

Appendix C Transport Focus: Autumn 2018 Bus Passenger Satisfaction Survey

Comparisons in Aberdeenshire by Passenger Type

| Indicator | % Positive Satisfaction | | | |
|--|-------------------------|-----------|---------|------------|
| | Age 16-34 | Age 35-59 | Age 60+ | Disability |
| Overall Experience | 86% | 89% | 96% | 87% |
| Availability of Seating/Space to Stand | 89% | 86% | 95% | 87% |
| Amount of Personal Space | 84% | 79% | 88% | 83% |
| Value for Money | 55% | 67% | n/a | n/a |

Comparisons in Aberdeen City by Passenger Type

| Indicator | % Positive Satisfaction | | | |
|--|-------------------------|-----------|---------|------------|
| | Age 16-34 | Age 35-59 | Age 60+ | Disability |
| Overall Experience | 91% | 85% | 91% | 87% |
| Availability of Seating/Space to Stand | 88% | 89% | 89% | 86% |
| Amount of Personal Space | 82% | 80% | 78% | 70% |
| Value for Money | 54% | 55% | n/a | n/a |

NOTES

1. n/a – Non fare paying categories.