



# Highland Council Buses

Scottish Association for Public  
Transport Meeting

The Palace Hotel - Wednesday 3<sup>rd</sup>  
September 2025

Inverness



Operations 2025

# Facts & Figures

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Headline	Figures
Significant cost avoidance for 25/26, continuing the trends from the two previous years.	
Facebook page (Highland Council Buses) to provide instant updates on any operational issues	Over 2000 followers
Service Reliability	97%
April -July 2024 - 20,908 passengers April - July 2025 - 55,426 passengers 165% Increase	12 Public Services 19 Public Services

# Services Operated

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*These routes are operated under; Section 22 Community bus permits and Section 19 Large Bus permits authorised by the Traffic Commissioner. This total includes Our operations in Caithness, Inverness, Ross-shire and Nairn.*

<b>PUBLIC/SCHOOL SERVICES</b>	<b>CLOSED SCHOOL CONTRACTS</b>
11	10
<b>PEAK VEHICLE REQUIREMENT</b>	<b>TOTAL VEHICLES</b>
17	22

# Driver/Vehicle Performance

*WhatsApp group/Ticketer messaging for assistance with Driver Communication*



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graph TD; A[WhatsApp group/Ticketer messaging for assistance with Driver Communication] --> B[CCTV]; B --> C[Vehicle tracking/driver behaviours]; C --> D[On time performance- Service Reliability]; D --> E[Systems to measure costs v budget - Fuel, overheads, payroll and maintenance.];
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*CCTV*

*Vehicle tracking/driver behaviours*

*On time performance- Service Reliability*

*Systems to measure costs v budget - Fuel, overheads, payroll and maintenance.*

# Operational Procedures



*Creation of general in-house procedures - Conditions of carriage/hire, health and safety/fire and general procedures required to run a Transport operation*



*Maintenance of the buses is carried out externally by Volvo Inverness and Scania Inverness in accordance with legislation and as set out by The Traffic Commissioner.*



*Legal Compliance Procedures (WTD, Rotas, Daily vehicle checks, Tachograph - Both EU and GB regulations)*

# Presentations/Visitors/Visits/Awards

## Presentations

*Fiona Hyslop -  
Cabinet  
Secretary for  
Transport  
Scotland*

*Transport  
Scotland Bus  
Policy Team*

*ATCO-S*

*Scottish  
Association for  
Public Transport*

## Visitors

*Scottish Borders*

*Perth & Kinross*

*Stirling*

*Argyll & Bute*

*Cornwall*

## Visits

*Lothian Buses  
Edinburgh*

## Awards

*THC Staff  
Recognition  
Awards - Service  
Innovation and  
Improvements*



Improvements/Proj  
ects





# Caithness

Introduced two vehicles into service, the 918 from Berriedale to Wick and a closed school contract, picking up pupils from Latheron to Wick Academy.

# Electric Vehicles

In July and August, we trialled two fully electric double deckers.

- Alexander Dennis Enviro400ev
- Volvo MCV BZLev

Operating on our 100, 16 and 7 services.

We are hoping to introduce our own fully electric vehicle in early 2026.

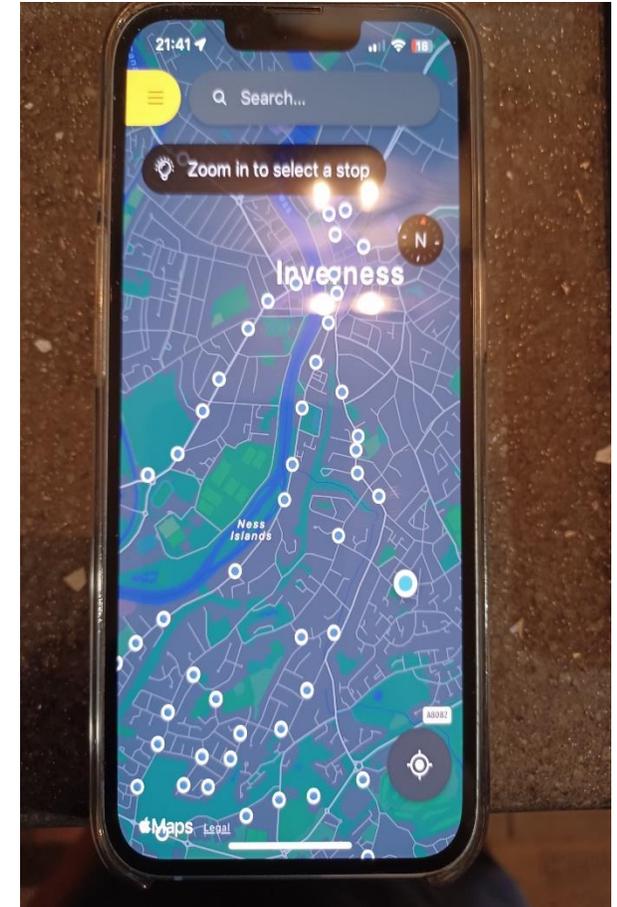
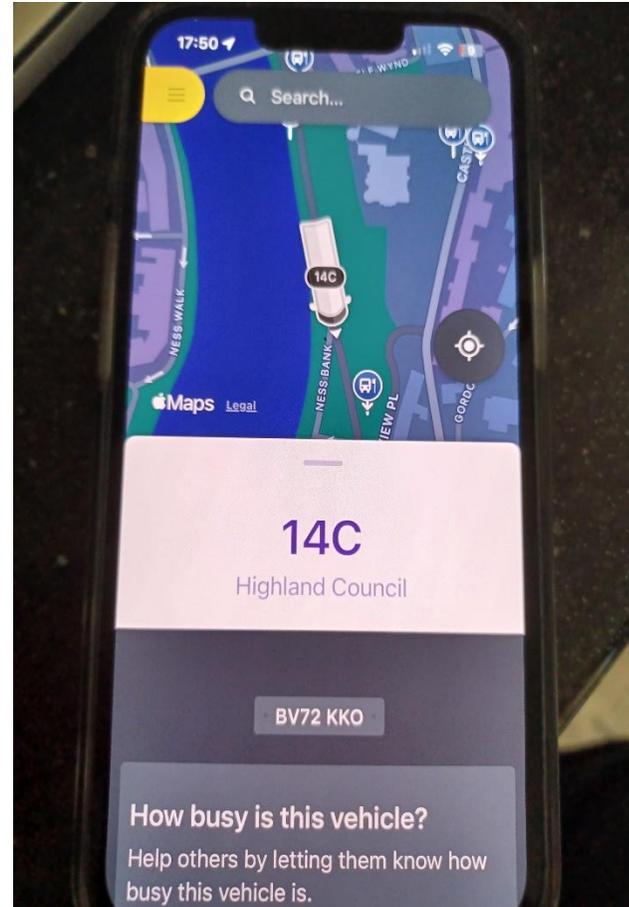
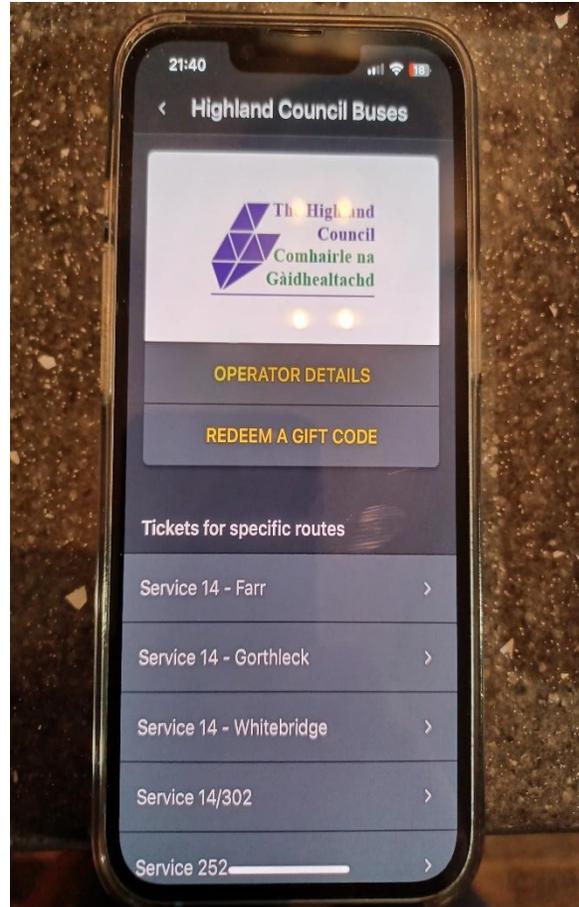
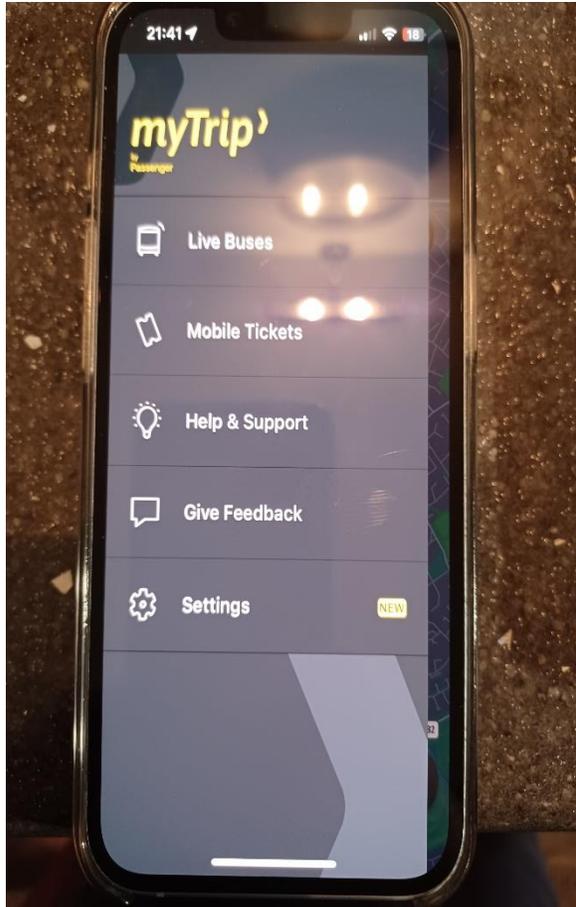


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systems

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# My Trip Online Ticketing App





Advertising

# CATCH THE BUS MONTH



## GET ON BOARD SEPTEMBER 2025

Catch a  
bus month

**CTBM Partner Pack 2025**

**Welcome on board!**

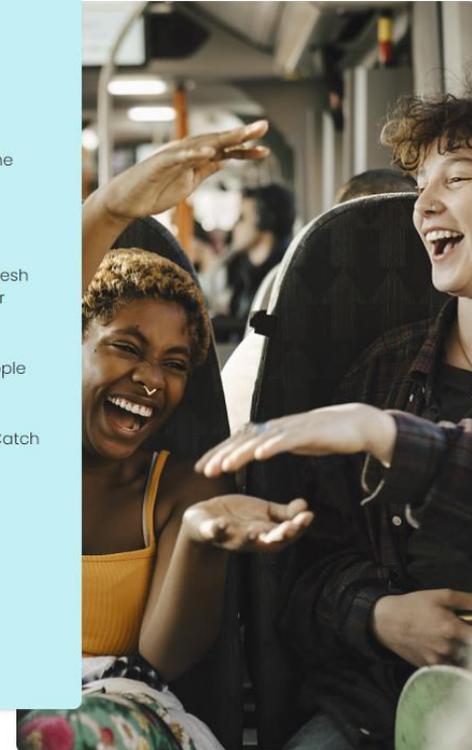
We're going all out this September because Catch the Bus Month isn't just about riding the bus, it's about driving change.

The Bus Users UK Partner Pack is loaded with ready-to-go posters, graphics, logos and templates in English and Welsh, along with fresh and inspiring ideas for 2025 to kick-start your campaign.

So let's spread some bus love and show people why buses are the smartest way to travel!

Order your hands and share your plans for Catch the Bus Month 2025!

- Skip to our [CAMPAIGN ASSETS](#)
- Order your [RED #CTBM #MDYB HANDS](#)
- Download our [2025 CTBM PARTNER PACK](#)
- Get in touch [CATCHTHEBUS@BUSUSERS.ORG](mailto:CATCHTHEBUS@BUSUSERS.ORG)



- In September are offering the public a 10 single journey ticket for £20.00 from various locations, this includes Whitebridge, Foyers and Culbokie.
- Our aim is to promote the use of public service buses in rural areas, leaving the car at home.

## Project in November 2025 to trial Hydrotreated Vegetable Oil in 5 Vehicles.

**Renewable diesel is a paraffinic fuel that is chemically similar to diesel.**

- **Up to 90% reduction in net CO<sub>2</sub> emissions-** an immediate reduction in net greenhouse gas emissions\*
- **Renewable, sustainable and 100% biodegradable-** made from certified waste, our HVO is ISCC & RFAS approved, ensuring both sustainability and product integrity
- **Reduces notifiable particulate matter (PM), sulphur oxide (SOx) and nitrogen oxide (NOx) emissions-** improved air quality, especially important when operating in urban environments
- **Drop-in replacement for regular diesel-** meets EN15940 standard for paraffinic fuels. A wide range of OEM approvals means it can often be used without engine and machinery modification
- **Excellent cold-weather performance-** higher cetane number (up to 90) and low cloud point provides better starting performance, clean combustion and less chance of waxing in extreme temperatures
- **High flashpoint-** improved safety and storage
- **Reduced need for regular testing-** impurities are removed during the production process, eliminating the key factors for fuel degradation and increasing shelf life to around 10 years

ANY QUESTIONS

