Aberdeenshire Council Bus Survey

Detailed Analysis

Aberdeenshire Council

Project number: 60620169

March 2020

Quality information

Prepared by	Checked by	Verified by	Approved by
Andrew Reid Graduate Consultant	Andrew Robb Principal Consultant	Andrew Diansangu Senior Consultant	Andrew Robb Principal Consultant

Revision History

Revision	Revision date	Details	Authorized	Name	Position
0	31-01-2020	Draft for Client Comment	AR	Andrew Robb	Project Manager
1	21-02-2020	Final following Client Comment	AR	Andrew Robb	Project Manager
2	11-03-2020	Final following additional Client Comment	AR	Andrew Robb	Project Manager

Distribution List

# Hard Copies	PDF Required	Association / Company Name
N/A	Yes	Aberdeenshire Council – Neil Stewart

Prepared for:

Aberdeenshire Council
Woodhill House
Westburn Road
Aberdeen
AB16 5GB

Prepared by:

Andrew Reid
Graduate Consultant

AECOM Limited
1 Marischal Square
Aberdeen
AB10 1BL
United Kingdom
www.aecom.com

Table of Contents

Figures

Tables

1. Introduction

1.1 Overview

Bus services in Scotland are provided in a deregulated marketplace, with most bus services provided on a commercial basis by private companies.

Bus operators can choose to provide services on any route and with any timetable, provided they have registered the bus service with the Office of the Scottish Traffic Commissioner. Bus operators consult with their existing and potential customers, local authorities, and other stakeholders, before introducing, amending, or withdrawing, such services, which are described as "commercial".

Local authorities such as Aberdeenshire Council have a duty to identify travel needs within their area which are not otherwise met, and secure what public transport is appropriate taking into account the funds available. These bus services are described as "supported".

In addition to funding fixed route bus services, the Council supports community transport, for example dial-a-bus and voluntary car schemes operated by the voluntary sector, provides door-to-door dial-a-bus services and also provides a TaxiCard Scheme which offers a discount on taxi fares, usually £5 per journey, for older and disabled residents.

To assist decision-making on how to prioritise spend, Aberdeenshire Council undertook a public survey to capture views on how best to provide supported bus services between October 2019 and December 2019.

Figure 1. Aberdeenshire Council Administrative Areas

1.2 Approach

The survey results have been analysed and reported at 4 levels:

1. All responses;

2. Aberdeenshire;

3. Aberdeenshire Areas; and

4. Postal District.

This approach allows for the interrogation of the results at a multigranular level which enables the identification of any locality specific themes and / or comparisons.

1.3 Report Structure

The report is structured as follows:

2. High level overview of findings – details of number of respondents and demographics.

3. Detailed analysis of findings – findings displayed at the different geographical levels.

Appendix A – Survey Template

Appendix B – Additional Graphical Outputs (provided separately).

1.4 Use of Data

In preparing this analysis, AECOM has assumed that Aberdeenshire Council has the appropriate permissions from respondents to share the survey data with AECOM.

The survey results file has been securely stored by AECOM for the purposes of this task, and only a limited number of named employees have accessed personal data to support preparation of this report.

AECOM will delete all personal data upon completion of this analysis.

2. High Level Overview of Findings

2.1 Respondents

1,631 people completed the survey. The following details how they responded (based on question D1 which 1,628 people answered):

- 1,521 (93%) *'As an individual'*

- 39 (2%) *'As a representative of a local community group'*

- 11 (1%) *'On behalf of an educational establishment, such as a school or college'*

- 0 (0%) *'On behalf of a medical establishment, such as a hospital or doctor's surgery'*

- 9 (0.6%) *'On behalf of a social care establishment, such as a day care centre'*

- 3 (0.2%) *'On behalf of a business'*

- 17 (1%) *'On behalf of a charity, voluntary or community sector organisation'*

- 28 (1.7%) selected *'other'*. Options specified included *"As a carer"* and responding as *"An associate member of the local rural council"*

2.2 Respondents by Aberdeenshire Postcode Area

Table 1. Respondents – Question D1

Postcode	Area	No. of respondents
AB12	Portlethen	23
AB15	Westhill (Kingsford)	5
AB21	Fintray	24
AB23	Balmedie	50
AB24	Blackdog	3
AB30	Laurencekirk	46
AB31	Banchory	119
AB32	Westhill	60
AB33	Alford	36
AB34	Aboyne	44
AB35	Ballater	37
AB36	Strathdon	2
AB39	Stonehaven	65
AB41	Ellon	372
AB42	Peterhead	150
AB43	Fraserburgh	59
AB44	Macduff	30
AB45	Banff	64
AB51	Inverurie	153
AB52	Insch	96
AB53	Turriff	70
AB54	Huntly	60
AB55	Keith	2
DD10	St Cyrus	61

NB – Postcode Areas AB12, AB15, AB21, AB24 (Aberdeen City), AB55 (Moray) and DD10 (Angus) are cross-boundary and have been included in the analysis due to the use of part-postcodes. This ensures all Aberdeenshire responses are included in the analysis where necessary. The number of cross-boundary responses (from those not residing in Aberdeenshire) are minimal.

2.3 Evolving Patterns and Outputs

The largest proportion of respondents (602 (37%)) were in the 60+ age group.

50% of people indicated that they are an occasional bus user, whilst 38% said they use bus services regularly. Questioned on frequency, 31% indicated they use the bus less than once a month compared to 17% for 1-2 times per week and 14% for 5 or more times per week.

40% of respondents said they own a free bus pass whilst 59% indicated that they do not use any form of concessionary discount.

The above, and other themes are presented in further detail in subsequent sections, with a copy of the full questionnaire contained in Appendix A.

3.   Detailed Analysis of Findings

3.1   Introduction

This section presents the analysis of the survey results. These are presented at:

• Aberdeenshire level; and

• Aberdeenshire Administrative Area level.

Detailed additional graphical outputs have been provided separately to Aberdeenshire Council to allow further analysis as required, including for individual postal code area (AB30, AB31, AB32 etc).

3.2   Aberdeenshire Results

The following sub-sections break down the results of the Aberdeenshire region into groups of all possible question answers.

3.2.1 Section A – Aberdeenshire Bus Services

Question A1: Overall, how satisfied or dissatisfied are you with bus service provision in Aberdeenshire?

A total of 1,625 responses (1,602 excluding 'no opinion') were received to this question.
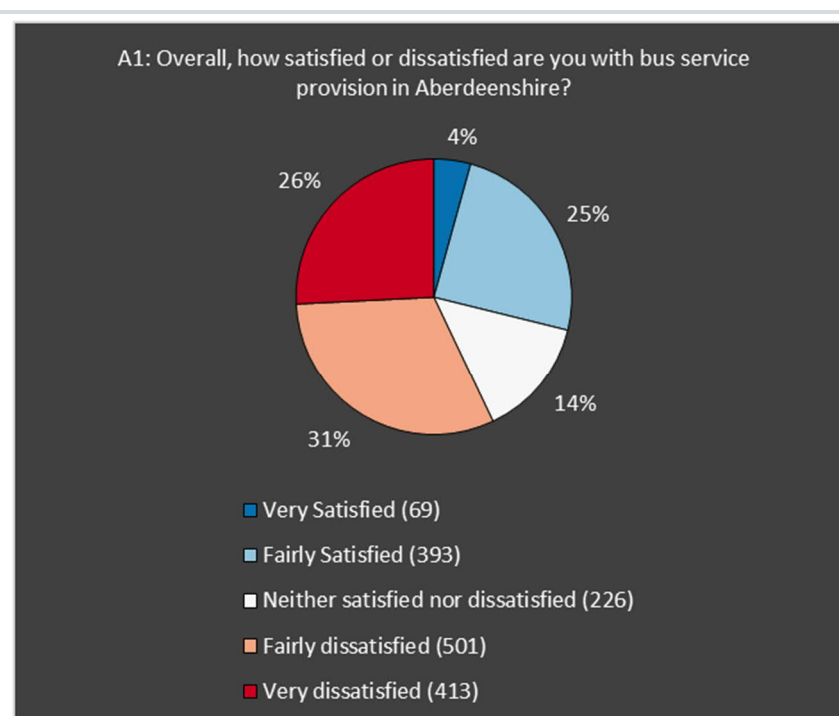
Figure 2. Aberdeenshire Responses – Question A1

The results show that people are mostly dissatisfied with bus service provision in Aberdeenshire, with a combined total 914 (57%[1]) respondents dissatisfied / very dissatisfied whilst only 462 (29%[2]) respondents noted that they were satisfied / very satisfied with the service.

---

[1] Excludes 'no opinion'
[2] Excludes 'no opinion'

Question A2: Which of these types of bus service do you think are most important?

A total of 1,616 responses were received to this question.

Figure 3. Aberdeenshire Responses – Question A2
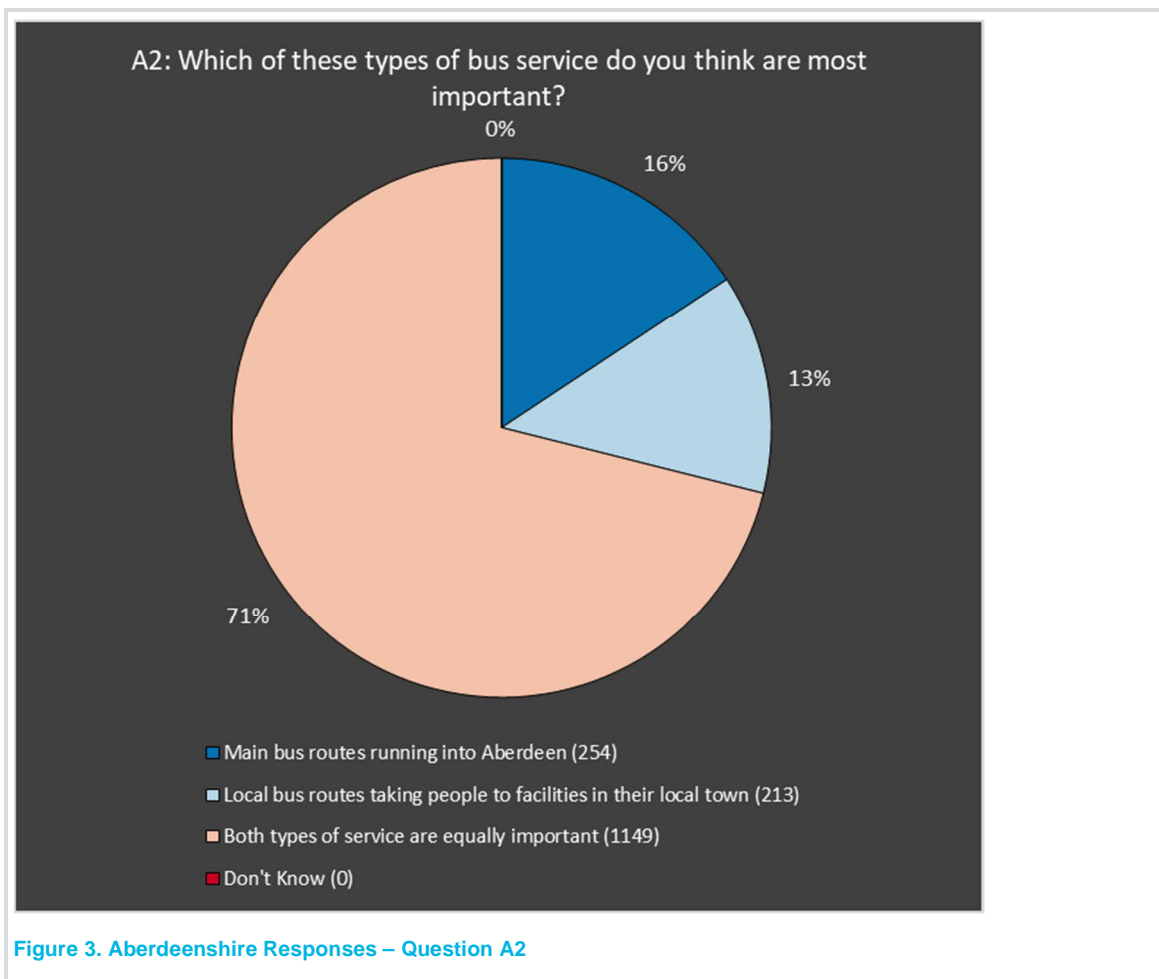
The majority of respondents (1,149 (71%)) regarded both types of service as being equally important.

Question A3: Which of these types of bus service do you think is more important?

A total of 1,619 responses were received to this question.

Figure 4. Aberdeenshire Responses – Question A3
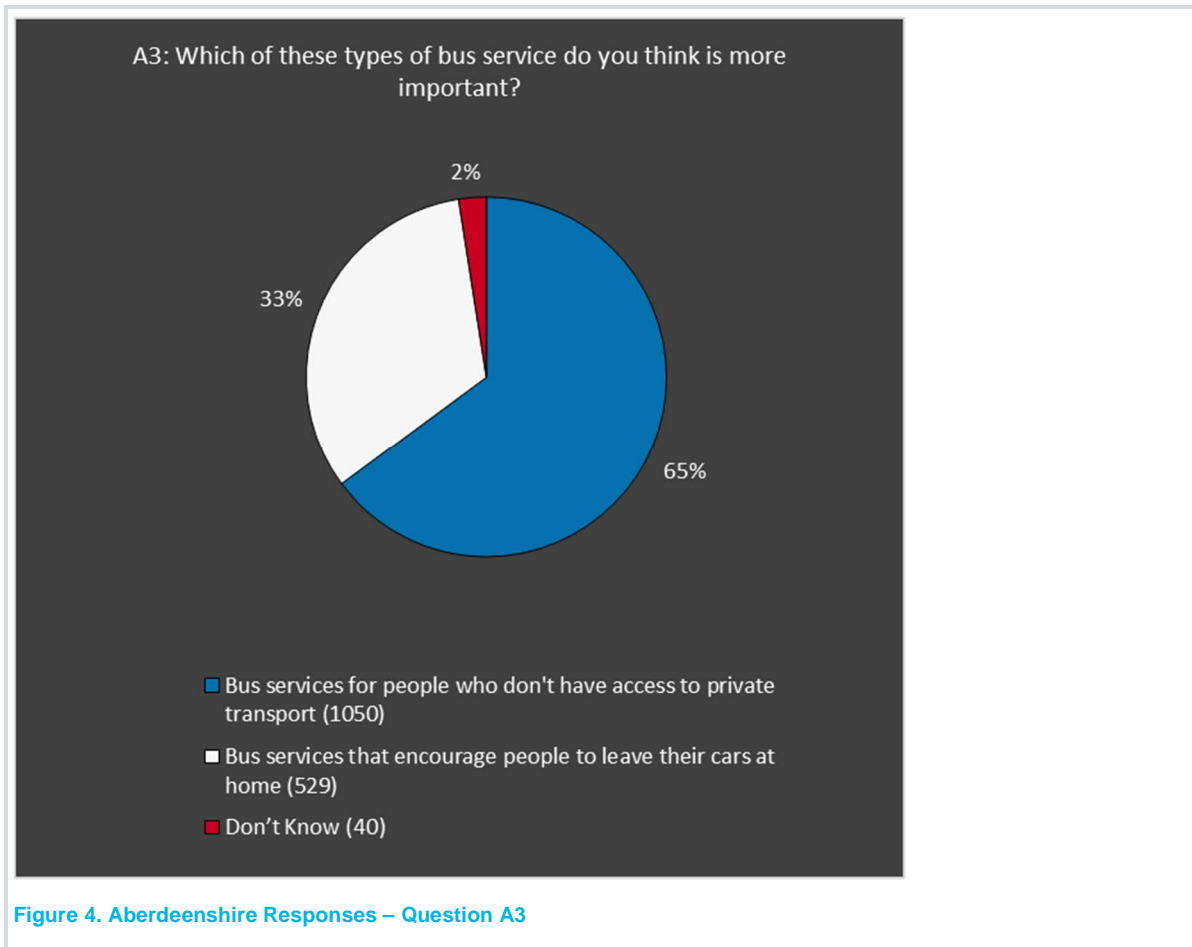
Around two thirds of respondents (1,050) regarded services for those with no access to private transport as most important, with a third (529) regarding services that encourage a switch from using the car as most important.

3.2.2 Section B – Council Supported Bus Services

For this section up to question B6, respondents were asked to rank their preferences depending on how many options were present with 1 always being the most important. Results for 1st and 2nd priority are presented in the subsequent charts, alongside a full breakdown of the number of responses and median ranking as well as the total number of respondents who indicated a preference against the different priority levels.

Question B1: Which of these age groups should be our focus for investment in supported services?

A total of 1,494 responses were received to this question.
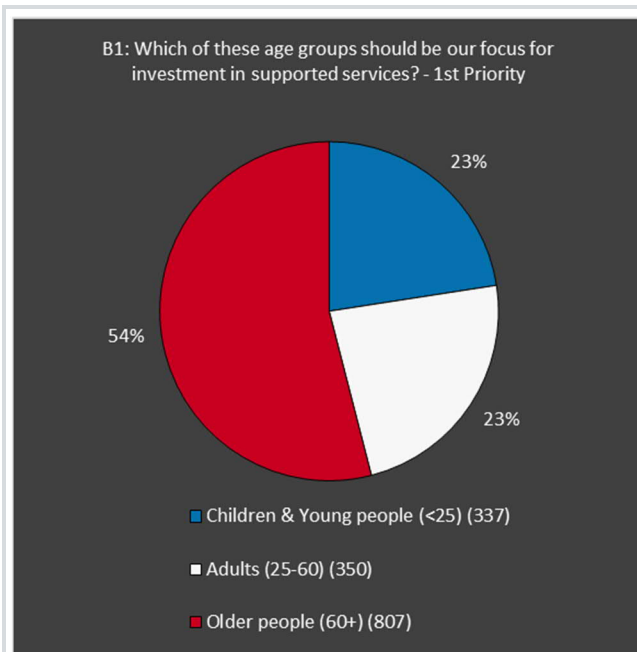
Figure 5. Aberdeenshire Responses – Question B1 (1st Priority)

Figure 6. Aberdeenshire Responses – Question B1 (2nd Priority)

Table 2. Aberdeenshire Responses – Question B1

Priority	Children & Young people (<25)	Adults (25-60)	Older people (60+)	Total
1st	337	350	807	1,494
2nd	621	418	405	1,444
3rd	468	682	277	1,427
Median Rank	2	2	1	N/A

The results show that 807 (54%) people selected 'Older people (60+)' as most important, 120 more than the two younger categories combined – each 23%.

Question B2: Which of these trip purpose(s) do you consider to be the most important for the Council to provide?

A total of 1,566 responses were received to this question.

Figure 7. Aberdeenshire Responses – Question B2 (1st Priority)

Figure 8. Aberdeenshire Responses – Question B2 (2nd Priority)

Table 3. Aberdeenshire Responses - Question B2

Priority	Taking people to/from work	For education/ training	For shopping trips	For access to healthcare	For personal business	For social/ leisure purposes	For tourists and other visitors to Aberdeenshire	Total
1st	829	118	40	528	13	25	13	1,566
2nd	363	515	108	430	36	56	28	1,536
3rd	206	491	183	401	84	108	59	1,532
4th	52	200	425	107	301	276	151	1,512
5th	40	96	302	47	455	368	198	1,506
6th	16	58	239	17	349	551	259	1,489
7th	14	34	212	12	272	136	808	1,488
Median Rank	**1**	**3**	**4**	**2**	**5**	**5**	**6**	**N/A**

For trip purposes, the majority of respondents (829 (53%)) indicated that ensuring the Council provide adequate services to transport people to/from work is the most important. The next most frequent response (528 (34%)) was access to healthcare whilst only 13 (1%) stated that services for tourists in Aberdeenshire is the number one priority.

Question B3: Which of these types of bus service(s) do you consider to be the most important, for the Council to support?

A total of 1,557 responses were received to this question.

Figure 9. Aberdeenshire Responses – Question B3 (1st Priority)

Figure 10. Aberdeenshire Responses – Question B3 (2nd Priority)

Table 4. Aberdeenshire Responses - Question B3

Priority	Mainline route enhancements, i.e. .evening/Sunday journeys	Rural services connecting onto mainline routes into Aberdeen	Cross-country routes between Aberdeenshire towns	Rural local services to local towns	Town Services i.e. within towns and villages connecting to local facilities	Total
1st	251	592	183	340	191	1,557
2nd	211	395	315	400	184	1,505
3rd	200	277	449	334	229	1,489
4th	268	175	340	338	339	1,460
5th	547	57	197	92	556	1,449
Median Rank	4	2	3	2	4	N/A

The highest proportion (592 (38%)) of respondents indicated that Rural connecting services are the most important to be supported, with rural local services the second most frequent response (340 (22%)).

Question B4: Which of these types of bus service(s) do you consider to be the most important for the Council to support?

A total of 1,509 responses were received to this question.
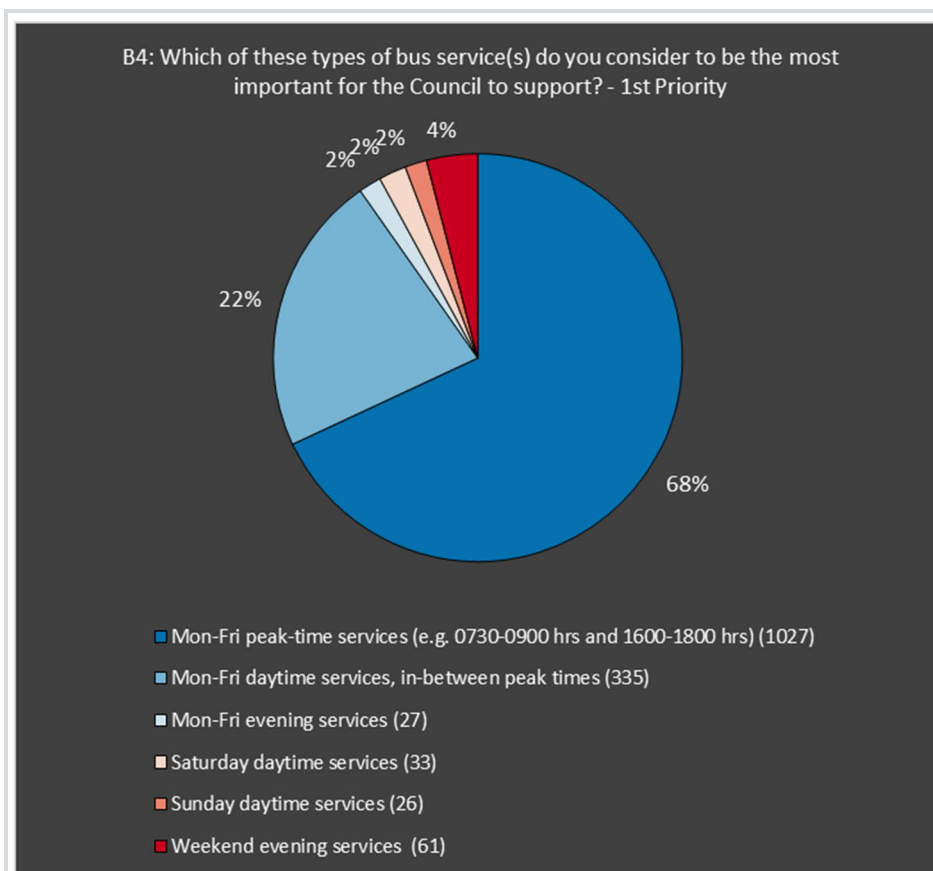
Figure 11. Aberdeenshire Responses – Question B4 (1st Priority)

Figure 12. Aberdeenshire Responses – Question B4 (2nd Priority)
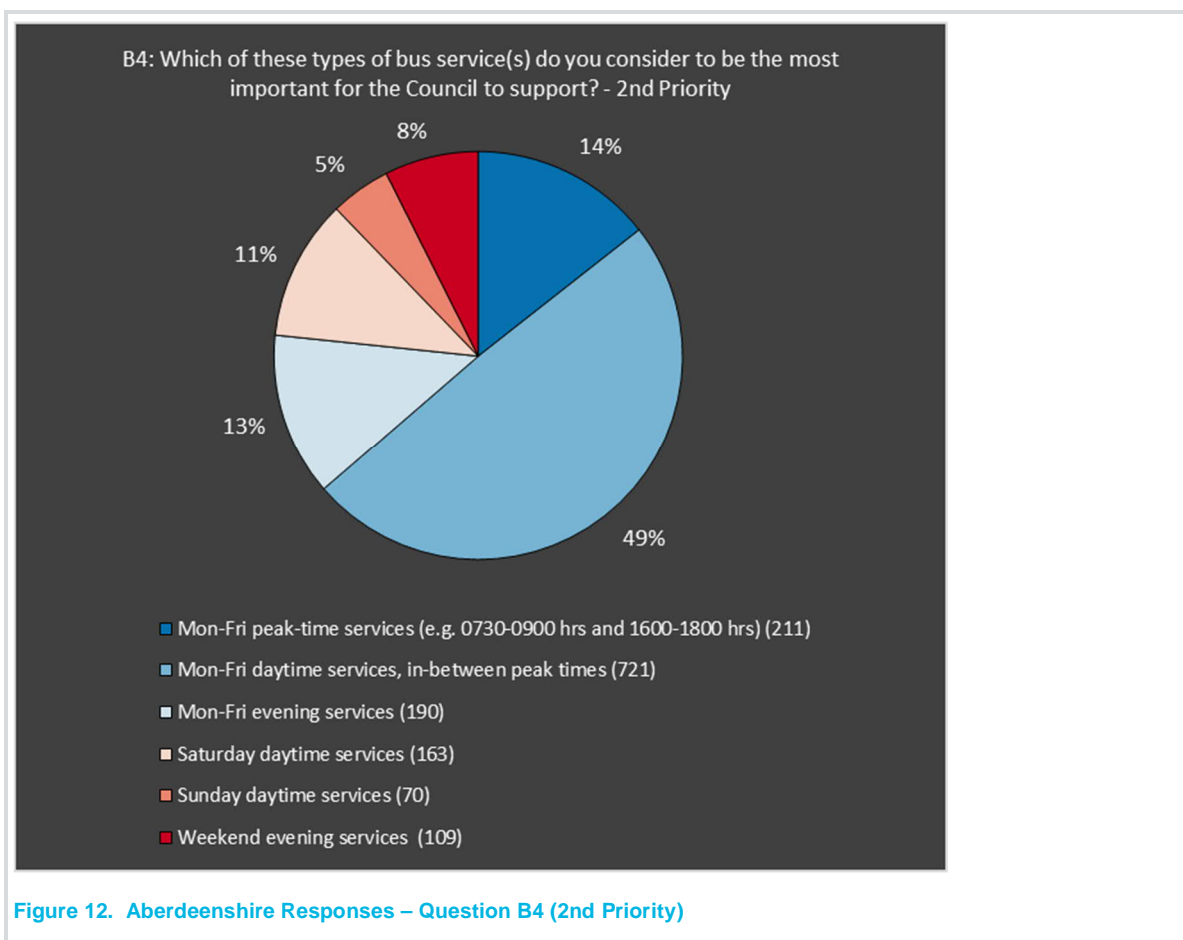
Table 5. Aberdeenshire Responses – Question B4

Priority	Mon-Fri peak-time services (e.g. 0730-0900 hrs and 1600-1800 hrs)	Mon-Fri daytime services, in-between peak times	Mon-Fri evening services	Saturday daytime services	Sunday daytime services	Weekend evening services	Total
1st	1,027	335	27	33	26	61	1,509
2nd	211	721	190	163	69	109	1,464
3rd	60	173	502	442	112	148	1,437
4th	36	86	312	513	244	223	1,414
5th	45	83	258	218	513	285	1,402
6th	80	64	130	57	449	599	1,379
Median Rank	**1**	**2**	**3**	**3**	**5**	**5**	**N/A**

The majority of respondents (1,027 (68%)) highlighted that weekday peak time services are the most important for Council support. Second to this, weekday daytime services were considered most important by 335 (22%) of respondents.

Question B5: Which of these types of bus service do you think should be provided by the Council for the general public?

A total of 1,542 responses were received to this question.

Figure 13. Aberdeenshire Responses – Question B5 (1st Priority)

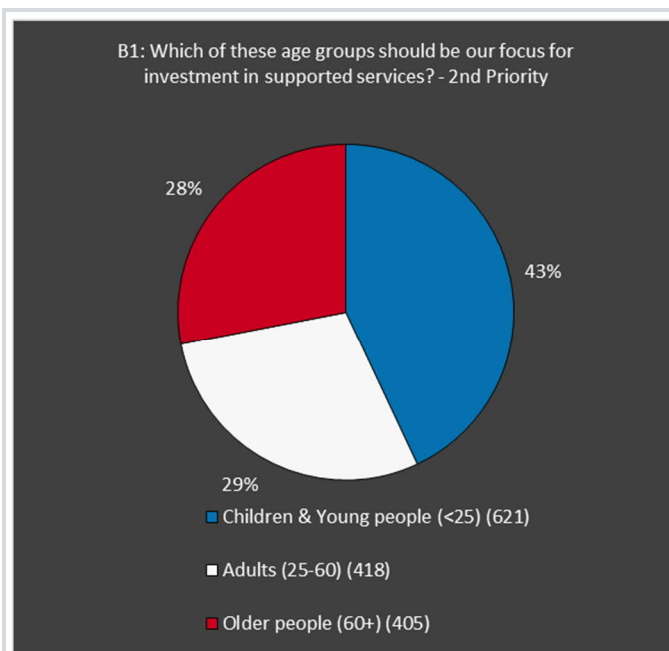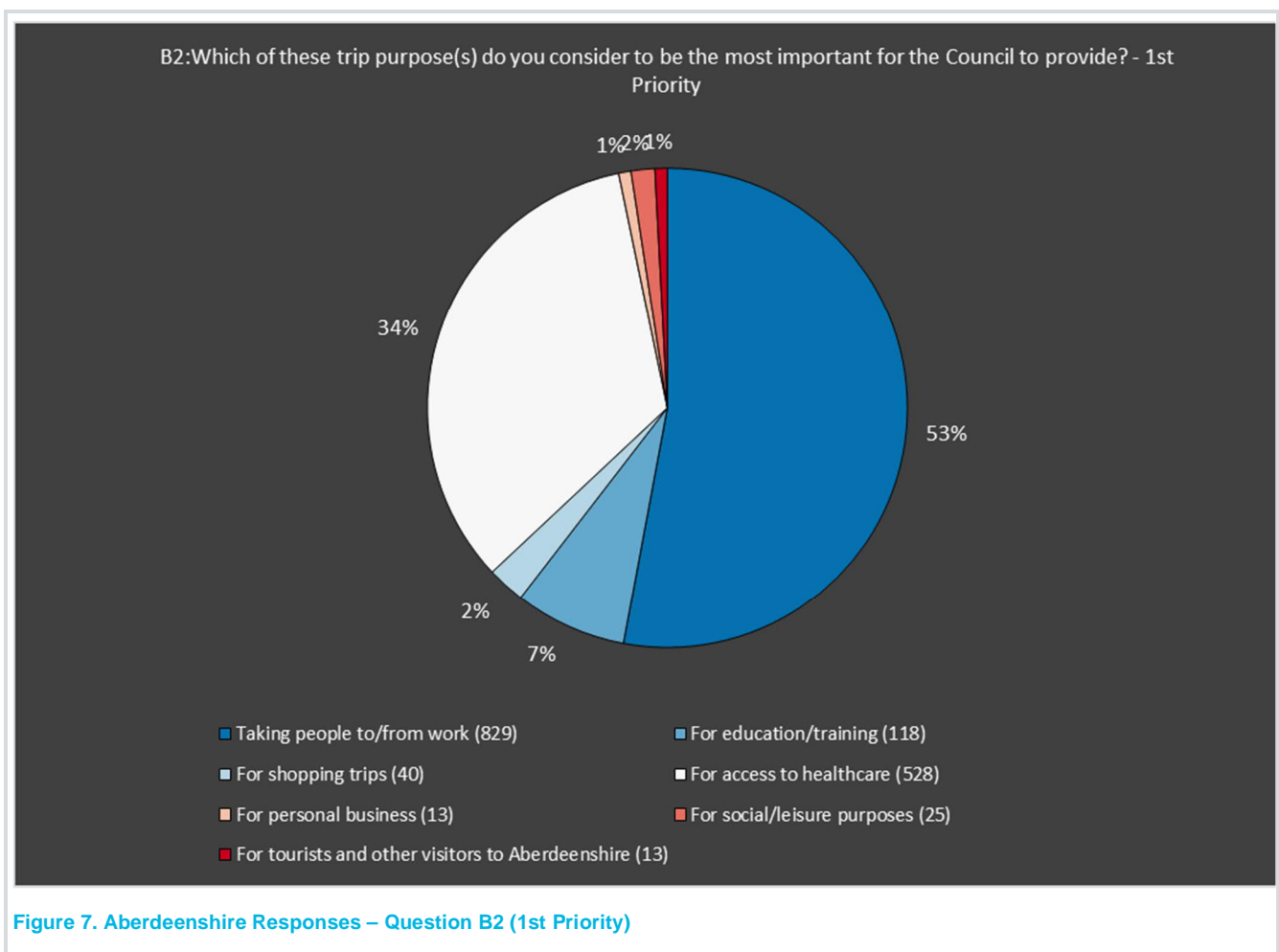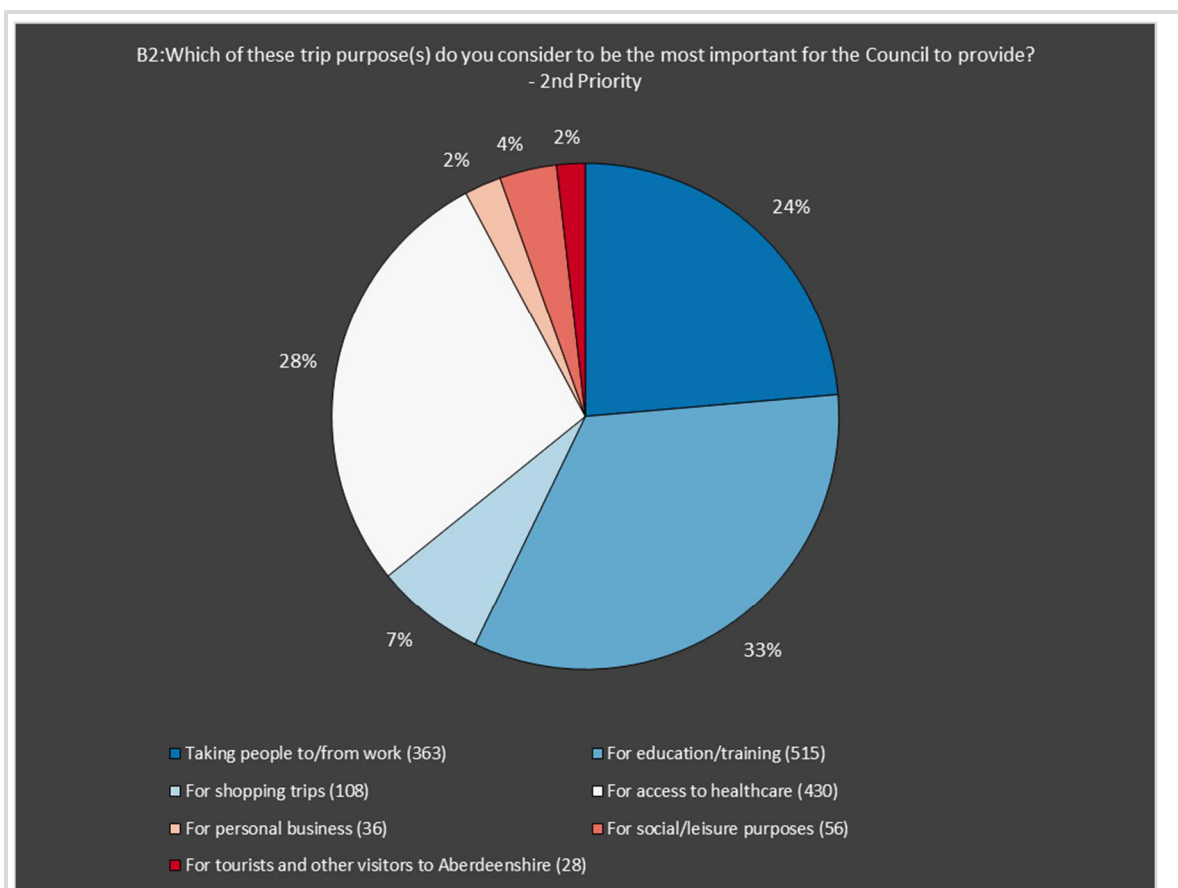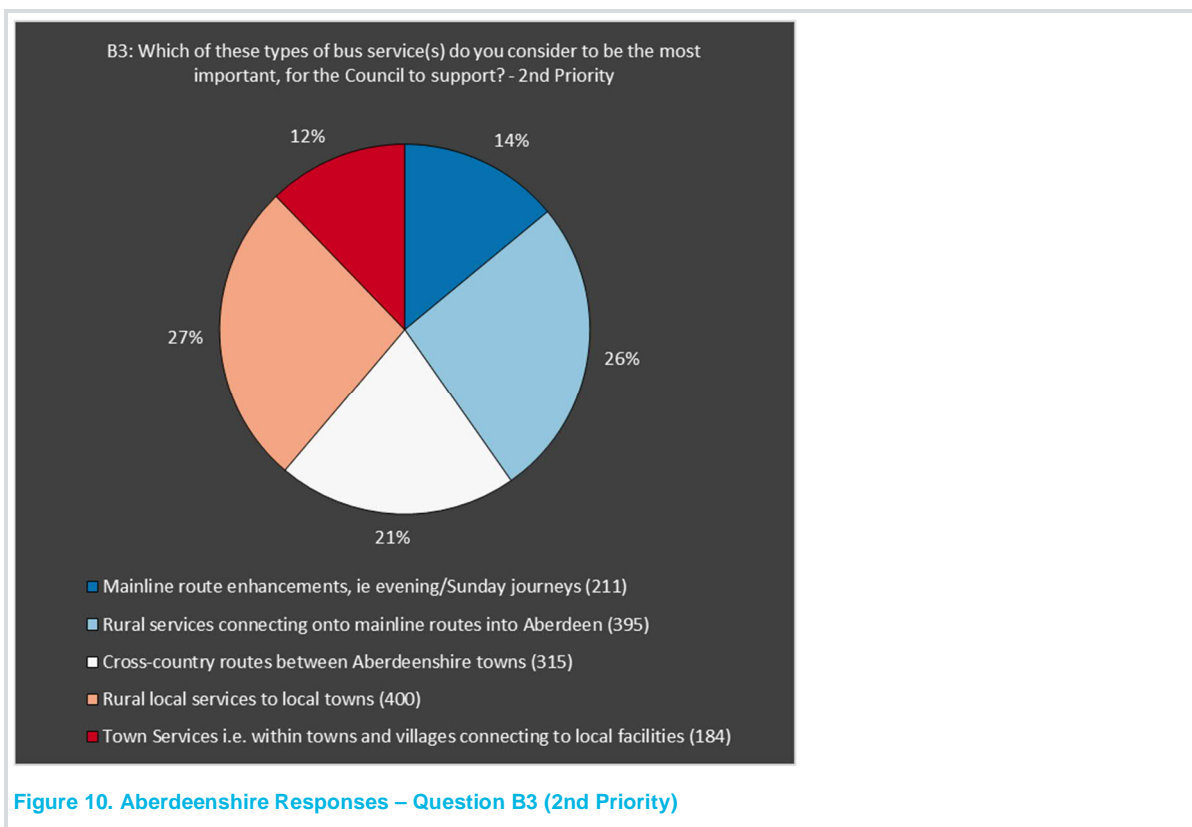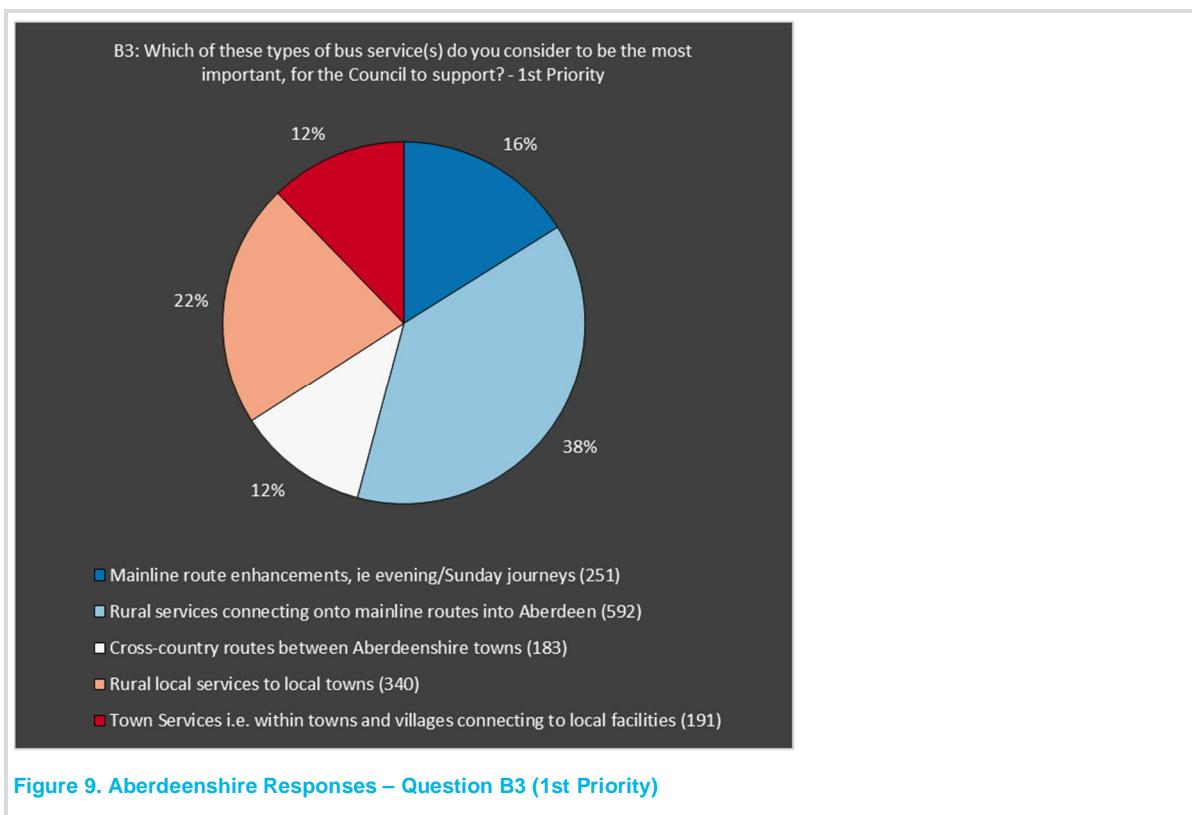**Figure 14. Aberdeenshire Responses – Question B5 (2nd Priority)**
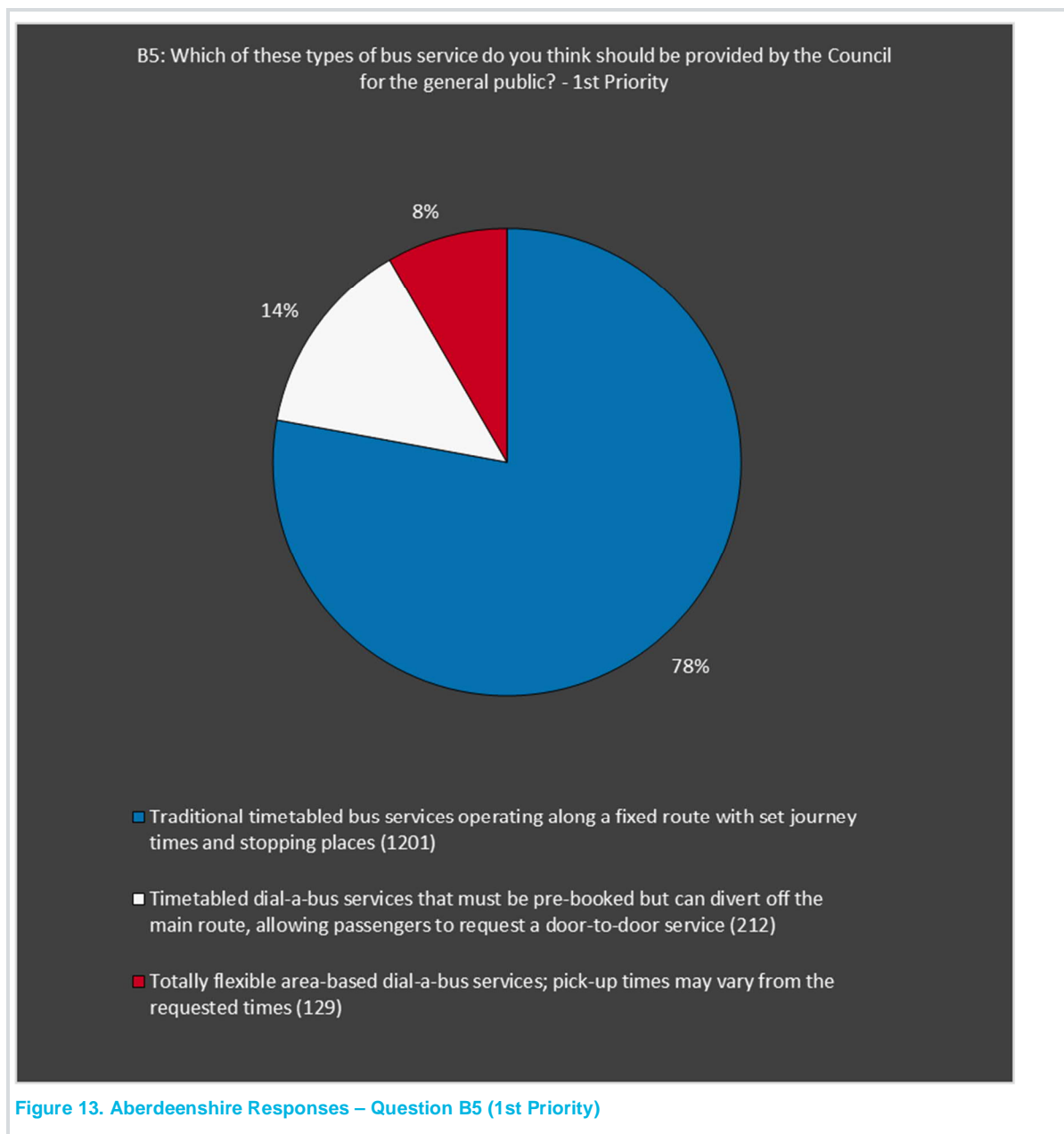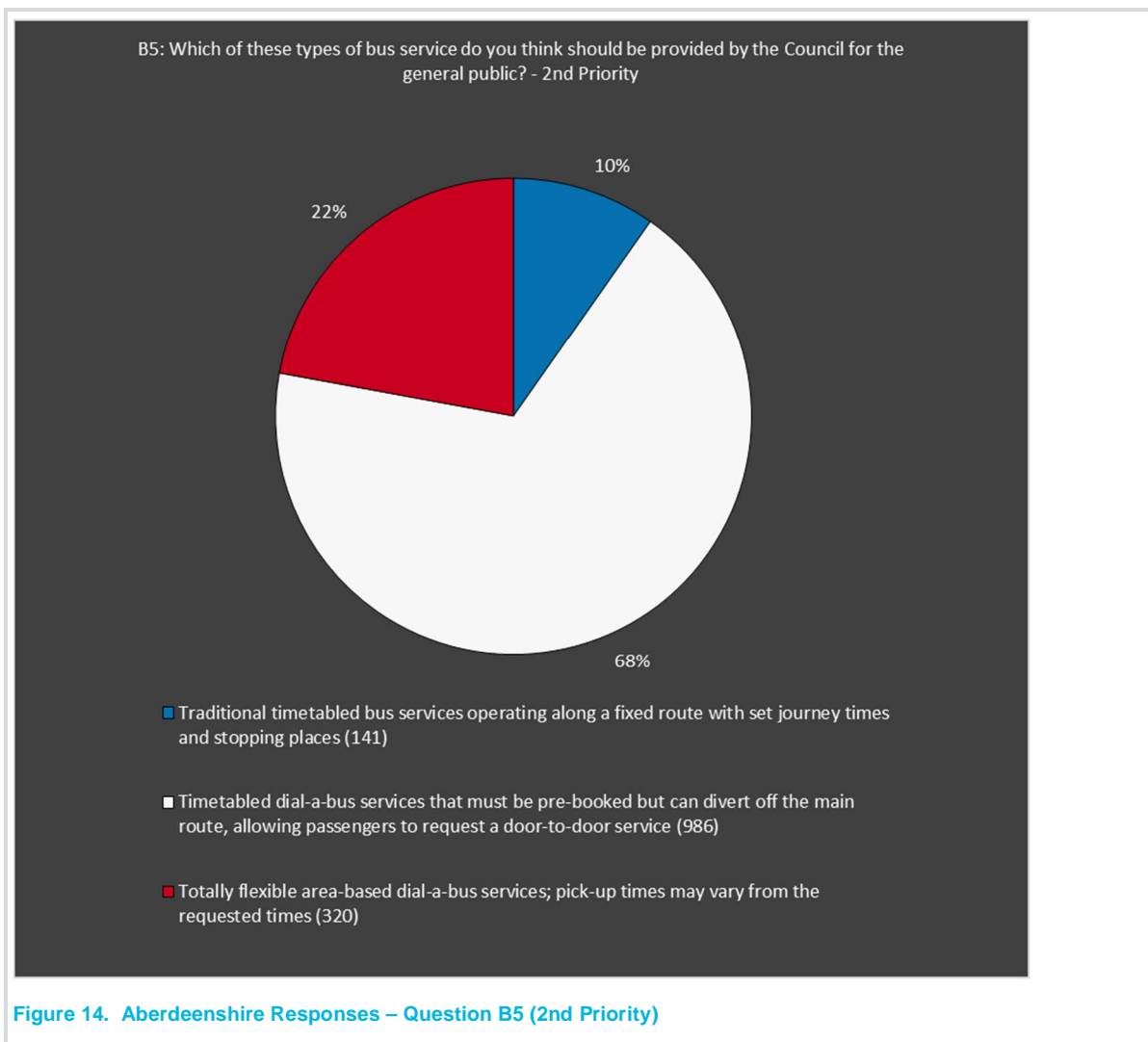
Table 6. Aberdeenshire Responses – Question B5

Priority	Traditional timetabled bus services operating along a fixed route with set journey times and stopping places	Timetabled dial-a-bus services that must be pre-booked but can divert off the main route, allowing passengers to request a door-to-door service	Totally flexible area-based dial-a-bus services; pick-up times may vary from the requested times	Total
1st	1,201	212	129	1,542
2nd	141	986	320	1,447
3rd	189	252	990	1,431
Median Rank	**1**	**2**	**3**	**N/A**

Over three quarters of respondents (1,201 (78%)) indicated that traditional services with a fixed route are the most important. A combined 341 respondents (22%) selected either timetabled dial-a-bus or totally flexible services as the most important.

Question B6: Which of the following policy issues are important to you?

A total of 1,499 responses were received to this question.

B6: Which of the following policy issues are important to you? - 1st Priority

11%
19%
17%
27%
26%

- Environmental issues such as the reduction of carbon emissions (293)
- The local economy and jobs (398)
- Social inclusion issues such as addressing loneliness and isolation (385)
- Health and wellbeing (261)
- Reduction of poverty and inequalities (162)

Figure 15. Aberdeenshire Responses – Question B6 (1st Priority)

Figure 16. Aberdeenshire Responses – Question B6 (2nd Priority)

Table 7. Aberdeenshire Responses - Question B6

Priority	Environmental issues such as the reduction of carbon emissions	The local economy and jobs	Social inclusion issues such as addressing loneliness and isolation	Health and wellbeing	Reduction of poverty and inequalities	Total
1st	293	398	385	261	162	1,499
2nd	171	254	393	390	259	1,467
3rd	159	274	354	351	301	1,439
4th	218	330	216	302	353	1,419
5th	597	196	107	152	356	1,408
Median Rank	**4**	**2**	**2**	**2**	**3**	**N/A**

There was a relatively even split in the number of respondents selecting 'Social inclusion issues' and 'The local economy and jobs' as most important, with 385 and 398 (26% and 27%) respectively.

Question B7: How do you normally find out about any bus services you use?

A total of 1,545 responses were received to this question, with multiple options eligible for selection.

Figure 17. Aberdeenshire Responses – Question B7
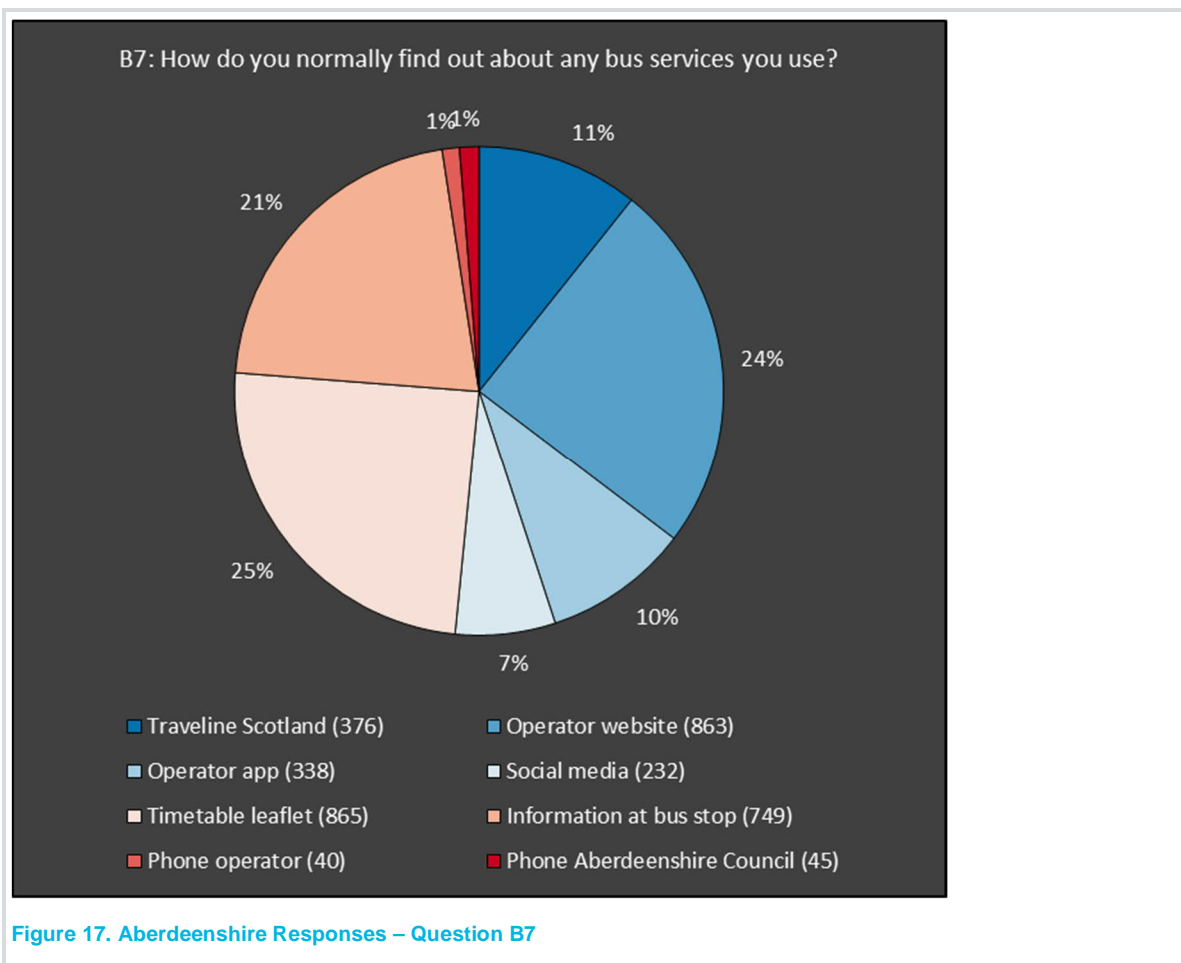
The most frequent response was information from the 'Operator website' 863 (25%), the same proportion indicated they got their information from a 'Timetable leaflet' (865). Across the other categories, 749 (21%) stated bus stop information as their source of information, whilst 232 (6%) found out information via social media.

Question B8: Do you have difficulty finding out about bus services?

A total of 1,603 responses were received to this question.
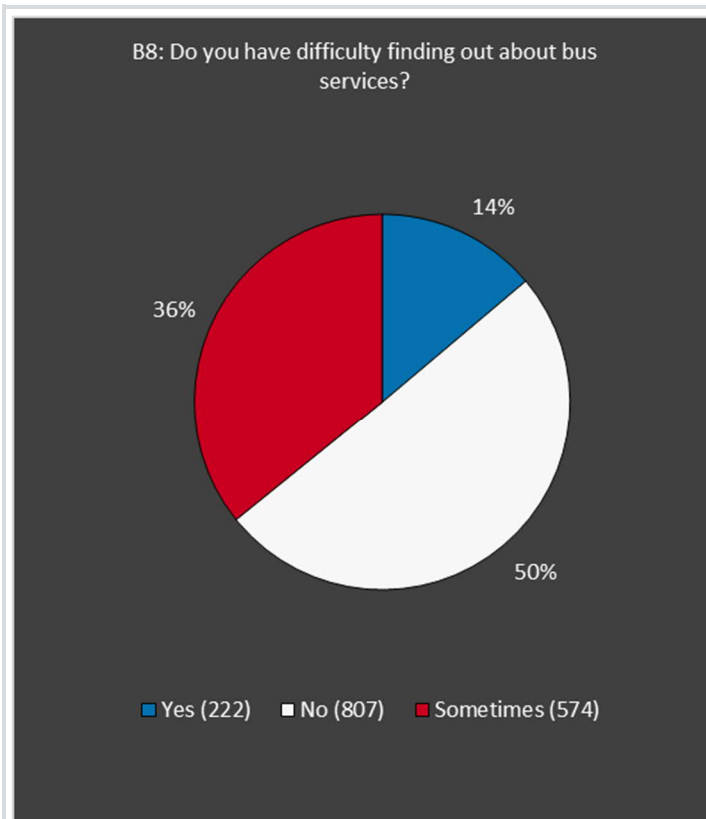
Figure 18. Aberdeenshire Responses – Question B8

807 (50%) respondents stated that they do not have difficulty finding out about bus services, compared to 222 (14%) who said 'Yes'. 574 (36%) indicated that they 'Sometimes' face difficulty.

3.2.3 Section C – Community Transport

Question C1: Do you agree that communities have a role in the provision of local passenger transport services?

A total of 1,616 responses were received to this question.

Figure 19. Aberdeenshire Responses – Question C1
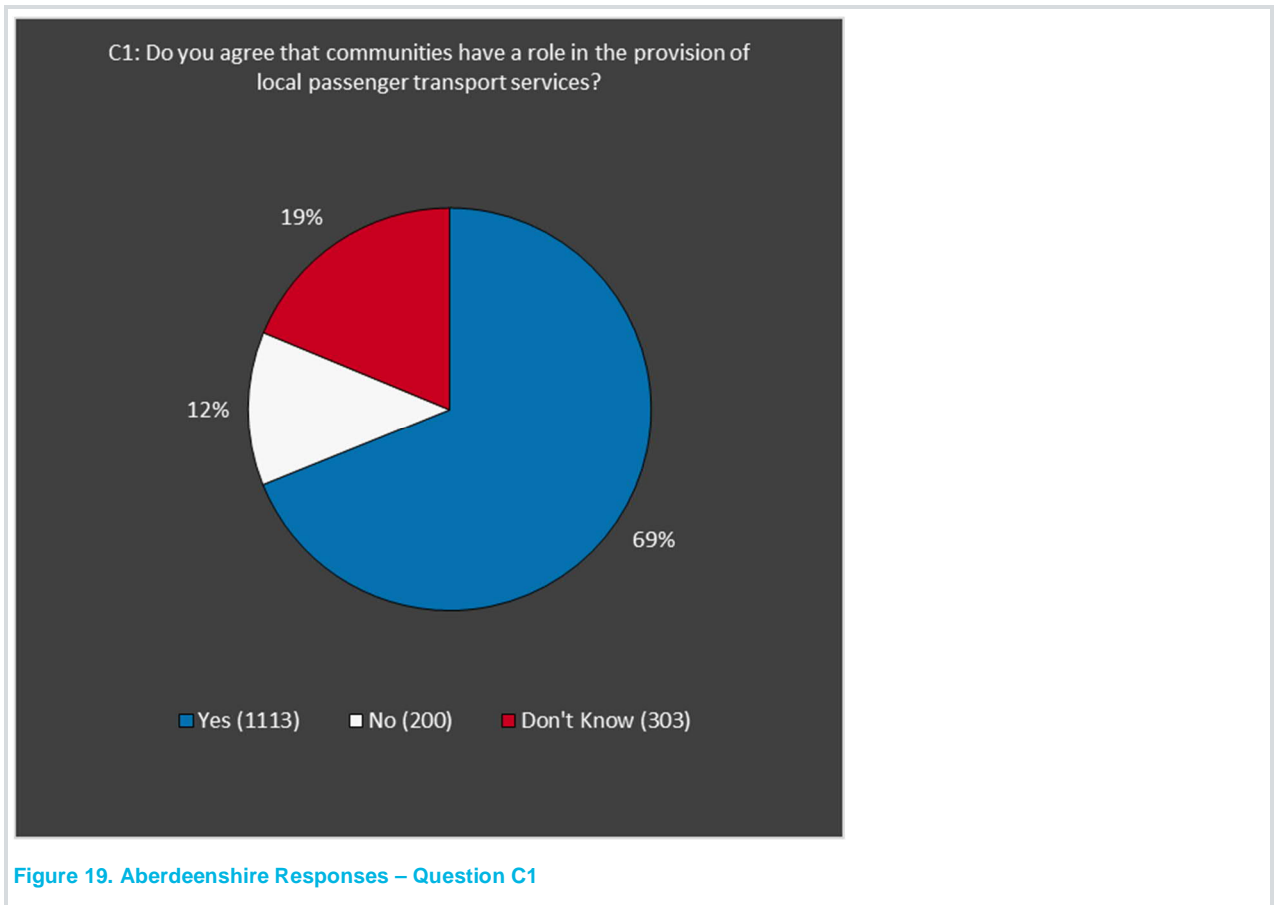
The majority of respondents (1,113 (69%)) agree with the question with only 200 (12%) disagreeing and stating that communities do not have a role in the provision of local passenger services.

Question C2: What type of role should communities play in the provision of local passenger transport services?

A total of 1,363 responses were received to this question, with multiple options eligible for selection.
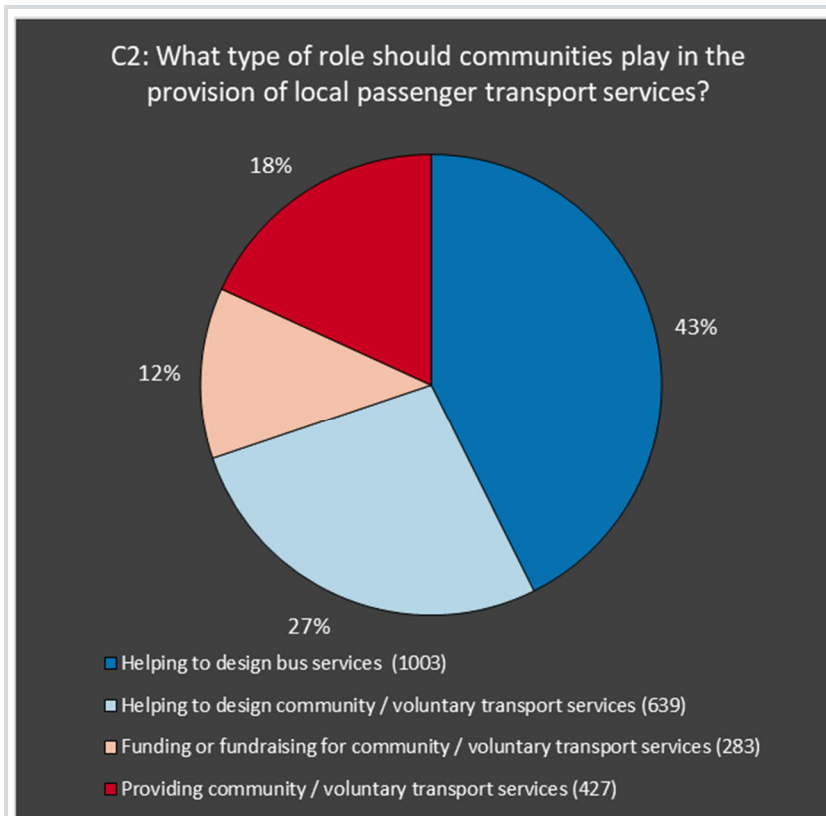
Figure 20. Aberdeenshire Responses – Question C2

1,003 (43%) respondents indicated that 'Helping to design bus services' should be communities' role in the provision of local services, whilst 639 (27%) selected 'Helping to design community/voluntary transport services'.

Question C3: Should the Council provide financial support for community / voluntary services?

A total of 1,593 responses were received to this question.
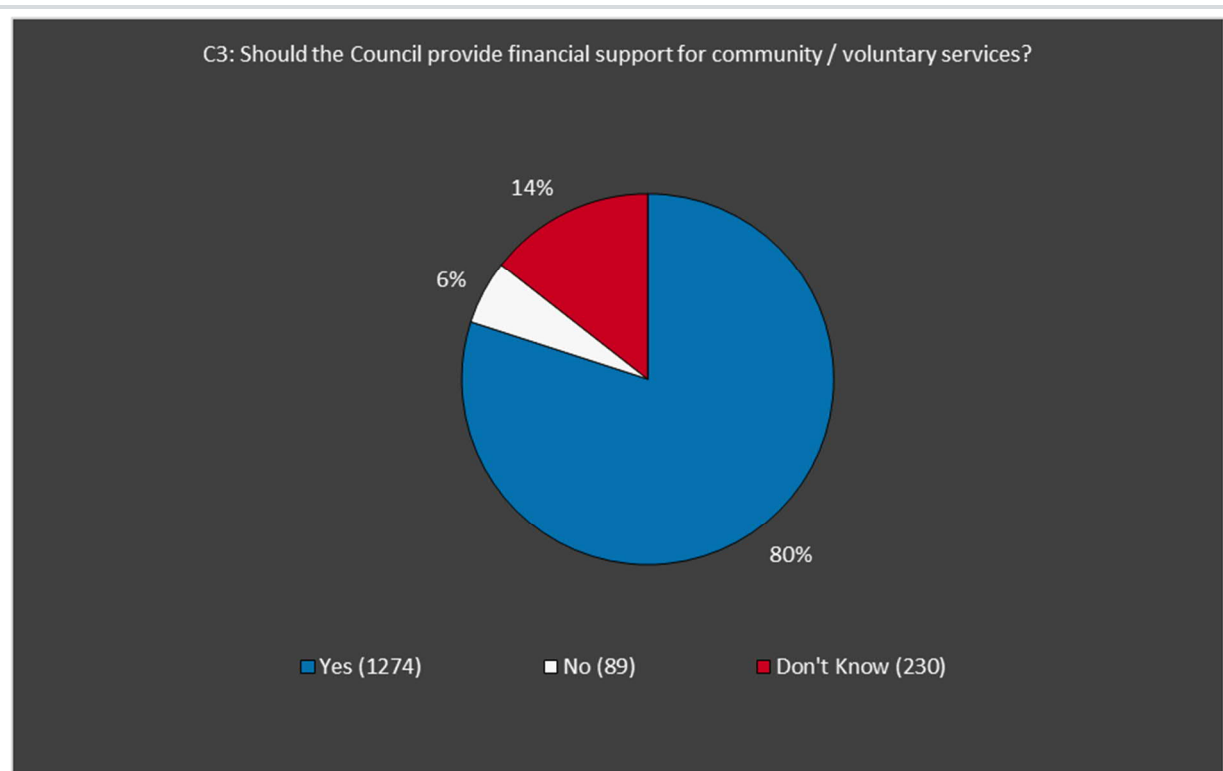
Figure 21. Aberdeenshire Responses – Question C3

The majority of respondents (1,274 (80%)) indicated that the Council should provide financial support, compared to just 89 (5%) who said No. 230 (15%) selected Don't Know.

3.2.4 Section D – About You

Question D2: In what capacity are you responding?

A total of 1,629 responses were received to this question.
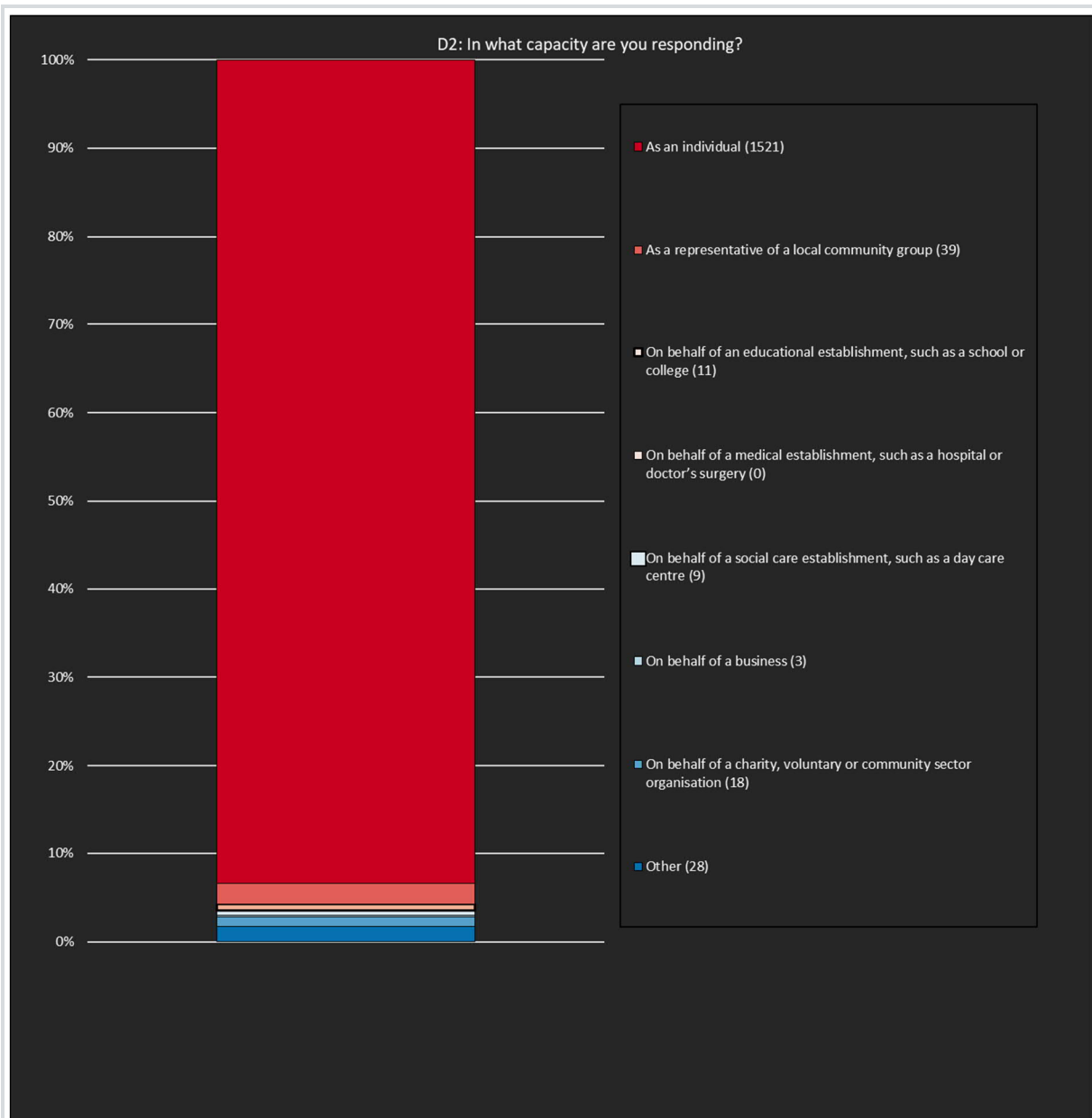
Figure 22. Aberdeenshire Responses – Question D2

The majority of respondents (1,521 (93%)) indicated that they were responding as an individual, with a small amount of responses received from each of the remaining categories.

3.2.4 Section D – About You

Table 8. Aberdeenshire Responses - Question D2

Capacity	As an individual	As a representative of a local community group	On behalf of an educational establishment, such as a school or college	On behalf of a medical establishment, such as a hospital or doctor's surgery	On behalf of a social care establishment such as a day care centre	On behalf of a business	On behalf of a charity, voluntary or community sector organisation	Other
No. of responses	1,521	39	11	0	9	3	18	28
% of responses	93	2	1	0	1	0	1	2

Question D3: Age of respondent

A total of 1,622 responses were received to this question.

D3: Age of respondent

- Under 16 (13)
- 16-21 (37)
- 22-29 (107)
- 30-39 (207)
- 40-49 (300)
- 50-59 (321)
- 60+ (602)
- Prefer not to say (35)
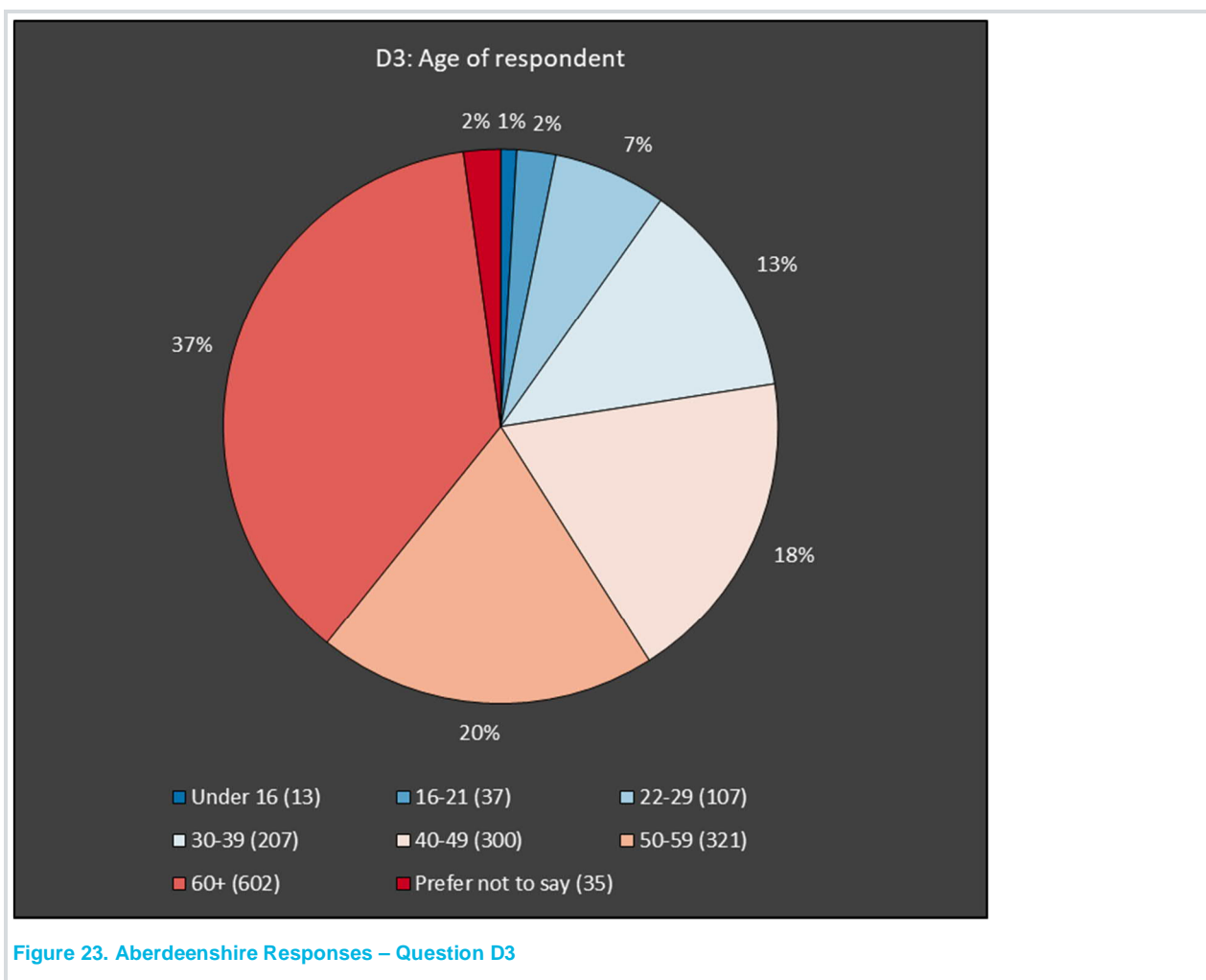
The highest proportion of responses was from the was 60+ age group with 602 (37%). A combined 144 were aged 16-21 and 22-29 (2% and 7%) respectively. There is a consistent trend for the age group share to increase with age as 300 (19%) and 321 (20%) respondents were aged 40-49 and 50-59 respectively.

Question D4: Do you consider yourself to have a disability?

A total of 1,622 responses were received to this question.
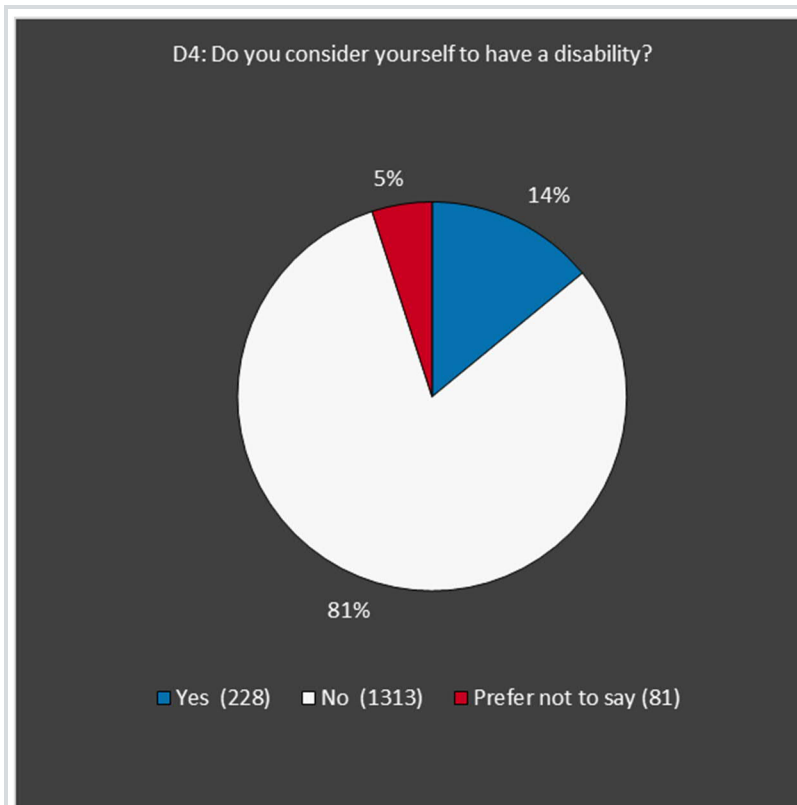
Figure 24. Aberdeenshire Responses – Question D4

1,313 (81%) respondents indicated that they do not have a disability whilst 228 (14%) stated that they do.

Question D5: Are you a bus user in Aberdeenshire?

A total of 1,596 responses were received to this question.
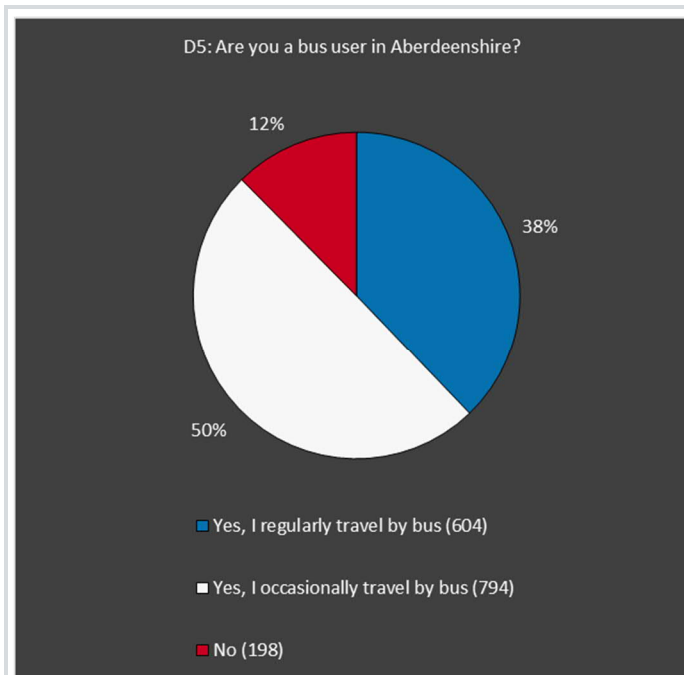
Figure 25. Aberdeenshire Responses – Question D5

794 (50%) stated that they occasionally travel by bus in Aberdeenshire whilst 604 (38%) indicated that they regularly travel by bus. 198 (12%) respondents stated that they are not a bus user.

Question D6: Do you have a concessionary travel bus pass?

A total of 1,582 responses were received to this question.
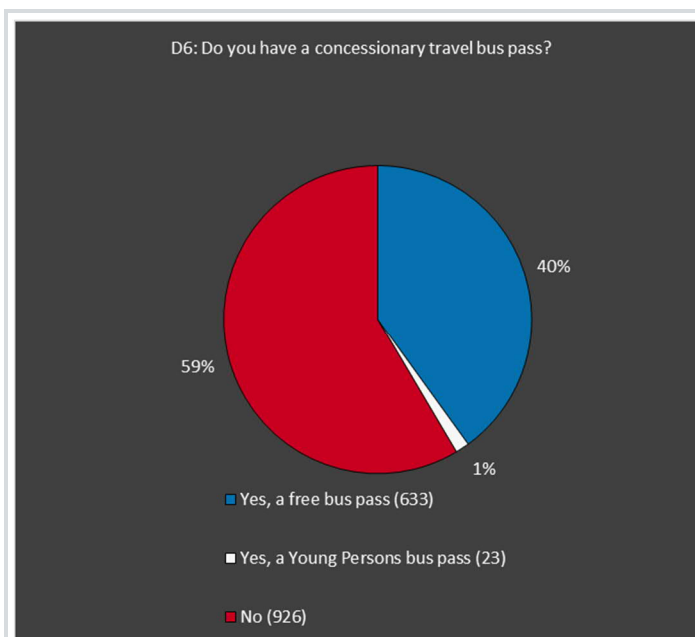
Figure 26. Aberdeenshire Responses – Question D6

The majority of respondents (926 (59%)) did not have a concessionary bus pass, whilst 633 (40%) stated that they have a free bus pass. 23 (1%) stated they have a young persons' bus pass.

Question D7: How frequently do you use bus services?

A total of 1,622 responses were received to this question.

D7: How frequently do you use bus services?

14%

12%

31%

17%

12%

14%

- 5 or more times per week (221)
- 3-4 times per week (195)
- 1-2 times per week (270)
- Once a fortnight (199)
- Once a month (235)
- Less than once a month (502)
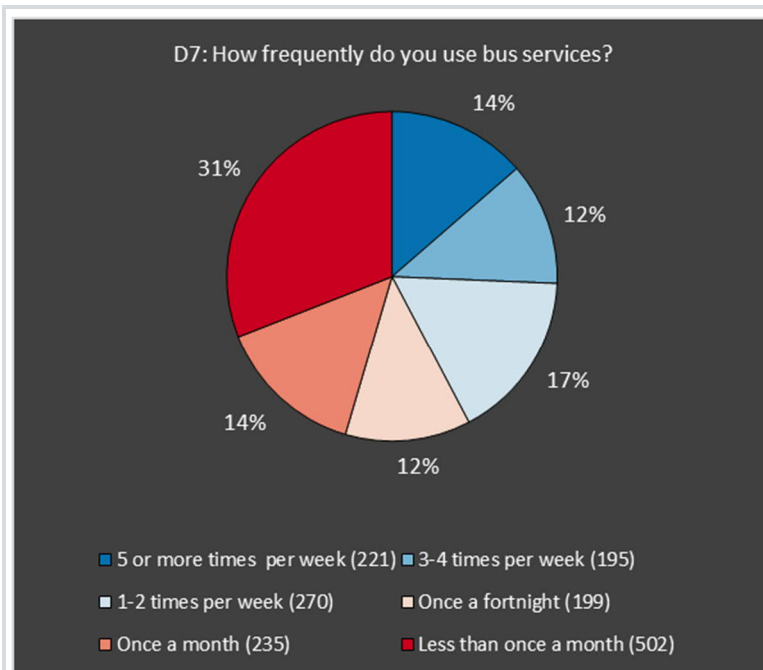
Figure 27. Aberdeenshire Responses – Question D7

502 (32%) respondents indicated that they use the bus 'Less than once a month'. 270 (17%) stated a frequency of '1-2 times per week' whilst 221 (14%) indicated '5 or more times per week'.

Question D8: For what journey purpose do you use the bus mostly for?

A total of 1,408 respondents selected a primary journey purpose for using the bus. 989 respondents selected a secondary/other purpose.

D8: For what journey purpose do you use the bus mostly for? - Primary

- Work (304)
- Shopping (300)
- Medical/Health (163)
- Social/Leisure (450)
- Education (44)
- Personal business (108)
- Volunteering (39)
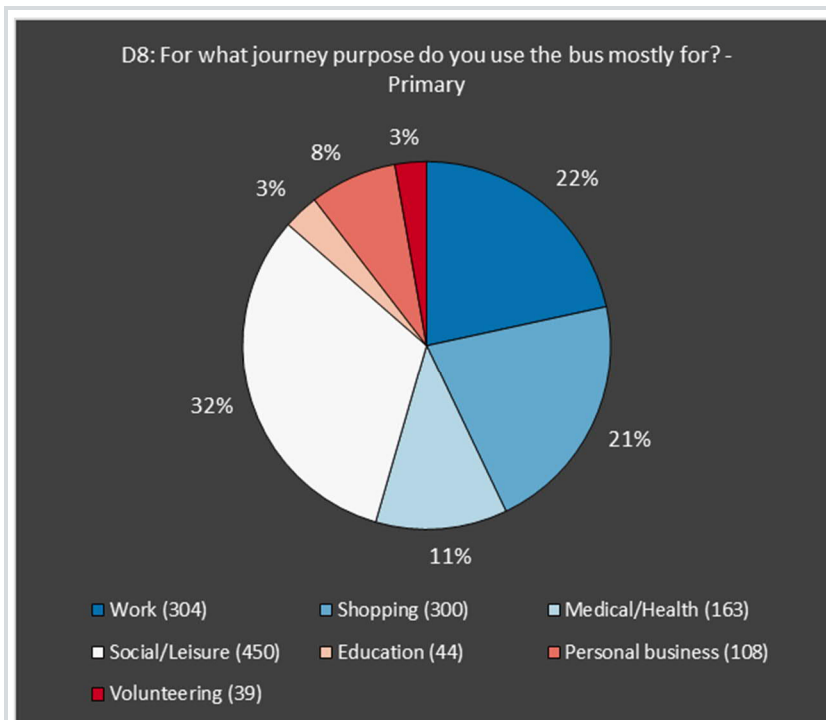
Figure 28. Aberdeenshire Responses – Question D8

For Primary journey purpose, 450 (33%) respondents indicated 'Social/Leisure', whilst 304 (22%) selected for 'Work'. 'Education' and 'Volunteering' were the lowest at 44 (2%) and 39 (2%) respectively.

Figure 29. Aberdeenshire Responses – Question D8 (Secondary Journey Purpose)
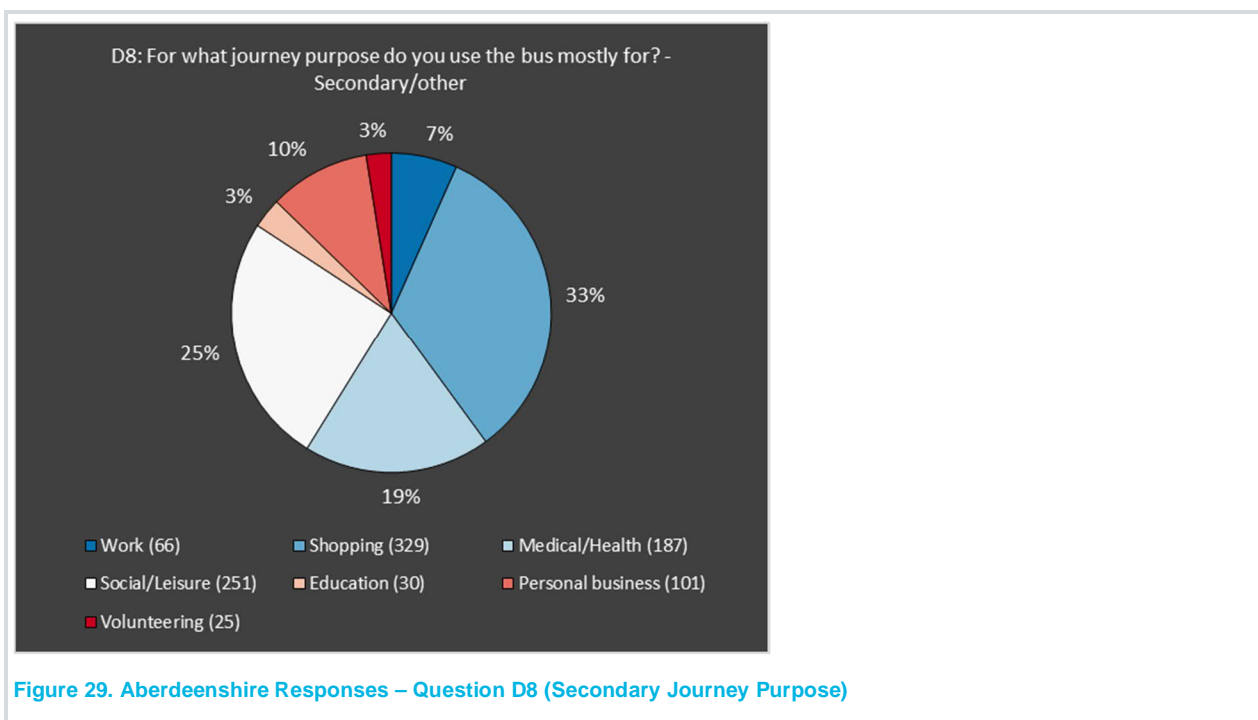
329 (33%) respondents indicated 'Shopping' as their Secondary bus use whilst 187 (19%) selected for 'Medical/Health'. 'Personal business' was selected by 101 (10%) respondents whilst 'Education' and 'Volunteering' were again the lowest.

Question D9: If you don't travel by bus, what is/are the reason(s) for this?

A total of 1,449 responses were received to this question, with multiple options eligible for selection.

Table 9. Aberdeenshire Responses - Question D9

	No bus service where I live	No bus service within what I consider to be a walkable distance	Unreliable (e.g. delays, breakdowns, etc.)	Doesn't go where and/or when I want it to go	Too long journey times	Buses too crowded	Too expensive	Vehicle accessibility (e.g. difficult to board and/or alight)	Passenger behaviour	Simply prefer the car
No. of responses	226	193	307	520	270	44	325	68	30	168
% of responses	11	9	14	24	13	2	15	3	1	8

The most selected reason for not travelling by bus was 'Doesn't go where and/or when I want it to go', with 520 (24%) indicating this as the reason. 325 (15%) indicated that the bus is too expensive, whilst 307 (14%) indicated unreliability as their reason. 270 (13%) indicated that the journey times are too long.

3.2.5 Additional Analysis – Age of Respondent

Question D3 against Question B1: The three tables below display a cross-tabulation between the age of respondents (Question D3) and the responses to Question B1 which questioned people on which age group should be the focus of council investment for supported services.

The results are displayed on the basis of 1,624 respondents, 602 (37%) of whom are over 60. The three categories for Question B1 are displayed in an individual table with coinciding breakdown to each of the three priority rankings.

Table 10. Aberdeenshire Responses – Children & Young People

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st	8	23	25	52	88	63	72	5
2nd	5	9	39	80	113	105	253	16
3rd	2	1	39	63	64	111	175	9

Table 11. Aberdeenshire Responses – Adults

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st	1	2	34	56	75	93	81	8
2nd	4	6	29	51	71	89	159	15
3rd	9	27	40	88	125	105	271	9

Table 12. Aberdeenshire Responses – Older people (60+)

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st	6	9	46	88	111	142	381	18
2nd	5	18	35	65	85	89	100	7
3rd	3	7	23	43	77	59	61	4

The age group with the highest number of respondents, 60+, indicated their main preference for supported services as being the 'Older people (60+)' group. Typically, respondents indicated that most priority should be directed towards older people with less selecting top priority for younger people.

Question D3 against Question B2: The seven tables below display how each of the age groups responded to Question B2, ranking from 1 to 7 the trip purposes they consider most important for the council to provide. [3]

The results are displayed on the basis of 1,624 respondents.

Table 13. Aberdeenshire Responses – Taking people to/from work

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st	4	17	60	96	156	177	302	14
2nd	5	8	21	48	71	72	129	6
3rd	5	9	17	41	42	31	56	5
4th	1	1	3	7	8	7	23	2
5th			1	5	5	9	20	
6th			1	5	2	5	3	
7th			2	1	2	6	3	

---

[3] It should be noted that for the different purposes, not all respondents selected a rank, i.e. for "taking people to/from work" there was no selections for 5th to 7th priority amongst 16-21 year olds etc.

Table 14. Aberdeenshire Responses – For education/training

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st	8	6	7	17	33	21	22	4
2nd	1	14	40	83	116	107	143	10
3rd	4	13	35	58	84	100	187	8
4th	1		9	26	32	34	93	2
5th	1		6	8	10	23	45	3
6th		2	3	7	6	7	31	2
7th			2		9	9	13	1

Table 15. Aberdeenshire Responses – For shopping trips

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st			4	1	3	6	24	2
2nd	1		5	9	13	22	54	4
3rd		2	7	17	24	32	91	8
4th	1	9	29	55	76	89	157	8
5th	5	7	21	51	59	54	99	4
6th	2	6	15	34	58	58	65	1
7th	6	11	23	32	49	39	48	4

Table 16. Aberdeenshire Responses – For access to healthcare

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st	3	10	32	84	90	102	191	13
2nd	7	10	30	38	75	87	174	8
3rd	3	9	29	54	93	81	122	8
4th	1	2	7	15	25	21	34	2
5th	1	2	3	7	4	10	20	
6th		1	2	1	5	3	5	
7th			1	1	1	2	7	

Table 17. Aberdeenshire Responses – For personal business

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st		1	1		4	2	5	
2nd			4	3	5	5	14	4
3rd			6	11	18	18	30	1
4th	6	16	21	36	54	51	110	6
5th	3	10	38	62	89	85	159	8
6th	4	8	24	46	67	68	125	5
7th	2		11	40	48	65	99	7

Table 18. Aberdeenshire Responses – For social and leisure purposes

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st		2	1	3	5	1	13	
2nd	1	2	3	15	8	8	19	
3rd	2	1	6	12	18	28	41	
4th	5	3	23	40	49	65	84	7
5th	1	9	25	36	82	78	126	9
6th	6	13	35	79	101	102	202	11
7th		5	10	14	23	21	59	3

Table 19. Aberdeenshire Responses – For tourists and other visitors to Aberdeenshire

Priority	Under 16	16-21	22-29	30-39	40-49	50-59	60+	Prefer not to say
1st			1		3	5	3	1
2nd			2	5	5	4	12	
3rd	1		4	8	12	16	17	1
4th		4	10	20	39	32	42	4
5th	4	7	9	28	37	39	69	5
6th	3	5	25	28	39	53	97	8
7th	7	19	55	108	151	155	297	12

The results indicate a preference towards 'Taking people to/from work', whilst all age groups had most 7th priority selections for the tourists/visitors option, particularly amongst the 60+ group. Also regarded as a priority area that the council should provide services for is 'for access to healthcare' with most responses from the age groups being in the 1 to 3 priority area and very few for least (7).

3.3 Administrative Area Results

The following sub-sections break down the results of the Aberdeenshire Area regions into groups of all possible question answers.

3.3.1 Section A – Aberdeenshire Bus Services

Question A1: Overall, how satisfied or dissatisfied are you with bus service provision in Aberdeenshire?

1. *Very satisfied*

2. *Fairly satisfied*

3. *Neither/nor*

4. *Fairly dissatisfied*

5. *Very dissatisfied*

Overall, the Areas share a view of dissatisfaction towards the bus service, particularly in Formartine where a combined 240 (49%) were either fairly or very dissatisfied. On the other hand, those in Banff and Buchan were less negative with 31 (33%) people fairly satisfied whilst further east in Buchan there is no clear majority in the breakdown of responses – a mix of negative and positive. Across the Areas, there is a fairly consistent trend of those being neither satisfied nor dissatisfied.
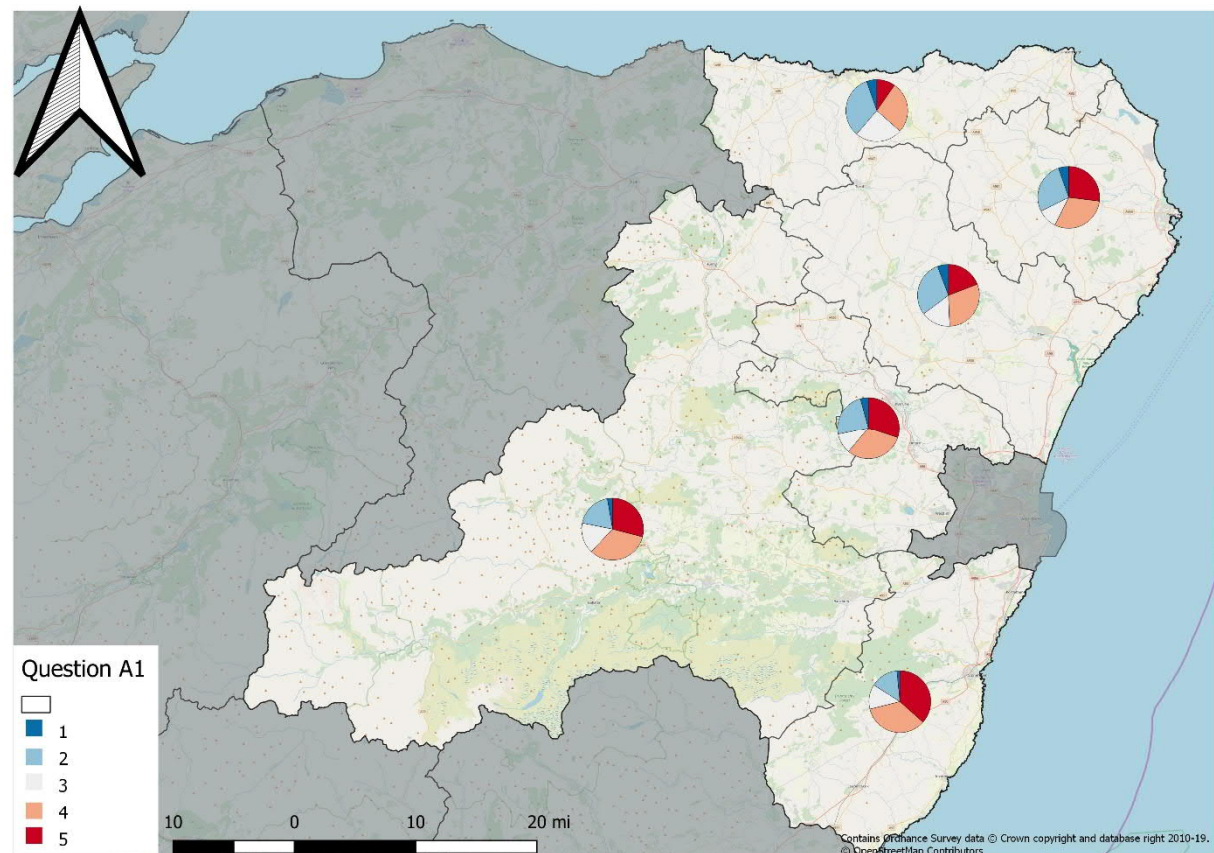
Figure 30. Area Responses – Question A1

Question A2: Which of these types of bus service do you think are most important?

1. *Main bus routes running into Aberdeen*

2. *Local bus routes taking people to facilities in their local town*

3. *Both types of service are equally important*

4. *Don't Know*
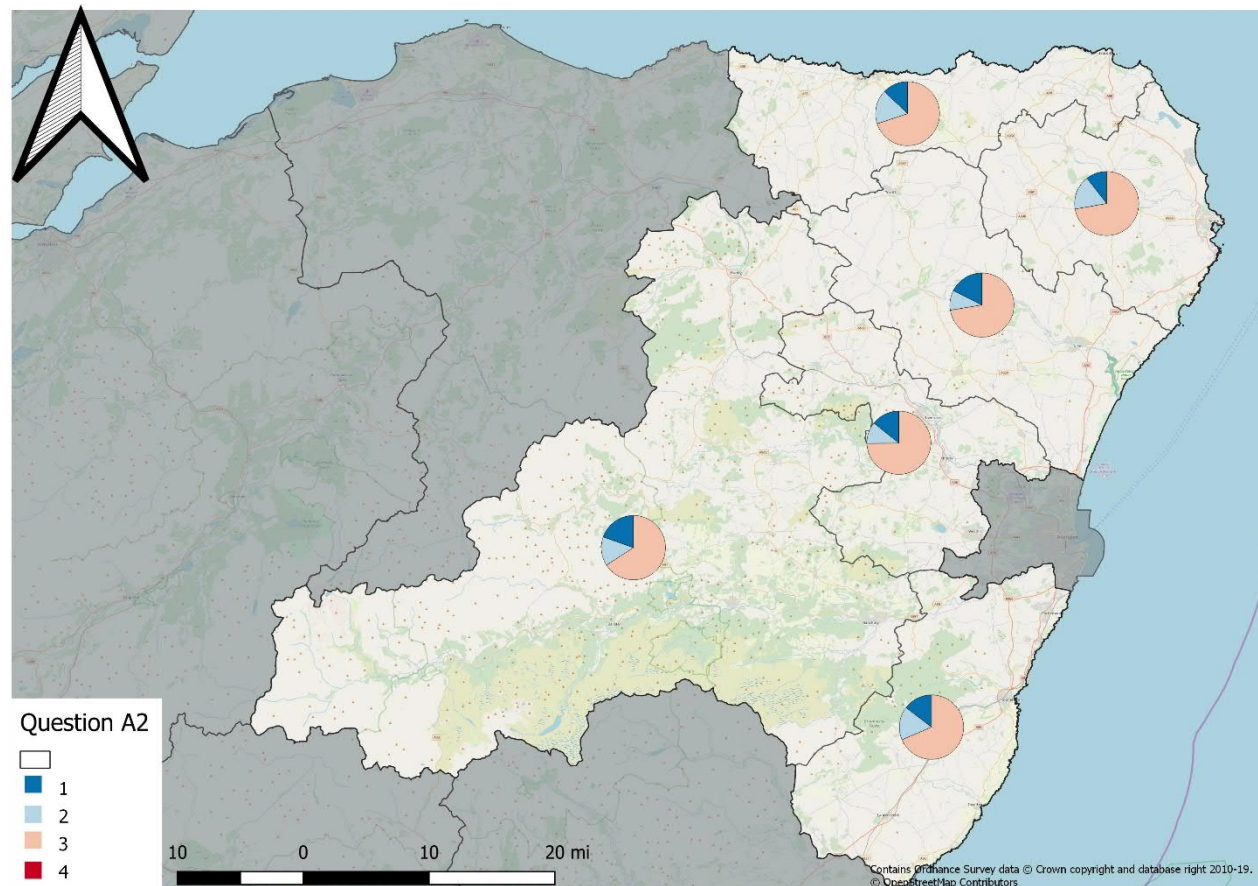
Figure 31. Area Responses – Question A2

The results shown align with the Regional average with 'Both types of service are equally important' being considered key. This was most noted in Buchan where 248 (75%) selected this option, likewise in Formartine. The more northern Areas tended to consider local bus routes as more important compared to main routes into Aberdeen whilst in Garioch and Marr 48 (14%) and 58 (20%) people respectively stated that the main routes into Aberdeen were most important.

Question A3: Which of these types of bus service do you think is more important?

1. *Bus services for people who don't have access to private transport*

2. *Bus services that encourage people to leave their cars at home*

3. *Don't Know*
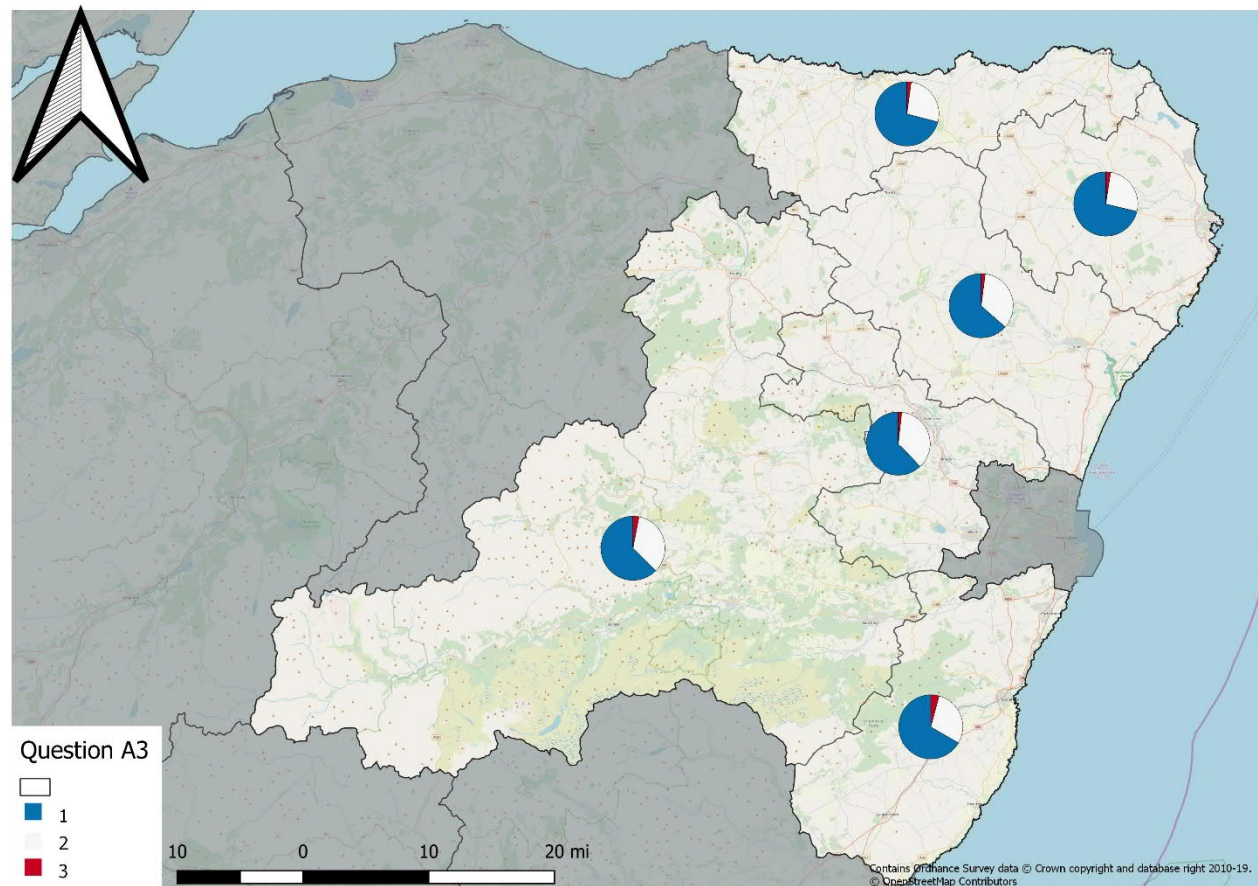
Figure 32. Area Responses – Question A3

The results indicate a majority support for option 1, particularly in Buchan with 149 (71%) supporting this type of service. Moreover, a considerable number of respondents expressed support for services which seek to attract people away from the car, such as 169 (34%) in Formartine whilst more widely across the Areas support was over 25%. Very few respondents selected Don't Know, with 9 (3%) selecting this in Marr.

3.3.2 Section B – Council Supported Bus Services

Question B1: Which of these age groups should be our focus for investment in supported services?

1. *Children & Young People (<25)*

2. *Adults (25-60)*

3. *Adults (60+)*

Across all the Areas, 'Adults 60+' are considered the most important age group with a support of at least 46% across the region and a high of 183 (59%) respondents in Garioch. A fairly even split is shown for the other two age groups, with 13 (15%) in Banff and Buchan stating, 'Children & Young People'. The pattern is similar to figure 5 which showed a link to the age of respondents mostly falling within the 60+ category; at the Area level, figure 37 indicates a proportion of at least 35% respondents being 60+ across all 6 areas.
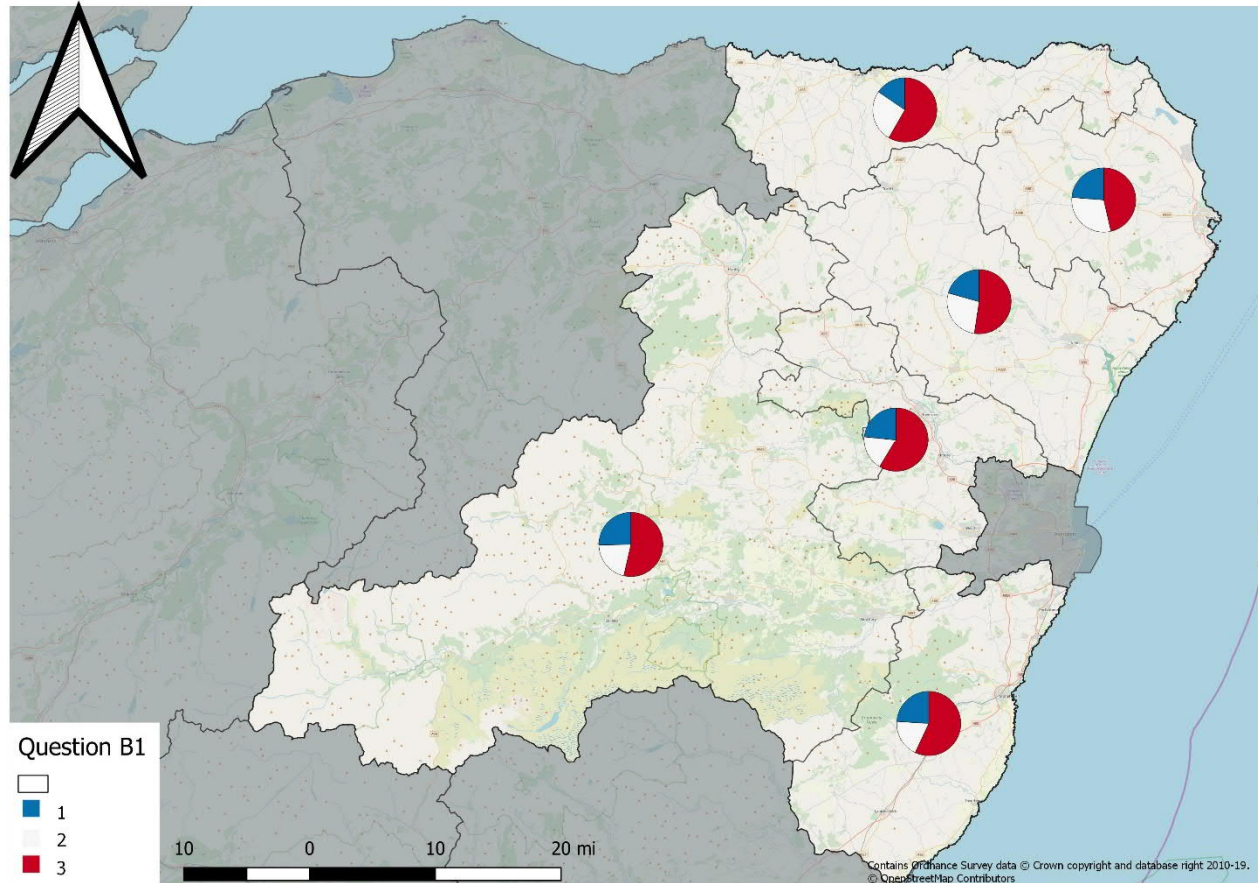
Figure 33. Area Responses – Question B1

Question B2: Which of these trip purpose(s) do you consider to be the most important for the Council to provide?

1. *Taking people to/from work*

2. *For education/training*

3. *For shopping trips*

4. *For access to healthcare*

5. *For personal business*

6. *For social/leisure purposes*

7. *For tourists and other visitors to Aberdeenshire*
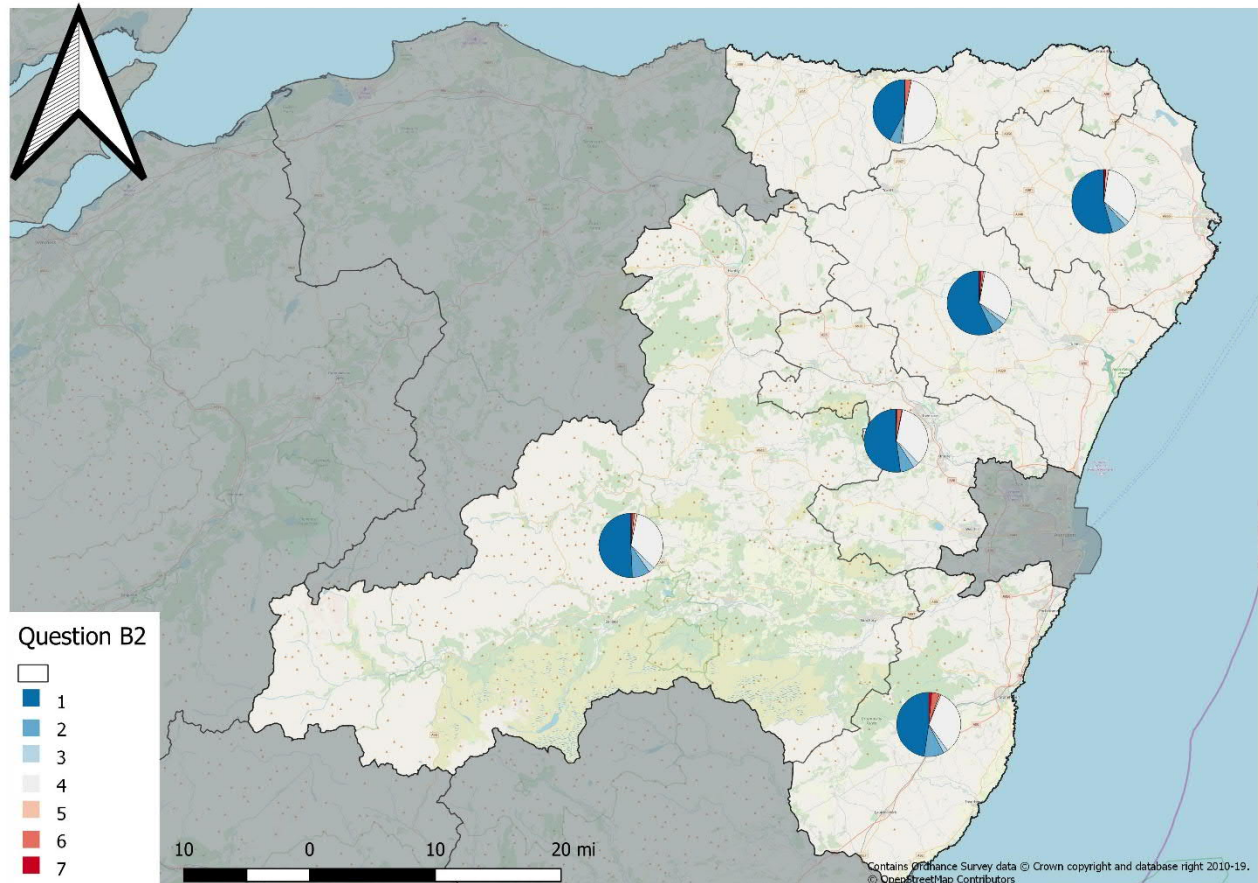
Figure 34. Area Responses – Question B2

The results indicate that 'Taking people to/from work' is the most important category, particularly in Formartine where 272 (57%) selected this which is above the Regional average. Also, providing transport which enables access to healthcare is considered important, such as in Banff and Buchan where 43 (48%) selected this category. Otherwise, there is a lack of support for tourists/visitors with less than 1.5% respondents in each of the Areas selecting the category.

Question B3: Which of these types of bus service(s) do you consider to be the most important, for the Council to support?

1. *Mainline route enhancements, i.e. evening/Sunday journeys*

2. *Rural services connecting onto mainline routes into Aberdeen*

3. *Cross-country routes between Aberdeenshire towns*

4. *Rural local services to local towns*

5. *Town Services i.e. within towns and villages connecting to local facilities*
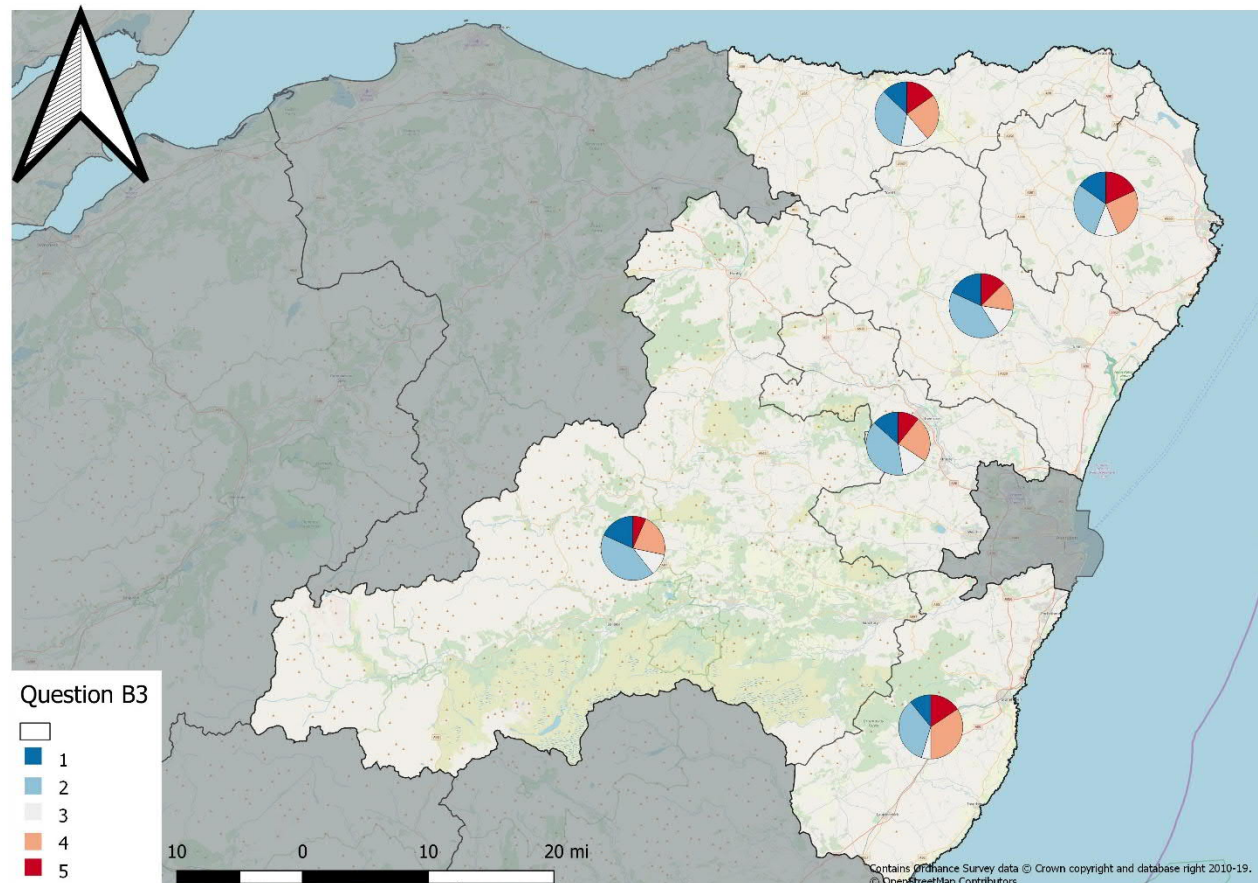
Figure 35. Area Responses – Question B3

Overall, rural connecting services are considered to be the most important with at least 34% respondents in each Area indicating this as their preference. There is some disparity across the Areas for the other categories such as in Marr where 19 (7%) selected option 5 however this was higher in Buchan with support from 36 respondents (18%) selected.

Question B4: Which of these types of bus service(s) do you consider to be the most important for the Council to support?

1. *Mon-Fri peak-time services (e.g. 0730-0900 hrs and 1600-1800 hrs)*

2. *Mon-Fri daytime services, in-between peak times*

3. *Mon-Fri evening services*

4. *Saturday daytime services*

5. *Sunday daytime services*

6. *Weekend evening services*
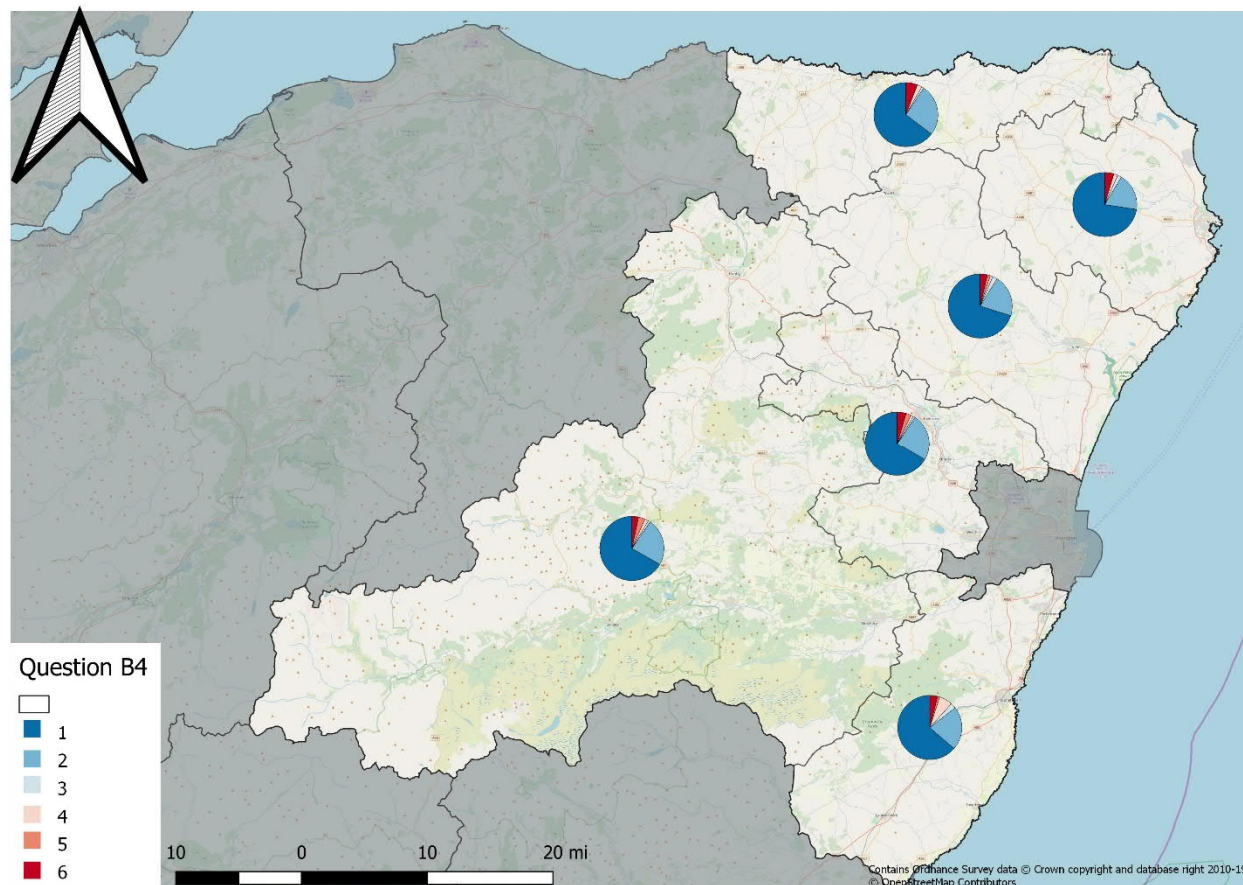
Figure 36. Area Responses – Question B4

The map indicates a majority of people in all Areas considering weekday peak time services as being the most important to be supported by the Council. This is particularly the case in Formartine where 327 (70%) respondents selected this category as most important, likewise in Marr where this was supported by 181 (66%). Also, a well-supported category for this question was the weekday day time services as shown by the proportion on the charts and exemplified by 98 (21%) respondents in Formartine selecting it as first choice. There was very low support for Sunday daytime services amongst people in the Areas, with 0 people in both Banff & Buchan and Buchan selecting this as the most important.

Question B5: Which of these types of bus service do you think should be provided by the Council for the general public?

1. *Traditional timetabled bus services operating along a fixed route with set journey times and stopping places*

2. *Timetabled dial-a-bus services that must be pre-booked but can divert off the main route, allowing passengers to request a door-to-door service*

3. *Totally flexible area-based dial-a-bus services where passengers can ask to travel between any two points in an area within the advertised operating times but the bus must be pre-booked, trip times must fit in with other passenger bookings and pick-up times may vary from the requested time*
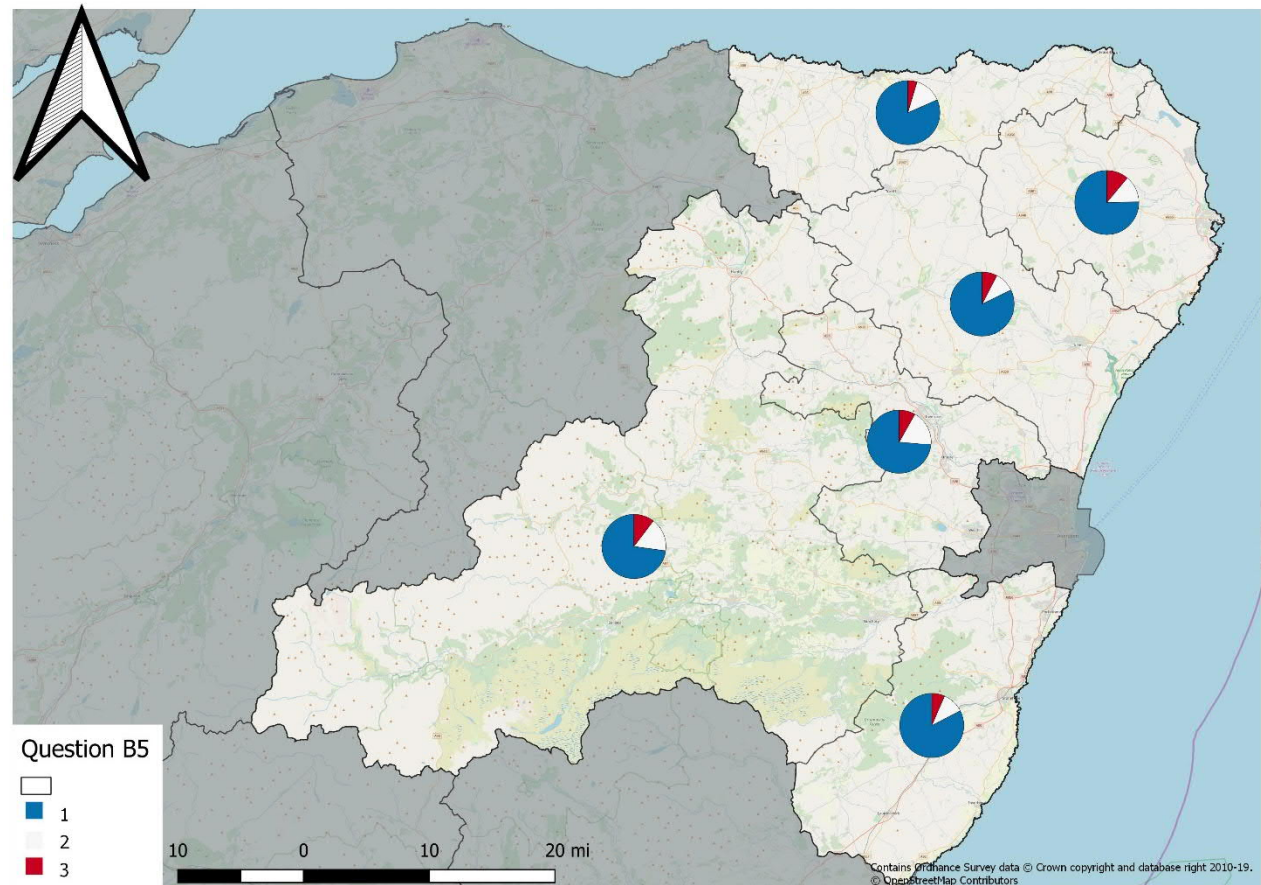
Figure 37. Area Responses – Question B5

There is a majority support for option 1 with 70% or more respondents in each of the Areas selecting traditional timetabled services as most important. On the other hand, few people selected the most flexible dial-a-bus option with 12(8%) in Kincardine & Mearns choosing this. Support for timetabled dial-a-bus was slightly higher, such as 58 (18%) in Garioch ranking this option as most important.

Question B6: Which of the following list of policy issues are important to you?

1. *Environmental issues such as the reduction of carbon emissions*

2. *The local economy and jobs*

3. *Social inclusion issues such as addressing loneliness and isolation*

4. *Health and wellbeing*

5. *Reduction of poverty and inequalities*
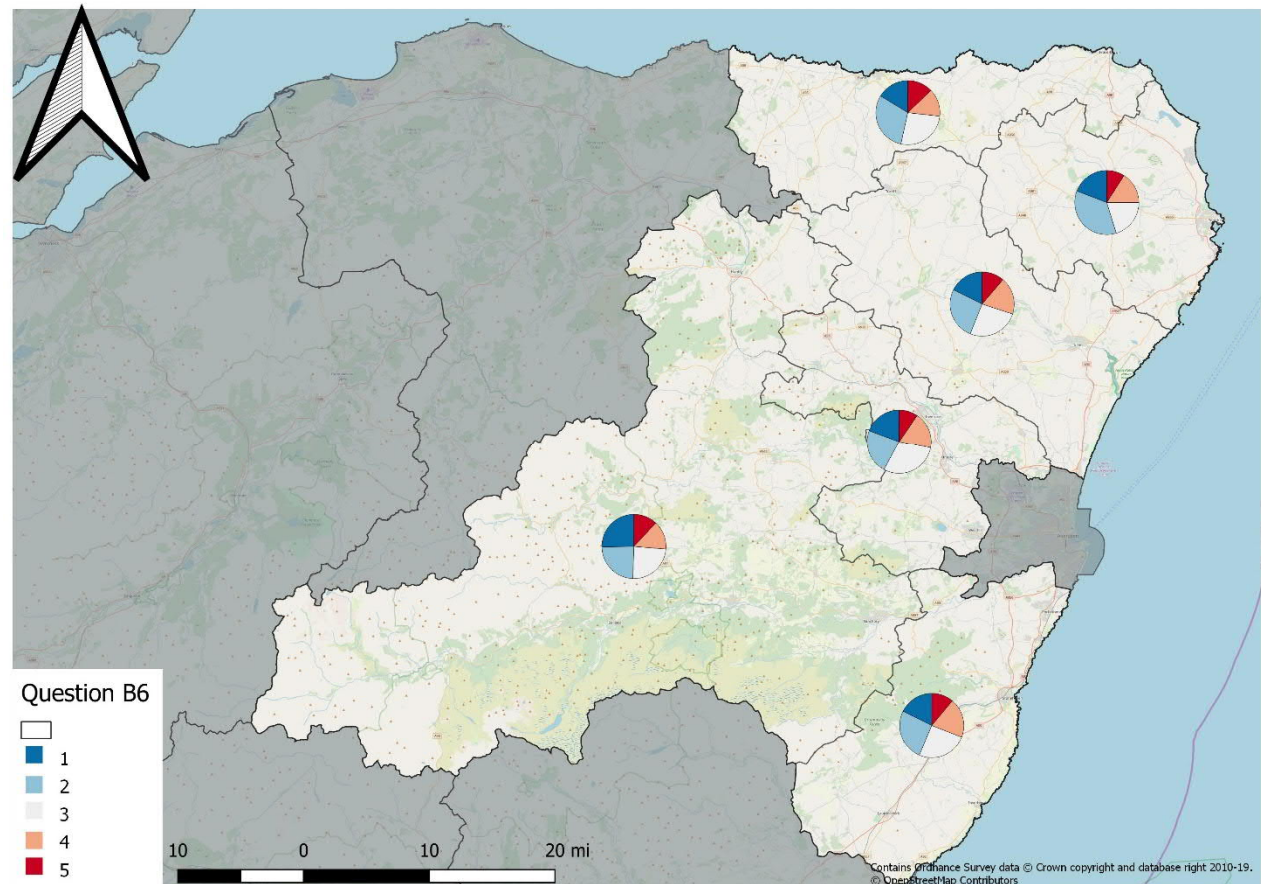
Figure 38. Area Responses – Question B6

There is a relatively even split across the different policy issues as shown with social inclusion issues and the economy regarded as particulary important. In Buchan, 67 (35%) indicated that option 2 is the most important whilst across the Areas there was support for environmental issues particularly in Marr where 72 (25%) reckoned this issue was key.

Question B7: How do you normally find out about any bus services you use?

1. *Traveline Scotland*

2. *Operator Website*

3. *Operator App*

4. *Social Media*

5. *Timetable leaflet*

6. *Information at bus stop*

7. *Phone Operator*

8. *Phone Aberdeenshire Council*
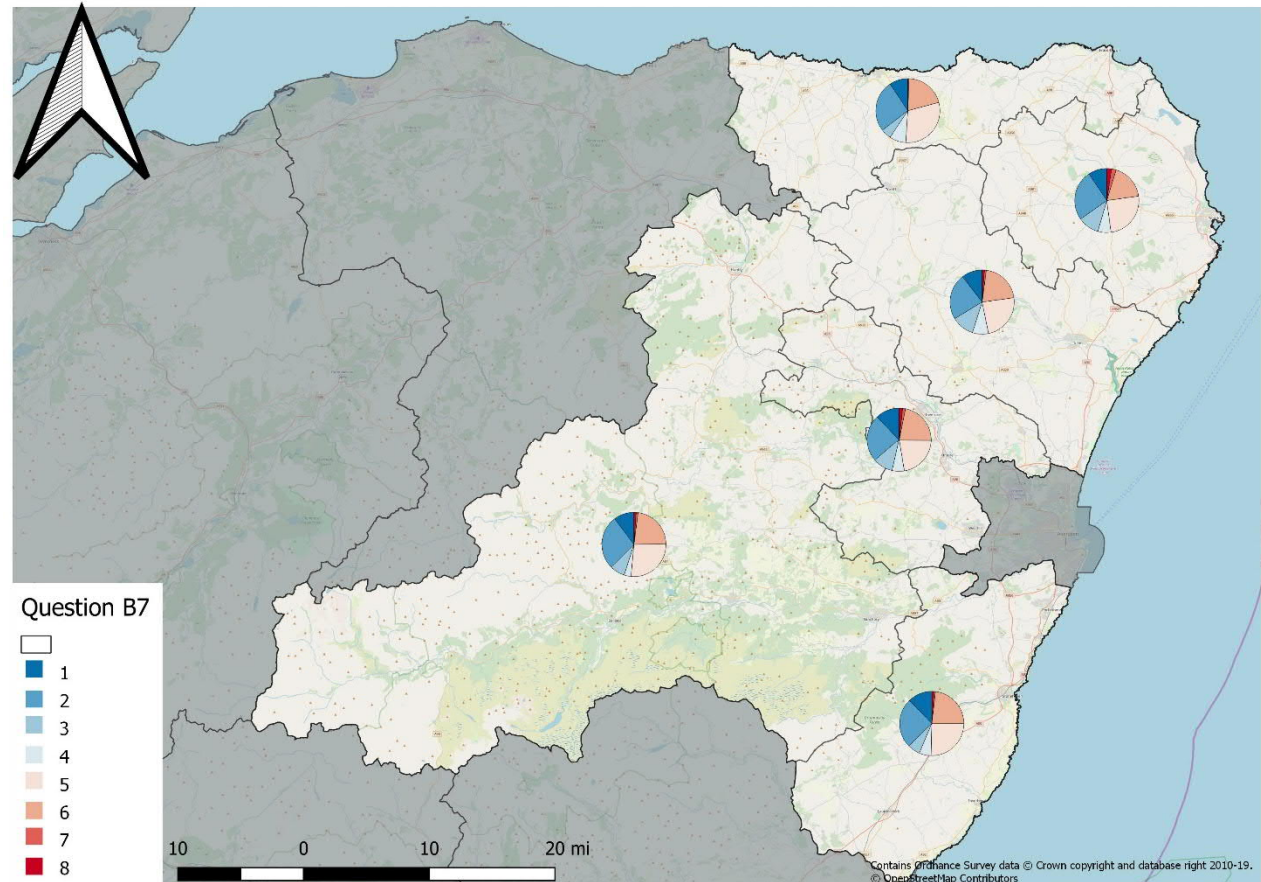
Figure 39. Area Responses – Question B7

Across the Areas, most respondents indicated that they use a timetable leaflet, operator website or bus stop information as their main information source whilst less people are said to be using an operator app or social media. In Marr, 172 (27%) indicated that they use the website whilst another 169 (26%) selected timetable leaflet. Very few people indicated that they phone Aberdeenshire Council for information with 0 in Banff and Buchan and 13 (1%) in Formartine.

Question B8: Do you have difficulty finding out about bus services?

1. *Yes*

2. *No*

3. *Sometimes*
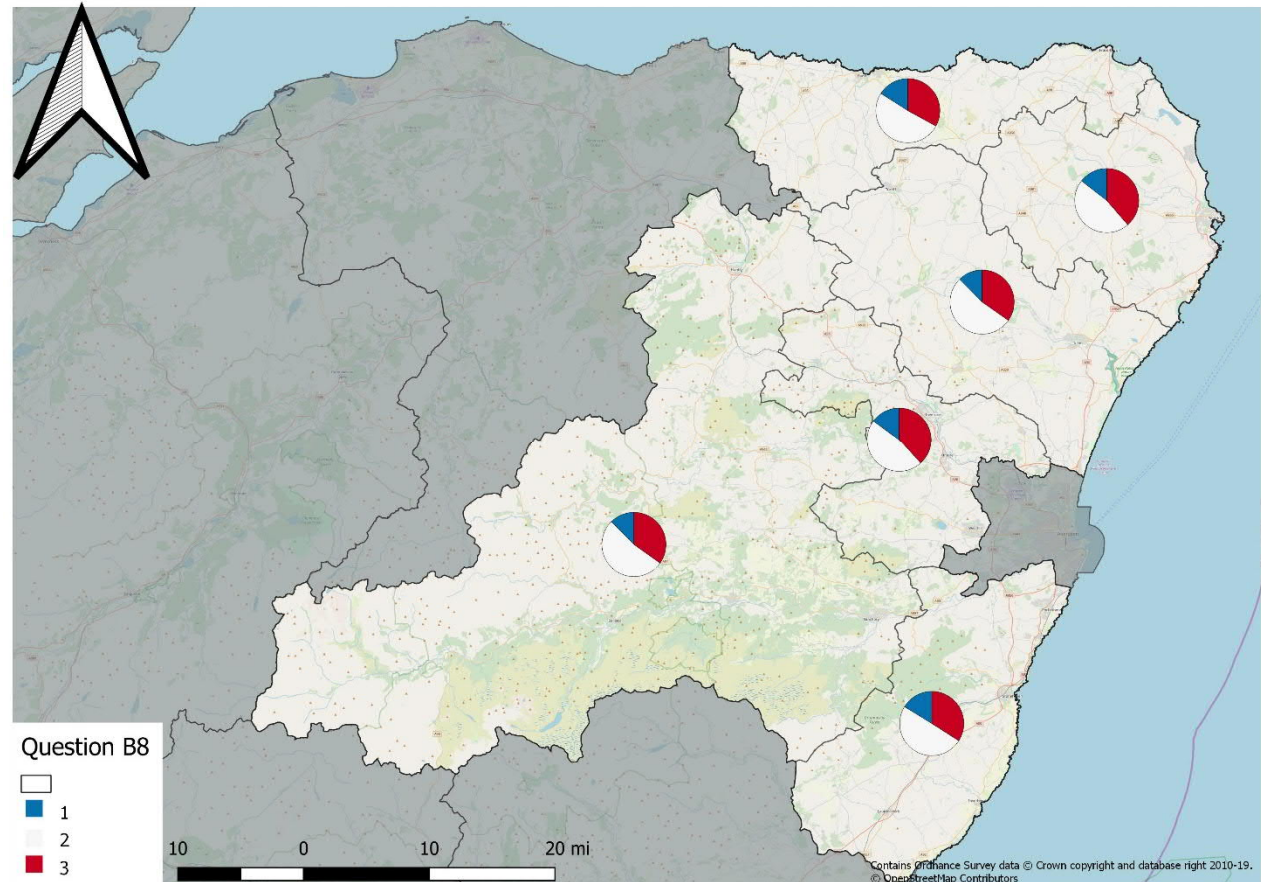
Results show that that people mostly don't have difficulty finding out about bus services with a similar split across the 6 Areas. In Marr, 153 (52%) people selected 'No' whilst across the Areas between 11 and 16% people said they do have difficulty. The findings are slightly higher for 'Sometimes', with 126 (38%) in Garioch. Furthermore, all Areas aside from Buchan and Garioch show a 'No' response above the regional average of 50%.

3.3.3 Section C – Community Transport

Question C1: Do you agree that communities have a role in the provision of local passenger transport services?

1. *Yes*

2. *No*

3. *Don't Know*
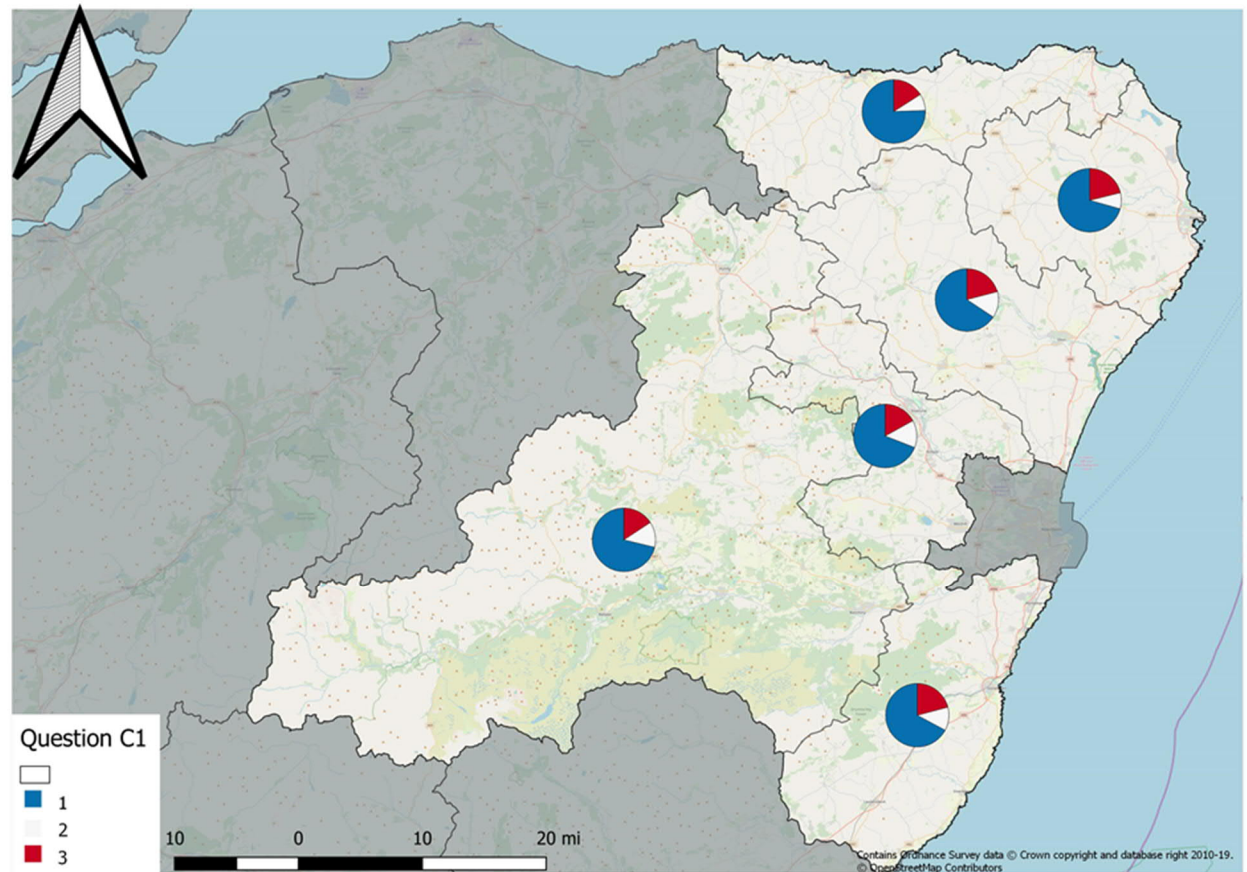
Figure 41. Area Responses – Question C1

A majority of respondents across the Areas agree that communities do have a role in the provision of local passenger transport services. 65% or more selected 'Yes' here, such as 71 (75%) in Banff and Buchan as well as 232 (69%) in Garioch. Generally, few people disagreed with the question, the highest proportion being in Garioch where 46 (14%) said 'No'.

Question C2: What type of role should communities play in the provision of local passenger transport services?

1. *Helping to design bus services*

2. *Helping to design community / voluntary transport services*

3. *Funding or fundraising for community / voluntary transport services*

4. *Providing community / voluntary transport services*
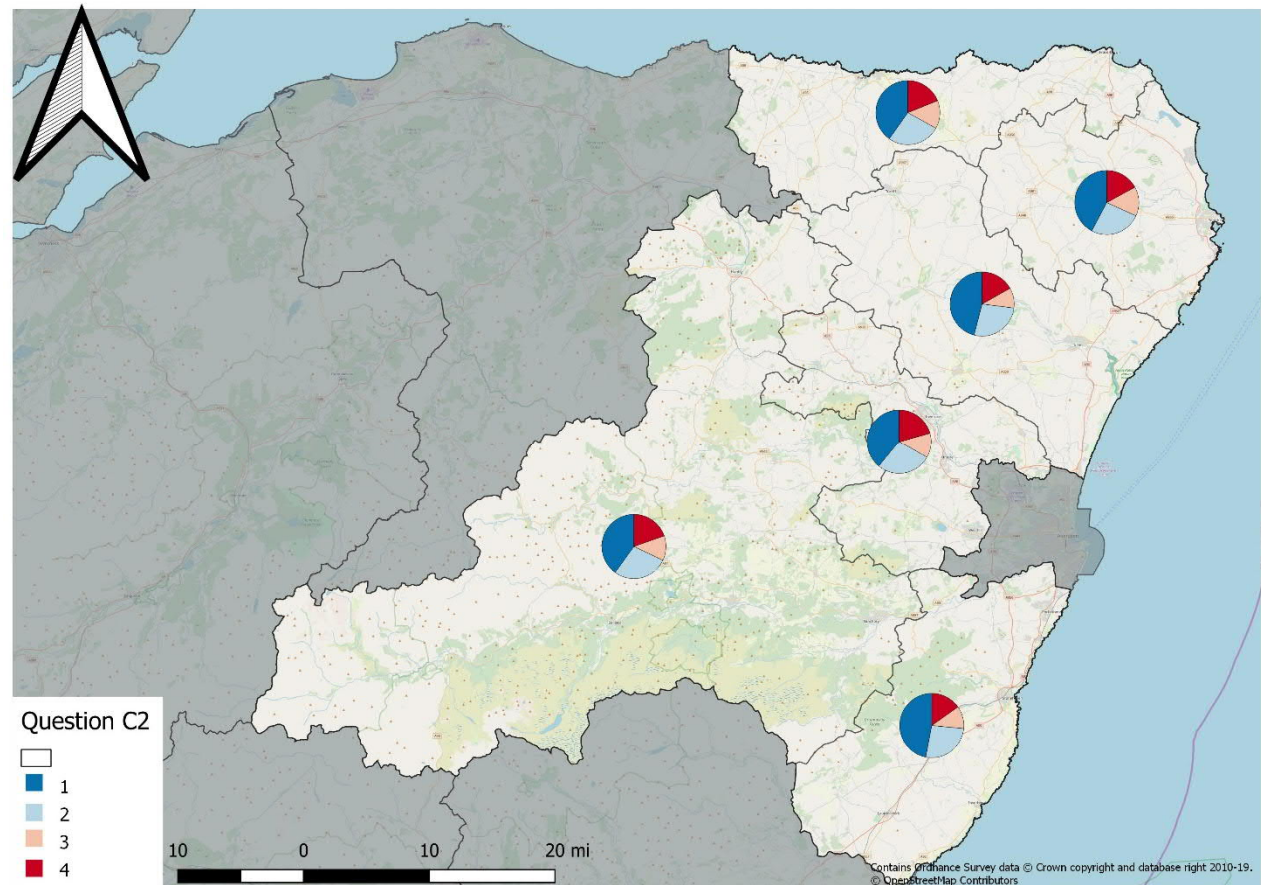
Figure 42. Area Responses – Question C2

The most favoured role as selected across the Areas by respondents is being able to help design bus services as stated by 90 (47%) people in Kincardine and Mearns whilst the same proportion in Formartine also selected likewise. There is support for the other roles too, particularly option 2 with 133 (28%) in Marr indicating a preference for being able to help design community/voluntary transport.

Question C3: Should the Council provide financial support for community / voluntary services?

1. *Yes*

2. *No*

3. *Don't Know*
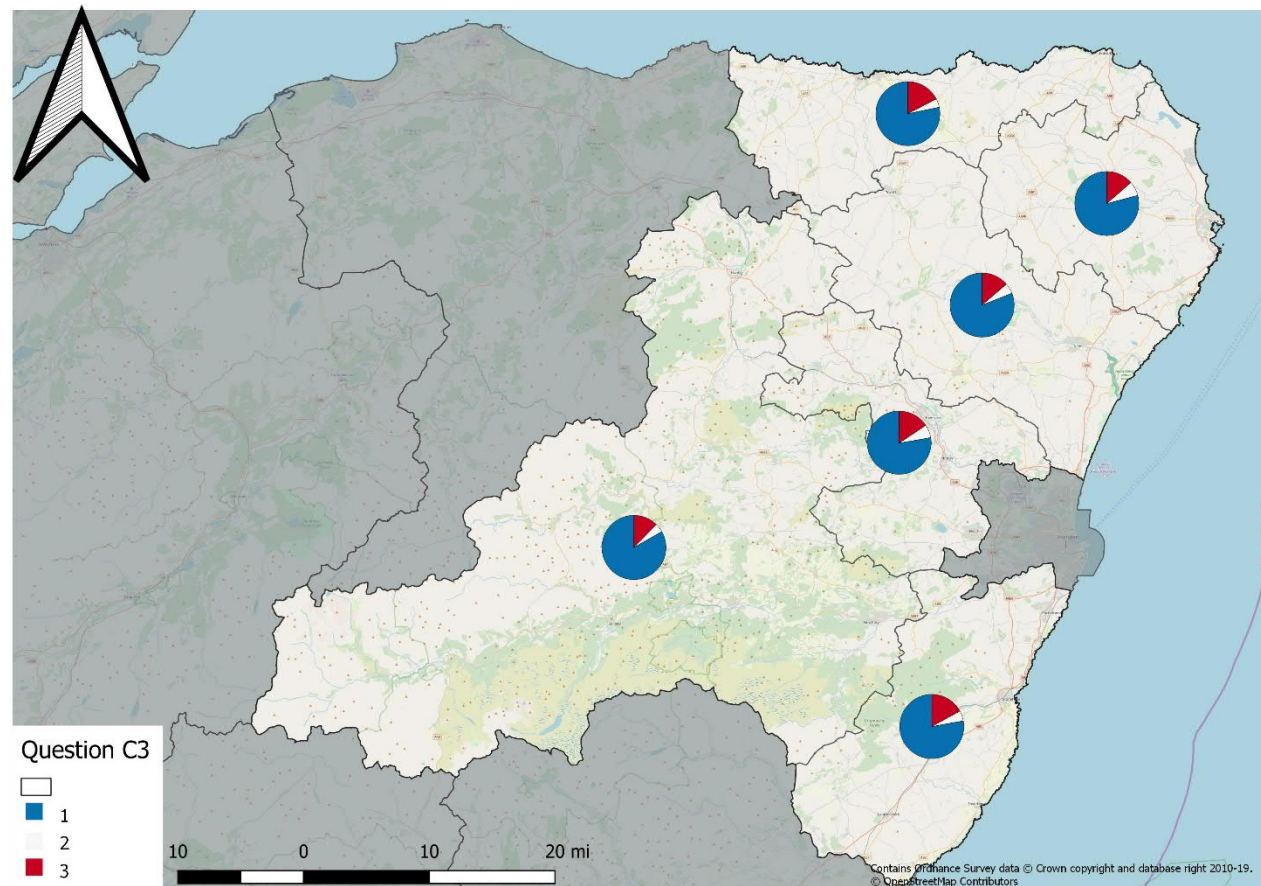
Figure 43. Area Responses – Question C3

A majority of respondents across the Areas indicated that the Council should provide financial support for community/voluntarty services whilst a small number disagreed. This was most noted in Marr where 244 (83%) selected 'Yes' whilst more widely across the region there was at least a 76% support rate for the the question. Those who said that the council should not provide financial support ranged from 12 to 18%.

3.3.4 Section D – About You

Question D2: In what capacity are you responding?

Table 20. Area Responses - Question D2

Area	As an individual		As a representative of a local community group		On behalf of a charity, voluntary or community sector organisation		On behalf of an educational establishment, such as a school or college		On behalf of a social care establishment, such as a day care centre		On behalf of a medical establishment, such as a hospital or doctor's surgery		On behalf of a business		Other	
Buchan	191	91.8%	4	1.9%	4	1.9%	3	1.4%	0	0.0%	0	0.0%	0	0.0%	6	2.9%
Formartine	472	95.0%	8	1.6%	2	0.4%	4	0.8%	4	0.8%	0	0.0%	1	0.2%	6	1.2%
Garioch	320	94.7%	5	1.5%	3	0.9%	2	0.6%	0	0.0%	0	0.0%	0	0.0%	8	2.4%
Marr	272	91.6%	12	4.0%	6	2.0%	0	0.0%	3	1.0%	0	0.0%	1	0.3%	3	1.0%
Kincardine & Mearns	181	92.8%	6	3.1%	2	1.0%	1	0.5%	1	0.5%	0	0.0%	1	0.5%	3	1.5%
Banff & Buchan	85	90.4%	4	4.3%	1	1.1%	1	1.1%	1	1.1%	0	0.0%	0	0.0%	2	2.1%

Across all Areas, the majority of respondents indicated that they were responding 'As an individual'. This is highest in Formartine where 472 (95%) selected this category, likewise across the region with at least 90% of respondents in each Area responding 'As an individual'. The 12 (4%) in Marr who responded 'As a representative of a local community group' was the highest response rate to all capacities aside from 'As an individual' in any given Area.

Question D3: Age of respondents

1. *Under 16*

2. *16-21*

3. *22-29*

4. *30-39*

5. *40-49*

6. *50-59*

7. *60+*

8. *Prefer not to say*
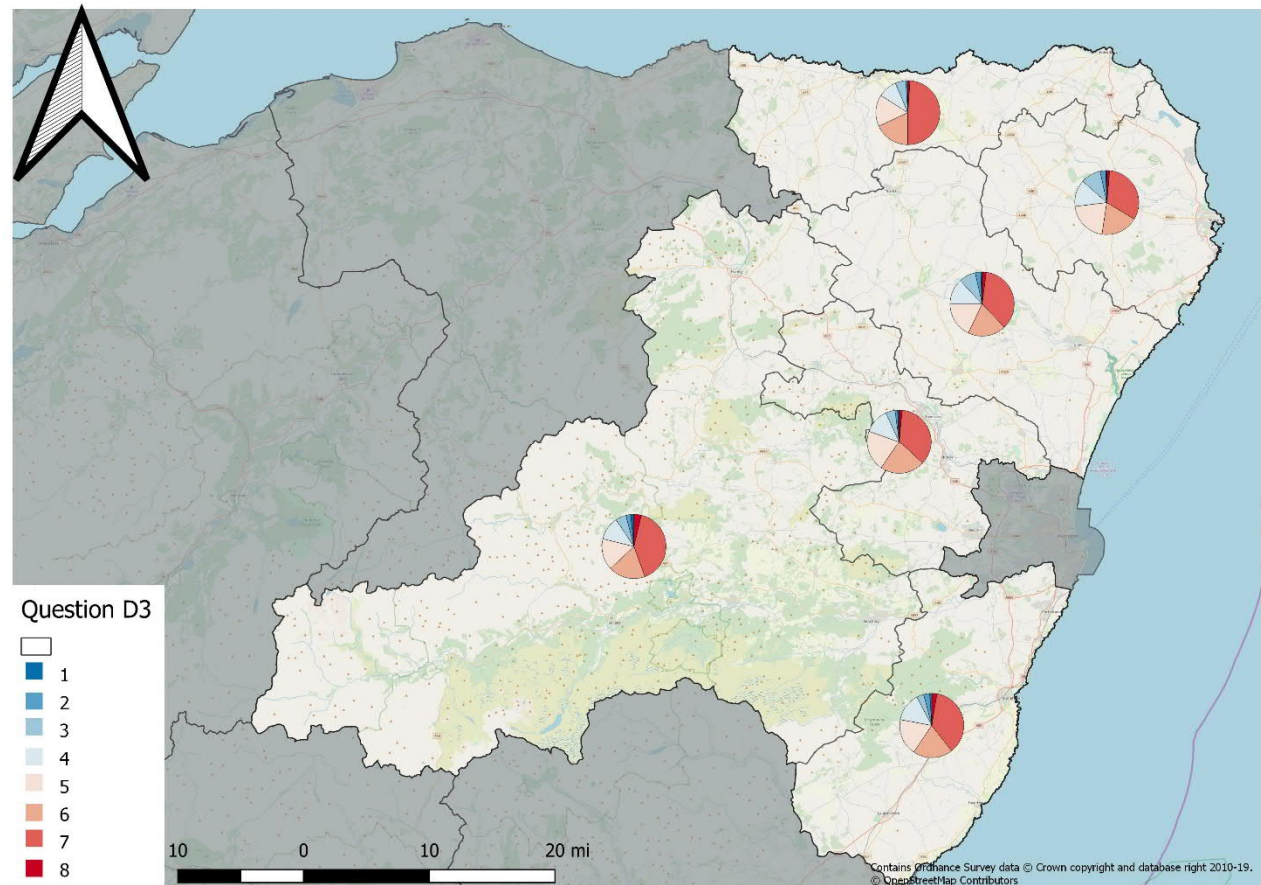
Figure 44. Area Responses – Question D3

The results displayed coincide with the Regional overview, showing the highest proporation being amongst the 60+ group, particularly in Banff and Buchan where 46 (49%) respondents fell into this category. Across the other age groups there were fewer respondents from the youngest categories – 16-21 and 22-29 – whilst no more than 2% in any Area were Under 16. In Buchan, 21 (10%) respondents were in the 22-29 category whilst in Garioch a combined 5% were from this and the 16-21 age group. The increasing trend with increasing age group is considered the same for Area level as results show an 18-22% share for the 50-59 age group.

Question D4: Do you consider yourself to have a disability?

1. *Yes*

2. *No*

3. *Prefer not to say*
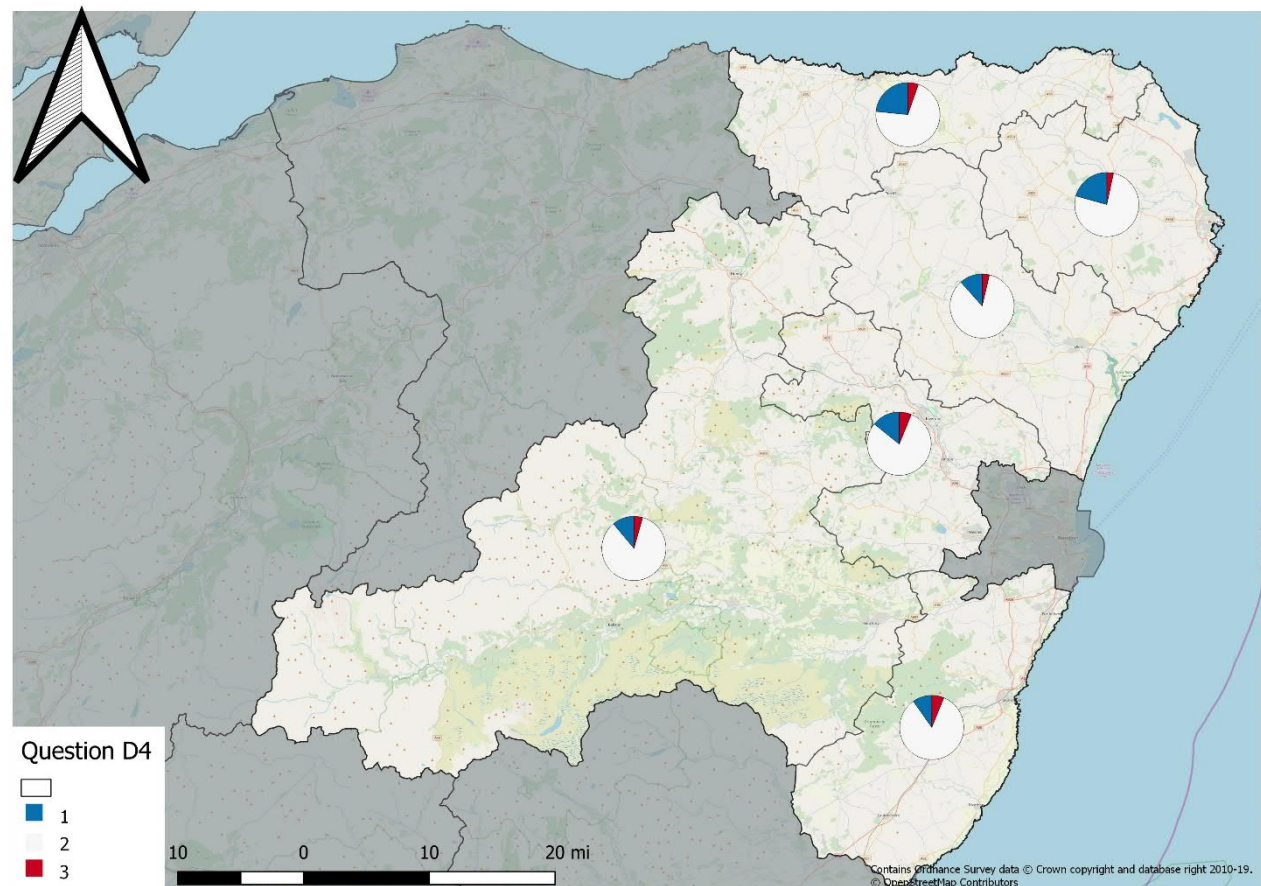
Figure 45. Area Responses – Question D4

The majority of respondents indicated that they do not have a disability, such as 417 (85%) in Formartine. Some respondents said they do have a disability, such as 22 (23%) in Banff and Buchan.

Question D5: Are you a bus user in Aberdeenshire?

1. *Yes, I regularly travel by bus*

2. *Yes, I occasionally travel by bus*

3. *No*
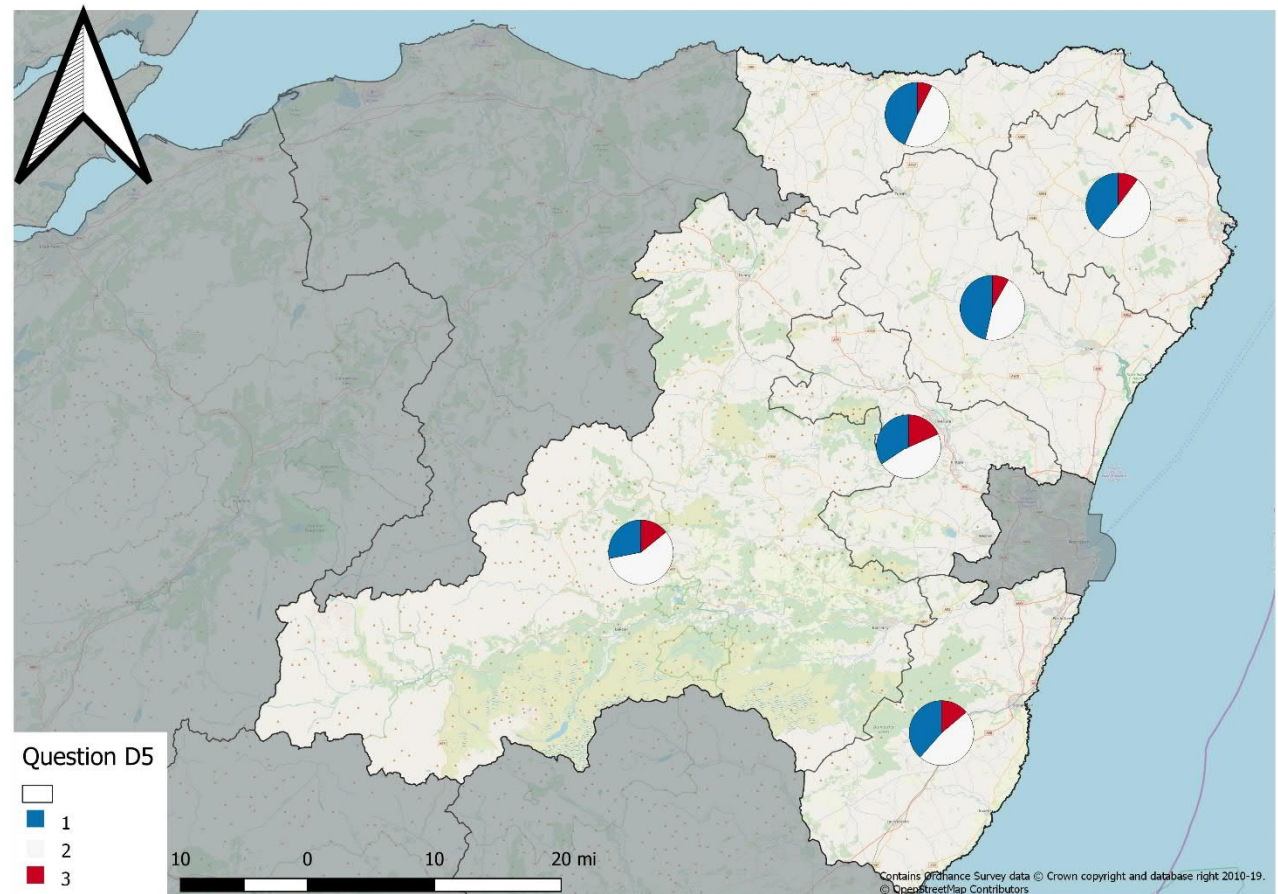
Figure 46. Area Responses – Question D5

Results indicate a more even split between regular and occasional users in the north whereas in Kincardine and Mearns 93 (47%) selected option 2. Also, in both Garioch and Kincardine 18% and 14% respectively stated they are not a bus user in Aberdeenshire.

Question D6: Do you have a concessionary travel bus pass?

1. *Yes, a free bus pass*

2. *Yes, a Young Persons bus pass*

3. *No*
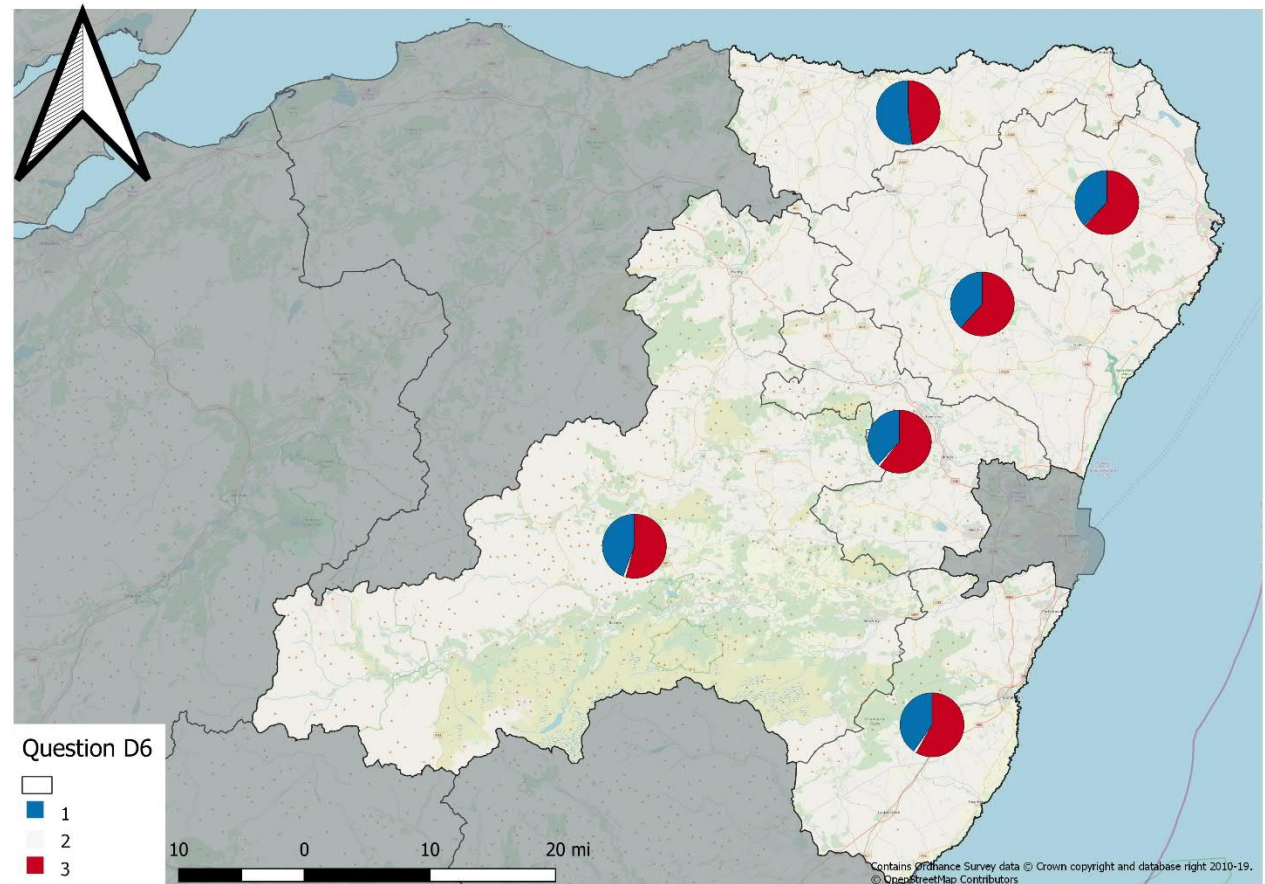
Figure 47. Area Responses – Question D6

Except for Banff and Buchan where 49 (52%) indicated that they have a free bus pass, results show that most respondents do not have any form of concessionary pass.

Question D7: How frequently do you use bus services?

1. *5 or more times per week*

2. *3-4 times per week*

3. *1-2 times per week*

4. *Once a fortnight*

5. *Once a month*

6. *Less than once a month*
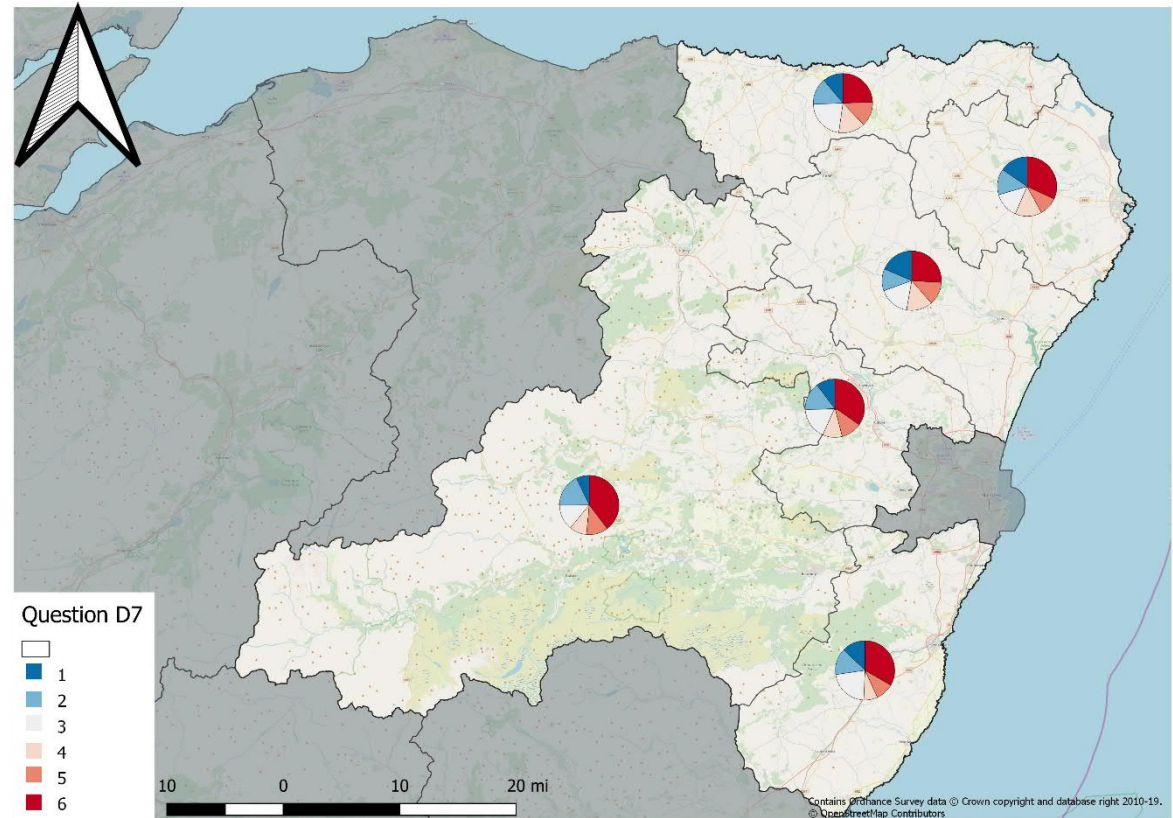
Figure 48. Area Responses – Question D7

Across all Areas, most people indicated that they use the bus 'Less than once a month' whilst there was a split across the other 5 options. This was most noted in Marr where 117 (39%) selected option 6 compared to 28 (9%) who indicated they use bus services '3-4 times per week'.

Question D8a: For what journey purpose do you use the bus mostly for?

Primary purpose

1.   *Work*

2.   *Shopping*

3.   *Medical/Health*

4.   *Social/Leisure*

5.   *Education*

6.   *Personal business*

7.   *Volunteering*
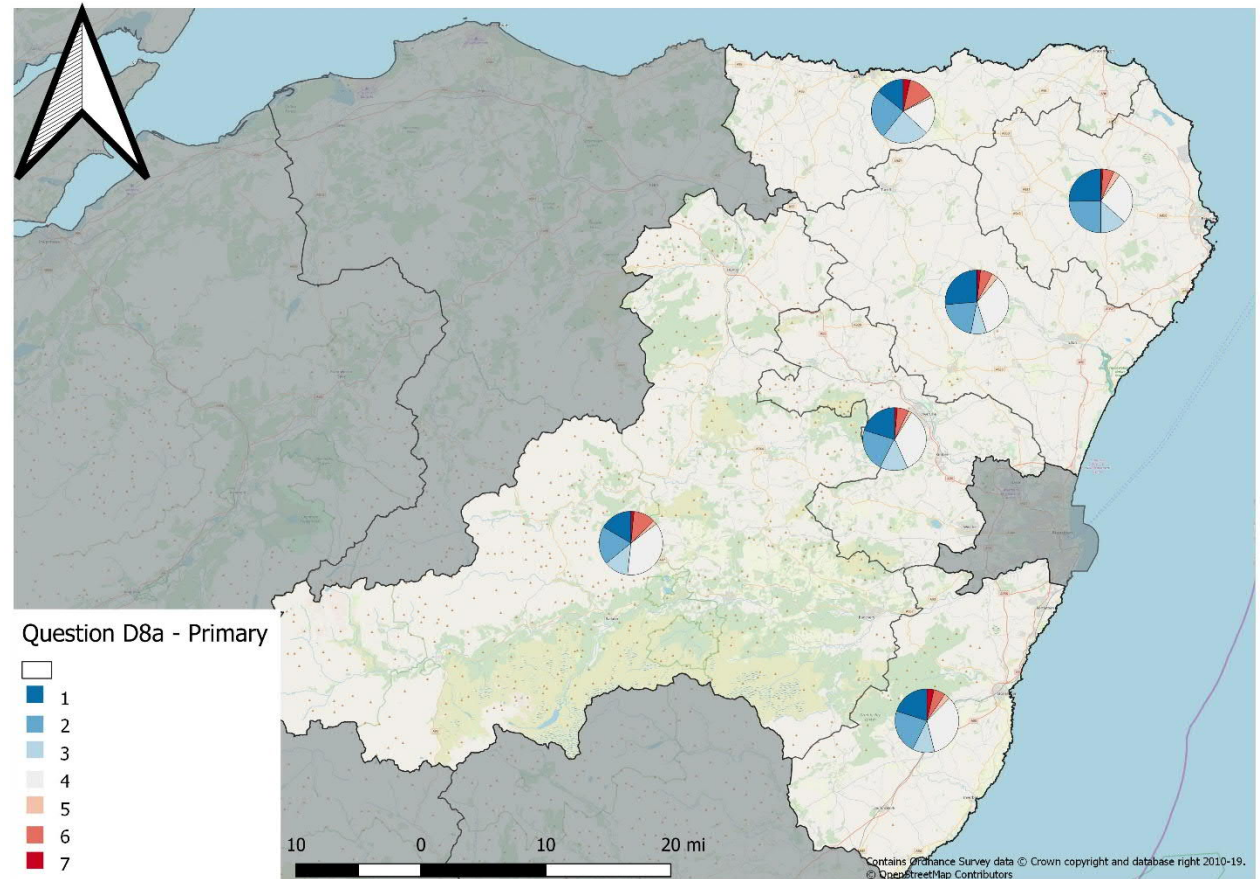
Figure 49. Area Responses – D8 (Primary)

In coinciding with the Regional average, the Primary purpose of bus travel is mainly 'Social/Leisure', such as in Garioch where 100 (34%) selected this option. However, there are some disparities as 'Shopping' is also regarded as a Primary purpose particularly in Banff and Buchan were 21 (25%) respondents selected this compared to 23% for 'Social/Leisure'. Volunteering and Education are considered less of a Primary activity according to the Area results with 15 (3%) respondents in Formartine selecting Option 5.

Question D8b: For what journey purpose do you use the bus mostly for?

Secondary/other purpose

1. *Work*

2. *Shopping*

3. *Medical/Health*

4. *Social/Leisure*

5. *Education*

6. *Personal business*

7. *Volunteering*

Question D8b- Secondary

- 1
- 2
- 3
- 4
- 5
- 6
- 7
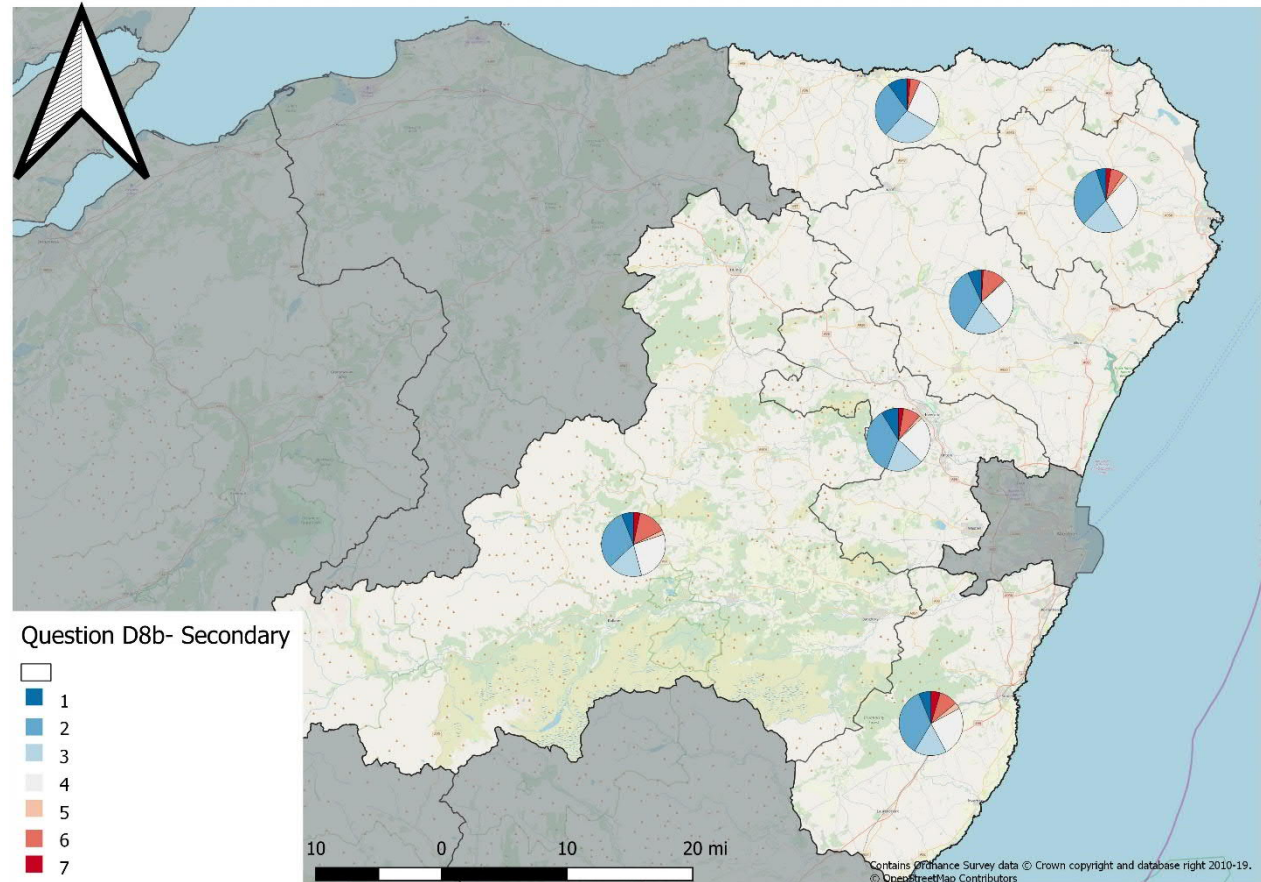
Figure 50. Area Responses – D8 (Secondary)

For Secondary travel purposes by bus, more respondents selected 'Shopping' with an increase also in 'Medical/Health'. In Kincardine and Mearns, 38 (44%) selected the former whilst 25 (21%) in Buchan indicated their Secondary purpose as being Medical/Health. Again, 'Education' and 'Volunteering' remained low.

Question D9. If you don't travel by bus, what is/are the reason(s) for this?

Table 21. Area Responses - Question D9

Area	No bus service where I live		No bus service within what I consider to be a walkable distance		Unreliable (e.g. delays, breakdowns, etc.)		Doesn't go where and/or when I want it to go		Too long journey times		Buses too crowded		Too expensive		Vehicle accessibility (e.g. difficult to board and/or alight)		Passenger behaviour		Simply prefer the car	
Buchan	23	7.9%	17	5.8%	36	12.4%	53	18.2%	37	12.7%	9	3.1%	59	20.3%	21	7.2%	10	3.4%	26	3.4%
Formartine	55	9.3%	56	9.6%	94	15.8%	158	26.8%	55	9.3%	8	1.5%	88	15.0%	21	3.7%	7	1.2%	47	1.2%
Garioch	57	12.6%	42	9.3%	53	12.2%	108	24.0%	59	13.3%	10	2.2%	65	14.6%	9	2.0%	2	0.5%	40	0.4%
Marr	65	13.7%	48	10.1%	67	14.1%	109	23.0%	81	17.1%	8	1.7%	62	13.1%	6	1.3%	5	1.1%	23	1.1%
Kincardine & Mearns	22	9.1%	19	10.0%	33	17.8%	52	27.8%	14	7.9%	4	2.9%	22	14.1%	4	3.3%	3	1.7%	9	1.2%
Banff & Buchan	4	4.0%	5	5.0%	12	12.0%	24	24.0%	18	18.0%	1	1.0%	15	15.0%	2	2.0%	3	3.0%	16	3.0%

The results show a fairly even split across the selected reasons as to why respondents don't travel by bus. Option 4 was selected most frequently with 158 (27%) in Formartine indicating that the bus doesn't go where and/or when I want it to go. In other areas, 81 (17%) of people in Marr highlighted that the journey times are too long whilst across the Areas unreliability was considered a reason for not travelling by bus.

This page is intentionally blank

Appendix A – Survey Template

INTRODUCTION

Bus services in Scotland are provided in a deregulated marketplace, with most bus services provided on a commercial basis by private companies.

Bus operators can choose to provide services on any route and with any timetable, provided they have registered the bus service with the Office of the Scottish Traffic Commissioner. Bus operators consult with their existing and potential customers, local authorities, and other stakeholders, before introducing, amending, or withdrawing, such services, which are described as "commercial".

Local authorities such as Aberdeenshire Council have a duty to identify travel needs within their area which are not otherwise met, and secure what public transport is appropriate taking into account the funds available. These bus services are described as "supported".

In addition to funding fixed route bus services, the Council supports community transport, for example dial-a-bus and voluntary car schemes operated by the voluntary sector, provides door-to-door dial-a-bus services and also provides a TaxiCard Scheme which offers a discount on taxi fares, usually £5 per journey, for older and disabled residents.

The Council has limited funds and is seeking your views on public transport to assist decision-making on how to prioritise spend.

Further information on the Council's strategy and associated current policies for the support of passenger transport, including local bus services, can be found in the Passenger Transport Strategy
https://www.aberdeenshire.gov.uk/media/7991/passengertransportstrategy.pdf

This questionnaire focuses on ascertaining views on how best to provide supported bus services. You may answer the questions as an individual, or on behalf of an organisation

ABERDEENSHIRE BUS SERVICES

A1: Overall, how satisfied or dissatisfied are you with bus service provision in Aberdeenshire?

○ Very satisfied

○ Fairly satisfied

○ Neither satisfied nor dissatisfied

○ Fairly dissatisfied

○ Very dissatisfied

○ No opinion

A2: Which of these types of bus service do you think are most important?

○ Main bus routes running into Aberdeen

○ Local bus routes taking people to facilities in their local town

○ Both types of service are equally important

○ Don't know

The Council has eleven priorities which can be found on the Council Website.

These priorities include "to have the best possible transport links across our communities" and "to protect our special environment, including tackling climate change by reducing greenhouse gas emissions".

A3: Which of these types of bus service do you think is more important?

○ Bus services that encourage people to leave their cars at home

○ Bus services for people who don't have access to private transport

○ Don't know

COUNCIL SUPPORTED BUS SERVICES

All local authorities have a requirement to consider the provision of bus services which are deemed "socially necessary".

In terms of bus miles, just over a quarter of the Local Bus network in Aberdeenshire is supported by the Council. The remainder is provided on a commercial basis, including most of the mainline bus services into Aberdeen.

B1. Which of these age groups should be our focus for investment in supported services?

Please rank all categories in order of importance from 1 to 3, where 1 is the most important.

If you do not have an opinion you may skip the question

Children and young people, for example aged under 25 years

Adults, for example aged 25 – 60 years

Older people, for example aged 60 years +

B2. Which of these trip purpose(s) do you consider to be the most important for the Council to provide?

Please rank all categories in order of importance from 1 to 7, where 1 is the most important.

If you do not have an opinion you may skip the question

For taking people to/from work

For education/training

For shopping trips

For access to health care

For personal business

For social and leisure purposes

For tourists and other visitors to Aberdeenshire

B3. Which of these types of bus service(s) do you consider to be the most important, for the Council to support?

Please rank all categories in order of importance from 1 to 5, where 1 is the most important.

If you do not have an opinion you may skip the question

Mainline route enhancements such as evening or Sunday journeys

Rural services connecting onto mainline routes into Aberdeen

Cross-country routes between Aberdeenshire towns

Rural local services to local towns

Town Services i.e. within towns and villages connecting to local facilities

B4. Which of these types of bus service(s) do you consider to be the most important for the Council to support?

Please rank all categories in order of importance from 1 to 6, where 1 is the most important.

If you do not have an opinion you may skip the question

Mon-Fri peak-time services (e.g. 0730-0900 hrs and 1600-1800 hrs)

Mon-Fri daytime services, in-between peak times

Mon-Fri evening services

Saturday daytime services

Sunday daytime services

Weekend evening services

B5. Which of these types of bus service do you think should be provided by the Council for the general public?

Please rank all categories in order of importance from 1 to 3, where 1 is the most important

If you do not have an opinion you may skip the question.

☐ Traditional timetabled bus services operating along a fixed route with set journey times and stopping places

☐ Timetabled dial-a-bus services that must be pre-booked but can divert off the main route, allowing passengers to request a door-to-door service

☐ Totally flexible area-based dial-a-bus services where passengers can ask to travel between any two points in an area within the advertised operating times but the bus must be pre-booked, trip times must fit in with other passenger bookings and pick-up times may vary from the requested time

B6. Which of the following list of policy issues are important to you?

Please rank all categories in order of importance from 1 to 5, where 1 is the most important.

If you do not have an opinion you may skip the question

☐ Environmental issues such as the reduction of carbon emissions

☐ The local economy and jobs

☐ Social inclusion issues such as addressing loneliness and isolation

☐ Health and wellbeing

☐ Reduction of poverty and inequalities

B7. How do you normally find out about any bus services you use?

If you do not use bus services please skip the question

(Tick all that apply)

☐ Traveline Scotland

☐ Operator website

☐ Operator app

☐ Social media

☐ Timetable leaflet

☐ Information at bus stop

☐ Phone operator

☐ Phone Aberdeenshire Council

☐ Other (please specify)

[   ]

B8. Do you have difficulty finding out about bus services?

○ No

○ Yes

○ Sometimes

If you have chosen either Yes, or Sometimes, please give reason(s) below:

[   ]

COMMUNITY TRANSPORT

The Council provides funding towards the operation of some Aberdeenshire voluntary transport services including dial-a-bus, volunteer car schemes and community minibuses. The Council's Aberdeenshire Community Transport Forum holds meetings approximately three times per year to bring together community/voluntary transport providers.

C1. Do you agree that communities have a role in the provision of local passenger transport services?

○ Yes

○ No

○ Don't know

C2. What type of role should communities play in the provision of local passenger transport services?

If you do not have an opinion you may skip the question

☐ Helping to design bus services

☐ Helping to design community / voluntary transport services

☐ Funding or fundraising for community / voluntary transport services

☐ Providing community / voluntary transport services

☐ Other (please specify)

[   ]

C3. Should the Council provide financial support for community / voluntary services?

○ Yes

○ No

○ Don't know

ABOUT YOU

Finally, this section of the questionnaire asks for information about you, to understand the profile of responses and identify whether responses vary by demographic. Please be assured that these questions are completely confidential, and they will only be used for analysis purposes. Please feel free to answer all, or as many, questions as you wish, the majority of them more suited to responses from individuals.

D1. Select the the first part of your postcode

D2. In what capacity are you responding?

○ As an individual

○ As a representative of a local community group

○ On behalf of an educational establishment, such as a school or college

○ On behalf of a medical establishment, such as a hospital or doctor's surgery

○ On behalf of a social care establishment, such as a day care centre

○ On behalf of a business

○ On behalf of a charity, voluntary or community sector organisation

○ Other (please specify)

D3. Age

○ Under 16

○ 16-21

○ 22-29

○ 30-39

○ 40-49

○ 50-59

○ 60+

○ Prefer not to say

D4. Do you consider yourself to have a disability? (e.g. a physical or mental impairment which has a substantial and long-term adverse effect upon your ability to carry out normal day-to-day activities)

- ( ) Yes
- ( ) No
- ( ) Prefer not to say

D5. Are you a bus user in Aberdeenshire?

- ( ) Yes, I regularly travel by bus
- ( ) Yes, I occasionally travel by bus
- ( ) No

D6. Do you have a concessionary travel bus pass?

- ( ) Yes, a free bus pass
- ( ) Yes, a Young Persons bus pass
- ( ) No

D7. How frequently do you use bus services?

- ( ) 5 or more times per week
- ( ) 3-4 times per week
- ( ) 1-2 times per week
- ( ) Once a fortnight
- ( ) Once a month
- ( ) Less than once a month

D8. For what journey purpose do you use the bus mostly for?

	Primary (Main use)	Secondary(Other)
Work	( )	( )
Shopping	( )	( )
Medical/Health	( )	( )
Social/Leisure	( )	( )
School/College	( )	( )
Personal Business	( )	( )
Volunteering	( )	( )

Other (please specify)

[   ]

D9. If you don't travel by bus, what is/are the reason(s) for this?
(Select all that apply)

- [ ] No bus service where I live
- [ ] No bus service within what I consider to be a walkable distance
- [ ] Unreliable (e.g. delays, breakdowns, etc.)
- [ ] Doesn't go where and/or when I want it to go
- [ ] Too long journey times
- [ ] Buses too crowded
- [ ] Too expensive
- [ ] Vehicle accessibility (e.g. difficult to board and/or alight)
- [ ] Passenger behaviour
- [ ] Simply prefer the car
- [ ] Other (please specify)

D10. If there is no bus service, or you feel that it is too difficult to access the existing bus service, or the service does not take you to where and/or when you want it to go, can you please state your preferences

Origin (where you would normally wish to board)

Destination (your preferred drop off location)

Day(s) of week for travel

Arrival time at destination

Return departure time

Thank you for completing this questionnaire. Your response will assist us in our review of supported local bus and A2B dial-a-bus services in Aberdeenshire.

You may be aware of Aberdeenshire Council's Area Bus Forums, which are held in each of the Council's six administrative areas, and act as the principal focus for consultation on public transport matters. It is the intention that any proposals arising from the above review will be discussed at these meetings, which are open to the general public, and full details will be provided via the link below in due course.

https://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/area-bus-forums/

If there are any specific issues relating to public transport in Aberdeenshire that you wish to raise, you may contact us on public.transport@aberdeenshire.gov.uk

Appendix B – Additional Graphical Outputs

These have been provided separately to Aberdeenshire Council.