	Overarching Action		Key actions	Details	Timescales / Status	Progress & Next Steps	Lead organisation	Funding Source	How will this enhance the local bus offer
Journey Times & Reliability									
1	**Governance Improvements**	i)	Develop a Bus Services Improvement Partnership (BSIP)	Region wide BSIP Plan, based on the current Region Wide Voluntary Quality Partnership Agreement.	Ongoing	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.	Aberdeenshire Council	Public sector staff time and City Region Deal - Strategic Transport Appraisal (ART) if external consultancy support required.	The development of a Region Wide BSIP Plan and any supporting BSIP Schemes will help to improve the standards of the north-east of Scotland bus network.
				Development of BSIP Schemes	Ongoing	BSIP Scheme(s) are statutory requirement of bringing forward a BSIP Plan. BSIP schemes will be developed to assist in the delivery of Aberdeen Rapid Transit (ART) and the priority corridors below. External consultancy BSIP support was agreed through the ART commission in September 2024 by Nestrans Board with funding provided by the City Region Deal - Strategic Transport Appraisal. A proposed list of initial schemes outwith the corridors were agreed by the Bus Alliance Board in January 2025.	Aberdeenshire Council	Public sector staff time and City Region Deal - Strategic Transport Appraisal (ART) if external consultancy support required.	
		ii)	Employ a Transport Strategy Team Member to help support the Bus Partnership Fund and North East of Scotland Bus Alliance	Aberdeen City Council are to employ an additional member of staff to join their Transport Strategy Team. This post will be funded through the Aberdeen City Council Bus Lane enforcement budget with this agreed by the City Growth and Resource Committee in November 2021 and subsequently in Autumn 2022 agreement was made to increase the allocation for this post.	Complete	A staff member was hired into this new role and began working for the Council in March 2024.	Aberdeen City Council	Aberdeen City Council	The employment of an additional team member to Aberdeen City Council that is focused on the Bus Partnership Fund projects will help to keep continuity with all partners throughout the process. This will keep things running smoothly as projects move from design to implementation.
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 Services 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	These four priority corridor studies have a key role in delivering the ART vision establishing two cross city bus routes. This will benefit the local bus offering by providing a service that offers a step change in public transport provision in the region. June 2024 saw a desired routeing agreed which formally connects these four studies. To help accelerate and provide consistency in design these studies are all to conclude bus developments at Detailed Options Appraisal with the bus priority infrastructure options that align with the agreed desired routeing incorporated into the ART Business Case. This will bring benefits to the local bus offering in the short, medium and long term.
		ii)	Outline Business Case for actions identified in the MMCS	Subject to Gateway review	2025/26	Funding has been approved from the Aberdeen City Region Deal - Strategic Transport Appraisal (ART) to develop the business case for ART from 24/25 to 26/27.		Aberdeen City Region Deal - Strategic Transport Appraisal (ART)	
		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.	All Bus Alliance Partners		
		iv)	Develop action plan for corridor in line with ART Vision.	*Details to be developed once outcomes of study are available*			Aberdeen City Council		
		v)	Implement infrastructure and service improvements in line with BSIP agreement and in line with aspirations to develop ART network				All Bus Alliance Partners		
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		Aberdeen City Council in partnership with Aberdeenshire Council and Nestrans	Bus Partnership Fund	
		ii)	Outline Business Case	Including option development and preliminary designs of key option measures.	2025/26	Funding has been approved from the Aberdeen City Region Deal - Strategic Transport Appraisal (ART) to develop the business case for ART from 24/25 to 26/27.	Aberdeen City Council	Aberdeen City Region Deal - Strategic Transport Appraisal (ART)	
		iii)	Develop Action Plan	*Details to be developed once outcomes of study are available*					
		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*					
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	Aberdeen City Council	Bus Partnership Fund	
		ii)	Outline Business Case	Subject to Gateway review	2025/26	Funding has been approved from the Aberdeen City Region Deal - Strategic Transport Appraisal (ART) to develop the business case for ART from 24/25 to 26/27.		Aberdeen City Region Deal - Strategic Transport Appraisal (ART)	
		iii)	Develop Action Plan	*Details to be developed once outcomes of study are available*					
		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*					
5	**A92 Aberdeen to Portlethen 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.	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 and agreed by Transport Scotland . Historically funded through LRDF, funding was provided by the BPF prior to being paused by Scottish Government. Study progressing with Nestrans funding.	2024/25	Aberdeen to Laurencekirk MMCS has completed the Preliminary Options Appraisal and this was approved by Nestrans Board on 14th February 2024. Aecom are currently progressing the Detailed Options Appraisal.	Nestrans	Bus Partnership Fund & Nestrans	
		ii)	Outline Business Case	*Subject to Gateway review*	2025/26			Aberdeen City Region Deal - Strategic Transport Appraisal (ART)	
		iii)	Develop Action Plan	*Details to be developed once outcomes of study are available*					
		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*					
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 undertaken by Aecom	2024/25	Preliminary Options Appraisal has been completed and reported to Net Zero, Environment and Transport Committee.	Aberdeen City Council	Nestrans	Improvements would enhance journey times and reliability along the A93 corridor leading to increased regional connectivity.
		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 undertaken by Aecom	2024		Aberdeen City Council	Nestrans	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*		The Outline Business Case will be reported to ACC's Finance and Resources Committee in February 2025 with most proposals relating to active travel improvements.			
		iii)	Develop Action Plan						
		iv)	Development of BSIP Agreement	*See update under A944/A9119*					

	Overarching Action		Key actions	Details	Timescales / Status	Progress & Next Steps	Lead organisation	Funding Source	How will this enhance the local bus offer
		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*					delivery of the ART vision.
8	**City Centre Bus journey time and reliability improvements to support the City Centre Masterplan**	i)	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 contributing to the bus priority measures, further roadspace reallocation in the form of transforming Schoolhill / Upperkirkgate into a pedestrian and cycle priority space, introducing a one-way restriction on Trinity Street and also included implementing a right-turn ban (except buses and cycles) from Union Terrace to Rosemount Viaduct (elements of the ETRO not covered by the BPF grant).	**Aug-23**	ETRO2 was introduced in August 2023 with ongoing monitoring of the measures - Phase 2 CCMP Traffic Management Plan complete. Completion of ancillary tasks Dec 2022. Staff costs to prepare and consult upon the ETRO and consider and respond to objections received.	Aberdeen City Council	Scottish Government, Bus Partnership Fund & Nestrans	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.
					Nov-23	As part of ETRO2, funding was allocated to install additional lining/roundels, pedestrian islands, VMS messaging etc to raise awareness and in support of the bus priority and ped/cycle zone.	Aberdeen City Council	Bus Partnership Fund & Nestrans	
				Removal of general traffic on the central section of Union Street, making this a bus/cycle/taxi only space (with timed deliveries)	Spring 2026	Ongoing streetscape design work to narrow carriageway, increase footway width, and potentially include segregated cycle lanes, alongside wider public realm improvements.	Aberdeen City Council	Aberdeen City Council	
		ii)	Streetscape improvements	Consideration and design of measures to reduce traffic demand on East and West Union Street and develop a more pedestrian, cycle and public transport friendly space. Options include junction rationalisation, footway widening, segregated cycle lanes, etc.			Aberdeen City Council	Aberdeen City Council & Nestrans	Increased desirability to visit the city centre with bus being integral to the design and a key mode for accessing the city centre.
				Streetscape improvements in the Merchant Quarter - Design of streetscape measures for public realm improvements and to specifically address the walking and cycling experience between Union Square and Union Street.			Aberdeen City Council	Aberdeen City Council & Nestrans	
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 opportunities and ongoing actions	Ongoing	Ongoing dialogue with the bus operators to identify and address issues. The Scottish Government are to provide a Bus Infrastructure Fund through their 2025/26 budget which will be an opportunity explored as a Bus Alliance.	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	Work is ongoing in relocating the bus stop from Golf Road in Ballater. Exploring this through introducing a Mobility Hub at Church Square. Aecom have been commissioned for detailed design and Outline Business Case work.	Nestrans	Aberdeen City Region Deal - Strategic Transport Appraisal (Mobility Hubs)	
Information, Marketing and Promotion									
11	**Improvements to Bus Stop Information**	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	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	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.
		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**		Aberdeenshire Council	Nestrans	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 Services Improvement Partnership Scheme and the ART programme.	*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	tbc	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 10 x 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**	AC impressed with the performance of the Vix/Axentia display with its added text to speech functionality and presentation of display and more importantly, its reliability.	Aberdeenshire Council	Nestrans	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	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	**All complete March 2025**	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). May 2023 saw the launch of the Stonehaven shelter and e-paper display.	Aberdeenshire Council	Nestrans, Cross Country Trains, Aberdeenshire Council	By providing more areas with improved bus stop infrastructure, this can benefit future rollout in smaller communities. It allows more people to have positive experiences and sharing these experiences could see an increase in bus patronage.

	Overarching Action		Key actions	Details	Timescales / Status	Progress & Next Steps	Lead organisation	Funding Source	How will this enhance the local bus offer
		viii)	Improvements and management of displays	The upkeep of the displays is important and making sure they are providing the required information and are futureproof.	Ongoing	Aberdeenshire Council wished to introduce the functionality to include messages on any cancelled bus stop on the RTPI screens and this work was completed in 23/24. In 23/24 there was also a need for the RTPI displays to be transferred to 4G and the Aberdeen City displays were funded by Nestrans.	Aberdeenshire Council	Nestrans	It is important that information technology continues to evolve making sure it is reliable and an asset to passengers in undertaking their travel.
12	**Targeted campaigns to encourage increased use and provide information to highlight buses as an attractive alternative to travel by private car**	i)	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.
		ii)	Operator led promotional campaigns on how to use a bus for non-users.	First have launched a series of 'How To' videos for their Scottish customers with some specific videos for the Aberdeen market.	**Launched March 2023**	These were shared on First's website and social media platforms.	First Bus	First Bus	This gives customers more confidence to travel on First Bus services in Aberdeen, thus increasing patronage.
		iii)	Promotion on Benefits of Buses and Bus Priority	First commissioned the marketing firm Big Partnership on behalf of the Bus Alliance to promote the benefits of bus travel and the bus prioirty measures in the city centre.	**2023/24**	Initial launch video	First Bus	First Bus & Nestrans	It is important to promote the bus prioirty measures in the city centre to gain public support for these measures. Having this support will enable the Alliance to achieve key long term aspirations.
		iv)	Promotional Free Bus Travel	First and Stagecoach during January 2024 offered free weekend bus travel.	**Jan-24**	The new city centre bus priority has brought improved journey efficiency for both large operators in the region and this allowed them to reinvest the benefits to their passengers by offering free weekend bus travel to Aberdeen services and a collection of Aberdeenshire services.	Bus Operators	Operators	By offering a free bus travel promotion in parts of the region it encourages new users to consider using the bus. This therefore drives an increase in bus use and in turn creating long term modal shift benefits.
				Weekend Night Bus Services	**Nov 24 - Jan 25**	Aberdeen City Council provided free night bus services from the city centre to key destinations across the city and into Aberdeenshire on weekends between Saturday 16 November 2024 to Sunday 5 January 2025. The services were operated by First and ran from 12midnight to about 3am. The service was also available on Hogmanay (31 December), also from 12midnight to about 3am. The provision of the night bus services supported city centre businesses while also providing safe and efficient transport for visitors to the city centre. At Council Budget in March 2025 it was agreed to procure night bus services across five key routes between Aberdeen city centre and Aberdeenshire for 2025/26 - 2028/29, these will not be free and will have a fare applied.	Aberdeen City Council	Aberdeen City Council	By offering a free bus travel promotion in parts of the region it encourages new users to consider using the bus. This therefore drives an increase in bus use and in turn creating long term modal shift benefits.
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 travel planning support for the vaccination centres was provided. Nestrans assisted BP with travel planning advice ahead of for their proposed recent office move.	**2022**	Continue to seek out opportunities to engage with the business community.	Nestrans	Nestrans	
Fares and Ticketing									
14	**Further development of the GrassHOPPER ticketing products**	i)	To develop 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.		None at this time	Aberdeenshire Council		N/A
		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.
		iii)	Promotion of GrassHOPPER ticketing products	To promote the products available through the GrassHOPPER ticketing.		Discussions continue on promoting the GrassHOPPER ticketing.	Bus Operators	Bus Operators/Nestrans	By promoting the GrassHOPPER products it increases awareness of the ticket products available. This allows more passengers to save money when using mutliple operators.
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.	Ongoing	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).	Bus Operators and Councils	Bus operators / Scot Gov	Will ensure that passengers get the best available fare for the journeys they make.
					Apr-23	On the 2nd April 2023 First launched Tap On and Tap Off (TOTO) offering a new payment method to their customers.	First Bus	First Bus	TOTO will reduce the journey dwell time at stops due to the removal of interaction with the driver. Also TOTO brings financial savings to customers based on the distances they travel.
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.

	Overarching Action		Key actions	Details	Timescales / Status	Progress & Next Steps	Lead organisation	Funding Source	How will this enhance the local bus offer
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.	Ongoing	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 provided passengers with a connecting service into the mainline A96 corridor bus (and rail) services at Inverurie and Kintore. The Ready2Go DRT Passenger App provided prospective passenger with both journey planning information and a DRT trip booking facility. Pilot was extended for a further year in August 2022, but budgetary pressures saw this year extension cut to April 23.	**August 21 - April 23**	Evaluation - see action 18(iii) below	Aberdeenshire Council	Aberdeenshire Council	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).	**Complete**	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. The decision was made for the service to end in April 2023 during the Budget review for 2023/24 and an evaluation of the service was carried out by the Rural Transport Officer.	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 completed a review of Ready2Go and this report will be used to lobby for enhanced funding for DRT improvements. A two year Rural Transport Officer post was established funded by Aberdeenshire Council and Nestrans with the post ending in February 2025.	Aberdeenshire Council	Aberdeenshire Council and Nestrans	
		v)	A93 Crathes - Improved Access to Bus Services	A mini interchange hub project could no longer be delivered due to the Crathes Hall Committee no longer supporting the hub being located in their car park as they now have a higher frequency of events or functions planned or booked at the Hall and those hiring the Hall rely on being able to offer parking to attendees. The car park is already used by a number of people on a daily basis to leave cars and meet school/service buses that is manageable at present, but would likely become an issue in future if the space were to be promoted as an interchange hub.	**Sep-24**	Although the interchange hub can't be progressed, there is still benefit in providing the improvements to the path (using strip of land purchased to enable footpath to be widened to 2m), introduction of a refuge island to improve safety when crossing, street lighting enhancement due to the introduction of the crossing point and bus stop shelter and information upgrade at this location to improve safety and access to bus services. Project was delivered by Aberdeenshire Council's Construction Teams with works starting 10th June 2024 and completed in September 2024.	Aberdeenshire Council	Nestrans	
19	**Review fares as part of corridor BSIP schemes**	i)	The Transport (Scotland) Act establishes the opportunity to consider fares as part of a BSIP	Linked to progress on other actions		Awaiting guidance from Transport Scotland on the development of BSIPs.	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 & Ride/Mobility Hub network (infrastructure and services)**	i)	To increase capacity at Ellon Park and Ride, upgrade facilities and improve information provision (Phase 2)	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.	Aberdeenshire Council	Aberdeenshire Council and Nestrans	Enhancements to the bus passenger experience improve the attractiveness of park & ride sites. The bus access road and bus stances improve the operation of the site providing benefit to the operators.
		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	Waiting room completed March 2025	Work on the office and waiting room improvements to take place during 24/25. A works order has been raised for a glass customer window to separate the waiting area from the staff office. Work continues on exploring the expansion of the EV infrastructure at the site with to be considered in a future financial year	Aberdeenshire Council	Aberdeenshire Council and Nestrans	
		iii)	Re-surfacing sections of Kingswells Park and Ride used by buses.		**Completed 2021**		Aberdeen City Council	Nestrans	Improved journey quality for passengers and reduced wear and tear on vehicles.
		iv)	To investigate the feasibility of a new mobility hub to the south of Aberdeen. To include what enabling measures would be required on the corridor	In NTS2 and STPR2, mobility hubs are promoted as a way to help make public transport an attractive option, stating in STPR2 that "the creation of a recognisable network of high-quality multi-modal mobility hubs across Scotland would support the priorities of the NTS2 by increasing the attractiveness and visibility of public and shared transport"	Progressing	A mobility hub package was developed as part of the Aberdeen to Laurencekirk MMCS - Preliminary Options Appraisal (POA). Following assessement of possible site options, Schoolhill (north of Portlethen) was identified as the suitable location. The package progressed from the Preliminary Options Appraisal with further assessment taking place as part of the Detailed Options Appraisal.	Nestrans	Bus Partnership Fund, Nestrans and Aberdeen City Region Deal - Strategic Transport Appraisal (ART)	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.

	Overarching Action		Key actions	Details	Timescales / Status	Progress & Next Steps	Lead organisation	Funding Source	How will this enhance the local bus offer
		v)	To investigate the feasibility of mobility hubs across the region	Nestrans through funding by the Aberdeen City Region Deal - Strategic Transport Appraisal (Mobility Hubs) to investigate the feasibility of 5 locations that could provide mobility hubs in the region and bus travel is a key part of the concept.	Progressing	Aecom/Steer were appointed in early 2024 as consultants for the project and have developed possible interventions that could be introduced across the 5 sites. Aecom were commissioned in early 2025 to explore further work on Mobility Hubs across the following three workstreams: Urban/City Mobility Hub Network Scoping Rural Mobility Hub Scoping Community Based Mobility Hubs	Nestrans	Aberdeen City Region Deal - Strategic Transport Appraisal (Mobility Hubs)	Improved accessibility and attractiveness of the bus network.
22	**Enhance interchange opportunities**	i)	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.	Aberdeenshire Council	Nestrans, Aberdeenshire Council	Enhances access to the mainline bus network from more rural parts of Aberdeenshire.
		ii)	To review need and identify locations for further mini-hubs		Progressing	Linked to progress on 21 v)		Aberdeen City Region Deal - Strategic Transport Appraisal (Mobility Hubs)	
		iii)	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.
		iv)	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 lauched in October 2022. Actions in relation to Foresterhill to be identified.	Aberdeen City Council		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.	**Works completed 2023**	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. https://www.nestrans.org.uk/news/peterhead-transport-interchange-reopens-to-customers-following-improvement-works/	Aberdeenshire Council	Nestrans, Aberdeenshire Council	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	**Completed 2024**	All 5 shelters are now complete, with the latest 3 high spec shire shelters. Following on from Ellon and Peterhead with sedum roofs with green RT paper units (battery powered).	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.
				Safety improvements	**Dec-23**	In December 2023, Stagecoach launced a new layout for Aberdeen Bus Station. This involved stand reallocation to help to improve safety.	Stagecoach Bluebird	Stagecoach Bluebird	Improved bus passenger safety and experience.
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. 10 - 15 replacements per year. 45 have been replaced between 2022/23 - 2024/25. A further 10 are proposed to be replaced in 2025/26. Aberdeen City Council has allocated Capital funding for new bus shelters across the city to increase the volume of bus shelters. 36 new shelters have been installed between 2023/24 - 2024/25. A further 20 are proposed to be installed in 2025/26.	Aberdeen City Council (City assets) Aberdeenshire Council (Shire assets)	Councils and Nestrans	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		Ongoing		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.
25	**Priority Corridor Infrastructure Specification**	i)	To consider through the BSIP 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 the Bus Services Improvement Partnership.	*Linked to progress on other actions*	LAs to agree a standard corridor specification to be input to BSIP negotiation.	Aberdeenshire Council		Contribute to delivering the 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 Services Improvement Partnership progress.	*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.

	Overarching Action		Key actions	Details	Timescales / Status	Progress & Next Steps	Lead organisation	Funding Source	How will this enhance the local bus offer
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 with enforcement commencing in June 2024. 22 electric double deckers 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 will also allow operators to cascade the current fleet, withdrawing the 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.		First Bus have installed a collection of charging stations to faciliate their new EV fleet.	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. 35 new electric double decker vehicles for Stagecoach introduced since 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 these new vehicles, using a local voice for added familiarity. Positive feedback received from relevant stakeholders.	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 Framework**	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.
		ii)	Beach Boulevard / A956 Junction STAG Appraisal and Outline Business Case	Identification of a preferred option for improving walking, wheeling, cycling and public transport connectivity between the city centre and beachfront.		preferred bus routeings and requirements for these to be implemented in line with the Beach Development have been provisionally designed and consulted on. Detailed designs will be taken forward as future stages of the development are progressed.	Aberdeen City Council	Aberdeen City Council	Improved access to the beach by sustainable modes including bus.
30	**Implementation of Low Emission Zone**	i)	Commence enforcement following implementation in March 2022	Enforcement started in June 2024. The primary benefit will be a reduction in harmful emissions in the city centre, but will also contribute to traffic reduction by restricting some vehicles from the core central area.	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 the RTS	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.	Progressing	A paper went to committee in January 2024 to formalise the start of Aberdeen City Council officers developing the car parking strategy for the city. Work commenced in late 2024, following funding approval.	Aberdeen City Council	Nestrans	
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.