

Changes to the University Shuttle Service

The current University Shuttle Service will change on Monday 14th March. This document provides information on why the service is changing and what benefits the new service will bring.

Why is the service changing?

The current service is nearing the end of its six month trial. It has proved itself to be generally popular and has provided valuable information on how many people travel between campuses and at what times. The data has given us the information we needed to refine the system and make it better. These changes aim to improve the service offered to the University community and provide better value for money.

So what's new?

- The new service (Service 6) will operate from Hillhead, via Old Aberdeen, to Foresterhill.
- It will be on commercial sized buses with a capacity of approx. 50.
- The service will operate at a 20 minute frequency between 07:45 and 18:30.
- Stops will be available along the route and marked by normal city bus stop signs.
- The service will be open to staff, students and members of the public.
- Staff will travel free on the service on production of their staff ID badge but will not have priority over other service users; other users can still use the buses as a normal commercial service.

...so what's the catch?

Due to the increased capacity and size of the vehicles the service will no longer operate into Kings or the IMS car park. Instead it will use the public bus stops a short distance away on St Machar Drive and Ashgrove Road West.

What if I can't use the Shuttle Service?

In line with the University's Expenses and Benefits Policy staff should use the shuttle bus when it is the best value mode of travel available for travelling. It is therefore expected that, while the Shuttle Service is operating, staff shall not claim travel expenses between the Hillhead, Old Aberdeen and Foresterhill sites. Any expense claims for travel between these sites will be queried and rejected by Accounts Payable unless an explanation of exceptional circumstance is provided on the expense claim. Likewise, it is expected that taxis booked on account between these sites will only be used in exceptional circumstances.

Anything else I should know?

Passengers should take care when exiting the vehicle and crossing roads particularly when the bus itself may be obscuring your view or that of motorists around you.

When catching the bus please flag down the bus clearly and in plenty of time to let the driver know you want to board. Press the 'stop' button once when you want to get off at the next stop.

Most buses will be accessible, low floor vehicles. However if you have any queries regarding the accessibility of the service please visit http://www.firstgroup.com/ukbus/aberdeen/bus_access/ or contact c.osbeck@abdn.ac.uk.

For the new Service 6 timetable visit:

www.firstgroup.com/ukbus/aberdeen/journey_planning/timetables/timetable.php?day=1&source_id=2&service=6&routeid=2411821&operator=19&source=sp

Customer Care: If you have a general query, suggestion, complaint or compliment about the service please visit:

www.firstgroup.com/ukbus/aberdeen/help_contact/contact_us/