

GARIOCH AREA BUS FORUM

MINUTES OF MEETING ON WEDNESDAY 30TH AUGUST 2017

FRIENDSHIP ROOM, KEMNAY VILLAGE HALL, KEMNAY

In Attendance

Councillor F. Hood (Aberdeenshire Council) (Chair)

Councillor M. Ford (Aberdeenshire Council)

Councillor H. Smith (Aberdeenshire Council)

Brian Fraser (Bus User)

Evelyn Fraser (Bus User)

Dorothy Duthie (Sauchen Bus User)

Derek Duthie (Sauchen Bus User)

Sandra Coutts (Bus User)

Shonagh Donachie (Kemnay Resident and Bus User)

Martin Thomson (Kemnay Resident and Bus User)

Raymond Swaffield (Westhill and Elrick Community Council)

Gina Ford (Fintray Community Council))

Neil Peace (Kintore Bus User)

Mike Christie (Kemnay Bus User)

Ian Scott (Kemnay Bus User)

Ann Marston (Kintore Community Council)

Sheila Gray (Kintore Community Council)

Archie Peebles (Inverurie Community Council)

Margaret Truscott (Kemnay Bus User)

Doreen Abel (Kemnay Bus User)

Peter Davidson (Evening Express)

Richard Lamplugh (Kemnay Bus User)

Margaret Basley (Kemnay Community Council)

Doug Bain (Bains Coaches)

Graeme Leslie (Operations Director, Stagecoach North Scotland)

Neil Stewart (Principal Officer, Aberdeenshire Council)

Susan Watt (Senior Transport Officer, Aberdeenshire Council)

Claire Marshall (Transport Officer, Aberdeenshire Council)

Apologies

William Mainus (Commercial Manager, Stagecoach North Scotland)

Councillor I. Walker (Aberdeenshire Council)

Evie Gray (Monymusk Resident and Bus User)

Iain Black (Kemnay Resident and Bus User)

1. Welcome and Introduction

Councillor Hood welcomed everyone to the meeting and introductions were given.

2. Minutes of Meeting on 2nd March 2017

The minutes were approved with one exception raised from the floor. Item 3.13 refers to another item, "3.16". This should instead read "3.15" and has been amended to reflect this.

3. Matters Arising from the Minutes

Neil Stewart provided the following update on behalf of Aberdeenshire Council:

- 3.1 A review of Council supported Local Bus Services was required to ensure that the spend on socially necessary bus services did not exceed the 2017/2018 Budget allocation. Economies had to be made and as a result, service changes were implemented on 17 July 2017; however there were no changes to services in the Garioch area.
- 3.2 In response to the May 2017 proposed changes to the Service X17 (Aberdeen – Westhill) timetable, resulting in Kirkton of Skene residents not being able to arrive in time for work at Aberdeen Royal Infirmary on the proposed 0630 hours ex Alford – Aberdeen (Monday to Friday), he confirmed that Aberdeenshire Council and Stagecoach Bluebird were able to re-time the journey for the affected passengers.

He also confirmed that the service is now wholly supported by the Council and that it is operated by one vehicle, so any re-timing would likely have a knock-on effect on the remainder of the journeys on the timetable. He reported that a further request has been received from a Sauchen resident for journey re-timings and, whilst this cannot be fulfilled at present, it would be considered in the next service review.

Graeme Leslie provided the following update on behalf of Stagecoach Bluebird:

- 3.3 In response to the query as to whether Stagecoach Bluebird will divert buses to serve the new Craibstone Park and Ride site on the A96, he confirmed that Service 37 (Aberdeen – Kintore – Inverurie) has been serving the site since May 2017.
- 3.4 Regarding stance allocations at Union Square Bus Station for Service X17 (Aberdeen – Elrick), he confirmed that there are no plans to revise these at present. He advised that the company is currently trialling a public announcement system to alert passengers of any changes to stance allocations, with support from the Customer Service Advisor.
- 3.5 In response to the agreement to investigate a technical solution for the Real Time information system to show Alford instead of Elrick on the screens at Union Square Bus Station, and on the buses themselves, he confirmed that this has been rectified.
- 3.6 In response to the claim regarding frequent non operation of the 1720 hours ex Aberdeen (Service 37), in particular on 10 September 2016, he confirmed that investigations found that this journey *did* operate, but was ten minutes late. In May 2017, additional time was added into each journey but it has become apparent that more time is still required, in particular between 1600 hours and 1800 hours.
- 3.7 In response to the claim regarding the late running of the 1252 hours ex Kintore – Aberdeen on 25 February 2017 (Service 37), he confirmed that investigations found that the service ran 15 minutes late but no obvious reason could be found for this, for which he apologised.

- 3.8 In response to the claim regarding frequent late running or non-operation in the evening peak of Service 37, with particular reference to journeys departing 1700 hours, 1720 hours and 1740 hours (no ticket machine on board) ex Aberdeen on 25 February 2017, he confirmed that investigations found that each journey had operated between 15 minutes and 30 minutes late and ticket machines were in operation on all three journeys, with tickets issued. He also confirmed that he would look at the type of vehicles allocated to the route and highlighted the difficulty in judging travel times due to the volume of traffic during peak periods.
- 3.9 In response to the claim regarding a lack of seating capacity on Service 37 (Aberdeen – Inverurie) during the afternoon peak journeys, on arrival at Aberdeen Royal Infirmary, he confirmed that investigations over a 4 week period, during term time, found no evidence of capacity issues.

The passenger who had raised this originally agreed that there have been no further issues, but that there are instances of coaches being allocated to the route.

Graeme Leslie confirmed that coaches may be allocated to a small number of journeys when larger capacity buses are deployed on school contracts.

- 3.10 In response to the claim regarding frequent non operation and late running of Service 35 (Aberdeen – Banff – Elgin), with particular reference to 1023 hours ex Banff – Aberdeen (Saturday) and 0905 hours ex Elgin – Aberdeen (Saturday), he confirmed that the company's reports, over a 2-3 month period, have highlighted both trips as having timing issues and this will be rectified. He also confirmed that 9 newer vehicles would be allocated to the corridor in early December 2017 to address reliability issues.
- 3.11 In response to Councillor Hood's statement that the Stagecoach Bluebird app was not working on the Service 290/291 (Aberdeen – Tarves/Methlick) corridor, he advised that there may have been an issue with the user's phone not having a sufficient Wi-Fi signal.

4. Stagecoach Bluebird Update

Graeme Leslie provided the following update:

- 4.1 Since the service revisions in May 2017, Stagecoach Bluebird have been monitoring their performance, and further proposals are being considered for January 2018. He welcomed any feedback on commercial services and a consultation period will be undertaken in early December, either online or at roadshows.
- 4.2 He confirmed that the service changes implemented on Service X17 (Aberdeen – Westhill) in May 2017, to address reliability issues on the corridor, have now resulted in too much time being added to journeys, in particular around the Prime Four Business Park area. However, he added that the company is no longer receiving numerous complaints regarding several Service X17 vehicles turning up at once.

(Following the meeting, Stagecoach Bluebird implemented a service change on 9 October 2017, to address the above issues and also to serve the new Total facility in Westhill.)

5. Aberdeenshire Council Update

Neil Stewart provided the following update:

- 5.1 Aberdeenshire Council will review supported Service 218 (Alford – Westhill – Aberdeen) at the same time as the Stagecoach commercial network review.
- 5.2 The results of the autumn 2016 Bus Passenger Satisfaction Survey (BPSS) have been compiled. The methodology has changed so it has not been very easy to make comparisons between the autumn 2016 and spring 2016 surveys. He confirmed that the main difference in execution was that 516 surveys were carried out on board services operated by Stagecoach Bluebird in Aberdeenshire (including those operating to/from Aberdeen), whilst in spring 2016, 300 surveys were carried out at bus stops on the 6 principal Aberdeenshire bus corridors, as well as 300 surveys at Union Square bus station.

Whilst positive satisfaction with the “Overall Journey Experience” has increased, it appears to have only increased in four of the seventeen other categories.

It was considered that a more representative comparison was undertaken with the results of an average across 7 English rural authorities in autumn 2016, as the same methodology was used as in Aberdeenshire. The results for the English authorities were also generally higher, with positive satisfaction in 10 of the 18 categories outscoring Aberdeenshire.

Other than the methodology used and the time of year concerned, it is unclear as to why positive satisfaction levels have dropped in so many categories in Aberdeenshire, but the results will be discussed at the Local Authority Bus Operators Forum. The original autumn 2016 survey covered the Nestrans area (Aberdeenshire and Aberdeen City) and it was the request for the results to be split between City and Shire which incurred the lengthy delay.

Councillor Hood referred to the Survey Indicator “Length of Time Waiting (for a bus)” and expressed the view that the low positive satisfaction level (65%) bears out much of the discussions at the Forum regarding late running and non-operation.

Councillor Ford queried whether the surveys were carried out on all the Stagecoach bus routes in Aberdeenshire, and over what timescale, highlighting that perhaps one issue on one particular journey being surveyed (e.g. breakdown) could significantly influence passengers’ responses regarding the entire service concerned.

Neil Stewart confirmed that the survey had been undertaken on all the main corridors to/from Aberdeen plus a small number of cross-country services in Aberdeenshire, but conceded that he was unsure of the timescale involved. He agreed to seek additional details on how the survey is undertaken in the future.

- 5.3 Transport Minister Humza Yousaf last month launched a Consultation on the future of the National Concessionary Travel Scheme. The Consultation is available online at <https://consult.scotland.gov.uk/> until 17th November 2017.

Councillor Hood advised that the press reported that only new passes would be affected and that current pass holders would continue to receive free bus travel. He encouraged bus users to provide feedback, highlighting that the cost of the free bus pass scheme is almost £200 million per annum.

6. Bus Service Requests / Development

Neil Stewart referred to the papers circulated, detailing pending and fulfilled service requests in the Garioch Area, and summarised these as follows:

- 6.1 In regards to the fulfilled request to re-instate the evening service between Inverurie and Kemnay on Saturdays (Service 421, Inverurie – Alford), he confirmed that passenger demand is only an average of 2 passengers per journey, however it operates at a very low cost, so will continue until further notice.
- 6.2 In regards to the pending request for journeys operating between Broadshades and Aberdeen Royal Infirmary/Union Square Bus Station to be extended to serve Kirkton of Skene (Service 220, Aberdeen – Westhill), he confirmed that this was not possible within the current timetable.
- 6.3 In regards to the pending request for an evening and Sunday service on Service 493 (Ellon – Oldmeldrum – Inverurie), he confirmed that the evening service was withdrawn a number of years ago due to low usage and current financial restraints mean that evening and Sunday services are low priority.
- 6.4 In regards to the pending request to review Service 777 (Oldmeldrum – Westhill – Aberdeen Airport) times and routes within Kemnay and Westhill, he confirmed that this would be undertaken over the next few months.

In response to a query from Councillor Hood, the operator, Dougie Bain (Bains Coaches), confirmed that there is an average of 6 passengers per journey.

7. Public Transport Infrastructure / Information

- 7.1 Claim from the floor that the raised kerb at the bus stop opposite the 'Co-op' in Kintore has been an area where several people have fallen and injured themselves. This was coupled with reference to a request which had previously been submitted for the bus stop road markings to be repainted, as the current markings are barely visible, leading to other vehicles parking on them.

Councillor Ford confirmed that he had spoken to Aberdeenshire Council Local Roads officers, who confirmed that the bus stop markings would be repainted this financial year.

- 7.2 It was claimed from the floor that the Real Time screen at Kemnay Interchange still has issues, for example if Service X20 doesn't turn up on time it just drops off the screen instead of advising how many minutes away it is.

It was also raised from the floor that similar issues have been noted at various stops on Union Street and at His Majesty's Theatre (Aberdeen). Graeme Leslie confirmed that he had received similar comments regarding Holburn Junction (Aberdeen).

Neil Stewart confirmed that he would raise this with colleagues who are responsible for Real Time Passenger Information at Aberdeenshire Council.

- 7.3 Councillor Smith requested the provision of a bus layby on the A96 at Colpy road end (northbound) for Service 10 (Aberdeen – Huntly – Elgin) coaches to pull off the road to allow passengers to board and alight.

Neil Stewart confirmed that the request will be pursued with Transport Scotland as the A96 is a trunk road.

Susan Watt added that such requests can take a significant amount of time to be processed and for a response to be received.

- 7.4 Request for provision of a bus stop and shelter behind His Majesty's Theatre (Aberdeen).

Neil Stewart provided contact details for Aberdeen City Council following the meeting conclusion.

8. Service X17 (Aberdeen – Westhill)

- 8.1 Claim that the service frequently waits at Prime Four Business Park for up to 7 minutes as a result of the additional journey times added into the corridor at the last service change. This was coupled with a request for the service to omit Prime Four Business Park, as there is low passenger usage from the stop.

Graeme Leslie referred to his previous comments and re-affirmed that he is aware of the timing issue and the company is investigating the corridor to rectify the issue. He highlighted the difficulty in providing a "perfect" timetable due to the volume of traffic on the corridor and to how it varies throughout the day.

- 8.2 Claim regarding buses frequently waiting at Woodend Hospital and Kingswells Park and Ride for to up to 10 minutes, coupled with a query as to why drivers have to do this.

Graeme Leslie repeated his comments regarding running times and confirmed that a bus driver departing a timing point early could be classed as serious misconduct.

- 8.3 Councillor Hood relayed Councillor Walker's concerns regarding the running times, particularly in the afternoon peak, and regarding insufficient seating capacity for those travelling beyond the City boundary, due to those boarding and alighting within the city.

It was raised from the floor that there are issues when schoolchildren board the service on Union Street, and alight within the City.

Graeme Leslie confirmed that these matters would be investigated.

(Subsequent to the meeting, additional capacity has been sourced to mitigate the above issues).

- 8.4 Query as to when the next service change would be implemented.

Graeme Leslie confirmed that there is a 70 day consultation period that must be adhered to, so it would be November 2017 at the very earliest. He also reported that Nestrans is currently working on a project to consider bus priority measures on Queens Road (Aberdeen).

It was raised from the floor that the obvious location for a bus lane would be leading up to Kingswells Park & Ride, coming from Westhill.

- 8.5 Claim that, on one occasion, several passengers asked to alight at the St Nicholas bus stop (Aberdeen City), however there were too many buses at the bus stop, resulting in the driver carrying on to the next scheduled bus stop. It was also claimed that this situation also occurs on the opposite side of the road and that there are too many stops close together on Union Street.

Graeme Leslie confirmed that this practice is not acceptable as the journey is registered to stop there and, if there is no space available, the driver should draw in to the closest safe stopping place.

9. Service X20/420 (Aberdeen - Kemnay/Alford)

- 9.1 Claim that “unsuitable” vehicles are often allocated to the corridor, with particular reference to a “Megabus” type vehicle on the 0642 hours ex Kemnay - Aberdeen (Service 420). This was coupled with a claim of frequent late running of this journey by 10 to 15 minutes each day during the current week (commencing 28 August) and also some days the previous week (commencing 21 August). It was raised that, previously, the same driver was always allocated to the journey, but now there are various different drivers.

Graeme Leslie confirmed there are 2 or 3 “Megabus” vehicles operating in the morning peak and it was his understanding that there was a small pool of drivers allocated to the route. He also confirmed that Service 420 is an Aberdeenshire Council contract and liquidated damages can be imposed for proven breaches of contract.

He confirmed that the various matters would be investigated in conjunction with the local authority.

- 9.2 Claim regarding that, on 2 separate occasions last month, the driver on Service 420 had operated via the incorrect route through Kintore.

Neil Stewart asked that, in the future, times and dates be provided to the Council’s Passenger Transport Unit (Tel: 01467 538138), so such matters can be investigated.

- 9.3 Repeated claim regarding frequent late running of the 1705 hours ex Aberdeen – Kemnay (Service 420).

Graeme Leslie confirmed that he witnessed today the journey departing at 1710 hours after it had operated as the 1552 hours ex Kemnay – Aberdeen (Service 420). He confirmed that this would be investigated.

- 9.4 Query from the floor as to whether diverting Service X20 via Kintore is diluting the revenue for Service 37.

Graeme Leslie confirmed that, since re-routing journeys in May 2017, service data suggests that Kintore passengers are actually contributing to the viability of the service.

- 9.5 Neil Stewart referred to an e-mail received by the Council, claiming that he 0532 hours ex Alford - Aberdeen on 29 August 2017, arrived 13 minutes late in Monymusk.

Graeme Leslie confirmed that this would be investigated.

- 9.6 It was raised from the floor as to whether the heating system on all the buses would be checked before the winter months, highlighting that there are still issues over the summer months.

Graeme Leslie confirmed that the maintenance regime will include such checks.

10. Service 35 (Aberdeen - Elgin)

- 10.1 Neil Stewart reported that there are 2 weekend closures of the A947 at Don Bridge (between Newmachar and Dyce) due to on-going AWPR roadworks. Service 35/35A will operate between Elgin and Oldmeldrum as normal, then divert via A920 to Inverurie, then A96 to Aberdeen. A shuttle bus service will be in place between Newmachar and Oldmeldrum, connecting with Service 35 at Oldmeldrum Interchange.

The works are currently due to take place as below, but due to the nature of the works, this is subject to change. All planned works are out with the control of bus operators or Aberdeenshire Council.

- From 2000 hours on Friday 22 September to 06:00 hours on Monday 25 September 2017.
 - Contingency Date: From 20:00 hours on Friday 29 September to 06:00 hours on Monday 2 October 2017.
- From 20:00 hours on Friday 6 October to 06:00 hours on Monday 9 October 2017.
 - Contingency Date: From 20:00 hours on Friday 13 October to 06:00 hours on Monday 16 October 2017.

Graeme Leslie confirmed that details of the bus service arrangements would be publicised in advance of the closures.

(Please note that, subsequent to the meeting, the September dates were cancelled, therefore revised dates as follows: weekend closures from Friday 6th October and Friday 20th October, with Friday 13th October and Friday 27th October as Contingency Dates.

11. Service 37 (Aberdeen - Inverurie)

- 11.1 Claim that the hydrogen buses allocated to some journeys on the corridor are unable to build up sufficient speed when travelling up the incline on the A96 at the Tyrebagger, resulting in the vehicles travelling at very slow speeds.

Graeme Leslie agreed that these vehicles are not ideal for the corridor, but are more suited to urban services. He confirmed that he would look at the allocation of vehicles to the route.

- 11.2 Claim regarding non running of journeys via Kintore between 1600 hours and 1630 hours on 25 August 2017, highlighting the possibility that buses may have operated via the A96 instead.

Graeme Leslie confirmed that this would be investigated.

12. Service 218 (Aberdeen – Alford)

- 12.1 Claim that the service does not meet passenger needs, with no bus stops served between Skene Square (Maberly Street) and Union Square Bus Station. It was also claimed that buses often have to wait at Woolmanhill and Westburn Road to avoid running ahead of schedule.

Neil Stewart confirmed that the Council supported service had to be given sufficient time to 'bed in' and it will be reviewed in conjunction with Stagecoach Bluebird. He also confirmed that consideration would be given to re-routing the service to serve Union Street but highlighted that the volume of traffic increases as winter approaches.

Graeme Leslie confirmed that routing the service via Denburn Road can provide a more reliable timetable, but any way of improving the quality of service will be investigated in conjunction with Aberdeenshire Council.

- 12.2 Claim that "unsuitable" vehicles are allocated to the corridor, such as coaches and "old" double decker buses.

Graeme Leslie confirmed that, whilst the company will be adhering to the contract specification, it is making a concerted effort to operate vehicles with Euro IV or Euro V emission standards. He agreed to investigate the possibility of allocating newer vehicles to the route and operating low floor buses rather than coaches.

- 12.3 Request for the service to operate via Straik Road or Old Skene Road (Westhill), instead of Hays Way and the Interchange (Westhill Drive), to reduce the journey time between Alford and Westhill. This was coupled with a query as to why there are picking up and setting down restrictions on the service.

Neil Stewart confirmed that Westhill Interchange is served to allow passengers to connect with other services for on-going travel. He also confirmed that the picking up and setting down restrictions between Mason's Lodge and Union Square were introduced to try to speed up the service for the benefit of Aberdeenshire passengers and these have been revised to cover the section between Kingswells Park and Ride and Union Square, in response to requests.

(On Aberdeen bound journeys, no passengers are picked up after Kingswells Park and Ride; On Alford bound journeys, no passengers are set down until Kingswells Park and Ride).

13. Other Matters

- 13.1 Complaint regarding insufficient bell pushes on the "Buchan Express" coaches, highlighting that they are only located at the front of the vehicles and not the rear.

Graeme Leslie confirmed that the coaches now have 8 or 9 bell pushes following their refit and passengers can also say to the driver where they want the bus to stop.

- 13.2 Councillor Smith raised a concern regarding the Buchan Xpress coaches with 3 steep steps onto it and only two seats provided on the lower saloon for those unable to negotiate the stairs to the upper saloon.

Graeme Leslie confirmed that all Buchan Xpress coaches have now been modified, with alterations to the steps to the upper saloon and retro-fitting of additional bell pushes and grab rails on the stairway, and this has resulted in favourable feedback from passengers. He also confirmed that the door width is compliant with PSV Accessibility Regulations.

- 13.3 Query regarding the rules regarding dogs being allowed on board buses, with reference to a recent incident when it was claimed that a passenger with a Guide Dog was not allowed to board a bus on the basis that another passenger with a dog was already on board. This was coupled with a claim that drivers also turn away people with pushchairs if there is already one on board.

Graeme Leslie confirmed that passengers with Guide Dogs should always have priority and should never be refused. He expressed the view that he does not see an issue with the number of pet dogs on board, as long as they behave appropriately.

Councillor Hood highlighted that it is important that dates and times are provided, so issues can be investigated.

- 13.4 Dougie Bain raised the need for Aberdeenshire Council and bus operators to improve partnership working with regard to the implications of road restrictions and closures, highlighting two recent road closures over a 2 week period on the B9170 (Oldmeldrum Road in Inverurie), which resulted in a considerable fall in revenue for his company, which operates commercial Service 240 (Oldmeldrum – Inverurie – Kemnay), for which no compensation was made.

Neil Stewart confirmed that there is always an opportunity for meetings to be arranged between the Council and operators in advance of planned roadworks, but added that it is not possible to compensate bus operators or any other commercial businesses affected.

- 13.5 Query regarding the validity of tickets issued to passengers at Sauchen, as the origin can show Cluny, Ordhead or Sauchen. This was coupled with a query as to whether ticket machines are GPS tracked.

Graeme Leslie asked passengers to retain these tickets in the future, so investigations can be undertaken. He confirmed that the ticket machines have GPS and there are plans to replace them within the next 12 months to allow for contactless payments which should reduce boarding times.

- 13.6 Repeated request from the floor to ensure that, as winter approaches, the heaters on Stagecoach vehicles are functioning properly, and the interior and exterior of the vehicles are kept clean.

Graeme Leslie confirmed that the driver is able to adjust the temperature on certain vehicles, but low floor vehicles only have either an on or off switch. He also confirmed that the company's vehicle maintenance programme had been reviewed, resulting in a decision to subject vehicles to testing every 28 days instead of every 21 days. However, vehicle tests are far more stringent under the revised regime and this has resulted in improved performance and more encouraging statistics. He confirmed that the programme had already been implemented in the Aberdeen and Buchan depots and will shortly be rolled out to the Elgin and Macduff depots.

- 13.7 It was raised from the floor that the Westhill A2B dial-a-bus no longer serves Sauchen, resulting in a resident no longer being able to travel on a Friday.

Susan Watt confirmed that Sauchen lies just out with the catchment area for Westhill A2B, but she understood that the service was able to cater for this passenger in the past. However, passenger numbers within the catchment area have increased to the point that the vehicle is no longer able to cover Sauchen. She confirmed that she would report the comments to her colleagues in the A2B team.

(Following the meeting, it was confirmed by the A2B team that the passenger can access the Banchory A2B dial-a-bus service fortnightly on a Tuesday and can also use the Westhill A2B Dial-A-Bus service on any day, providing they can get to Dunecht).

14. Date of Next Meeting

Councillor Hood advised that the next meeting of the Area Bus Forum will be held in Westhill in spring 2018.

Appendix A

Transport Focus: Autumn 2016 Bus Passenger Satisfaction Survey

Size of Sample per Aberdeenshire Service Surveyed

Route Number	Service Description	Number of Passengers
7	Stonehaven - Newtonhill - Portlethen - Aberdeen	6
7B	Portlethen - Aberdeen	60
10	Inverness - Elgin - Huntly - Inverurie - Aberdeen	22
35	Elgin - Banff - Macduff - Oldmeldrum - Aberdeen	30
35A	Oldmeldrum - Aberdeen	14
37	Inverurie - Kintore - Blackburn - Aberdeen	51
41*	Insch - Inverurie	3
60	Peterhead - Hatton - Ellon - Aberdeen	36
63	Peterhead - Cruden Bay - Newburgh - Aberdeen	28
67	Fraserburgh - New Leeds - Mintlaw - Ellon - Aberdeen	68
68	Fraserburgh - Strichen - Mintlaw - Ellon - Aberdeen	13
69	Fraserburgh - St Fergus - Peterhead	17
82	Peterhead Town Service (Chapel Street - Meethill)	11
201*	Braemar - Ballater - Banchory - Aberdeen	32
202	Lumphanan - Banchory - Aberdeen	71
203	Braemar - Ballater - Hill of Banchory - Aberdeen	24
291*	Methlick - Tarves - Pitmedden - Belhelvie - Aberdeen	25
421	Alford / Kemnay - Inverurie	5

NOTE: Services 41 and 291 are wholly supported by Aberdeenshire Council

Service 201 is partially supported by Aberdeenshire Council

Appendix B

Comparisons and Benchmarking

Indicator	% Positive Satisfaction		
	Aberdeenshire Spring 2016: AECOM	Aberdeenshire Autumn 2016: Transport Focus	Average Across 7 English Rural Authorities Autumn 2016: Transport Focus
Overall Experience	80%	85%	91%
Punctuality	81%	65%	78%
Frequency	75%	60%	n/a
Value for Money	68%	58%	61%
Information at Bus Stop	86%	71%	71%
Personal Safety at Bus Stop	94%	76%	80%
Condition of Bus Stop	83%	79%	72%
Cleanliness of Bus Stop	84%	83%	80%
Length of Time Waiting	73%	65%	76%
Ease of Finding a Seat	93%	98%	89%
Personal Safety on the Bus	92%	86%	88%
Information on the Bus	69%	64%	67%
Cleanliness of Bus	85%	86%	84%
Condition of Bus	79%	79%	82%
Level of Comfort	85%	83%	80%
Driver Behaviour	89%	80%	82%
Ease of Getting On and Off Bus	77%	78%	93%
Smoothness of Journey	86%	81%	80%

NOTE: n/a - Information was not available for this category