

AGREEMENT / 2010



nestrans



Aberdeen City Council, Aberdeenshire Council, First in Aberdeen and Stagecoach Bluebird have been involved in the Quality Partnership for Public Transport since its inception in April 1998. Since then, both the UK and Scottish Governments have come to recognise the benefits of Quality Partnerships and the North East has been highlighted as Best Practice. Nestrans, the Regional Transport Partnership for the North East, joined the Quality Partnership in 2007.

The purpose of the partnership has been to improve quality standards and some practical examples of this have included the introduction of high quality low floor buses on routes with more bus priorities and better waiting areas, park and ride schemes and a range of ticketing and information measures.

Since the last refresh of the Quality Partnership agreement in 2005, the partnership has strengthened and is currently working on delivering the elements of the Nestrans Bus Action Plan. Alongside refreshing this agreement, the partnership is also launching a Bus Punctuality Improvement Partnership agreement which will work towards improving the punctuality and reliability of bus services across the region.

Although legal powers do exist to put Quality Partnerships on a statutory footing, this new agreement remains a voluntary one. The option to become a statutory Quality Partnership Agreement remains.

In order to extend the benefits of the Quality Partnership, the Partners will encourage other operators into the Partnership. The Quality Partnership will improve the attractiveness of bus services and related facilities to generate new bus patronage and improve the quality for existing users. In doing this it will help to deliver the Nestrans Regional Transport Strategy and associated Bus Action Plan. The Regional Transport Strategy is linked to the two local authorities' Local Transport Strategies, both of which endorse the Quality Partnership approach.

What are our objectives?

The Quality Partnership is mindful of legislative and financial considerations, however our objectives are to:

- Increase bus use by raising standards and meeting targets set out in this voluntary agreement.
- Help to reduce traffic levels and particularly to reduce congestion, thus contributing to improvements in the economy and environment of the North East.
- Help increase social inclusion by developing a good value, accessible bus network.
- Encourage bus operators that are not in the Quality Partnership to join and contribute to raising standards and meeting targets for quality bus services.
- Work closely with partners in other organisations.

The Quality Partnership Passenger Charter is this:

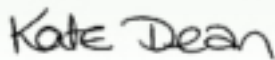
“The North East of Scotland Quality Bus Partnership has defined an aim and objectives for better public transport in the North East of Scotland. To help bring these about it has set itself a range of standards and targets. The partners have committed to the following:

Bus operators in the Partnership will provide a modern, quality fleet. An increasing proportion of this fleet will meet Disability Discrimination Act and European Union emissions standards ahead of the timescales set in legislation. They will also ensure that drivers go through a recognised customer care course. Operators will individually strive to ensure that the ticketing strategy is focussed on customer value for money, to increase the bus market, to fund future investment and ensure the long term viability of services.

Public sector partners will implement traffic management measures that will benefit public transport by improving reliability and maintaining or reducing current journey times. This will include more schemes that will give people using buses greater priority. They will also provide quality waiting areas. Public sector partners will support socially necessary routes in many areas through scheduled services and new types of demand responsive services and they will aim to ensure that an increasing proportion of these routes are provided using quality vehicles.

Bus operators and public sector partners will work together to provide a wide range of passenger information services and ticketing initiatives. These can help to provide seamless interchange opportunities. The partners will also undertake an annual satisfaction survey, the results of which will be published in an annual report, and they will consult with members of the public in an effort to seek feedback on services and facilities provided.”


The Partnership has set standards and targets to help drive up the quality of bus services in the North East of Scotland. Progress on these will be monitored and published in the Quality Partnership’s Annual Report



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Convener of the Enterprise Planning &
Infrastructure Committee
Aberdeen City Council



Councillor Peter Argyle
Chair of the Infrastructure Services Committee
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Managing Director
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Councillor Kevin Stewart
Chair of Nestrans

Quality Standards and Targets

The goal

1. To increase bus patronage by at least 10% over the period 2008/09 to 2014/15.
2. Increase patronage on Park and Ride Services by 75% over the period 2008/09 to 2014/15.
3. To increase the number of Demand Responsive Transport trips across the region by 50% over the period 2008/09 to 2014/15.

Accessibility standards

4. To increase by 15% the proportion of households within a 30 minute and by 5% the proportion of households within a 60 minute journey time, by public transport of GP surgeries, Aberdeen Royal Infirmary, retail centres and employment by 2015.

Vehicle standards

5. At least 90% of bus miles in Aberdeen City and Aberdeenshire Towns and 50% of bus miles in the rest of Aberdeenshire to be operated with DDA compliant vehicles by 2015.
6. 75% of bus miles to be operated with EURO IV or better vehicles by 2015.

Customer service standards

7. Increase customer satisfaction with bus services to at least 75% in each category by 2015

Journey time, punctuality and reliability standards.

8. To achieve improvements in average peak and off peak bus journey times by 2015.
9. To increase the percentage of buses starting their route on time to 98% by 2015.
10. To increase the percentage of buses departing on time from intermediate timing points (non frequent services) to 95% by 2015.

11. To increase the percentage of buses departing on time from anywhere on the route (non frequent services) to 95% by 2015.
12. To reduce the actual percentage of journeys not operated within the operators' control to no more than 0.5% by 2015.

Infrastructure standards

13. Raised kerbs to be provided at 50% of bus stops by 2015.
14. 70% of bus stops with raised kerbs to also have clearways or build outs by 2015.
15. Bus shelters to be provided at a minimum 55% of bus stops, by 2015.
16. Maintain the standard of cleaning bus shelters on an at least monthly basis.
17. Non-emergency repairs to be made within a fortnight of becoming known. Unsafe shelters within 48 hours.

Information provision standards

18. 95% of bus stops to have up to date timetable information by 2015 and 100% of information provided at stops to comply with national guidance on comprehensive information by 2015.
19. 100% of bus stops to carry location sign, by 2012.
20. Where Real Time Information is available, this will be at least 95% accurate.
21. 100% of faults with Real Time Information displays to be addressed by the end of the next working day after being reported.
22. On-board information to be provided on buses 21 days before a change – 100% by 2011.
23. Timetable leaflets to be made available to the public 14 days before a service change – 100% of service changes by 2011.
24. Traveline number and SMS code to be displayed at all boarding stops – 100% by 2012.

Full details, including baseline data, can be found in the document 'Quality Partnership Standards & Targets: 2010-2015'.