

Your Ref. N/A  
Our Ref. HM/CC/1/65/1  
Contact Chris Cormack



**ABERDEEN**  
CITY COUNCIL

**08 November 2016**

Councillor Steve Delaney

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Dear Councillor Delaney,


### **KINGSWELLS BUS SERVICES**

I refer to your letter dated 13<sup>th</sup> October 2016 regarding the above.

I acknowledge your comments with regards to the impact of withdrawal of the bus service in Kingswells and advise that these will be included in our consultation feedback.

With regards to the ticket machine data, anecdotally and from experience when service reductions/withdrawals are proposed there is always a perception/accusation that ticket recording that has not been undertaken properly.

Bus drivers should on all occasions record bus passes and e-tickets. It is acknowledged there are occasions when this does not happen and this is a staffing/training matter for bus operators. Operators will not rely solely on ticket machine data and will build in for error in their analysis, such as failed recordings. I.e. if a weekly bus pass has been purchased a certain level of usage would be expected i.e. at least twice per day. Operators will also undertake observations to verify their ticket machine data.

This is a private business running a commercial service and as such, we have no power to instigate an independent audit on the figures and the methodology used to collate the figures and have to take the figures as read. However, we will be undertaking our own observations in a bid to verify the data provided 

PETE LEONARD  
DIRECTOR



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I refer to your comment regarding passengers boarding on Lang Stracht being considered as 'incidental' and as such are not being counted. I believe some conversations we have had may have been misconstrued. What was meant by the 'incidental' nature of the passengers boarding the X40 on Lang Stracht inbound or alighting on Lang Stracht outbound is that, in general, they are not specifically looking to utilise the X40 but it just happens this is the bus that comes first. As such, although they do contribute to the revenue of the X40 this is not significant enough, particularly as they have alternative, more high frequency alternatives and there would be little detriment to these users should the X40 no longer operate.

I acknowledge your comments with regards to the changes to bus services in Kingswells and I agree this likely has not helped to grow services and has led to a reduction in patronage, but these changes have largely been as a result of ongoing low levels of patronage. Reliability was consistently raised as an issue during the recent public consultations, although, many noted the reliability has improved in recent months.

I refer to your comments regarding next steps. The 3 options you have detailed are the most likely in terms of an outcome. At this stage we are awaiting a final decision from First Aberdeen and until such time any alternative cannot formally be instigated, although I would assure you that officers are taking all appropriate steps to ensure we are prepared should First Aberdeen withdraw the service.

I note your comments with regards to any Council supported service

Your feedback is greatly appreciated and will be fed into the overall consultation feedback. I hope that this response answers some of the points raised. Finally, please be advised that I will be in contact with you as soon as there are further developments.

Please do not hesitate to contact me if you require further information or wish to discuss the matter further.

Yours sincerely,

**Chris Cormack**  
Team Leader  
Public Transport Unit