

# Voice!

**Questionnaire 33**  
September 2014

*Aberdeen City*  **Voice!**

**ABERDEEN'S CITIZENS PANEL**

## COMMITTEE SERVICES

The Committee Service Team with Aberdeen City Council is responsible for the democratic process throughout the council supporting both council and committee meetings. Council and committees make decisions about the delivery of services to the citizens of Aberdeen, including the allocation of a budget to these services, such as education, social work, housing, transport, licensing and planning. We want to make the democratic process more accessible to the public, ensuring that committee information is easily available to all. In order to do this we have recently redesigned our webpages, and we are using Twitter to promote meetings and to share information on committee decisions. We would like to encourage members of the public to attend these meetings and to become more involved in the democratic process.

**1. How interested are you in the democratic process at the council (for example, decisions taken by the council, committee meetings etc.). (Please tick one box)**

|  |                          |
|--|--------------------------|
| a) Extremely uninterested              | <input type="checkbox"/> |
| b) Uninterested                        | <input type="checkbox"/> |
| c) Neither uninterested nor interested | <input type="checkbox"/> |
| d) Interested                          | <input type="checkbox"/> |
| e) Extremely interested                | <input type="checkbox"/> |

**2. Do you find it easy to find out what decisions have been taken by councillors at committee meetings?**

|                                  |                          |
|----------------------------------|--------------------------|
| a) Yes (please go to question 3) | <input type="checkbox"/> |
| b) No (please go to question 4)  | <input type="checkbox"/> |

**3. If yes, how do you currently access information on committee meetings/councillors? (Please tick all that apply)**

|  |                          |
|--|--------------------------|
| a) Aberdeen City Council website   | <input type="checkbox"/> |
| b) Twitter   | <input type="checkbox"/> |
| c) Central Library   | <input type="checkbox"/> |
| d) Noticeboard outside Town House  | <input type="checkbox"/> |
| e) Subscription to the email notification to advise that agendas are published | <input type="checkbox"/> |
| f) Other (please specify)  | <input type="checkbox"/> |

**4. If no, what do you think could be done to make committee meeting decisions and committee meetings more accessible to the public? (Please tick all that apply)**

|   |                          |
|---|--------------------------|
| a) Committee meetings held in different locations                                     | <input type="checkbox"/> |
| b) Committee meetings held outside working hours                                      | <input type="checkbox"/> |
| c) Timed agendas  | <input type="checkbox"/> |
| d) Webcasting / Podcasting of council meetings  | <input type="checkbox"/> |
| e) Increased use of the council website   | <input type="checkbox"/> |
| f) Increased use of social media (Twitter / Facebook)                                 | <input type="checkbox"/> |
| g) A downloadable app that allows you to receive information about committee meetings | <input type="checkbox"/> |
| h) Publishing agendas further in advance of the meeting                               | <input type="checkbox"/> |

i) Being able to access information on decisions through your local councillor

j) Other (please specify)

**5. Have you accessed committee information on the council website?**

a) Yes

b) No (please go to question 8)

**6. If yes, did you find the pages easy to navigate?**

a) Yes

b) No

**7. If no, why not?**

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**8. At the moment, you can view agenda papers, draft and final minutes and decision sheets through Twitter and the Aberdeen City Council website. Is there any further information the Committee Team could make available to the public? (Please tick all that apply)**

a) Live agenda item alerts on the council website, so that the public can track the progress of the meeting

b) Improved search function for committee reports

c) Publishing agendas further in advance of the meeting

d) Other (please specify)

**9. Have you attended a committee or council meeting in the last 12 months?**

a) Yes

b) No

**10. If no, what might encourage you to attend in the future?**

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**11. If you have attended a meeting, were you clear on the outcomes / decisions which were made?**

a) Yes

b) No

**12. If no, is there anything we could do at the meeting to make this clearer for the public?**

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**13. The council is looking to broadcast council meetings live on the internet - would you use this facility?**

|        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

**14. Are you aware we recently established a Petitions Committee which enables the public to ask the Council to look at particular issues (with only 250 signatures required to validate the request)?**

|        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

**15. Would this be a facility you would consider using?**

|        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

**16. If no, why not?**

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## MEMBERS SUPPORT

Members' Support is a small team whose primary role is to provide a non-political, comprehensive support service to the councillors to assist them in carrying out their duties. The support we provide falls within categories such as administration, secretarial work and research. We are responsible for preparing rotas to ensure that councillors attend statutory duties such as signing duty and opening of tenders. Further to this we are responsible in ensuring councillors are informed and have access to the guidelines surrounding the wide variety of council, councillor and statutory duties.

**1. Do you know who your councillors are?**

- a) Yes
- b) No

**2. Do you know how to contact them?**

- a) Yes
- b) No

**3. Are you aware of how the councillors can assist you?**

- a) Yes
- b) No

**4. How often have you contacted one of your local councillors in the past year?**

- a) Never
- b) Once
- c) Twice
- d) More than 3 times

**5. How did you make contact with them? (Please tick all that apply)**

- a) By phone
- b) By email
- c) By surgery
- d) By post
- e) In person
- f) Social media
- g) Via Members Services
- h) Not applicable
- i) Other (please specify)

**6. What would make councillors more accessible to members of the public? (Please tick all that apply)**

- a) Clearer understanding of commitments of the councillor
- b) Daytime drop-in centre
- c) Private appointments
- d) Engagements in schools / colleges
- e) Other (please specify)

**7. How could the Members' Services team assist members of the public in communicating with councillors?  
(Please tick all that apply)**

|                               |                          |
|-------------------------------|--------------------------|
| a) Taking telephone messages  | <input type="checkbox"/> |
| b) Taking email messages      | <input type="checkbox"/> |
| c) Giving out contact numbers | <input type="checkbox"/> |
| d) Other (please specify)     | <input type="checkbox"/> |

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**8. The council's website contains detailed information on councillors.  
Do you find this information...**

|                        |                          |
|------------------------|--------------------------|
| a) easy to access      | <input type="checkbox"/> |
| b) difficult to access | <input type="checkbox"/> |
| c) not applicable      | <input type="checkbox"/> |

Comment:

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**9. Are there any improvements or suggestions you have on the website that will help members of the public to access their local councillor?**

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## WASTE SERVICE

Over the last 10 years we have asked panellists about their opinion on a wide range of issues. Your responses have always been very helpful. This time we would like to find out more about your motivations to recycle. Your answers will help us in directing our communication campaigns for the roll out of forthcoming services, pilots and community projects across the city.

### 1. Which of these statements best applies to you? (Please tick one box)

- |   |                          |
|---|--------------------------|
| a) I recycle even if it requires extra effort | <input type="checkbox"/> |
| b) I recycle a lot but not everything         | <input type="checkbox"/> |
| c) I recycle sometimes                        | <input type="checkbox"/> |
| d) I do not recycle                           | <input type="checkbox"/> |

### 2. What would motivate you to either start recycling or recycle more? (Please tick all that apply)

- |  |                          |
|--|--------------------------|
| a) More information on what you can recycle  | <input type="checkbox"/> |
| b) More information on the benefits  | <input type="checkbox"/> |
| c) If more items were accepted for recycling   | <input type="checkbox"/> |
| d) If more information was provided on what happens to the materials once they have been collected | <input type="checkbox"/> |
| e) Community rewards for recycling (e.g. awards for local schools, funding for local amenities)    | <input type="checkbox"/> |
| f) Penalties for producing too much rubbish and not recycling                                      | <input type="checkbox"/> |
| g) If the council could provide different containers   | <input type="checkbox"/> |
| h) More information about collection days  | <input type="checkbox"/> |
| i) Nothing   | <input type="checkbox"/> |
| j) Information on the overall cost of recycling  | <input type="checkbox"/> |
| k) Other (please specify)  | <input type="checkbox"/> |

### 3. What type of communication have you seen or heard from the council about recycling? (Please tick all that apply)

- |   |                          |
|---|--------------------------|
| a) Newspaper article  | <input type="checkbox"/> |
| b) Newspaper advert   | <input type="checkbox"/> |
| c) Radio advert   | <input type="checkbox"/> |
| d) Billboard  | <input type="checkbox"/> |
| e) Leaflet through door   | <input type="checkbox"/> |
| f) Social media (e.g. Twitter, Facebook)                                    | <input type="checkbox"/> |
| g) Door to door visit from recycling officer                                | <input type="checkbox"/> |
| h) Council website  | <input type="checkbox"/> |
| i) Community group meetings   | <input type="checkbox"/> |
| j) Educational recycling activities at schools                              | <input type="checkbox"/> |
| k) Community events such as road shows                                      | <input type="checkbox"/> |
| l) More information on the amount that is recycled by the council each year | <input type="checkbox"/> |
| m) More information on other recycling schemes in the UK                    | <input type="checkbox"/> |
| n) Other (please specify)   | <input type="checkbox"/> |

**4. Name the top 3 ways you would like to receive information:  
(Please only select 3 options)**

- |  |                          |
|--|--------------------------|
| a) Newspaper article                           | <input type="checkbox"/> |
| b) Newspaper advert                            | <input type="checkbox"/> |
| c) Radio advert                                | <input type="checkbox"/> |
| d) Billboard                                   | <input type="checkbox"/> |
| e) Leaflet through door                        | <input type="checkbox"/> |
| f) Social media (e.g. Twitter, Facebook)       | <input type="checkbox"/> |
| g) Door to door visit from recycling officer   | <input type="checkbox"/> |
| h) Council website                             | <input type="checkbox"/> |
| i) Community group meetings                    | <input type="checkbox"/> |
| j) Educational recycling activities at schools | <input type="checkbox"/> |
| k) Community events such as road shows         | <input type="checkbox"/> |
| l) Other (Please specify)                      | <input type="checkbox"/> |
- 

**5. Have you spoken to our recycling officers at any community events such as road shows?**

- |        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

**6. What type of property do you live in? (Please tick one box)**

- |                            |                          |
|----------------------------|--------------------------|
| a) Flat (go to question 7) | <input type="checkbox"/> |
| b) House                   | <input type="checkbox"/> |

**7. If you chose 'Flat' in question 6, what type of flat do you live in?**

- |                 |                          |
|-----------------|--------------------------|
| a) Multi storey | <input type="checkbox"/> |
| b) Tenement     | <input type="checkbox"/> |
| c) Sheltered    | <input type="checkbox"/> |



# HYDROGEN BUS PROJECT

The Aberdeen hydrogen bus project is a £19million project which has funding from Europe, the UK Government and the Scottish Government. The Hydrogen Bus Project will see 10 hydrogen powered vehicles introduced into the existing Stagecoach and First bus fleets in Aberdeen, and be operational by the end of 2014. The project will also see a state-of-the-art hydrogen refuelling station built in the centre of Aberdeen, which will produce hydrogen on site via electrolysis (the splitting of water into hydrogen and oxygen).

The hydrogen buses have 10 hydrogen tanks on the roof, which store 40kg of hydrogen gas on each vehicle, which is then used to power the bus. The buses are zero emission vehicles with only water produced at the tailpipe.

The information from this survey will help us to understand the public's attitudes and understanding of current hydrogen technology, and the bus project, before, during and after the project. The data gathered will be shared with project partners and other projects looking to work with hydrogen technology.

## 1. How often do you currently use public transport?

|                                    |                          |
|------------------------------------|--------------------------|
| a) Everyday                        | <input type="checkbox"/> |
| b) Often (3-6 times a week)        | <input type="checkbox"/> |
| c) Occasionally (1-2 times a week) | <input type="checkbox"/> |
| d) Rarely (less than once a week)  | <input type="checkbox"/> |
| e) Never                           | <input type="checkbox"/> |

## 2. What is your main reason for using public transport? (Please tick all that apply)

|                            |                          |
|----------------------------|--------------------------|
| a) Don't drive             | <input type="checkbox"/> |
| b) Parking restrictions    | <input type="checkbox"/> |
| c) Cheaper                 | <input type="checkbox"/> |
| d) Quicker                 | <input type="checkbox"/> |
| e) Social use              | <input type="checkbox"/> |
| f) Only to commute to work | <input type="checkbox"/> |
| g) Other (please specify)  | <input type="checkbox"/> |

## 3. Thinking in particular of buses, what would motivate you to start using buses more often? (Please select only 3 options)

|  |                          |
|--|--------------------------|
| a) More comfortable seating                      | <input type="checkbox"/> |
| b) Quieter engine noise                          | <input type="checkbox"/> |
| c) Lower fares                                   | <input type="checkbox"/> |
| d) More space for bags, prams, wheelchairs, etc. | <input type="checkbox"/> |
| e) Use of less polluting engines                 | <input type="checkbox"/> |
| f) Greater frequency                             | <input type="checkbox"/> |
| g) Better route options                          | <input type="checkbox"/> |

**4. What type of communication have you seen or heard from the council about the introduction of hydrogen powered buses into the city? (Please tick all that apply)**

|                           |                          |
|---------------------------|--------------------------|
| a) Newspaper              | <input type="checkbox"/> |
| b) Council website        | <input type="checkbox"/> |
| c) Other website          | <input type="checkbox"/> |
| d) Radio / TV coverage    | <input type="checkbox"/> |
| e) Leaflet through door   | <input type="checkbox"/> |
| f) Council publication    | <input type="checkbox"/> |
| g) Seen at an event       | <input type="checkbox"/> |
| h) None                   | <input type="checkbox"/> |
| i) Other (please specify) | <input type="checkbox"/> |

**5. With regards to the hydrogen powered buses, do you feel you have been kept adequately informed about their introduction?**

|        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

**6. What methods could the council use to keep you more informed about this and similar hydrogen projects in the future? (Please tick all that apply)**

|                               |                          |
|-------------------------------|--------------------------|
| a) Newspaper article / advert | <input type="checkbox"/> |
| b) Council website            | <input type="checkbox"/> |
| c) Other website              | <input type="checkbox"/> |
| d) Radio / TV coverage        | <input type="checkbox"/> |
| e) Leaflet through door       | <input type="checkbox"/> |
| f) Council publication        | <input type="checkbox"/> |
| g) Information at events      | <input type="checkbox"/> |
| h) Other (please specify)     | <input type="checkbox"/> |

**7. What information about the council's plans to introduce hydrogen powered buses into the city would you like to know more about? (Please tick all that apply)**

|  |                          |
|--|--------------------------|
| a) The route(s) the buses will be running on                       | <input type="checkbox"/> |
| b) Where the buses will be refuelled                               | <input type="checkbox"/> |
| c) How safe the buses are  | <input type="checkbox"/> |
| d) What the fares will be on these buses                           | <input type="checkbox"/> |
| e) The benefits the buses will deliver for passengers and the city | <input type="checkbox"/> |
| f) Are more of these buses planned for the city in the future      | <input type="checkbox"/> |
| g) Other (please specify)  | <input type="checkbox"/> |

**8. From the options you have highlighted in question 7 above, please select the ONE that you would like to know more about.**

|  |                          |
|--|--------------------------|
| a) The route(s) the buses will be running on                       | <input type="checkbox"/> |
| b) Where the buses will be refuelled                               | <input type="checkbox"/> |
| c) How safe the buses are  | <input type="checkbox"/> |
| d) What the fares will be on these buses                           | <input type="checkbox"/> |
| e) The benefits the buses will deliver for passengers and the city | <input type="checkbox"/> |
| f) Are more of these buses planned for the city in the future?     | <input type="checkbox"/> |
| g) Other (please specify)  | <input type="checkbox"/> |

**9. Thinking of hydrogen powered buses in particular, when they begin operations, will you be willing to use them?**

|        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

**10. If no, please provide a reason for your answer.**

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**11. Were you aware that hydrogen and fuel cell technologies have been around for over 100 years, and are already used in a number of different applications including transport?**

|        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

For more information on the hydrogen bus project please visit:  
[www.aberdeeninvestlivevisit.co.uk/hydrogen](http://www.aberdeeninvestlivevisit.co.uk/hydrogen)

## ENVIRONMENTAL SERVICES

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 Keep Scotland Beautiful's 'Beautiful Scotland' competition, formally known as Scotland in Bloom.

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

- a) Yes
- b) No (go to question 3)

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

- a) Yes
- b) No

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

Extremely important    Very important    Important    Not very important    Not at all important    Not applicable

**Services provided**

|   |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Provision of flower beds / floral displays (public areas) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of outdoor sports pitches / playing fields      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of children's play areas                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of public parks                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of tree maintenance services                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of Ranger Service                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of Allotments                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Service standards**

|   |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| High standard of maintenance of public grass areas          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standard of litter clearance in horticultural areas         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standard of maintenance of children's play areas            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standard of maintenance of outdoor pitches / playing fields | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

|  | Extremely important      | Very important           | Important                | Not very important       | Not at all important     | Not applicable           |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Feeling of personal safety in public parks         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Organised events in public areas                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Keeping public parks clear of dog fouling          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ensuring dogs are kept under control in parks      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of public toilets in parks               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Staff and information</b>                       |                          |                          |                          |                          |                          |                          |
| Friendliness / co-operation of staff               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Presentability of staff                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of obtaining information / help               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of reporting deficiencies / making complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

|   | Excellent                | Good                     | Average                  | Poor                     | Very poor                | Not applicable           |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Staff and information</b>                              |                          |                          |                          |                          |                          |                          |
| Friendliness / co-operation of staff                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Presentability of staff                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of obtaining information / help                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of reporting deficiencies / making complaints        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Services provided</b>                                  |                          |                          |                          |                          |                          |                          |
| Provision of flower beds / floral displays (public areas) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of outdoor sports pitches / playing fields      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of children's play areas                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of public parks                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of tree maintenance services                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

|   | Excellent                | Good                     | Average                  | Poor                     | Very poor                | Not applicable           |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Provision of Ranger Service                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of Allotments                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Service standards</b>                                    |                          |                          |                          |                          |                          |                          |
| High standard of maintenance of public grass areas          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standard of litter clearance in horticultural areas         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standard of maintenance of children's play areas            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standard of maintenance of outdoor pitches / playing fields | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Feeling of personal safety in public parks                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Organised events in public areas                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Keeping public parks clear of dog fouling                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ensuring dogs are kept under control in parks               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of public toilets in parks                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

A number of professionals use our parks and open spaces to carry out their business activities for example dog walkers and personal trainers. We would like your feedback on how these businesses affect your use and enjoyment of the park and open spaces.

**5. During your visits to our parks and open spaces in the last 6 months have you been aware of the activities of professionals such as dog walkers and personal trainers?**

|        |                          |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No  | <input type="checkbox"/> |

**6. If yes, please tell us how these activities affected your visit to our open parks and open spaces. (Please tick one box)**

|                          |                          |                          |                           |                          |
|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|
| Very disruptive          | Disruptive               | Acceptable               | Little effect on my visit | No effect on my visit    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> |

Comments:

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Thank you . . .

for taking the time to complete this questionnaire. Please return in the pre-paid envelope provided or send it to

Aberdeen City Voice  
Freepost Plus RSSH-ATZJ-AUEY  
Business Hub 17  
3rd Floor North  
Marischal College  
Broad Street  
ABERDEEN  
AB10 1AB



# Community Planning in Aberdeen