

## ABERDEENSHIRE BUS SERVICE SURVEY: QUESTIONNAIRE 2019

### 1. Summary of Overall Findings

1.1 In total there were 2,398 responses to the questionnaire. The postcode areas within Aberdeenshire with the greatest number of recorded respondents were AB41 (Ellon) with 372, followed by AB51 (Inverurie) with 153, and AB42 (Peterhead) with 150.

1.2 The largest proportion of respondents to the questionnaire was in the 60+ age group (37%). 88% of respondents were bus users with just over 44% of them travelling by bus in Aberdeenshire on a regular basis.

1.3 The primary purposes for travel of bus users who responded were:

- Social/leisure (33%);
- Work (22%); and
- Shopping (22%).

whilst the most common secondary purposes for travel were:

- Shopping (34%);
- Social/leisure (26%); and
- Medical/health (19%).

The most common reason for not using the bus was that the current services do not take people where and/or when they wish to go (24%).

1.4 65% thought that supported bus services should be targeted at people who do not have access to private transport rather than encouraging people to leave their cars at home. 54% considered that the main priority was for provision to be focussed on 'older people' (> 60 years), whilst the 'adult' category (aged 25 - 60 years) and the 'children & young people' category (< 25 years) were ranked equally (23%).

Accounting for respondents' second and third preferences, there was no change in the priority ranking.

1.5 Regarding first ranked trip purpose priorities:

1. Work was favoured by 53%;
2. Access to healthcare by 34%;
3. Education/training 7%, and
4. Shopping 3%.

Accounting for respondents' second, third, etc. preferences, there is no change to the expressed order of priority.

1.6 Regarding bus service types, the first ranked priorities were:

1. Rural services connecting with mainline routes to/from Aberdeen (38%);
2. Rural services to/from local towns (22%);
3. Mainline route enhancements (16%); and
4. Cross-country services and town services ranked equally (both 12%).

Accounting for respondents' second, third, etc. preferences, the priority ranking was, as follows:

1. Rural services connecting with mainline routes to/from Aberdeen and Rural local services to/from local towns ranked equally;
3. Cross-country services; and
4. Mainline route enhancements and town services ranked equally.

1.7 In terms of preferred time periods of operation the first preferences were for provision during:

1. Monday - Friday peak times (68%);
2. Monday - Friday inter-peak hours (22%);
3. Weekend evening services (4%); and
4. Monday - Friday evening and Saturday daytime and Sunday daytime services ranked equally (all 2%).

Accounting for respondents' second, third, etc. preferences the priority ranking was, as follows:

1. Monday - Friday peak times;
2. Monday - Friday inter-peak hours;
3. Monday to Friday evening services and Saturday daytime services were ranked equally; and
5. Weekend evening services and Sunday daytime services were ranked equally.

1.8 Regarding service delivery, 77% preferred traditional timetabled bus services operating along a fixed route with set journey times and stopping places, followed by pre-bookable timetabled door-to-door services (14%).

1.9 Regarding policy priorities, there was a relatively even split in the number of respondents selecting local economy and jobs (26%) and social inclusion issues (25%) as being of the highest priority in Aberdeenshire. The most popular second ranked priority was social inclusion (27%), closely followed by health and well-being (26%).

Accounting for second, third, etc. preferences the priority ranking was similar, as follows:

1. Local economy and jobs and Social inclusion and Health and wellbeing were ranked equally;
4. Reduction of poverty and inequalities; and
5. Environmental issues.

1.10 Regarding Community Transport, 69% of respondents felt that communities should have a role in the provision of local passenger transport services, with 43% stating that communities should help design bus services and 27% stating that they should assist in the design of community/voluntary transport services. 80% expressed the view that the Council should continue to provide financial support for community/voluntary transport services.

## 2. Findings by Council Area

2.1 The views expressed across the six Council Areas did not vary significantly from the overall Aberdeenshire findings. Below are some minor variations:

- 71% of respondents in Buchan felt that bus services should be targeted at people who do not have access to private transport, compared with 65% in Aberdeenshire as a whole.
- 59% of respondents in Garioch considered that the main priority for bus service provision was to focus on older people, compared with 53% in Aberdeenshire as a whole.
- 57% of respondents in Formartine indicated that "Taking people to/from work" should be the main priority, as opposed to 54% across Aberdeenshire.
- 35% of respondents in Buchan indicated that local jobs and the economy were the most important policy issues, as opposed to 26% across Aberdeenshire.

2.2 The respondents' demographics and current patterns of bus use by Council Area showed a couple of minor variations as follows:

- In Banff and Buchan, 49% of the respondents were in the 60+ category, whereas the corresponding Aberdeenshire figure was 37%.
- In Buchan the most common reason for not travelling by bus was given as "too expensive", with over 20% stating this, along with 18% stating the reason as being that existing services do not go where and/or when they want to go. This compares with 15% and 24% respectively across Aberdeenshire.