	Overarching Action		Key actions	Details	Timescales / Status	Progress & Next Steps	Lead organisation	Funding Source	Estimated value (if applicable)	How will this enhance the local bus offer
JOURNEY TIMES AND RELIABILITY										
1	**Developing a Bus Service Improvement Partnership (BSIP) Agreement**	i)	Develop BSIP Plan	Region wide BSIP Plan, based on the current Region Wide Voluntary Quality Partnership Agreement. BSIP Schemes to be developed for priority corridors and are included as detailed under each of the priority corridor headings below.	BSIP Plan 2023 (but dependent on guidance from Transport Scotland)	The Bus Alliance Board agreed on 9th June 2022 that the structure of the current Quality Partnership Agreement, based on a region wide agreement and identifying priority corridors fits with BSIP structure of Plans and Schemes and that initially a BSIP is developed on the basis of a region wide plan, followed up by one or more BSIP schemes based on the priority corridors. Examples of Enhanced Partnerships are currently being sought from various English local authorities to assist in drafting a BSIP plan.	Aberdeenshire Council & Nestrans	Staff time and Nestrans or BPF if external consultancy support required.	-	The development of a Region wide BSIP Plan will help to improve the standards of the north-east of Scotland bus network and is a requirement to getting funding from the Bus Partnership Fund.
2	**A944/A9119 Priority Corridor Bus Journey Time and Reliability Improvements**	i)	Undertake a Multi-Modal Corridor Study STAG appraisal to identify actions to improve journey times and reliability.	Westhill to Aberdeen via the A944 Lang Stracht and A9119 Queens Road – to include Kingswells Park and Ride, the city centre, Mounthooly, East/West North Street junction and bus station. STAG based appraisal to identify the baseline, identify corridor improvements and develop a programme of monitoring and evaluation. This will lead to the development of a programme of works and feed into the development of a BSIP agreement for service and infrastructure improvements. Options considered for all priority corridors to include actions that enable the vision for ART and that will provide a step change improvement to public transport provision on the corridor; to encourage increased patronage and improve attractiveness of bus as a mode of transport. Actions identified through the corridor studies will feed into a Bus Service Improvement Partnership Agreement which would require specific obligations from both operators and local authorities.	**Complete**	The STAG 1 Multi-Modal Corridor study has been completed and was reported to Aberdeen City Growth and Resources Committee on 28th October 2020.	Aberdeen City Council	Bus Partnership Fund		Enable the delivery of the ART Vision. Substantially improve bus journey times and reliability on this key radial corridor, connecting residents of Aberdeenshire through the Park and Ride and extension to Westhill.
		ii)	Outline Business Case for actions identified in the MMCS	Subject to Gateway review	Move to OBC Autumn 2022 (subject to gateway review)	Stantec commissioned to develop the business case for the medium high package measures emerging from the MMCS.		Bus Partnership Fund		
		iii)	Development of BSIP agreement for the A944/A9119	Guidance on BSIPs to be published by TS but work towards developing an agreement on a voluntary basis in the first instance, in line with the requirements of BSIP.		Bus Alliance Board approved structure of BSIP Plans and Schemes at its meeting in June 2022. TBC once OBC considered by Committee	All Bus Alliance Partners			
		iv)	Develop action plan for corridor 1 in line with ART Vision.	*Details to be developed once outcomes of study are available*			Aberdeen City Council	Bus Partnership Fund		
		v)	Implement infrastructure and service improvements in line with BSIP agreement and in line with aspirations to develop ART network				All Bus Alliance Partners	Bus Partnership Fund		
3	**Ellon to Garthdee priority corridor bus journey time and reliability improvements**	i)	Undertake a Multi-Modal Corridor Study STAG appraisal to identify actions to improve journey times and reliability.	Scope of corridor agreed to be Ellon Park and Ride to Robert Gordon University, excluding city centre, which is covered in priority corridor 1 and under the City Centre Masterplan. To include A90, Ellon Road, King Street, Holburn Junction, Holburn Street and Garthdee Road.	**Complete**	STAG 1 Multi-modal corridor study complete and now moving to detailed options appraisal and outline business case. Aecom have been commissioned to undertake this work. Study consultation information reported to Formartine Area Bus Forum.	Aberdeen City Council lead in partnership with Aberdeenshire Council and Nestrans	Bus Partnership Fund		Improving journey times and reliability increases the appeal of the bus along the Ellon to Garthdee corridor. Investment in the Ellon to Garthdee corridor will provide enhanced regional connectivity between city and shire. The improvements in the short term will benefit the longer term aspiration to deliver the ART vision.
		ii)	Outline Business Case	Including option development and preliminary designs of key option measures.	Mar-23	Study commenced and being undertaken by Aecom	Aberdeen City Council	Bus Partnership Fund		
		iii)	Develop Action Plan	*Details to be developed once outcomes of study are available*				Bus Partnership Fund		
		iv)	Development of BSIP Agreement	*See update under A944/A9119*						
		v)	Implement infrastructure and service improvements in line with BSIP agreement and in line with aspirations to develop ART network	*Details to be developed once outcomes of study are available*				Bus Partnership Fund		
4	**A96 Inverurie to Aberdeen priority corridor bus journey time and reliability improvements**	i)	Undertake a Multi-Modal Corridor Study STAG appraisal to identify actions to improve journey times and reliability.	Scope of corridor Inverurie to Aberdeen.	**Complete**	Completed and reported to ACC City Growth and Resources Committee. Progress subject to Gateway Review with Transport Scotland	Aberdeen City Council	Bus Partnership Fund		Enable the delivery of the ART Vision. Improvements to the A96 corridor gives improved journey times and reliability to locations of strategic importance along the corridor such as TECA & Aberdeen Airport.
		ii)	Outline Business Case	Subject to Gateway review				Bus Partnership Fund		
		iii)	Develop Action Plan	*Details to be developed once outcomes of study are available*				Bus Partnership Fund		
		iv)	Development of BSIP Agreement	*See update under A944/A9119*						
		v)	Implement infrastructure and service improvements in line with BSIP agreement and in line with aspirations to develop ART network	*Details to be developed once outcomes of study are available*				Bus Partnership Fund		
5	**A92 Aberdeen to Portlethen priority**	i)	Undertake a Multi-Modal Corridor Study STAG appraisal to identify actions to improve journey times and reliability.	Wellington Road Multi-Modal Corridor Study undertaken in 2018. Measures resulting from this study will be considered as part of the wider considerations for the south corridor. Aberdeen to Laurencekirk MMCS - Case for Change submitted to Transport Scotland (funded through LRDF).		Officers received feedback from Transport Scotland on Case for Change and considering response to this in partnership with Aecom.		Bus Partnership Fund		Aberdeen to Portlethen improvements are important in the delivery of the ART vision. Furthermore this corridor is
		ii)	Outline Business Case	*Subject to Gateway review*				Bus Partnership Fund		
		iii)	Develop Action Plan	*Details to be developed once outcomes of study are available*			Nestrans	Bus Partnership Fund		

5	**corridor bus journey time and reliability improvements**	iv)	Development of BSIP Agreement	*See update under A944/A9119*			Nestrans			important to improve due to the potential for a future park and ride site around Portlethen.
		v)	Implement infrastructure and service improvements in line with BSIP agreement and in line with aspirations to develop ART network	*Details to be developed once outcomes of study are available*				Bus Partnership Fund		
6	**A93 Priority Corridor bus journey times and reliability improvements**	i)	Undertake a Multi-Modal Corridor Study STAG appraisal to identify actions to improve bus journey times and reliability.	Study being undertaken by Aecom	2023	Comments returned on draft options appraisal report and discussed with consultant to finalise work. ACC to report findings to the Net Zero, Environment and Transport Cttee in March 2023.	Aberdeen City Council	Nestrans	£150,000.00	An improvement in journey times and reliability along the A93 corridor will see increased regional connectivity. Enhancing mobility and opportunities for Aberdeenshire communities such as Crathes & Banchory. Alongside enabling the delivery of the ART vision. This corridor is also an important tourist corridor.
		ii)	Outline Business Case	*Details to be developed once outcomes of study are available*						
		iii)	Develop Action Plan							
		iv)	Development of BSIP Agreement	*See update under A944/A9119*						
		v)	Implement infrastructure and service improvements in line with BSIP agreement and in line with aspirations to develop ART network	*Details to be developed once outcomes of study are available*						
7	**A947 Priority Corridor bus journey time and reliability improvements**	i)	Undertake a Multi-Modal Corridor Study STAG appraisal to identify actions to improve journey times and reliability.	Study being undertaken by Aecom	2023	Initial appraisal reported to ACC CG&R Cttee on 21 Sept. Long list of options approved for detailed appraisal and "quick wins" agreed for development using £50K Nestrans budget for A947 minor improvements. Preparatory works for the procurement of consultancy support to progress the project towards an Outline Business Case underway.	Aberdeen City Council	Nestrans	£150,000.00	The A947 corridor has a collection of important Aberdeenshire communities and employment destinations. The bus network needs to serve them well to make the bus an attractive option for their mobility. Also improvements enable the delivery of the ART vision.
		ii)	Outline Business Case	*Details to be developed once outcomes of study are available*						
		iii)	Develop Action Plan							
		iv)	Development of BSIP Agreement	*See update under A944/A9119*						
		v)	Implement infrastructure and service improvements in line with BSIP agreement and in line with aspirations to develop ART network	*Details to be developed once outcomes of study are available*						
8	**City Centre Bus journey time and reliability improvements to support the City Centre Masterplan**	i)	Bus priority enabling works on South College Street	South College St Ph1 improvements being progressed by ACC and involve linking Palmerston Road through to North Esplanade West and a package of junction improvements and road widening measures to increase capacity and improve traffic flow and unlock wider improvements for bus priority in the city centre. Alongside the carriageway there will be shared and segregated facilities for pedestrians and cyclists.	Spring 2023	Works ongoing.	Aberdeen City Council	Bus Partnership Fund	£10,000,000.00	In support of the City Centre Masterplan by helping to unlock wider improvements for bus priority in the city centre and enabling public realm measures to enhance the city centre as a destination.
		ii)	City Centre Traffic Management Plan including Bus Priority Measures	ACC Committee decision that Union Street will remain open to buses; Bus Priority to be implemented on Bridge Street, Guild Street and Market Street as well as permanent closure to traffic of Schoolhill and a banned right turn for general traffic, except buses and cycles from Union Terrace onto Rosemount viaduct.	Due to be implemented early 2023	Initial consultation undertaken on the Experimental Traffic Order for bus gates and ped/cycle zones and disabled parking bays, including modification of the existing ETRO. It is anticipated this will come into effect in the new year and this will start a 6 month period of full public advertisement of the order prior to any decision on making it permanent.	Aberdeen City Council	Bus Partnership Fund	£130,000	The outcomes of this work will support the development of the City Centre OBC by identifying an optimum package of bus priority measures to accompany Union Street transformation, thus ensuring an improvement in bus journey times through the city centre core.
				Removal of general traffic from central section of Union Street	**Complete**		Aberdeen City Council	Aberdeen City Council		
		ii)	Streetscape improvements	Streetscape improvements as part of the wider city centre masterplan		Consultation on design options for city centre launched on 3rd October 2022	Aberdeen City Council	Aberdeen City Council		Increased desirability to visit the city centre with bus being integral to the design and a key mode for accessing the city centre.
9	**Journey time and reliability improvements on other parts of the non-strategic network**	i)	Ongoing monitoring and review of network to identify problem areas affecting bus journey times and reliability.	To identify future and ongoing actions	Ongoing	Ongoing dialogue with the bus operators to identify and address issues	Bus operators			Reducing delays for buses across the network will have benefits for existing passengers and increase the attractiveness of the bus. Improved reliability also provides more efficient operations for bus operators.
10	**Local town centre bus journey time and reliability improvements**	i)	To identify and implement options for alleviating local town centre congestion to improve reliability of services. (key towns identified as Stonehaven, Ellon and Inverurie. Westhill and Inverurie to be looked as part of priority corridors above)	Undertake traffic management review across Stonehaven, including the town centre			Aberdeenshire Council			By alleviating congestion in town centres, this will increase the reliability of services, making them more attractive. Improved reliability also provides more efficient operations for bus operators.
				Issue identified at Golf Road in Ballater - Aberdeenshire Council seeking solution	Ongoing	October 2022-draft proposal to relocate the bus stop in Golf Rd to 2x stops on Bridge St circulated to Members and CC, awaiting feedback	Aberdeenshire Council	Aberdeenshire Council	£50,000	
Information, Marketing and Promotion										
		i)	Undertake pilot of digital bus timetable information - A96 Civitas Portis E-Paper displays	16 e-paper displays installed to date in Aberdeenshire and 4 in Aberdeen City. A further 10 e-paper displays will be installed in Aberdeenshire during June 2022.	**Installed November 2020**	Further roll out of digital bus timetable information informed by results of pilots	Aberdeenshire Council	Civitas Portis project & Nestrans	£100,694	Displays are fitted to poles adjacent to the shelters to provide bus passengers with live bus departure times. This addition enhances the bus passenger experience at each location in an environmentally friendly manner. It also makes updating timetable information quicker and easier, this improving accuracy of timetable information.
		ii)	Westhill RTPI display	Installed a solar powered e-paper Real Time Passenger Information (RTPI) display to a pole adjacent to the shelter to provide bus passengers with an eco friendly live bus departure times service.	**Works completed 2021**			Nestrans	£9,851	This addition enhances the bus passenger experience at this location, providing passenger information in an environmentally friendly manner. It also makes updating timetable information quicker and easier, this improving accuracy of timetable information.

11	**Improvements to Bus Stop Information**	iii)	Newtonhill/Chapelton Park &Choose shelter lighting and RTPI display	Added lighting to the bus shelter providing extra security for bus passengers and installed an e-paper Real Time Passenger Information (RTPI) display to a pole adjacent to the shelter to provide bus passengers with live service departure times. Both applications are powered by Solar energy.	**Works completed 2021**	N/A	Aberdeenshire Council	Nestrans	£9,900	These additions enhance the bus passenger experience and safety at this location and in an environmentally friendly manner.
		iv)	To undertake a full review and upgrade of bus shelter information provision on the priority corridors as part of the Digital Transformation project and integrated within BSIP corridor improvements and the vision for ART.	Aspiration for all flags and timetables to be 100% digital as part of a package of wider improvements identified in a Bus Service Improvement Partnership Agreement and the development of the ART project.	*Linked to progress on other actions*	Assess results of pilot and lessons learned and input into BSIP development. Councils also working to refresh bus stop flags across the region.	Aberdeenshire Council			100% digital will allow information to be more consistent and accurate across the region, enabling all bus users in the region to feel they can rely on its service.
		v)	Roll out of e-paper battery powered bus stop flags across the region	Trial of 10x 13" e-paper battery powered bus stop flags, 2 suppliers, 5 displays from 21st Century Passenger Systems allocated to the 290/291 service Tarves/Methlick B999 corridor and 5 displays allocated to the 201 service A93 Deeside corridor	**Installed June 2022**	October 2022-although both products are fit for purpose, we are particularly impressed with the performance of the Vix/Axentia display with it's added text to speech functionality and presentation of display and more importantly, it's reliability. The batteries for the Vix/Axentia product are guaranteed for 3 years	Aberdeenshire Council	Nestrans	£67,587	Displays are fitted to poles adjacent to the shelters to provide bus passengers with live bus departure times. 50% of the displays also include a text to speech function. This addition enhances the bus passenger experience and accessibility if information at each location and in an environmentally friendly manner.
		vi)	Plans for future roll out	FY22/23 - 5 projects 1) Mintlaw - 1x high spec Shire shelter with a 42" Papercast battery powered e-paper display 2) Laurencekirk - 1x Solar powered pole with a 23" Papercast portrait e-paper display with text to speech 3) Stonehaven - 1x high spec Shire shelter with a 32" Papercast battery powered e-paper display 4) Fraserburgh - 1x high spec Shire shelter with a 42" Papercast battery powered e-paper display plus a further 2x high spec Shire shelters with 32" Papercast battery powered e-paper displays 5) Extension of e-paper bus stop flags estate with a further 10x 13" Vix/Axentia e-paper text to speech bus stop flags Also Procuring 1x 32" Papercast display as a maintenance stock unit due to the growth of the e-paper estate	Planning Stage	October 2022-acquiring quotations for the new infrastructure and displays with the view of completing procurement of the displays by 30 Nov 22 - procuring via the G-Cloud framework (Pindar/Papercast displays) and CCS framework (Vix/Axentia).	Aberdeenshire Council	Nestrans, Cross Country Trains, Aberdeenshire Council	£183,384	By providing more areas with improved bus stop infrastructure, this can benefit future rollout in smaller communities then those listed. It allows more people to have positive experiences and sharing these experiences could see an increase in bus patronage.
12	**Targeted campaigns to encourage increased use and provide information to highlight buses as an attractive alternative to travel by private car**	i)	Promotional campaign on how to use a bus for non-users.	To look at options for integrating this into shelter screens. Potential to deliver the campaign through Getabout. This should also consider the needs of disabled people and those with hidden disabilities who are anxious / concerned about using public transport.	Winter 2022/23	Working Group meeting held on 4th May to discuss a bus promotional campaign. Nestrans working up campaign details with a focus on restoring confidence, promoting benefits of bus and promoting a positive outlook around investments being made for the future.	Nestrans	Nestrans	£20,000	By providing information campaigns on how to use bus services this could increase passenger confidence and therefore increase patronage across the network.
		ii)	Launch of First Bus App to provide space checker when planning for journey and launch of Stagecoach Busy Bus feature on App.	Introduced as a response to capacity limits through the pandemic, these updates allow customers to view their buses on a map in real-time, along with an indication of their forecasted capacity.	**Launched 2020/21**	Promotion of this facility to be incorporated into future promotional campaigns on how to use the bus	First Bus	Bus Operators		This gives customers more confidence to travel, making alternative journeys such as quieter journeys more obvious.
13	**Engage with the business community and major employers regarding travel planning**	i)	Corporate campaigns and events with employers to promote bus travel	Stagecoach working with Shell, Harbour Energy.	Ongoing		Bus Operators			Helps businesses to recognise the importance of increasing bus patronage in the region and enabling them to develop and implement travel plans, thus reducing car reliance and improving accessibility for their employees.
				Nestrans continuing to provide travel planning advice to businesses and was providing travel planning support for the vaccination centres. Nestrans assisting BP with travel planning advice for their upcoming office move.	Ongoing	Continue to seek out opportunities to engage with the business community.	Nestrans	Nestrans	£1,936 to produce a travel map for the Dyce area	
	Fares and Ticketing									
14	**Further development of the GrassHOPPER ticketing products**	i)	Further support the development of the GrassHOPPER integrated ticket to include development of an online retail solution for purchasing GrassHOPPER tickets.	The project to introduce online sales has been suspended due to failure to procure a back-office system. In addition, it is considered that there is little benefit in introducing online sales given the increasing value of tickets that can be purchased using contactless payment.	Ongoing	Nestrans had agreed to contribute in 2022/23 along with both Councils, Stagecoach and First Aberdeen to marketing to advertise the smartcard. New zones and prices came into operation from Monday 31 October 2022 that see the previous 6 zone structure reduced to 3 zones. Full details of new zone areas and adult and student day and week ticket prices can be found on the Grasshopper website. On going adveritsement and marketing of the GrassHOPPER product.	Aberdeenshire Council	All partners	£4,000 Nestrans contribution in 2022/23	To facilitiate multi-operator journeys
		ii)	To explore options for contactless capping of GrassHOPPER fares	First step to look at feasibility of such options in context of current technology		Operators to consider relevant business cases	Bus Operators	Bus operators / Scot Gov		Will ensure that passengers get the best available fare for the journeys they make.
15	**Contactless and Smart Ticketing**	i)	To have contactless capping available from all major operators in Aberdeen City and Aberdeenshire.	To encourage any pilot schemes to be brought to Aberdeen/Aberdeenshire.		Tap and Cap' now available with First Bus. Stagecoach Bluebird developing this. Aberdeenshire Council back-office does not provide contactless payments for all its operators (to be introduced on Watermill Coaches services October 2021)	Stagecoach Bluebird	Bus operators / Scot Gov		Will ensure that passengers get the best available fare for the journeys they make.
16	**Fares and tickets that provide the best value for customers**	i)	Launch new flexible tickets to assist customers with changing commuting habits	Changing travel patterns emerging Post-Covid	**Stagecoach Launched Mar 21**		Stagecoach Bluebird			Increased flexibility in the ticket range will make travel easier for new and occasional users, who usually cannot access the best fare options.
	Affordability and Accessibility									
		i)	Better inform the public of availability of different fare types and promotion of special fares to relevant groups, in order to maximise the number of people benefiting and improve overall access to bus from an affordability perspective.	Review the available fares already in existence, including special fares, with a view to considering necessary promotion to highlight what is already available. Review and take on board the recommendations of the Scottish Youth Parliament All Aboard Campaign when targeting young people.	**Progressing**	Tap n Go ticketing launched on First services effectively capping fares to the best value ticket. More flexible ticketing also launched in the form of return tickets and flexible date ticketing allowing the purchase of 3 in 7 or 5 in 7 day ticket bundles. Free bus travel for under 22s launched across Scotland in January 2022. Work to promote this via all partners and will form part of the bus promotion campaign.	Nestrans			Ensure passengers are getting the best value tickets available for them and enhance accessibility to public transport.

17	**Improve the affordability of bus travel**	ii)	Fares and tickets that provide the best value for customers	Review the available fares, including special fares, to identify any gaps that could be addressed in collaboration between partners. To identify whether there are any options or pilots elsewhere that could be introduced in Aberdeen/Aberdeenshire	**March 2021 (ongoing)**	Stagecoach implemented a fares revision in March 2021 which greatly simplified the product range and updated the available products to be more relevant to local areas and travel habits. Stagecoach also introduced "Flexi-5" tickets on their mobile app to address the needs of those returning to work who might have different travel patterns as a result of the pandemic.	Bus Operators			Increased flexibility in the ticket range to make travel easier for new and occasional users, who usually cannot access the best fare options. Simplified zonal structure offers improved value and provides more clarity on pricing for new users.
		iii)	Promotion of free travel for under 22s scheme	Operator promotional activity. Encouraging uptake through schools (Councils). This will also be included in future promotional campaigns highlighted under Information, Marketing and Promotion above.	2022/23	Include in future campaign on how to use the bus	All partners	Nestrans		Allows the creation of positive experiences between young people and the bus network. Encourage bus use from a young age and reduce barriers of cost for young people and their families.
18	**Improve access to services and employment**	i)	Undertake a review of the supported bus and community transport network in Aberdeenshire	Aberdeenshire Council has carried out a significant consultation exercise to obtain views on the provision of public transport in rural areas to feed in to a clean sheet review of supported bus and demand responsive provision across Aberdeenshire	**Complete**	See action 18(ii) below	Aberdeenshire Council			Increase stakeholder feedback will allow local bus services to be managed to the benefit of the communities they serve.
		ii)	Pilot Enhanced Demand Responsive Transport Services	Inverurie Ready to Go Enhanced Demand Responsive Transport Service pilot to test the role of more flexible supported bus service delivery in an evolving post Covid bus market. In addition to providing for local travel needs the DRT service provides passengers with a connecting service into the mainline A96 corridor bus (and rail) services at Inverurie and Kintore. The Ready2Go DRT Passenger App provides prospective passenger with both journey planning information and a DRT trip booking facility. Pilot extended for a further year in August 2022.	**One year pilot launched August 2021 and extended for a further year in August 2022**	Evaluation - see action 18(iii) below	Aberdeenshire Council	Aberdeenshire Council	£650,000	Improved access to public transport in rural areas. Improved access to services and reduced social isolation.
		iii)	Evaluation of Enhanced DRT Pilots	Patronage on the *Ready2Go around Inverurie* Digital DRT service continues to increase on a week-by week basis. STANTEC consultancy commissioned to evaluate the success or otherwise of the pilot service (30 November 2021).	Aug-23	Stantec commissioned to undertake evaluation on the pilot Digital Demand Responsive Transport (DDRT) service, Ready2Go Around Inverurie. Pilot extension for a further year agreed by Aberdeenshire Council in August 2022 after which further evaluation will be required.	Aberdeenshire Council	Aberdeenshire Council and Nestrans		
		iv)	Lobby at a National level for enhanced funding for Demand Responsive Transport provision	The Evaluation of Inverurie Ready to Go has shown significant benefits for passengers including improved accessibility. It is however more expensive than conventional scheduled bus services. This is the only pilot of its kind in Scotland and is therefore of national significance as these issues are being faced nationwide.	Ongoing	Aberdeenshire Council exploring options for the appointment of a rural transport officer to assist with such activities.	Aberdeenshire Council	Aberdeenshire Council and Nestrans	£40,000 per annum	
19	**Review fares as part of corridor BSIP agreements**	i)	The Transport (Scotland) Act establishes the opportunity to consider fares as part of a BSIP agreement	Linked to progress on other actions		Awaiting guidance from Transport Scotland on the development of BSIPs. Under government funding arrangement currently in place during the covid pandemic fares are not being increased.	Operators			Keeping fares as low as possible makes the bus network more accessible.
20	**Improve accessibility for those with disabilities**	i)	Continue to promote and distribute the Thistle Assistance card and look for ways to enhance the promotion of this.	Nestrans already undertake some promotion in conjunction with other RTPs across Scotland and will liaise with RTPs about further joint promotion. Nestrans to continue to distribute the cards.	Ongoing	Innovation in bus seat availability for customers. In advance of travelling to a bus stop customers can check if the next service has a disabled space available and can therefore plan their day accordingly. Nestrans continues to promote and issue the Thistle Assistance card.	Nestrans	Nestrans		The Thistle Assistance card provides passengers with additional reassurance to travel independently. Improving positive experiences for bus passengers.
	Interchange									
21	**Development of the park and ride network (infrastructure and services)**	i)	To increase capacity at Ellon Park and Ride, upgrade facilities and improve information provision (Ellon Phase 2 Improvements)	Extension of the existing car park to provide greater capacity and construction of a new bus road to replace the existing turning circle. The bus road includes 3x high specification eco friendly bus shelters with low powered battery operated e-paper Real Time Passenger Information (RTPI) displays. In addition to this offering, the bus shelters will have digital RTPI bus stop flags installed. The bus road will also accommodate 3 additional buses for layover purposes. The improvements greatly enhance the bus passenger experience providing better facilities and live bus service information at the bus stops predominantly in an environmentally friendly manner.	**Complete April 2022**	New bus access road and bus stances with enhanced bus stop infrastructure opened to the public on 1 December 2021. Car Park extension opened to the public on 21 January 2022. Staircase connecting the car park to the new bus stances opened to the public on 22 April 2022 and other than snagging issues project is complete.	Aberdeenshire Council	Aberdeenshire Council and Nestrans	£1,500,000	Enhanced Park and Ride provision and enhancements to the bus passenger experience. This is a complementary project to Aberdeen BPF corridor bus services (Ellon corridor)
		ii)	Further enhancements to Ellon Park and Ride (Phase 3)	Planned future improvements to existing waiting room facilities, expansion of EV charging and the introduction of renewable energy source to further enhance the eco friendliness and passenger experience at this location	Design/planning during FY23/24 and Works projected for FY24/25	October 2022-Moved design/planning stage to FY23/24 due to lack of resource to progress in FY22/23	Aberdeenshire Council	Aberdeenshire Council and Nestrans	£525,000	
		iii)	Re-surfacing sections of Kingswells Park and Ride used by buses.		**Completed 2021**		Aberdeen City Council	Nestrans	£32,000	Improved journey quality for passengers and reduced wear and tear on vehicles
		iv)	To investigate the feasibility of a new park and ride to the south of Aberdeen. To include what enabling measures would be required on the corridor	This site is identified in STPR 1 alongside the P&R on the A96. With the A96 site now delivered and fully funded at a local level, we are looking to make the case to Transport Scotland to deliver a site to the south. A park and ride site to the south is included as part of the vision for ART on this corridor.		To be considered for inclusion within a BPF bid and as part of the future ART network.	Aberdeenshire Council			Would offer an opportunity for better bus links south of Aberdeen. Plus create a hub for more combined trips for those communities that are currently underserved.
22	**Enhance interchange opportunities**	i)	Develop a mini interchange hub at Crathes	Similar facility to existing mini-interchange hubs already in place e.g. Fyvie.		Legal Team to complete land acquisition to permit construction of footpath (October 2022 no change)	Aberdeenshire Council	Nestrans, Aberdeenshire Council	£101,000	Enhances access to the mainline bus network from more rural parts of Aberdeenshire.
		ii)	Develop a mini interchange hub at Oldmeldrum	Similar facility to existing mini-interchange hubs already in place e.g. Fyvie.	Progressing	October 2022-Land valuations completed for four potential interchange locations. Proposal for preferred location discussed with Local Members in September 2022. Now with Legal team to carry out title examinations on land required for preferred location.		Nestrans, Aberdeenshire Council	£1,800,000	Enhances access to the mainline bus network from more rural parts of Aberdeenshire.
		iii)	To review need and identify locations for further mini-hubs			Banchory P&R included in the Local Development Plan. To be considered as part of the A93 multi-modal corridor study options appraisal.				Enhances access to the mainline bus network from more rural parts of Aberdeenshire.

		iv)	To improve the access and provision of interchange sites within town centres	Focus on town centres, a need to also identify potential for short term improvements. Consideration to be given to the opportunities to develop mini-hub facilities at key bus interchange sites.	Progressing	October 2022-bus stop infrastructure improvements planned at Mintlaw and Laurencekirk interchanges and Fraserburgh Bus station, see 'Improvements to Bus Stop Information ref:vi' above.	Aberdeenshire Council			Improved accessibility and attractiveness of the bus network.
		v)	To improve the access and provision of interchange sites in Aberdeen City Centre	Focus on Foresterhill bus interchange and Union Street. Links to City Centre Masterplan proposals but a need to also identify potential for short term improvements	Progressing	Significant changes were implemented in the city centre in response to Covid-19 and funded through Spaces for People. Discussions on the future of the city centre ongoing with consultation on the city centre masterplan live (October 2022). Actions in relation to Foresterhill to be identified	Aberdeen City			Improves attractiveness of the bus in the city centre and maximises the amount of citizens who feel they do not need to use a private car for every journey in Aberdeen City.
23	**Bus Station Improvements**	i)	To upgrade facilities at Peterhead Bus Station to improve access and operation of services within the site	Station requires a level of redevelopment and upgrade as well as a better understanding of the operation and customer access.	2022/23	Funding approved and currently assessing the full extent of requirements with the aim of completion in FY22/23. October 2022-awaiting technical support from Council Projects team to take this project forward.	Aberdeenshire Council	Nestrans, Aberdeenshire Council	£250,000	Improved bus station facilities to enhance customer experience and operations.
		ii)	To review facilities at Fraserburgh bus station	Refresh the bus stop infrastructure (stances) and implement improved passenger information	2022/23	Bus Shelter upgrades completed in FY20/21, currently assessing availability of funding for further upgrade work. October 2022-bus stop infrastructure improvements to the remaining 3 bus stops in planning stage at Fraserburgh Bus station for FY22/23, see 'Improvements to Bus Stop Information ref:vi' above.	Aberdeenshire Council			Improved bus station facilities to enhance customer experience.
		iii)	To better understand the requirements and feasibility of improvements to Aberdeen Bus Station	To gain a full understanding of the requirements of Aberdeen Bus Station, what improvements would be most beneficial and the feasibility of any improvements as part of the City Centre Masterplan and development of Union Square, given the ownership of the site. Will require an understanding of what obligations were included as part of the planning permission for the extension of Union Square, and timescales for when the planning permission is due to lapse.	No significant progress	Next step to obtain information on current planning agreements	Aberdeen City Council			Would create an improved hub to access the bus network in the city centre as well as improved operations for bus operators. It is important to understand from citizens what is needed to make the bus stations more attractive.
	Bus Stop Infrastructure									
24	**Improvements to Bus Stop Facilities**	i)	To ensure that current provision of bus shelters is maintained (i.e. no reductions) and then focus on enhancing provision.	Councils to develop a rolling programme of required upgrades so that funding can be targeted to improvements.	Ongoing	4 year and 9 year programmes of Aberdeenshire bus shelter replacement agreed. Further improvements require funding to be identified. October 2022-Shire working on an 8 year term contract tender process with a contract to start FY23/24 and to focus on replacing predominantly life expired bus stop infrastructure. Aberdeen City Council ongoing funding bids, through Nestrans and Bus Lane Enforcement monies to replace predominantly life expired shelters. Target for approx. 15 replacements per year. 15 due to be replaced in 2022/23, this will be dependent on year on year budget availability.	Aberdeen City Council (City assets) Aberdeenshire Council (Shire assets)	Councils and Nestrans	Nestrans 22/23 contribution of £91,492 for refresh of bus stops in Aberdeen. Shire planning to spend £2.5m over 8 years on life expired shelters	Shelters are important in order to keep passengers safe as they undertake a bus journey. Enhances attractiveness and safety of the bus network.
		ii)	Development of a suite of standards for bus stop infrastructure - to ensure consistent approach		2023		Aberdeenshire Council / Aberdeen City Council			Enhance the overall quality of bus infrastructure across the region showing passengers high standards and care for the infrastructure that the bus network relies on thus improving attractiveness and accessibility.
		iii)	To improve bus stop facilities across the region	Construction of a 300m footpath connecting Hareburn Terrace, Blackdog to A90 to assist access to bus services.	2022/23	Consultation with Community Council and Local Members complete. Tender to be issued by end Nov 2022.	Aberdeenshire Council	Aberdeenshire Council and Nestrans	£71,300 Nestrans contribution (2022/23)	Enhancing safe access to bus services
25	**Priority Corridor Infrastructure Specification**	ii)	To consider, in line with BSIP agreements on the priority corridors, the potential for enhanced shelter and infrastructure specification on a corridor basis	To align with the priority corridor studies, ART and to complement the digital transformation project. Any improvements to be incorporated within Bus Service Improvement Partnership Agreements on the priority corridors.	Linked to progress on other actions	LAs to agree a standard corridor specification to be input to BSIP negotiation.	Aberdeenshire Council			Contribute to delivering vision for ART, enhancing the attractiveness and accessibility of the bus network.
	Quality of the Fleet									
26	**Priority Corridor Vehicle Specification**	i)	To agree vehicle specification for the priority corridors, e.g. vehicle type and/or emission standards for input to BSIP negotiations	Linked to ART. Any improvements to be incorporated within Bus Service Improvement Partnership Agreements on the priority corridors.	Linked to progress on other actions	Awaiting progress on ART and BSIPs	Operators / Nestrans			Contribute to delivering the vision for ART. Priority corridors will improve journey times and reliability.
27	**Reduce bus fleet emissions**	i)	In liaison with operators to look at opportunities for low emission vehicles to complement the introduction of a Low Emission Zone in Aberdeen and Bus Alliance priorities	Will be taken forward within any partnership agreements. Opportunities include retrofitting, introduction of Euro 6 vehicles and introduction of zero emission vehicles such as electric or hydrogen buses	Progressing	LEZ launched in June 2022. 22 electric double decker's in service for Stagecoach within Aberdeen City first quarter of 2022. This investment (supported by TS' SULEBS fund) provides customers using 727 and 59 access to brand new, modern, comfortable vehicles. Capacity increased by approximately 40% on service 59.	Aberdeen City Council and Operators	Transport Scotland and Bus Operators		Customers across the network will benefit as the introduction of these vehicles which will also allow operators to cascade the current fleet, withdrawing oldest vehicles as a result.
		ii)	Infrastructure upgrades to accommodate increased number of low emission vehicles within the fleet	Work with bus operators to understand their fleet procurement strategy and consider the infrastructure requirements that will complement this			Operators / Aberdeenshire Council / Aberdeen City Council			Facilitate the introduction of newer and low emission vehicles into the fleet, enhancing quality and reducing emissions.
		iii)	Expand the fleet of hydrogen vehicles across the region	Work with ACC Economic Development to ensure links between Bus Alliance and the Hydrogen Bus Project.	Ongoing	New hydrogen vehicles launched on the Deeside corridor and operated by First in January 2021. 10 additional hydrogen vehicles now delivered to First Aberdeen. First Aberdeen have applied to Scotzeb for funding for the purchase of 24 electric buses with anticipated delivery in 2023/24.	Aberdeen City Council			Facilitate the introduction of newer and low emission vehicles into the fleet, enhancing quality and reducing emissions.

		iv)	Lobby the Scottish Government on issues relating to the support and funding available for switch to hydrogen buses.	Identified as an action by the Bus Alliance Board through a discussion around the lifespan of hydrogen buses, operation and maintenance costs further down the line. Funding at present only assists with the initial purchase of the vehicles and does not consider increased costs down the line.			Aberdeen City Council			Ensure ongoing viability of the bus network and services.
28	**Enhance accessibility of the bus fleet**	i)	Work with local communities and bus users to ensure vehicles meet the needs of those with restricted mobility or other disabilities	Aim to increase passenger satisfaction with ease of access, provision of grab rails etc	Ongoing	Incorporated additional 15 hydrogen vehicles to the Aberdeen fleet with a further 10 coming in over the next year. 22 new electric double decker vehicles for Stagecoach introduced in early 2022 which enhance quality of vehicles in the region and allow cascade through the fleet and removal of the oldest vehicles. Next stop announcements available on the new vehicles.	Bus operators	Operators / Scot Gov		Improved comfort for passengers and accessibility for passengers.
	Managing Demand									
29	**Road space reallocation in Aberdeen City as part of the CCMP and Beach Development Frameworks**	i)	Key actions to be identified through the CCMP	Specific bus priority actions are contained within actions above - this action covers all other complementary measures being delivered as part of these wider projects that will improve public amenity and streetscapes, with benefits for public transport and active travel.		Consultation on design options for city centre masterplan launched on 3rd October 2022. Consultation on Beach Development Framework launched in September 2022.	Aberdeen City Council	Aberdeen City Council		Improved journey times and reliability for buses, improved integration between buses and active travel and enhanced attractiveness of bus.
30	**Implementation of Low Emission Zone**	i)	Commence enforcement following implementation in March 2022		Jun-24		Aberdeen City Council			Wider city centre benefits in terms of improved air quality. Meeting LEZ standards will enhance the quality of vehicles operating across the network.
31	**Identify the most appropriate charging regimes in and around Aberdeen which could manage demand for travel and provide revenue to support a step change in transport provision in support of the objectives of the RTS (RTS Action MD 2)**	i)	Actions to be developed through t	RTS Action (MD 2)			Nestrans and Councils			Contributes to making public transport a more attractive option and therefore increasing patronage.
32	**Develop car parking policies which contribute towards mode shift and a fairer system of payments to reflect the impact of traffic on urban areas and the need to offer alternatives to the car (RTS Action MD 3)**	i)	Review Aberdeen City car parking strategy	RTS Action MD 3. In Aberdeen City centre the car parking strategy needs to incorporate charging, enforcement and extension of controls to ensure it delivers on demand management policies and supports sustainable travel choices.			Aberdeen City Council			
33	**Review the allocation of road space within Aberdeen and Aberdeenshire towns to provide protection to vulnerable road users and to enhance journey times for public transport in line with the travel hierarchy**	i)	Actions being considered through the multi-modal corridor studies and CCMP	RTS Action MD 4			Aberdeen City Council and Aberdeenshire Council			Enhancing options for sustainable travel