

# Voice!

**Questionnaire 24**  
October 2011



**ABERDEEN'S RESIDENTS PANEL**

## WASTE SERVICES

Over the last 4 years, we have asked the City Voice panellists questions about the waste and recycling collection services in Aberdeen. We now want to find out your views on existing services and those that are due to be introduced over the next few years.

### 1. How many people permanently live at your address?

- a) Number of adults \_\_\_\_\_  
 b) Number of children (aged 0-16) \_\_\_\_\_

### 2. What type of property do you live in?

- a) House (*includes detached, semi-detached, and terraced properties*)   
 b) Flat (*includes tenement properties, high-rise flats and courtyard developments*)

## RECYCLING AND KERBSIDE SERVICES

### 3. Are you offered any of the following?

- a) Kerbside recycling (black box and white bag)

Yes  No  Don't know

- b) Garden waste (brown bin)

Yes  No  Don't know

- c) Food Waste (green caddy/brown bin)

Yes  No  Don't know

- d) Communal or on street recycling (including containers in bin stores)

Yes  No  Don't know

### 4. If 'YES', which services do you use?

- a) Kerbside recycling (black box and white bag)   
 b) Garden Waste (brown bin)   
 c) Food waste (green caddy/brown bin)   
 d) Communal or on street recycling (including containers in bin stores)

### 5. If you are offered the kerbside recycling or food/garden waste collection services but you DO NOT use them, what would encourage you to do so? (Tick up to 3 options for each service)

	Kerbside recycling	Garden waste	Food waste	Communal recycling
a) More information on what you can recycle / compost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) More information on the benefits of recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Weekly collections for recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Kerbside recycling	Garden waste	Food waste	Communal recycling
d) If more items were accepted for recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) If more information was provided on what happens to the materials once they have been collected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Personal rewards for recycling (e.g. Coupons or vouchers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Community rewards for recycling (e.g. awards to local schools, funding for community amenities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Fines for producing too much rubbish and not recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) If the Council provided different containers (please give us more details) _____ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) More information on recycling days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Nothing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Other (please specify)	<input type="checkbox"/>			

## FOOD / GARDEN WASTE COLLECTION SERVICE

If you do not use or do not have the food waste service, please go to Q7

**6. Currently, the Council provides free bioliners for the kitchen caddy used with the food waste service. Due to current financial pressures we are reviewing our budgets. If the Council stopped providing free bioliners would you continue to use the food waste service if:**

a) The Council provided bioliners at cost (less than £1 per roll of 26 bags)

Yes  No

b) The Council did not sell bags directly but provided information on where they could be purchased

Yes  No

c) Instead of using bioliners, you could line the kitchen caddy with newspaper

Yes  No

d) The Council provided new, solid caddies which do not require bags

Yes  No

e) Other (please specify)

\_\_\_\_\_

## ALTERNATE WEEKLY COLLECTIONS

Aberdeen City Council now has Alternate Weekly Collections for properties with an individual black wheeled bin and a kerbside recycling collection.

**7. If you have Alternate Weekly Collections, are you satisfied with the service? If you do not have alternate weekly collections, please go to question 9.**

a) Yes  b) No

**8. If 'No', what is your one main concern about the service (please tick 1 option)**

a) My bin smells	<input type="checkbox"/>
b) I have a large family and don't have enough space to store my non-recyclable waste	<input type="checkbox"/>
c) I have children in disposable nappies and don't have space to store my non-recyclable waste	<input type="checkbox"/>
d) I have a medical condition that creates extra waste so I don't have space to store my non-recyclable waste	<input type="checkbox"/>
e) My waste attracts flies and vermin	<input type="checkbox"/>
f) If I go on holiday my waste may not be collected for a month	<input type="checkbox"/>
g) My neighbours use my bin for their excess waste	<input type="checkbox"/>
h) There is an increase in fly-tipping	<input type="checkbox"/>
i) Other (please specify)	<input type="checkbox"/>

## WASTE MANAGEMENT INITIATIVES

The Scottish Government recently published ambitious targets of 70% recycling/composting by 2025 in the Zero Waste Plan. That still leaves at least 30% of our waste to be managed. This waste can be sent to landfill or to a facility which can recover heat and power from waste. However, current landfill sites are not sufficient, and there is currently no energy-from-waste facility in the city. As such, either option will require us to build new facilities.

**9. Bearing in mind that it is likely to be essential for us to pursue either one or both of these options in future, how would you rather your residual household waste (black bin) was handled?**

a) Develop a new landfill site in Aberdeen.	<input type="checkbox"/>
b) Develop a waste-to-energy facility that can generate heat and power from waste in Aberdeen.	<input type="checkbox"/>

Many people still place recyclable material in their black bin. In future, before sending black bin waste for disposal or energy recovery, we could pre-sort it in order to remove as much additional recyclable material as possible. However, this would also require a new pre-treatment facility in the city, and it may be difficult to find markets for the material recovered.

**10. Bearing in mind that this would require the construction of additional new facilities, would you like Aberdeen City Council to consider introducing pre-treatment recycling facilities?**

a) Yes  b) No

Aberdeen City Council currently provides each household with either 1 x 240 Litre black wheeled bin or communal waste bins for disposal of non-recycled waste. Some households produce more waste than can be collected in one refuse container and the cost of additional collections is spread across the city through council tax.

**11. Do you think households who create more waste should pay for the collection of their additional waste? (This charge would not apply where residents have special circumstances that mean a large volume of non-recyclable waste is created on a regular basis, for example if they have a medical condition that produces excess waste)**

a) Yes       b) No

**12. We are always working to improve and expand recycling and composting facilities in the city. Please tell us which of the following initiatives you think would be the most effective. (Tick all that apply)**

a) More on-street/communal recycling facilities for flatted areas of the city without kerbside recycling	<input type="checkbox"/>
b) Food waste collections for areas of the city without brown bins	<input type="checkbox"/>
c) Litter recycling facilities in the city centre and other public areas	<input type="checkbox"/>
d) More local recycling points (for paper, cardboard, cans, plastic bottles and glass bottles)	<input type="checkbox"/>
e) More recycling centres (larger facilities where you can recycle many other items such as batteries, electrical equipment, garden waste, wood, soil/rubble and scrap metal, and safely dispose of household chemicals, paint etc)	<input type="checkbox"/>

The council collects kerbside recycling using the box and bag system, and collection crews sort the materials at the kerbside. This collection method is expensive and is not suitable for all properties in the city, therefore many households, mainly flats, do not have a recycling collection at their kerbside. The alternative collection method, "co-mingling", uses one container (often a wheeled bin) for all recyclable material, which can then be sorted at a Material Recycling Facility. This makes collections more efficient and could be provided to flats with on-street or communal bins. If this system were adopted, a sorting facility would need to be developed and households with the box and bag system would be issued with a new wheeled bin to replace the existing black box and white bag.

**13. Do you think that we should move to co-mingled recycling collections?**

	Yes	No	Don't Know
a) For all households in the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Keep the current kerbside recycling system (black box and white bag) and only introduce co-mingled collections for households that do not have access to this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Do not introduce co-mingled recycling for any household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## CLEAN CITY

A clean city is a challenge for all cities. Aberdeen City Council employs a team of operatives to clean the city and collect litter to ensure our city stays clean. We would like your views on the following to help us decide what to focus on in the future.

**1. To what extent do you agree or disagree that Aberdeen is a clean city?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. Where do you think Aberdeen City Council should be focussing its street cleaning resources? (Tick 3 options)**

a) Graffiti	<input type="checkbox"/>
b) Fly tipping	<input type="checkbox"/>
c) Bird droppings	<input type="checkbox"/>
d) Weeds	<input type="checkbox"/>
e) Litter bins/ dog bins	<input type="checkbox"/>
f) Fly posting	<input type="checkbox"/>
g) Grass/shrub maintenance	<input type="checkbox"/>
h) Litter	<input type="checkbox"/>
i) Dog fouling	<input type="checkbox"/>
j) Chewing gum	<input type="checkbox"/>

**3. Currently some volunteers keep their local communities clean. Should local residents be encouraged to keep their own neighbourhood clean and tidy, for example through clean ups or 'adopt a street' schemes?**

Yes  No

## GREEN SPACES

Aberdeen City Council currently maintains approximately 827 hectares of green space, which brings benefits to both its residents and visitors. We would like to know what you think of these green spaces, how they are maintained and the service we provide as well as your thoughts on Aberdeen's participation in 'Beautiful Scotland', previously known as 'Scotland in Bloom'.

**1. Should Aberdeen City continue its participation in the national 'Beautiful Scotland' competition?**

Yes  No  Don't know

**2. If yes, should local communities be encouraged to be more involved in the competition?**

Yes  No

The following questions are part of a national survey of green spaces. Your responses will allow the council to compare its performance against other local authorities.

**3. What is important to you? Please tell us how important to you each of the following aspects of green space provision are.**

	Extremely important	Very important	Important	Not very important	Not at all important	Not applicable
<b>Service provided</b>						
Provision of flower beds/floral displays (public areas)	<input type="checkbox"/>					
Provision of outdoor sports pitches/playing fields	<input type="checkbox"/>					
Provision of children's play areas	<input type="checkbox"/>					
Provision of public parks	<input type="checkbox"/>					
<b>Service standards</b>						
High standard of maintenance of public grass areas	<input type="checkbox"/>					
Standard of litter clearance in horticultural areas	<input type="checkbox"/>					
Standard of maintenance of children's play areas	<input type="checkbox"/>					
Standard of maintenance of outdoor pitches/playing fields	<input type="checkbox"/>					
Feeling of personal safety in public parks	<input type="checkbox"/>					
Organised events in public areas	<input type="checkbox"/>					
Keeping public parks clear of dog fouling	<input type="checkbox"/>					
Ensuring dogs are kept under control in parks	<input type="checkbox"/>					
Provision of public toilets in parks	<input type="checkbox"/>					
<b>Staff and information</b>						
Friendliness/co-operation of staff	<input type="checkbox"/>					
Presentability of staff	<input type="checkbox"/>					
Ease of obtaining information/help	<input type="checkbox"/>					
Ease of reporting deficiencies/making complaints	<input type="checkbox"/>					

**4. How do you think we are doing? Please tell us how you think we are performing with regard to each of the following aspects of green space provision.**

	Excellent	Good	Average	Poor	Very Poor	Not applicable
<b>Service provided</b>						
Provision of flower beds/floral displays (public areas)	<input type="checkbox"/>					
Provision of outdoor sports pitches/playing fields	<input type="checkbox"/>					
Provision of children's play areas	<input type="checkbox"/>					
Provision of public parks	<input type="checkbox"/>					
<b>Service standards</b>						
High standard of maintenance of public grass areas	<input type="checkbox"/>					
Standard of litter clearance in horticultural areas	<input type="checkbox"/>					
Standard of maintenance of children's play areas	<input type="checkbox"/>					
Standard of maintenance of outdoor pitches/playing fields	<input type="checkbox"/>					
Feeling of personal safety in public parks	<input type="checkbox"/>					
Organised events in public areas	<input type="checkbox"/>					
Keeping public parks clear of dog fouling	<input type="checkbox"/>					
Ensuring dogs are kept under control in parks	<input type="checkbox"/>					
Provision of public toilets in parks	<input type="checkbox"/>					
<b>Staff and information</b>						
Friendliness/co-operation of staff	<input type="checkbox"/>					
Presentability of staff	<input type="checkbox"/>					
Ease of obtaining information/help	<input type="checkbox"/>					
Ease of reporting deficiencies/making complaints	<input type="checkbox"/>					

## PLAY AREAS

Since the introduction of British and European Safety Standards, children's play areas and specifically equipped play spaces across the city have been improved to provide safer play opportunities. These improvements have included safer surfacing, the introduction of multi play units, accommodating greater numbers of children, and the introduction of items suitable for older children. However, anecdotal evidence suggests that play areas are now not being used as much as they perhaps could be. We're told that children do not find them interesting or adventurous enough, and as a result, play parks are under used.

Our experience is that requests have increased for larger structures and particularly those with moving components, for example aerial runways, large section tyre (cantilever) swings, and larger enclosed slides etc.

Aberdeen City Council currently maintains 159 play parks within the city. We want to find out what you think about these play areas and in particular how safe they are. This will help us assess the city's play areas and potentially change the type of provision.

**1. Do the children in your family, or children you supervise, use children's play areas?**

- |                   |                          |
|-------------------|--------------------------|
| a) Yes            | <input type="checkbox"/> |
| b) No             | <input type="checkbox"/> |
| c) Not applicable | <input type="checkbox"/> |

**2. If No, Why not? (Tick all that apply)**

- |   |                          |
|---|--------------------------|
| a) It is unsuitable for them, at the age they are     | <input type="checkbox"/> |
| b) There are no play areas near where I live          | <input type="checkbox"/> |
| c) The play areas I've seen have broken equipment     | <input type="checkbox"/> |
| d) The play areas I've seen I believe to be dangerous | <input type="checkbox"/> |
| e) The play areas I've seen are too close to traffic  | <input type="checkbox"/> |
| f) The play areas I've seen are unfenced              | <input type="checkbox"/> |
| g) They find the play areas boring                    | <input type="checkbox"/> |
| h) Other (please specify)                             | <input type="checkbox"/> |
- 

**3. What do you think is important in a play area? (Tick all that apply)**

- |  |                          |
|--|--------------------------|
| a) The play area is local  | <input type="checkbox"/> |
| b) The play area is safely enclosed (it has gates/fences)                                | <input type="checkbox"/> |
| c) The play area is clean and has litter bins  | <input type="checkbox"/> |
| d) The play area has a range of activities   | <input type="checkbox"/> |
| e) The play area has grassy areas to run around in                                       | <input type="checkbox"/> |
| f) There are attractive plants in/near the play area                                     | <input type="checkbox"/> |
| g) The play equipment range is suitable for all ages                                     | <input type="checkbox"/> |
| h) The play area has picnic benches nearby   | <input type="checkbox"/> |
| i) The play area encourages imaginative play   | <input type="checkbox"/> |
| j) The play area has natural features e.g. rocks, tree trunks, grass mounding, sand etc. | <input type="checkbox"/> |
| k) Other (please specify)  | <input type="checkbox"/> |
-

**4. Are there any play areas within the city you particularly like and/or dislike? (please provide the park name, or a short description of its location)**

Like
Dislike

**5. In general terms, what do you think of the level of safety at the play areas you take your children, or children you supervise to? (Tick 1 option)**

a) The play areas are safe	<input type="checkbox"/>
b) The play areas are unsafe	<input type="checkbox"/>

# ROADS

Aberdeen City Council is participating in a nationwide project to develop an Asset Management Plan for its roads. The council has to maintain 500 miles of road, 1,000 miles of footway and 30,000 street lights. Feedback on the public perception of the quality of roads maintenance is vital to the Asset Management Plan.

- 1. To help prioritise limited budgets, please indicate whether you are satisfied or dissatisfied with our present performance in each of the following areas. Please note, those options marked with a \* refer to quality and upkeep, not how clean they are.**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
a) The condition of bus routes and other main roads*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The condition of side / local roads*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Time taken to repair roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The condition of busy footways* (e.g. near schools, shops etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The condition of local footways*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Time taken to repair footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Intensity of street lighting (city centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Intensity of street lighting (residential areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Time taken to repair street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2. In order to help us to prioritise our budget, from the areas listed below, which (if any) would you like to see us spend more on, not change spending, or be prepared for us to spend less on?**

	More	The same	Less
Main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Side roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## ECONOMIC DEVELOPMENT

Aberdeen City Council currently delivers a wide range of economic and business development services, which support and encourage:

- the growth of local business and subsequent creation of wealth and jobs,
- activities and events designed to promote the city as an attractive place for investment, visitors and skilled workers and
- major new development projects (e.g. new business parks and the City Garden project) and partnership organisations (e.g. Aberdeen City and Shire Economic Future or Aberdeen Renewables Energy Group), which can contribute to the City's future economic prosperity.

The Council is always keen to find out the extent to which such non-statutory services are valued by citizens and how these services can be even better focussed for the future economic benefit of the City. We would therefore be grateful if you could help shape the Council's future economic and business development service by answering the following questions.

**1. Which of the following organisations should have a role in supporting economic and business development within the city? (Tick all that apply)**

a) Aberdeen City Council	<input type="checkbox"/>
b) Scottish Government	<input type="checkbox"/>
c) Scottish Enterprise	<input type="checkbox"/>
d) Chamber of Commerce	<input type="checkbox"/>
e) Voluntary Organisations	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>

If you believe that Aberdeen City Council has a role in supporting Economic and Business Development please complete questions 2 - 4.

**2. Which of the following areas should the council support? (Tick all that apply)**

a) New business creation	<input type="checkbox"/>
b) Expansion of existing business	<input type="checkbox"/>
c) Encouraging businesses to export	<input type="checkbox"/>
d) Creating a better business environment in the city centre	<input type="checkbox"/>
e) Attracting tourists	<input type="checkbox"/>
f) Attracting skilled workers	<input type="checkbox"/>
g) Attracting new investment and new businesses to the city	<input type="checkbox"/>
h) The creation of more business location (i.e. Business parks, office development etc)	<input type="checkbox"/>
i) The creation and expansion of businesses in the renewable sector	<input type="checkbox"/>
j) Attraction of funding from EU and other external funding bodies.	<input type="checkbox"/>
k) Activities of Aberdeen Exhibition and Conference Centre	<input type="checkbox"/>
l) Community enterprise and other social business ventures	<input type="checkbox"/>
m) The provision of training for disadvantaged groups and the creation of training places in local businesses.	<input type="checkbox"/>
n) The provision of business loans to local businesses.	<input type="checkbox"/>

**3. Please tick the six options you consider to be a priority.**

a)	New business creation	<input type="checkbox"/>
b)	Expansion of existing business	<input type="checkbox"/>
c)	Encouraging businesses to export	<input type="checkbox"/>
d)	Creating a better business environment in the city centre	<input type="checkbox"/>
e)	Attracting tourists	<input type="checkbox"/>
f)	Attracting skilled workers	<input type="checkbox"/>
g)	Attracting new investment and new businesses to the city	<input type="checkbox"/>
h)	The creation of more business location (i.e. Business parks, office development etc)	<input type="checkbox"/>
i)	The creation and expansion of businesses in the renewable sector	<input type="checkbox"/>
j)	Attraction of funding from EU and other external funding bodies.	<input type="checkbox"/>
k)	Activities of Aberdeen Exhibition and Conference Centre	<input type="checkbox"/>
l)	Community enterprise and other social business ventures	<input type="checkbox"/>
m)	The provision of training for disadvantaged groups and the creation of training places in local businesses.	<input type="checkbox"/>
n)	The provision of business loans to local businesses	<input type="checkbox"/>

**4. The following list shows the activities that could help to create a better business environment in the city centre. Which of these activities do you think the council should support? (Tick all that apply).**

a)	Cleaning buildings	<input type="checkbox"/>
b)	New investment in retail	<input type="checkbox"/>
c)	New housing development	<input type="checkbox"/>
d)	New office development	<input type="checkbox"/>
e)	Pedestrianisation of some/all Union Street	<input type="checkbox"/>
f)	Re-development of Union Terrace Gardens	<input type="checkbox"/>
g)	More pedestrian walking areas (Like Belmont Street)	<input type="checkbox"/>

**5. Would you be willing to participate in future focus groups on specific issues (e.g. city transport, support for local business, management of public open space, planning for a low carbon future, etc).**

Yes  No

Depending on the response to this question, a decision will be taken on whether the council will run focus groups.

# LOCAL TRANSPORT STRATEGY

Aberdeen City has a Local Transport Strategy (LTS) which sets out the Council's transport policies and actions until 2012. One of the main objectives of the Local Transport Strategy is to encourage more walking, cycling and use of public transport. To find out what impact the strategy is having, we are asking you to tell us about your current travel patterns. Your results will provide vital information that will tell us how well the policy is working. A copy of the Local Transport Strategy and further information can be found at [http://www.aberdeencity.gov.uk/Planning/sl\\_pla/pla\\_transportstrategy.asp](http://www.aberdeencity.gov.uk/Planning/sl_pla/pla_transportstrategy.asp)

- 1. Please tell us how you and your family usually travel to your work or school/college/university if in full time education. Please tick the MAIN MODE of travel for each adult and/or child only. For example, if you are an offshore worker we are most interested in how you travel to the air/heliport, or how your child travels to school. Please tell us about your personal travel mode under 'Person 1'.**

Please indicate in the circle whether adult (A) or child (C)

	Person 1	Person 2	Person 3	Person 4	Person 5
	○	○	○	○	○
a) Do not work/study	<input type="checkbox"/>				
b) Walk	<input type="checkbox"/>				
c) Driver car/van	<input type="checkbox"/>				
d) Passenger car/van	<input type="checkbox"/>				
e) Motorcycle/ moped	<input type="checkbox"/>				
d) Bicycle	<input type="checkbox"/>				
e) School bus	<input type="checkbox"/>				
f) Work bus	<input type="checkbox"/>				
g) Ordinary (service) bus	<input type="checkbox"/>				
h) Taxi/minicab	<input type="checkbox"/>				
i) Rail	<input type="checkbox"/>				
j) Park and Ride bus service	<input type="checkbox"/>				
k) Other (please specify)	<input type="checkbox"/>				

- 2. On how many days in the last seven have you travelled more than a quarter of a mile (400m) by the following options?**

	None	1-2 Days	3-5 Days	6-7 Days	Don't Know
a) Bike – to travel to work, go shopping or visit friends	<input type="checkbox"/>				
b) Bike – for the pleasure of cycling or to keep fit	<input type="checkbox"/>				
c) Foot – to travel to work, go shopping or visit friends	<input type="checkbox"/>				
d) Foot – for the pleasure of walking/jogging/running, to keep fit or to walk the dog.	<input type="checkbox"/>				

**3. During a typical month, on how many days do you use the bus service in Aberdeen?**

a) Every day	<input type="checkbox"/>
b) 2-6 days each week	<input type="checkbox"/>
c) 1 day each week	<input type="checkbox"/>
d) 1 day each fortnight	<input type="checkbox"/>
e) 1 day each month	<input type="checkbox"/>
f) Less than 1 day each month	<input type="checkbox"/>
g) Never	<input type="checkbox"/>

**4a. 'Park and Ride' services allow people to park in car parks at Bridge of Don and Kingswells and get on a bus that takes them into the city centre. Is there a park and ride service, either that you pass, or could use with a short detour, for your usual route to work / study / daily journey?**

Yes  No

**4b. If yes, do you use it?**

Yes  No

**4c. If no, why not?**

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**5. How many cars or vans are owned or available for use by your household? (Tick 1 option)**

a) None	<input type="checkbox"/>
b) One car or van	<input type="checkbox"/>
c) Two cars or vans	<input type="checkbox"/>
d) Three or more cars or vans	<input type="checkbox"/>

**6. To what extent do you think you are, or would be, safe from crime when travelling by bus and train in the evenings? (Tick 1 box for each option)**

	Very safe	Fairly safe	Not particularly safe	Not at all safe	Don't Know
a) Bus	<input type="checkbox"/>				
b) Train	<input type="checkbox"/>				

**7. To what extent do you agree or disagree with the following statements? (Tick 1 box for each option).**

**If you do not use the bus or the train, please go to Question 9.**

**8a. Generally, when I use the bus:**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
a) The buses are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The buses are frequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
c) The service runs when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The service is stable and isn't regularly changing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The buses are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The buses are comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) I feel personally safe and secure on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) It is simple deciding the type of ticket I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Finding out about routes and times is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) It's easy changing from buses to other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) The fares are good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) The journey is made in good time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) The service is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) A bus stop is close to my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) The bus shelters are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Real time information boards in the bus shelter are available and correct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8b. Generally, when I use the train:**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
a) The trains are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The trains are frequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The service runs when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The service is stable and isn't regularly changing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The trains are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The trains are comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) I feel personally safe and secure on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) It is simple deciding the type of ticket I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Finding out about routes and times is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) It's easy changing from trains to other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) The fares are good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) The journey is made in good time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) The service is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. Getabout is the regional transport campaign promoting active and sustainable travel across the North East of Scotland. Before reading about it in the City Voice, had you heard of Getabout?**

Yes  No

You can find out more information at [www.get-about.com](http://www.get-about.com)

**10a. Aberdeen city centre has an air quality problem which is principally caused by motorised transport. Were you aware of this before reading about it in the City Voice?**

Yes  No

**10b. Do you think the council should be implementing projects to improve air quality?**

Yes  No  Don't know

**If yes, which projects? (Tick all that apply)**

a) Encourage modal shift and influence travel choice (develop travel plans, improve walking and cycling options, park and rides)	<input type="checkbox"/>
b) Encourage lower emissions and cleaner vehicles (electric charging infrastructure, emissions testing and banning polluting vehicles)	<input type="checkbox"/>
c) Offer junction improvements and roads infrastructure (Third Don, South College Street)	<input type="checkbox"/>
d) Improve traffic management (priority measures for HGVs and car sharers)	<input type="checkbox"/>
e) Integrate planning and policy (air quality assessments for major developers, review car parking charges)	<input type="checkbox"/>
f) Target non-transport improvements (plant trees, biomass reductions)	<input type="checkbox"/>

## LOCAL POLICING – ANDY VERREYDT

In April 2010 Grampian Police restructured their Aberdeen Division into a series of 13 Local Policing Teams in order to allow for greater visibility and better communication between Police Officers and the communities in which they work. As part of this restructure a series of new Police Offices were opened in the heart of a number of the city's communities, often co-located with a range of other agencies in the same building. The concept best represents the fundamental change delivered by our strategy 'Local Policing – Closer to You', as to how Grampian Police does its business.

Now, one year on from this restructure Grampian Police wish to hear from City Voice panellists whether we have succeeded in our aims.

**1. What change, if any, have you noticed in how visible Grampian Police have been in your local community since we restructured Aberdeen Division and began opening new community-focussed Police Offices in the City in April 2010? (Tick 1 option)**

- |                 |                          |
|-----------------|--------------------------|
| a) More visible | <input type="checkbox"/> |
| b) Less visible | <input type="checkbox"/> |
| c) No change    | <input type="checkbox"/> |

**2. Since April 2010 have you found it easier or more difficult to make contact with Officers from your Local Policing Team? (Tick 1 option)**

- |                                     |                          |
|-------------------------------------|--------------------------|
| a) Easier                           | <input type="checkbox"/> |
| b) More difficult                   | <input type="checkbox"/> |
| c) No Change                        | <input type="checkbox"/> |
| d) Haven't Needed to Contact Police | <input type="checkbox"/> |

**2a. If you selected option a (Easier) to question 2, please tell us why.**

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**2b. If you selected option b (More difficult) to question 2, please tell us why.**

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**3. How do you think safety in your community has changed since the Local Policing Teams were created in April 2010? (Tick 1 option)**

- |              |                          |
|--------------|--------------------------|
| a) More Safe | <input type="checkbox"/> |
| b) Less Safe | <input type="checkbox"/> |
| c) No Change | <input type="checkbox"/> |

**3a. If you selected option a (More Safe) to question 3, please tell us why.**

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**3b. If you selected option b (Less Safe) to question 3, please tell us why.**

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**4. After our move to the Local Policing Team model across Aberdeen, working alongside other partner agencies or organisations across a variety of business sectors has become much more important. Thinking back to any experiences you might have had with the Police in Aberdeen in the last year, how successful do you think we have been in working with partners? (Tick 1 option)**

a) More successful since our restructure	<input type="checkbox"/>
b) Less successful since our restructure	<input type="checkbox"/>
c) No Change	<input type="checkbox"/>
d) Haven't needed to contact the police	<input type="checkbox"/>
e) Don't Know	<input type="checkbox"/>

**4a. If you selected option b to Question 4, we would like to know what you think we could do to improve how we work in partnership with others**

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Community Planning  
in Aberdeen