

Dear Mr Burnett,

Thank you for your letter today regarding our consultation on our proposed service changes for our Aberdeenshire and Moray networks.

Our proposals for a revised network were based on an extensive review of our passenger numbers on all journeys and the feedback we've received from customers. The aim of our proposals is to deliver an improved network through simplified routes and faster journey times. As a commercial operator, we have to ensure that our network is financially sustainable. This has resulted in us taking some difficult decisions to reduce services to areas where passenger numbers are low, such as in Torphins and Lumphanan.

With regards to our consultation process, we incorporate a 2 week consultation process into our statutory requirement to consult with local authorities over a 28 day period. This allows customers to provide feedback on our proposals, and we often make significant changes as a result of the comments we receive. The majority of feedback we receive is through online submissions, but we appreciate that this is not appropriate for all of our customers.

We scheduled a number of in-person events such as in Aberdeen Bus Station. Regrettably, our operating area and the wide range of communities we serve mean that we were not able to hold events in all locations. However, we feel that using central locations allow the highest amount of customers to contribute to the process.

We have received feedback from the Torphins and Lumphanan areas expressing concern over our proposal to reduce services. As we conclude the consultation process, we will review all feedback received in conjunction with Aberdeenshire Council before finalising our proposals.

I hope this response has been helpful and I would like to offer my reassurance that any subsequent decisions will be communicated effectively to all our customers and relevant stakeholders.

Kind Regards,

Daniel

Daniel Laird
Commercial Director
[Stagecoach](#) Bluebird