

CHANGES TO SUPPORTED BUS AND DEMAND RESPONSIVE TRANSPORT (DRT) SERVICES FROM 1 AUGUST 2016

Background

Contracts for the following Supported Bus and DRT Services are due to expire on 31 July 2016:

Bus services:

- Service C8: Balfroun - Drymen - Milngavie - Glasgow (Monday to Saturday morning and evening journeys);
- Service C10: Balfroun - Strathblane - Milngavie - Glasgow (Monday to Saturday evening journeys);
- Service C11: Stirling - Aberfoyle - Balfroun (Monday to Saturday morning, daytime and early evening journeys);
- Service C12: Stirling - Cambusbarron - Balfroun (Monday to Saturday evening journeys).

Demand Responsive Transport (DRT) services:

- Balquhidder Area
- Fintry Area
- Killin & Strathfillan Area
- Strathard & Trossachs Area

A consultation document was distributed and made available on-line between October and December 2015. A total of 592 responses were received. A summary of these responses can be seen at http://www.stirling.gov.uk/_documents/transport/public-transport/survey-summary-read-only-160106.xlsx

Following consideration of the consultation responses a menu of timetable options was drawn up by the Council's Public Transport Team and put out to tender. Price increases to retain existing levels of supported bus services varied from 17.8% to 56.2%. The Public Transport Team then compiled recommendations from the menu of options, with due consideration to the available budget. These recommendations were presented to, and agreed by, the Environment & Housing Committee on 14 April 2016.

The changes that will take effect from Monday 1 August 2016 are as follows (please note that bus timetables and DRT service specifications appear at the end of this document):

Service C8: Balfroun – Drymen – Milngavie – Glasgow

This service will be withdrawn and replaced by two DRT services, namely:

- Auchengillan, Blanefield & Carbeth DRT, which will be provided by two operators;
- Croftamie & Drymen DRT, which will be provided by three operators.

Service C10: Balfroun - Strathblane - Milngavie – Glasgow

The current service will be retained and will continue to be operated by Midland Bluebird Ltd (First).

Service C11: Stirling - Aberfoyle – Balfroun

This service will be curtailed to operate between Stirling and Aberfoyle, no longer extending south of Aberfoyle. The Aberfoyle – Gartmore – Balfroun link will instead be provided by extending the

Trossachs DRT area. This will address a number of issues arising from the consultation and from various other requests from community councils and local residents. The service will also be re-routed via Cambusbarron to avoid competing with commercial bus services on the route section between Blairdrummond and Stirling. The impact of the Service C11 changes can be summarised as follows:

1. *Cost minimisation*: the revised Service C11 timetable is designed to be operated by a single vehicle, enabling costs to be minimised.
2. *Journeys between Aberfoyle and Stirling*: the number of journeys will reduce by one each day on Mondays to Saturdays, with the poorly used early evening journey withdrawn.
3. *Better connections at Balfron*: extending the Trossachs DRT area to Balfron will remove the current inconvenience of long waiting times for bus connections in Balfron, as customers can book their DRT journey for any time they choose.
4. *Journeys serving Cambusbarron*: the re-routeing of Service C11 to include Cambusbarron will replace current journeys on Services C16 and C32 (see below). This will increase the number of journeys serving the village on Mondays to Fridays, but will result in one journey fewer in each direction on Saturdays. It will also satisfy requests for an arrival in Stirling pre-0830 hours.
5. *Journeys serving Torbrex*: some Service C11 journey will serve Torbrex but, when this is combined with the withdrawal of Service C32 (see below), the number of journeys serving Torbrex will reduce by roughly one daily in each direction.

The service will continue to be provided by Midland Bluebird Ltd (First).

Service C12: Stirling - Cambusbarron – Balfron

The current service will be retained and will continue to be operated by Midland Bluebird Ltd (First).

Services C16 & C32: Stirling – Cambusbarron

All journeys on Services C16 & C32 will be **withdrawn** and replaced by the re-routed journeys on Service C11 as described above. Service 32, operated commercially by Midland Bluebird Ltd, will continue to operate.

Balquhiddier DRT Service

The hours of operation will be extended to finish at 2200 hours, from the current 2130 hours, to meet bus connections. The service will be provided by three operators.

Fintry DRT Service

This service will continue to operate as at present and will be provided by two operators.

Killin & Strathfillan DRT Service

This service will have additional fixed timetable journeys between Killin and Crianlarich and an improved DRT service within the Killin area. The service will be provided by four operators.

Trossachs & Strathard DRT Service

The hours of operation will be extended to become 0630 to 2200 hours, from the current 0700 to 2130 hours, to meet bus connections. The service will include Gartmore during these hours, which is currently only served from 1900 to 2200 hours. In conjunction with the changes to Service C11 (see above), the area will be extended to include Balfron. The service will be provided by six operators.

Conclusion

The revised pattern and mix of services will enable us to best meet the needs of residents and visitors within the available budget.

We have retained scheduled bus services in areas where passenger numbers are sufficient to sustain them and where costs have not been prohibitive. DRT will replace scheduled bus services in areas where this is not the case, allowing much greater flexibility for communities, as journeys can be booked for times when people need them.

DRT bookings need to be made on the day before travelling at the latest, although bookings can be made up to three months in advance. However, a booking on the day of travel may be possible if a similar journey has already been pre-booked by someone else. The nature of this type of booking service allows us to provide these flexible services as cost-effectively as possible, thereby making the services much more sustainable.

If you have any comments on the revised services or any other aspect of public transport provision in your area, please contact me.

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20 June 2016

Service C11: Balfroon - Aberfoyle – Stirling
Revised timetable from 1 August 2016

Mondays to Fridays

<i>Service No.:</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>
Aberfoyle (Tourist Information Centre)	07:29	09:28	12:14	14:34	16:34
Port of Menteith	07:38	09:37	12:23	14:43	16:43
Thornhill (Main St at no. 15)	07:50	09:49	12:35	14:55	16:55
Blairdrummond (at Smiddy House)	07:57	09:56	12:42	15:02	17:02
A811 at Mains Cottage	08:03	10:02	12:48	15:08	17:08
Cambusbarron (Gillieshill)	08:13	10:12	12:58	15:18	17:18
Cambusbarron (North End)	08:17	10:16	13:02	15:22	17:22
Torbrex (Cedar Avenue)	---	---	---	---	17:27
St Ninians (Weaver Row)	---	---	---	---	17:29
Stirling (Snowdon Place)	08:21	10:20	13:06	15:26	---
Stirling (Bus Station)	08:25	10:24	13:10	15:30	17:36

Mondays to Fridays

<i>Service No.:</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>
Stirling (Bus Station)	08:29	11:15	13:35	15:35	17:40
Stirling (Snowdon Place)	08:33	11:19	13:39	15:39	---
St Ninians (Weaver Row)	---	---	---	---	17:47
Torbrex (Cedar Avenue)	---	---	---	---	17:49
Cambusbarron (North End)	08:37	11:23	13:43	15:43	17:54
Cambusbarron (Gillieshill)	08:41	11:27	13:47	15:47	17:58
A811 opp. Mains Cottage	08:51	11:37	13:57	15:57	18:08
Blairdrummond (opp The Bungalow)	08:57	11:43	14:03	16:03	18:14
Thornhill	09:04	11:50	14:10	16:10	18:21
Port of Menteith	09:16	12:02	14:22	16:22	18:33
Aberfoyle (Tourist Information Centre)	09:25	12:11	14:31	16:31	18:42

Saturdays

<i>Service No.:</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>
Aberfoyle (Tourist Information Centre)	07:29	09:28	11:39	14:23	16:34
Port of Menteith	07:38	09:37	11:48	14:32	16:43
Thornhill (Main St at no. 15)	07:50	09:49	12:00	14:44	16:55
Blairdrummond (at Smiddy House)	07:57	09:56	12:07	14:51	17:02
A811 at Mains Cottage	08:03	10:02	12:13	14:57	17:08
Cambusbarron (Gillieshill)	08:13	10:12	12:23	15:07	17:18
Cambusbarron (North End)	08:17	10:16	12:27	15:11	17:22
Torbrex (Cedar Avenue)	---	10:21	12:32	15:16	17:27
St Ninians (Weaver Row)	---	10:23	12:34	15:18	17:29
Stirling (Snowdon Place)	08:21	---	---	---	---
Stirling (Bus Station)	08:25	10:30	12:41	15:25	17:36

Saturdays

<i>Service No:</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>	<i>C11</i>
Stirling (Bus Station)	08:29	10:34	13:18	15:29	17:40
Stirling (Snowdon Place)	08:33	----	----	----	----
St Ninians (Weaver Row)	----	10:41	13:25	15:36	17:47
Torbrex (Cedar Avenue)	----	10:43	13:27	15:38	17:49
Cambusbarron (North End)	08:37	10:48	13:32	15:43	17:54
Cambusbarron (Gillieshill)	08:41	10:52	13:36	15:47	17:58
A811 opp. Mains Cottage	08:51	11:02	13:46	15:57	18:08
Blairdrummond (opp The Bungalow)	08:57	11:08	13:52	16:03	18:14
Thornhill	09:04	11:15	13:59	16:10	18:21
Port of Menteith	09:16	11:27	14:11	16:22	18:33
Aberfoyle (Tourist Information Centre)	09:25	11:36	14:20	16:31	18:42

Notes:

- this timetable does **NOT** include other journeys between Cambusbarron and Stirling operated commercially by Midland Bluebird Ltd as Services 32/32A;
- this timetable **replaces** the current journeys between Cambusbarron and Stirling on Services C16 and C32.

**Balfron/Aberfoyle – Cambusbarron – Torbrex – Stirling
Summary Timetable from 1 August 2016**

Mondays to Fridays

Service No.:	C11	32	C11	32	C11	32	32	C11	C11	C12	C12	C12
Balfron (Buchanan St Clinic)	---	08:53	---	---	---	---	14:20	---	---	17:10	19:27	21:47
Aberfoyle (Information Centre)	07:29	---	09:28	---	12:14	---	---	14:34	16:34	---	---	---
Cambusbarron (Gillieshill)	08:13	09:38	10:12	11:04	12:58	13:34	15:05	15:18	17:18	17:54	20:11	22:31
Cambusbarron (North End)	08:17	09:43	10:16	11:08	13:02	13:38	15:10	15:22	17:22	17:58	20:15	22:35
Torbrex (Cedar Avenue)	---	09:46	---	11:11	---	13:41	15:13	---	17:27	---	---	---
St Ninians (Weaver Row)	---	09:48	---	11:13	---	13:43	15:15	---	17:29	---	---	---
Stirling (Bus Station)	08:25	09:55	10:24	11:20	13:10	13:50	15:22	15:30	17:36	18:06	20:23	22:43

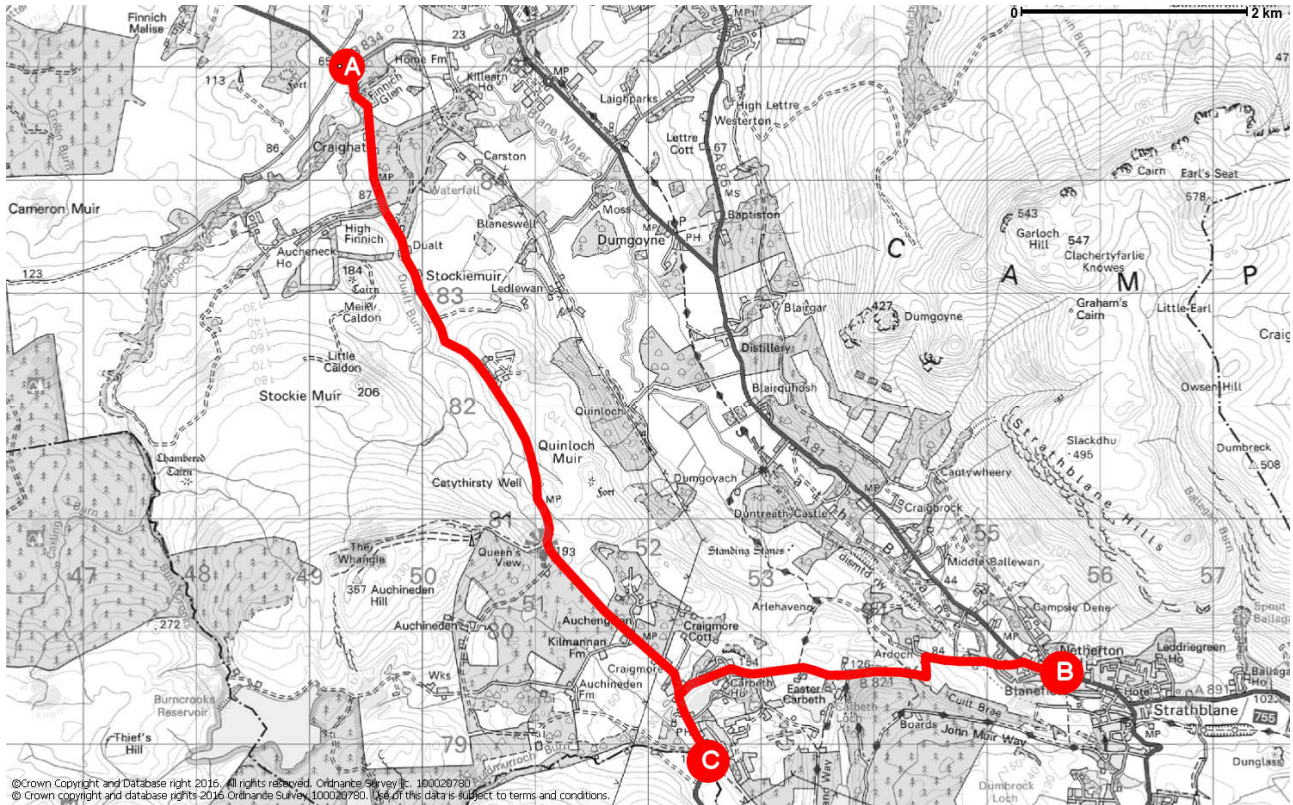
Service No.:	C11	32	C11	32A	32	32	C11	32A	C11	C11	C12	C12	C12
Stirling (Bus Station)	08:29	10:45	11:15	11:45	12:45	13:15	13:35	14:15	15:35	17:40	18:26	20:30	22:45
St Ninians (Weaver Row)	---	10:52	---	11:52	12:52	13:22	---	14:22	---	17:47	---	---	---
Torbrex (Cedar Avenue)	---	10:54	---	11:54	12:54	13:24	---	14:24	---	17:49	---	---	---
Cambusbarron (North End)	08:37	10:58	11:23	11:58	12:58	13:28	13:43	14:28	15:43	17:54	18:34	20:38	22:53
Cambusbarron (Gillieshill)	08:41	11:04	11:27	12:02	13:02	13:34	13:47	14:32	15:47	17:58	18:38	20:42	22:57
Aberfoyle (Information Centre)	09:25	---	12:11	---	---	---	14:31	---	16:31	18:42	---	---	---
Balfron (Buch. St opp. Clinic)	---	---	---	12:36	13:44	---	---	15:06	---	---	19:20	21:24	23:39

Saturdays

Service No.:	C11	32	C11	C11	C11	C11	C12	C12	C12
Balfron (Buchanan St Clinic)	---	08:55	---	---	---	---	---	19:22	21:47
Aberfoyle (Information Centre)	07:29	---	09:28	11:39	14:23	16:34	---	---	---
Cambusbarron (Gillieshill)	08:13	09:39	10:12	12:23	15:07	17:18	18:42	20:06	22:31
Cambusbarron (North End)	08:17	09:43	10:16	12:27	15:11	17:22	18:46	20:10	22:35
Torbrex (Cedar Avenue)	---	09:46	10:21	12:32	15:16	17:27	---	---	---
St Ninians (Weaver Row)	---	09:48	10:23	12:34	15:18	17:29	---	---	---
Stirling (Bus Station)	08:25	09:55	10:30	12:41	15:25	17:36	18:54	20:18	22:43

Service No.:	C11	C11	C11	C11	C11	32A	C12	C12	C12
Stirling (Bus Station)	08:29	10:34	13:18	15:29	17:40	17:50	18:26	20:30	22:45
St Ninians (Weaver Row)	---	10:41	13:25	15:36	17:47	17:57	---	---	---
Torbrex (Cedar Avenue)	---	10:43	13:27	15:38	17:49	17:59	---	---	---
Cambusbarron (North End)	08:37	10:48	13:32	15:43	17:54	18:03	18:38	20:38	22:53
Cambusbarron (Gillieshill)	08:41	10:52	13:36	15:47	17:58	18:07	18:42	20:42	22:57
Aberfoyle (Information Centre)	09:25	11:36	14:20	16:31	18:42	---	---	---	---
Balfron (Buch. St opp. Clinic)	---	---	---	---	---	18:41	---	21:24	23:39

Auchengillan, Blanfield & Carbeth DRT Service: new DRT service from 1 August 2016



This Scheme will cover all bus stops and customary bus stopping places on the A81, A809 and B821 between the following points, as shown in red on map above.

- A - Junction of A809 and B834 at Finnoch Toll;
- B - Blanfield at/opposite War Memorial;
- C - Council boundary at Carbeth.

Auchengillan, Blanfield & Carbeth DRT will be available on Mondays to Saturdays between 07:00 and 22:00. No service on 25-26 December or 01-02 January in any year.

DRT Booking Line:

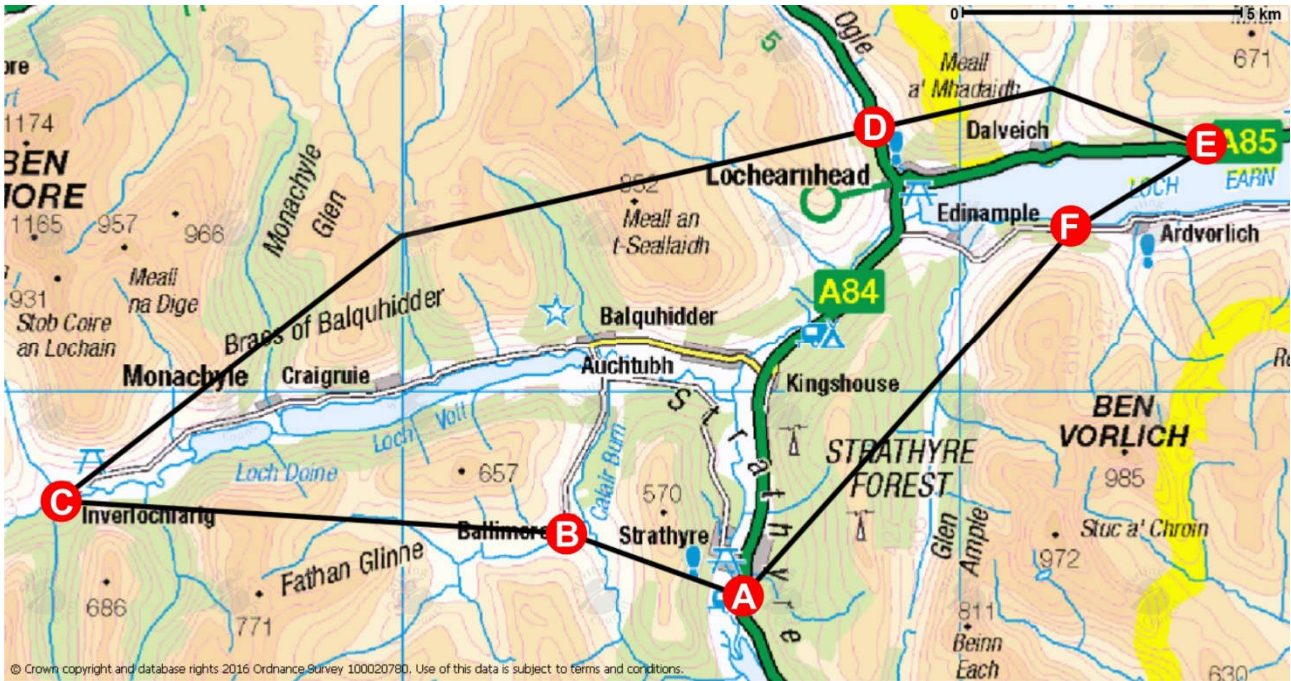
- phone: 01786 404040
- online: www.stirling.gov.uk/drt

Telephone bookings can be made on Mondays to Fridays 09:00-15:00, except 25-26 December and 01-02 January in any year. Bookings for Tuesdays to Saturdays must be made by 15:00 on the previous day. Bookings for Mondays must be made by 15:00 on the previous Friday.

Bookings can be submitted online at any time, although requests submitted on a Saturday or Sunday or after 15:00 on a working day will be treated as having been received on the next working day. 'Working day' means any Monday to Friday other than 25-26 December and 01-02 January in any year.

Scottish National Entitlement Cards are accepted as on bus services.

Balquhiddy DRT Service: extended hours of operation from 1 August 2016



This Scheme covers adopted publicly-maintained roads wholly within the area bounded by:

- A - A84 immediately south of Immervoulin Caravan Park access road;
- B - end of public road at Ballimore, south of Balquhiddy;
- C - end of public road at Inverlochlarig, west of Balquhiddy;
- D - A85 at north end of Lochearnhead 30 mph area;
- E - Council boundary on A85 east of Lochearnhead;
- F - Council boundary on South Loch Earn Road east of Edinample.

Balquhiddy DRT will be available on Mondays to Sundays between 07:00 and 22:00. No service on 25-26 December or 01-02 January in any year.

DRT Booking Line:

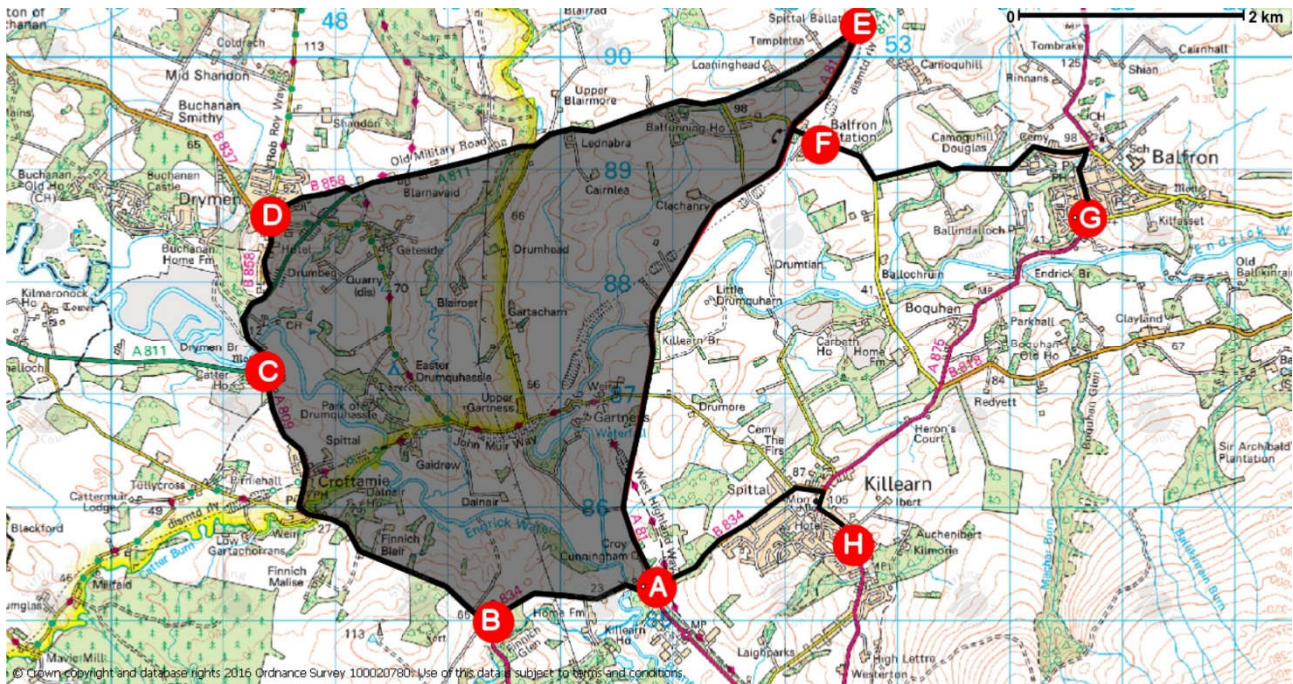
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Bookings can be submitted online at any time, although requests submitted on a Saturday or Sunday or after 15:00 on a working day will be treated as having been received on the next working day. 'Working day' means any Monday to Friday other than 25-26 December and 01-02 January in any year.

Scottish National Entitlement Cards are accepted as on bus services.

Croftamie & Drymen DRT Service: new DRT service from 1 August 2016



This Scheme covers adopted publicly-maintained roads wholly within the area bounded by:

- A - Junction of A81 and B834 at Blane Smithy Roundabout;
- B - Junction of A809 and B834 at Finnoch Toll;
- C - Junction of A809 and A811 south of Drymen Bridge;
- D - B857 at Drymen Square;
- E - Junction of A81 and A811 at Ballat Crossroads;
- F - Indians Road at east end of Balfron Station 40 mph area.

Journeys may also be made between points within this area and all bus stops and customary bus stopping places on the following roads, shown in black on map above:

- G - Between Balfron Station, the A875 at/opposite Balfron Clinic and Balfron High School;
- H - Between Blane Smithy Roundabout and the A875 at/opposite Killearn Co-operative.

Croftamie & Drymen DRT will be available on Mondays to Saturdays between 07:00 and 22:00. No service on 25-26 December or 01-02 January in any year.

DRT Booking Line:

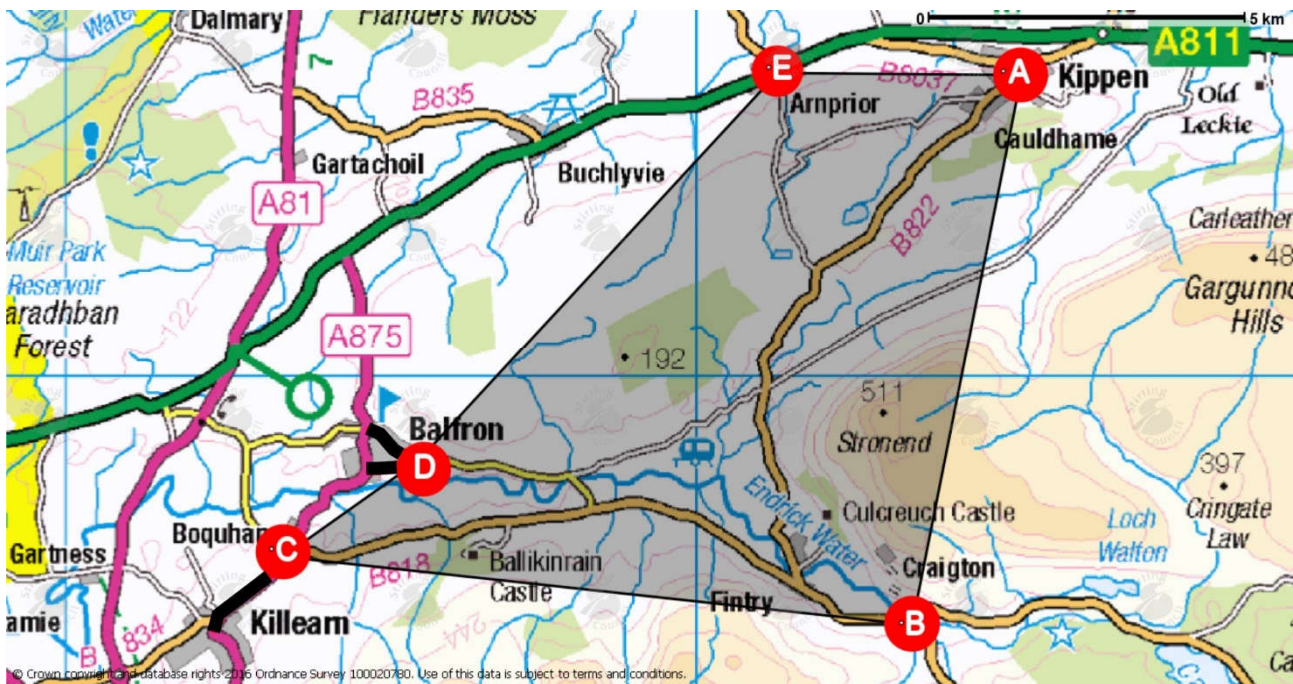
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- online: www.stirling.gov.uk/drt

Telephone bookings can be made on Mondays to Fridays 09:00-15:00, except 25-26 December and 01-02 January in any year. Bookings for Tuesdays to Saturdays must be made by 15:00 on the previous day. Bookings for Mondays must be made by 15:00 on the previous Friday.

Bookings can be submitted online at any time, although requests submitted on a Saturday or Sunday or after 15:00 on a working day will be treated as having been received on the next working day. 'Working day' means any Monday to Friday other than 25-26 December and 01-02 January in any year.

Scottish National Entitlement Cards are accepted as on bus services.

Fintry DRT Service: service to remain unchanged from 1 August 2016



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This Scheme covers adopted publicly-maintained roads wholly within the area bounded by:

- A - Kippen Cross bus stops, Kippen;
- B - Junction of B818 and B822 at Gonachan
- C - Junction of A875 and B818 at Blackhills Crossroads;
- D - Junction of Dunmore Street and Roman Road, Balfiron;
- E - Arnprior bus stop on A811.

Journeys may also be made between points within this area and all bus stops and customary bus stopping places on the following roads, shown in black on the map above:

Balfiron: between Dunmore Street/Roman Road junction, Buchanan Street Bus Stops (at/opposite Co-op and at/opposite Clinic) and Balfiron High School;

Killearn: between A875/B818 junction at Blackhills Crossroads and Killearn (at/opposite Co-op).

Fintry DRT will be available on Mondays to Saturdays between 07:00 and 21:30. No service on 25-26 December or 01-02 January in any year.

DRT Booking Line:

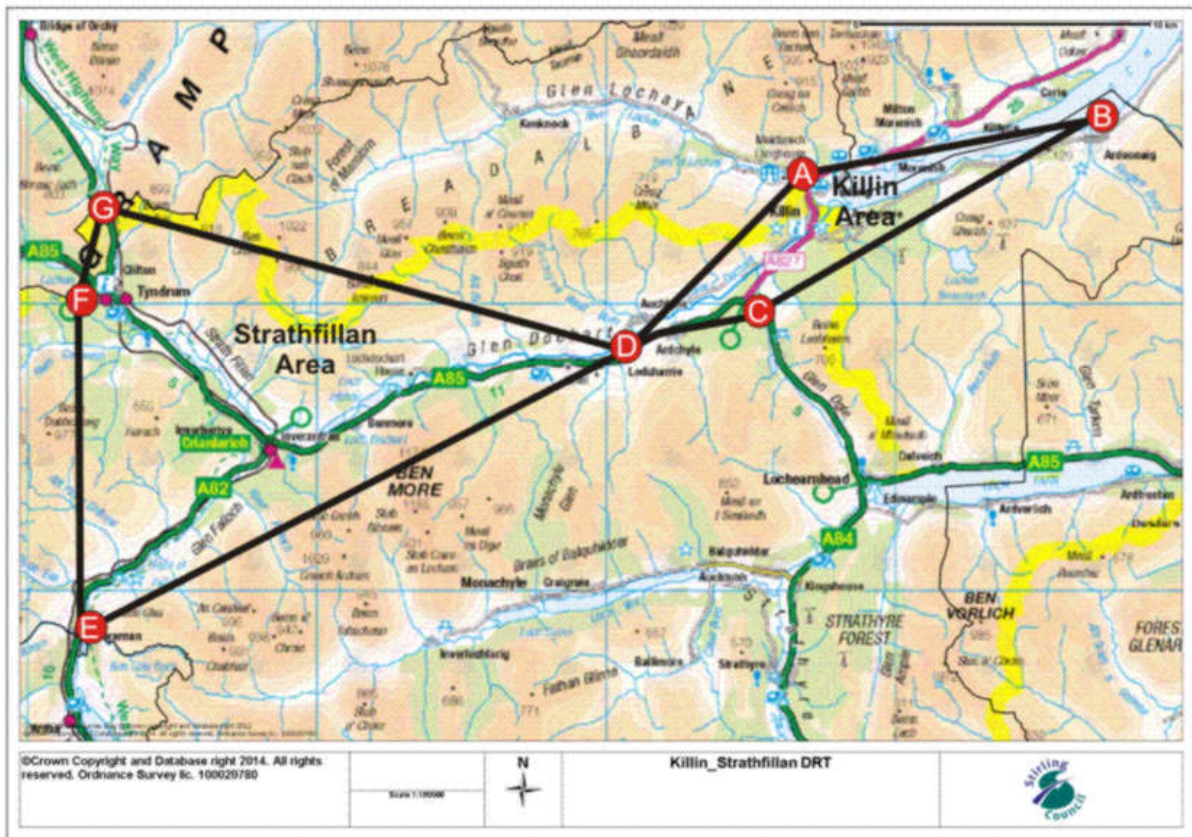
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Scottish National Entitlement Cards are accepted as on bus services.

Killin & Strathfillan DRT Service: extended hours of operation within Killin area and between Killin & Strathfillan from 1 August 2016



Area	Description	Times available
Killin	On adopted publicly-maintained roads wholly within the area bounded by: (A) A827 at Bridge of Lochay, north of Killin, (B) Ardeonaig Hotel, (C) A85 at junction with A827 at Lix Toll, (D) A85 at junction with Auchlyne Road, east of Ledcharrie.	Mondays to Saturdays between 07:00 and 22:00
Strathfillan	On adopted publicly-maintained roads wholly within the area bounded by: (D) A85 at junction with Auchlyne Road, east of Ledcharrie, (E) Council boundary on A82 at Inverarnan, (F) Council boundary on A85 west of Tyndrum, (G) Council boundary on A82 north of Tyndrum.	Mondays to Saturdays between 07:00 and 22:00
Killin & Strathfillan	Through journeys can be made between places in the Strathfillan and Killin DRT area (e.g. Crianlarich to/from Killin).	Mondays to Saturdays between 07:00 and 22:00

No service on 25-26 December or 01-02 January in any year.

DRT Booking Line:

- phone: 01786 404040

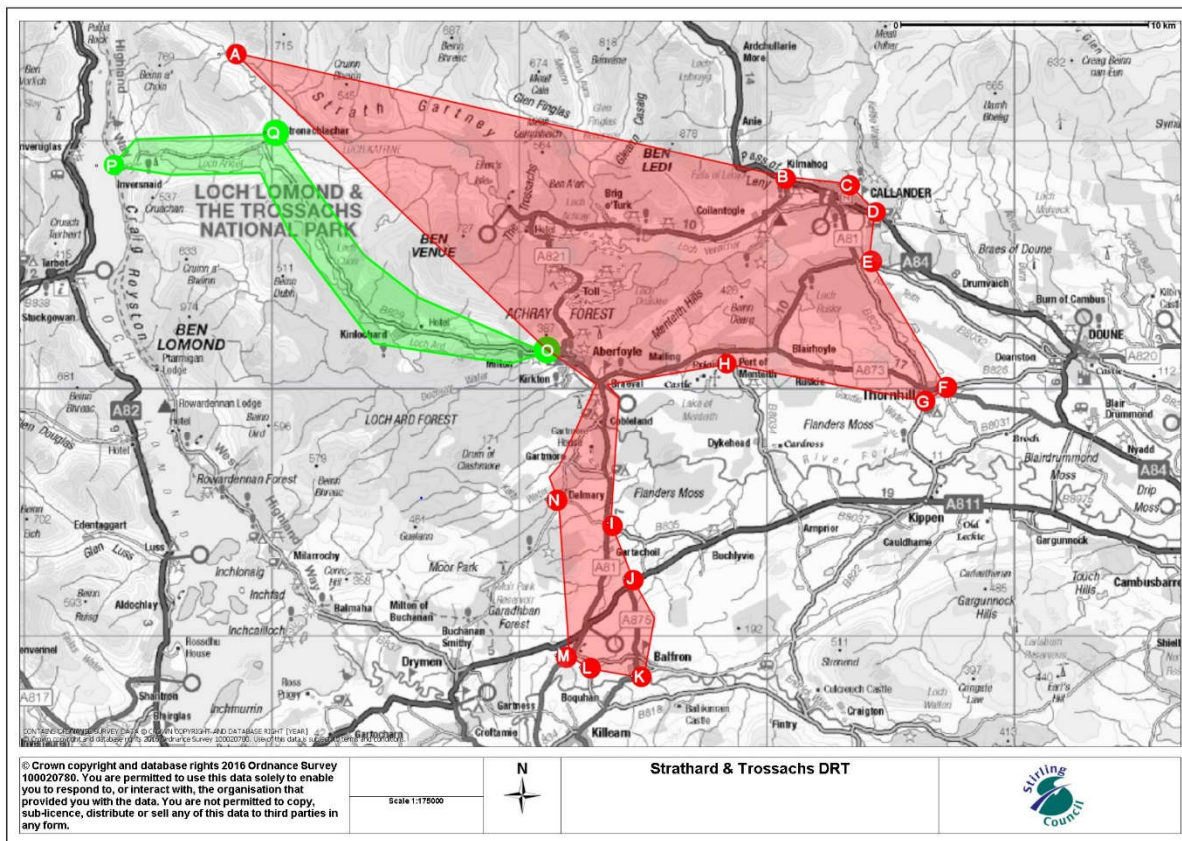
- online: www.stirling.gov.uk/drt

Telephone bookings can be made on Mondays to Fridays 09:00-15:00, except 25-26 December and 01-02 January in any year. Bookings for Tuesdays to Saturdays must be made by 15:00 on the previous day. Bookings for Mondays must be made by 15:00 on the previous Friday.

Bookings can be submitted online at any time, although requests submitted on a Saturday or Sunday or after 15:00 on a working day will be treated as having been received on the next working day. 'Working day' means any Monday to Friday other than 25-26 December and 01-02 January in any year.

Scottish National Entitlement Cards are accepted as on bus services.

Strathard & Trossachs DRT Service: extended hours of operation and extended area of operation from 1 August 2016



This Scheme covers adopted publicly-maintained roads wholly within the area bounded by:

- A - unclassified road on north shore of Loch Katrine at Glengyle House
- B - A84 at Kilmahog, west of junction with A821
- C - unclassified road at north end of Callander 30 mph area
- D - A84 at east end of Callander 30 mph area
- E - B8032 at junction with B822
- F - A873 at east end of Thornhill 30 mph area
- G - B822 at south end of Thornhill 30 mph area
- H - B8034 at Port of Menteith jetty
- I - B835 at junction with A81
- J - A811 at Junction with A875
- K - Balfroun (Buchanan Street) at Junction with Dunmore Street
- L - Unclassified road junction north of Ballochruin
- M - A81 at junction with unclassified road at Balfroun Station
- N - Unclassified road junction near Dalmary
- O - B829 at west end of Aberfoyle 30 mph area
- P - Inversnaid Pier
- Q - Stronachlachar Pier

Note:

1. No journeys are permitted wholly within the Callander 30 mph area, with the exception of journeys that start or finish at Callander Medical Centre
2. Through journeys can be made between places in the Strathard (green) and Trossachs (red) DRT areas (e.g. Gartmore to Inversnaid).

Strathard DRT (green area on map above) will be available on Mondays to Saturdays between 06:30 and 22:00. No service on 25-26 December or 01-02 January in any year.

Trossachs DRT (red area on map above) will be available on Mondays to Sundays between 06:30 and 22:00. No service on 25-26 December or 01-02 January in any year.

DRT Booking Line:

- phone: 01786 404040

- online: www.stirling.gov.uk/drt

Telephone bookings can be made on Mondays to Fridays 09:00-15:00, except 25-26 December and 01-02 January in any year. Bookings for Tuesdays to Saturdays must be made by 15:00 on the previous day. Bookings for Sundays and Mondays must be made by 15:00 on the previous Friday.

Bookings can be submitted online at any time, although requests submitted on a Saturday or Sunday or after 15:00 on a working day will be treated as having been received on the next working day. 'Working day' means any Monday to Friday other than 25-26 December and 01-02 January in any year.

Scottish National Entitlement Cards are accepted as on bus services.