeys	Commercial	N/A	N/A	
CODES: * - Excludes School Transport funding							TOTAL:	£315,280.16
							GRAND TOTAL	£664,307.92