Appendix A

Stagecoach

24th October 2023

To Stagecoach staff,

LETTER OF AUTHORITY FOR PASSENGER SURVEY WORK (AECOM)

This letter confirms that the holder is authorised to work on Stagecoach premises and board Stagecoach services (at no charge) in order to complete bus passenger satisfaction surveys. Drivers should ask for **AECOM identification** to be shown.

This letter is valid between **Monday 30th October** and **Sunday 3rd December** only.

Research staff should be assisted when required. If there are any issues, please contact your line manager or Daniel Laird directly (via Blink or email).

Yours sincerely

Daniel Laird
Commercial Director
Stagecoach Bluebird

Stagecoach Bluebird, Guild Street, Aberdeen, AB11 6NA
T: 01224 591381 **stagecoachbus.com**

Registered Office: Bluebird Buses Limited, 10 Dunkeld Road, Perth, PH1 5TW. (Registered in Scotland No. SC019039)

Appendix B

395 King Street
Aberdeen
AB24 5RP

23rd October 2023

Mr Adam Kench
Transport Officer
Nestrans

By-email

Dear Mr Kench,

BUS PASSENGER SATISFACTION SURVEY 2023

I'm writing to you to confirm our support in delivering the objectives of the above survey across the City of Aberdeen and Aberdeenshire.

The views of bus passengers are integral to making sure that we deliver a network of services that meets the needs of the customers and communities that we serve. This research exercise is therefore a vitally important mechanism in capturing the views and feedback from bus service users.

First Aberdeen is happy to support any frameworks needed to help deliver the gathering of this research and we've agreed that our various internal departments will assist in any way that they can to make this task as smooth as possible.

This letter confirms that First Aberdeen has granted permission for data collection and surveys to be conducted across its network by Nestrans' consultants and should be taken as such by any relevant authority that requires to view a copy of this letter.

Additionally, those conducting the survey on behalf of AECOM and Nestrans are permitted to travel free of charge across the First Aberdeen network upon showing a copy of this letter while conducting the research exercise.

If you need any further assistance from us on this matter, please do get back in touch.

Kind regards

Graeme Macfarlan
Commercial Director (Scotland)