



Highland Council Buses

Scottish Association for Public
Transport Meeting

The Palace Hotel - Wednesday 3rd
September 2025

Inverness



Operations 2025

Facts & Figures

| 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

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.

| PUBLIC/SCHOOL SERVICES | CLOSED SCHOOL CONTRACTS |
|--------------------------|-------------------------|
| 11 | 10 |
| PEAK VEHICLE REQUIREMENT | TOTAL VEHICLES |
| 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

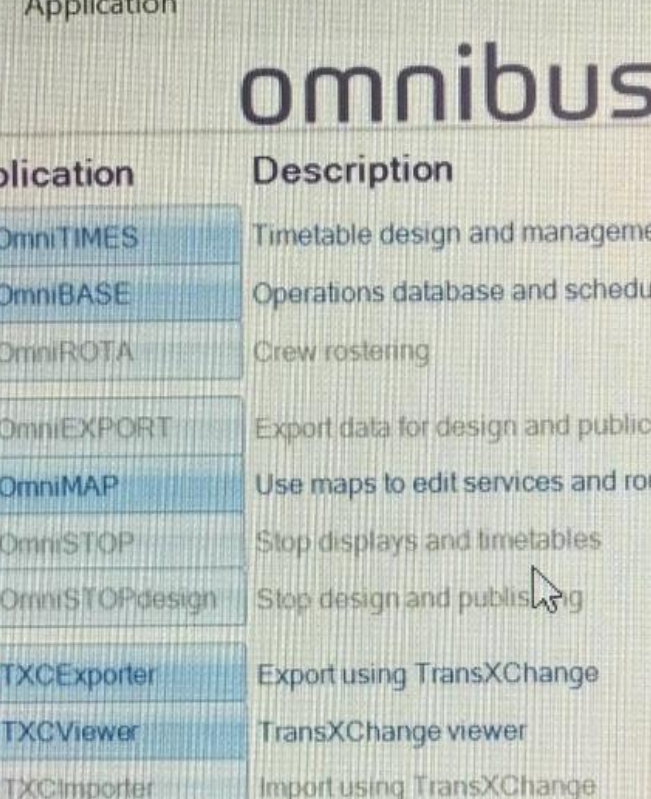
*THC Staff
Recognition
Awards - Service
Innovation and
Improvements*

The image features a close-up, low-angle shot of several interlocking metal gears. The gears are rendered in a light blue-grey color with a metallic sheen. One gear in the foreground is prominently displayed, with the word 'process' inscribed on its teeth in a bold, black, sans-serif font. Another gear, slightly below and to the left, has the word 'improvement' inscribed on its teeth in the same font. The background is a soft, out-of-focus grey, suggesting more gears in the distance. The lighting creates highlights and shadows on the gear teeth, emphasizing their three-dimensional structure.

process

improvement

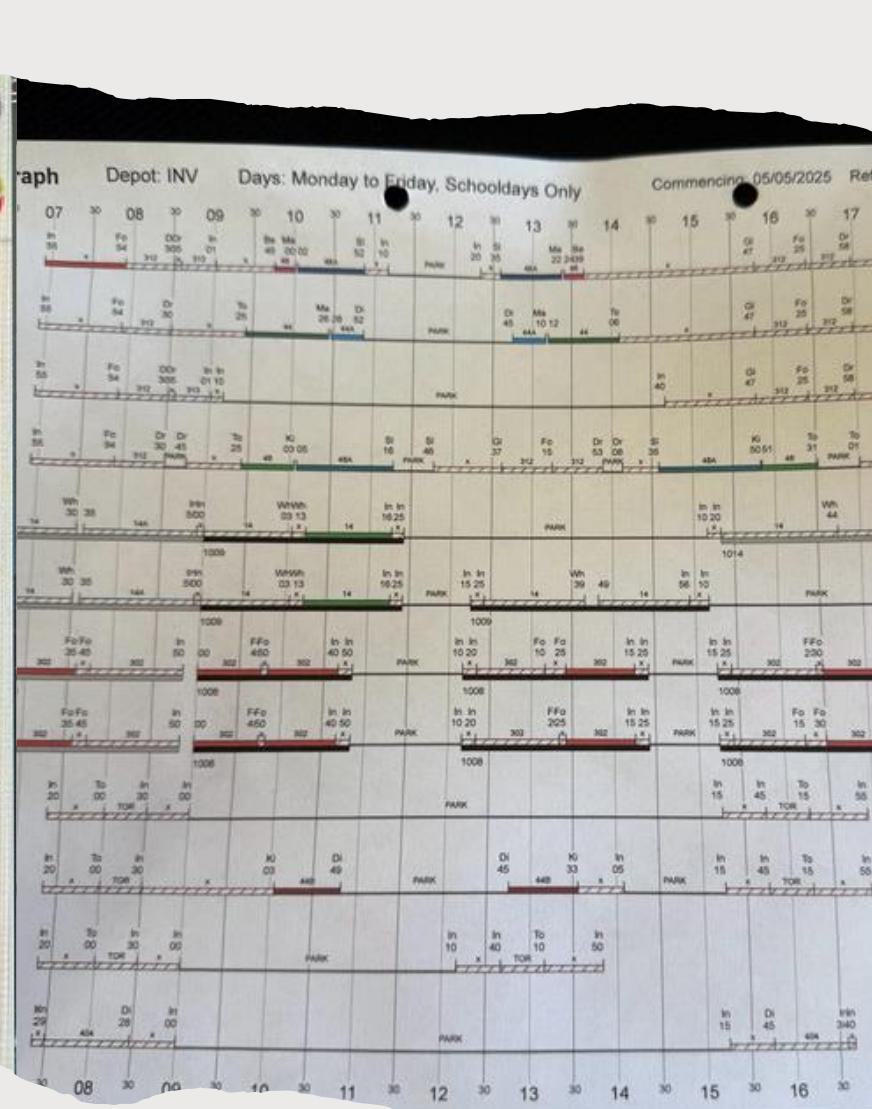
Improvements/Proj
ects



File Application

omnibus

| Application | Description |
|----------------|--------------------------------------|
| OmniTIMES | Timetable design and management |
| OmniBASE | Operations database and scheduling |
| OmniROTA | Crew rostering |
| OmniEXPORT | Export data for design and publicity |
| OmniMAP | Use maps to edit services and routes |
| OmniSTOP | Stop displays and timetables |
| OmniSTOPdesign | Stop design and publishing |
| TXCExporter | Export using TransXChange |
| TXCViewer | TransXChange viewer |
| TXCImporter | Import using TransXChange |
| TXCTools | TransXChange tools |



Omnibus Scheduling Software



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.

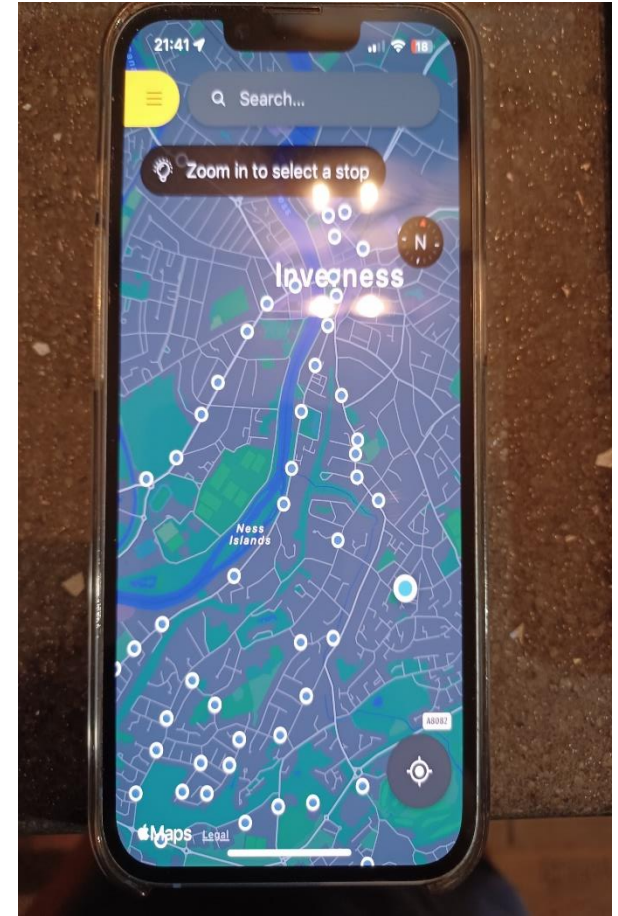
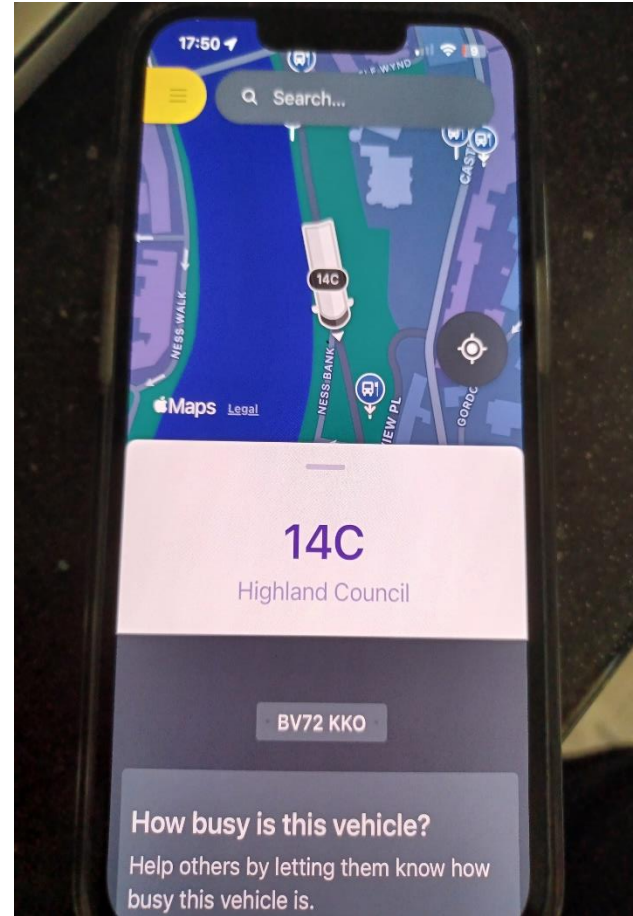
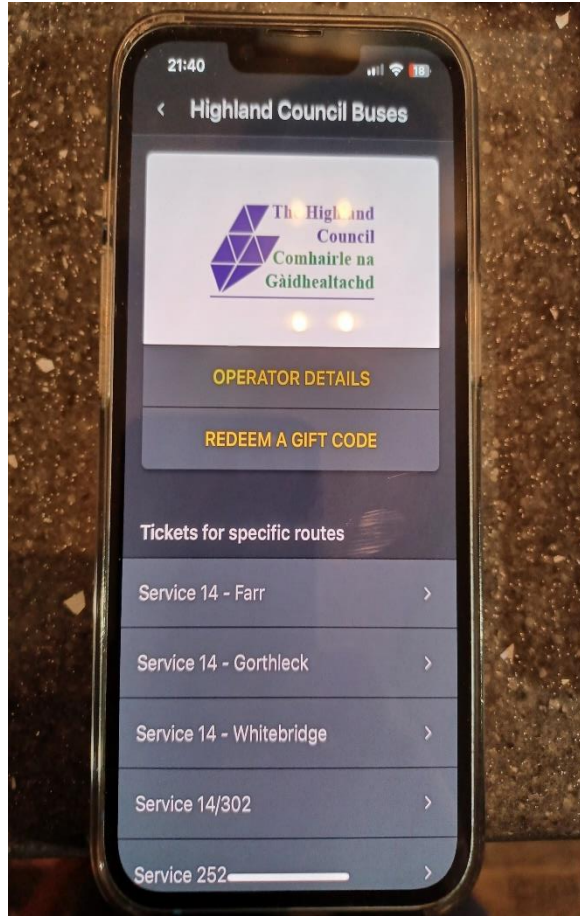
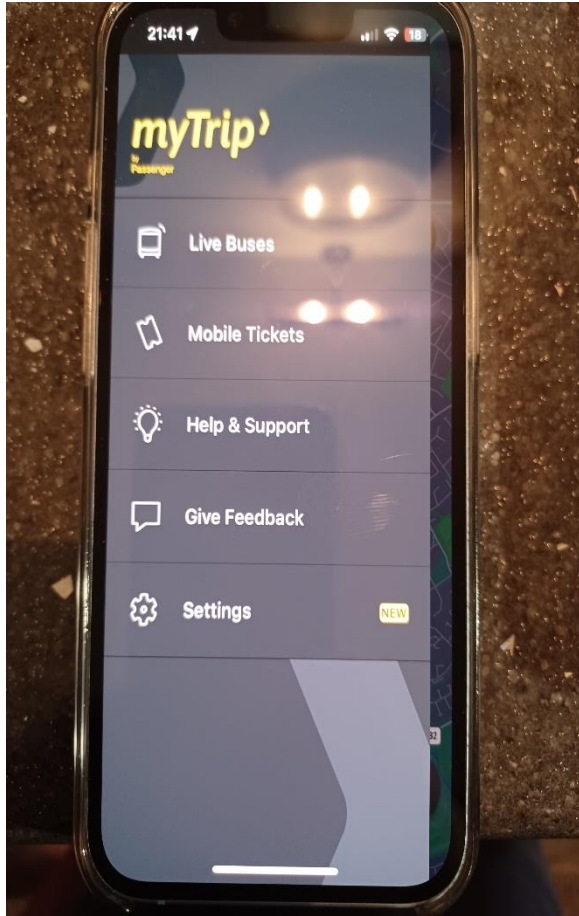
We are hoping to introduce our own fully electric vehicle in early 2026.



Accessible information systems



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!

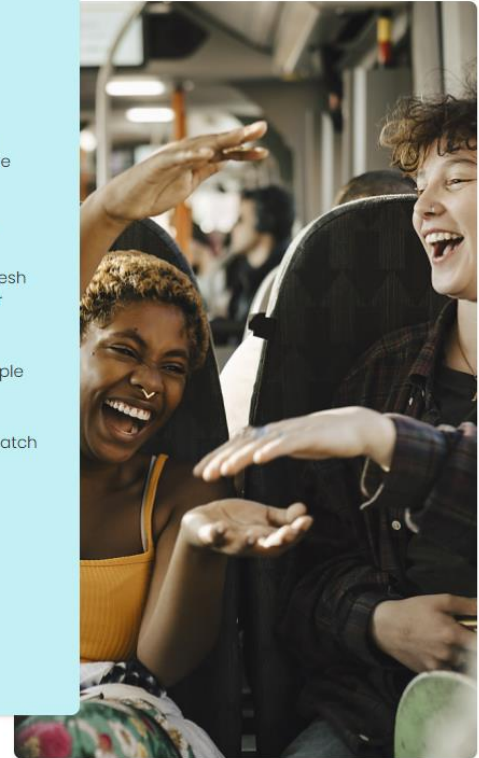
We're going all out this September because Catch the Bus Month isn't just about riding the bus, it's about driving change.

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



- 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 CO₂ 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

