



Our Ref: T/1/170/4/2

Infrastructure Services

Transportation

Woodhill House

Westburn Road

Aberdeen

AB16 5GB

Tel 01467 620981

Fax 01224 662005

www.aberdeenshire.gov.uk

LP-3 ABERDEEN 3

Please ask for: Susan Watt
Direct Dial: 01467 537845
Email: susan.m.watt@aberdeenshire.gov.uk

9th August 2017

If you have difficulty reading this document please contact Susan Watt on 01467 537845

Dear Sir/Madam

Garioch Area Bus Forum

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 Wednesday, 30th August 2017
Kemnay Village Hall (Friendship Room)**

I enclose an Agenda along with relevant background papers from the previous meeting held on 2nd March 2017. Should you require transport to/from the Forum meeting, please contact Claire Marshall (Tel 01467 533493) by noon on Friday 25th August 2017.

Yours faithfully

**Susan Watt
Senior Transport Officer
Local Services**

GARIOCH AREA BUS FORUM

**Friendship Room
Kemnay Village Hall
Wednesday 30th August 2017
7.30pm – 9.00pm**

AGENDA

1. Welcome and Introduction
2. Minutes of Meeting on 2nd March 2017
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
 - *Insch, Oyne and Pitcaple areas*
 - *Inverurie Area*
 - *Westhill, Skene and Echt Areas*
 - *Newmachar, Blackburn and Kintore Areas*
 - *Kemnay Area*
 - *Other Areas*
9. A.O.B.
10. Next Meeting

GARIOCH AREA BUS FORUM

MINUTES OF MEETING ON THURSDAY 2ND MARCH 2017

WESTHILL ACADEMY, WESTHILL

In Attendance

Councillor F. Hood (Aberdeenshire Council) (Chair)
Councillor M. Ford (Aberdeenshire Council)
Councillor I. Walker (Aberdeenshire Council)
Fiona Bick (Echt and Skene Community Council)
Heather Coull (Westhill and Elrick Community Council)
Dawn Anderson (Westhill and Elrick Community Council)
Audrey Findlay (Westhill and Elrick Community Council)
Margaret Basley (Kemnay Community Council)
Sheila Gray (Kintore Community Council)
Ann Marston (Kintore Community Council)
Ian Young (Newmachar Community Council)
Pam Young (Newmachar Community Council)
Sue Wainman (Kemnay Futures)
Alan Edwards (Westhill Resident and Bus User)
John McLauchlan (Kintore Resident and Bus User)
Shonagh Donachie (Kemnay Resident and Bus User)
Martin Thomson (Kemnay Resident and Bus User)
Iain Black (Kemnay Resident and Bus User)
Jim Henderson (Bus User)
Val Henderson (Bus User)
Alan Burnett (Bus User)
Sabrina Carter (Bus User)
M McGregor (Bus User)
Helen Jaques (Bus User)
Michelle Thomson (Bus User)
Gina Ford (Occasional Bus User)
Sandra Coutts (Bus User)
James Cowe (Bus User)
Pam Simpson
J McGregor
Mark Whitelocks (Managing Director, Stagecoach North Scotland)
William Mainus (Commercial Manager, Stagecoach North Scotland)
Neil Stewart (Principal Officer, Aberdeenshire Council)
Susan Watt (Senior Transport Officer, Aberdeenshire Council)
Claire Marshall (Transport Officer, Aberdeenshire Council)

Apologies

Provost Vernal
Raymond Swaffield (Westhill Resident)

1. Welcome and Introduction

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

2. Minutes of Meeting on 22nd September 2016

The minutes were approved.

3. Matters Arising from the Minutes

Neil Stewart provided the following update on behalf of Aberdeenshire Council:

- 3.1 In response to the request for the provision of two bus shelters at Midmill, he reported that the site for southbound travel towards Aberdeen has been approved and a shelter will be installed in the coming months. However, the Council does not own the land behind the narrow footpath on the opposite side of the road, so it is not possible to install a shelter facility at this location.
- 3.2 In response to the claim that the electronic screen in the bus shelter located on Oldmeldrum Road (Newmachar) does not show the correct times, a site engineer has recently installed a booster so hopefully there have been no further issues.
- 3.3 In response to the request to reinstate the evening service between Inverurie and Kemnay, he had previously agreed to consider reinstating a Saturday journey at around 2100 hours ex Inverurie on a trial basis. In January 2017 a departure was implemented at 2127 hours, however it is too early to undertake an assessment of usage.

William Mainus provided the following update on behalf of Stagecoach Bluebird:

- 3.4 In response to repeated concerns regarding connections not being maintained at Kemnay between Services X20/420 (Aberdeen – Kemnay - Alford) and Service 421 (Inverurie – Kemnay – Alford), the 1445 hours (Service 420) and 1730 hours ex Aberdeen – Kemnay (Service X20) have been extended to serve Monymusk. He added that there are some running time issues with the 1445 hours departure, so it may be advanced by 5 minutes with effect from 8 May 2017.
- 3.5 In response to the request for the 0912 hours ex Insch – Inverurie (Monday to Friday) to be extended to commence from High Street (Insch) at Beechcroft Gardens, this will be in place as of 08 May 2017.
- 3.6 In response to the request for a distinctive timetable leaflet to be produced for Service 41 (Insch – Inverurie) the Company has a new leaflet covering the Insch area ready, but publishing is being delayed until all the Aberdeenshire timetable changes take effect on 8 May 2017.
- 3.7 In response to the query as to whether Stagecoach Bluebird will divert buses to serve the new Craibstone Park and Ride site on the A96, he confirmed that the options of either Services 37 (Inverurie – Aberdeen) or X20 (Alford – Kemnay – Aberdeen), or both, serving the site from 8 May 2017 have been proposed for consultation.

3.8 In response to the issues raised regarding Services X17 (Westhill – Aberdeen) and X18 (Alford - Westhill - Aberdeen) by Councillor I. Walker and Councillor R. McKail, William Mainus responded as follows:

- Graeme Leslie (Operations Director) is currently looking at vehicle and stance allocations at Union Square Bus Station for Service X17.
- Regarding the claim that the 1753 hours and 1808 hours ex Westhill (Service X17) did not run on 13 September 2016, he confirmed that they did run, but operated very late.
- The Company is looking for a technical solution in getting the system to trigger the final destination to show Alford instead of Elrick on the screens at Union Square Bus Station and on the buses themselves.

3.9 In response to issues with “Real-Time” showing a bus due then it not appearing, William Mainus confirmed that an update has just been applied to the system and passengers should notice an improvement.

3.10 In response to the claim regarding frequent non-operation of the 1720 hours ex Aberdeen, with particular reference to 10 September 2016, William Mainus gave his apologies for not answering this as he did not know the service number this was referring to.

On receiving confirmation that it was Service 37, he confirmed that the performance of this journey would be monitored.

There was a similar issue with the 1125 hours ex Inverurie – Aberdeen on 10 September 2016.

3.11 In response to the claim regarding insufficient seating capacity provided on Service 37 from Aberdeen due to passengers boarding and alighting within the City, William Mainus confirmed that he had never seen any evidence of, or been made aware of, any capacity problems on the service.

It was claimed from “the floor” that, at certain times, the bus is full by the time it gets to Aberdeen Royal Infirmary, usually when coaches are operating.

William Mainus confirmed that the Company is looking at the fleet mix and, in particular, is trying to reduce the number of coaches allocated to Service 37.

There was a further claim from “the floor” that, at the previous Forum meeting in autumn 2016, Stagecoach said that coaches are only deployed if there is a breakdown and the normal allocations should be low floor buses.

Mark Whitelocks confirmed the intention to have more low-floor buses as spare vehicles, instead of coaches, and the number of coaches on the route will be reduced.

3.12 In response to the claim regarding frequent late running of the 1645 hours ex Aberdeen – Kemnay (Service 420), coupled with the request to extend the journey to Alford, he confirmed that the journey was retimed to depart at 1705 hours with effect from 28 November 2016, in consultation with the Council, but limitations on peak resources did not allow extension beyond Kemnay. However, there is a connecting journey from Kemnay to Alford on Service X20.

- 3.13 In response to the claim regarding frequent non-operation of the 1215 hours ex Aberdeen – Alford (Service X20), in particular on 21 September 2016, William Mainus apologised for a mechanical breakdown on the date in question (see also 3.16 below).
- 3.14 In response to the request for additional journeys between Aberdeen – Monymusk to bridge the gap between 1515 hours and 2015 hours ex Aberdeen (Monday to Friday), William Mainus confirmed that the 1445 hours (Service 420) and 1730 hours ex Aberdeen (Service X20) were extended to serve Monymusk with effect from 9 January 2017.
- 3.15 In response to the claim that the 1215 hours ex Aberdeen – Alford (Service X20) broke down on 22 September 2016 and passengers were requested to vacate the bus, William Mainus confirmed that the company's investigation found that the breakdown had no safety implications and the passengers should have been requested to stay on the vehicle, pending a replacement or repair. He apologised for this.

Councillor Hood queried how long a passenger should be expected to wait in the case of a vehicle breakdowns and when it reaches the point when passengers should be entitled to order taxis and be recompensed by Stagecoach.

Mark Whitelocks confirmed that, under the company's procedures, an engineer is dispatched if the issue can be rectified quickly. Failing this, an appropriate replacement vehicle is sent out to cover the remainder of the journey and the passengers are transferred accordingly. He advised that on services/corridors with frequent journeys it is often easier and quicker to transfer passengers to the next scheduled bus.

He explained that every situation is different, but if the delay is an hour or more, or any passenger has an important appointment to attend, the driver should make management aware, so it can assess whether a taxi or taxis can be booked and paid for by the company.

4. Stagecoach Bluebird Update

William Mainus provided the following update:

4.1 Stagecoach Bluebird has been reviewing services across its Aberdeenshire network, in response to reliability issues and a reduction in patronage on most services over the last 12 months. The changes are proposed for week commencing Monday 8 May 2017, with timetables being available on the company's website for a 2 week consultation period commencing Monday 27 February 2017.

4.2 Service X17 (Aberdeen – Westhill)

Due to reliability issues, the service will be reduced from a 12 to 15 minute frequency. He pointed out that there is no reduction in resources but the frequency has to be reduced to ensure that buses can keep to the revised running times whilst still accommodating passenger demand.

It was raised from 'the floor' that at the last meeting held in autumn 2016, the company announced that service had been reduced from a 10 to 12 minute frequency service for exactly the same reasons.

William Mainus confirmed this to be the case but stressed that the reliability problems had still not been addressed and a fall in passenger demand was probably related to this.

5. Aberdeenshire Council Update

5.1 Neil Stewart confirmed that the Revenue Budget for Local Bus Services for the financial year 2017/2018 is awaited. It is unlikely that the cost of the current service provision will be contained within this budget, therefore the supported network is currently being reviewed.

5.2 Susan Watt confirmed that, following a review, the Westhill A2B Dial-A-Bus service will be subject to tender in spring 2017, subject to the following proposed revisions:

- Reduction in operating times, from between 0900 hours and 1700 hours to between 0915 hours and 1600 hours.
- Possibility of operating a more fixed route and timetable on the Saturday.

She requested that any comments be emailed to a2bdialabus@aberdeenshire.gov.uk or denise.may@aberdeenshire.gov.uk.

6. Public Transport Infrastructure / Information

6.1 Request for provision of a bus stop on the A96 at Marshalls Farm Shop (westbound).

Neil Stewart confirmed that, due to this location being a trunk road, the request would be passed to Transport Scotland for its consideration. He pointed out that this normally takes considerable time and there would need to be provision of a layby if the location is approved.

7. Service X17 (Aberdeen – Westhill)

7.1 Query regarding as to whether all journeys would serve Prime Four Business Park.

William Mainus confirmed that Prime Four will only be served during peak times.

7.2 Query as to whether all journeys would serve Kingswells Park & Ride, including the evenings.

William Mainus confirmed that the company's surveys show that passenger numbers to/from the facility justify this, but the situation will continue to be monitored.

Neil Stewart confirmed that Aberdeenshire Council contracted Service X18 (Alford – Westhill – Aberdeen) (proposed to be re-numbered Service 218) also serves Kingswells Park & Ride, allowing passengers to connect with Service X17 for destinations on Queens Road etc.

7.3 Claim that passengers cannot connect to Wi-Fi on the corridor.

William Mainus admitted that the Wi-Fi only works on some of the vehicles.

8. Service X18 (Aberdeen – Alford)

8.1 Claim regarding persistent late departure of journeys from Union Square.

William Mainus advised that the proposed changes from May 2017 will allow increased layover at Union Square, giving more recovery time for previous journeys and therefore providing improved reliability.

- 8.2 Query as to why the service is being reduced from hourly to almost 3 hourly, highlighting that the proposed 0630 hours ex Alford – Aberdeen (Monday to Friday) will not arrive at Westburn Road with sufficient time for staff to make their way to Aberdeen Royal Infirmary to commence their work shifts at 0800 hours.

William Mainus confirmed that an hourly service is not commercially viable and Neil Stewart confirmed that the possibility of advancing the journey would be investigated, in conjunction with Stagecoach Bluebird.

- 8.3 Request for an additional journey at around 1100 hours ex Alford – Aberdeen (Monday to Friday) to bridge the gap between 0950 hours and 1250 hours in the proposed timetable.

Mark Whitelocks confirmed that this would result in an additional vehicle being allocated to the corridor, at a cost of over £100,000 per annum, re-iterating that the current service is not commercially viable.

Neil Stewart pointed out that Aberdeenshire Council already provides a subsidy of over £125,000 per annum towards the service between Alford and Westhill, therefore there is little prospect of this being increased.

- 8.4 Request for a later journey to Alford in the p.m. peak, with the last proposed departure from Aberdeen (Union Square) being at 1735 hours.

William Mainus confirmed that passengers can catch 1820 hours ex Aberdeen – Westhill Interchange (Service X17), then the 1859 hours ex Westhill Interchange - Alford (Service 218).

Neil Stewart also advised that there are later journeys from Aberdeen to Alford in the evenings on Service X20 (Aberdeen – Kemnay – Alford) at 2015 hours and 2250 hours.

- 8.5 Query as to whether passengers from Kirkton of Skene can use the A2B Dial-A-Bus Service.

Susan Watt confirmed that the service can be utilised by residents in Kirkton of Skene, with journeys booked up to 2 weeks in advance.

- 8.6 Query as to why smaller eco-friendly vehicles are not allocated to the corridor as these would be more economical for the company.

William Mainus confirmed that minibus vehicles are less expensive to purchase, but the operating costs are very similar to those of larger vehicles. He also advised that larger vehicles are required to accommodate capacity, particularly at peak times.

- 8.7 Request for the journeys operating between Broadshades and Aberdeen Royal Infirmary/Union Square Bus Station to be extended to serve Kirkton of Skene.

Neil Stewart and William Mainus confirmed that, whilst this would be investigated, there is limited spare time available.

- 8.8 Request for an additional journey to bridge the gap between 0709 hours and 1027 hours ex Kirkton of Skene - Aberdeen for people travelling to college or university.

Mark Whitelocks and Neil Stewart responded as 8.3 above.

- 8.9 Query as to why the service between Westhill and Aberdeen Royal Infirmary only operates Monday to Friday.

William Mainus confirmed that Stagecoach have simply stripped back the service to what was initially tendered by Aberdeenshire Council.

- 8.10 Request for the service to be re-routed to serve Kingswells village, following the withdrawal of Service 40 operated by First Aberdeen.

William Mainus confirmed that this had been investigated but the company concluded that, due to the very low passenger numbers of an average of 3 passengers per journey, it would not be commercially viable.

(Subsequent to the meeting, Stagecoach revised their proposals in consultation with Aberdeenshire Council and Aberdeen City Council, with the majority of journeys on Service 220 (Westhill – ARI/Union Square) operating via Kingswells village with effect from 8 May 2017).

9. Service 37 (Aberdeen - Inverurie)

- 9.1 Claim regarding frequent late running and non-operation of journeys, whether the frequency reduction from 20 minutes to 30 minutes will improve reliability, and if enough recovery time will be built in at Union Square Bus Station.

William Mainus confirmed that the proposed timetable should address the reliability issues on the corridor and there will be a 9 minute gap between each journey arriving and departing from Union Square.

- 9.2 Councillor Ford expressed his disappointment at the proposed reduction in frequency and the decision to no longer serve School Road (Kintore). He also expressed concern at the additional journey time associated with buses serving Craibstone Park & Ride (A96) whilst pointing out that the company's "airport bus service" (Jet Service 727) already operates via the facility.

William Mainus confirmed that Service 37 is planned to be re-routed via the A96 Park and Ride due to requests from Aberdeenshire residents for a public transport facility to/from Aberdeen Royal Infirmary (ARI). He also confirmed that whilst Jet Service 727 (Union Square – Aberdeen Airport) was re-routed via the Park and Ride site in January 2017, the company has proposed to withdraw from the facility on 8 May 2017 due to extremely limited usage.

Mark Whitelocks reported that the ScotRail service between Inverurie and Aberdeen is very well used, resulting in fewer passengers travelling by bus.

- 9.3 Request for confirmation of the route within Kintore.

William Mainus confirmed that the proposed route is via Hall Forest Avenue, with Service X20 (Alford – Kemnay – Aberdeen) being re-routed to serve School Road on an hourly basis.

- 9.4 Claim regarding late running of the 1252 hours ex Kintore – Aberdeen by 20 minutes on 25 February 2017.

William Mainus confirmed that this would be investigated.

- 9.5 Claim regarding frequent late running or non-operation of the 1700 hours ex Aberdeen – Kintore, with particular reference to 25 February 2017, on which occasion it was claimed that the 1720 hours ex Aberdeen also did not turn up and the 1740 hours ex Aberdeen was operated by a coach with no ticket machine on board.

William Mainus confirmed that this would be investigated.

- 9.6 Claims regarding frequent late running and non-operation of the service due to breakdowns, in particular affecting Blackburn, resulting in residents having to plan to travel on earlier journeys to ensure they reach their destination on time.

William Mainus expressed the view that the proposed changes in May would address these issues.

- 9.7 Claim regarding insufficient seating capacity provided during the p.m. peak period from Aberdeen resulting in passengers being unable to board at ARI. It was further claimed that this is due to passengers boarding and alighting with the City.

William Mainus confirmed that he was not aware of there being an issue of this nature and agreed to investigate.

- 9.8 Request for the corridor to be covered exclusively by low floor accessible vehicles only, coupled with a claim that more and more coaches appear to be appearing on the route.

Mark Whitelocks acknowledged that there are insufficient low floor vehicles to cover all journeys on the route and that it is hoped that more can be added to the fleet in the Aberdeenshire area. He added that coaches are often required to cover at times when essential maintenance of the low floor vehicles is required.

10. **Service X20/420 (Aberdeen - Kemnay/Alford)**

- 10.1 Claim regarding frequent late running of the 1705 hours ex Aberdeen – Kemnay (Service 420) (Monday to Friday).

William Mainus confirmed his awareness of reliability issues on the corridor and expressed the view that the proposed changes would go some way to addressing these.

Councillor Hood queried whether technology was available to show the actual running times of every journey.

Mark Whitelocks confirmed that the GreenRoad system (<http://greenroad.com/uk/stage-coach-uk/>) shows the actual position of each vehicle on its scheduled journey at any time.

- 10.2 Request for Service X20 to continue to omit Kintore and Blackburn as journey times for Kemnay passengers will be significantly increased.

William Mainus confirmed that operation via both Kintore and Blackburn might make the service more commercially viable, as the revenue accrued from the current service is not covering current costs.

- 10.3 Complaint regarding the quality of vehicles allocated to the corridor, with particular reference to faulty heating systems.

Councillor Hood confirmed that he had received numerous complaints regarding this matter.

Mark Whitelocks confirmed that the issue with heating systems was also raised at the Marr Area Bus Forum and, following this, discussions were held with the company's Engineering Director, resulting in the heating contractor being brought in to rectify the situation.

- 10.4 Complaint that both the interior and exterior of the vehicles on the corridor are frequently unclean, with a claim that a 'dirty' seating area had not been cleaned for 3 days after a passenger had informed the driver.

Mark Whitelocks confirmed that the vehicles are washed at the end of each shift. He explained that the mechanical wash bay can't be used when the temperature is below 3 degrees centigrade, as the pipes freeze, and this results in the vehicles being washed manually. He also confirmed that the interiors are swept at the end of each shift and any seats requiring steam cleaning are reported by the driver.

- 10.5 Query as to whether the 1215 hours ex Aberdeen - Alford (Monday to Saturday) should operate through Kintore, as per the timetable, as some drivers serve the town and others don't.

William Mainus confirmed that the journey should not serve Kintore and the timetabling issue would be investigated.

11. **Service 35 (Aberdeen – Elgin)**

- 11.1 Claim regarding frequent non operation and late running of the service, with particular reference to the 1023 hrs ex Banff – Aberdeen (Saturday) and 0905 hours ex Elgin - Aberdeen (Saturday), due in Newmachar at 1136 hours and 1206 hours respectively, but constantly running at least 20 minutes late through the village.

Councillor Hood confirmed that he has received numerous complaints from passengers regarding Service 35 operating late.

William Mainus confirmed that this would be investigated.

12. **Other Matters**

- 12.1 Councillor Hood reported that the Stagecoach Bluebird app is not working for Service 290/291 (Aberdeen – Tarves/Methlick) corridor.

William Mainus confirmed that he was not aware of this and agreed to investigate.

- 12.2 Claim that the controllers at Union Square Bus Station are not helpful when asked any questions regarding bus services, in particular when there is late running involved.

Mark Whitelocks apologised for this and confirmed that controllers would be re-instructed accordingly. He confirmed that the company's Customer Service Advisor should usually be on the stances and he can provide up-to-date information to passengers, as well as keeping the controllers informed.

12.3 Claim that the display screens at Union Square are showing incorrect information.

William Mainus expressed surprise as the Real-Time information had recently been updated and confirmed that this would be investigated.

12.4 Query as to when passengers should be allowed to board the bus prior to the departure time at Union Square Bus Station, highlighting that some drivers don't allow access until the actual departure time.

William Mainus confirmed that all drivers should allow at least 5 minutes for fares collection and boarding, prior to the scheduled departure time. He explained that sometimes drivers arrive at the vehicle a bit later if they haven't completed their regulated break but acknowledged that, in such cases, management should be investigating whether there is a scheduling issue.

12.5 Complaint regarding the facilities at Union Square Bus Station 'not being fit for purpose', coupled with an observation that vehicles stopping illegally in the yellow box junction at the Union Square exit are preventing buses from merging with the traffic when the traffic lights change to green.

William Mainus confirmed that Stagecoach has raised, and will continue to raise, the matter of passenger facilities with the Union Square owners (Hammerson Ltd). He also confirmed that the traffic management issue at the exit has been raised with Aberdeen City Council and Police Scotland on numerous occasions.

12.6 Request for an update on the Real-Time passenger information system.

Mark Whitelocks confirmed that the system has recently been updated and is accessible to bus passengers through display screens at key interchange points in Aberdeenshire, as well as via the Traveline website and smartphone applications. He also confirmed that the information at Blackburn (westbound) is now 'live' after the issue regarding the electricity supply was rectified.

12.7 Councillor Walker queried as to how widely the proposed timetable changes have been publicised, as she was not aware of there being any advertisements in the local press. She also requested that the proposals be displayed in the interiors of the buses.

Mark Whitelocks confirmed that the proposals were outlined in the Evening Express and also on the Stagecoach website, as well as being e-mailed to approximately 9,000 people on the company's mailing list. He added that Aberdeenshire Council also advised people on the Area Bus Forum circulation lists.

13. **Date of Next Meeting**

Councillor Hood advised that the next meeting of the Area Bus Forum will be held in Kemnay in autumn 2017.

GARIOCH AREA

SERVICE REQUESTS FULFILLED OVER THE LAST 12 MONTHS (as at August 2017)

SERVICE	REQUEST	ACTION	DATE
<p>1 Inverurie - Aberchirder (Service 308)</p>	<p>Request for all journeys to operate via Glack Road End (B9001).</p>	<p>Fulfilled by Aberdeenshire Council in consultation with Stagecoach Bluebird with all journeys re-routed via A920.</p>	<p>24 October 2016</p>
<p>2 Inverurie - Alford (Service 421)</p>	<p>Request to re-instate the evening service between Inverurie and Kemnay, in particular on Saturdays.</p>	<p>Partially fulfilled by Aberdeenshire Council in consultation with Stagecoach Bluebird, with a journey departing Inverurie at 2127 hours on Saturdays.</p>	<p>24 October 2016</p>
<p>3 Aberdeen - Kemnay - Alford (Service X20/420)</p>	<p>Request for additional journeys to be extended to serve Monymusk due to the service frequently operating late, resulting in connections with Service 421 (Inverurie – Kemnay – Alford) being missed at Kemnay.</p>	<p>Fulfilled by Stagecoach Bluebird, with the 1450 hours ex Aberdeen - Kemnay being advanced by 5 minutes and extended to terminate at Monymusk (Monday to Friday); and the 1745 hours ex Aberdeen being advanced to depart at 1730 hours and extended to terminate at Monymusk (Monday - Friday).</p>	<p>09 January 2017</p>
<p>4 Insch - Inverurie (Service 41)</p>	<p>Request for 0912 hours ex Insch - Inverurie (Monday to Friday) to be extended to commence from High Street (Insch) at Beechcroft Gardens.</p>	<p>Fulfilled by Stagecoach Bluebird.</p>	<p>08 May 2017</p>

GARIOCH AREA

PENDING SERVICE REQUESTS (as at August 2017)

SERVICE	REQUEST	REQUESTED BY
1 Aberdeen - Westhill (Service 220)	Request for the journeys operating between Broadshades and Aberdeen Royal Infirmary/Union Square Bus Station to be extended to serve Kirkton of Skene	Garioch Area Bus Forum
2 Ellon - Oldmeldrum - Inverurie (Service 493)	Request for an evening and Sunday service on the corridor.	Oldmeldrum Future Vision Community Consultation
3 Oldmeldrum - Westhill - Aberdeen Airport (Service 777)	Request to look at am/pm times, and routes within Kemnay and Westhill.	Oldmeldrum Future Vision Community Consultation

GARIOCH AREA : SUMMARY OF LOCAL BUS SERVICES (AS AT AUGUST 2017) (continued overleaf)

SERVICE NUMBER	SERVICE ROUTE	OPERATOR	DAYS OF OPERATION	GENERAL DAILY FREQUENCY	COMMERCIAL/SUBSIDISED	CONTRACT NUMBER(S)	LOCAL BUS SUPPORT (PER ANNUM)
10/X10	Inverness - Elgin - Huntly - Inverurie - Aberdeen	Stagecoach Bluebird	Daily	Hourly	Commercial	N/A	N/A
10B	Aberdeen - Blackburn - Kintore - Inverurie	Stagecoach Bluebird	Daily	1 Journey per Day	Commercial	N/A	N/A
X17	Eirick - Westhill - Woodend - Aberdeen	Stagecoach Bluebird	Monday - Saturday Sunday	4 Buses per Hour 3 Buses per Hour	Mostly Commercial	SL7 / SL8	£2,392.86
X20	Alford / Monymusk / Kemnay - Aberdeen	Stagecoach Bluebird	Monday - Saturday Sunday	4 Return Journeys / Hourly 2/4 Return Journeys	Mostly Commercial	SL2	£18,840.32
22	Inverurie Town Service	Stagecoach Bluebird	Monday - Saturday	Hourly	Subsidised	NL49	£93,031.76
35 / 35A	Elgin - Banff - Macduff - Oldmeldrum - Aberdeen	Stagecoach Bluebird	Monday - Saturday Sunday	3 Buses per Hour Hourly	Mostly Commercial	NL1 / NL2 / NL3 / NL4	£42,124.81
35B	Insch - Oldmeldrum	Stagecoach Bluebird	Monday - Friday NSD Saturday	1 Return Journey 1 Return Journey	Commercial	N/A	N/A
37	Inverurie - Kintore - Blackburn - Aberdeen	Stagecoach Bluebird	Monday - Sunday	2 Buses per Hour	Mostly Commercial	SL9	£341.89
41	Insch - Inverurie	Stagecoach Bluebird	Monday - Friday Saturday	Hourly Hourly	Mostly Subsidised	NL53	£60,785.87
41A	Huntly - Insch - Inverurie	Stagecoach Bluebird	Monday - Friday	1 Return Journey	Subsidised	NS644K-L *	£12,458.92
217	Echt - Westhill	Stagecoach Bluebird	Monday - Friday	2 Return Journeys	Subsidised	SL22	£4,999.80
218	Alford - Westhill/Aberdeen	Stagecoach Bluebird	Monday - Friday Saturday	5 Return Journeys 3 Return Journeys	Mostly Subsidised	SL29 / SL30	£125,256.02
220	Eirick - Westhill - ARI - Aberdeen	Stagecoach Bluebird	Monday - Friday	11 Return Journeys	Mostly Subsidised	SL31	£78,567.09
221	Inverurie - Kemnay - Inverurie	Stagecoach Bluebird	Schooldays	3 Return Journeys	Mostly Subsidised	SS654A-L *	N/A
230	Insch - Strathdon	Stagecoach Bluebird	Monday - Friday SDO	1 Return Journey	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	£5,229.81

CODES: * - Excludes School Transport funding

TOTAL:

£444,029.15

GARIOCH AREA : SUMMARY OF LOCAL BUS SERVICES (AS AT AUGUST 2017) (continued)

SERVICE NUMBER	SERVICE ROUTE	OPERATOR	DAYS OF OPERATION	GENERAL DAILY FREQUENCY	COMMERCIAL/SUBSIDISED	CONTRACT NUMBER(S)	LOCAL BUS SUPPORT (PER ANNUM)
248	New Byth - Woodhead - Inverurie	Stagecoach Bluebird	Thursday	1 Return Journey	Subsidised	NL43	£3,841.54
305	Oldmeldrum - Aberdeen	Bains Coaches	Monday - Friday	3 Return Journeys	Commercial	N/A	N/A
308	Aberchirder / Rothienorman - Inverurie	Stagecoach Bluebird	Monday - Friday Saturday	4 Return Journeys 2 Return Journeys	Subsidised	NL40	£64,608.75
402	Kingseat - Hatton of Fintray - Blackburn - Inverurie	J & M Burns	Thursday	1 Return Journey	Subsidised	NL44	£6,268.40
403	Kingseat - Kinmuck - Inverurie	J & M Burns	Tuesday	1 Return Journey	Subsidised	NL45	£6,020.36
416	Rhynie - Clatt - Auchleven - Inverurie	Stagecoach Bluebird	Tuesday	1 Return Journey	Subsidised	NL50	£117.86
417	Lumsden - Rhynie - Insch	Bain's Coaches	Monday - Friday	1 Return Journey	Subsidised	NL52	£41,664.96
420	Kemnay/Monymusk - Aberdeen	Stagecoach Bluebird	Monday - Friday Saturday	3 Return Journeys 2 Return Journeys	Subsidised	SL3	£98,842.57
421	Alford / Kemnay - Inverurie	Stagecoach Bluebird	Monday - Friday Saturday Sunday	2 Hourly 3/8 Return Journeys 2/3 Return Journeys	Subsidised	SL4	£130,216.44
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	£2,903.04
493	Eilon - Oldmeldrum - Inverurie	Stagecoach Bluebird	Monday - Friday Saturday	6 Return Journeys 5 Return Journeys	Subsidised	NL47	£101,310.81
777	Oldmeldrum - Inverurie - Westhill - Airport/Kirkhill	Bains Coaches	Monday - Friday	1 Return Journey	Mostly Subsidised	NL62	£31,248.72
N37	Aberdeen - Inverurie Nightbird Service	Stagecoach Bluebird	Early Sat & Sun a.m.	2 Return Journeys	Commercial	N/A	N/A
N17	Aberdeen - Westhill / Elrick Nightbird Service	Stagecoach Bluebird	Early Sat & Sun a.m.	4 Return Journeys	Commercial	N/A	N/A

CODES: * - Excludes School Transport funding

TOTAL:	£487,043.45
GRAND TOTAL:	£931,072.60