Nestrans
Archibald Simpson House
27-29 King Street
Aberdeen
AB24 5AA
www.nestrans.org.uk

**30th October 2023**

**Bus Passenger Satisfaction Survey 2023**

Nestrans (Regional Transport Partnership for Aberdeen City and Aberdeenshire), supported by the North East Bus Alliance partners, are conducting a bus passenger satisfaction survey within Aberdeen City and Aberdeenshire. This research aims to understand the current bus passenger experience of bus services within both local authority areas of Aberdeen City and Aberdeenshire.

This letter is to authorise AECOM to conduct interviews on behalf of Nestrans with members of the public at specified public transport locations, local town centres and on-street locations across the North East of Scotland. We cannot interview everyone in the region, and so a sample of the population is targeted. Your participation is, of course, voluntary, but by taking part, you can help us to provide an accurate picture of current bus passenger satisfaction with the bus network in the region. This will enable Nestrans and the North East Bus Alliance partners to plan more effectively for the future.

Fieldwork will take place between **Monday 30th October to Sunday 3rd December 2023** (including Saturdays and Sundays), and be conducted from 07:00 to 20:00 each day.

Any information you provide will be treated in complete confidence in accordance with the General Data Protection Regulation (the "GDPR") and the data protection statement adopted by Nestrans, which can be found on the Nestrans website. Data will only be used for transport planning purposes by Nestrans and third party organisations acting on their behalf; no information that could identify you will be made available. You will not be contacted again unless you give your permission for this. Further details about the GDPR and your rights will be given to you by your interviewer.

This activity has been agreed by both local authorities (Aberdeen City Council and Aberdeenshire Council) alongside both large bus operators in the region – Stagecoach and First Aberdeen who have provided letters of support (Appendix A & B). Activity is valid only when presented with an official ID which researchers will wear clearly at all times when conducting interviews.

If you would like to be included in a draw to win a £50 M&S voucher, please provide your phone number after the survey - this way your answers to the survey will not be identifiable by your contact details. Your contact details will not be stored or passed on to any third parties or used for any other purpose than contacting you about the voucher.

Should there be any queries regarding this research, then please contact Kirsty Chalmers on the details given below.

Kirsty Chalmers
Transport Executive
Nestrans
Archibald Simpson House
27-29 King Street
AB24 5AA
NestransInfo@nestrans.org.uk
01224 053974