





























Appendix B Transport Focus: Autumn 2018 Bus Passenger Satisfaction Survey

Comparisons and Benchmarking with other Authorities

Indicator	% Positive Satisfaction			
	Aberdeenshire Autumn 2017	Aberdeenshire Autumn 2018	Aberdeen City Autumn 2018	Average Across 6 English Rural Authorities * Autumn 2018
GENERAL				
Overall Experience	87%	 91%	89%	88%
Punctuality	72%	 84%	69%	73%
Length of Time Waiting for Bus	72%	 81%	71%	74%
Reliability	58%	 61%	60%	n/a
Frequency	65%	 61%	69%	n/a
Value for Money (fare payers)	55%	 63%	55%	59%
BUS STOP SATISFACTION				
Distance from Journey Start	83%	 86%	86%	86%
Convenience/Accessibility of Bus Stop	89%	 89%	89%	89%
Information at Bus Stop	73%	 81%	71%	71%
Personal Safety at Bus Stop	85%	 87%	78%	80%
Condition/Maintenance of Bus Stop	76%	 79%	74%	74%
Freedom of Graffiti/Vandalism at Bus Stop	82%	 84%	79%	79%
Freedom of Litter at Bus Stop	79%	 83%	76%	76%
Overall Satisfaction with Bus Stop	83%	 87%	80%	78%
BOARDING				
Route/Destination Information on Bus	88%	 92%	85%	86%
Exterior Cleanliness of Bus	81%	 85%	84%	80%
Ease of Getting on the Bus	85%	 86%	92%	91%
Time Taken to Board the Bus	91%	 91%	91%	91%
DRIVERS				
Nearness to Kerb	93%	 94%	91%	93%
Driver Appearance	91%	 95%	91%	92%
Greeting/Welcome from Driver	82%	 85%	76%	81%
Helpfulness/Attitude of Driver	82%	 85%	79%	82%
Time Given to Get to Your Seat	85%	 89%	84%	87%
Smoothness of Journey	81%	 84%	80%	80%
Safety of the Driving	92%	 91%	89%	90%

Indicator	% Positive Satisfaction			
	Aberdeenshire Autumn 2017	Aberdeenshire Autumn 2018	Aberdeen City Autumn 2018	Average Across 6 English Rural Authorities * Autumn 2018
ON THE BUS				
Information inside the Bus	66%	 72%	68%	68%
Interior Cleanliness/Condition of Bus	87%	 87%	79%	82%
Availability of Seating/Space to Stand	89%	 91%	88%	88%
Comfort of the Seats	83%	 85%	83%	80%
Amount of Personal Space	82%	 84%	80%	80%
Provision of Grab Rails on Bus	76%	 79%	83%	87%
Temperature inside the Bus	76%	 78%	78%	80%
Personal Safety on the Bus	86%	 88%	86%	87%
On Bus Journey Time	80%	 85%	83%	86%
Ease of Getting off the Bus	85%	 86%	89%	91%

NOTES

1. n/a - Information was not provided for this category.
2. English authorities: Cornwall, County Durham, Lincolnshire, Northumberland, Oxfordshire and Worcestershire.