

Question	Answer
A single forum for Aberdeenshire restricts the ability to have as many questions on services local to people answered.	There is no restriction in the number or type of questions that can be submitted before the Forum meeting. Questions are shared with the appropriate party or parties.
Stagecoach do not respond to complaints	From Stagecoach: Our customer contact centre opened in 2022 and has allowed us to respond to more customers with a better response rate overall. The local management team meets frequently with the centre team leaders to discuss any common themes on feedback as well as any issues with the complaint handling process. It is not possible to address this particular comment without further details, but we would encourage customers to get in touch with us directly if they have issues with our customer service process.
Why are we cutting subsidised services every year when trying to encourage people to use public transport?	Due to financial pressure facing the Council's 2023/2024 revenue budget, this regrettably resulted in several contracts being withdrawn in June 2023. The council continues to fund £2.8 million this year of services/journeys.
202 201 why are the buses always late and some dissappear on the app leaving people frustrated	From Stagecoach: The changes made to services on the Deeside corridor were the most comprehensive in several years. The overall aim of this revision was to speed up services and match our resources with the demand along the corridor. Whilst we have seen some very encouraging signs in terms of passenger number growth since making the changes, it has become clear that some adjustments are required in order to improve the punctuality of the service. Our network team is currently analysing all our data and feedback from customers and staff to help them design these adjustments, which we will consult on in 2024. With regards to vehicle reliability, we have unfortunately suffered a higher frequency of incidents than we would typically expect. It is important to note that the two incidents involving fires were caused by completely unrelated component failures- there are no route-specific circumstances. Our engineering team is working hard to support our local depot teams to meet and exceed our expected company standards at all times.
Please could we ask attendees if they are happy with this single all Aberdeenshire approach or if they would like reversion to the previous regional forums ?	Feedback has been noted from comments made before, during and after the meeting.
Could you please change the service 35 back to servicing all stops in Aberdeen/Dyce? It's the X35 that should have limited stops, not the normal 35	From Stagecoach: The network team is currently reviewing the stopping arrangements of the 35 and X35 services following feedback from customers and staff. Any adjustments will be subject to our usual consultation process in 2024.
Please ask also if attendees are happy with online only and not an in person meeting - you may be disenfranchising the primary bus users for the forum	Feedback has been noted from comments made before, during and after the meeting.
Are the A2B services able to widen the area they serve and the times they run when our normal services are being cut?	A2B may be able to provide a limited service depending on the area affected. We cannot extend operating hours or increase the number of vehicles. Any requests can be submitted to a2bdialabus@aberdeenshire.gov.uk .

Ridiculous that no buses from Kintore takes us into Aberdeen VIA the hospital which is so badly required and stop the 37 bus going down to the station. Not used	From Stagecoach: When we revised the Inverurie and Kintore corridors in 2022, our data showed that less than 3% of customers in Kintore travelled to ARI- as a result, a direct connection was not justified. We continue to monitor feedback on this corridor with a view to consulting on adjustments in 2024.
Should all buses have bells to notify the driver for disembarking.	From Stagecoach: It is not possible to determine if this comment relates to a specific vehicle or service, but all our vehicles have stop request buttons; the vast majority have them located throughout the vehicle. The only exception should be a limited number of coaches which have fewer bells.
Today 16/11/23 - the 308 Bus had 4 standing passengers from Rothie, a clear sign that Mon-Frid should have an afternoon service like Saturday at least.	The passenger usage is being monitored to review the vehicle size. Based on recorded bus usage, this is infrequent and no passengers have been refused travel.
Frequently service 201 does not connect with service 203 in Ballater leaving people stuck for 2 hours. Why is this connecting service not working.	From Stagecoach: The changes made to services on the Deeside corridor were the most comprehensive in several years. The overall aim of this revision was to speed up services and match our resources with the demand along the corridor. Whilst we have seen some very encouraging signs in terms of passenger number growth since making the changes, it has become clear that some adjustments are required in order to improve the punctuality of the service. Our network team is currently analysing all our data and feedback from customers and staff to help them design these adjustments, which we will consult on in 2024.
The 201 services leaving Banchory at 0705 and 0718 were both well used. Why have these been cut, there is now a 1 hour gap at peak commuting time?	From Stagecoach: The changes made to services on the Deeside corridor were the most comprehensive in several years. The overall aim of this revision was to speed up services and match our resources with the demand along the corridor. Whilst we have seen some very encouraging signs in terms of passenger number growth since making the changes, it has become clear that some adjustments are required in order to improve the punctuality of the service. Our network team is currently analysing all our data and feedback from customers and staff to help them design these adjustments, which we will consult on in 2024.
201 often too full to board. Can you return to this service being 'beyond Culter only' (use 19) at peak times. Or provide additional service at peak time?	From Stagecoach: It would be impractical and discriminatory to introduce stopping restrictions on the city section of the Deeside corridor. We are aware of some capacity issues on the busiest journeys on this route and our work to design adjustments to the corridor will address this.
Not a question, but just want to praise the reinstated 41 service, Insch to Inverurie. Nice buses, very reliable, great drivers.	Thank you for feedback. This is a Council-supported service operated by Watermill Coaches. Your comment has been shared with the operator.

<p>Bus 201. These buses catch fire, break down frequently, run late , cannot often be tracked, are infrequent, and are mainly old. When do we get a decent service?</p>	<p>From Stagecoach: The changes made to services on the Deeside corridor were the most comprehensive in several years. The overall aim of this revision was to speed up services and match our resources with the demand along the corridor. Whilst we have seen some very encouraging signs in terms of passenger number growth since making the changes, it has become clear that some adjustments are required in order to improve the punctuality of the service. Our network team is currently analysing all our data and feedback from customers and staff to help them design these adjustments, which we will consult on in 2024. With regards to vehicle reliability, we have unfortunately suffered a higher frequency of incidents than we would typically expect. It is important to note that the two incidents involving fires were caused by completely unrelated component failures- there are no route-specific circumstances. Our engineering team is working hard to support our local depot teams to meet and exceed our expected company standards at all times.</p>
<p>I have emailed stagecoach customer service on two occasions over the last two months about service 69 and not received a response. Other people agree.</p>	<p>Bus Users UK looks into complaint handling by the bus industry. Contact Bus Users UK</p>
<p>Why do Oldmeldrum (8) and Inch (11) have so many services and Turriff/Rothie/ Daviot so few. Only one practical service (Inch has also the Train Service)</p>	<p>By way of background, following the end of the Ready2Go pilot on 1 April 2023, services 41 and 308 were re-instated by the Council based on similar timetables to those previously operated up to August 2021. At the same time, Bain's Coaches cancelled their commercially operated Service 240 (Oldmeldrum) so the Council stepped in to support a slightly reduced service. We will continue to monitor bus journey usage for consideration during the next review of supported services in the area.</p>
<p>safety issue standing passengers when the bus is travelling at 60+ mph on dual carriageway and the distance that some passengers have to stand for ie 16 miles.</p>	<p>From Stagecoach: Buses which are certified to carry standing passengers can do so safely and legally, regardless of the road type (it is worth noting that buses with standing capacities are legally limited to a maximum of 56mph). However, we acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>202: Is £3.60 to travel 3 minutes from new Inchmarlo Dev'nt to Banchory centre encouraging non concession bus use or are you trying to close the service?</p>	<p>From Stagecoach: Fares are determined by a number of factors including historical fare scales, journey distance, relative popularity of particular journey flows and service frequency. When we redesigned our fare zones in 2021, the aim was to reflect our most popular journey patterns and offer the best value for the most customers. We will review the comments regarding fares from Inchmarlo.</p>

201/202: With the windfall from Aberdeen city schools east of Culter why are fares in country areas going up so much?	From Stagecoach: Fares are determined by a number of factors including historical fare scales, journey distance, relative popularity of particular journey flows and service frequency. When we redesigned our fare zones in 2021, the aim was to reflect our most popular journey patterns and offer the best value for the most customers.
201/202: Pick up/ set down in City limits especially of large numbers of school kids is affecting schedules. Why not stop this, especially when already late?	From Stagecoach: It would be impractical and discriminatory to introduce stopping restrictions on the city section of the Deeside corridor. We are aware of some capacity issues on the busiest journeys on this route and our work to design adjustments to the corridor will address this.
The 10A which leaves Elgin 20:25 is often late leaving Elgin and late getting into Aberdeen. This means the 10B at 23:00 is also late. Could you improve this?	From Stagecoach: The network team will review this to see if any improvements can be made.
Please explain why there are no late night buses to Stonehaven between midnight and 3am when they run to Newtonhill at 1am and 2am.	From Stagecoach: The limited funding available from Aberdeen Inspired for the night bus trial meant that we had to focus on the most popular journey flows. Together with Aberdeen Inspired, we will carefully review the data and feedback from the trial to see what adjustments can be made for future years.
201 202 why are u not running double deckers during busy periods and single ones on less busy periods	From Stagecoach: We operate double deckers on as many journeys as we can, and indeed, the entire allocated fleet at our Ballater depot is made of double deckers. However, the scale of the Deeside corridor means that journeys are operated by several depots, which means that other vehicle types can be used at times. As part of the plans to make adjustments to the corridor, we are considering how to best deploy high capacity vehicles.
Why at union street boards the 201 202 disappear from the board with no reason for customers	From Stagecoach: As part of the plans to adjust services on the Deeside corridor, we are working with our tracking supplier and Aberdeenshire Council to address known tracking issues on the corridor.
Why are you not updating your fleet for 201 202 buses several journeys I've been on has been so uncomfortable	From Stagecoach: In 2022, we deployed a fleet of modern double deckers to our Ballater depot, which previously operated the 727 service within the city. However, the scale of the Deeside corridor means that journeys are operated by several depots, which means that other vehicle types can be used at times. As part of the plans to make adjustments to the corridor, we are considering how to best deploy high capacity vehicles.
Can Stagecoach provide lunchtime journeys on service 69?	From Stagecoach: With the level of customer demand and with the reduction in available funding for supported bus services from Aberdeenshire Council, it is difficult to see how these journeys could be reintroduced. We are in discussions with local elected members and the Passenger Transport Unit on this issue.
The first bus from Kintore into Aberdeen is 7.15am. I start work at 7.30am which obviously means I am late. Why was the earlier buses taken off this route ?.	From Stagecoach: The revision to the Inverurie and Kemnay corridors in 2022 was designed based on customer feedback and our data showing how customers travelled on the corridor. We will note the comment as we consider adjustments to the corridor in the future.
Why was the 37 stopped from going round Inverurie and strait to Aberdeen We have to walk from top of Inverurie to town hall shocking	From Stagecoach: The revision to the Inverurie and Kemnay corridors in 2022 was designed based on customer feedback and our data showing how customers travelled on the corridor. We will note the comment as we consider adjustments to the corridor in the future.

<p>35 service -Inv to Aber buses have become later and later - can be 20mins late and up to an hr late.Some buses have not been turning up at all.Why ?</p>	<p>From Stagecoach: The network team is currently reviewing the stopping arrangements of the 35 and X35 services following feedback from customers and staff. Any adjustments will be subject to our usual consultation process in 2024.</p>
<p>Can a rep from Scot Govt attend this meeting and advise what is being done about unruly children who are getting free bus travel and are causing havoc on buses</p>	<p>Transport Scotland declined an invitation due to lack of availability but said 'The Scottish Government is committed to tackling anti-social behaviour' and encourage people to report such behaviour to Council Antisocial Behaviour Teams and/or the police. Contact the Aberdeenshire Antisocial Behaviour Team The contact details for Aberdeenshire and Aberdeen are https://www.aberdeenshire.gov.uk/communities-and-events/safety-and-emergencies/antisocial-behaviour/reporting-antisocial-behaviour/</p>
<p>What caused the recent fires on the 35 double deckers.It is very concerning</p>	<p>From Stagecoach: There have been no serious vehicle incidents involving service 35. It is important to note that the two incidents involving fires in Deeside were caused by completely unrelated component failures- there are no route-specific circumstances. Our engineering team is working hard to support our local depot teams to meet and exceed our expected company standards at all times.</p>
<p>Can we have a bus leaving Fraserburgh at around lunchtime on service 69 to take people home to st combs</p>	<p>From Stagecoach: Based on the level of customer demand and with the reduction in available funding for supported bus services from Aberdeenshire Council, it is difficult to see how these journeys could be reintroduced. We are in discussions with local elected members and the Passenger Transport Unit on this issue.</p>
<p>Please ensure all Watermill Bus routes have notices of the Bus Forum placed in the vehicles. (Even although users cannot attend a none face to face meeting).</p>	<p>Watermill Coaches were asked to display posters on their buses prior to the Forum.</p>
<p>Why did bus costs go up by 16% in June with inflation now less than 5% and there is meant to be a drive to get cars off the road? and be greener.</p>	<p>From Stagecoach: Our latest fares revision reflected the significant pressure on operating costs which applies across the industry. It is important to note that we are operating in a climate of reducing public funding for bus services from both local and national government.</p>
<p>Why does the 308 bus service return at 11.45am only giving 1 &1/2 hr in Inverurie when all week it returns at 12.20pm. There can be no logical reason for this!</p>	<p>The service 308 timetable introduced in April 2023 was based on a similar timetable to that operating prior to the Ready2Go pilot. There were no changes to the Saturday timings which are based on previous requests for 90 minutes shopping time. The comment has been recorded for consideration at the next service review.</p>
<p>The single fare from Westhill to Kingswells P&R is £3. This is 1 stop, 5 minute trip. How can this fare be justified & reduced to a sensible sum?</p>	<p>From Stagecoach: Fares are determined by a number of factors including historical fare scales, journey distance, relative popularity of particular journey flows and service frequency. When we redesigned our fare zones in 2021, the aim was to reflect our most popular journey patterns and offer the best value for the most customers. We will review the comments regarding this journey.</p>

Regularly on the fraserburgh Aberdeen route buses don't show or have faults with no replacement service with no form of communication, please upgrade the buses	From Stagecoach: This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.
Thank you for arranging an online forum. This will allow attendance for the bus users who no longer have an evening service! But does restrict those not online	Noted. It is possible to join meetings by phone
Could you look at the viability of a circular bus route around the Mearns, since Fettercairn and Arbuthnott are practically disconnected from the network. West Cairnbeg and Castleton Farm could also be connected, and bus services could run on weekends since many people may want to travel then w/o a car	Previously a supported Monday to Saturday Mearns circular service was withdrawn due to low passenger usage. Contracts in south Aberdeenshire will be re-tendered for implementation in August 2024, and this request will be considered at that point but depends on budget availability.
Why are there now less busses running to Aberdeen this is not acceptable	From Stagecoach: It is not possible to answer this question without specific details of the journey.
Buses 201 and 202 my question is why on your app the buses disappear several times and you not giving people enough space on this for complaints	From Stagecoach: As part of the plans to adjust services on the Deeside corridor, we are working with our tracking supplier and Aberdeenshire Council to address known tracking issues on the corridor.
When will we be able to view the festive timetables?	Stagecoach festive timetables are available on their website and at the Aberdeen bus station travel shop.
Can you please tell us why the 8.02 X69 to Fraserburgh college is always full before leaving Peterhead. students should take priority on that bus service	From Stagecoach: We are aware of this issue and have made adjustments to our fleet and schedule to consistently operate a double decker on this service. We are in close dialogue with the college on this matter.
Fraserburgh's bus services are shocking. The Broch to Aberdeen bus is £20 return for adults which is extortionate.	From Stagecoach: It is disappointing to hear this feedback, although without specific details, it is difficult to address it. We have a number of fare options for travelling to Aberdeen from Fraserburgh, including the Bluebird Explorer Dayrider for £17.20. It is also worth noting the distance covered by this corridor, which leads to increased operating costs.
There no regular services from Broch through to Banff, Elgin, Inverness? A bus should go from Mintlaw so PHD and Broch can get there without going into Aberdeen	Due to financial pressure to the Council's 2023/2024 revenue budget, regrettably the Monday to Friday interpeak service 272 (Fraserburgh - Banff) was withdrawn. There are currently no plans to re-instate the service.
Did the removal of the X7 local service consider the ability of bus users able to access the upper deck of the Perth x7 There are only 2 downstairs seats.	From Stagecoach: The adjustments to the Stonehaven express service were designed carefully to meet as many needs as possible, and were in part informed by a petition and lobbying by local elected members. The X8 service provides significantly increased capacity on low floor vehicles which provides customers with multiple options.
Removal of the localX7 with X8 reduces access to Union street. Why?	From Stagecoach: The adjustments to the Stonehaven express service were designed carefully to meet as many needs as possible, and were in part informed by a petition and lobbying by local elected members. The X8 service provides significantly increased capacity on low floor vehicles which provides customers with multiple options.

<p>35- Since new timetable lots of buses are seriously late. Is this because they are starting at Inv'ness and getting caught in traffic delaying them</p>	<p>From Stagecoach: The network team is currently reviewing the stopping arrangements of the 35 and X35 services following feedback from customers and staff. Any adjustments will be subject to our usual consultation process in 2024.</p>
<p>X69. Can you change it back to 69? Bus average 20mins late. People struggle to get to stops/upstairs as don't service village. Mums have to take kids out pram</p>	<p>From Stagecoach: We are actively reviewing feedback on the X69 and 69 services to consider adjustments in the new year. However, it should be noted that the desire for a faster, more direct service was a common theme of feedback on the service- we have delivered exactly what was asked for by the majority of customers.</p>
<p>The Stagecoach bus tracking App has become almost useless. It invariably doesn't show the bus or it erratically moves times, only to show up on time?? Re bus 5&6</p>	<p>From Stagecoach: From Stagecoach: We are working with our tracking supplier and Aberdeenshire Council to address known tracking issues on the corridor.</p>
<p>Can X7 stop at Benholm on the A92 between Gourdon & Johnshaven, it did so during Covid. 107 & X7 at similar times so 107 useless for connections to X7</p>	<p>Answer from Stagecoach: We will pass these comments to our colleagues in Stagecoach East Scotland for consideration. The route and timetable for service 107 is a matter for Aberdeenshire Council to decide. Answer from Council: Contracts in south Aberdeenshire will be re-tendered for implementation in August 2024, and this request will be considered at that point but depends on budget availability.</p>
<p>Could the real time board in Guild street inside waiting area be mended? Also the x7 often fails to arrive Just slips off the board. No announcements made!</p>	<p>From Council: At the time of writing the real time Totem display is functioning and is being monitored. From Stagecoach: We provide scheduled and real time tracking data to Aberdeenshire Council and work closely with them to ensure it is as accurate as possible. The system does have limitations, particularly with regards to managing disruption (eg. delays, changes to stances). We are working with the Passenger Transport Unit on possible ways to improve this in the future. We do frequently make tannoy announcements and drivers are instructed to inform customers if a service needs to leave from a different stance. We have also introduced a Bus Station Supervisor role to assist with this type of issue.</p>
<p>Does the council provide funding to community transport. if yes, how much and which services. Has the amount been decreased this year.</p>	<p>The budget for 2023/24 is £397,600 (no decrease) funding five community transport providers: Banffshire Partnership Ltd, Buchan dial-a-community-bus, Mid Deeside Community Trust, Royal Voluntary Service and Silver Circle.</p>
<p>1630 leaving Abdn often operates late on service 201. Why is it not a decker as people can't travel and filled by people only travelling within Aberdeen.</p>	<p>From Stagecoach: We operate double deckers on as many journeys as we can, and indeed, the entire allocated fleet at our Ballater depot is made of double deckers. However, the scale of the Deeside corridor means that journeys are operated by several depots, which means that other vehicle types can be used at times. As part of the plans to make adjustments to the corridor, we are considering how to best deploy high capacity vehicles.</p>
<p>Single decker town service style buses being used on journeys of 2 and half hours plus. These buses are uncomfortable and very cold. Provide decent bus. Bus 35</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>

<p>Service 35 Buses both double decker and single are freezing. It is unacceptable for passengers especially for journeys of 2 1/2 hours. Get heating checked</p>	<p>From Stagecoach: All vehicles are inspected regularly as part of our maintenance programme (at least every 28 days) and we operate a defect reporting system where drivers can inform our engineers of issues which need addressed. It is difficult to follow up on this comment without specific details of the journeys.</p>
<p>Hello, can you please ask for a later bus on a Saturday night from Fraserburgh to Inverallochy to be reinstated? last bus is 6:30, weekdays are 11:30pm</p>	<p>Following financial pressure to the Council's 2023/2024 revenue budget, regrettably this resulted in the supported Saturday evening journeys being withdrawn. The request has been recorded for future consideration but there are currently no plans to re-instate these journeys</p>
<p>I'd appreciate 7B around St. Michael's Road, Newtonhill, weekdays at 10:36, 11:36, 12:36 and 13:36. Means I'm not housebound and can travel to shops and doctor.</p>	<p>Answer from Stagecoach: Services in this area were reduced due to low passenger demand and issues with safely negotiating parked vehicles. There are no plans to change this. Additional response from Council: Portlethen Community Ambulance provides transport to Portlethen medical centre for people who struggle to make their own way. The medical centre books the transport.</p>
<p>X67/68 Fraserburgh to Aberdeen and return. Why are Stagecoach using dilapidated buses often with no heating, at certain times on this route? It's a poor service</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>Replace central buchan with old buchan circular bus. Would allow people to travel, no booking & must be cheaper. What is cost & cost for each passenger using it</p>	<p>The current cost to the Council is approximately £169,000 per annum. The average cost per passenger journey in financial year 2022/23 was £9.61.</p>
<p>Difficult to get through to Central Buchan drt call line, frequently can't book journeys I need, especially at work times but often just carries 1 or 2 people.</p>	<p>A2B accepts email bookings for Central Buchan A2B as well as telephone calls. If you have email please mailto:a2bdialabus@aberdeenshire.gov.uk to explain your situation and we will try to help. Or call A2B on 01467 535 333 (general enquiries open Mon-Fri, 9-5).</p>
<p>Any plans to revamp the Portlethen-Abz timetable, especially for Bruntland Rd area during morning/evening rush-hour? One word for current service.....Pathetic!</p>	<p>From Stagecoach: The revision to services in Portlethen were as a result of a major consultation exercise, analysis of our patronage data and discussions with local elected members (including the petition for a faster service to Aberdeen). The current arrangement best reflects the level of demand seen on the corridor, but the comments will be noted for our ongoing work on potential adjustments for the new year.</p>
<p>Why are some expected times showing as being earlier at later stops than earlier stops on live tracking? Clearly the app has not been rigorously tested?</p>	<p>From Stagecoach: Our app will update with a forecasted arrival time based on previous journey history and the tracking of the vehicle at previous stops. Times at bus stops which are not the main "timing points" are approximate, as traffic flow and other factors can affect the time that buses arrive.</p>

<p>Why do expected bus times disappear from live tracking once the scheduled time has past even though the bus is running late? Not much use if gets even later.</p>	<p>At bus stops the real time passenger information (RTPI) systems default is to show the scheduled time of a bus journey. If the on bus automatic vehicle location functionality is communicating with the RTPI system, then the display will show the expected departure time of the bus in minutes (it shows as 'Due' in it's final 60 seconds) until the bus has passed the stop. If the bus is not being tracked, i.e. not communicating with the RTPI system, the display reverts to the default of scheduled time and if that scheduled time passes, it will disappear from the screen. If the bus is running late and comms are to resume after the scheduled departure time, then the departure time of the journey should reappear on the display (in minutes) until the bus has passed the bus stop. If there are instances where it is believed that this is not happening, to help the Council investigate, please email us with the bus stop name, bus service number, destination, date and time of journey to mailto:public.transport@aberdeenshire.gov.uk.</p>
<p>No bus service during the day from Newtonhill skateraw rd. to Stonehaven, don't you realise the distance for elderly to get an x7/x8</p>	<p>From Stagecoach: Customers can change to services X7 or X8 at the Park & Choose site.</p>
<p>why do we not have a bus service from Newtonhill Skateraw road to Stonehaven.The x7/x8 bus stop is to far for elderly to walk, access various appointments</p>	<p>From Stagecoach: Customers can change to services X7 or X8 at the Park & Choose site.</p>
<p>300 town service Banff and Macduff has new buses .These are not very suitable for elderly or difficulties with mobility - there is a step up and corridor narrow</p>	<p>The service is operated commercially by Deveron Coaches who advise they were unable to source a more suitable vehicle of the correct size on the second-hand market.</p>
<p>Bus 35 to stop at the airport? Currently, 35 to bus station then 727-extra 2 hours or cross the dual carriageway for 727- roadkill or take a car</p>	<p>From Stagecoach: The network team is currently reviewing the stopping arrangements of the 35 and X35 services following feedback from customers and staff. Any adjustments will be subject to our usual consultation process in 2024.</p>
<p>Why are you running town service buses between Aberdeen and Fraserburgh with no heating and windows that don't seal properly?</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>Has Fraserburgh got the worst bus service in Scotland</p>	<p>From Stagecoach: Whilst disappointing to receive this feedback, it is difficult to respond without specific details.</p>
<p>Who in their right minds puts an old town service dbbl decker onto the main Xpress Fr to ABZ route. No thought for your Customer, Needs to improve drastically.</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>

<p>Stagecoach X67/8 : unreliable, often late, if they show up at all. How can they call this a bus service, never going to replace cars on rural routes, change rpd</p>	<p>From Stagecoach: This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>Why do Stagecoach hold the contract for Fraserburgh to Aberdeen, shape up or ship out. The local community deserve a better service than an old double decker</p>	<p>From Stagecoach: The vast majority of Stagecoach services in the area (including Fraserburgh to Aberdeen) are operated on a commercial basis- this means that any company with the required licence could operate the same route if they chose to do so. However, we acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p> <p>From Council: Stagecoach operate three evening journeys under contract to the Council following competitive tender in 2021.</p>
<p>Stagecoach; worse than 19th century coach & horses. Broch to Aberdeen old, cold, noisy double decker ,top speed 40mph 2 hours to Aberdeen disgrace in 21st centy</p>	<p>From Stagecoach: We have reduced the journey time significantly since the opening of the new A90 and continue to seek incremental improvements in journey time using our tracking data. However, ultimately we are constrained by the road infrastructure North of Ellon (which is not in our control) and the need to balance journey speed with serving communities at an appropriate frequency, This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>Could 2 buses after 9am for 69 service and 2 in afternoon be put in service going round crimond and st fergus</p>	<p>From Stagecoach: With the level of customer demand and with the reduction in available funding for supported bus services from Aberdeenshire Council, it is difficult to see how these journeys could be reintroduced. We are in discussions with local elected members and the Passenger Transport Unit on this issue.</p>
<p>crimond bus. cut from daytime village stops. will this be reinstated</p>	<p>From Stagecoach: We are actively reviewing feedback on the X69 and 69 services to consider adjustments in the new year. However, it should be noted that the desire for a faster, more direct service was a common theme of feedback on the service- we have delivered exactly what was asked for by the majority of customers.</p>
<p>The service from Fraserburgh to Aberdeen and back from Aberdeen to Fraserburgh needs better buses</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>

<p>Why is it that Peterhead has three buses that go to Aberdeen and from 10am Fraserburgh has only one bus going to Aberdeen until 3-30pm not right</p>	<p>From Stagecoach: Peterhead and Aberdeen are connected twice an hour. The change to service frequency on the Fraserburgh to Aberdeen corridor was due to lower demand on weekdays than weekends; this is consistent with the general trend of more home working but increased leisure travel (especially with young people).</p>
<p>Had to stand on the journey from Fburgh to Adeen on old town service bus. It it legal or safe to stand when bus going at speed? Should be seated & seat belt.</p>	<p>From Stagecoach: Buses which are certified to carry standing passengers can do so safely and legally, regardless of the road type (it is worth noting that buses with standing capacities are legally limited to a maximum of 56mph).However, we acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>Why are old buses being used on longer routes like Aberdeen to Fraserburgh with new buses on the short route from Fraserburgh to Peterhead? Old buses unreliable</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>The X68 due to leave at 21.35pm left before time! had been on rail replacement bus from Edinburgh sprinted to stance 12, driver saw me, closed door and ignored.</p>	<p>From Stagecoach: We would be happy to investigate this if the date of travel can be provided.</p>
<p>Why is there an old double decker doing the fraserburgh to Aberdeen route? It's cold, unreliable and uncomfortable for this length of journey, and extortionate.</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>What happened to the proper buses that were meant for fb to abs and why are they always so late. Not safe for standing on the dual carriageway and now regular</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>Why isn't the bus stations/interchanges the last stop I have been kicked off the bus and then seen the same bus 5 mins later at the station SO SILLY ☹️</p>	<p>From Stagecoach: We would need specific details to investigate this correctly.</p>

<p>Standard of busses on service x67/68 is terrible often older town service buses. With no heating and barely clean</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>why are busses are usually late and break down sometimes</p>	<p>We ask that feedback be sent direct to the appropriate operator when an issue occurs so it can be investigated. For contact details go to https://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/contact/#commercial</p>
<p>Why does the N65 only go as far as Ellon P&R, would make more sense to serve Market Street as no buses available from P&R to anywhere in Ellon.</p>	<p>From Stagecoach: Service N65 operates as a loop and serves Market Street after the Park & Ride.</p>
<p>Concerns regarding services heading Northbound from Aberdeen when new houses go up in Bridge of Don - will there be more services to accommodate?</p>	<p>From Stagecoach: We have ongoing dialogue with the Aberdeen City Passenger Transport Unit regarding all future developments and how these might affect the public transport network. With regards to Cloverhill, we have been informed that the stops added to the A92 are sufficient for the size of the development and there is no bus-suitable route through the development at this time. We will monitor this going forward.</p>
<p>Please reinstate 7B around St. Michael's Road, Newtonhill, weekdays at 10:36, 11:36, 12:36 and 13:36. A very valuable and essential service, much missed.</p>	<p>From Stagecoach: Services in this area were reduced to low passenger demand and issues with safely negotiating parked vehicles. There are no plans to change this.</p>
<p>Lack of buses travelling to/from Aberdeen from Ellon Centre, Market Street at peak times. Not all passengers can get to the Park and Ride</p>	<p>From Stagecoach: We provide 51 departures per weekday between Ellon Market Street and Aberdeen, with an average gap between departures of 20 minutes. We feel this meets the level of demand from this stop. However, despite investing in service X65, we have observed that customers choose to wait for BuchanXpress services from Peterhead and Fraserburgh, which will extend wait times. We are working on potential ways to improve the attractiveness of service X65.</p>
<p>Aberdeen Northbound to Ellon services are frequently full of Aberdeen passengers meaning those travelling to Ellon have to wait for the next service.</p>	<p>From Stagecoach: Your comment has been noted</p>
<p>202: Why £9.00 return incremental from the new Inchmarlo Devt to Abdn via Banchory but only £6.60 (still extortionate) return to Banchory ? Same distance!</p>	<p>From Stagecoach: Fares are determined by a number of factors including historical fare scales, journey distance, relative popularity of particular journey flows and service frequency. When we redesigned our fare zones in 2021, the aim was to reflect our most popular journey patterns and offer the best value for the most customers. We will review the comments regarding fares from Inchmarlo.</p>
<p>IS FORUM RELEVANT? Stagecoach managers did not answer points I made at last forum! Heads went down! Complaint emails since, have also not had any response! WHY?</p>	<p>From Stagecoach: It is difficult to respond to this without specific details. Our managers give up a lot of their time to attend forums to listen to feedback and act on it wherever possible. However, it will not always be possible to provide a satisfactory response to every request.</p>

<p>We in Stonehaven used to have two buses per hour going down Union Street. Why has the X6 been cancelled. X7 is not user friendly to those elderly who use bus.</p>	<p>From Stagecoach: The adjustments to the Stonehaven express service were designed carefully to meet as many needs as possible, and were in part informed by a petition and lobbying by local elected members. The X8 service provides significantly increased capacity on low floor vehicles which provides customers with multiple options.</p>
<p>£8.60 return to Aberdeen from Banchory Burnett, £17.60 from Holly Leaf Cottage. £9.00 for 3 miles. What are you smoking when you put the fare structure together?</p>	<p>From Stagecoach: Fares are determined by a number of factors including historical fare scales, journey distance, relative popularity of particular journey flows and service frequency. When we redesigned our fare zones in 2021, the aim was to reflect our most popular journey patterns and offer the best value for the most customers. We will review the comments regarding fares in the Banchory area.</p>
<p>Stagecoach are not responding to emails / complaints. Currently waiting on a response from Stagecoach - they don't seem to care!</p>	<p>From Stagecoach: Our customer contact centre opened in 2022 and has allowed us to respond to more customers with a better response rate overall. The local management team meets frequently with the centre team leaders to discuss any common themes on feedback as well as any issues with the complaint handling process. It is not possible to address this particular comment without further details, but we would encourage customers to get in touch with us directly if they have issues with our customer service process.</p>
<p>What are the rules regarding seat belts on buses?</p>	<p>From Stagecoach: There is no legal requirement to wear a seatbelt on a local bus service travelling on a 30 mph road. There is no legal requirement for seatbelts to be provided on vehicles classified as buses as opposed to coaches.</p>
<p>X67/X68 - Passengers are having to stand from Ellon to Aberdeen due to smaller vehicles being used - why are these allocated to this service?</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>X67/X68 Sat service is better than M-F. On Sundays, all via Strichen, why not one service via Strichen and one along the A90 for the A90 passengers?</p>	<p>From Stagecoach: The change to service frequency on the Fraserburgh to Aberdeen corridor was due to lower demand on weekdays than weekends; this is consistent with the general trend of more home working but increased leisure travel (especially with young people).</p>
<p>Service X67 / X68 - Passengers on the A90 have to travel to Fraserburgh/Mintlaw to get to Aberdeen. Why can't the X68 go via Strichen 1hr and via A90 1hr?</p>	<p>The change to service frequency on the Fraserburgh to Aberdeen corridor was due to lower demand on weekdays than weekends; this is consistent with the general trend of more home working but increased leisure travel (especially with young people). There are no plans to change this at the moment but we will note the feedback.</p>
<p>Prior to Aug 2023 X67 30mins past hr / X68 2 mins per hour now an hourly service - why service cut back between 0930 and 1530 Mon - Fri from Fraserburgh?</p>	<p>From Stagecoach: The change to service frequency on this corridor was due to lower demand on weekdays than weekends; this is consistent with the general trend of more home working but increased leisure travel (especially with young people).</p>
<p>Kintore has 1 route to Aberdeen. Blackburn (smaller population) has 2 inc the hospital. Can the 9 or 10 serve Kintore to let us get to the hospital?</p>	<p>From Stagecoach: When we revised the Inverurie and Kintore corridors in 2022, our data showed that less than 3% of customers in Kintore travelled to ARI- as a result, a direct connection was not justified. We continue to monitor feedback on this corridor with a view to consulting on adjustments in 2024.</p>

<p>In order to reduce journey times on bus 201 from and to A'deen, an express bus service would be more than welcomed by regular passengers.</p>	<p>From Stagecoach: It would be impractical and discriminatory to introduce stopping restrictions on the city section of the Deeside corridor. We are aware of some capacity issues on the busiest journeys on this route and our work to design adjustments to the corridor will address this.</p>
<p>I would appreciate please your assurance and commitment re:201, over the past few months the service has experienced frequent breakdowns and two vehicle fires</p>	<p>From Stagecoach: The changes made to services on the Deeside corridor were the most comprehensive in several years. The overall aim of this revision was to speed up services and match our resources with the demand along the corridor. Whilst we have seen some very encouraging signs in terms of passenger number growth since making the changes, it has become clear that some adjustments are required in order to improve the punctuality of the service. Our network team is currently analysing all our data and feedback from customers and staff to help them design these adjustments, which we will consult on in 2024. It is important to note that the two incidents involving fires in Deeside were caused by completely unrelated component failures- there are no route-specific circumstances. Our engineering team is working hard to support our local depot teams to meet and exceed our expected company standards at all times.</p>
<p>Buses are so unreliable I'm opting not to use them - I can't plan anything that depends on bus transport, such as bringing young people to STEM experiences.</p>	<p>Whilst disappointing to receive this feedback, it is difficult to respond without specific details.</p>
<p>Bus arrival boards needed at stops & Union Square boards need to be accurate. Make a specific entity accountable & ensure bus companies have to provide info.</p>	<p>From Stagecoach: We provide scheduled and real time tracking data to Aberdeenshire Council and work closely with them to ensure it is as accurate as possible. The system does have limitations, particularly with regards to managing disruption (eg. delays, changes to stances). We are working with the Passenger Transport Unit on possible ways to improve this in the future. Please report specific examples of the system not working to mailto:public.transport@aberdeenshire.gov.uk.</p>
<p>On paper Portlethen seems well served, however the town is quite spread out so the overall service provided is essentially half that for each side of the A92.</p>	<p>From Stagecoach: The adjustments to the Stonehaven express service were designed carefully to meet as many needs as possible, and were in part informed by a petition and lobbying by local elected members. The X8 service provides significantly increased capacity on low floor vehicles which provides customers with multiple options.</p>
<p>201/202: Pick up/ set down in City limits especially of large numbers of school kids is affecting schedules. Why not stop this, especially when already late?</p>	<p>From Stagecoach: It would be impractical and discriminatory to introduce stopping restrictions on the city section of the Deeside corridor. We are aware of some capacity issues on the busiest journeys on this route and our work to design adjustments to the corridor will address this.</p>
<p>201/202: With the windfall from Aberdeen city schools east of Culter why are fares in country areas going up so much?</p>	<p>From Stagecoach: Our latest fares revision reflected the significant pressure on operating costs which applies across the industry. There is certainly no intended discrimination between fares in rural areas compared to towns and cities on the network.</p>

<p>202: Is £3.60 to travel 3 minutes from new Inchmarlo Dev'nt to Banchory centre encouraging non concession bus use or are you trying to close the service?</p>	<p>From Stagecoach: Fares are determined by a number of factors including historical fare scales, journey distance, relative popularity of particular journey flows and service frequency. When we redesigned our fare zones in 2021, the aim was to reflect our most popular journey patterns and offer the best value for the most customers. We will review the comments regarding fares from Inchmarlo.</p>
<p>Service 35 Buses both double decker and single are freezing.It is unacceptable for passengers especially for journeys of 2 1/2 hours.Get heating checked</p>	<p>From Stagecoach: All vehicles are inspected regularly as part of our maintenance programme (at least every 28 days) and we operate a defect reporting system where drivers can inform our engineers of issues which need addressed. It is difficult to follow up on this comment without specific details of the journeys.</p>
<p>Single decker town service style buses being used on journeys of 2 and half hours plus .These buses are uncomfortable and very cold .Provide decent bus. Bus 35</p>	<p>From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>No regular bus service between Huntly and Alford, WHY?</p>	<p>The Council supported Service 231 (Mon-Sat) which operated between Huntly and Alford was withdrawn, except for schooldays only journeys at school opening and closing times, as a result of Council bus service budget reductions. To decide which bus services to withdraw the Council ranked services in order of best performing and the poorest performing services were withdrawn including Service 231 journeys. The Council operates an A2B dial-a-bus service on Mondays to Fridays during inter-peak hours which anyone can use. https://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/a2b-dial-a-bus/</p>
<p>69 peterhead to fraserburgh afternoon is unreliable. Kids left in freezing conditions for over an hour because buses don't turn up</p>	<p>From Stagecoach: This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible. We are also actively reviewing the timetable for the X69 and 69 service following the most recent changes.</p>
<p>Review bus times for a more suitable bus for pupils from Crimond - peterhead, 7.21 leaves them with an hour in the cold before the academy opens</p>	<p>From Stagecoach: We are also actively reviewing the timetable for the X69 and 69 service following the most recent changes.</p>
<p>Why is your bus service so unreliable, at least once a week school kids have to stand for over an hour because the bus hasn't turned up.</p>	<p>Please contact the operator at the time of the incident. You can find operator contact details here https://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/contact/</p>
<p>X20, 0629 5.12.23 App on time but bus did not arrive The bus icon was missing but as there are not-spots for mobile coverage this is not unusual.</p>	<p>This has been investigated by the Passenger Transport Unit and Stagecoach. Stagecoach have confirmed that the bus failed to operate. Attempts will be made in future to record journey cancellations in the Stagecoach back office system to provide app updates.</p>

Why does council bus in Ellon not cover 51 withdrawn by the council. People can't get to work now. Ellon bus only carries 1 or 2. Must cost a lot. Have to book	The Council minibus operating the Ellon A2B dial-a-bus is only available in between school transport times. Regrettably the Council subsidised Monday to Friday service 51 was withdrawn in June 2023 due to the reduction in the 2023/2024 Council budget.
Why do council buses only operate late morning to early afternoon and you have to phone to book. Can't use it for work. Why not run a normal timetable.	Council minibuses are only available to operate A2B dial-a-bus journeys in-between school transport or adults social care transport runs. A2B bookings are accepted by phone or email, mailto:a2bdialabus@aberdeenshire.gov.uk .
No question but happy with service 290 & 291, nice drivers who are polite and good service. Use it everyday for work.	Thank you for your feedback. This is a Council supported service operated by Stagecoach. Your comment has been shared with the operator.
Why are you now running old buses from Fraserburgh to aberdeen and people are having to stand to due less capacity on a now reduced service	From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.
Service X67 X68, why are we now facing cancelled and delayed services along with smaller capacity buses since the new timetable ?	From Stagecoach: We acknowledge an increased usage of this type of vehicle on busier journeys on our interurban network. This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.
Bus 35 Portsoy to Banff .20.38 Bus weekdays is frequently early at Portsoy.Driver told us timetable had changed and it should leave Portsoy at 20.25.True or lie	Answer from Stagecoach: We will take this away and review performance of the journey.
For what reason does bus no longer come straight up westhill drive to turning point? All infrastructure is there bus stops etc. lot of elderly live in this area	From Stagecoach: The Westhill network was significantly revised in 2020 following an extensive review of travel patterns and patronage data. We have no plans at present to reintroduce services to Westhill Drive, but will note the feedback.
Are drivers supposed to wait until passengers are seated before they take off? Just a matter of time before somebody gets killed being thrown down the bus.	From Stagecoach: Without specific details, it is difficult to fully answer this question. However, drivers are trained to show consideration to customers boarding buses to allow them to board safely. If there are specific examples of routes or journeys that can be provided, we would be keen to investigate this. From PTU: The Thistle Travel Card may be beneficial . It's available as an app or as a physical card and can be shown to the driver when boarding to highlight any issues or specific requests eg please wait for me to sit down before moving. You will find more information about the card on the Transport Scotland website
Who thought up the zone fares? Most stupid fare set up I have ever seen. It seems you cannot even buy a single fare these days. I want to go 35 miles, not 90.	From Stagecoach: Single and return fares continue to be available on the bus paying cash or contactless. The revised zone structure was introduced in 2021 following extensive analysis of customer purchasing patterns and travel patterns. The new structure is significantly simpler than the old zones and accurately reflects the main journey flows across the network.

<p>The double decker 35 buses are the most uncomfortable buses to travel in. Why are 90 minute journeys being made on uncomfortable buses?</p>	<p>The double deckers were introduced on service 35 in response to requests for increased accessibility and capacity on the service compared to the previous fleet of high floor coaches. Before making this multi-million pound investment, we carefully analysed journey patterns and concluded that the vast majority of journeys made on the service were short enough that the vehicle type was appropriate.</p>
<p>Why do the buses say free wifi when none of the 35 have wifi enabled?</p>	<p>WiFi was temporarily disabled across Stagecoach UK Bus in 2020 in response to decreased passenger numbers through the pandemic. This is unfortunately not a locally controlled decision, but we will pass on this feedback. It is important to note that in recent years, customer surveys have shown that access to USB charging facilities (now standard fit on all our new vehicles) have become more important than WiFi access.</p>
<p>The 308 service was one hour late today due to lack of gritting and black ice. With no afternoon service back events like this greatly limits passenger travel</p>	<p>The operator confirmed that unfortunately due to icy conditions, the journey operated 45 minutes late.</p>
<p>Carers using Portlethen - Abdn service, with no journeys between 2110 and 2251 this restricts the time they can spend with their charges before heading to Abdn.</p>	<p>From Stagecoach: We will note this feedback for future corridor reviews.</p>
<p>Who took the decision to force the change to online meeting. This was not even discussed at the previous meeting?</p>	<p>A review of the Forums was conducted after the last round of meetings concluding that a move to online events reduces Council costs, reduces travel to help meet Climate Change targets and supports the Council's Digital Strategy 2020 - 2025. Low levels of participation at some of the in-person forums was also a factor in looking at alternative approaches.</p>
<p>Bus shelter screens Bon 201 route don't always display times of buses running late, just drops of screen . App does not always show buses running late.</p>	<p>From Stagecoach: As part of the plans to adjust services on the Deeside corridor, we are working with our tracking supplier and Aberdeenshire Council to address known tracking issues on the corridor. From Council: At bus stops the real time passenger information (RTPI) systems default is to show the scheduled time of a bus journey. If the on bus automatic vehicle location functionality is communicating with the RTPI system, then the display will show the expected departure time of the bus in minutes (it shows as 'Due' in it's final 60 seconds) until the bus has passed the stop. If the bus is not being tracked, i.e. not communicating with the RTPI system, the display reverts to the default of scheduled time and if that scheduled time passes, it will disappear from the screen. If the bus is running late and comms are to resume after the scheduled departure time, then the departure time of the journey should reappear on the display (in minutes) until the bus has passed the bus stop. If there are instances where it is believed that this is not happening, to help the Council investigate, please email us with the bus stop name, bus service number, destination, date and time of journey by mailto:public.transport@aberdeenshire.gov.uk.</p>
<p>Why do screens at bus shelters still show the times of buses arriving when they are not running or broken down. Can't they say Bus not running.</p>	<p>From Stagecoach: We carefully work with Aberdeenshire Council to improve the real time information system where possible. We now do have a facility to display cancelled journeys, but this is still a work in progress.</p>

<p>Service X20 is unreliable in the morning, with some journeys breaking down and have been late for work. Does not show on display screens when bus not running.</p>	<p>From Stagecoach: We are aware of recent issues with early journeys on service X20 and the depot team are focused on reducing the frequency of issues for these important journeys. From Council: There is now a facility to display cancelled journeys, but this is still a work in progress.</p>
<p>why does Huntly to Alford A2b not operate at work times. My daughter has to get a lift from lumsden to Alford to get bus to aberdeen for work.</p>	<p>The Council minibuses operating A2B dial-a-bus are only available in between school transport times.</p>
<p>Stagecoach a shambles waiting for a 9 at bus station disappeared off screen it was cancelled showed on app but not at station they could at least advise</p>	<p>From Stagecoach: We do use the tannoy system as well as instructing drivers to inform customers of disruption or changes to journeys where possible. We have recently introduced a dedicated Bus Station Supervisor role to assist with this. From Council: There is now a facility to display cancelled journeys, but this is still a work in progress.</p>
<p>Service 240 to oldmeldrum is a good service, well used and drivers are very good.</p>	<p>Thank you for your feedback This is a Council supported service operated by Watermill Coaches. Your comment has been shared with the operator.</p>
<p>Timetable change.couldn't get a bus earlier than 15.15.Inadequate for St Combs. Had to get taxi home.Peterhead service every hour.why changed fine before.</p>	<p>From Stagecoach: The revision to service 69/X69 was in response to significant customer feedback and journey data which showed the majority of customers travel from Peterhead to Fraserburgh, therefore it was logical to provide a faster and more consistent service for most customers. We are aware of concerns relating to St Combs and are in discussions with Aberdeenshire Council Passenger Transport Unit regarding this.</p>
<p>For known driver shortages on the 202 route, why are you not cancelling buses well in advance so we can make alternative plans. Will you pay my taxi fares?</p>	<p>From Stagecoach: We have fortunately overcome the majority of issues relating to driver availability in Aberdeen. Regardless of the reason for a journey being disrupted or cancelled, our control teams try to communicate this as soon as possible to customers, but we acknowledge this can always be better.</p>
<p>Banchory bus shelter screens dont show 'cancelled' when cancelled on the app.</p>	<p>From Stagecoach: As part of the plans to adjust services on the Deeside corridor, we are working with our tracking supplier and Aberdeenshire Council to address known tracking issues on the corridor. From Council: At bus stops the real time passenger information (RTPI) systems default is to show the scheduled time of a bus journey. If the on bus automatic vehicle location functionality is communicating with the RTPI system, then the display will show the expected departure time of the bus in minutes (it shows as 'Due' in it's final 60 seconds) until the bus has passed the stop. If the bus is not being tracked, i.e. not communicating with the RTPI system, the display reverts to the default of scheduled time and if that scheduled time passes, it will disappear from the screen. If the bus is running late and comms are to resume after the scheduled departure time, then the departure time of the journey should reappear on the display (in minutes) until the bus has passed the bus stop. If there are instances where it is believed that this is not happening, to help the Council investigate, please email us with the bus stop name, bus service number, destination, date and time of journey mailto:public.transport@aberdeenshire.gov.uk.</p>

<p>Bus not on time very often. When you do put a complaint in nothing only a guide. Buses are in a state. The doors don't open and you have to pull them yourself</p>	<p>We ask that feedback be sent direct to the operator when an issue occurs so it can be investigated. How to make contact</p>
<p>Would it be possible if Stagecoach Bluebird could reinstate the hourly 7B from Aberdeen Union Square to Stonehaven Spurryhilllock on a Sunday?</p>	<p>From Stagecoach: Current Sunday timetable operates hourly frequency from Aberdeen to Stonehaven Barclay Street, and additionally service X8 serves Forest Park. We will continue to gather the feedback and will review during next service revision.</p>
<p>Would it be possible if Stagecoach could reinstate the 105 from Stonehaven Barclay Street to Banchory Mount Street because it'll create a lot more links.</p>	<p>The previous Monday to Friday supported service 105 (Banchory - Stonehaven) was withdrawn due to low passenger usage. There are no current plans to re-instate the service due to insufficient Council budget. This has been recorded for future consideration.</p>
<p>Please reinstate the x7 service and the 7b service to what it was prev. A bus to Stonehaven from chapelton okay but having to sacrifice the x7 and the 7b???</p>	<p>From Stagecoach: After our August review, the data suggested that there was not a need for an East Scotland X7 and a Bluebird X7, in turn we opted to deliver service X8, which has been performing very well since its implementation, however we take this comment on board and will consider during our next set of changes</p>
<p>Why has x67 bus Monday to Friday been taken off between Sandhole and Fraserburgh on the B952</p>	<p>From Stagecoach: During August service revision, our patronage data pointed out low usage between services X67 and X68 out of peak times (between 1000-1400), therefore we took a decision to operate service X68 in that time with hourly frequency, which will have adequate capacity for the corridor needs. We do appreciate feedback, which we will take on board for our next service revision.</p>
<p>Bus coverage for the people in St Combs and Inverallochy inadequate. Number 69 have a at least a 5 hour wait for the next bus from 10.50am to 15.15pm?</p>	<p>From Stagecoach: During our August changes, funding was withdrawn from the LA which meant that some tendered Journeys and other journeys were to be withdrawn due to low usage, as always we will continue to listen to feedback and consider changes during the next review</p>
<p>Would it be possible for Aberdeen-based drivers to help out the Elgin drivers by taking on the Service 10 from Aberdeen to Inverness?</p>	<p>From Stagecoach: Whilst Elgin Depot did suffer earlier in the year with regards to overall staffing, they are in a much healthier position than they have been and are being backfilled with loan drivers from our Buchan Depot(s). This in turn means every service is operational, and the requirement to move work out of Moray to aid with establishment concerns is no longer required.</p>
<p>Bus Timetable displayed at Bus Stop ... Can these be made available online as pdf files. You have these already to print posters</p>	<p>Customers can download PDF versions of timetables on bus operator websites, e.g. Stagecoach website or from the Traveline Scotland website</p>
<p>Why is the Forum being considered online only? I appreciate the online feature is advantageous for some, but this is restricting for many.</p>	<p>It is unlikely we will move back to in person events but instead look to how we can encourage greater participation. An option was available for people to phone in to the meeting using either a landline or mobile. Those with access to an Aberdeenshire library can ask staff to help them view the recording of the meeting.</p>
<p>Why is a bus not allowed to stop for passengers once the door is closed and its started moving even if its before departure time?</p>	<p>We ask that feedback be sent direct to the operator when an issue occurs so it can be investigated. Operator contact details</p>

<p>The live boards in Ballater cause concern by displaying erroneous data caused by poor mobile signals along the A93 corridor.</p>	<p>At bus stops the real time passenger information (RTPI) systems default is to show the scheduled time of a bus journey. If the on bus automatic vehicle location functionality is communicating with the RTPI system, then the display will show the expected departure time of the bus in minutes (it shows as 'Due' in it's final 60 seconds) until the bus has passed the stop. If the bus is not being tracked, i.e. not communicating with the RTPI system, the display reverts to the default of scheduled time and if that scheduled time passes, it will disappear from the screen. If the bus is running late and comms are to resume after the scheduled departure time, then the departure time of the journey should reappear on the display (in minutes) until the bus has passed the bus stop. If there are instances where it is believed that this is not happening, to help the Council investigate, please email us with the bus stop name, bus service number, destination, date and time of journey to mailto:public.transport@aberdeenshire.gov.uk.</p>
<p>What progress has been made by Aberdeenshire Council with displaying real time bus arrival information at bus stops?</p>	<p>To help us respond, can you please email us with more details about your specific query mailto:public.transport@aberdeenshire.gov.uk</p>
<p>Issue with Q&A via teams. I have a corporate / University based Teams App set-up ... Q&A is restricted (not allowed). Chat is not a problem ...</p>	<p>Thank you for your comment which is useful for planning future events. We note that you were unfortunately unable to access the Q&A which was enabled during the forum. Slido was also available for the submission of questions during the meeting and the following day.</p>
<p>Why is bus fare between westhill and Aberdeen more expensive on 218 service compared with 5/6/6A ?</p>	<p>Service 218 operates under contract to the Council. We have checked the fares and these are in line with Stagecoach commercial fares from Westhill to Aberdeen. If you believe there to be a specific issue please email public.transport@aberdeenshire.gov.uk, advising the boarding and alighting points of your journeys.</p>
<p>Why does the live timetable at Mintlaw not show the eta of the NEXT bus due, only the bus after that (which it calls 'next' even though a bus is due before it)</p>	<p>It's for technical reasons. We currently don't have enough space on this type of display due to the layout we've selected. Space is reserved on the real time element of the screen to show 'Cancelled' against a service when this is entered in the system, we have prioritised on showing this information - the remainder of the display is used for scheduled timetables and public notices</p>
<p>I heard the comment about live bus info boards. In many cases this is still timetabled info and not real time. Is there a plan to fix this ?</p>	<p>At bus stops the real time passenger information (RTPI) systems default is to show the scheduled time of a bus journey. If the on bus automatic vehicle location functionality is communicating with the RTPI system, then the display will show the expected departure time of the bus in minutes (it shows as 'Due' in it's final 60 seconds) until the bus has passed the stop. If the bus is not being tracked, i.e. not communicating with the RTPI system, the display reverts to the default of scheduled time and if that scheduled time passes, it will disappear from the screen. If the bus is running late and comms are to resume after the scheduled departure time, then the departure time of the journey should reappear on the display (in minutes) until the bus has passed the bus stop. If there are instances where it is believed that this is not happening, to help the Council investigate, please email us with the bus stop name, bus service number, destination, date and time of journey mailto:public.transport@aberdeenshire.gov.uk.</p>

<p>Is it possible to tweak the timetables so that your buses meet up at the same time or in 5 min. Newtonhill, have a long wait catching a bus onward to Stonehaven</p>	<p>From Stagecoach: When planning the network, we try and tie in all travel needs and patters where possible, unfortunately this is not always possible</p>
<p>X68 Abz-Fraserburgh. Terrible service just now. Multiple breakdowns and buses not showing up. My child been approached by drunks in abz waiting for bus!!</p>	<p>From Stagecoach: We acknowledge an increase in vehicle downtime levels, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>X7 frequently late or cancelled, rush hour services from city often too full by Holborn Jn. Combined with new infrequent service, Stonehaven commute not viable.</p>	<p>From Stagecoach: After our August review , the data suggested that there was not a need for an East Scotland X7 and a Bluebird X7, in turn we opted to deliver service X8 , which has been performing very well since it's implementation, however we take this comment on board and will consider during our next set of changes</p>
<p>Can we have central buchan a2b operating one evening a week Mintlaw to the main villages to allow travel from Aberdeen af Mintlaw say until 11.30 pm?</p>	<p>Unfortunately the Council has insufficient budget to currently consider the introduction of a later evening service on Central Buchan A2B. The request will be noted for future consideration if budget allows.</p>
<p>Issue I have highlighted previously. This is a bus forum but only has Stagecoach on it. What about Windmill etc. services in the Garioch Area (Inverurie etc)</p>	<p>A representative of Watermill Coaches was in attendance in the audience.</p>
<p>Live times for buses are not accurate on the stagecoach app however I can see live tracking for the bus on bus times.org so why the discrepancy?</p>	<p>From Stagecoach: Bus tracking across our own systems as well as those run by third parties (including BusTimes.org and the council's Real Time Passenger Information system) uses the same data source, so there should be very little variation between the outputs of these systems. Whilst we are not in control locally of the development of the Stagecoach app, we will pass on this feedback to the relevant team.</p>
<p>Buses serving Fraserburgh Aberdeen are regularly faulty or missing what will be done about this</p>	<p>From Stagecoach: We have recently added additional engineering resource to the depots to assist in reducing distruptions. Obtaining parts is becoming increasing more difficult with the engineering teams constantly pushing suppliers to meet demands. We have noticed a notable difference over the last month with faults down to a minimum.</p>
<p>With increasing wind speeds and adverse weather the yellow buses are not viable what alternatives are seriously being considered</p>	<p>From Stagecoach: We are currently experiencing longer than normal times for vehicles to be off the road due to parts supply, We have had an increase in accidents causing broken glass and it is currently taking us up to 5 days to obtain the glass the required which in turn leads to single decks being used where a coach should be. Our Engineering Teams continue to push suppliers to meet contracts set up as well as looking at increasing the amount of higher capacity vehicles available.</p>
<p>We want to know is what are you going to do about buses just not showing Up!!! My kids are standing at bus stops in the dark!</p>	<p>Specific details should be directed to the operator as soon as possible during or following any incident.</p>
<p>In rural communities - very limited services due to the withdrawl of services meaning free bus passes for under 22s as well as the elderly are no use.</p>	<p>Bus services only operate if they are commercially viable or if the Council has the budget to support them.</p>

Also there is very little (if any) services in / around Methlick, New Deer, Tarves, Maud to Ellon and surrounding areas. A 7 mile journey taking over 90 mins???	Bus services only operate if they are commercially viable or if the Council has the budget to support them. New Deer and Maud are served by Central Buchan A2B dial-a-bus which connects onto Stagecoach services at Mintlaw. Methlick and Tarves are served by service 290/291 (Methlick - Aberdeen) on a daily basis, with some connections at Pitmedden with service 49 (Inverurie - Ellon) albeit, these are not always suitably timed.
Just want to say that this online form is fantastic as it allows myself and other people to attend. Please do more online forms when possible. Thanks!	Thank you for your feedback, which have now been recorded.
Definitely regional forums needed rather than just one to reach out / target those in each specific area who are in dire need of basic travel services.	Feedback has been noted for planning future events.
Over 100 people were logged in to the meeting - a tremendous attendance. Duration too short as there were over ten people still with their hands up at the end.	Feedback has been noted for planning future events.
Is it possible for the taxi card scheme to be reintroduced?	No, the Council does not have budget available to consider the reintroduction of a TaxiCard Scheme.
I felt sorry for the people who didn't get to ask a question tonight.	Feedback has been noted for planning future events.
It was pointed out at the end of the forum that no representatives of other operators were present however Watermill coaches had representation at the forum	Thank you, Watermill Coaches. Apologies for not noticing that you were in attendance in the audience.
Can I have some feedback, on Why single deck buses are frequently being used on the X63 , Aberdeen to Peterhead , 15.35 and 16.30 services.	From Stagecoach: We are currently experiencing longer than normal times for vehicles to be off the road due to parts supply, We have had an increase in accidents causing broken glass and it is currently taking us up to 5 days to obtain the glass the required which in turn leads to single decks being used where a coach should be. Our Engineering Teams continue to push suppliers to meet contracts set up as well as looking at increasing the amount of higher capacity vehicles available.
Despite claims on the forum, it seems Stagecoach's record on responding to complaints is NOT what they claim.	Bus Users UK looks into complaint handling by the bus industry. Contact Bus Users UK
Why no bus on a Sunday Newburgh to Aberdeen until 09.50 , why was the 07.50 withdrawn. Surely the 06.40 X65 from Ellon could be routed via Newburgh???	From Stagecoach: The 07:50 was withdrawn due to low usage, but we will take this feedback into consideration for future reviews.
An hour and a half was not long enough for the meeting. The briefings at the start took up too much time. Not enough time for public questions. (edited)	Thank you for your feedback which will be taken into consideration when planning future events.
No answers! So, not my choice but if stranded at Alford and no last bus turns up, I will have to walk home to Inch!	We recommend that incidents be raised with the bus operator at the time. If you do not get an answer to a complaint you can report it to Bus Users UK.

<p>In the Mearns, there are no busses operating on Sundays, with the no. 26 service (Stonehaven-Luthermuir via Laurencekirk) not operating on weekends. Many villages do not have shops, so many people find it difficult to do their shopping, and many young people are isolated, despite the free bus pass for under-22s. Could Stagecoach / Aberdeenshire Council fix that issue? Do other people from across Aberdeenshire have that experience of no bus services on weekends?</p>	<p>Many bus services do not operate on a Sunday and unfortunately, the Saturday journeys on service 26 were withdrawn due to low passenger usage and pressure on the Council's budget. Contracts in south Aberdeenshire will be re-tendered for implementation in August 2024, and this request will be considered at that point but depends on budget availability.</p>
<p>What happens to the actions from the MoM of the previous sub forums ??</p>	<p>The actions from the previous meetings were shared with the relevant parties to consider.</p>
<p>Ellon Campus bus X65 1541 hrs have been cancelled. Long gap has left children stranded when this has been cancelled. Can this be prioritised due to large number of children impacted by cancellation of this service</p>	<p>From Stagecoach: We are aware of the potential issues if this particular journey is disrupted. The depot teams are monitoring the operation of this journey carefully and we are working on ways to make this journey more resilient in the future.</p>
<p>Would you like to comment upon the Ready 2 Go project and any likely future developments which may overcome its earlier difficulties</p>	<p>The Ready2Go Digital Demand Responsive Transport service was evaluated and the lessons learnt are being compiled and will be shared.</p>
<p>Regarding the changes on how services are used, late evening scheduling makes homeward travel somewhat time consuming due to the timetabling (eg, 3 buses on Stonehaven corridor after 10pm. Will there be a review of schedules to account for passengers returning from evening football, cinema etc?</p>	<p>From Stagecoach: Majority of our late services that operate in Aberdeen and Shire were designed to serve more areas than regular journeys during the day. This means that sometimes it can take bit longer to travel to final destination, although due to lower usage on evening trips compared to daytime ones, it pressures the needs to operate more complex journeys which are covering more. With regard to the Stonehaven corridor, service X7 provides the fastest connection from Aberdeen, with almost hourly frequency till 22:50, where journey time is schedules for 40 minutes.</p>
<p>Timing stops. Have had feedback of buses Balmedie not taking timing stops at first stop in village, resulting in people missing buses and buses sitting for considerable time at last stop in village.</p>	<p>From Stagecoach: If any occurrence such as this occur they should be reported as quickly as possible with details of date and time to Stagecoach on 0345 241 8000 or via our website.</p>
<p>Whilst the Stonehaven corridor service is good in general, buses seem, on occasion, scheduled in a tight window, eg 847am, 850am, 853am, 905am. Tends to restrict passengers.</p>	<p>From Stagecoach: Services on the Stonehaven corridor provided in part by vehicles which also operate school contract services, which can result in closely spaced departures such as at the times listed. Following the major revision to the corridor earlier this year, we are reviewing the performance of the corridor as well as feedback received to inform future adjustments.</p>
<p>Many people who rely on buses have no internet access, so can't attend online bus forums, take part in online surveys etc. They were also assured that there would be printed copies of the new timetables in Summer. That hasn't happened. Could you solve these issues please?</p>	<p>It is unlikely we will move back to in person events but instead look to how we can encourage greater participation. An option was available for people to phone in to the meeting using either a landline or mobile. Those with access to an Aberdeenshire library can ask staff to help them view the recording of the meeting. Copies of Stagecoach timetables should be available from bus stations or please contact Stagecoach to request a copy.</p>

<p>Finally, I'd like to say that buses do tend to be clean, drivers helpful and polite and buses usually on time.</p>	<p>Thank you very much for your comment. We are glad you have had a positive experience on buses and hope you will continue to use them in future.</p>
<p>In rural communities, there are very limited bus services during both weekdays and weekends (due to the withdrawal of many services) at present meaning free bus passes for under 22's as well as the elderly are no use. Also very little IF ANY transport in and around Methlick, New Deer, Tarves, Maud (just 1 example of many). A 7 mile journey to Ellon can take 1 hour 30 minutes as you need to travel to either Bridge of Don or Aberdeen city then back to Ellon.</p>	<p>Bus services only operate if they are commercially viable or if the Council has the budget to support them. New Deer and Maud are served by Central Buchan A2B dial-a-bus which connects onto Stagecoach services at Mintlaw. https://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/a2b-dial-a-bus/central-buchan/ Methlick and Tarves are served by service 290/291 (Methlick - Aberdeen) on a daily basis, with some connections at Pitmedden with service 49 (Inverurie - Ellon) albeit, these are not always suitably timed.</p>
<p>Since the new x7 bus timetable was introduced, commuter bus services between Aberdeen city centre and Stonehaven have essentially vanished - the service is no longer a viable commuter service, particularly in the afternoon rush hour. One bus from Aberdeen at 16:05, then the next x7 is at 17:20- that's a huge wait at commuting time. But also in general, one bus per hour isn't enough. I have been told that the x8 service replaces some x7 buses, but it takes much longer than the x7 and, crucially, doesn't serve the same city centre stops, so when I've been unable to get on the 16:05 bus because it was cancelled or too full (this happens frequently), I've not had any option but to wait 1 hour 20 mins- this for a journey that takes 20-25 mins by car. Is this encouraging people to use public</p>	<p>From Stagecoach: Following the major revision to the corridor earlier this year, we are reviewing the performance of the corridor as well as feedback received to inform future adjustments. This includes a review of capacity on the fastest services at key commuting times.</p>
<p>I thank Stagecoach for introducing the X35 bring the bus in at Union Street level, which has been well received by many. However there is confusion between drivers on which stops the X35 and 35 will stop at now, I am told particularly about Dyce.</p>	<p>From Stagecoach: We are currently reviewing services 35 and X35 in light of feedback including on the stopping arrangements on the service.</p>
<p>r.e the way forward - online vs the old format, these same concerns have been received/acknowledged by Councillors</p>	<p>Thank you for your feedback. We will take this into account when planning future events.</p>
<p>The 35 which leaves ABN at 5:30pm for Elgin is frequently full because it is usually a coach or low floor bus coming off service 10. Could you look into changing this so it's a double Decker?</p>	<p>From Stagecoach: We are currently reviewing services 35 and X35 in light of feedback including providing additional capacity on the busiest journeys.</p>

<p>There was more asked in advance in way of why the forum has changed in format than you have acknowledged. In particular we are now a single forum for all of Aberdeenshire ?</p>	<p>The initial online meeting held in December 2023 was Aberdeenshire-wide. Future meetings could be Aberdeenshire-wide or based on geographical areas depending on the agenda and current issues.</p>
<p>In a number of rural areas there are no services for public to use to get to and from work. This is huge barrier it prevents people being able to move forward to employment? As Key Worker for employment I have no solution to support individuals moving forward to employment</p>	<p>This is noted. Bus services only operate if they are commercially viable or if the Council has the budget to support them.</p>
<p>I regularly feedback to the passenger transport unit on behalf of my community. However, some of the responses I get are often rude and bordering on unprofessional. How am I to suggest my community that they engage with a group that is so hostile to feedback?</p>	<p>The Passenger Transport Unit (PTU) encourages constructive feedback. The appropriate contact details for the various parts of the PTU can be found on the Council's website.</p>
<p>We were told in advance of this Forum we would have attendance of representatives of the other operators providing Council supported services -e.g Watermill etc. Do we have representatives of these ?</p>	<p>A representative of Watermill Coaches was in attendance in the audience.</p>
<p>X67 / X68 sine the new timetable was introduced we have old buses with less capacity on this route forcing people to stand on long journeys or be refused due to bus being full. What happened to all the interdeck buses that were initially on this route ?</p>	<p>From Stagecoach: This is due to a higher than normal level of vehicle downtime, caused in part by industry-wide challenges in obtaining parts for vehicles. Our engineering management team continue to put pressure on our suppliers to meet their obligations, as well as allocating additional staffing to affected depots to reduce vehicle downtime as much as possible.</p>
<p>The Mearns Coastal strip is served in the main by Stagecoach East based in Arbroath rather than by Stagecoach Bluebird. Is Stagecoach East going to be represented at all these online forums too or does the Mearns need a separate forum of its own still?</p>	<p>Stagecoach East are, and will continue to be, invited to appropriate forum meetings.</p>
<p>Since Richard McKenzie says level of services can be reviewed at any time - please take account of the many requests for improved Daviot bus links please</p>	<p>The request for additional journeys on Service 308 via Daviot is noted for consideration during the next service review in the area.</p>
<p>What are stagecoach doing to stay competitive? Prices only seem to be going up and journey times are increasing across all services. For example for my partner and I to take the bus from Westhill - Aberdeen we spend £14 on buses and spend 2 hours sitting on them vs a 40 minute drive and £6 all day parking in the city. Thank you</p>	<p>From Stagecoach: We are always looking to ensure are prices are as low and competitive as they can be however we have seen some of our costs increase by up to as much as 30% over the past couple of years. As people's travel habits change, we continue to explore ways of providing better value to customers.</p>

<p>Given Stage Coach are acknowledging the benefit of the feedback from the Forums, then are they not losing out by a single all Aberdeen Forum</p>	<p>From Stagecoach: In our experience, Aberdeenshire Council are one of the more proactive local authorities with regards to management of the public transport network, and we value this engagement. We will work closely with council officers on any refinements to the new format. We will also continue to conduct our own consultations ahead of major changes.</p>
<p>Second question if I may: The M96 is a great quick service and I love it, but there are times it often runs late (such as the 1:15pm from Inverness), are there any plans to improve this timeable (EG: give drivers more time to reach timing points)?</p>	<p>From Stagecoach: We Continue to monitor running times on all services and have reviews often. We are currently looking at the M96 with the view of changes/ Improvements next year.</p>
<p>Lack of east west, Ellon to Inverurie time scheduling with Methlick, Tarves 290/1 to allow Methlick, Tarves, Udney residents to travel to Ellon, Oldmeldrum & Inverurie. Pitmedden should be made a transfer hub and busses scheduled appropriately.</p>	<p>Due to commitments of both services to provide peak and inter-peak journeys and the different journey travel times of each service, it is difficult to provide suitable connections. The comment has been recorded and will be looked at in the next service review.</p>
<p>why does the forum cover both north and south would 2 separate forums allow more questions</p>	<p>The initial online meeting held in December 2023 was Aberdeenshire-wide. Future meetings could be Aberdeenshire-wide or based on geographical areas depending on the agenda and current issues.</p>
<p>Can a review of the 41 service usage be made with view to assigning some of this service resources which are lowly used in the middle of the day, to providing other services about Inverurie e.g. a mid day run to from Daviot</p>	<p>We monitor bus journey usage on an ongoing basis. Whilst we have insufficient staffing capacity to undertake a full review at present the request has been noted for future consideration.</p>
<p>Whilst I have raised this with PTU and the Chair of ISC, I would like assurances that this trial of an online forum is to be in addition to the in-person area specific forums due to digital exclusion. The format of the forums should be cthis feels stifling conducive to meaningful public engagement - this feels stifling</p>	<p>The Council is seeking ways to lower its costs and reduce its carbon footprint, and therefore it is unlikely that the Forum will move back to in-person meetings. Feedback received before, during and after the inaugural online meeting will be used to help plan future events. There are a number of ways for the public to communicate with the Council and the Bus Companies and Elected Members can link directly to ISC and officers. The in- person forums were never the only means of communication and the online forums will not be either. We have always and continue to receive a large number of comments, complaints and compliments via the Council's Contact Centre, Feedback Team and directly to the Passenger Transport Unit team. The participation of nearly 100 people is a positive, as is the extent of questions before and after the event.</p>
<p>This Forum was not advertised on the busses I have travelled on or in the bus stops about Meldrum or Daviot. There use to be a notice put up in the stops - I did myself for these two places.</p>	<p>Attempts were made to advertise the Forum meeting on some buses and at interchange bus stops.</p>

<p>this is in reality a complete waste of time, PLEASE bring back the face to face forums</p>	<p>It is unlikely we will move back to in person events but instead we will consider how we can encourage greater participation. Feedback received before, during and after the inaugural online meeting will be used to help plan future events. The in-person forums were never the only means of communication and the online forums will not be either. We have always and continue to receive a large amount of feedback via the Council's Contact Centre, Feedback Team and directly to the Passenger Transport Unit team.</p>
<p>Thank you for organising this forum. I see people's point on smaller local forums, but it's also important to have a regional approach. Collaboration between central & local government and bus operators is essential in order to motivate people to leave their cars behind and use public transport. To do this, bus services need to be frequent, reliable and serve as many areas as possible for as many user types as possible and may therefore make a loss initially until people begin to see it as a viable alternative - which is why the commercial operators need the collaboration and support of government.</p>	<p>Thank you for your feedback.</p>
<p>Please review the large amount of Inch services which could be routed to include Daviot</p>	<p>The request is noted for consideration during the next review of supported services in the area.</p>
<p>Thanks for your service. Some points need to improve Time service should be related to school duty hours; the bus time is far away from starting and ending time; for example, from the Broadshade area, there is a 6A bus at 08:04 and a 6 bus at 08:48 am (which delays daily) I think it will be a good idea to continue with 6A until 09:00; also</p>	<p>The Westhill network was significantly revised in 2020 following an extensive review of travel patterns and patronage data. We will note the feedback.</p>
<p>You say you have tried to give the same time for questions as the in person. Well this is the same time frame as one of the 6 previous sub division forums</p>	<p>The initial online meeting held in December 2023 was Aberdeenshire-wide. Future meetings could be Aberdeenshire-wide or based on geographical areas depending on the agenda and current issues.</p>