

City Voice Report (February 2009) - Questionnaire 16

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Introduction

The final survey sample consisted of 752 responses from members of the citizens' panel. The total panel comprises 911 citizens of Aberdeen and so the response rate amounts to approximately 83 per cent. The 752 responses are, in the first instance, considered as a whole. Further analysis will be conducted on those results which provoke further investigation and where the various project partners direct further investigation. The further analysis will take the form of targeted analysis on the basis of the personal information of the respondents. This information allows breakdown on the basis of the following variables:

- Gender
- Area
- Age
- Employment
- Home Ownership
- Health Issues
- Ethnicity

Beyond this it is also possible to cross tabulate the various results in order to see if any interesting relationships can be established between the various responses to the different issues covered in the questionnaire.

The analysis presented here is split into the following main topics:

- The Environment
- Transport and Connections

THE ENVIRONMENT

Household Waste

In September 2006, we asked the City Voice panel questions about the waste and recycling collection services in Aberdeen City. We now want to find out if you think these services have improved and seek your views on new services that are due to be introduced over the next few years.

To help us analyse the questions more fully, we are also requesting additional information on your household and property type.

Figure 1: How many adults permanently live at your address?

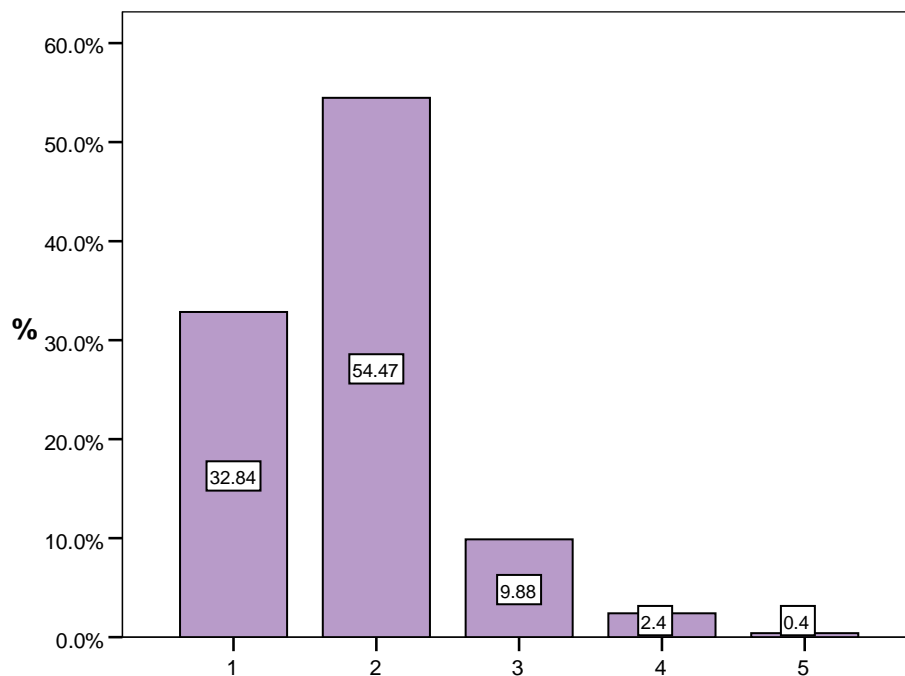


Figure 1 show that over 50% of respondents have two adults permanently living at their address. A further 33% were the only adult living at their address. Approximately 10% of respondents have three adults who live at their address permanently, while approximately 2% indicated that there are four adults living permanently at their address. Less than 1% of those who responded have five adults who permanently reside at their address. None of the respondents had more than five adults permanently living at their address.

Figure 2: How many children (aged 0-16) permanently live at your address?

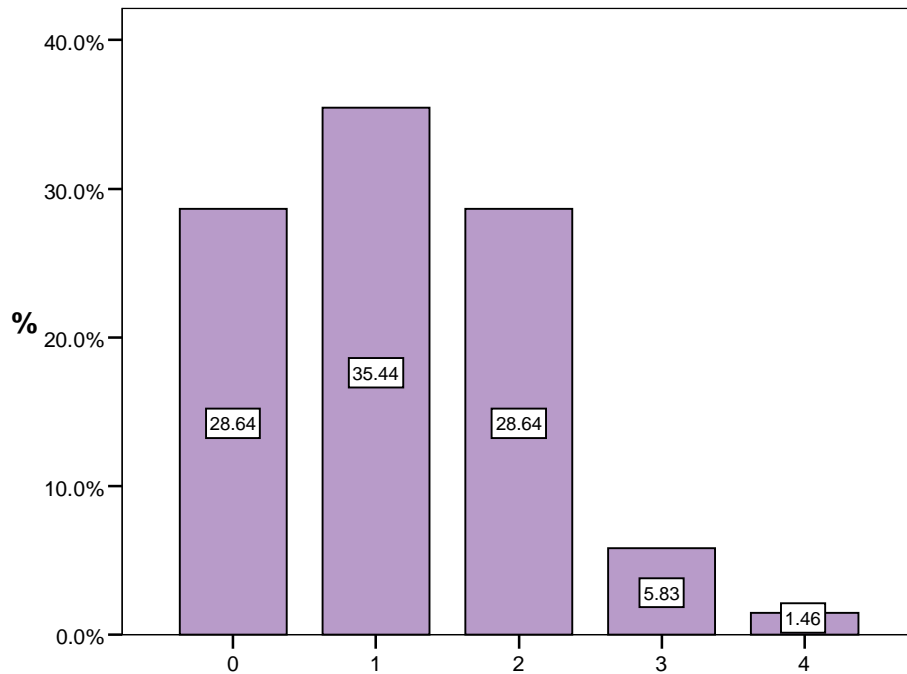


Figure 2 shows that approximately 29% of respondents indicated that they do not have any children (age 0-16) permanently living at their address. A further 35% of respondents indicated that there is one child (age 0-16) living permanently at their address. Approximately 29% indicated that they have two children (age 0-16) living at their address permanently. Approximately 6% of respondents indicated that they have three children (age 0-16) permanently living at their address and approximately 1% of the remaining indicated that they have four children (age 0-16) permanently living at their address. None of those who responded have more than four children (age 0-16) permanently living at their address.

Figure 3: What type of property do you live in?

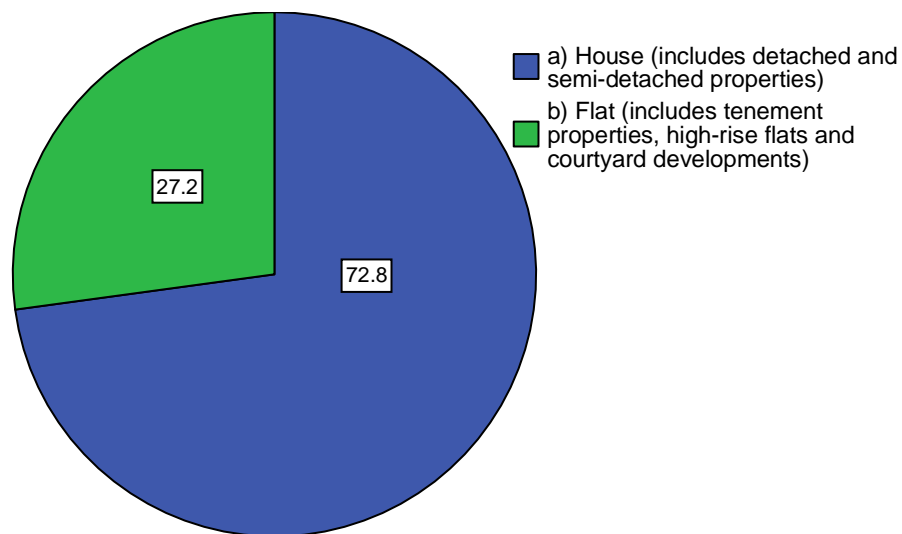


Figure 3 shows that approximately 73% of respondents live in a house, including detached and semi-detached properties. The remaining 27% of respondents indicated that they live in a flat (this includes tenement properties, high-rise flats and courtyard developments).

Kerbside recycling

Figure 4: Is your property served by the kerbside recycling collection?

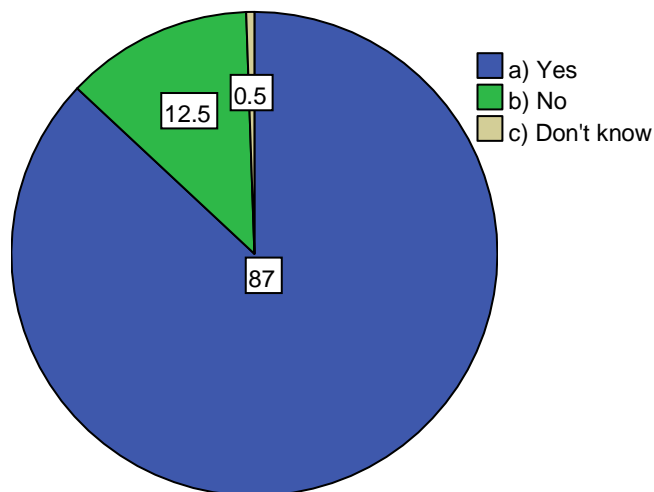


Figure 4 shows that 87% of respondents have their property served by the kerbside recycling collection. Approximately 13% indicated that their property is not served by the kerbside recycling collection and less than 1% of respondents indicated that they do not know if their property is served by the kerbside recycling collection. When the results were crosstabulated by area it was discovered that respondents living in the North of the city were most likely to indicate that they had access to kerbside recycling facilities (approximately 97%) compared with 91% of respondents living in the South and 72% of respondents living in Central areas.

Figure 5: If 'YES', do you use the service?

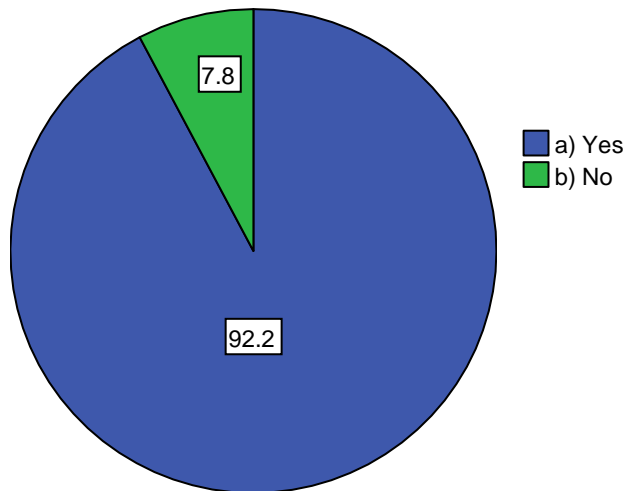


Figure 5 shows that of the 87% of respondents who indicated that their property is served by the kerbside recycling collection, approximately 92% do use the service. Approximately 8% of the 87% who do have the kerbside recycling collection indicated that they do not sure the service.

When the results were crosstabulated by area it was found that respondents living in the South were most likely to indicate that they used the service (95%), compared with 93% in the North and 87% in Central areas.

Crosstabulating the results by gender revealed no differences between the male and female uptake of kerbside recycling.

When the results were crosstabulated by age it was found that the 25-34 age group were most likely to indicate that they used the kerbside recycling service (approximately 98%) compared to 92% of 35-54 year olds, 90% of 55-64 year olds and 94% of respondents over the age of 65. Approximately 78% of 16-24 year olds indicated that they used the service, but the numbers of respondents in this age category was very small and so the results may be skewed.

Figure 6: If your property is NOT served by the kerbside recycling collection service, are you provided with communal recycling collection facilities?

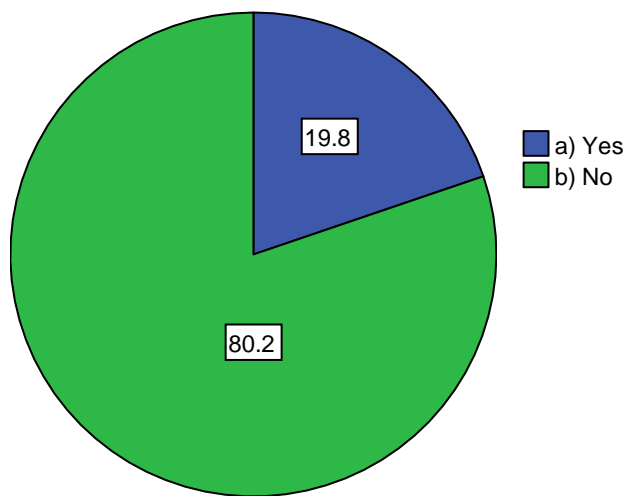


Figure 6 shows that approximately 20% of respondents who are not served by the kerbside recycling collection service are provided with communal recycling collection services instead. Approximately 80% of respondents indicated that they are not provided with communal recycling collection services either.

Figure 7: If 'YES', do you use your communal recycling collection facilities?

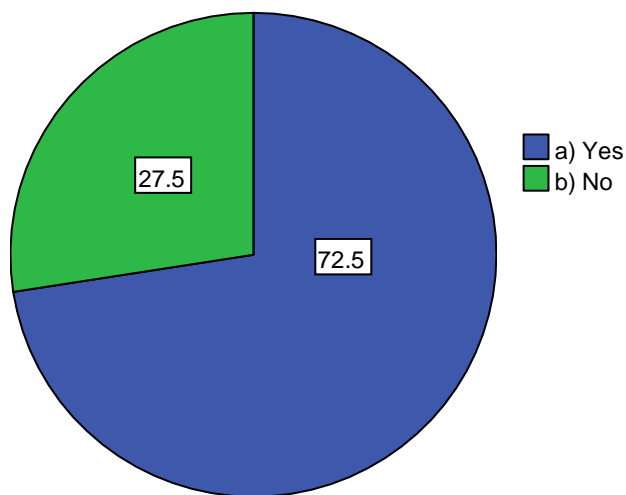


Figure 7 shows that 72.5% of respondents use the communal recycling collection facilities that they are provided with. The remaining 27.5% of respondents indicated that they do not use their communal recycling collection services.

Garden waste recycling

Figure 8: Is your property served by the kerbside garden waste collection service? (the fortnightly collection of garden waste in a brown wheeled bin)

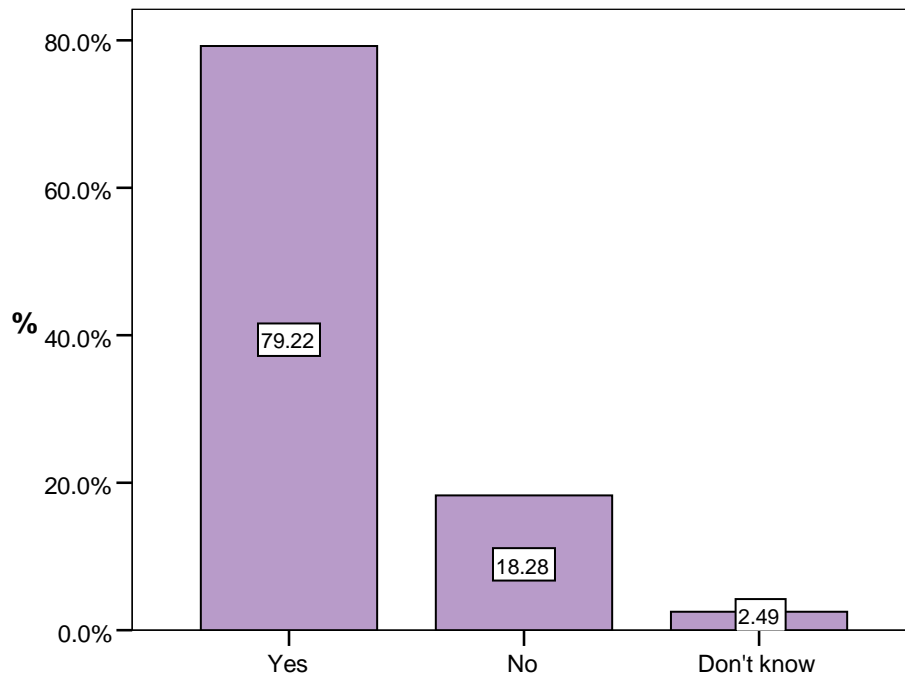


Figure 8 shows that approximately 79% of respondents indicated that they are served by the kerbside garden waste collection service (a fortnightly collection of garden waste in a brown wheeled bin). A further 18% indicated that they are not served by the kerbside garden waste collection service and approximately 2% of respondents do not know if they are served by the kerbside garden waste collection service.

When the results were crosstabulated by the respondents' area it was discovered that approximately 88% of respondents living in the North of the city were served by the kerbside garden waste collection service compared with approximately 84% of respondents living in the South and approximately 66% of respondents living in Central areas.

Figure 9: If 'YES' do you use the service?

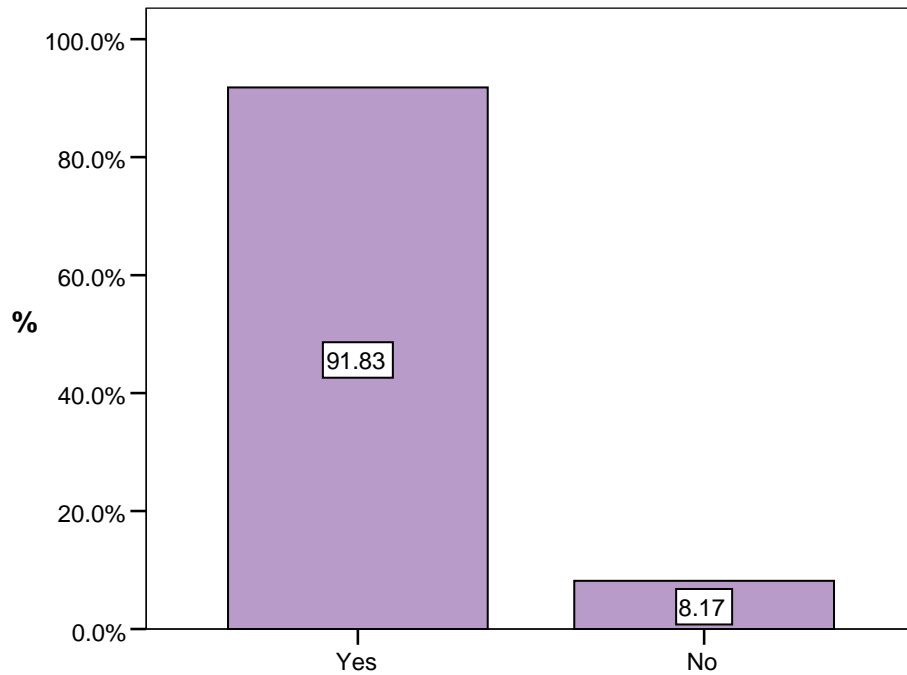


Figure 9 shows that of the respondents who stated that they are served by the kerbside garden waste collection service approximately 92% indicated that they do use the service. The remaining 8% of respondents who are served by the kerbside garden waste collection service indicated that they do not use the service.

When the results were crosstabulated by area it was found that approximately 96% of respondents living in the South of the city indicated that they used the service compared to approximately 90% of respondents in the North and approximately 88% of respondents living in Central areas.

The results were then crosstabulated by age it was found that approximately 92% of 24-35 year olds indicated that they used the service, 88.5% of 35-54 year olds indicated that they used the service, approximately 95% of 55-64 year olds indicated that they used the service and approximately 94% of over 65 year olds indicated that they used the service.

Table 1: If you are offered the kerbside recycling service but DO NOT use it, why don't you use the service? [Respondents could tick up to 3 boxes]

	Kerbside Recycling	
	Count	%
I don't know how to use it	4	8.5%
Too much trouble/takes too much time	5	10.6%
Not enough room to store materials	25	53.2%
I don't care about the environment	2	4.2%
I don't have a black box/white sack/my black box/white sack was lost/stolen and I haven't requested a new one	22	46.8%
The brown wheeled bins/black boxes/white sacks are too small	2	4.2%
The brown wheeled bins/black boxes/white sacks are too big	2	4.2%
I use recycling centres/points instead	38	80.9%
No incentive to do so	4	8.5%
Don't know	3	6.4%
Other	19	40.4%

Table 1 shows that the most popular reason given by respondents for not using the kerbside recycling service, even though it is offered, is that they use recycling centres or points instead (80.9%). Approximately 53% of respondents also indicated that they do not use kerbside recycling because they do not have enough room to store materials and approximately 47% of respondents indicated that they do not use kerbside recycling because they do not have a black box/white sack or their black box/white sack was lost/stolen and they haven't requested a new one. 40.4% of respondents indicated that they do not use the kerbside recycling for another reason. Approximately 11% of respondents indicated that they do not use the service as it is too much trouble or takes too much time. 8.5% indicated that they do not use it because they do not know how to use it. Another 8.5% indicated that they have no incentive to do so. Approximately 6% of respondents indicated that they do not know why they do not use the service. 4% of respondents indicated that they do not use the kerbside recycling service as they do not care about the environment, 4% of respondents indicated that the brown wheeled bins/black boxes/white sacks are too small and 4% indicated that the brown wheeled bins/black boxes/white sacks are too big.

The other reasons given by respondents for not using the kerbside recycling service, although it is offered to them, are summarised below:

- Communal waste bins
- Not aware of this service
- Paper collection only. No collection of bottles or cans.
- Don't agree with waste materials hanging about home/garden
- We have never been offered recycling for our communal bin stores. I would encourage recycling of glass and plastics, but not paper as this would be a fire hazard in a communal area

A number of respondents indicated they do not use the service because of the design of the containers provided and specified the following faults:

- Design for kerbside is wrong. Need wheels on bins
- They are too small and blow away too easily.
- Not disabled person friendly!
- Unable to carry full box from back of house to front gate

Table 2: If you are offered the garden waste collection service but DO NOT use it, why don't you use the service? [Respondents could tick up to 3 boxes]

	Garden Recycling	
	Count	%
I don't know how to use it	6	12.8%
Too much trouble/takes too much time	1	2.1%
Not enough room to store materials	8	17.0%
I don't care about the environment		
I don't have a brown wheeled bin/my brown bin was lost/stolen and I haven't requested a new one	37	78.7%
The brown wheeled bins/black boxes/white sacks are too small	2	4.2%
The brown wheeled bins/black boxes/white sacks are too big	4	8.5%
I use recycling centres/points instead	7	14.9%
No incentive to do so	3	6.3%
Don't know	2	4.2%
Other	31	66.0%

Table 2 shows that approximately 79% of respondents indicated that they do not use the garden waste collection service, although it is offered to them, because they do not have a brown wheeled bin or their brown bin was lost or stolen and they haven't requested a new one. 66% of respondents indicated that they do not use the service for another reason. 17% of respondents indicated that they do not have enough room to store materials and approximately 15% of respondents indicated that they use recycling centres or points instead. Approximately 13% of respondents indicated that they do not use the garden waste collection service because they do not know how to use it. 8.5% of respondents do not use the service because they think the brown wheeled bins, black boxes or white sacks are too big. 6.3% of respondents indicated their reason is that they have no incentive to do so and approximately 4% of respondents indicated that they think the brown wheeled bins, black boxes or white sacks are too small. Approximately 4% of respondents indicated that they do not know why they do not use the garden waste collection service although it is offered to them. Approximately 2% of respondents indicated that they do not use the service because it is too much trouble or takes too much time. None of the respondents indicated that they do not use the service because they do not care about the environment.

The other reasons given by respondents for not using the garden waste collection service, although it is offered to them, are summarised below:

- No garden, low maintenance garden (slabs and chuckies) or very little garden waste
- Property management company or gardener do all the gardening and dispose of the waste
- I compost my own garden waste and reuse it
- Not aware of this service
- Don't agree with waste materials hanging about home/garden

Table 3: If you are offered the kerbside recycling service but you DO NOT use it, what would encourage you to use the service? [Respondents could tick up to 3 boxes]

	Kerbside	
	Count	%
More information on what you can recycle	12	25.5%
More information on the benefits of recycling	4	8.5%
Weekly collections of materials for recycling	29	61.7%
If more items were accepted for recycling	10	21.3%
If more information was provided on what happens to the materials once they have been collected	8	17.0%
If the Council provided different containers	17	36.2%
If my general waste was collected fortnightly instead of weekly	2	4.3%
Don't know	3	6.4%
Nothing	11	23.4%
Other	7	14.9%

Table 3 shows that approximately 62% of respondents indicated that a weekly collection of materials for recycling would encourage them to use the kerbside recycling service. 36% of respondents indicated that they would be encouraged to use the service if the Council provided different containers. 25.5% indicated that more information on what you can recycle would encourage them to use the kerbside recycling service. Approximately 23% of respondents indicated that there is nothing that would encourage them to use the service. Approximately 21% of respondents indicated that if more items were accepted for recycling they would be encouraged to use the service and 17% indicated that they would be encouraged if more information was provided on what happens to the materials once they have been collected. 15% of respondents indicated that something other than the options offered would encourage them to use the kerbside recycling service. 8.5% indicated that more information on the benefits of recycling would encourage them. Approximately 6% of respondents do not know what would encourage them to use the service and approximately 4% of respondents indicated that they would use the kerbside recycling service if their general waste was collected fortnightly instead of weekly.

The responses given by respondents that would encourage them to use the kerbside recycling service are summarised below:

- Concern over distance of travel to recycle kerbside items. Needs to be a close place to highlight no waste on environment
- At present only waste disposal chute, no other choice
- Multi-storey living cuts down options
- Boxes get blown all over the street
- If I could be at home at time of collection. An empty box outside indicates that I am probably out.
- My kitchen is very small and there is nowhere else to keep the box
- There is no room for waste management
- Wheeled bins or even better communal bins for recycling

Table 4: If you are offered the garden waste collection service but you DO NOT use it, what would encourage you to use the service? [Respondents could tick up to 3 boxes]

	Kerbside	
	Count	%
More information on what you can compost	8	17.0%
More information on the benefits of composting	1	2.1%
Weekly collections of materials for recycling	6	12.8%
If more items were accepted for composting	2	4.3%
If more information was provided on what happens to the materials once they have been collected	3	6.4%
If the Council provided different containers	10	21.3%
If my general waste was collected fortnightly instead of weekly		
Don't know	1	2.1%
Nothing	8	17.0%
Other	9	19.1%

Table 4 shows that approximately 21% of respondents indicated that if the Council provided different containers it would encourage them to use the garden waste collection service. 19% of respondents indicated that something other than the options offered would encourage them to use the garden waste collection service. 17% indicated that there is nothing which would encourage them to use the garden waste collection service. 17% of respondents indicated more information on what you can compost would encourage them. Approximately 13% of respondents indicated that weekly collections of materials for recycling would encourage them to use the service. Approximately 6% of respondents indicated that they would be encouraged to use the service if more information was provided on what happens to the materials once they have been collected and 4% indicated that if more items were accepted for composting they would be encouraged to use the service. 2% indicated that more information on the benefits of composting would encourage them and 2% of respondents indicated that there is nothing that would encourage them to use the service. None of the respondents indicated that they would use the garden waste collection service if their general waste was collected fortnightly instead of weekly.

The responses given by respondents that would encourage them to use the kerbside recycling service are summarised below:

- Multi-storey living cuts down options
- Sacks get blown all over the street
- Storage is difficult
- Not suitable site for brown bins
- A detached house with plenty of outside space
- There is no room for waste management
- Wheeled bins or even better communal bins for recycling

Waste Management Initiatives

Even after waste minimisation and recycling activities, we all still create waste that needs to be disposed of. Currently, all general waste collected from refuse bins in Aberdeen is sent to a landfill site just outside the Bridge of Don. This landfill is expected to be full in 2009/10 and decisions will shortly have to be taken on how your waste will be disposed of in the future.

The Council has to meet tough targets to reduce the amount of waste we send to landfill. If these targets are not met, we will be charged large financial penalties. The alternative option to landfill is to use waste treatment options that use the waste to generate heat and electricity.

Figure 10: What steps would you like to see Aberdeen City Council take to handle your household waste in the future?

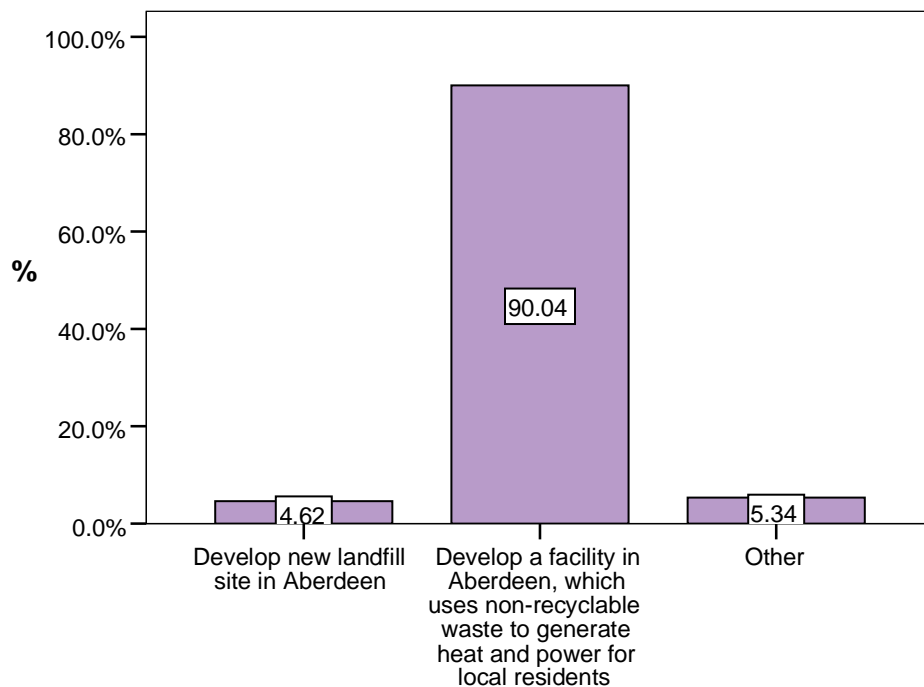


Figure 10 shows that approximately 5% of respondents would like to see Aberdeen City Council develop a new landfill site in Aberdeen to handle household waste in the future. Approximately 90% of respondents indicated that they would like Aberdeen City Council to develop a facility in Aberdeen which uses non-recyclable waste to generate heat and power for local residents and approximately 5% of respondents indicated they would like to see Aberdeen City Council develop another way of handling household waste in the future.

Figure 11: Do you think households who create more waste should pay for the collection of their additional waste?

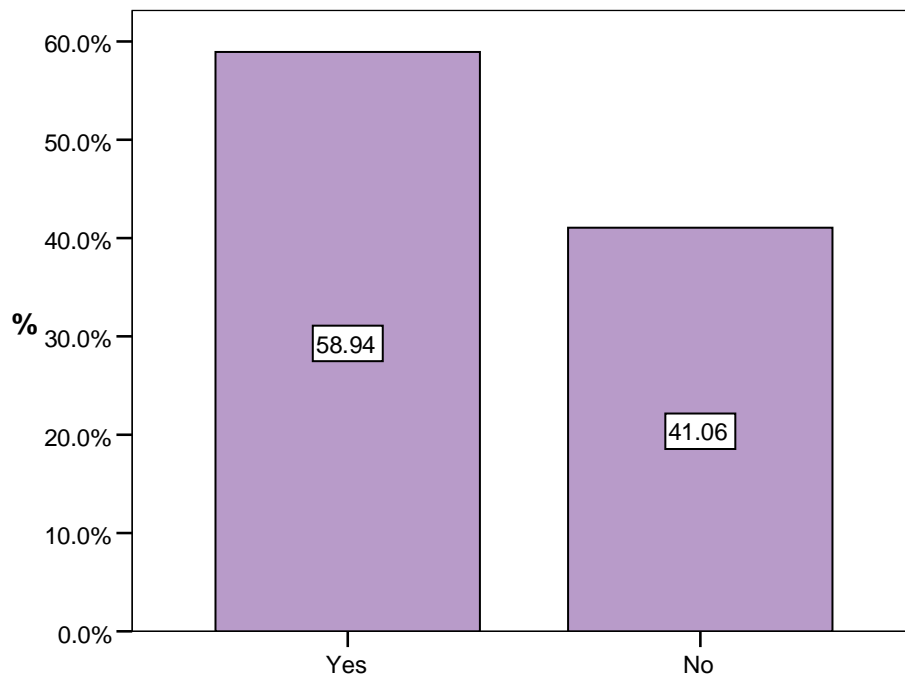


Figure 11 shows that approximately 59% of respondents indicated that they think households who create more waste should pay for the collection of their additional waste. Approximately 41% indicated that they do not think that households who create more waste should pay for the collection of their additional waste.

When the results were broken down by age it was discovered that approximately 79% of 16-24 year olds agree with this proposition, approximately 71% of 25-34 year olds agree with the proposal, approximately 64% of 35-54 year olds agree with the proposal, approximately 56% of 55-64 year olds agree and approximately 49% of over 65 year olds.

There were not significant differences when the results were crosstabulated by gender.

Figure 12: If 'YES', how much more should they pay per week?

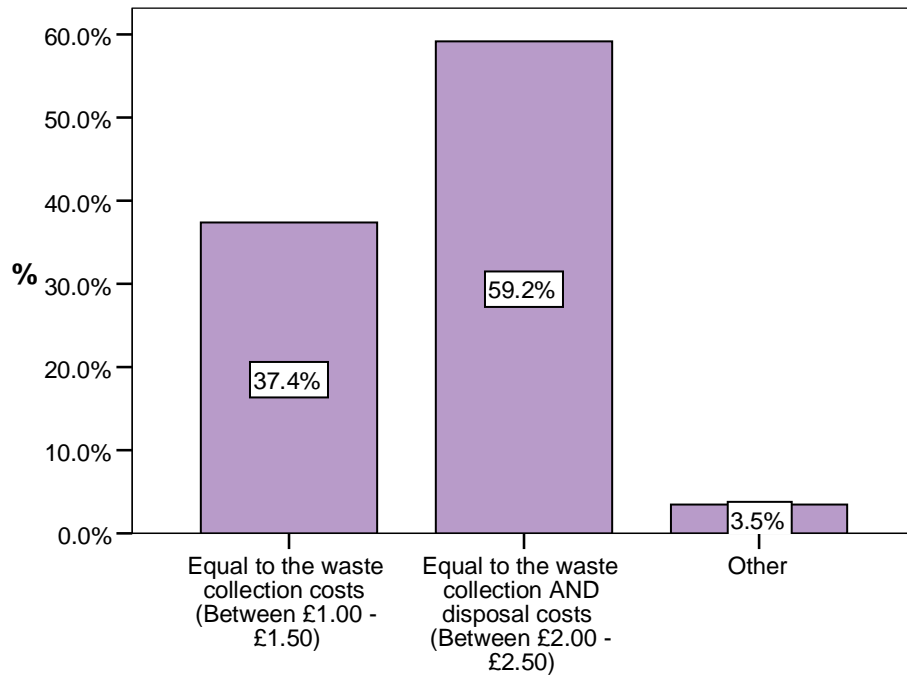


Figure 12 shows that approximately 37% of respondents indicated that households who create more waste should pay an amount equal to the waste collection costs (between £1.00 - £1.50) for the collection of their additional waste. 59% of residents indicated that households who create more waste should pay an amount equal to the waste collection and disposal costs (between £2.00 - £2.50) for the collection of their additional waste. Approximately 4% of respondents indicated that they think households who create more waste should pay another amount (unspecified) for the collection of their additional waste.

Figure 13: If you currently use an individual wheeled bin for the collection of your rubbish, do you have any concerns about the change to a fortnightly collection?

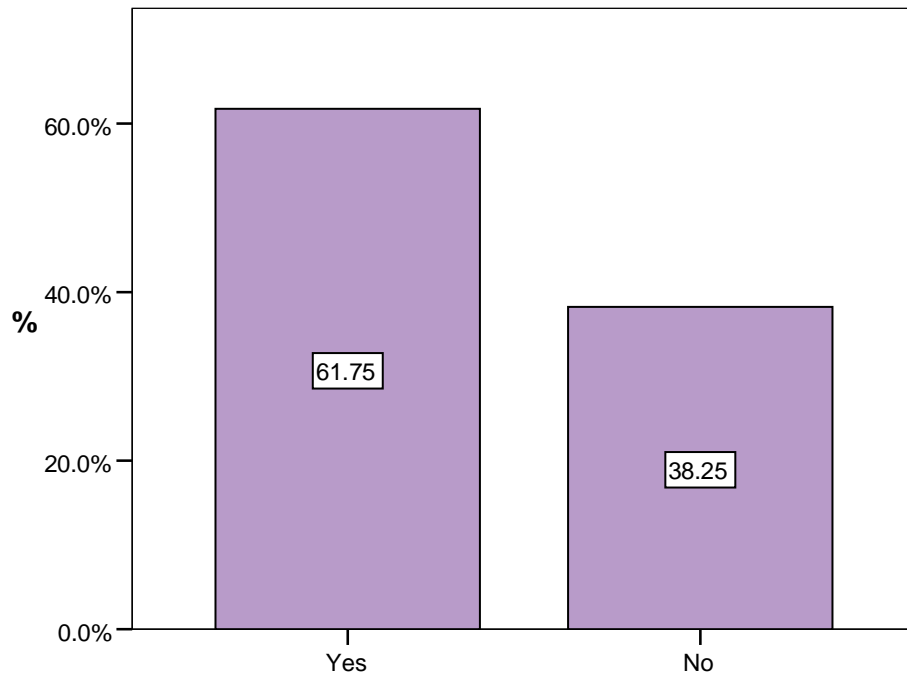
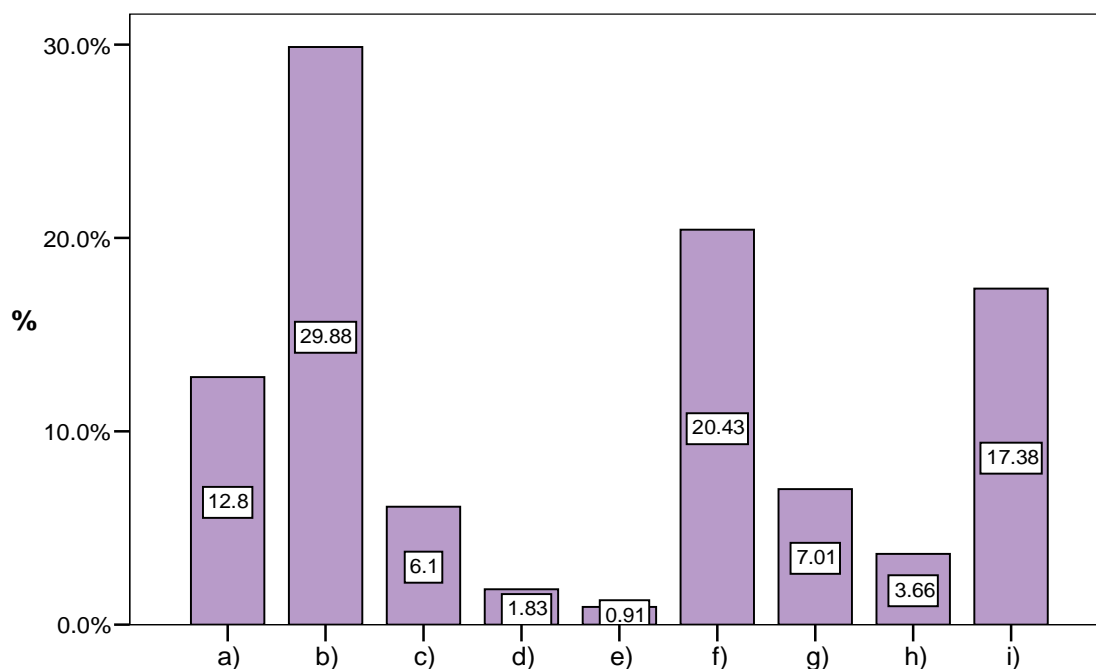


Figure 13 shows that approximately 62% of respondents who currently use an individual wheeled bin for the collection of their rubbish have concerns about the change to a fortnightly collection. Approximately 38% of respondents indicated that they do not have any concerns about the change to a fortnightly collection.

Figure 14: If YES, what is your 1 main concern about the change to this service?



Key

- a) Not enough information has been provided on why the Council are changing my waste collection service
- b) My waste will smell if not collected each week
- c) I have a large family and I won't have enough space to store all my non-recyclable waste
- d) I have children in disposable nappies and I won't have enough space to store all my non-recyclable waste
- e) I have a medical condition that creates extra waste so I won't have enough space to store all my non-recyclable waste
- f) My waste will attract flies and vermin if not collected each week
- g) If I go on holiday, my waste may not be collected for a month
- h) My neighbours might use my wheeled bin for their excess waste
- i) Other

Figure 14 shows that approximately 13% of respondents indicated that their main concern about the change to a fortnightly collection service was that not enough information has been provided on why the Council are changing their waste collection service. Approximately 30% of respondents indicated that main concern about the change to a fortnightly collection service was their waste will smell if not collected each week. A further 6% of respondents indicated that their main concern was that they have a large family and will not have enough space to store all their non-recyclable waste. Approximately 2% of respondents indicated that their main concern about the change to a fortnightly collection service was that they have children in disposable nappies and they will not have enough space to store all their non-recyclable waste. Less than 1% of respondents indicated that their main concern was that they have a medical condition that creates extra waste and so will not have enough space to store all their non-recyclable waste if the collection service is changed to fortnightly. Approximately 20% of respondents indicated that their main concern about the change to a fortnightly collection service was that their waste will attract flies and vermin if it is not collected each week. 7% of respondents

indicated that their main concern was that if they go on holiday their waste may not be collected for a month if the service is changed to a fortnightly collection. Approximately 4% of respondents indicated that their main concern about the change to a fortnightly collection service was that their neighbours might use their wheeled bin for their excess waste and approximately 17% of respondents indicated they had another (not specified) main concern about the change to a fortnightly collection service.

Table 5: What steps can the Council take to address your concern?

	Yes	
	Count	%
Provide more information on WHAT materials can be separated for recycling	89	11.8%
Provide more information on HOW to minimise and reuse waste	67	8.9%
Offer home visits by people who can advise me how to minimise/recycle my waste	13	1.7%
Offer garden waste/food waste collections to residents who are not currently offered a brown wheeled bin	53	7.0%
Offer larger/additional wheeled bins to large families/families with children in disposable nappies/householders with a medical condition that creates unavoidable additional waste if they prove they are recycling	109	14.5%
Provide information on the steps that can be taken to reduce the risk of smells, flies and vermin	127	16.9%
Provide more information on alternative methods to dispose of excess waste	113	15.0%
Other	75	10.0%

Table 5 shows that 14.5% of respondents indicated that offering larger wheeled bins to certain people would address the concerns, approximately 17% of respondents indicated that providing information on the steps that can be taken to reduce the risk of smells, flies and vermin would address concerns and 15% indicated that providing information on the steps that can be taken to reduce the risk of smells, flies and vermin would address concerns. Approximately 12% of respondents thought providing information on what materials can be separated for recycling would address concerns and approximately 9% felt that information on how to minimise and reuse waste would help to address concerns.

Further comments from respondents included:

- Collect rubbish weekly as at present
- Rubbish SHOULD be collected each week
- Provide weekly collections over the festive period
- Provide recycling bins to all households
- Provide a food waste collection service
- Expand the types of material collected
- Is there a there a type of lockable bin?
- Encourage retailers to minimise packaging
- Fine people who don't recycle
- Never miss a collection
- Clamp down on fly tipping
- Collect weekly smaller bins
- Offer larger bins to everyone
- Collect all rubbish on the same day each fortnight
- Collect garden waste
- Tax firms who are excessive and/or use unrecyclable or reusable packaging
- Pick up all recycling material regardless of how it is stored/what type of container it is in
- Fortnightly collection will cause health hazards – end of story. Who will take responsibility for this? Has the council got insurance in place to deal with litigation claims?
- Everything above is about giving the consumer most info, more important to provide a “working” service which we already pay our rates yet. Produce is put out for recycling some is not taken.
- Spend more money and collect each week. Is this not why we pay taxes.
- Recognise that the cost of extra collection is very small compared to what I pay in tax. It also provides valuable employment for a useful and wanted service. Please continue as now.
- Deliver a decent service. In a cash strapped council the fact that someone gets paid to offer advice re waste disposal on a home visit basis is an affront.
- Don't provide the service I am paying for. Reduce my council tax.
- We don't get much value for our council tax. Just collect the rubbish would you?
- Honest, it's all about money not service
- Carry out removal of waste and recycling material as paid for through council tax. If the council cannot do that get a company in who can and will.
- Offer emergency pick up for such occasions or assure me that 1 month is okay in terms of health and environmental risk
- We share bins otherwise too heavy for me to take out for myself
- Provide manual help to move heavily increased weight
- Increase the charge and retain weekly collection
- It really is up to individual householders – not really a council problem
- Community bins
- I do recycle as much as I can (have a compost bin), but worry about if recycling is really happening. The newspapers says it go to landfill!
- Have closer waste sites
- The non-recyclable waste is often more noxious than the recyclable. Rotting fish maybe compostable, but I don't compost it because it smells.
- Take part in campaign to get manufactures to reduce packaging
- Streamline your operation and invest in machinery which will separate/shred/reduce or destroy waste

In question 17, panellists were asked if they could recycle one additional material in Aberdeen City what it would be. The responses are summarised below:

- All plastics
- Food waste
- Plastic packaging
- Tetra pack
- Drink cartons (waxed paper)
- Fabric and clothing too worn out to give to charity
- Batteries
- Plastic bags
- Foil and take away containers
- Wood
- Polystyrene
- Yoghurt cartons
- Cardboard
- Bulbs
- Cooking Oil
- Paint
- Envelopes
- Large household items
- Aerosols
- China
- Coloured plastic and cellophane
- Computer print cartridges and electrical equipment
- Baby wipes and nappies
- Private papers etc
- Clingfilm/bubble wrap
- Old bikes/mowers
- Scrap metal
- Sewage – I believe we dump a large quantity untreated into the sea.
- Flexo packaging

Service Response

The waste aware team is delighted that 92% of residents who are offered the kerbside recycling collection service use this facility to recycle their waste and 92% of residents offered the garden waste collection service use this to recycle their garden waste. These figures have risen from approximately 84% using the kerbside recycling collection service and 77% using the garden waste collection service when we asked this question in August 2006. It is encouraging that 81% of residents who do not use the kerbside recycling collection service instead use the Recycling Centres and Points.

Aberdeen City Council has worked hard to introduce communal recycling collection services to residents in multi-occupancy housing and we are pleased to see that over 72% of residents with these services use them.

Householders who are offered either the kerbside recycling collection service or the brown bin garden waste collection service but do not have a black box / white sack or brown bin to allow them to use the service are asked to call the Waste Aware helpline on 0845 608 0919 to arrange for delivery of the containers.

We are pleased that approximately 90% of respondents support the concept of developing a facility in Aberdeen which uses non-recyclable waste to generate heat and power for local residents to avoid future reliance on landfill. The challenge for Aberdeen City Council is now to determine where such a facility should be sited.

59% of respondents indicated that they think households who create more waste should pay for the collection of their additional waste with the majority indicating this charge should be between £2.00 - £2.50 per week. Aberdeen City Council will be introducing charges for households requiring an extra wheeled bin for non-recyclable excess waste during 2009.

Aberdeen City Council appreciates that residents have concerns leading up to the introduction of alternate weekly collections of your non-recyclable rubbish. The panel have told us that their main concerns are with potential smells and waste attracting flies and vermin. Leading up to the introduction of this new service, promotional campaigns will be run which we hope will explain the implications of the new service, easy steps you can take to manage your waste which we hope will help to allay these concerns

Environment

A Clean City

A clean city is a challenge for all cities. Aberdeen City Council focuses on the state of the streets and the waste collected to ensure our city remains clean. It is an offence to drop or leave litter in any public place, even throw it from a vehicle. The Council's Environmental Wardens help the local community to maintain a litter free environment and have the power to issue Fixed Penalty Notices or fines should the need arise. The Scottish Executive sets the Fixed Penalty cost of £50 and the City Council policy is to issue fines to all adults that are caught littering.

Figure 15: On a scale of 1-10 (where 1 = very unclean and 10 = very clean), overall how clean do you think Aberdeen City is?

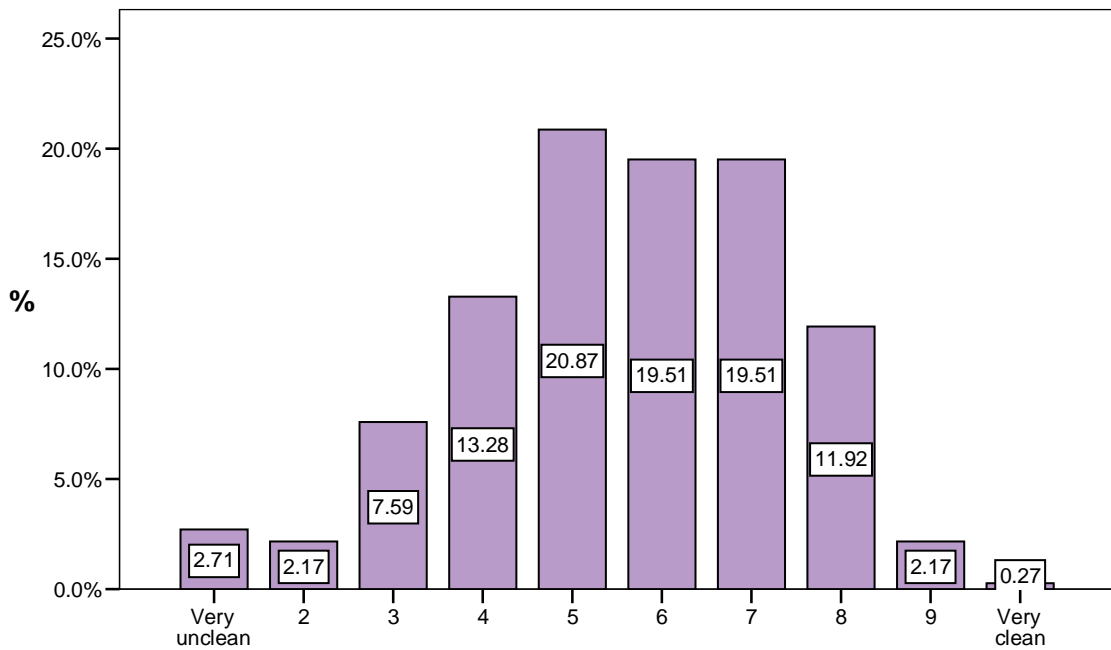


Figure 15 shows that the majority of panellists rated Aberdeen from 5-7 on the scale indicating that they rate Aberdeen as fairly clean.

Figure 16: How does Aberdeen’s levels of cleanliness compare to other Scottish cities?

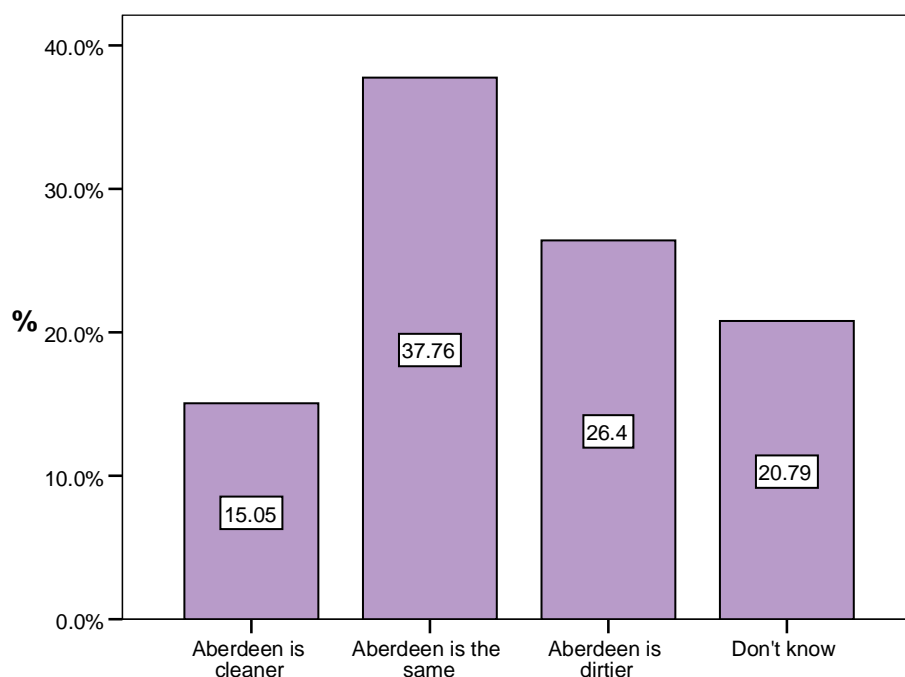


Figure 16 shows that approximately 15% of panellists think that Aberdeen is cleaner than other Scottish cities, approximately 38% of respondents think that Aberdeen is the same as other Scottish cities and approximately 26% of respondents think that Aberdeen is dirtier than other Scottish cities. Approximately 21% of respondents indicated that they do not know.

Table 6: Of the list below, where should the Council be prioritising their efforts to make the City clean? [Respondents could tick up to 3 boxes]

	Yes	
	Count	%
Abandoned vehicles	65	8.6%
Dog fouling	395	52.5%
Flytipping (dumping of litter including tyres, fridge's etc)	453	60.2%
Flyposting	94	12.5%
Improving availability of recycling facilities in the street	294	39.1%
Improving planting/greenspace	182	24.2%
Litter (including gum removal)	552	73.4%

Table 6 shows that 73.4% of respondents believe that the Council should be prioritising their efforts on the removal of litter, 60%(approx) of respondents indicated that the council should be prioritising flytipping, while a further 53% (approx) believe that the council should be prioritising dog fouling.

Figure 17: The Council has a strict policy of fining any adult that is caught littering or allowing their dog to foul in the street. How do you feel about this policy?

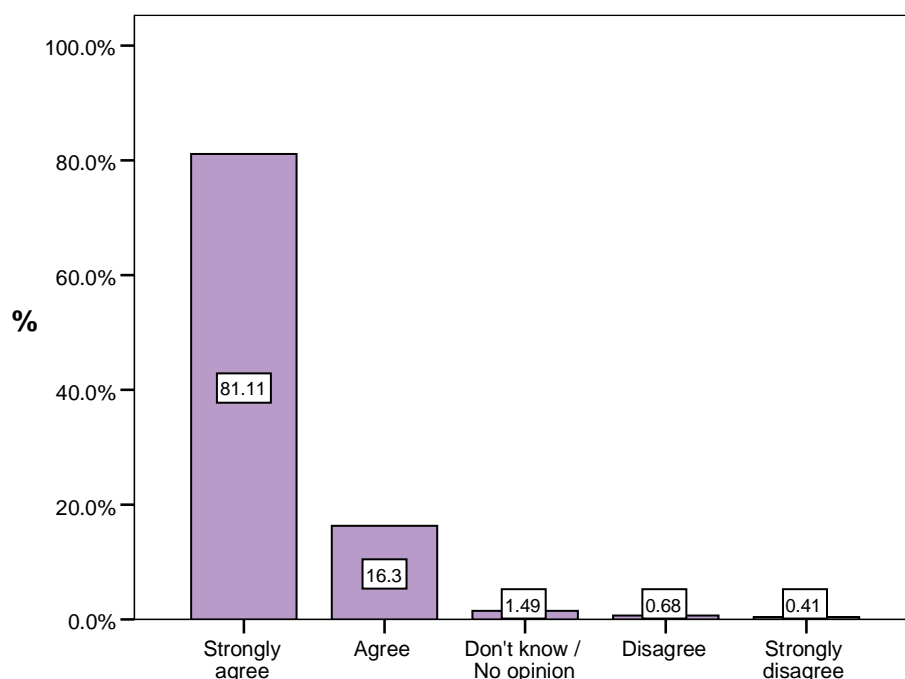


Figure 17 shows that 81% of respondents strongly agree and a further 16% agree with the Council's policy to fine any adult caught littering or allowing their dog to foul in the street.

Table 7: Table 7: How do you think we can encourage the public to keep the city clean? [Respondents could tick up to 3 options]

	Yes	
	Count	%
Raise awareness with children	574	76.3%
Raise awareness with adults	390	51.9%
Raise awareness with businesses	157	20.9%
Encourage participation in community clean ups	210	27.9%
Halt street cleansing for a short period of time to show levels of littering within the city centre.	99	13.2%
Issue on-the-spot fines for people who break the law	511	68.0%
Don't know	10	1.3%
Other	33	4.4%

Table 7 shows that the top three reasons selected by respondents that could encourage the public to keep the city clean were:

- Raise awareness with children (approximately 76%)
- Issue on the spot fines for people who break the law (68%)
- Raise awareness with adults (approximately 52%)

Service Response

Aberdeen City Council currently focuses on the presentation of its streets and collecting waste to ensure the city remains clean, but we recognise that future service provision needs to be both cost effective and efficient.

It is interesting to see that the questionnaire results closely echo the results of the 12th City Voice Questionnaire where panellists ranked the issues of street cleanliness, fly tipping and dog fouling as the main issues. It is surprising to see that 81% of respondents strongly agree and a further 16% agree with the Council's policy to fine any adult caught littering or allowing their dog to foul in the street. This is really positive

The information the Panel have provided has not only reiterated what was found in the 12th City Voice Questionnaire but has provided public opinion on the overall cleanliness of the City. The priorities for Citizens is keeping the City clean, preventing dog fouling and preventing fly tipping. The information provided is really useful and will help us plan our future priorities and service delivery.

Aberdeen in Bloom

'Aberdeen in Bloom' is an initiative that aims to improve the environmental quality of the City for residents, communities and visitors. Aberdeen has been involved with the 'Britain in Bloom' competition since 1963. The City also competes in 'Nations in Bloom', 'World in Bloom' and 'Communities in Bloom'. We want to find out what you think about our participation in these initiatives and how important you think it is to continue taking part.

Figure 18: Were you aware that Aberdeen City participates in annual "In Bloom" competitions?

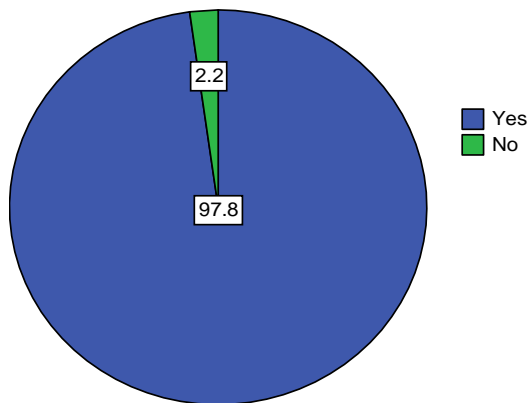


Figure 18 shows that approximately 98% of respondents were aware that Aberdeen City participate in the annual 'in bloom' competitions.

Figure 19: On a scale of 1-10 (where 1 = very important and 10 = not at all important), how important do you think competing in "In Bloom" competitions are to the reputation and promotion of our city?

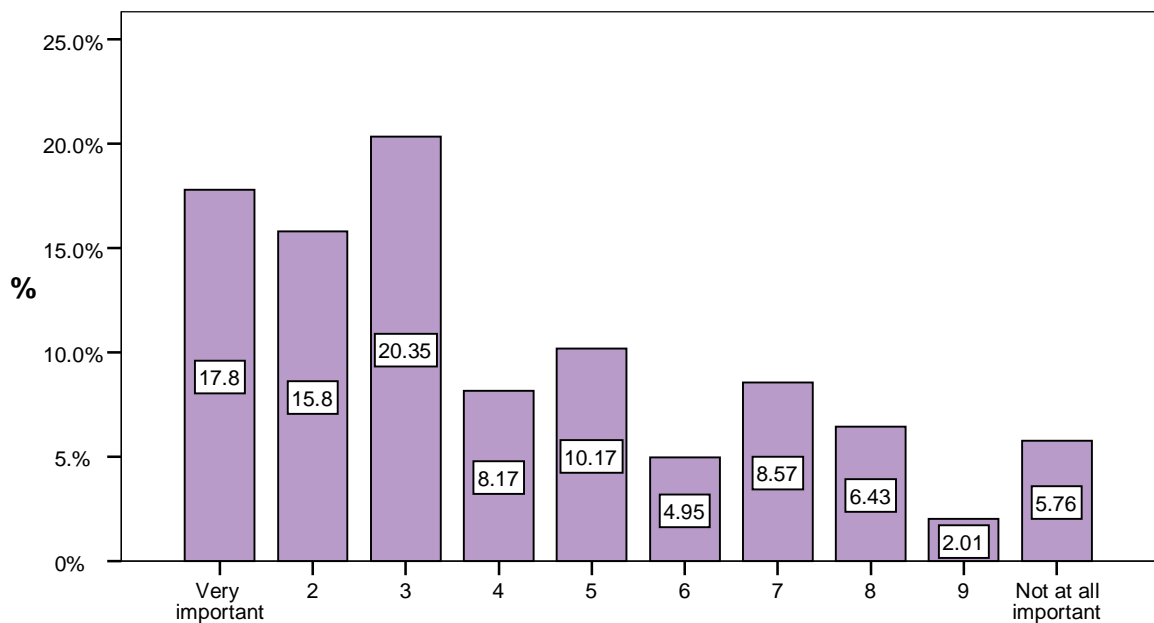


Figure 19 shows that on the scale approximately 54% of respondents rated the importance of competing in the 'in bloom' competitions between 1 and 3 on the scale which indicates that the respondents feel that it is important. This was compared to approximately 14% who rated the importance between 8 and 10 on the scale.

Figure 20: Do you think it is beneficial for the Council to continue to invest its resources into competing in "In Bloom"

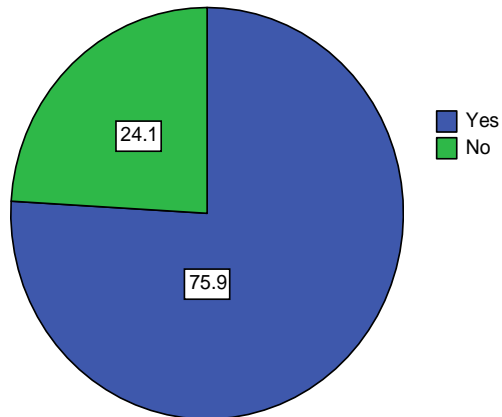


Figure 20 shows that approximately 76% of respondents think that it is beneficial for the Council to continue to invest its resources into competing in 'In Bloom'. When the results were broken down by age it was discovered that 50% of 16-24 year olds believe that the Council should continue to invest its resources into competing in 'In Bloom' compared with 68% of 25-34 year olds, 76% of 35-54 year olds, 78% of 55-64 year olds and 78.5% of over 65 year olds.

There was little difference in responses between male and female panellists.

Service Response

It was interesting to see the volume of awareness and support the panellists have for In Bloom competitions. It would have been worthwhile to also compare this figure if an average associated cost was incorporated, but maybe we can include that in a future edition.

It was also interesting to see that 75.9% of people want the Council to continue to invest its resources into competing in “In Bloom” competitions. The Questionnaire responses have provided a very useful insight into public opinion and this will be taken into account when reviewing the level of participation the Council will take in these competitions in future years.

Grassland Action Plan

Aberdeen City Council has introduced semi-natural areas of native flowers and grasses around the City to help improve the diversity of our grasslands and encourage native plants and wildlife. Examples of these sites can be found at the Den of Maidencraig Local Nature Reserve and Donmouth Local Nature Reserve. Other sites can be found at the roadside near Girdleness Lighthouse and on the grass verges on Great Northern Road. We want to know what you think about this policy and how we could improve this as new areas of natural grasslands are introduced.

Figure 21: Were you aware of this policy?

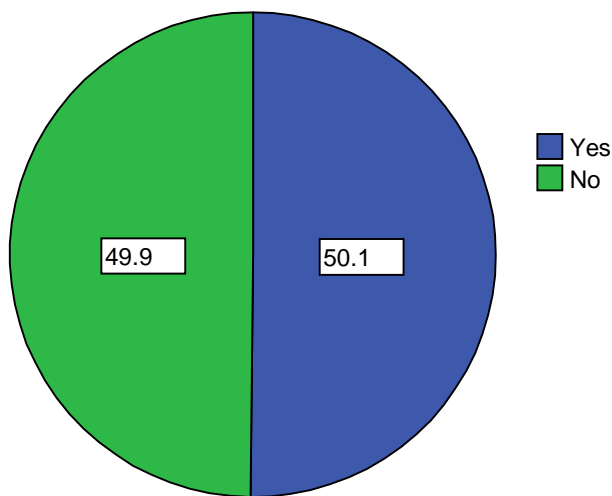


Figure 21 shows that approximately 50% of respondents were aware of this policy.

When the results were crosstabulated by area it was found that approximately 64% of panellists living in the North of the city were aware of the policy compared to 46% of panellists living in the South and 44% of panellists living in Central areas.

When the results were broken down by age it was found that only 7% of 16-24 year olds and 37% of 25-34 year olds were aware whereas 46% of 35-54 year olds were aware of this policy and 58% of 55-64 year olds and over 65s were aware.

Approximately 53% of male panellists were aware compared to 49% of female panellists.

Figure 22: How do you feel about increasing the number of natural grassland areas in Aberdeen City?

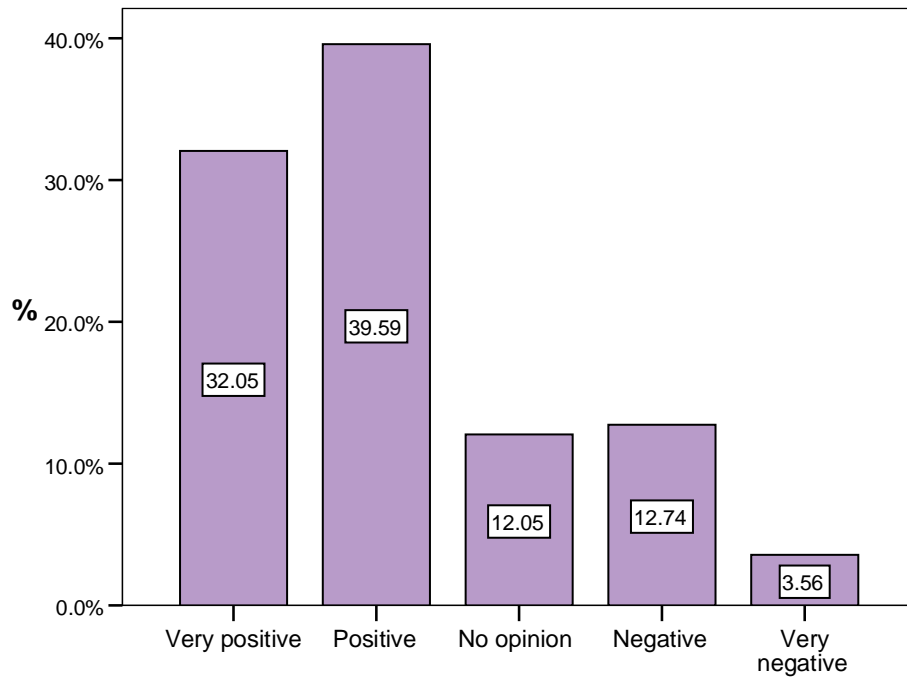


Figure 22 shows that approximately 32% of respondents indicated that they feel very positive about increasing the number of natural grassland areas in Aberdeen City and a further 40% (approx.) indicated that they feel positively. Approximately 13% felt negatively and approximately 4% felt very negatively. Approximately 12% of respondents indicated that they did not have an opinion on the matter.

Table 8: If you said ‘negative’ or very negative’ to Question 2, what are your main concerns? [Panellists could tick up to 3 options]

	Yes	
	Count	%
The sites encourage littering	74	62.2%
The sites have limited access	11	9.2%
The sites are too big	7	5.9%
The sites are located in the wrong areas	21	17.6%
It’s not attractive	79	66.4%
It looks messy	73	61.3%
It’s not safe	22	18.5%
Other	16	13.4%

As shown in Table 8, the top concerns that panellists have about the grassland areas are:

- The sites are not attractive (approximately 66%)
- The sites encourage littering (approximately 62%)
- The sites look messy (approximately 61%)
- The sites are not safe (approximately 19%)
- The sites are located in the wrong areas (approximately 18%)

The other options were selected by fewer than 15% of panellists each.

Table 9: Which of the following suggestions do you think would help improve awareness of these new native grassland areas? [panellists could tick up to 3 options]

	Yes	
	Count	%
Public events and planting days	359	47.7%
Community information leaflets	224	29.8%
Community and school participation in managing the sites	460	61.2%
Locating sites in areas highly visible to the public, for example road verges.	232	30.9%
Wildlife information boards	235	31.3%
Promotion through ‘Britain in Bloom’	139	18.5%

Table 9 shows that approximately 61% of respondents think that there should be community and school participation in managing the sites. Approximately 48% believe that there should be public events and planting days, approximately 31% believe that there should be wildlife information boards and a further 31% believe that sites should be located in areas highly visible to the public. Approximately 30% believe that there should be Community information leaflets and approximately 19% indicated that there should be promotion through ‘Britain in Bloom’.

Service Response

It came as no surprise to us that the awareness level of the Council's Grassland policy was rather low. However, it was encouraging to find that the majority of panellists are supportive of introducing more natural grasslands within the City.

Looking at the responses to the awareness question and the concerns the panelists have about grass land areas will help us to improve delivery and prioritise our efforts. For example, from the results we conclude that we must undertake a better campaign to market and promote the grassland areas, as well as publicise when new areas are developed.

The City Voice has helped us gain a strategic, citywide understanding of resident's views on this issue and this will help us ensure that our approach to the implementation of the Councils Grassland Biodiversity Policy is more consistent and transparent in future.

Transport and Connections

Local Transport Strategy – Annual Questions

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. We asked the same questions last year to give us 'baseline' information and your new responses will allow us to measure what impact the strategy is having. Your results will provide vital information that will tell us how well the policy is working.

Figure 23: How many cars or vans are owned or available for use by your household?

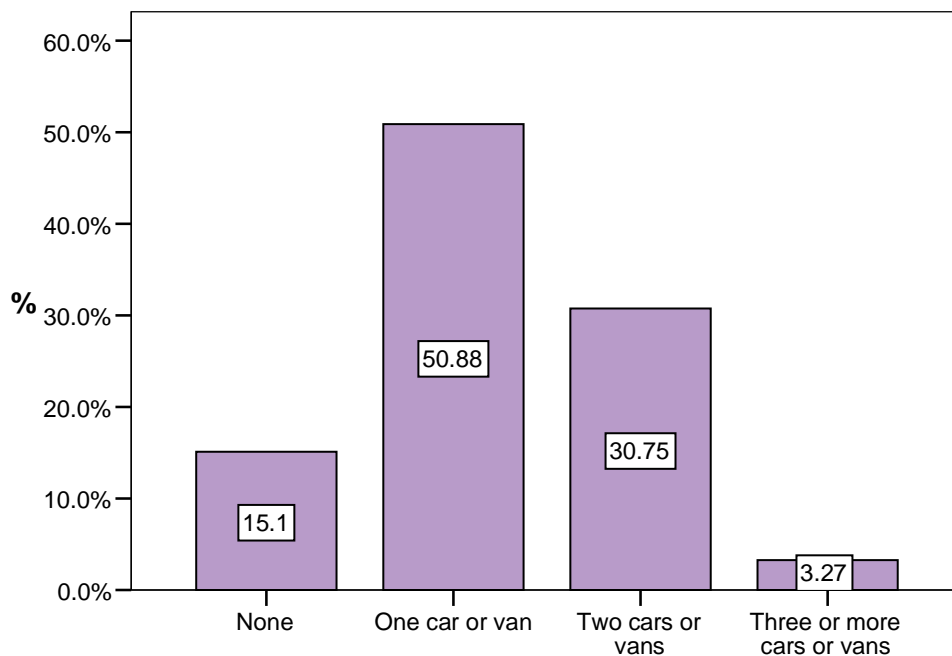


Figure 23 shows that 15% of respondents indicated that no cars or vans are owned or available for use by their household. Approximately 50% of respondents indicated that there is one car or van owned or available for use by their household. 31% of respondents indicated that two cars or vans are owned or available for use by their household and approximately 3% of respondents indicated that three or more cars or vans are owned or available for use by their household.

Figure 24: What years were your cars/vans first registered?

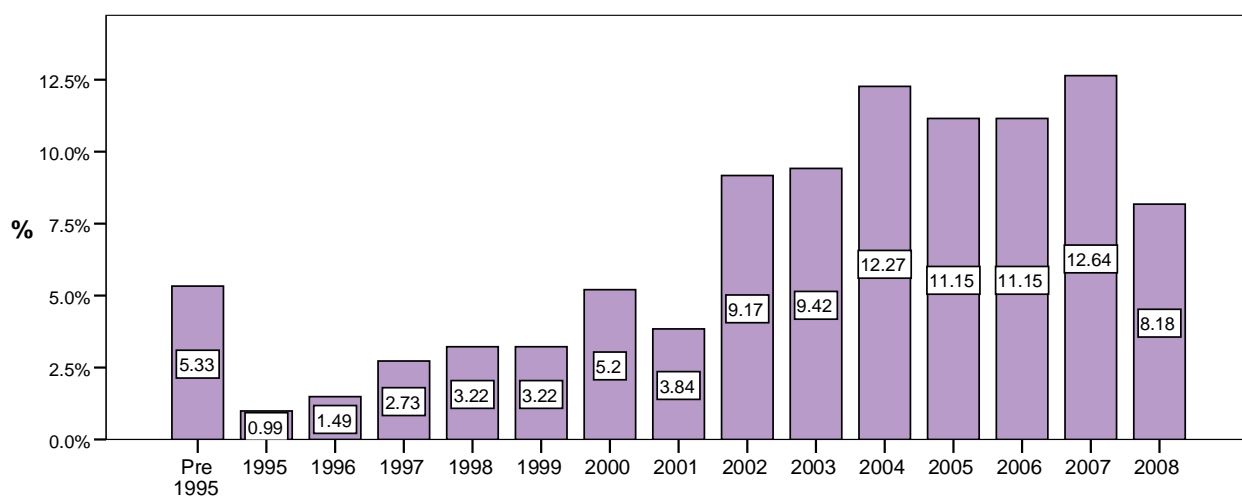


Figure 24 shows that only approximately 5% of the cars or vans owned or available to respondents' households were registered prior to 1995. The cars and vans counted in the Pre 1995 bar are those which respondents indicated were registered between 1951 and 1995. More than 75% of the cars or vans owned or available to respondents' households were registered after 2000.

Table 10: If you normally travel to work by car as a driver or a passenger, what are your main reasons for doing so? [panellists could select all options that applied to them]

	Yes		No	
	Count	%	Count	%
Car essential to perform job	120	16.0%	632	84.0%
Dropping off / collecting children	46	6.1%	706	93.9%
Give others a lift	33	4.4%	719	95.6%
Public transport not available	75	10.0%	677	90.0%
Public transport not reliable	103	13.7%	649	86.3%
Health reasons	47	6.3%	705	93.8%
Public transport not frequent enough	113	15.0%	639	85.0%
Public transport not quick enough	112	14.9%	640	85.1%
Cheap	50	6.6%	702	93.4%
Safe	73	9.7%	679	90.3%
Allowance / Company Car	31	4.1%	721	95.9%
Other	74	9.8%	678	90.2%

Table 10 shows that respondents' main reason for normally travelling to work by car as a driver or a passenger is that the car is essential to perform their job (16.0%). 15% of respondents indicated that public transport is not frequent enough.

Approximately 15% indicated that they normally travelling to work by car as a driver or a passenger because public transport is not quick enough and approximately 14% indicated that public transport is not reliable.

10% of respondents indicated that public transport is not available and a further 10% indicated that there is another reason. Approximately 10% of respondents indicated that safety was the main reason for travelling to work by car, either as a driver or

passenger. Approximately 7% of respondents indicated that their main reason for travelling by car to work is that it is cheaper than other modes of transport and a further 6% of respondents indicated health reasons as their main reason. Approximately 6% indicated that they travel to work by car because of having to drop off or collect children. Approximately 4% of respondents indicated that they travel by car in order to give others a lift. 4% of respondents indicated their main reason for normally travelling to work by car as a driver or a passenger is an allowance or company car.

Other reasons given by respondents for normally travelling to work by car as a driver or a passenger included:

- Convenience
- Location of my work would mean two buses and over double the travel time
- Would require two buses via town centre and therefore too time consuming
- Use motorbike – cheap and fast
- Would mean leaving home about 5am
- Public transport is dirty
- Public transport is too expensive
- Travel to too many different sites during the day
- Don't want to wait up to an hour in cold/dark in order to get home
- Work nights – start late, buses limited and need to be able to leave quickly because of my children
- Convenience
- Need to carry heavy/bulky items
- Public transport is expensive, unreliable and unrealistic for my journeys
- Car is quicker and more convenient
- It would take two buses
- Carrying heavy bags/equipment
- Public transport is not comfortable
- No direct public transport. Public transport is expensive, unreliable and unclean
- Flexibility
- Timesaving
- Comfort and warmth in winter
- Travelling somewhere that would require numerous buses
- Use car for collecting shopping
- No direct public transport available
- Work out of Aberdeen
- Comfort and convenience
- Quicker and more convenient
- Carrying heavy equipment
- Work before public transport starts
- Self-employed van is mobile workshop
- Climate

Panellists were asked to indicate how they and their family usually travel to your work or school/college/university if in full time education. The tables below show the results for each person in the family.

Table 11: Main mode of transport for person 1

	Adult	Child
Do not work or study	100	0
Walk	84	5
Driver Car/Van	238	0
Passenger Car/Van	23	
Motorcycle/Moped	3	0
Bicycle	12	0
Work Bus	2	0
Ordinary Service bus	28	2
Taxi/Minicab	2	0
Rail	1	0
Other	4	0

Table 12: Main mode of transport for person 2

	Adult	Child
Do not work or study	53	1
Walk	46	14
Driver Car/Van	151	4
Passenger Car/Van	34	5
Motorcycle/Moped	6	0
Bicycle	14	0
School Bus	1	0
Work Bus	2	0
Ordinary Service bus	21	2
Taxi/Minicab	1	0
Rail	2	0
Other	6	0

Table 13: Main mode of transport for person 3

	Adult	Child
Do not work or study	1	3
Walk	14	64
Driver Car/Van	17	5
Passenger Car/Van	8	15
Motorcycle/Moped	1	0
Bicycle	1	2
School Bus	0	7
Work Bus	2	0
Ordinary Service bus	23	3
Taxi/Minicab	2	0
Rail	0	0
Horse Riding	0	0
Other	1	0

Table 14: Main mode of transport for person 4

	Adult	Child
Do not work or study	1	5
Walk	7	44
Driver Car/Van	7	3
Passenger Car/Van	4	14
Motorcycle/Moped	0	0
Bicycle	1	1
School Bus	0	6
Work Bus	1	0
Ordinary Service bus	6	3
Taxi/Minicab	0	0
Rail	0	1
Horse Riding	0	0
Other	0	0

Table 15: Main mode of transport for person 5

	Adult	Child
Do not work or study	1	2
Walk	0	10
Driver Car/Van	0	1
Passenger Car/Van	0	3
Motorcycle/Moped	0	0
Bicycle	0	0
School Bus	0	2
Work Bus	0	0
Ordinary Service bus	0	0
Taxi/Minicab	1	0
Rail	0	0
Horse Riding	0	0
Other	0	1

Figure 25: To what extent do you think you are, or would be, safe from crime when travelling by bus in the evenings?

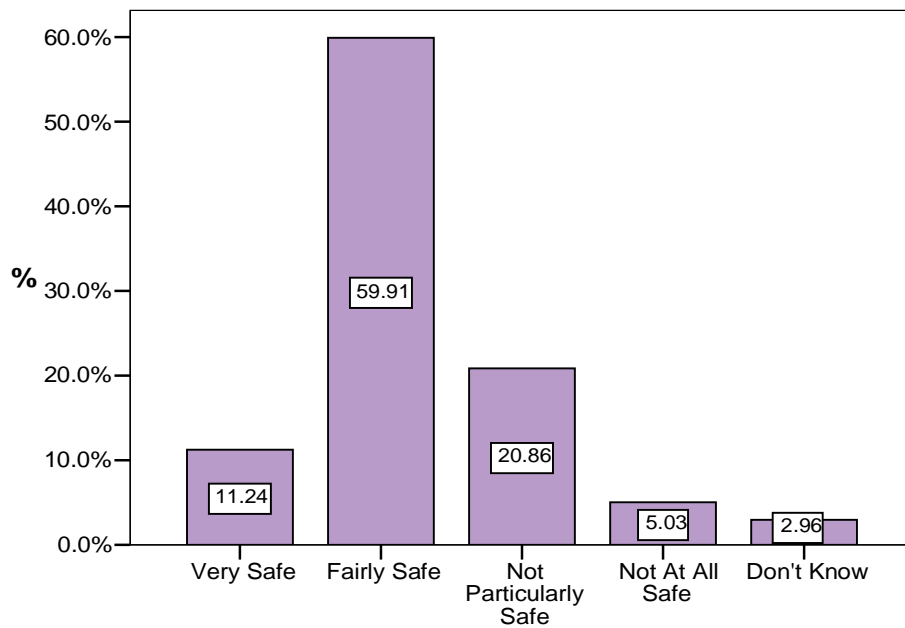


Figure 25 shows that approximately 11% of respondents indicated that they think they are, or would be, safe from crime when travelling by bus in the evenings. Approximately 60% of respondents indicated they think they are, or would be, fairly safe from crime when travelling by bus in the evening. A further 21% of respondents indicated they think they are, or would be, not particularly safe from crime when travelling by bus in the evening and approximately 5% of respondents indicated they think they are, or would be, not safe at all from crime. The remaining 3% of respondents indicated that they do not know how safe they think they are, or would be, when travelling by bus in the evening.

Figure 26: To what extent do you think you are, or would be, safe from crime when travelling by train in the evenings?

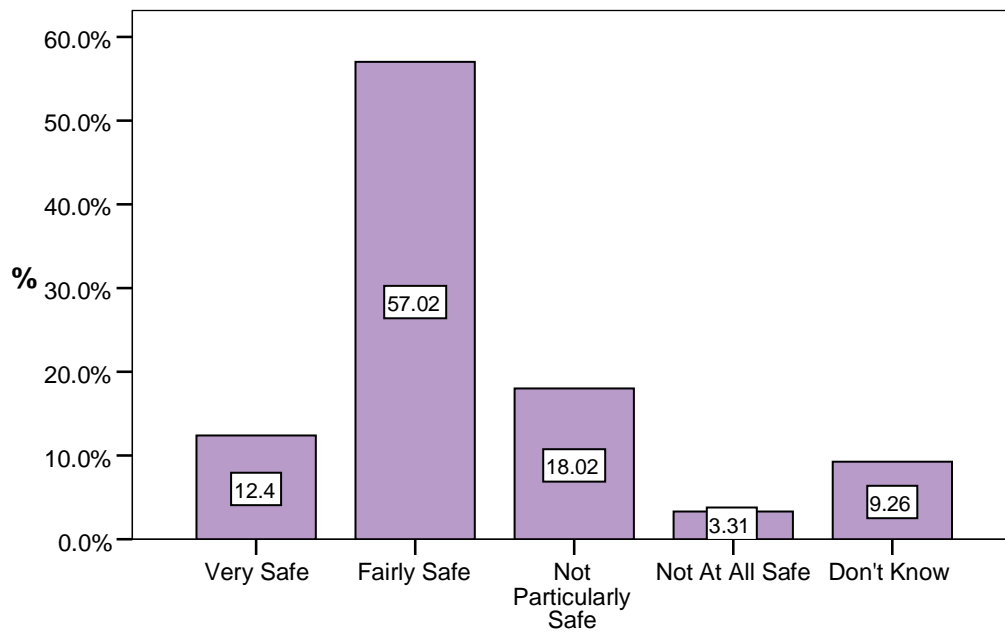


Figure 26 shows that approximately 12% of respondents indicated that they think they are, or would be, very safe from crime when travelling by train in the evenings. Approximately 57% of respondents indicated that they think they are, or would be, fairly safe from crime when travelling by train in the evenings. A further 18% of respondents indicated that they think they are, or would be, not particularly safe from crime when travelling by train in the evenings and approximately 3% of respondents indicated that they think they are, or would be, not at all safe from crime. Approximately 9% of respondents indicated that they do not know how safe they think they are, or would be, when travelling by train in the evening.

Table 16: To what extent do you agree or disagree with the following statements?

Generally, when I use the bus:

	Strongly Agree		Tend To Agree		Neither Agree Nor Disagree		Tend To Disagree		Strongly Disagree		No Opinion	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The buses are on time (n=571)	20	3.5%	251	44.0%	96	16.8%	130	22.8%	66	11.6%	8	1.4%
The buses are frequent (n=564)	34	6.0%	261	46.3%	101	17.9%	122	21.6%	41	7.3%	5	.9%
The service runs when I need it (n=552)	35	6.3%	235	42.6%	102	18.5%	109	19.7%	55	10.0%	16	2.9%
The service is stable and isn't regularly changing (n=546)	40	7.3%	217	39.7%	123	22.5%	111	20.3%	41	7.5%	14	2.6%
The buses are clean (n=570)	49	8.6%	280	49.1%	114	20.0%	89	15.6%	34	6.0%	4	.7%
The buses are comfortable (n=570)	48	8.4%	290	50.9%	122	21.4%	74	13.0%	33	5.8%	3	.5%
I feel personally safe and secure on the bus (n=574)	66	11.5%	302	52.6%	116	20.2%	66	11.5%	20	3.5%	4	.7%
It is simple deciding the type of ticket I need (n=544)	121	22.2%	237	43.6%	78	14.3%	54	9.9%	24	4.4%	30	5.5%
Finding out about routes and times is easy (n=569)	55	9.7%	231	40.6%	105	18.5%	117	20.6%	53	9.3%	8	1.4%
It's easy changing from buses to other forms of transport (n=547)	25	4.6%	113	20.7%	172	31.4%	118	21.6%	65	11.9%	54	9.9%
The fares are good value (n=548)	39	7.1%	60	10.9%	81	14.8%	127	23.2%	200	36.5%	41	7.5%

Table 16 shows the views of respondents to the statements put to them. The results can be summarised as follows:

- In response to the statement 'the buses are frequent, 47.5% of respondents agreed or strongly agreed, 16.6% neither agreed nor disagreed and approximately 34% disagreed or strongly disagreed
- In response to the statement 'the buses are on time', 52.3% of respondents agreed or strongly agreed, 17.9% neither agreed nor disagreed and approximately 29% disagreed or strongly disagreed
- In response to the statement 'the service runs when I need it', 48.9% of respondents agreed or strongly agreed, 18.5% neither agreed nor disagreed and approximately 30% disagreed or strongly disagreed
- In response to the statement 'the service is stable and isn't regularly changing', 47% of respondents agreed or strongly agreed, 22.5% neither agreed nor disagreed and 28% disagreed or strongly disagreed
- In response to the statement 'the buses are clean', 57.7% of respondents agreed or strongly agreed, 20% neither agreed nor disagreed and 21.6% disagreed or strongly disagreed

- In response to the statement 'the buses are comfortable', 59.3% of respondents agreed or strongly agreed, 22.4% neither agreed nor disagreed and 18.8% disagreed or strongly disagreed
- In response to the statement 'I feel personally safe and secure on the bus', 64.4% of respondents agreed or strongly agreed, 20.2% neither agreed nor disagreed and 15% disagreed or strongly disagreed
- In response to the statement 'it is simple deciding the type of ticket I need', 65.8% of respondents agreed or strongly agreed, 14.3% neither agreed nor disagreed and 14.3% disagreed or strongly disagreed
- In response to the statement 'finding out about routes and times is easy', 50.3% of respondents agreed or strongly agreed, 18.5% neither agreed nor disagreed and approximately 30% disagreed or strongly disagreed
- In response to the statement 'it's easy changing from buses to other forms of transport', 25.3% of respondents agreed or strongly agreed, 31.4% neither agreed nor disagreed and 33.5% disagreed or strongly disagreed
- In response to the statement 'the fares are good value', 18% of respondents agreed or strongly agreed, 14.8% neither agreed nor disagreed and 59.7% disagreed or strongly disagreed

Table 17: To what extent do you agree or disagree with the following statements?

Generally, when I use the train:

	Strongly Agree		Tend To Agree		Neither Agree Nor Disagree		Tend To Disagree		Strongly Disagree		No Opinion	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The trains are on time (n=429)	62	14.5%	244	56.9%	44	10.3%	34	7.9%	16	3.7%	29	6.8%
The trains are frequent (n=420)	32	7.6%	167	39.8%	95	22.6%	74	17.6%	19	4.5%	33	7.9%
The service runs when I need it (n=424)	29	6.8%	171	40.3%	118	27.8%	47	11.1%	18	4.2%	41	9.7%
The service is stable and isn't regularly changing (n=416)	36	8.7%	176	42.3%	111	26.7%	37	8.9%	6	1.4%	50	12.0%
The trains are clean (n=427)	33	7.7%	166	38.9%	95	22.2%	86	20.1%	19	4.4%	28	6.6%
The trains are comfortable (n=427)	47	11.0%	213	49.9%	75	17.6%	51	11.9%	15	3.5%	26	6.1%
I feel personally safe and secure on the train (n=428)	52	12.1%	218	50.9%	72	16.8%	43	10.0%	13	3.0%	30	7.0%
It is simple deciding the type of ticket I need (n=429)	26	6.1%	100	23.3%	71	16.6%	98	22.8%	103	24.0%	31	7.2%
Finding out about routes and times is easy (n=425)	34	8.0%	161	37.9%	75	17.6%	85	20.0%	43	10.1%	27	6.4%
It's easy changing from trains to other forms of transport (n=413)	19	4.6%	99	24.0%	111	26.9%	85	20.6%	52	12.6%	47	11.4%
The fares are good value (n=429)	18	4.2%	67	15.6%	73	17.0%	122	28.4%	119	27.7%	30	7.0%

A summary of the responses is given below:

- In response to the statement 'the trains are on time' 71.4% of respondents agreed or strongly agreed, 10.3% neither agreed nor disagreed and 11.6% disagreed or strongly disagreed
- In response to the statement 'the trains are frequent', 47.4% of respondents agreed or strongly agreed, 22.6% neither agreed nor disagreed and 22.1% disagreed or strongly disagreed
- In response to the statement 'the service runs when I need it', 47.1% of respondents agreed or strongly agreed, 27.8% neither agreed nor disagreed and 15.3% disagreed or strongly disagreed
- In response to the statement 'the service is stable and isn't regularly changing', 51% of respondents agreed or strongly agreed, 26.7% neither agreed nor disagreed and 10.3% disagreed or strongly disagreed
- In response to the statement 'the trains are clean', 46.6% of respondents agreed or strongly agreed, 22.2% neither agreed nor disagreed and 24.5% disagreed or strongly disagreed
- In response to the statement 'the trains are comfortable', 60.9% of respondents agreed or strongly agreed, 17.6% neither agreed nor disagreed and 15.4% disagreed or strongly disagreed
- In response to the statement 'I feel personally safe and secure on the train', 63% of respondents agreed or strongly agreed, 16.8% neither agreed nor disagreed and 13% disagreed or strongly disagreed
- In response to the statement 'finding out about routes and times is easy', 45.9% of respondents agreed or strongly agreed, 17.6% neither agreed nor disagreed and 30.1% disagreed or strongly disagreed
- In response to the statement 'it's easy changing from trains to other forms of transport', 28.6% of respondents agreed or strongly agreed, 26.9% neither agreed nor disagreed and 33.2% disagreed or strongly disagreed
- In response to the statement 'the fares are good value', 47% of respondents agreed or strongly agreed, 19.8% neither agreed nor disagreed and 56.1% disagreed or strongly disagreed

Figure 27: On how many days in the last seven have you travelled more than a quarter of a mile (400m) by bike – to travel to work, go shopping or visit friends?

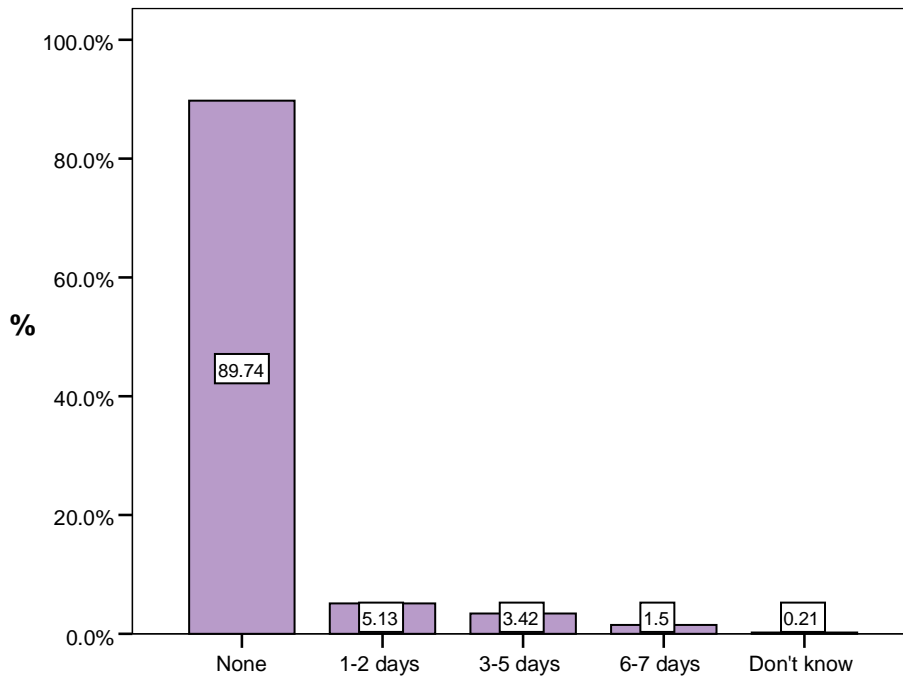


Figure 27 shows that approximately 90% of respondents had not travelled more than a quarter of a mile (400m) by bike (to travel to work, go shopping or visit friends) in the last seven days. Approximately 5% of respondents had travelled more than a quarter of a mile (400m) by bike (to travel to work, go shopping or visit friends) on 1-2 days of the last seven days. A further 3% of respondents indicated that they had travelled more than a quarter of a mile (400m) by bike (to travel to work, go shopping or visit friends) on 3-5 days of the last seven days. 1.5% of respondents indicated that they had travelled more than a quarter of a mile (400m) by bike (to travel to work, go shopping or visit friends) on 6-7 days of the last seven days. Less than 1% of respondents did not know on how many days in the last seven they had travelled more than a quarter of a mile (400m) by bike (to travel to work, go shopping or visit friends).

Figure 28: On how many days in the last seven have you travelled more than a quarter of a mile (400m) by bike – for the pleasure of cycling or to keep fit?

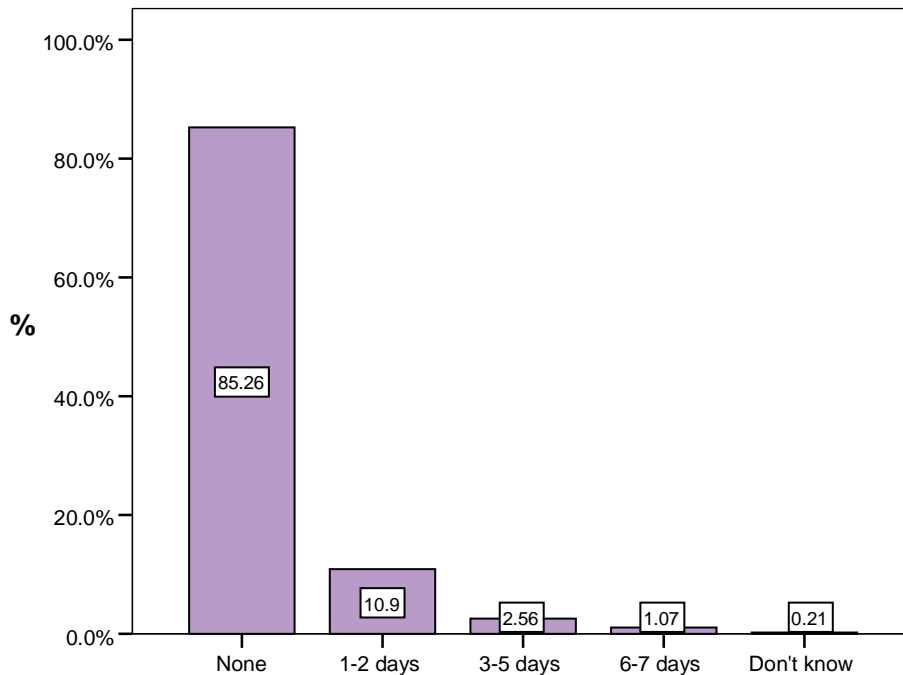


Figure 28 shows that approximately 85% of respondents had not travelled more than a quarter of a mile (400m) by bike (for the pleasure of cycling or to keep fit) in the last seven days. Approximately 11% of respondents had travelled more than a quarter of a mile (400m) by bike (for the pleasure of cycling or to keep fit) on 1-2 days of the last seven days. A further 3% of respondents indicated that they had travelled more than a quarter of a mile (400m) by bike (for the pleasure of cycling or to keep fit) on 3-5 days of the last seven days. Approximately 1% of respondents indicated that they had travelled more than a quarter of a mile (400m) by bike (to for the pleasure of cycling or to keep fit) on 6-7 days of the last seven days. 0.21% of respondents did not know on how many days in the last seven they had travelled more than a quarter of a mile (400m) by bike (for the pleasure of cycling or to keep fit).

Figure 29: On how many days in the last seven have you travelled more than a quarter of a mile (400m) by foot – to travel to work, go shopping or visit friends?

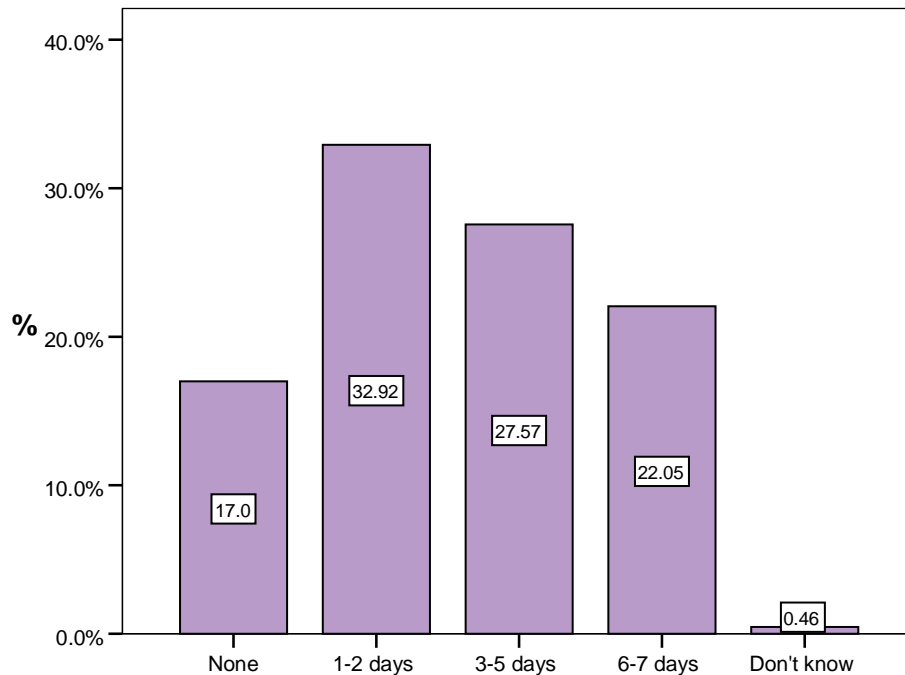


Figure 29 shows that 17% of respondents had not travelled more than a quarter of a mile (400m) by foot (to travel to work, go shopping or visit friends) in the last seven days. Approximately 33% of respondents had travelled more than a quarter of a mile (400m) by foot (to travel to work, go shopping or visit friends) on 1-2 days of the last seven days. A further 28% of respondents indicated that they had travelled more than a quarter of a mile (400m) by foot (to travel to work, go shopping or visit friends) on 3-5 days of the last seven days. Approximately 22% of respondents indicated that they had travelled more than a quarter of a mile (400m) by foot (to travel to work, go shopping or visit friends) on 6-7 days of the last seven days. 0.46% of respondents did not know on how many days in the last seven they had travelled more than a quarter of a mile (400m) by foot (to travel to work, go shopping or visit friends).

Figure 30: On how many days in the last seven have you travelled more than a quarter of a mile (400m) by foot – for the pleasure of walking/jogging/running, to keep fit or to walk the dog?

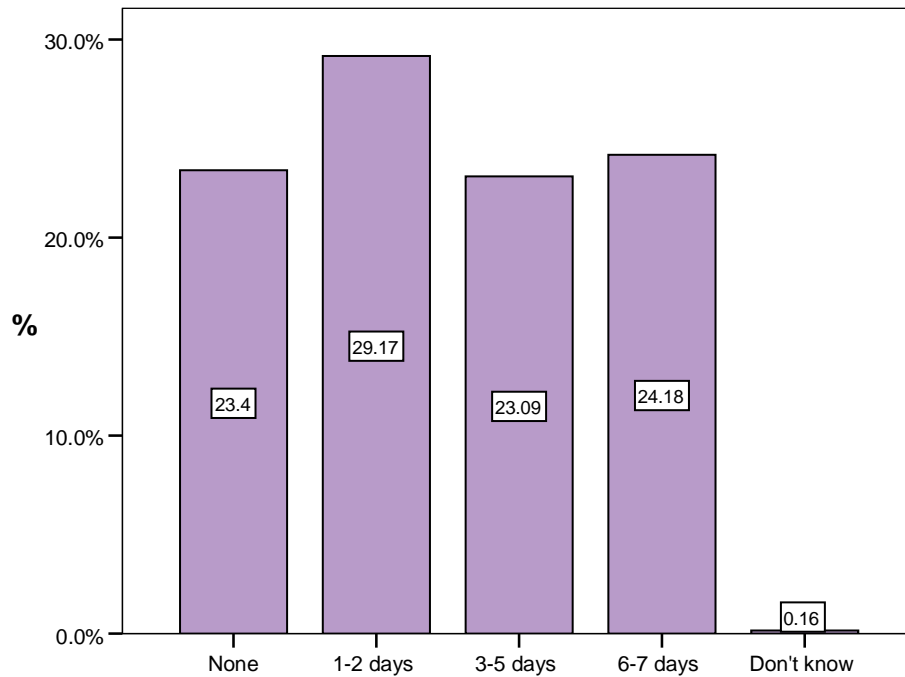


Figure 30 shows that approximately 23% of respondents had not travelled more than a quarter of a mile (400m) by foot (for the pleasure of walking/jogging/running, to keep fit or to walk the dog) in the last seven days. Approximately 29% of respondents had travelled more than a quarter of a mile (400m) by foot (for the pleasure of walking/jogging/running, to keep fit or to walk the dog) on 1-2 days of the last seven days. A further 23% of respondents indicated that they had travelled more than a quarter of a mile (400m) by foot (for the pleasure of walking/jogging/running, to keep fit or to walk the dog) on 3-5 days of the last seven days. Approximately 24% of respondents indicated that they had travelled more than a quarter of a mile (400m) by foot (for the pleasure of walking/jogging/running, to keep fit or to walk the dog) on 6-7 days of the last seven days. 0.16% of respondents did not know on how many days in the last seven they had travelled more than a quarter of a mile (400m) by foot (for the pleasure of walking/jogging/running, to keep fit or to walk the dog).

Table 18: Which of the following improvements and initiatives would encourage you to use an alternative mode of transport? [respondents could tick all options that applied to them]

	Yes		No	
	Count	%	Count	%
More frequent public transport	297	39.5%	455	60.5%
More reliable public transport	301	40.0%	451	60.0%
Cheaper public transport	387	51.1%	365	48.5%
Safer public transport	157	20.9%	595	79.1%
Quicker public transport	233	31.0%	519	69.0%
Better pedestrian facilities	139	18.5%	613	81.5%
Vehicle exclusion zones for safer walking and cycling	215	28.6%	537	71.4%
Promotion of routes for walking and cycling	219	29.1%	533	70.9%
More cycle parking at destination (for example shops/work)	105	14.0%	647	86.0%
Cycle parking at origin (for example at home)	27	3.6%	725	96.4%
Cycle training	35	4.7%	717	95.3%
Dedicated off road cycle paths	213	28.3%	539	71.7%
Dedicated on road cycle paths	117	15.6%	635	84.4%
Cycle loan scheme (buy a bike through employer, pay no VAT)	53	7.0%	699	93.0%
Showers / changing facilities at work	104	13.8%	648	86.2%
Incentives for car-sharers (for example priority parking)	84	11.2%	668	88.8%
Guaranteed lift home scheme for car sharers	63	8.4%	689	91.6%
Availability of car pool / car club at work	57	7.6%	695	92.4%
Opportunity to work remotely	95	12.6%	657	87.4%
Expanded park and ride service	65	8.6%	687	91.4%
Extra bus routes	204	27.2%	547	72.8%
Nothing	69	9.2%	683	90.8%
Other	52	6.9%	700	93.1%

Table 18 shows that 51% of respondents would be encouraged to use an alternative mode of transport if there was cheaper public transport. 40% of respondents indicated that they would be encouraged to use an alternative mode of transport if public transport was more reliable. Approximately 40% indicated that more frequent public transport would encourage them to use an alternative mode of transport and 31% of respondents indicated that quicker public transport would encourage them.

Other suggestions from respondents included:

- Cycle sheds in tenements and cheaper maintenance check-ups at bike shops
- More frequent bus services between 6.30pm and 11.00pm
- Better service in the evening on bus routes
- Early morning transport would be helpful
- Be more creative in the types of bus tickets
- System to top up fare cards on the bus
- Public transport rather than a overpriced private monopoly

- Confidence is the problem when using alternative modes of transport for disabled people
- Classes for over 55s on how to cycle
- Bus timetables and routes should be provided to every household either via the free newspaper or brochure
- Ability to go from home to work without having to change buses and therefore adding time to the journey
- Cleaner public transport
- Tram lines and trams to be re-introduced on main routes into the city
- Separate pedestrian routes from cyclists
- Cycle lanes that actually go somewhere for people living in the city
- Clean, even, well maintained pavements
- Some sort of incentive for leaving your car at home when travelling to work
- More direct bus route to work – Cults to Tullos area
- Reducing car access and limiting parking in town
- Could take bike one way on bus e.g. uphill
- Better road maintenance for cyclists
- Being able to take bikes on buses
- I need to use a car for my work and when I go out with my disabled wife or she travels alone bus, walking and cycling are not options
- Better integration of public transport crossrail and rail park and ride
- Extension of cycle paths from Duthie Park into the heart of the city along the railway line
- If Firstbus had facilities to take bicycles it might encourage some to use the bicycle the other way
- Bus routes linked to Park'n'Ride so you don't need to go into town to change buses to get to where you work
- Metro/Tram system

Table 19: Of those you have ticked above, which ONE is the most important?

	Count	%
More frequent public transport	69	9.2%
More reliable public transport	75	10.0%
Cheaper public transport	158	21.0%
Safer public transport	25	3.3%
Quicker public transport	30	4.0%
Better pedestrian facilities	12	1.6%
Vehicle exclusion zones for safer walking and cycling	22	2.9%
Promotion of routes for walking and cycling	18	2.4%
More cycle parking at destination (for example shops/work)	5	.7%
Cycle parking at origin (for example at home)		
Cycle training	3	.4%
Dedicated off road cycle paths	31	4.1%
Dedicated on road cycle paths	17	2.3%
Cycle loan scheme (buy a bike through employer, pay no VAT)	2	.3%
Showers / changing facilities at work	3	.4%
Incentives for car-sharers (for example priority parking)	5	.7%
Guaranteed lift home scheme for car sharers	2	.3%
Availability of car pool / car club at work	4	.5%
Opportunity to work remotely	7	.9%
Expanded park and ride service	7	.9%
Extra bus routes	32	4.3%
Nothing	8	1.1%
Other	27	3.6%

Table 19 shows which of the improvements and initiatives respondents considered most important in encouraging them to use an alternative mode of transport. The three most popular with respondents were:

- Cheaper public transport (21.0%)
- More reliable public transport (10.0%)
- More frequent public transport (9.2%)

Service Response

The Council recognises that putting in a robust monitoring regime is a central component to delivering an effective LTS, and that in the past a lack of monitoring has made it difficult to assess our performance against the targets set. The City Voice Survey is the only annual survey undertaken within Aberdeen to assess transport progress. Establishing consistent questions within this survey allows us to find out changing trends and to measure what impact Council strategies are having on delivering the LTS objectives. The results of which forms a core part of the Transport Annual Progress Reports.

In terms of this years answers, we were unsurprised by a number of the results given the current economic downward trend - in particular for instance, that the number of 3 car households has reduced slightly, whilst bus prices are seen to be less reasonable due to recent fluctuations in fuel prices. We are hopeful that next year will see greater improvements in perceptions and provision of transport as the LTS starts to move forward and completes a full year of being established.