

Voice!

Questionnaire 18

October 09

Aberdeen City  *Voice!*

Aberdeen's Residents Panel

Transport and Connections

Local Transport Strategy

Aberdeen City has a Local Transport Strategy (LTS) which sets out the Council's transport policies and actions until 2012. One of the main objectives of the Local Transport Strategy is to encourage more walking, cycling and use of public transport.

To find out what impact the strategy is having, we are asking you to tell us about your current travel patterns. Your results will provide vital information that will tell us how well the policy is working.

A copy of the Local Transport Strategy and further information can be found at http://www.aberdeency.gov.uk/Planning/sl_pla/pla_transportstrategy.asp

1 How many cars or vans are owned or available for use by your household? [Please tick 1 box]

- a None (Please go to Q. 3)
- b One car or van
- c Two cars or vans
- d Three or more cars or vans

2 If you normally travel to work by car as a driver or a passenger, what are your main reasons for doing so? [Please tick ALL that apply]

- a Car essential to perform job
- b Dropping off / collecting children
- c Give others a lift
- d Public transport not available
- e Public transport not reliable
- f Health reasons
- g Public transport not frequent enough
- h Public transport not quick enough
- i Cheap
- j Safe
- k Allowance / Company Car
- l Other [Please specify]

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

Please indicate whether Adult (A) or Child (C)	Person				
	1	2	3	4	5
a Do not work/study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Driver car/van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Passenger car/van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Motorcycle/moped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g School bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Work bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Ordinary (service) bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Taxi/minicab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Rail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l Park and Ride bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 To what extent do you think you are, or would be, safe from crime when travelling by bus and train in the evenings? [Please tick 1 box for each option]

	Very Safe	Fairly Safe	Not Particularly Safe	Not At All Safe	Very Safe
a Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 To what extent do you agree or disagree with the following statements? [Please tick 1 box for each option] If you do not use the bus or the train, please go to Question 6.

5a Generally, when I use the bus:

	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree	No Opinion
a The buses are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The buses are frequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The service runs when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree	No Opinion
d The service is stable and isn't regularly changing						
e The buses are clean						
f The buses are comfortable						
g I feel personally safe and secure on the bus						
h It is simple deciding the type of ticket I need						
i Finding out about routes and times is easy						
j Its easy changing from buses to other forms of transport						
k The fares are good value for money						
l The journey is made in good time						
m The service is reliable						
n A bus stop is close to my home						
o The bus shelters are clean						
p Real time information boards in the bus shelter are available and correct						

5b Generally, when I use the train:

	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree	No Opinion
a The trains are on time						
b The trains are frequent						
c The service runs when I need it						
d The service is stable and isn't regularly changing						
e The trains are clean						
f The trains are comfortable						
g I feel personally safe and secure on the train						
h It is simple deciding the type of ticket I need						
i Finding out about routes and times is easy						
j Its easy changing from trains to other forms of transport						
k The fares are good value for money						

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

None 1-2 3-5 6-7 Don't
Days Days Days Know

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

7 If you travel by bike to work, go shopping or visit friends (option 'a' above) on average how far do you cycle in a single journey?

a Under 1 mile	<input type="checkbox"/>
b Between 1 to 3 miles	<input type="checkbox"/>
c Between 3 to 5 miles	<input type="checkbox"/>
d Between 5 to 10 miles	<input type="checkbox"/>
e Over 10 miles	<input type="checkbox"/>

8 If you don't travel by bike to work, go shopping or visit friends, why not? [Tick as many boxes as apply]

a Not enough time	<input type="checkbox"/>
b Distance too far	<input type="checkbox"/>
c No safe route	<input type="checkbox"/>
d No shower facilities at workplace	<input type="checkbox"/>
e Too many cars	<input type="checkbox"/>
f The weather	<input type="checkbox"/>
g No secure storage	<input type="checkbox"/>
h Routes not direct enough	<input type="checkbox"/>
i Too many parked cars obstructing route	<input type="checkbox"/>
j Cycle lanes are not continuous	<input type="checkbox"/>
k I don't want to	<input type="checkbox"/>
l My health	<input type="checkbox"/>
m Other (please specify)	<input type="checkbox"/>

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9 If you cycle for your commute or for recreation, do you use designated cycle paths and routes on any part of your travel?

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

10 Which of the following improvements and initiatives would encourage you to use an alternative mode of transport.

[Please tick ALL that apply]

a More frequent public transport	<input type="checkbox"/>
b More reliable public transport	<input type="checkbox"/>
c Cheaper public transport	<input type="checkbox"/>
d Safer public transport	<input type="checkbox"/>
e Quicker public transport	<input type="checkbox"/>
f Better pedestrian facilities	<input type="checkbox"/>
g Vehicle exclusion zones for safer walking and cycling	<input type="checkbox"/>
h Promotion of routes for walking and cycling	<input type="checkbox"/>
i More cycle parking at destination (i.e. shops/work)	<input type="checkbox"/>
j Cycle parking at origin (i.e. at home)	<input type="checkbox"/>
k Cycle training	<input type="checkbox"/>
l Dedicated off road cycle paths	<input type="checkbox"/>
m Dedicated on road cycle paths	<input type="checkbox"/>
n Cycle loan scheme (buy a bike through employer, pay no VAT)	<input type="checkbox"/>
o Showers / changing facilities at work	<input type="checkbox"/>
p Incentives for car-sharers (e.g. priority parking)	<input type="checkbox"/>
q Guaranteed 'lift home' scheme for car sharers at work	<input type="checkbox"/>
r Availability of car pool / car club at work	<input type="checkbox"/>
s Opportunity to work remotely (for example, at home)	<input type="checkbox"/>
t Expanded park and ride service	<input type="checkbox"/>
u Extra bus routes	<input type="checkbox"/>
v Nothing	<input type="checkbox"/>
w Other (please specify)	<input type="checkbox"/>

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11 Of those you have ticked above, which ONE is the most important?

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Road Management

Aberdeen City Council has around 880km of roads, 1200km of footways and over 30,000 street lights to manage and maintain. Roads are also locations for many other services we use, such as telephone lines, electricity, gas, water and sewers. The following questions seek to gather your views on the wide range of ways in which Aberdeen's roads are managed and maintained.

Traffic Management

As the City changes and develops, the way we manage the traffic coming into and flowing through the City must also change. These changes may include new parking lines, parking zones, speed limits and speed humps. An important part of this process is consultation with local communities about the impact of these changes.



1 What methods do you think best for letting people know about local area traffic management consultations?

[Please tick up to 3 options]

- a Letter to every property in the affected area
- b Public Notice in the press
- c Notices on the street
- d Feature in the local press
- e Leaflets
- f Radio adverts
- g Other (please specify)

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2 The Council regularly publishes information on traffic management proposals and consultations in the 'Public Notices' section of the local press. Have you read these in the last 12 months?

- a Yes
- b No

Road Safety

Aberdeen City still has one of the lowest rates of road accidents in the UK. This has been achieved through a mixture of increased road awareness and various safety initiatives.

3 On a scale of 1-5 (where 1 is not important and 5 is very important), what level of importance would you give to each of the following road safety initiatives.

	1	2	3	4	5
a Yellow lines preventing parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Advisory 20mph limits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Mandatory 20mph limits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Traffic calming (ex. speed humps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Zebra crossings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Traffic light crossings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Low speed zones around schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Enforcement (speed / bus lane) cameras	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Road safety education for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Road safety education for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Road signs and lines (ex. 'Give Way' and 'Stop' signs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l Police patrols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m School crossing patrols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Buses

4 How often do you use the bus service in Aberdeen City?

- a Daily
- b More than once a week
- c Weekly
- d Occasionally
- e Never

5 We want to know how you currently access information about local bus services in Aberdeen City. We also want to know how you would like to find out this information in the future.

I currently access information using.... I would like to access information using...

	I currently access information using....	I would like to access information using...
a Information at the bus stop	<input type="checkbox"/>	<input type="checkbox"/>
b telephone enquiry line	<input type="checkbox"/>	<input type="checkbox"/>
c paper timetables/ leaflets	<input type="checkbox"/>	<input type="checkbox"/>
d text (SMS)	<input type="checkbox"/>	<input type="checkbox"/>
e website	<input type="checkbox"/>	<input type="checkbox"/>
f I don't access this information	<input type="checkbox"/>	<input type="checkbox"/>
g other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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6 Of the list below, please can you tell us which of the following are the most useful for you at a) the bus stop and b) on a bus? [Please tick up to 3 in each list]

	At the bus stop	On the bus
a Timetables	<input type="checkbox"/>	<input type="checkbox"/>
b Fare information	<input type="checkbox"/>	<input type="checkbox"/>
c Ticket information	<input type="checkbox"/>	<input type="checkbox"/>
d Maps and routes	<input type="checkbox"/>	<input type="checkbox"/>
e Operator information	<input type="checkbox"/>	<input type="checkbox"/>
f Traveline information	<input type="checkbox"/>	<input type="checkbox"/>
g 'Realtime' information boards	<input type="checkbox"/>	<input type="checkbox"/>
h 'bus stop' signpost	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i Audio destination information	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

- a Yes
- b No

8 If yes, do you use it?

a Yes

b No

9 If no, why not?

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Parking

10 Have you parked (as a driver or passenger) in the city centre in the last 12 months?

a Yes

b No [If no, go to Q14]

11 When parking in the city centre, where do you normally park? [Please tick up to 3 places you park most often]. We would also like to know if you easily find a parking space at these locations.

	Easily	Sometimes	Rarely
a Trinity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Bon Accord Centre (Loch Street)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Bon Accord Centre (Berry Street)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Denburn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e College Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Chapel Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Gallowgate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h East North Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Justice Mill Lane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Market Stance (Justice Street)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Shiprow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l Summer Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m West North Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n On Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 When deciding on where to park in the city centre, we would like to know (on a scale of 1-5 where 1 is not important and 5 is very important), how you rate the importance of the following factors?

	Not Important		Very Important		
	1	2	3	4	5
a Convenience to location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	1	2	3	4	5
e Availability of spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Presence of attendants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Direction signing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Presence of parking wardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Payment method	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 In 2008, Aberdeen City Council introduced electronic car park information boards around the City. These boards tell you if spaces are available in particular car parks. Have you used these signs when parking in the City Centre?

a Yes

b No

Roadworks

Roadworks are becoming a more common occurrence as repairs are required not only to the road, but also to electricity cable, gas mains, water mains and sewers. Sometimes, we have to close the road causing inconvenience to road users. Prior notification and signage are important aspects of the public being aware of what is going on and why.

14 On a scale of 1-5 where 1 is very poor and 5 is very good, we want to know how you would rate our performance in the following when we undertake roadworks?

	Very Poor		Very Good			Don't Know
	1	2	3	4	5	
a Advanced notification of major works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Advanced signing of areas to avoid and diversion signing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Information and reason for works at roadwork site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Barriers and signing at roadworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Measures for pedestrians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Verbal information given by workmen to the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Working hours on site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Tidiness of site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Standard of completed works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 15 In the past, the Council ran a 'considerate contractor' scheme. This scheme meant that any contractors undertaking work within Aberdeen City had to sign up to maintain certain standards and were marked according to these standards. These standards included signage, safety, timescales etc. Do you think the Council should run this scheme again?

b No	<input type="checkbox"/>
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- 16 If you wanted to contact the Council about a problem with a road, which of the following are available for you to contact them? [Please tick all those that are available]

b Via the Contact Centre	<input type="checkbox"/>
d On the 'fault reporting' system on the Council website	<input type="checkbox"/>

- 17 Please can you tell us if you agree or disagree with the following statements?

	Agree	Disagree	Don't Know
b Yellow grit boxes found by the sides of the roads and on some streets are for public use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Performance - Time taken for repairs

- 18 On a scale of 1-5 (where 1 is very poor and 5 is very good), we would like to know on average, how you would rate our performance on the time taken to repair faults to the following.

	Very Poor		Very Good			Don't Know
	1	2	3	4	5	
a Street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Road Drains/ Gullies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Traffic signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Road markings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Traffic lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Overgrown vegetation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Treatment of roads during ice and snow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Treatment of pavements during ice and snow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Environment

Household Waste

Over the last 2 years, we have 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, can you first give us some additional information on your household and property type.

- 1 How many people permanently live at your address? [Please write the number in the box]

a Number of adults	<input type="text"/>
b Number of children (aged 0-16)	<input type="text"/>

- 2 What type of property do you live in?

a House (includes detached and semi-detached properties)	<input type="checkbox"/>
b Flat (includes tenement properties, high-rise flats and courtyard developments)	<input type="checkbox"/>

Kerbside recycling

- 3 Is your property served by the kerbside recycling collection? (the collection of materials for recycling in a black box and white sack)

a Yes	<input type="checkbox"/>
b No [Please go to Q5]	<input type="checkbox"/>
c Don't know [Please go to Q7]	<input type="checkbox"/>

- 4 If 'YES', do you use the service?

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

[Please go to Question 7]

- 5 If your property is NOT served by the kerbside recycling collection service, are you provided with communal recycling collection facilities? (These are recycling facilities shared with your neighbours and include on-street paper recycling bins or recycling bins in communal areas)

a Yes	<input type="checkbox"/>
b No [Please go to Q7]	<input type="checkbox"/>
c Don't know [Please go to Q7]	<input type="checkbox"/>

6 If 'YES', do you use your communal recycling collection facilities?

a Yes

b No

Garden waste recycling

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

a Yes

b No [Please go to Q9]

c Don't know [Please go to Q11]

8 If 'YES' do you use the service?

a Yes

b No

9 If you are offered the kerbside recycling and garden waste collection service but DO NOT use them, why don't you use the service? [Please tick up to 3 for each service]

	Kerbside	Garden Waste
a I don't know how to use it	<input type="checkbox"/>	<input type="checkbox"/>
b Too much trouble/takes too much time	<input type="checkbox"/>	<input type="checkbox"/>
c Not enough room to store materials/containers	<input type="checkbox"/>	<input type="checkbox"/>
d I don't care about the environment	<input type="checkbox"/>	<input type="checkbox"/>
e I don't have a brown wheeled bin/ my brown bin was lost/stolen and I haven't requested a new one	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f 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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g The brown wheeled bins/black boxes/ white sacks are too small	<input type="checkbox"/>	<input type="checkbox"/>
h The brown wheeled bins/black boxes/ white sacks are too big	<input type="checkbox"/>	<input type="checkbox"/>
i I use recycling centres/points instead	<input type="checkbox"/>	<input type="checkbox"/>
j No incentive to do so	<input type="checkbox"/>	<input type="checkbox"/>
k Don't know	<input type="checkbox"/>	<input type="checkbox"/>
l Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>

10 If you are offered the kerbside recycling and garden waste collection service but you DO NOT use them, what would encourage you to use the service? [Please tick up to 3 options for each service]

	Kerbside	Garden Waste
a More information on what you can recycle/ compost	<input type="checkbox"/>	<input type="checkbox"/>
b More information on the benefits of recycling/composting	<input type="checkbox"/>	<input type="checkbox"/>
c Weekly collections of materials for recycling	<input type="checkbox"/>	<input type="checkbox"/>
d If more items were accepted for recycling/ composting	<input type="checkbox"/>	<input type="checkbox"/>
e If more information was provided on what happens to the materials once they have been collected	<input type="checkbox"/>	<input type="checkbox"/>
f If the Council provided different containers [Please give us more details]	<input type="checkbox"/>	<input type="checkbox"/>
.....		
g If my general waste was collected fortnightly instead of weekly	<input type="checkbox"/>	<input type="checkbox"/>
h Don't know	<input type="checkbox"/>	<input type="checkbox"/>
i Nothing	<input type="checkbox"/>	<input type="checkbox"/>
j Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>

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 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.

11 What steps would you like to see Aberdeen City Council take to handle your household waste in the future? [Please tick 1 option]

a Develop new landfill site in Aberdeen

b Develop a facility in Aberdeen, which uses non-recyclable waste to generate heat and power for local residents

c Other [Please specify]

The costs of your refuse collection and disposal are funded by your Council Tax. In 2008/09, the average cost of refuse collection from each property was £1.06 per week. The average cost of waste disposal for each property was a further £1.49 per week.

Aberdeen City Council provides a wheeled bin with a capacity of 240-litres to all households (with the space to store a wheeled bin) for the collection of their general waste. Households who need additional wheeled bins currently pay a one-off charge for the delivery. This means that the collection and disposal of their ADDITIONAL waste is paid for by all other households in the City.

12 Do you think households who create more waste should pay for the collection of their additional waste? [Please tick 1 option] (This charge would not apply where residents have special circumstances that mean a large volume of non-recyclable waste is created on a regular basis)

- a Yes
- b No [go to Question 14]

13 If 'YES', how much more should they pay per week? [Please tick 1 option]

- a Equal to the waste collection costs (Between £1.00 - £1.50)
- b Equal to the waste collection AND disposal costs (Between £2.50- £3.00)
- c Other [Please specify]

The kerbside and garden waste recycling collection services are available to the majority of residents in Aberdeen City. These services allow you to recycle over 60% of your waste. This figure goes up to 66% if you also use the recycling centres/ points for textiles, scrap metal etc. New services, including the collection of food waste, will also help residents to recycle even more of their waste.

As more than half of an average household bin can now be recycled, we need to encourage all residents to reduce, reuse and recycle to reduce the amount of waste we send to landfill. In 2010, residents with individual wheeled bins for their refuse collection will have their household waste collected on a fortnightly, rather than weekly basis. This service has been operating in pilot areas since September 2006 where over 74% of residents rate the new refuse collection service as 'very good' or 'good'.

14 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? [If you DO NOT use an individual wheeled bin, or you live in a pilot area and already have fortnightly collection of your waste, please go to page 17]

- a Yes
- b No

15 If YES, what is your ONE main concern about the change to this service? [Please tick 1 option]

- 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 There may be an increase in flytipping
- j Other [Please specify]

16 What steps can the Council take to address your concern? [Please tick up to 3 options]

- a Provide more information on WHAT materials can be separated for recycling
- b Provide more information on HOW to minimise and reuse waste
- c Offer home visits by people who can advise me how to minimise/ recycle my waste
- d Offer garden waste/food waste collections to residents who are not currently offered a brown wheeled bin
- e 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 can show they are recycling
- f Provide information on the steps that can be taken to reduce the risk of smells, flies and vermin
- g Provide more information on alternative methods to dispose of excess waste
- h Other [please specify]

ADDITIONAL QUESTIONS

Primary Care Services

Primary care is your first point of contact if you are feeling unwell. The term primary care includes all GPs (General Medical Practitioner)/Doctors, GP Practices and health centres, nurses and all other practice staff.

Primary care in Aberdeen City needs to be redesigned to ensure there is a sustainable service in place for the future. At the moment there are various reasons why changes need to happen such as:

- Changes in the local population for example, a growing elderly population
- The health of the local population is changing, for example increasing long term disease and conditions
- Increasing movement of health services from hospitals to general practice where appropriate
- Staff availability and training needs to be able to offer new services
- Unsuitable premises
- Practice boundaries which extend across the city
- New residential developments

To help NHS Grampian improve the way these services are organised in Aberdeen, we want to ask you about how you use primary care services and your opinions on possible changes.

- 1 Are you registered with a GP Practice in Aberdeen? [Please tick]**
- a Yes [Go to Q3]
- b No [Go to Q2]
- 2 If you said no to Q1, why not? [And then go to Q10]**
-
-
- 3 How long have you been registered with your current GP Practice? [Please tick one option]**
- a Less than 1 year
- b Between 1 - 3 years
- c Between 4 - 10 years
- d Between 11 - 20 years
- e More than 20 years

4 What is your main reason for being with this GP Practice?

[Please tick one option]

- a Close to home
- b Close to work
- c Family connection
- d Only one available
- e Recommended
- f Haven't got round to changing
- g Other [Please specify]

5 Are all of the people living in your house registered with the same GP Practice? [Please tick one]

- a Yes
- b No

6 How far is your GP Practice from your home? [Please tick one]

- a Less than 1 mile
- b Between 1-2 miles
- c Between 3-5 miles
- d More than 5 miles

7 When you visit your GP, how do you usually travel there?

[Please tick one box - if you use more than one method, please tell us about the one you travel furthest by]

- a Walk
- b Bus
- c Car - Driver
- d Car - Passenger
- e Bicycle
- f Other [Please specify]

8 How long does it take to travel to your practice?

- a Less than 5 minutes
- b Between 5-15 minutes
- c Between 15-30 minutes
- d Between 30-45 minutes
- e About an hour
- f Over an hour

9 How easy is it to get to the practice on a scale of 1 - 5?

- Very Easy Very Difficult
- 1 2 3 4 5
-

10 We want to know which of the following are most important to you in regards to your GP Practice. Please tell us on a scale of 1-5 (where 1= very important and 5= not important) how you feel about the following statements.

	Very Important		Not Important		
	1	2	3	4	5
a Having my health needs met by the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The GP Practice offers a wide range of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The GP Practice is easy to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d That I can consult with a health care professional* that knows me and my family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e The GP Practice opening times allow me to visit easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f That I can speak to or see a health care professional* when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Having my health needs met in the most convenient setting such as clinic or pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Confidence in a particular GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Waiting times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* This includes GPs, Nurses, Pharmacists etc.

11 From the list above (10 a. to i.), which 3 statements do you feel are most important? (you can just use the letter to indicate your preference)

- 1
- 2
- 3

Any other comments:

.....

.....

12 If there was a GP Practice closer to your home than the one you currently visit, would you register with that GP Practice?

- a** Yes [Go to Q14]
- b** No [Go to Q13]

13 If you said no to Q12, why not?

.....

.....

It is sometimes necessary for GP practice boundaries (the area of the city that the practice covers) to change. This is often for the patients own safety, for example if you need a home visit and your GP practice is at the other side of the city, then this is not safe as the GP may be held up in traffic when trying to get to you. Also, it is not good use of a GP's time to be sitting in traffic when this extra time could be spent seeing more patients. This means that patients may be asked to transfer to a new GP practice closer to their home.

14 How would you feel if you were asked to move to a new GP Practice closer to your home?

- a** I would be happy to change
- b** I wouldn't mind either way
- c** I would not be happy to change

15 There are more activities, such as minor surgery (for example, removing skin tags and cysts) that used to happen in hospital, but are now carried out by your GP in the practice. How do you feel about receiving more treatments in your GP practice which could save a visit to hospital?

- a** I am happy with this
- b** I don't mind
- c** I am not happy with this

16 More activities, such as taking blood, which used to only be done by your GP, are now carried out by nurses and other health professionals. How do you feel about this?

- a** I am happy with this
- b** I don't mind
- c** I am not be happy with this

Any other comments:

.....

.....

Quality of Life

The economic manifesto of Aberdeen City and Shire Economic Future (ACSEF) includes a vision of our area as being one of the most interesting and enjoyable locations in the UK in which to visit, live, work and grow up. This means having a good quality of life. However, it is difficult to define what quality of life means - it can mean different things to different people.

The purpose of these questions is to find out what is important to you and other people in the Aberdeen City and Shire area, and what factors contribute to a good quality of life.

1 All of the following topics are important in one way or another, but how important is each one to you? [Please indicate your view on a scale of 1 to 7, where 1 is very important and 7 is less important]

	Very important				Less important		
	1	2	3	4	5	6	7
Transport							
a Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Levels of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Maintenance of roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d National and international transport connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Shopping & entertainment

e Range of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Choice of bars and restaurants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Cultural facilities (cinemas, museums, theatres, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Housing & the environment

h Access to the countryside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Air quality / Levels of pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Attractive town / city centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l Access to parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m Choice of housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n Availability of affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Economy and jobs

o Employment opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p Strong local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q Level of earnings/incomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r Cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Children & young people

s Quality of schools/education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t Further/Higher Education opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u Activities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community safety

v Level of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w Level of anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and well-being

x Quality of local health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y Access to social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z Access to sports facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Are there any other factors that you think are important to your quality of life?

.....

.....

3 Having considered the various factors that can contribute to a good quality of life, how would you rate your own quality of life? [Please indicate your view on a scale of 1 to 7, where 1 is very important and 7 is less important]

Very important				Less important		
1	2	3	4	5	6	7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you...

for taking the time to complete this questionnaire.

Please return in the prepaid envelope provided
or send it to:

Freepost Plus RLZR-RYJT-KXJU
Aberdeen City Voice
5th Floor
St Nicholas House
Aberdeen
AB10 1AX



Community Planning
in Aberdeen