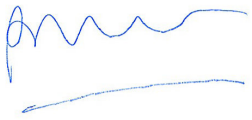
FABER MAUNSELL | AECOM

Dyce and Inverurie Rail User Surveys
Final Report

Nestrans
April 2009

Prepared by: .....
Richie Fraser
Senior Consultant



Approved by: .....
Paul Finch
Associate Director

Dyce and Inverurie Rail User Surveys

Rev No	Comments	Date
1	Final Report	21/04/2009

Lower Ground Floor, 3 Queens Terrace, Aberdeen, AB10 1XL
Telephone: 01224 627800 Fax: 01224 627849 Website: http://www.fabermaunsell.com

Job No 60049057 Reference M004.010 Date Created April 2009

This document has been prepared by Faber Maunsell Limited ("Faber Maunsell") for the sole use of our client (the "Client") and in accordance with generally accepted consultancy principles, the budget for fees and the terms of reference agreed between Faber Maunsell and the Client. Any information provided by third parties and referred to herein has not been checked or verified by Faber Maunsell, unless otherwise expressly stated in the document.

No third party may rely upon this document without the prior and express written agreement of Faber Maunsell.

Table of Contents

1 Introduction 2
1.1 Introduction 2
1.2 The Commission 2
1.3 Report Structure 3

2 Methodology 5
2.1 Introduction 5
2.2 Passenger Counts 5
2.3 Modal Split Survey 7
2.4 Car Parking Survey 7

3 Rail User Surveys Analysis 10
3.1 Introduction 10
3.2 Passenger Counts 10
3.3 Modal Split Survey 12
3.4 Dyce Shuttle Bus 14
3.5 Car Parking Survey 15

4 Key Findings 18
4.1 Key Findings 18

Appendix – Survey File Notes 20

Introduction

1 Introduction

1.1 Introduction

This report presents the results of a series of rail user surveys undertaken at Dyce and Inverurie rail stations between December 2008 and March 2009.

1.2 The Commission

In December 2008, Faber Maunsell was commissioned to undertake 'before' and 'after' surveys in the morning peak period to monitor the impact of the new ScotRail timetable which came into effect on December 14th 2008.

The revised ScotRail timetable introduced a number of improvements to train services in the North East, notably a rise in peak morning services between Inverurie and Aberdeen from two to five, and an increase in departures from Aberdeen to Inverurie during the evening peak period.

The surveys undertaken as part of this commission have specifically concentrated on the morning peak period and those services detailed in Tables 1.1 and 1.2 below. As illustrated in these tables, key changes during this period have been an improved frequency of service in the morning peak at Dyce, through for example provision of a more standard, approximately half hourly service calling at the station from both the north and south, and an increased number of services calling at Inverurie.

Table 1.1: Services calling at Dyce before and after the new ScotRail Timetable

DYCE	
Before Surveys (December)	**After Surveys (January, February and March)**
0637 – Aberdeen, Dyce, Inverness 0650 – Dyce, Aberdeen 0703 – Inverness, Aberdeen 0727 – Aberdeen, Dyce 0739 – Aberdeen, Dyce, Inverness 0745 – Dyce, Aberdeen 0803 – Inverness, Dyce, Aberdeen 0831 – Aberdeen, Dyce, Keith 0856 – Aberdeen, Dyce 0908 – Dyce, Aberdeen 0936 – Aberdeen, Dyce, Inverness	0630 – Aberdeen, Dyce, Inverness 0658 – Inverness, Dyce, Aberdeen 0726 – Inverurie, Dyce, Aberdeen 0731 – Aberdeen, Dyce, Inverness 0803 – Inverness, Dyce, Aberdeen 0803 – Aberdeen, Dyce, Inverurie 0835 – Inverurie, Dyce, Aberdeen 0836 – Aberdeen, Dyce, Inverness 0901 – Aberdeen, Dyce 0908 – Dyce, Aberdeen 0927 – Inverness, Dyce, Aberdeen
Summary: 11 services (6 trains from Aberdeen; 5 trains from Inverness/Dyce)	Summary: 11 services (5 trains from Aberdeen; 6 trains from Inverness/Inverurie/Dyce)

Table 1.2: Services calling at Inverurie before and after the new ScotRail Timetable

INVERURIE	
Before Surveys (December)	**After Surveys (January, February and March)**
0650 – Aberdeen, Inverurie, Inverness 0651 – Inverness, Inverurie, Aberdeen 0751 – Aberdeen, Inverurie, Inverness 0751 – Inverness, Inverurie, Aberdeen 0843 – Aberdeen, Inverurie, Keith 0948 – Aberdeen, Inverurie, Inverness	0645 – Inverness, Inverurie, Aberdeen 0646 – Aberdeen, Inverurie, Inverness Comparable 0714 – Inverurie, Aberdeen 0749 – Inverness, Inverurie, Aberdeen 0750 – Aberdeen, Inverurie, Inverness 0817 – Aberdeen, Inverurie 0822 – Inverness, Aberdeen 0848 – Aberdeen, Inverurie, Inverness 0915 – Inverurie, Aberdeen
Summary: 6 services (5 trains from Aberdeen; 1 train from Inverness)	Summary: 9 services (4 trains from Aberdeen; 5 trains from Inverness/Inverurie)

1.3 Report Structure

This report is structured as follows:

- Chapter 2 – Methodology;
- Chapter 3 – Dyce and Inverurie Rail User Surveys Analysis; and
- Chapter 4 – Summary of Key Findings.

In addition, the report is supported by an Appendix which contains each of the file notes previously issued to the client.

FABER MAUNSELL | AECOM

Methodology

2 Methodology

2.1 Introduction

This chapter outlines the methodology that was deployed in undertaking the rail user surveys and Dyce and Inverurie rail stations.

2.2 Passenger Counts

Passenger observational counts were undertaken at Dyce and Inverurie rail stations in December 2008, and January, February and March 2009 in line with the methodologies set out below.

2.2.1 Dyce

At Dyce, up to three surveyors were involved in the passenger observational counts. Two surveyors covered the pre-7am and post-9am trains, though three surveyors were required to cover trains arriving during the peak 7-9am period. Surveys were undertaken as per the details in Table 2.1 below.

Table 2.1: Survey Schedule, Dyce

Before Surveys	
Dates:	Wed 10th and Thurs 11th of December 2008
Times:	6.30am – 9.30am
Dyce	
Trains Surveyed:	0637 – Aberdeen, Dyce, Inverness [2] 0650 – Dyce, Aberdeen [2] 0703 – Inverness, Dyce, Aberdeen [2] 0727 – Aberdeen, Dyce [3] 0739 – Aberdeen, Dyce, Inverness [3] 0745 – Dyce, Aberdeen [3] 0803 – Inverness, Dyce, Aberdeen [3] 0831 – Aberdeen, Dyce, Keith [3] 0856 – Aberdeen, Dyce [3] 0908 – Dyce, Aberdeen [2] 0936 – Aberdeen, Dyce, Inverness [2]
After Surveys	
Dates:	Wed 21st and Thurs 22nd of January 2009; Wed 25th and Thurs 26th of February 2009; and Wed 25th and Thurs 26th of March 2009
Times:	6.30am – 9.30am
Dyce	
Trains Surveyed:	0630 – Aberdeen, Dyce, Inverness [2] 0658 – Inverness, Dyce, Aberdeen [3] 0726 – Inverurie, Dyce, Aberdeen [3] 0731 – Aberdeen, Dyce, Inverness [3] 0803 – Inverness, Dyce, Aberdeen [3] 0803 – Aberdeen, Dyce, Inverurie [3] 0835 – Inverurie, Dyce, Aberdeen [3] 0836 – Aberdeen, Dyce, Inverness [3] 0901 – Aberdeen, Dyce [2] 0908 – Dyce, Aberdeen [2] 0927 – Inverness, Dyce, Aberdeen [2]

Surveyors were positioned at each of the main exit points at Dyce rail station for the purposes of counting passengers alighting from the trains.

Photographs 2.1, 2.2, 2.3: Passengers at Dyce Rail Station

2.2.2 *Inverurie*

At Inverurie, two surveyors were typically involved in the passenger observational counts. Surveys were undertaken as per the details in Table 2.2 below.

Table 2.2: Survey Schedule, Inverurie

Before Surveys	
Dates:	Wed 10th and Thurs 11th of December 2008
Times:	6.30am – 9.30am
Inverurie	
Trains Surveyed:	0637 – Aberdeen, Dyce, Inverness [2] 0650 – Dyce, Aberdeen [2] 0703 – Inverness, Aberdeen [2] 0727 – Aberdeen, Dyce [3] 0739 – Aberdeen, Dyce, Inverness [3] 0745 – Dyce, Aberdeen [3] 0803 – Inverness, Dyce, Aberdeen [3] 0831 – Aberdeen, Dyce, Keith [3] 0856 – Aberdeen, Dyce [3] 0908 – Dyce, Aberdeen [2] 0936 – Aberdeen, Dyce, Inverness [2]
After Surveys	
Dates:	Wed 21st and Thurs 22nd of January 2009; Wed 25th and Thurs 26th of February 2009; and Wed 25th and Thurs 26th of March 2009
Times:	6.30am – 9.30am
Inverurie	
Trains Surveyed:	0645 – Inverness, Inverurie, Aberdeen [2] 0646 – Aberdeen, Inverurie, Inverness [2] 0714 – Inverurie, Aberdeen [2] 0749 – Inverness, Inverurie, Aberdeen [2] 0750 – Aberdeen, Inverurie, Inverness [2] 0817 – Aberdeen, Inverurie [2] 0822 – Inverness, Aberdeen [2] 0848 – Aberdeen, Inverurie, Inverness [2] 0915 – Inverurie, Aberdeen [2]

Surveyors were positioned on both sides of the overhead bridge enabling robust counts of passengers boarding and alighting trains at Inverurie to be made.

2.2.3 *Weather Conditions*

A description of the weather conditions during each of the survey periods is provided in the Table 2.3 below.

Table 2.3: Weather Conditions during Survey Period

Survey Period	Weather
December	Dry and cold on both Wed 10th and Thurs 11th.
January	Dry and cold on Wed 21st; wet and windy on Thurs 22nd.
February	Dry and cold on both Wed 25th and Thurs 26th.
March	Dry, sunny and cold on both Wed 25th and Thurs 26th.

2.2.4 *Service Disruptions*

Due to signal errors at Inverurie, a number of alterations to train services between Inverness and Aberdeen were made on Wednesday 25th February. As a result of these late timetable changes, a number of difficulties were experienced in monitoring passenger numbers (and modal split figures at Dyce). While these changes have had an impact on the results gathered, these have been taken into account in the analysis made in Chapter 3. Further specific detail on the effects of the signalling errors on the rail user surveys is presented in the February file note, included within the Appendix.

2.3 Modal Split Survey

At Dyce, the passenger observational counts were also supported by observations of the transport modes used by passengers travelling to and from the rail station.

It is to be pointed out though that there were various factors that have meant that in some instances the modal split surveys are estimations rather than accurate numbers. Two specific difficulties were encountered in observing travel modes to and from the station.

1. Co-mingling of passengers. This was an issue where trains arrived at Dyce only moments apart (e.g. the 0803 services from Aberdeen and Inverness). Due to the mixing of passengers alighting from the services, it was considered prudent to combine the mode share figures for passengers alighting from each of these trains and exiting Dyce station.
2. Bad weather. On days experiencing bad weather, it was apparent that some passengers sat in their cars until the very last minute before making their way to their train, meaning that a last minute survey of passengers had to be made.

Overall, it is believed that the counts collected provide a reasonably representative sample of the numbers of passengers travelling to and from Dyce rail station by various travel modes.

The travel mode counts also provided the opportunity to monitor the level of usage of the Dyce Shuttle Bus service, which was brought into operation upon the commencement of the new ScotRail timetable in December 2008. This monitoring adds to the passenger questionnaires undertaken by Faber Maunsell staff on board the Dyce Shuttle Bus on Tuesday 24th February 2009.

2.4 Car Parking Survey

Car Park Registration Plate Beat Surveys were undertaken at Dyce rail station in order to determine the number of people who potentially used the car park for long-stay, overnight parking. In particular, it is considered that there may be some workers who use the rail station car park for long-stay free parking while they are offshore.

The car park beat surveys were undertaken at approximately 0640 each survey morning, and repeated at 0940. Evening car park beat surveys (i.e. 1730/1800 surveys) were also undertaken on the Wednesday during the respective survey weeks. By comparing the

Wednesday evening surveys against the following Thursday morning surveys, it has been possible to gain an insight into the total number of cars that park overnight at Dyce rail station, and therefore are potentially using the station car park for long-stay parking.

FABER MAUNSELL | AECOM

Rail User Surveys Analysis

3 Rail User Surveys Analysis

3.1 Introduction

This chapter presents the results of the rail user surveys, and provides an analysis of the results.

3.2 Passenger Counts

3.2.1 Dyce

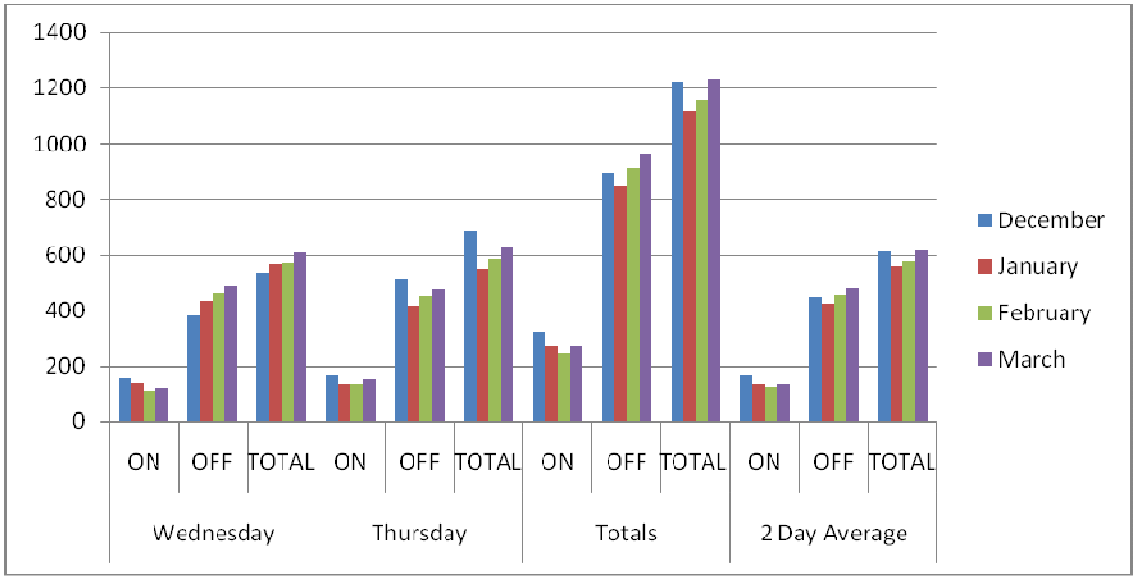
A comparison of the before (December 2008) and after surveys (January, February and March 2009) for total passenger numbers boarding and alighting trains at Dyce rail station between approximately 0630 and 0930 is shown in Table 3.1 and Figure 3.1 below.

Table 3.1: Comparison of Passenger Observational Counts during the AM Peak at Dyce Rail Station

		December	January	February	March
Wednesday	ON	154	136	110	120
	OFF	381	433	462	486
	TOTAL	**535**	**569**	**572**	**606**
Thursday	ON	170	134	134	149
	OFF	516	415	450	475
	TOTAL	**686**	**549**	**584**	**624**
Totals	ON	324	270	244	269
	OFF	897	848	912	961
	TOTAL	**1221**	**1118**	**1156**	**1230**
2 Day Average	ON	162	135	122*	135
	OFF	449	424	456*	481
	TOTAL	**611**	**559**	**578***	**615**

*Based on Thursday figures only. Wednesday figures in February were affected by signalling problems.

Figure 3.1: Comparison of Passenger Observational Counts during the AM Peak at Dyce Rail Station



In summary, analysis of the 2-day average results suggest that passenger numbers at Dyce rail station have only marginally increased (albeit less than 1%) following the introduction of the new ScotRail timetable in December 2008. Passenger numbers observed in January and February were actually lower than the figures recorded for December.

One explanation for the high level of rail users in December, prior to the change in the rail timetable, could be due to general higher levels of travel activity prior to Christmas, for example with a higher than normal number of people using the train owing to leaving their car at home so that they can attend Christmas parties, go shopping etc. This would appear to be supported by the fact the number of people getting on the train during the December surveys was higher than in each of the after surveys.

It is also to be reminded that at Dyce, there has not necessarily been an increase in the number of trains stopping at the station during the morning peak period following the introduction of the new ScotRail timetable.

It is also notable that the bad weather during the January surveys (particularly on the Thursday) appeared to have an adverse effect on the number of rail users. In poor weather conditions, such as the wintry showers observed in January, it is believed that rail users will be more inclined to use private modes of transport that would save them from walking between the rail station and their final destination.

Nevertheless, overall, before and after surveys between December and March suggest that passenger numbers using Dyce rail station have marginally increased and that trends suggest this station is seeing an increasing number of passengers each month (as reflected by the steady growth from January to February to March). However, it is considered the further follow-up surveys would be required to be in a position to confirm this trend.

3.2.2 *Inverurie*

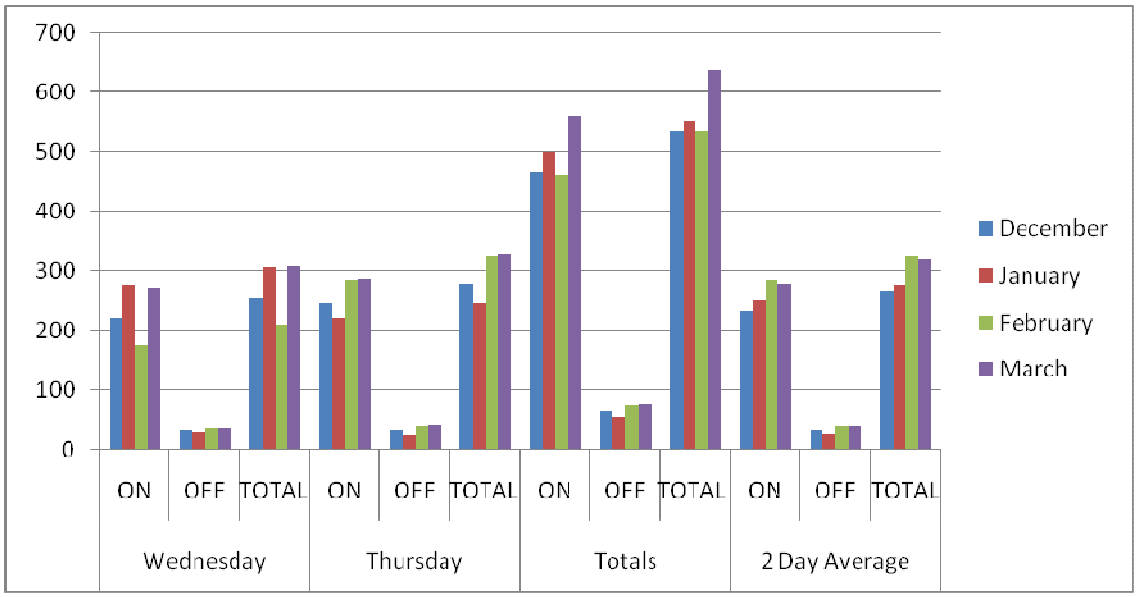
A comparison of the before (December 2008) and after surveys (January, February and March 2009) for total passenger numbers boarding and alighting trains at Inverurie rail station between approximately 0630 and 0930 is shown in Table 3.2 and Figure 3.2.

Table 3.2: Comparison of Passenger Observational Counts during the AM Peak at Inverurie Rail Station

		December	January	February	March
Wednesday	ON	220	277	175	272
	OFF	33	29	35	36
	TOTAL	**253**	**306**	**210**	**308**
Thursday	ON	245	221	284	286
	OFF	34	24	39	41
	TOTAL	**279**	**245**	**323**	**327**
Totals	ON	465	498	459	558
	OFF	67	53	74	77
	TOTAL	**532**	**551**	**533**	**635**
2 Day Average	ON	233	249	284*	279
	OFF	34	27	39*	39
	TOTAL	**266**	**276**	**323***	**318**

*Based on Thursday figures only. Wednesday figures in February were affected by signalling problems.

Figure 3.2: Comparison of Passenger Observational Counts during the AM Peak at Inverurie Rail Station



Analysis of the before and after passenger observational surveys undertaken at Inverurie rail station suggests that the new ScotRail timetable has resulted in considerable growth in the number of passengers using this station.

Again it is considered that the surveys undertaken in December may be higher than average owing to an increased number of people using the train associated with Christmas activities e.g. attending Christmas parties in Aberdeen etc. In January, it is also considered that the number of rail users could have been adversely affected by the poor weather conditions. It is believed for instance that heavy rain can discourage many from using public transport in favour of the private car given they will have to walk to their final destination.

Comparison of the before and after surveys suggest that the number of people using Inverurie rail station has increased by 19% following the introduction of the new ScotRail timetable in December 2008. Again, however, it would be recommended that further follow-up surveys should be undertaken in order to increase the survey sample size and therefore the level of confidence in the emerging trends.

3.3 Modal Split Survey

Analysis of the results from the modal split observations at Dyce rail station has also been undertaken and is presented in Tables 3.3 and 3,4 below, and accompanying Figures 3.3 and 3.4.

Table 3.3: Mode Split of Journeys to and from Dyce Rail Station (Total Numbers)

	PAX ON	***PAX OFF***	**PAX ON**	**Taxi**	**Walk**	**Car/ Lift**	**Cycle**	**Minibus**	**Dyce Shuttle**	**PAX OFF**	**Taxi**	**Walk**	**Car/ Lift**	**Cycle**	**Minibus**	**Dyce Shuttle**
December	***324***	***897***	**324**	**14**	**204**	**94**	**12**	**0**	**0**	**897**	**92**	**692**	**30**	**21**	**62**	**0**
January	***270***	***848***	**270**	**6**	**148**	**106**	**9**	**0**	**1**	**848**	**72**	**602**	**22**	**15**	**46**	**91**
February	***244***	***912***	**192***	**3**	**109**	**75**	**5**	**0**	**0**	**912**	**55**	**645**	**31**	**19**	**52**	**110**
March	***269***	***961***	***269***	***2***	***142***	***114***	***8***	***0***	***3***	***961***	***82***	***643***	***30***	***25***	***66***	***115***

*It is to be reminded that, as detailed in the February file note, an accurate count of modal split was unattainable for the February surveys due to the disruption caused to the timetable caused to signalling errors on Wednesday the 25th of February.

Table 3.4: Mode Split of Journeys to and from Dyce Rail Station (% breakdown)

	PAX ON	*PAX OFF*	PAX ON	Taxi	Walk	Car/ Lift	Cycle	Minibus	Dyce Shuttle	PAX OFF	Taxi	Walk	Car/ Lift	Cycle	Minibus	Dyce Shuttle
December	324	897	324	4	63	29	4	0	0	897	10	77	3	2	7	0
January	270	848	270	2	55	39	3	0	0	848	8	71	3	2	5	11
February	244	912	192*	2	57	39	3	0	0	912	6	71	3	2	6	12
March	269	961	269	1	53	42	3	0	1	961	9	67	3	3	7	12

Figure 3.3: Transport Modes Used by Passengers Travelling to Dyce Rail Station during the AM Peak (Total Numbers)

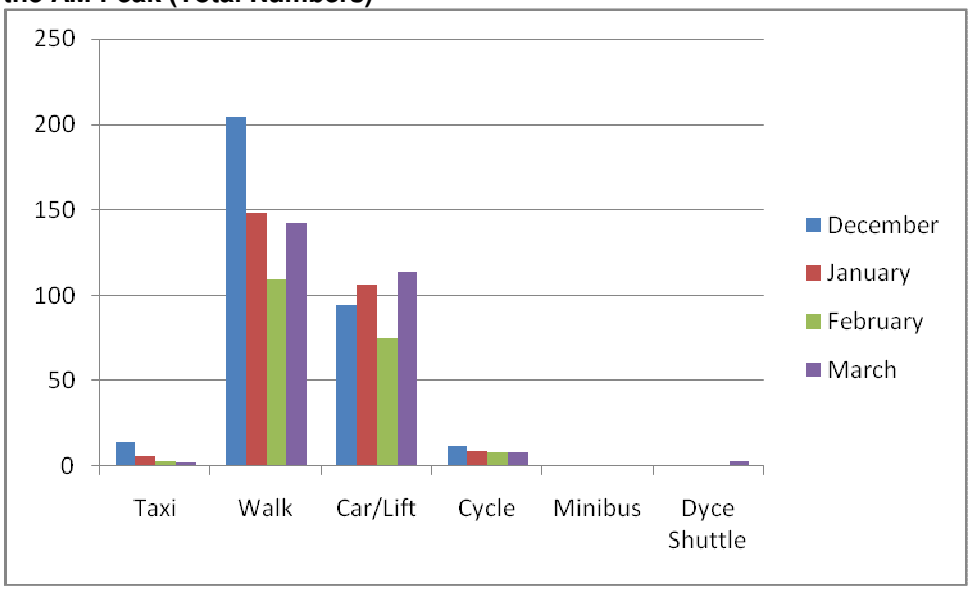
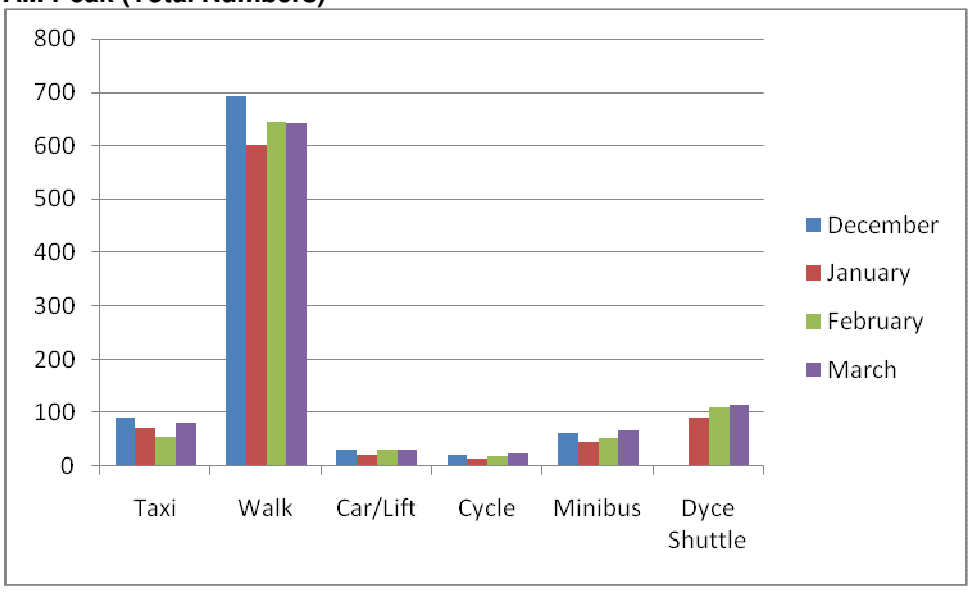


Figure 3.4: Transport Modes Used by Passengers Departing Dyce Rail Station during the AM Peak (Total Numbers)



In terms of travel to Dyce rail station, during the survey period it was found that walking is the most popular mode of travel, followed by car/ lift. Relatively few train users travelled to the station by taxi or the Dyce Shuttle bus service. The number of cyclists travelling by train remained relatively stable.

More obvious trends can be observed in how train users departed the rail station. Again, the most common mode of travel was by foot and this remained relatively stable throughout the

survey period. However, there has been a clear increase in the number of people using the Dyce Shuttle Bus Service month-on-month following its introduction in December. Further information on the Dyce Shuttle Bus Service is shown in Table 3.5. Taxi use appeared to decline in line with the introduction of the Dyce Shuttle Bus in January and February although increased again in March. Other modes of travel to leave the station (car/lift; cycle and minibus) generally remained relatively stable throughout the survey period.

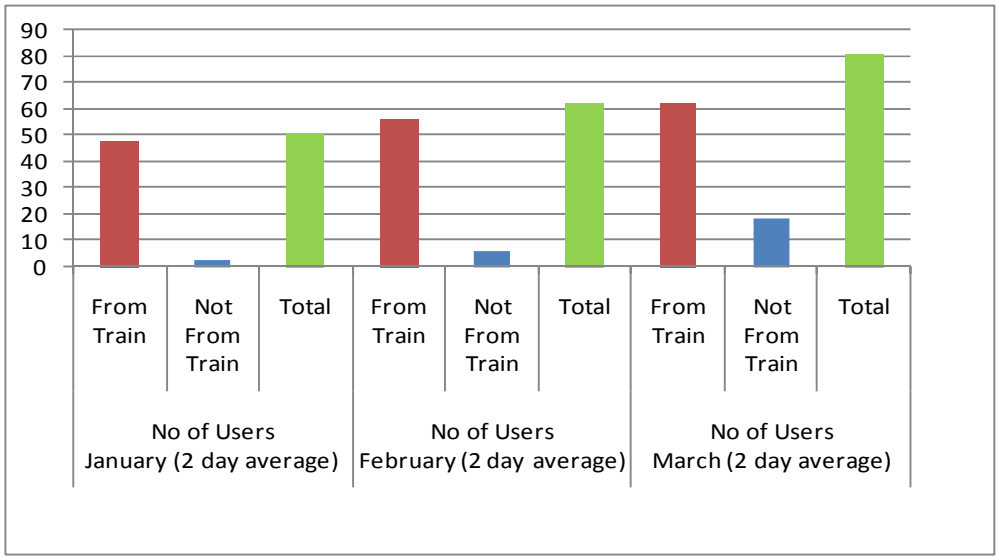
3.4 Dyce Shuttle Bus

Table 3.5 provides further information on levels of use of the Dyce Shuttle Bus service based on the modal split observations at Dyce rail station.

Table 3.5: Dyce Shuttle Bus Service, Breakdown of Users during the AM Peak

Service (dep rail station)	No of Users			No of Users			No of Users		
	From Train	Not From Train	Total	From Train	Not From Train	Total	From Train	Not From Train	Total
0645	4	3	7	1	3	4	1	8	9
0700	9	0	9	6	3	9	1	9	10
0726	25	0	25	21	3	24	34	2	36
0743	1	1	2	28	4	32	0	7	7
0809	38	0	38	19	0	19	53	1	54
0839	7	0	7	18	0	18	9	5	14
0910	3	2	5	15	0	15	8	3	11
0928	4	0	4	2	0	2	9	1	10
TOTAL	**91**	**6**	**97**	**110**	**13**	**123**	**115**	**36**	**151**
2 Day Average	**45.5**	**3**	**48.5**	**55**	**6.5**	**61.5**	**57.5**	**18**	**75.5**

Figure 3.5: Dyce Shuttle Bus Service, Breakdown of Total Users (2 day average) during the AM Peak



As Table 3.5 and Figure 3.5 show, the Dyce Shuttle Bus service has experienced month-on-month patronage increases. The greatest demand is on the 0726 and 0809 services. It is also notable that the number of bus users not from train services have also increased month-on-month as awareness of the service will have increased.

In total, patronage levels on the Dyce Shuttle Bus increased by 55% between January and March. Over the same period, the number of Shuttle Bus users from train services increased by 26%, while numbers of non-train users using the service increased by 500% (albeit from a low base).

A range of comments and issues received in relation to the Dyce Shuttle Bus service, as gained through discussions with various bus drivers and passengers who used the service, are also contained in the file notes presented in the Appendix.

Photographs 3.1, 3.2: Passengers waiting to board the Dyce Shuttle Bus Service

3.5 Car Parking Survey

Analysis of the car park beat surveys confirmed that, on average, for each of the survey periods approximately 20 cars were found to be parked overnight at Dyce rail station.

Over the course of the surveys, it has also been apparent that it is the same cars that are parked overnight, which would support that the car park is being used for longer-stay parking, on a regular basis, by the same users.

Table 3.6 below highlights the number of cars parked at the rail station during each of the car park beat survey periods, as well as average levels of car occupancy. Despite being used by a number of longer-stay car parkers, overall there was never a period when the car park was full. Following the morning peak period, the car park was generally between 70% and 80% full.

Table 3.6: Car Park Occupancy Levels

Day	Time	No. of Cars	No. of Spaces	Car Park Occupancy (%)
Wed 11th Dec	0640	37	76	49
Wed 11th Dec	0930	55	76	72
Wed 11th Dec	1730	37	76	49
Thurs 12th Dec	0640	28	76	38
Thurs 12th Dec	0930	62	76	82
December Average				**58**
Wed 21st Jan	0640	19	76	25
Wed 21st Jan	0930	48	76	63
Wed 21st Jan	1730	36	76	47
Thurs 22nd Jan	0640	21	76	28
Thurs 22nd Jan	0930	50	76	66
January Average				**46**
Wed 25th Feb	0640	32	76	42
Wed 25th Feb	0930	55	76	72

Wed 25th Feb	1730	33	76	43
Thurs 26th Feb	0640	31	76	41
Thurs 26th Feb	0930	51	76	67
February Average				**53**
Wed 25th Mar	0640	28	76	37
Wed 25th Mar	0930	53	76	70
Wed 25th Mar	1730	31	76	41
Thurs 26th Mar	0640	29	76	38
Thurs 26th Mar	0930	56	76	74
March Average				**52**

FABER MAUNSELL | AECOM

Key Findings

4 Key Findings

4.1 Key Findings

Five key findings from the survey, and have been identified and are presented below:

1. In terms of the passenger observational surveys, relatively high passenger activity levels were recorded in December. It is considered that this is due to general high traffic levels prior to Christmas, with people travelling into Aberdeen without their car to go shopping and attend Christmas parties etc. The introduction of the new timetable coincided with a drop in passenger numbers observed at Dyce. However, it is to be highlighted that since January, passenger numbers at Dyce have increased month on month and were slightly higher in March compared to the initial December surveys. Inverurie, on the other hand, has seen considerable levels of passenger growth. By March, passenger numbers at the rail station had increased by 19% compared to December levels. It is considered therefore that the increased number of train services calling at Inverurie during the AM peak has had a positive impact on passenger numbers at the station.
2. Month on month following its introduction, the Dyce Shuttle Bus service experienced patronage increases. Increases were observed both in terms of users departing from train services calling at Dyce, and also from non-train users. Between January and March, patronage increased by 55% in total. The number of Shuttle Bus users from train services increased by 26%, while numbers of non-train users using the service increased by 500% (albeit from a low base).
3. No clear increases in overnight parking at Dyce were observed from the Car Park Registration Plate Beat Surveys. Levels of overnight parking were found to remain relatively stable during the survey period, with approximately 20 cars appearing to park overnight at Dyce rail station each month.
4. With regards to the modal split surveys at Dyce, other than the month on month patronage increases observed on the Dyce Shuttle Bus service, there was no clear dominant pattern or trends observed for other transport modes used to travel to and from Dyce rail station.
5. It would be possible to undertake further surveys during the neutral months of April and May, and also during September and October to further determine if these emerging trends have been sustained.

FABER MAUNSELL | AECOM

Appendix

Appendix – Survey File Notes

Project:	**Nestrans Framework – Dyce User Surveys**	Job No:	**60049057 M005**
Subject:	**Dyce and Inverurie Rail User Surveys**	Date:	**16 December 2008**

Dyce and Inverurie Rail User Surveys

Dyce
Before Surveys were undertaken at Dyce rail station on Wednesday 10th and Thursday 11th of December 2008. Surveys were undertaken following the patterns below, though in addition the 0955 Aberdeen to Dyce train was also surveyed.

Before Survey	
Dates:	Wed 10th and Thurs 11th of December
Times:	6.30am – 9.30am
Dyce	
Trains Surveyed:	0637 – Aberdeen, Dyce, Inverness [2] 0650 – Dyce, Aberdeen [2] 0703 – Inverness, Aberdeen [2] 0727 – Aberdeen, Dyce [3] 0739 – Aberdeen, Dyce, Inverness [3] 0745 – Dyce, Aberdeen [3] 0803 – Inverness, Dyce, Aberdeen [3] 0831 – Aberdeen, Dyce, Keith [3] 0856 – Aberdeen, Dyce [3] 0908 – Dyce, Aberdeen [2] 0936 – Aberdeen, Dyce, Inverness [2]
No. of Surveyors	2 + 1 Richie Fraser, Andrew Robb, (Shabir Aslam)

In terms of undertaking the surveys, two surveyors covered the 0630-0930 period, while an additional surveyor was added to cover the trains between 0725 and 0908.

It should be noted that a number of difficulties were encountered whilst undertaking the initial surveys for the busier trains on the first set of surveys, resulting in 'approximations' for passenger numbers (these are indicated by the asterix* within the survey results tables). For those surveys which included counting people alighting and boarding the train (e.g. 0739 and 0803), the mixing of people (i.e. those coming off, with queues of people waiting to board) made precise counting difficult.

To overcome identified issues, on the second survey day (Thursday 11th), the third surveyor started earlier (covering 0703 to 0856 trains) while the decision was taken to position the surveyors at each of the three pedestrian exits. It is believed that this improved the quality of results and that this approach should be followed for the future surveys.

Besides the passenger observational counts, two further surveys were undertaken at Dyce rail station including a survey of transport modes used by passengers travelling to and from the rail station and a Car Park Registration Beat Survey.

With regards to the travel mode surveys, the only difficulty with these was that for some trains which had close arrival and departure times, it was not always obvious how passengers for these trains got to the station. For example, it was clear that there were people arriving for the 0739 and 0745 in the same period, so again approximations were recorded. With regards to passengers departing the station, again it was found more manageable to record this through positioning the surveyors at each of the main pedestrian exits.

It was noted that two minibus services operated from the rail station operated by Aker Kvaerner and Baker Hughes.

The Car Park Registration Beat Surveys were undertaken twice on Wednesday the 10th of December (at 0645 and again at 1000) and twice on Thursday the 11th of December (at the same times). A further evening survey was undertaken at 1730 on the Wednesday. The surveys revealed that a number of the same cars (approx 15) were parked overnight at Dyce rail station, suggesting the rail station car park is used for a limited amount of long-stay parking.

Inverurie

Before Surveys were undertaken at Inverurie rail station on Wednesday 10th and Thursday 11th of December 2008. Surveys were undertaken following the patterns below.

Before Survey	
Dates:	Wed 10th and Thurs 11th of December
Times:	6.30am – 9.30am
Inverurie	
Trains Surveyed:	0650 – Aberdeen, Inverurie, Inverness [2] 0651 – Inverness, Inverurie, Aberdeen [2] 0751 - Aberdeen, Inverurie, Inverness [2] 0751 – Inverness, Inverurie, Aberdeen [2] 0843 – Aberdeen, Inverurie, Keith [2] 0948 – Aberdeen, Inverurie, Inverness[2]
No of Surveyors	2 Peter Fullerton, Chris Menzies

There were no issues or difficulties reported in undertaking the Inverurie surveys. It was considered however that following the 0751 trains, there was not a need for two surveyors and thus only one surveyor was deployed to cover the final two trains on Thursday the 11th.

Dyce Pax Count – Wednesday 10th December 2008

Time at Dyce	From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus
06:37:00	Aberdeen	Inverness	4	16	4			4			16		14		2	
06:50:00	Dyce	Aberdeen	21		21		16	5								
07:03:00	Inverness	Aberdeen	13	31	13		6	5	2		31	6	20	3		2
07:27:00	Aberdeen	Dyce		85*							85	5	73	5	2	
07:39:00	Aberdeen	Inverness	4	40*	4		3	1			40	3	29		3	5
07:45:00	Dyce	Aberdeen	25		25		20	4	1							
08:03:00	Inverness	Aberdeen	59	39	59		35	23	1		39	7	21	5		6
08:31:00	Aberdeen	Keith	1	102*	1		1				102	6	80	2		14
08:56:00 *Note arrives 7 minutes earlier (08:49)*	Aberdeen	Dyce		41							41	9	23		4	5
09:08:00	Dyce	Aberdeen	19		19	3	11	4	1							
09:36:00	Aberdeen	Inverness	8	5	8		8				5		5			
09:55:00	Aberdeen	Dyce		22							22	6	15	1		

Dyce Pax Count – Thursday 11th December 2008

Time at Dyce	From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus
06:37:00	Aberdeen	Inverness	2	20	2		2				20		15	3	2	
06:50:00	Dyce	Aberdeen	24		24		19	5								
07:03:00	Inverness	Aberdeen	21	34	21		7	12	2		34	5	24			5
07:27:00	Aberdeen	Dyce		118							118	8	105	2	3	
07:39:00	Aberdeen	Inverness	6	70	6		6				70	4	64		1	1
07:45:00	Dyce	Aberdeen	25		25		17	4	4							
08:03:00	Inverness	Aberdeen	47	60	47		28	18	1		60	10	45	2		3
08:31:00	Aberdeen	Keith	1	126	1		1				126	4	102		1	19
08:56:00 *Note arrives 7 minutes earlier (08:49)*	Aberdeen	Dyce		54							54	9	35	5	3	2
09:08:00	Dyce	Aberdeen	22		22	3	14	5								
09:36:00	Aberdeen	Inverness	22	10	22	8	10	4			10	2	8			
09:55:00	Aberdeen	Dyce		24							24	8	14	2		

Inverurie Pax Count – Wednesday 10th December 2008

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:51:00 *Note arrives 6 minutes earlier (06:45)*	Inverness	Aberdeen	*52*	*2*
06:50:00	Aberdeen	Inverness	*3*	*3*
07:51:00	Aberdeen	Wick	*5*	*3*
07:51:00	Inverness	Aberdeen	*152*	*12*
08:43:00	Aberdeen	Keith	*1*	*10*
09:48:00	Aberdeen	Inverness	*7*	*3*

Inverurie Pax Count – Thursday 11th December 2008

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:51:00 *Note arrives 6 minutes earlier (06:45)*	Inverness	Aberdeen	*56*	*2*
06:50:00	Aberdeen	Inverness	*2*	*2*
07:51:00	Aberdeen	Wick	*8*	*3*
07:51:00	Inverness	Aberdeen	*167*	*14*
08:43:00	Aberdeen	Keith	*0*	*11*
09:48:00	Aberdeen	Inverness	*12*	*2*

Project:	**Nestrans Rail User Surveys**	Job No:	**60049057/M004.010**
Subject:	**Dyce and Inverurie Rail User After Surveys**	Date:	**26 January 2009**

Dyce and Inverurie Rail User Surveys

Dyce

After Surveys were undertaken at Dyce rail station on Wednesday 21st and Thursday 22nd of January 2008. Surveys were undertaken following the patterns below.

After Survey	
Dates:	Wed 21st and Thurs 22nd of January
Times:	6.30am – 9.30am
Dyce	
Trains Surveyed:	0630 – Aberdeen, Dyce, Inverness [2] 0658 – Inverness, Dyce, Aberdeen [2] 0726 – Inverurie, Dyce, Aberdeen [3] 0731 – Aberdeen, Dyce, Inverness [3] 0803 – Inverness, Dyce, Aberdeen [3] 0803 – Aberdeen, Dyce, Inverurie [3] 0835 – Inverurie, Dyce, Aberdeen [3] 0836 – Aberdeen, Dyce, Inverness [3] 0901 – Aberdeen, Dyce [3] 0908 – Dyce, Aberdeen [2] 0927 – Inverness, Dyce, Aberdeen [2]
No. of Surveyors	2 + 1 Richie Fraser, Andrew Robb, (Shabir Aslam)

*Note weather - dry and cold on Wed 21st; wet and windy on Thurs 22nd. This will have influenced numbers and modes.

In terms of undertaking the surveys, two surveyors covered the 0630-0930 period, while an additional surveyor was added to cover the trains between 0726 and 0908.

The surveys followed the same methodology as the 'before' surveys conducted in December, with observational passenger counts supported by a survey of transport modes used by passengers travelling to and from Dyce rail station and a Car Park Registration Beat Survey.

Overall, there were no problems encountered in undertaking the passenger boarding and alighting surveys at Dyce rail station under the new train timetable.

With regards to surveying the modal split of passengers, again there were generally no issues encountered. However, for certain trains where monitoring was made difficult by the mixing of passengers alighting and boarding trains, it is to be noted that assumptions of mode choice were made. This was specifically the case for the 0803 Aberdeen – Inverurie service and the service from Inverness – Aberdeen also arriving at Dyce at 0803. Given the large number of passengers passing through the station at this time, it was considered prudent to combine the mode share figures for passengers alighting from each of these trains and exiting Dyce station, so to provide a more accurate reflection of onward transport modes. These are reflected in the Dyce passenger counts below.

In addition, for some trains an approximation has had to be made as to the mode that passengers arrived by, due to the close timings of trains departing north and south at the same times. Also, owing to the bad weather on the Thursday, it was apparent that some passengers sat in their cars until the very last minute before making their way to their train, which added a complexity to counting.

The Car Park Registration Beat Surveys were undertaken twice on Wednesday the 21st of January (at 0630 and 0930) and twice on Thursday the 22nd of January (at the same times). A further evening survey was undertaken at 1730 on the Wednesday. There were no problems in undertaking these, with the beat surveys revealing that a number of the same cars (approximately 20) were parked overnight at Dyce rail station, suggesting the rail station car park is used for long-stay parking.

These first set of 'after' surveys have also provided an opportunity to monitor the level of usage of the Dyce Shuttle Bus service, which was brought into operation upon the commencement of the new ScotRail timetable in December 2008. Passenger numbers on the Dyce Shuttle Bus services departing the rail station are shown in the tables below (only one person was recorded as using the service to get off at the rail station).

Dyce Shuttle Bus – Wednesday 21st January

Service (dep rail station)	**No of Users**	**Comments**
0645	2 (+2 not from train)	2 people walked onto the bus from Victoria Street direction.
0700	2	
0726	12	
0743	1	
0809	18	
0839	1	
0910	2 (+1 not from train)	1 person walked onto the bus from Victoria Street direction.
0928	2	
TOTAL	**42 (incl 3 non-train users)**	

Dyce Shuttle Bus – Thursday 22nd January

Service (dep rail station)	**No of Users**	**Comments**
0645	2 (+1 not from train)	1 person walked onto the bus from Victoria Street direction.
0700	7	
0726	13	
0743	1 (not from train)	1 person walked onto the bus from Victoria Street direction.
0809	20	
0839	6	
0910	2 (+1 not from train)	1 person walked onto the bus from Victoria Street direction.
0928	2	
TOTAL	**55 (including 3 non-train users)**	

As the figures above suggests, there appears to be a peak in patronage on the 0809 service, which was used by passengers arriving at Dyce on the 0803 train from either Aberdeen or Inverurie.

Some further observational comments and anecdotal evidence on the performance of the Dyce Shuttle Bus service (as acquired through discussions with the bus driver and drivers of buses provided by companies based in the Dyce industrial estates) are outlined below.

General observational comments:

- *Parking of bus (and subsequently some taxis) means it blocks in cars (though this was never an issue as there were few cars leaving in the AM peak).*
- *Some taxis now line up against the chip shop wall and one woman complained about the taxis parking on double yellow lines (could she have meant disabled spaces?). These taxis are generally the second*

choice taxis – people departing from the train automatically go to those taxis in the marked bays. Once these taxis are gone, the remaining taxis move into the bays (i.e. a rota system operated for the bays).

- *There seemed to be some trains where the majority of people departing went straight for the shuttle, whereas others headed straight for taxis – for the most part, it appeared to be the oil-rig workers who headed straight for the taxis.*
- *In addition to the regular Baker Hughes bus, a Conoco Philips bus drove into the car park a couple of times during the survey period.*

Discussion with First Bus Driver re. Dyce Shuttle:

- *Service said to be well-used.*
- *Reports of some anguish from taxi drivers on commencement of service, but this was said to have died down.*
- *It was suggested that it would be better if the service operated from the rail station to the industrial estates and then to the airport. At present it leaves the station and heads directly for the airport, meaning that the service often has a bus full of passengers waiting 5/10 minutes at the airport (with few, if any, passengers getting on here) before continuing to their workplaces.*
- *It was understood that there is a lack of advertising at the airport end which perhaps explains why the service has so few users travelling from the airport to the rail station.*

Discussion with Baker Hughes Bus Driver

- *Mentioned that Aker Kvaerner workers aren't happy about the changes. Following introduction of the Dyce shuttle bus, the company no longer operate a dedicated shuttle to pick up employees from the train station.*
- *The main problem faced by Aker workers however tends to be in the evening. It was said that the shuttle service gets held up in traffic at peak times which could lead to employees missing their trains. This has had the effect of employees leaving work earlier (and reportedly having to work weekends to make up their time).*
- *It was said that the service needs to be more flexible. Supposedly the trains approaching Dyce now contain a tannoy announcement informing passengers for the airport should change at the station for the rail link service. However, it was said that it is sometimes the case that the bus is not there and has just left, angering passengers.*

As a final comment about the rail services arriving at Dyce, it was noted that the trains were generally very sharp in their timing. There were a number of disgruntled passengers on the Thursday who missed the 0803 train to Aberdeen as it reportedly left earlier than its scheduled departure time.

Inverurie

Surveys were undertaken at Inverurie rail station on Wednesday 21st and Thursday 22nd January 2009. Surveys were undertaken following the patterns below.

After Survey	
Dates:	Wed 21st and Thurs 22nd January
Times:	6.30am – 9.30am
Inverurie	
Trains Surveyed:	0645 – Inverness, Inverurie, Aberdeen [2] 0646 – Aberdeen, Inverurie, Inverness [2] 0714 – Inverurie, Aberdeen [2] 0749 – Inverness, Inverurie, Aberdeen [2] 0750 – Aberdeen, Inverurie, Inverness [2] 0817 – Aberdeen, Inverurie [2] 0822 – Inverness, Aberdeen [2] 0848 – Aberdeen, Inverurie, Inverness [2] 0915 – Inverurie, Aberdeen [2]
No of Surveyors	2 Peter Fullerton, Chris Menzies

*Note weather - dry and cold on Wed 21st; wet and windy on Thurs 22nd. This will have influenced numbers and modes.

There were no issues or difficulties reported in undertaking the Inverurie surveys, which it is to be reminded only considered passenger boarding and alighting counts.

Early Findings

A comparison of the before (December 2008) and after surveys (January 2009) for total passenger numbers boarding and alighting at Dyce rail station between approximately 0630 and 0930 revealed that overall passenger numbers were down. The total numbers boarding and alighting on the two day survey in December totalled 1221. In January, this totalled 1118.

At Inverurie, a comparison of the before and after surveys show that total passenger numbers boarding and alighting at the rail station between approximately 0630 and 0930 revealed that overall passenger numbers were slightly up. The total numbers boarding and alighting on the two day survey in December totalled 532. In January, this totalled 551.

The Dyce shuttle bus service appeared to be well-used with general comments of support from users at the rail station, though some early issues and potential improvements as to how the service operates have also been identified.

Dyce Pax Count – Wednesday 21st January 2009

From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle
Aberdeen	Inverness	4	19	4		2	2				19	2	12		3		2
Inverness	Aberdeen	22	27	22		9	12	1			27	5	17	3			2
Inverurie	Aberdeen	26	9	26		20	5	1			9		5			2	2
Aberdeen	Inverness	3	90	3		2	1				90		76		2	2	10
Inverness	Aberdeen	42	62	42		29	11	2			62	2	103	5		11	18
Aberdeen	Inverurie	2	77	2		2					77	figures above combined for both trains					
Inverurie	Aberdeen	18	4	18	1	9	8				4		2	2			
Aberdeen	Inverness	1	83	1			1				83	3	74		1	4	1
Aberdeen	Dyce		47								47	10	31		2	2	2
Dyce	Aberdeen	9		9		5	4										
Inverness	Aberdeen	9	15	9		3	6				15	8	5				2
		136	433	136	1	81	50	4	0	0	433	30	325	10	8	21	39

Dyce Pax Count – Thursday 22nd January 2009

Time at Dyce	From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle
06:30:00	Aberdeen	Inverness	3	16	3		1	2				16	3	10		1		2
06:58:00	Inverness	Aberdeen	25	23	25		15	9	1			23	3	11	1		1	7
07:26:00	Inverurie	Aberdeen	31	8	31	1	14	14	2			8		6				2
07:31:00 *Note arrives 7 minutes earlier (07:24)*	Aberdeen	Inverness	6	90	6	1	2	3				90	6	63	4	2	4	11
08:03:00	Inverness	Aberdeen	37	61	37		20	15	2			61	13	100	1	1	12	20
08:03:00	Aberdeen	Inverurie	3	86	3			3				86	figures above combined for both trains					
08:35:00	Inverurie	Aberdeen	13	0	13		10	3				0						
08:36:00	Aberdeen	Inverness	1	74	1		1					74	3	54	2	2	7	6
09:01:00	Aberdeen	Dyce		43								43	9	29	2	0	1	2
09:08:00	Dyce	Aberdeen	8		8	1	2	5										
09:27:00	Inverness	Aberdeen	7	14	7	2	2	2			1	14	5	4	2	1		2
TOTAL			134	415	134	5	67	56	5	0	1	415	42	277	12	7	25	52

Inverurie Pax Count – Wednesday 21st January 2009

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:45:00	Inverness	Aberdeen	35	3
06:46:00	Aberdeen	Inverness	7	0
07:14:00	Inverurie	Aberdeen	40	0
07:49:00	Inverness	Aberdeen	125	6
07:50:00 Note arrives 6 minutes earlier (07:44)	Aberdeen	Wick	3	4
08:17:00	Aberdeen	Inverurie	Terminates	7
08:22:00	Inverurie	Aberdeen	53	Originates
08:48:00	Aberdeen	Inverness	1	5
09:15:00	Inverness	Aberdeen	13	4
TOTAL			277	29

Inverurie Pax Count – Thursday 22nd January 2009

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:45:00	Inverness	Aberdeen	34	4
06:46:00	Aberdeen	Inverness	4	0
07:14:00	Inverurie	Aberdeen	36	0
07:49:00	Inverness	Aberdeen	83	4
07:50:00 Note arrives 6 minutes earlier (07:44)	Aberdeen	Wick	7	0
08:17:00	Aberdeen	Inverurie	Terminates	8
08:22:00	Inverurie	Aberdeen	51	Originates
08:48:00	Aberdeen	Inverness	1	6
09:15:00	Inverness	Aberdeen	5	2
TOTAL			221	24

Project:	**Nestrans Rail User Surveys**	Job No:	**60049057/M004.010**
Subject:	**Dyce and Inverurie Rail User After Surveys**	Date:	**27 February 2009**

Dyce and Inverurie Rail User Surveys

Dyce

After Surveys were undertaken at Dyce rail station on Wednesday 25th and Thursday 26th of February 2009. Surveys were undertaken following the patterns below.

After Survey	
Dates:	Wed 25th and Thurs 26th February
Times:	6.30am – 9.30am
Dyce	
Trains Surveyed:	0630 – Aberdeen, Dyce, Inverness [2] 0658 – Inverness, Dyce, Aberdeen [3] 0726 – Inverurie, Dyce, Aberdeen [3] 0731 – Aberdeen, Dyce, Inverness [3] 0803 – Inverness, Dyce, Aberdeen [3] 0803 – Aberdeen, Dyce, Inverurie [3] 0835 – Inverurie, Dyce, Aberdeen [3] 0836 – Aberdeen, Dyce, Inverness [3] 0901 – Aberdeen, Dyce [2] 0908 – Dyce, Aberdeen [2] 0927 – Inverness, Dyce, Aberdeen [2]
No. of Surveyors	2 + 1 Richie Fraser, Andrew Robb, (Shabir Aslam)

*Note weather - dry and cold on both days.

In terms of undertaking the surveys, two surveyors covered the 0630-0930 period, while an additional surveyor was added to cover the trains between 0658 and 0836.

The surveys followed the same methodology as the previous surveys conducted in December and January, with observational passenger counts supported by a survey of transport modes used by passengers travelling to and from Dyce rail station and a Car Park Registration Beat Survey.

Wednesday 25th February

Due to signal errors at Inverurie, a number of alterations to train services between Inverness and Aberdeen were made on Wednesday 25th February. The table below outlines those services which ran to time, those which were late, and those which were cancelled.

Wednesday 25th February						
Time at Dyce	From	To	Left on time	Delayed	Departure Time	Service Cancelled
06:30	Aberdeen	Inverness	✓			
06:58	Inverness	Aberdeen		✓	0734	
07:26	Inverurie	Aberdeen	0716[1]			
07:31	Aberdeen	Inverness		✓	0818	
08:03	Inverness	Aberdeen		✓	0807	
08:03	Aberdeen	Inverurie				✓
08:35	Inverurie	Aberdeen				✓
08:36	Aberdeen	Inverness		✓	0845	
09:01	Aberdeen	Dyce	✓			
09:08	Dyce	Aberdeen	✓			
09:27	Inverness	Aberdeen	✓			

[1] Following the announcement of service delays caused by the signal errors at Inverurie, it was announced (with three minutes notice) that the 0726 would depart early from Dyce. Passengers waiting for the 0726 service transferred to Platform 1 to catch this rearranged service, which promptly departed at 0716.

Some difficulties of monitoring passenger numbers (and specifically modal split figures) as a result of the late changes in the timetable are discussed below.

Passengers wishing to travel to Aberdeen (delayed by the 0658 service to Aberdeen/Edinburgh Waverley) were able to join the 0716 departure to Aberdeen (to Glasgow Queen Street). However, some stayed back to wait for the Edinburgh service, which departed Dyce at 0734 – a 36 minute delay from the timetabled time of 0658.

Therefore the monitoring of travel modes was made difficult as those counts already registered for the 0658 service had to be redistributed to either the rearranged 0716 Dyce-Aberdeen (Glasgow Queen Street) or the delayed 0734 Dyce-Aberdeen (Edinburgh Waverley).

The impact of the timetabling delays meant that the 0803 Inverurie – Aberdeen and 0835 Aberdeen – Inverurie services were cancelled. This caused problems for people wishing to travel from Dyce to Aberdeen on the 0835, with several passengers leaving the station upon hearing that the next service to Aberdeen was not until 0908.

Thursday
On Thursday, there were no problems encountered in undertaking the passenger boarding and alighting surveys at Dyce following the service disruption on the Wednesday.

In total, only slightly more passengers boarded and alighted trains at Dyce on the Thursday, suggesting that the service disruption may not have had that significant an impact on passenger numbers.

The Car Park Registration Beat Surveys were undertaken twice on Wednesday the 25th of February (at 0640 and 0940) and twice on Thursday the 26th of February (at the same times). A further evening survey was undertaken at 1730 on the Wednesday. There were no problems in undertaking these, with the beat surveys revealing that a number of the same cars (approximately 25) were parked overnight at Dyce rail station, suggesting the rail station car park continues to be used for long-stay parking.

These second set of 'after' surveys have provided another opportunity to further monitor the level of usage of the Dyce Shuttle Bus service. This monitoring adds to the passenger questionnaires distributed and collected by Faber Maunsell staff on board the Dyce Shuttle Bus on Tuesday 24th February 2008.

Passenger numbers on the Dyce Shuttle Bus services departing the rail station on the days of the February rail surveys are shown in the tables below.

Dyce Shuttle Bus – Wednesday 25th February

Service (dep rail station)	No of Users	Comments
0645	1 (not from train)	Walked onto the bus from Victoria Street direction.
0700	2 (not from train)	0658 train delayed due to signal errors 2 people walked onto the bus from Victoria Street direction.
0726	2 (not from train)	2 people walked onto the bus from Victoria Street direction.
0743	28 (6 standing)	High utilisation likely due to knock-on effect of timetable delays
0809	6	
0839	15	
0910	8	
0928	1	
TOTAL	**63 (including 5 non-train users)**	

Dyce Shuttle Bus – Thursday 26th February

Service (dep rail station)	No of Users	Comments
0645	1 (+2 not from train)	2 people walked onto the bus from Victoria Street direction.
0700	6 (+1 not from train)	1 person walked onto the bus from Victoria Street direction.
0726	21 (+1 not from train)	1 person walked onto the bus from Victoria Street direction.
0743	4 (not from train)	4 people walked onto the bus from Victoria Street direction.
0809	13	
0839	3	
0910	7	
0928	1	Bus was late in arriving back at the station and then departing – 0940. This was due to traffic signal problems on the bus route between Dyce and the Airport.
TOTAL	**60 (including 8 non-train users)**	

As the comments above suggest, the high utilisation on the 0743 service on the Wednesday may be attributed to the impact of the service delays on passengers' arrival times at Dyce. However, there continues to be a demand for the Dyce Shuttle bus at 0726 and 0809. Lower patronage on the 0809 service on the Wednesday may also be attributed to the service delay.

General observational comments (on site, and in addition to those noted during the Shuttle Bus Surveys on Tuesday the 24th) included:

- *One passenger who had alighted from the 0630 Aberdeen-Inverness train queried why the first Shuttle service of the day was not until 0645, 15 minutes after the train arrived.*
- *Comments from train conductor that they inform passengers that there is now a Dyce Shuttle (although they did not seem to know too much about it e.g. fares etc.).*

Inverurie

Surveys were undertaken at Inverurie rail station on Wednesday 25th and Thursday 26th February 2009. Surveys (again considering only passenger boarding and alighting counts) were undertaken following the patterns below.

After Survey	
Dates:	Wed 25th and Thurs 26th February
Times:	6.30am – 9.30am
Inverurie	
Trains Surveyed:	0645 – Inverness, Inverurie, Aberdeen [2] 0646 – Aberdeen, Inverurie, Inverness [2] 0714 – Inverurie, Aberdeen [2] 0749 – Inverness, Inverurie, Aberdeen [2] 0750 – Aberdeen, Inverurie, Inverness [2] 0817 – Aberdeen, Inverurie [2] 0822 – Inverness, Aberdeen [2] 0848 – Aberdeen, Inverurie, Inverness [2] 0915 – Inverurie, Aberdeen [2]
No of Surveyors	2 Peter Fullerton, Chris Menzies (Wed), Iain Hamilton (Thu)

Wednesday

On Wednesday, due to signal errors at Inverurie, a number of alterations to train services between Inverness and Aberdeen were made. The table below outlines those services which ran to time, those which were late, and those which were cancelled.

Wednesday 25th February						
Time at Inverurie	From	To	Left on time	Delayed	Departure Time	Service Cancelled
06:45	Inverness	Aberdeen		✓	Approx 0719	
06:46	Aberdeen	Inverness	✓			
07:14	Inverurie	Aberdeen				✓
07:49	Inverness	Aberdeen	✓			
07:50	Aberdeen	Wick		✓	0839	
08:17	Aberdeen	Inverurie				✓
08:22	Inverurie	Aberdeen				✓
08:48	Aberdeen	Inverness	✓			
09:15	Inverness	Aberdeen	✓			

Due to the signal errors at Inverurie, the 0645 train did not depart until around 0719 (arriving at Dyce at 0734). Passengers already counted for the 0645 departure were asked to alight from the train and swap platforms to allow the train to reposition on the opposite line. All passengers then re-boarded the train, including passengers that had arrived for the 0714 Inverurie-Aberdeen service. This train then left for Dyce.

The 0750 train did not depart Inverurie until 0839. The passenger figures for this train therefore may not reflect anticipated passenger numbers given that many commuters may have made alternative arrangements due to the delay. No passengers were recorded on the 0848 service and it is expected that these passengers would have caught the late 0750 train at 0839.

Thursday

On Thursday, there were no problems encountered in undertaking the passenger boarding and alighting surveys at Inverurie following the service disruption on the Wednesday. The total number of passengers boarding at Inverurie on Thursday was notably higher than the number from Wednesday, suggesting that the service disruption had an adverse effect on passenger numbers on the Wednesday.

Dyce Pax Count – Wednesday 25th February 2009

Time at Dyce	From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle
06:30:00	Aberdeen	Inverness	2	19	2			2				19		15		4		
06:58:00 Actually arrived at 07:34	Inverness	Aberdeen	24	48	24							48	5	26	1		2	14
07:26:00 Actually brought forward and turned into 0716 Dyce to Aberdeen	Inverurie	Aberdeen	20	N/A	20													
07:31:00 *Note arrives 7 minutes earlier (07:24)*	Aberdeen	Inverness	8	120	8							120	4	90	6	2	4	14
08:03:00 Arrived 0807	Inverness	Aberdeen	36	68	36	1	24	10	1			68	5	43	7		7	6
08:03:00 Cancelled	Aberdeen	Inverurie											figures above combined for both trains					
08:35:00 Cancelled	Inverurie	Aberdeen																
08:36:00	Aberdeen	Inverness	2	153	2		2					153	8	109	2	3	16	15
09:01:00	Aberdeen	Dyce		44								44	8	25	1	1	1	8
09:08:00	Dyce	Aberdeen	15		15		8	7										
09:27:00	Inverness	Aberdeen	3	10	3		3					10	3	6				1
TOTAL			110	462	110	1	37	19	1	0	0	462	33	314	17	10	30	58
Assumed pax for Dyce Shuttle at 0743 (i.e. 50/50 split)																		

Dyce Pax Count – Thursday 26th February 2009

Time at Dyce	From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle
06:30:00	Aberdeen	Inverness	6	16	6	1	1	4				16		13		2		1
06:58:00	Inverness	Aberdeen	17	37	17		7	9	1			37	3	25	1	1	1	6
07:26:00	Inverurie	Aberdeen	30	16	30		15	14	1			16	1	14				1
07:31:00 *Note arrives 7 minutes earlier (07:24)*	Aberdeen	Inverness	4	99	4		4					99	2	68	2	3	4	20
08:03:00	Inverness	Aberdeen	39	58	39		21	16	2			58	4	41	4		4	5
08:03:00	Aberdeen	Inverurie	1	104	1			1				104	2	82	4	1	7	8
08:35:00	Inverurie	Aberdeen	18	3	18		15	3				3		3				
08:36:00	Aberdeen	Inverness	1	68	1			1				68	1	57	1	1	5	3
09:01:00	Aberdeen	Dyce		41								41	6	25	1	1	1	7
09:08:00	Dyce	Aberdeen	11		11		4	7										
09:27:00	Inverness	Aberdeen	7	8	7	1	5	1				8	3	3	1			1
TOTAL			134	450	134	2	72	56	4	0	0	450	22	331	14	9	22	52

Inverurie Pax Count – Wednesday 25th February 2009

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:45:00 Departed 0719	Inverness	Aberdeen	24	6
06:46:00	Aberdeen	Inverness	6	3
07:14:00 Departed 0719 - with the 24 passengers from the 0645 + additional passengers	Inverurie	Aberdeen		N/A
07:49:00	Inverness	Aberdeen	115	7
07:50:00 Note arrives 6 minutes earlier (07:44) Departed 0839	Aberdeen	Wick	14	4
08:17:00 Cancelled	Aberdeen	Inverurie	Cancelled	Cancelled
08:22:00 Cancelled	Inverurie	Aberdeen	Cancelled	Cancelled
08:48:00	Aberdeen	Inverness	0	13
09:15:00	Inverness	Aberdeen	16	2
TOTAL			175	35

Inverurie Pax Count – Thursday 26th February 2009

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:45:00	Inverness	Aberdeen	39	4
06:46:00	Aberdeen	Inverness	0	1
07:14:00	Inverurie	Aberdeen	62	
07:49:00	Inverness	Aberdeen	112	10
07:50:00 Note arrives 6 minutes earlier (07:44)	Aberdeen	Wick	10	5
08:17:00	Aberdeen	Inverurie	Terminates	8
08:22:00	Inverurie	Aberdeen	45	Originates
08:48:00	Aberdeen	Inverness	4	7
09:15:00	Inverness	Aberdeen	12	4
TOTAL			284	39

Early Findings

A comparison of the before (December 2008) and after surveys (January and February 2009) for total passenger numbers boarding and alighting at Dyce and Inverurie rail stations between approximately 0630 and 0930 is shown in the tables below.

Dyce

		December	January	February
Wednesday	ON	154	136	110
	OFF	381	433	462
	TOTAL	**535**	**569**	**572**
Thursday	ON	170	134	134
	OFF	516	415	450
	TOTAL	**686**	**549**	**584**
Totals	ON	324	270	244
	OFF	897	848	912
	TOTAL	**1221**	**1118**	**1156**
2 Day Average	ON	162	135	134
	OFF	449	424	450
	TOTAL	**611**	**559**	**584**

Inverurie

		December	January	February
Wednesday	ON	220	277	175
	OFF	33	29	35
	TOTAL	**253**	**306**	**210**
Thursday	ON	245	221	284
	OFF	34	24	39
	TOTAL	**279**	**245**	**323**
Totals	ON	465	498	459
	OFF	67	53	74
	TOTAL	**532**	**551**	**533**
2 Day Average	ON	233	249	284*
	OFF	34	27	39*
	TOTAL	**267**	**276**	**323***

*Based on Thursday figures only.

Overall, passenger numbers at Dyce in February were below the passenger figures recorded for December, though revealed an increase from the January figures.

At Inverurie, passenger figures for February were slightly higher than the December total, but lower than the January total. A key reason considered for the decrease between January and February is believed to be due to the signal errors at Inverurie on the Wednesday the 26th of February, which may have lead to significant less numbers boarding at Inverurie.

Therefore, in analysing the data, it is perhaps more appropriate to consider a Thursday comparison. A Thursday comparison would again suggest that total passenger figures in February in Dyce were below the passenger figures recorded for December, though up on the January figures.

A comparison of Thursday figures at Inverurie would suggest February passenger levels are up on both December and January figures.

Analysis of the 2 day average figures would also support the above interim findings for total passenger numbers using Dyce and Inverurie rail stations.

Regarding the Dyce shuttle bus service, in February, the service again appeared to be well-used with general comments of support from users at the rail station, though some early issues and potential improvements as to how the service operates were again identified.

Project:	**Nestrans Rail User Surveys**	Job No:	**60049057/M004.010**
Subject:	**Dyce and Inverurie Rail User After Surveys**	Date:	**27 March 2009**

Dyce and Inverurie Rail User Surveys

Dyce

After Surveys were undertaken at Dyce rail station on Wednesday 25th and Thursday 26th of March 2009. Surveys were undertaken following the patterns below.

After Survey	
Dates:	Wed 25th and Thurs 26th March
Times:	6.30am – 9.30am
Dyce	
Trains Surveyed:	0630 – Aberdeen, Dyce, Inverness [2] 0658 – Inverness, Dyce, Aberdeen [3] 0726 – Inverurie, Dyce, Aberdeen [3] 0731 – Aberdeen, Dyce, Inverness [3] 0803 – Inverness, Dyce, Aberdeen [3] 0803 – Aberdeen, Dyce, Inverurie [3] 0835 – Inverurie, Dyce, Aberdeen [3] 0836 – Aberdeen, Dyce, Inverness [3] 0901 – Aberdeen, Dyce [2] 0908 – Dyce, Aberdeen [2] 0927 – Inverness, Dyce, Aberdeen [2]
No. of Surveyors	2 + 1 Richie Fraser, Shabir Aslam, and Iain Hamilton (Wed) Andrew Robb (Thurs)

*Note weather – dry, sunny and cold on both days.

In terms of undertaking the surveys, two surveyors covered the 0630-0930 period, while an additional surveyor was added to cover the trains between 0658 and 0836.

The surveys followed the same methodology as the previous surveys conducted in December, January and February, with observational passenger counts supported by a survey of transport modes used by passengers travelling to and from Dyce rail station and a Car Park Registration Beat Survey.

Wednesday 25th March

All trains ran to timetable and, with the exception of one train, there were generally no problems in undertaking the surveys. Specifically, an accurate count of passenger numbers alighting from the 0803 Inverness to Aberdeen service was not possible due to difficulties in the mixing and merging of passengers from the 0803 Aberdeen to Inverurie service. In the past, there has been a sufficient gap between the arrival of the 0803 Aberdeen to Inverurie service and the arrival of the 0803 Inverness to Aberdeen service, such that the significant passenger numbers getting off the service from Aberdeen have made their way well towards the exits and/or are waiting for their onward transport mode before the train from Inverness has arrived. In the past, this has meant that it has been relatively simple to distinguish those passengers departing the 0803 Aberdeen to Inverurie service from those departing from the Inverness to Aberdeen service. However, on this occasion, the 0803 Aberdeen to Inverurie service only arrived moments before the arrival of the 0803 Inverness to Aberdeen meaning that whilst a robust count was made of passengers departing the 0803 Aberdeen to Inverurie service (particularly as passengers alighting this service arrive on Platform 1 and therefore only have the choice of two immediate exits; one being the overhead bridge); it was impossible to gather a robust count of passengers alighting the 0803 Inverness to Aberdeen service, which on arrival merged with passengers from the 0803 Aberdeen to Inverurie service. As far as the modes of travel for these services are concerned, the final modes have been combined to reflect that passengers arriving at Dyce on the 0803 services from Aberdeen and Inverness respectively will have been departing the station/waiting for their onward transport mode at the same time.

Thursday
On Thursday, there were no problems encountered in undertaking the passenger boarding and alighting surveys at Dyce.

The Car Park Registration Beat Surveys were undertaken twice on Wednesday the 25th of March (at 0640 and 0940) and twice on Thursday the 26th of March (at the same times). A further evening survey was undertaken at 1800 on the Wednesday. There were no problems in undertaking these, with the beat surveys revealing that a number of the same cars (approximately 20) were parked overnight at Dyce rail station, suggesting that the rail station car park continues to be used for long-stay parking.

In addition, on the Thursday, it was noted that the car park was used as a starting point for organised walks. Discussion was held, for instance, with a group of people who use the station car park each month for walks along the Formartine and Buchan Way.

These third and final set of 'after' surveys have also provided another opportunity to further monitor the level of usage of the Dyce Shuttle Bus service. This monitoring adds to the previous mode split monitoring undertaken as part of the rail user surveys and the previous passenger questionnaires distributed and collected by Faber Maunsell staff on board the Dyce Shuttle Bus on Tuesday 24th February 2009.

Passenger numbers on the Dyce Shuttle Bus services departing the rail station on the days of the March rail surveys are shown in the tables below.

Dyce Shuttle Bus – Wednesday 25th March

Service (dep rail station)	**No of Users**	**Comments**
0645	5 (not from train)	All walked onto the bus from Victoria Street direction.
0700	7 (not from train)	All walked onto the bus from Victoria Street direction. This bus was late, departing at approx 0712.
0726	19 (2 not from train)	2 people walked onto the bus from Victoria Street direction.
0743	1 (not from train)	1 person walked onto the bus from Victoria Street direction.
0809	18 (1 not from train)	1 person walked onto the bus from Victoria Street direction.
0839	7 (2 not from train)	2 people walked onto the bus from Victoria Street direction.
0910	5 (2 not from train)	2 people walked onto the bus from Victoria Street direction.
0928	7	
TOTAL	**69 (including 20 non-train users)**	

Dyce Shuttle Bus – Thursday 26th March

Service (dep rail station)	No of Users	Comments
0645	4 (3 not from train)	3 people walked onto the bus from Victoria Street direction. The one person who waited for the shuttle bus after departing the 0630 train complained about the 15 minute wait between the arrival of the train and the shuttle bus.
0700	3 (2 not from train)	2 people walked onto the bus from Victoria Street direction.
0726	17	
0743	6 (not from train)	All walked onto the bus from Victoria Street direction.
0809	36	Full Bus*. 6 people were left to wait for next bus. In the end they caught a taxi.
0839	7 (3 not from train)	3 people walked onto the bus from Victoria Street direction. One of these, a lady, stated she normally caught the bus on Victoria Street. However, as the previous bus was full, she walked down to the station. As she couldn't get on the bus, she said she would be late for work and said that this had happened on more than one occasion. It was said that a larger bus is needed on the route at the peak times.
0910	6 (1 not from train)	1 person walked onto the bus from Victoria Street direction.
0928	3 (1 not from train)	1 person walked onto the bus from Victoria Street direction.
TOTAL	**82 (including 16 non-train users)**	

*It was noted that there was a significant demand for this bus particularly as a number of Scotland football fans were observed departing trains for onward transfer to the airport.

As the comments above suggest, there continues to be a demand for the Dyce Shuttle bus, particularly on the 0726 and 0809 services. On the Thursday, this bus was full, leaving 6 people unable to board.

Discussion with bus driver

Comments were received through discussion with one of the bus drivers during the surveys of Wednesday 25th of March. Comments were of a general nature and included that the service was being very well-used in the morning peak. The need for greater advertising at the airport (it was suggested that there is not even a shuttle bus timetable in the bus shelter at the airport) and also on the trains themselves was suggested. It was also stated that it would be beneficial to have a more formal waiting area/shelter for passengers waiting to board the shuttle bus.

It was acknowledged that the buses being used were not of a high quality. Ideally, it was said that a 29-seat bus should be used on the route to cater for the peak periods, though it is difficult to get replacement vehicles for these due to a lack of such buses.

It was said that recent traffic improvements on Dyce Drive on the approach to the A96 (airport roundabout), whereby there are two lanes which can be used by left turning traffic, has helped to ease congestion which the driver stated made it easier for the service to keep to its to scheduled arrival and departure times, particularly in the evening.

Inverurie

Passenger observational surveys were undertaken at Inverurie rail station on Wednesday 25th and Thursday 26th March 2009. Surveys were undertaken following the patterns below.

After Survey	
Dates:	Wed 25th and Thurs 26th March
Times:	6.30am – 9.30am
Inverurie	
Trains Surveyed:	0645 – Inverness, Inverurie, Aberdeen [2] 0646 – Aberdeen, Inverurie, Inverness [2] 0714 – Inverurie, Aberdeen [2] 0749 – Inverness, Inverurie, Aberdeen [2] 0750 – Aberdeen, Inverurie, Inverness [2] 0817 – Aberdeen, Inverurie [2] 0822 – Inverness, Aberdeen [2] 0848 – Aberdeen, Inverurie, Inverness [2] 0915 – Inverurie, Aberdeen [2]
No of Surveyors	2 Chris Menzies, Peter Fullerton (Wed), Iain Hamilton (Thu)

*Note weather – dry, sunny and cold on both days.

Wednesday

On Wednesday, there were no difficulties in undertaking the passenger boarding and alighting surveys at Inverurie.

Thursday

On Thursday, there were no problems encountered in undertaking the passenger counts.

Dyce Pax Count – Wednesday 25th March 2009

Time at Dyce	From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle
06:30:00	Aberdeen	Inverness	4	18	4		1	3				18		14		4		
06:58:00	Inverness	Aberdeen	17	26	17	1	4	11	1			26	10	12	2	1	1	
07:26:00	Inverurie	Aberdeen	22	13	22		11	9	2			13		11			2	
07:31:00 *Note arrives 7 minutes earlier (07:24)*	Aberdeen	Inverness	3	105	3		1	2				105	2	71		2	13	17
08:03:00	Inverness	Aberdeen	33	?*	33		19	13	1			?*						
08:03:00	Aberdeen	Inverurie	2	132	2		1	1				132	12		8	4	12	17
08:35:00	Inverurie	Aberdeen	19	6	19		10	8			1	6		6				
08:36:00	Aberdeen	Inverness	3	73	3			2			1	73	2	56	4	3	3	5
09:01:00	Aberdeen	Dyce		34								34	8	19	2		2	3
09:08:00	Dyce	Aberdeen	13		13		6	7										
09:27:00	Inverness	Aberdeen	4	18	4		1	3				18	6	3	2			7
TOTAL			120	425	120	1	54	59	4	0	2	425	40	192	18	14	33	49
*As noted in the filenote an accurate count of passengers alighting from the 0803 Inverness to Aberdeen service was not possible due to mixing and merging of passengers from the 0803 Aberdeen to Inverurie service. As a result, an assumption on the number of passenges alighting this train has been made based on taking an average (61) from the previous surveys undertaken. The revised figures are shown below.																		
TOTAL			120	425	120	1	54	59	4	0	2	486	40	332	18	14	33	49

Dyce Pax Count – Thursday 26th March 2009

Time at Dyce	From	To	*PAX ON*	*PAX OFF*	PAX ON	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle	PAX OFF	Taxi	Walk	Car/Lift	Cycle	Minibus	Dyce Shuttle
06:30:00	Aberdeen	Inverness	8	22	8		5	3				22		17		4		1
06:58:00	Inverness	Aberdeen	19	20	19		10	8	1			20	4	14		1		1
07:26:00	Inverurie	Aberdeen	28	24	28		14	12	2			24	1	12	2	1	6	2
07:31:00 *Note arrives 7 minutes earlier (07:24)*	Aberdeen	Inverness	3	96	3		1	2				96		71		1	9	15
08:03:00	Inverness	Aberdeen	37	61	37		22	14	1			61	10	29	5	1	4	12
08:03:00	Aberdeen	Inverurie	3	106	3		3					106	3	70	1	2	6	24
08:35:00	Inverurie	Aberdeen	27	7	27	1	17	9				7		4		1	2	
08:36:00	Aberdeen	Inverness	4	73	4		4					73	3	62	2		2	4
09:01:00	Aberdeen	Dyce		47								47	11	26	1		4	5
09:08:00	Dyce	Aberdeen	13		13		6	7										
09:27:00	Inverness	Aberdeen	7	19	7		6				1	19	10	6	1			2
TOTAL			149	475	149	1	88	55	4	0	1	475	42	311	12	11	33	66

Inverurie Pax Count – Wednesday 25th March 2009

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:45:00	Inverness	Aberdeen	37	4
06:46:00	Aberdeen	Inverness	3	2
07:14:00	Inverurie	Aberdeen	44	Originates
07:49:00	Inverness	Aberdeen	104	7
07:50:00 Note arrives 6 minutes earlier (07:44)	Aberdeen	Wick	4	2
08:17:00	Aberdeen	Inverurie	Terminates	14
08:22:00	Inverurie	Aberdeen	51	Originates
08:48:00	Aberdeen	Inverness	3	3
09:15:00	Inverness	Aberdeen	26	4
TOTAL			272	36

Inverurie Pax Count – Thursday 26th March 2009

Time at Inverurie	From	To	*PAX ON*	*PAX OFF*
06:45:00	Inverness	Aberdeen	33	3
06:46:00	Aberdeen	Inverness	4	2
07:14:00	Inverurie	Aberdeen	52	Originates
07:49:00	Inverness	Aberdeen	123	9
07:50:00 Note arrives 6 minutes earlier (07:44)	Aberdeen	Wick	12	4
08:17:00	Aberdeen	Inverurie	Terminates	16
08:22:00	Inverurie	Aberdeen	51	Originates
08:48:00	Aberdeen	Inverness	3	4
09:15:00	Inverness	Aberdeen	8	3
TOTAL			286	41

Findings

A comparison of the before (December 2008) and after surveys (January, February and March 2009) for total passenger numbers boarding and alighting at Dyce and Inverurie rail stations between approximately 0630 and 0930 is shown in the tables below.

Dyce

		December	January	February	March
Wednesday	ON	154	136	110	120
	OFF	381	433	462	486
	TOTAL	**535**	**569**	**572**	**606**
Thursday	ON	170	134	134	149
	OFF	516	415	450	475
	TOTAL	**686**	**549**	**584**	**624**
Totals	ON	324	270	244	269
	OFF	897	848	912	961
	TOTAL	**1221**	**1118**	**1156**	**1230**
2 Day Average	ON	162	135	122*	135
	OFF	449	424	456*	481
	TOTAL	**611**	**559**	**578***	**615**

*Based on Thursday figures only.

Inverurie

		December	January	February	March
Wednesday	ON	220	277	175	272
	OFF	33	29	35	36
	TOTAL	**253**	**306**	**210**	**308**
Thursday	ON	245	221	284	286
	OFF	34	24	39	41
	TOTAL	**279**	**245**	**323**	**327**
Totals	ON	465	498	459	558
	OFF	67	53	74	77
	TOTAL	**532**	**551**	**533**	**635**
2 Day Average	ON	233	249	284*	279
	OFF	34	27	39*	39
	TOTAL	**266**	**276**	**323***	**318**

*Based on Thursday figures only.

Overall, passenger numbers at Dyce have continued to increase from January and February levels, and passenger figures for March are slightly higher than those recorded in December.

At Inverurie, passenger figures for March were higher than each of the three previous surveys undertaken in December, January and February.

Regarding the Dyce shuttle bus service, in March, the service again appeared to be well-used, though some issues and potential improvements as to how the service operates were again identified.