Aberdeen City voice

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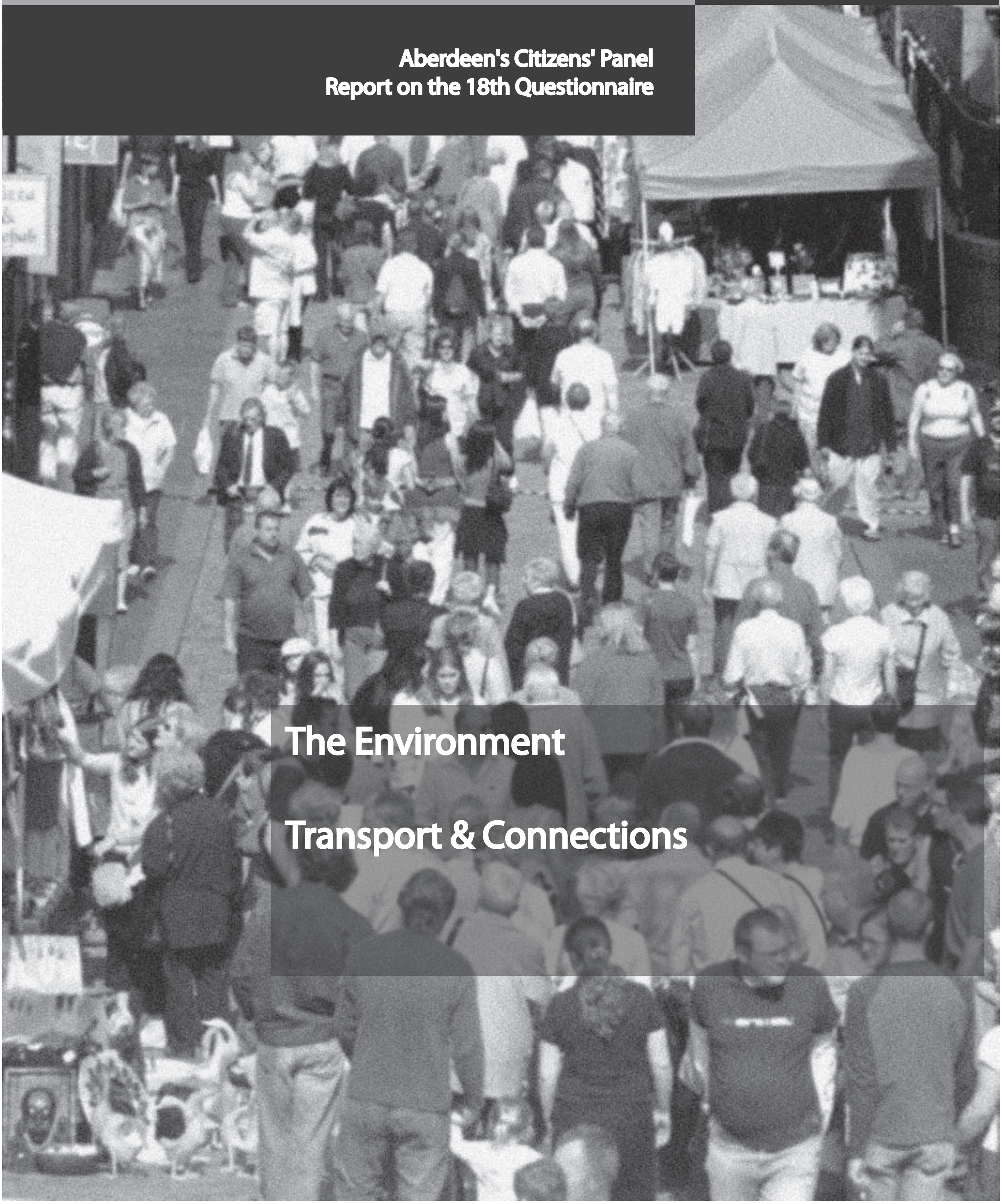
Aberdeen's Citizens' Panel
Report on the 18th Questionnaire



The Environment

Transport & Connections

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INTRODUCTION

The final survey sample consisted of 744 responses from members of the citizens' panel. The total panel comprises 888 citizens of Aberdeen and so the response rate amounts to approximately 84 per cent. The 744 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:

- Transport and Connections
- The Environment
- Additional Questions

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.aberdeencity.gov.uk/Planning/sl_pla/pla_transportstrategy.asp

Figure 1: How many cars or vans are owned or available for use by your household?

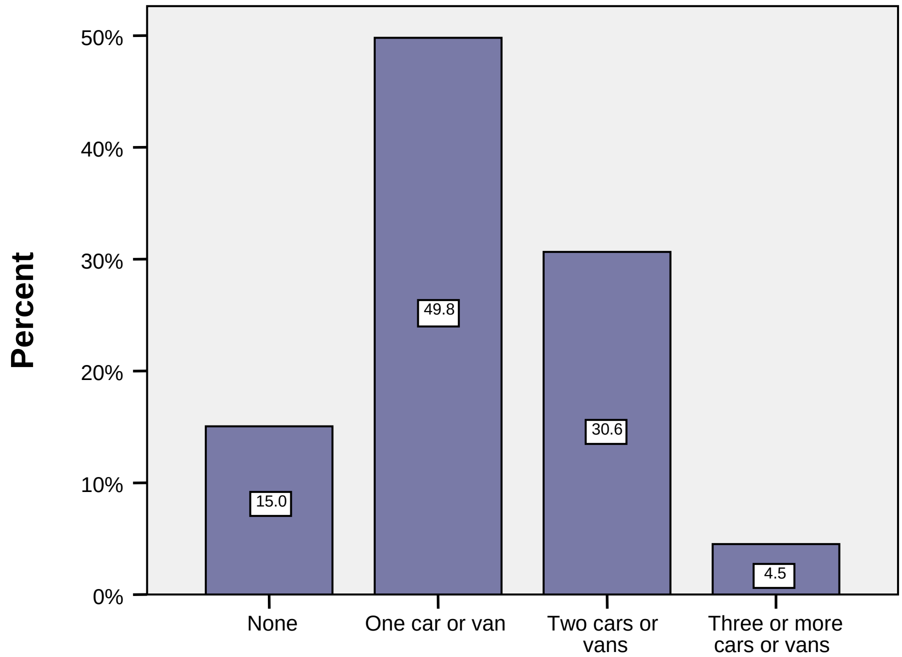


Figure 1 shows that nearly 50% of respondents indicated that they had one car or van in their household, approximately 31% had two cars or vans, 15% indicated that they had no cars or vans and 4.5% had three or more cars or vans in their household.

Figure 2: If you normally travel to work by car, what are your main reasons for doing so?

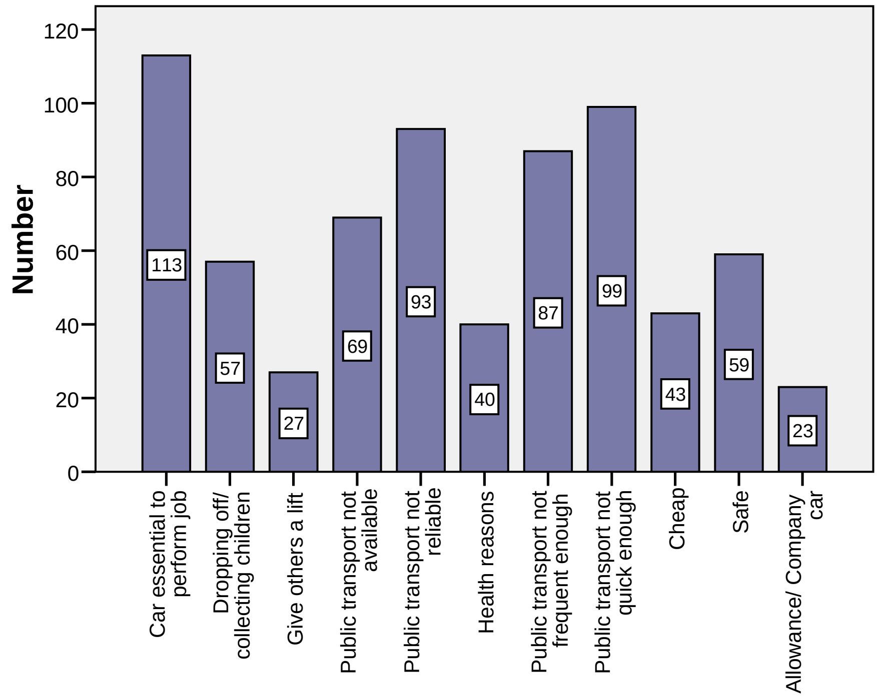


Figure 2 shows the main reasons indicated by respondents for travelling to work by car (either as a driver or passenger). The main reason given was that the car is essential to perform the job (113 respondents), 99 panellists indicated that public transport is not quick enough, 93 indicated that public transport is not reliable and 87 indicated that public transport is not frequent enough. Some respondents (69) indicated that public transport is not available, 59 indicated that safety reasons were the reason for travelling to work by car and 57 panellists indicated that they dropped off/picked up children.

Other reasons given included:

- Need to take heavy bags to work
- Get shopping and so need the car
- Cars are more comfortable
- Shift work
- Would need to take 2 buses

Table 1: Main mode of travel to work/school etc.

		Adult	Child	Total
a) Do not work/ study	Count	113	5	118
	%	20%	3%	16%
b) Walk	Count	71	98	169
	%	12%	56%	23%
c) Driver car/ van	Count	266	10	276
	%	47%	6%	37%
d) Passenger car/ van	Count	31	38	69
	%	5%	22%	9%
e) Motorcycle/ moped	Count	3	0	3
	%	1%	0%	0.4%
f) Bicycle	Count	20	0	20
	%	3.5%	0%	2.6%
g) School bus	Count	0	15	15
	%	0%	9%	2%
h) Work bus	Count	1	0	1
	%	0.1%	0%	0.1%
i) Ordinary service bus	Count	46	7	53
	%	8%	4%	7%
j) Taxi/ minicab	Count	6	2	8
	%	1%	1%	1%
k) Rail	Count	4	0	4
	%	0.7%	0%	0.5%
l) Horse Riding	Count	1	0	1
	%	0.1%	0%	0.1%
m) Other	Count	7	0	7
	%	1.2%	0%	1.0%
Total	Count	569	175	744
	%	100.0%	100.0%	100.0%

Table 1 shows the main modes of transport for adults living in panellists' households. The total number of adults represented is 569. Table one shows that the main modes of transport reported for travel to work for adults were Driving to work (47%), followed by walking (12%) and service bus (8%). 5% of panellists reported that adults are passengers in car/van to get to work and 3.5% indicate that adults cycle to work.

For children living in panellists' households (total 175), respondents indicated that the most common mode of transport to school was walking (56%), followed by passenger in a car (22%), 9% indicated that children take a school bus and 4% indicated that the main mode of transport was an ordinary service bus. No respondents indicated that children travel to school by bicycle.

Figure 3: To what extent do you think you are, or would be safe from crime when travelling by bus in the evening?

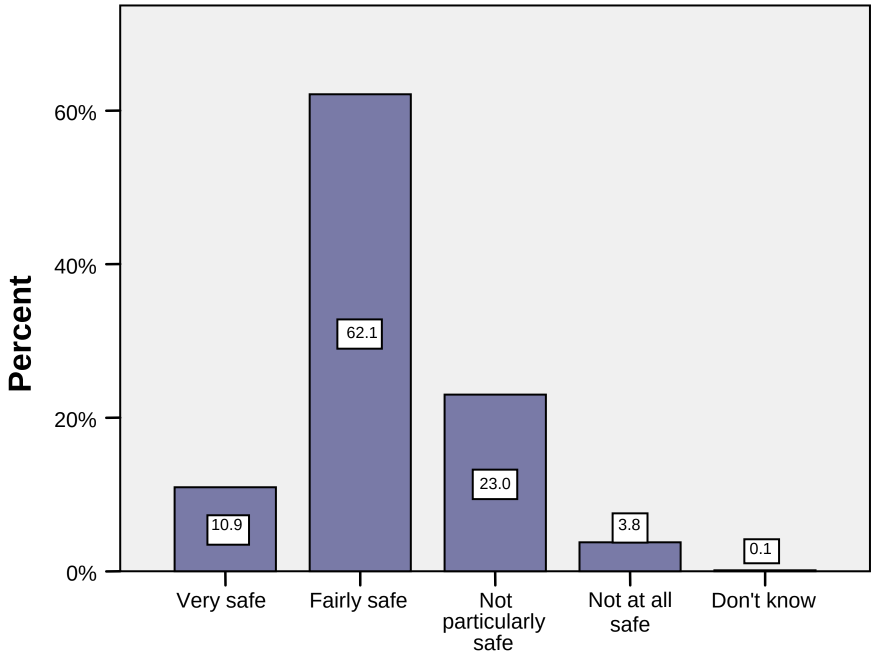


Figure 3 shows that 62% of respondents indicated that they think they are/would be safe from crime when travelling by bus in the evening and a further 11% (approx) indicated that they think that they are very safe. 23% of respondents indicated that they felt that they would be 'not particularly safe' from crime when travelling by bus in the evening and approximately 4% indicated that they felt 'not at all safe'. Female panellists were more likely to report that they thought they would be unsafe from crime when travelling by bus with 30.4% reporting that they think that they are not particularly safe or not at all safe compared with 22.2% of male panellists. Age of panellist did not show any significant variation.

Figure 4: To what extent do you think you are, or would be safe from crime when travelling by train in the evening?

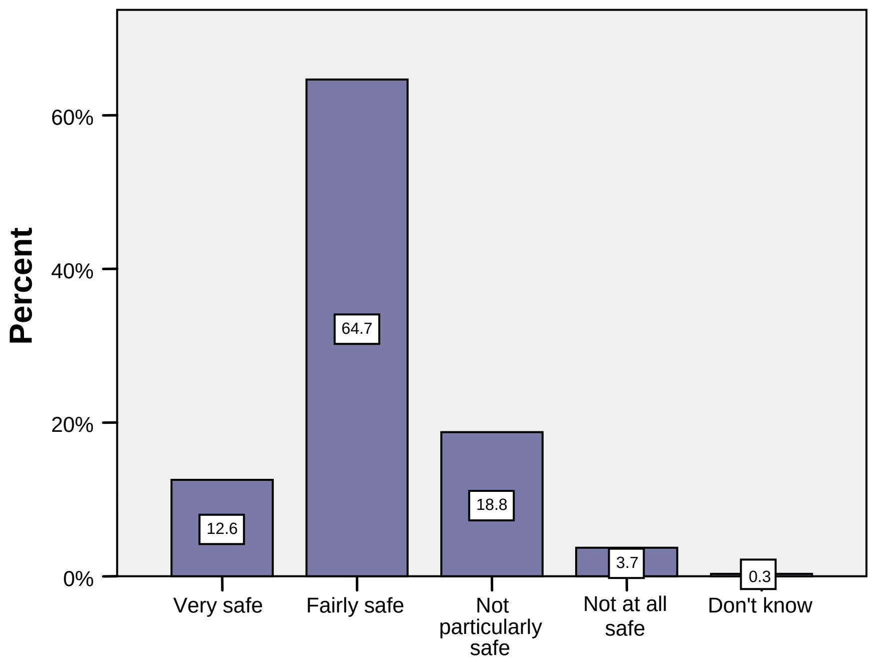


Figure 4 shows that approximately 65% of respondents indicated that they think that they are/would be safe from crime when travelling by train in the evening and a further 13% (approx) indicated that they are/would be 'very safe'. Approximately 19% indicated that they are/would be not particularly safe while 4% (approx) indicated that they think that they are/ would be 'not at all safe'. Female panellists were more likely to indicate that they thought they would be not particularly safe or not at all safe (26% selected one of these categories) compared with male panellists (18.6% selected one of these categories).

Figure 5: The buses are on time

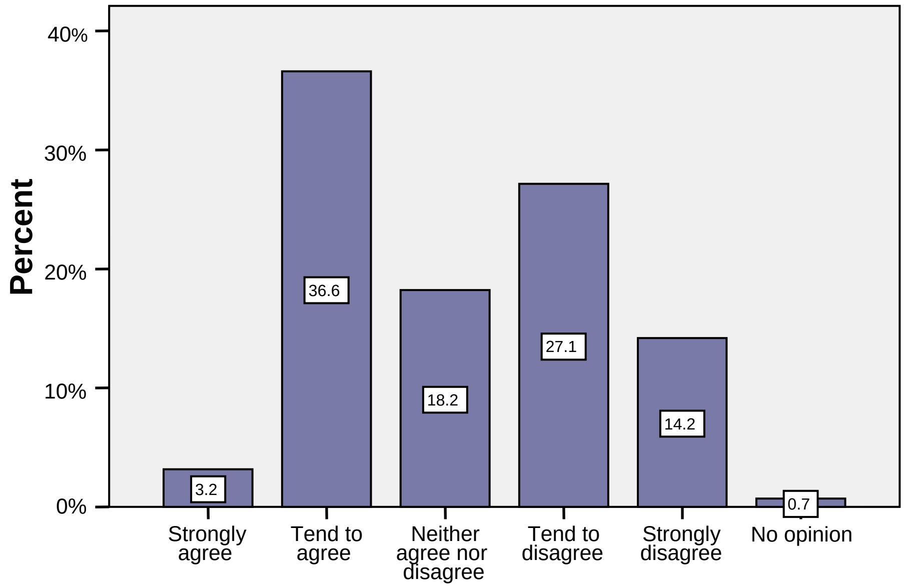


Figure 5 shows respondents' experiences of using the bus service. Figure 5 also shows that 40% of panellists tend to agree or strongly agree with the statement 'the buses are on time', approximately 18% neither agree nor disagree while 41% tend to disagree or strongly disagree with the statement.

Figure 6: The buses are frequent

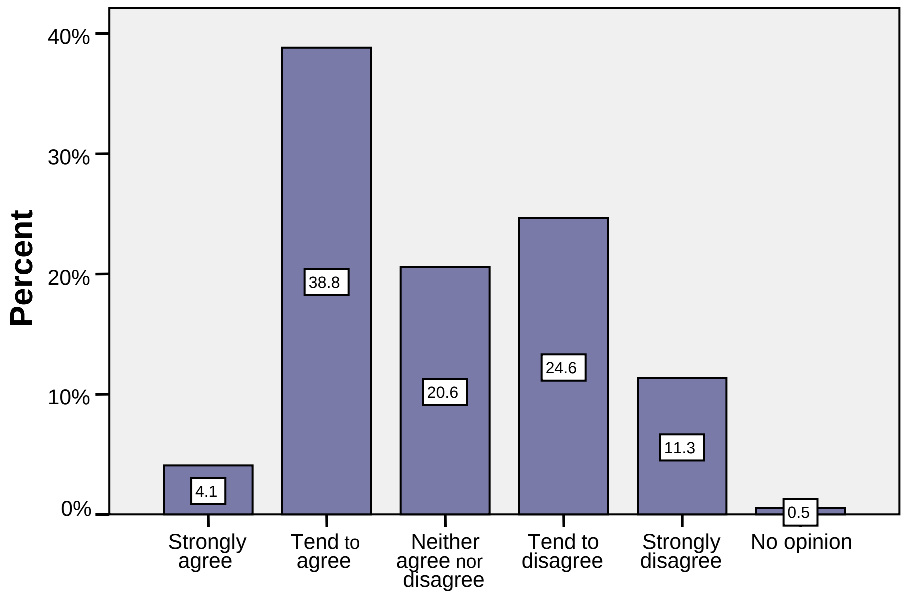
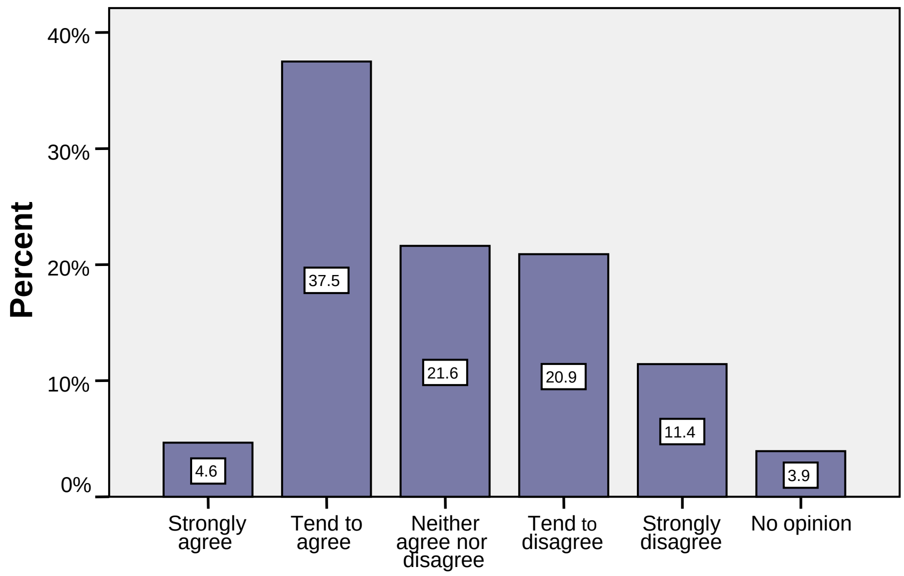


Figure 6 shows that approximately 43% of respondents strongly agree or tend to agree with the statement 'the buses are frequent', approximately 21% neither agree nor disagree with the statement while 36% disagreed or strongly disagreed with the statement.

Figure 7: The service runs when I need it



Approximately 42% of respondents strongly agree or tend to agree with the statement ‘the service runs when I need it’, 21.6% neither agree nor disagree while 32.3% tend to disagree or strongly disagree with the statement.

Figure 8: The service is stable and isn’t regularly changing

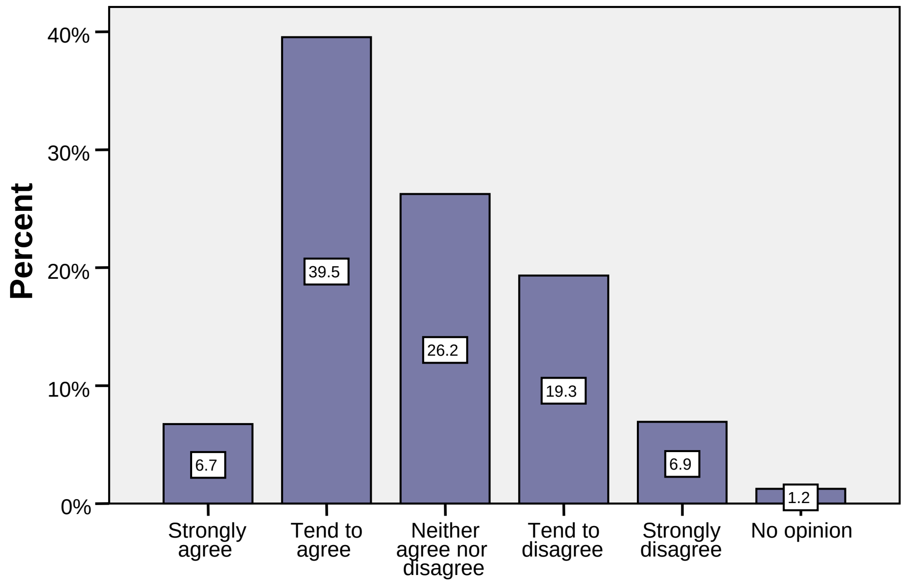


Figure 8 shows that 46% of respondents indicated that they tend to agree or strongly agree with the statement ‘The service is stable and isn’t regularly changing’ while 26% (approx) neither agree nor disagree and 26% (approx) tend to disagree or strongly disagree with the statement.

Figure 9: The buses are clean

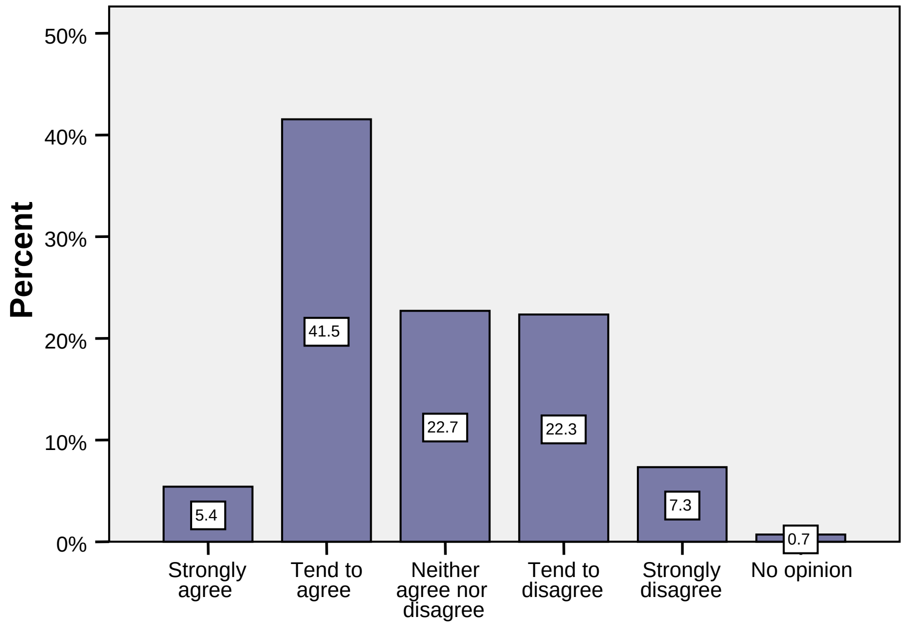
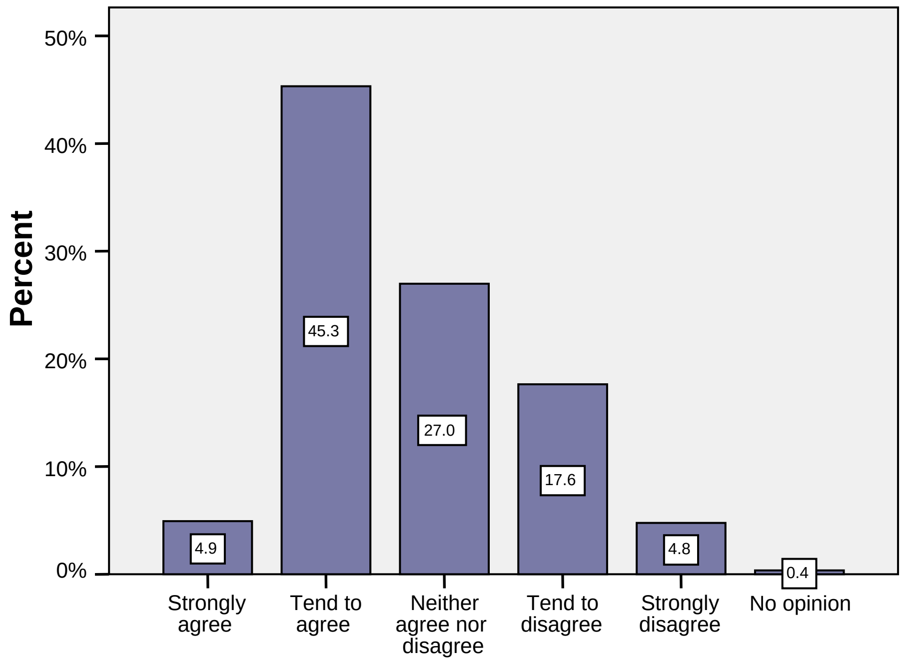


Figure 9 shows that 46.9% of respondents indicated that they tend to agree or strongly agree with the statement 'the buses are clean' with 22.7% indicating that they neither agree nor disagree and 29% approx indicating that they tend to disagree or strongly disagree with the statement.

Figure 10: The buses are comfortable



Approximately 50% of respondents indicated that they agree or strongly agree with the statement 'the buses are comfortable', 27% of respondents neither agreed nor disagreed and approximately 22% tended to disagree or strongly disagree with the statement.

Figure 11: I feel personally safe and secure on the bus

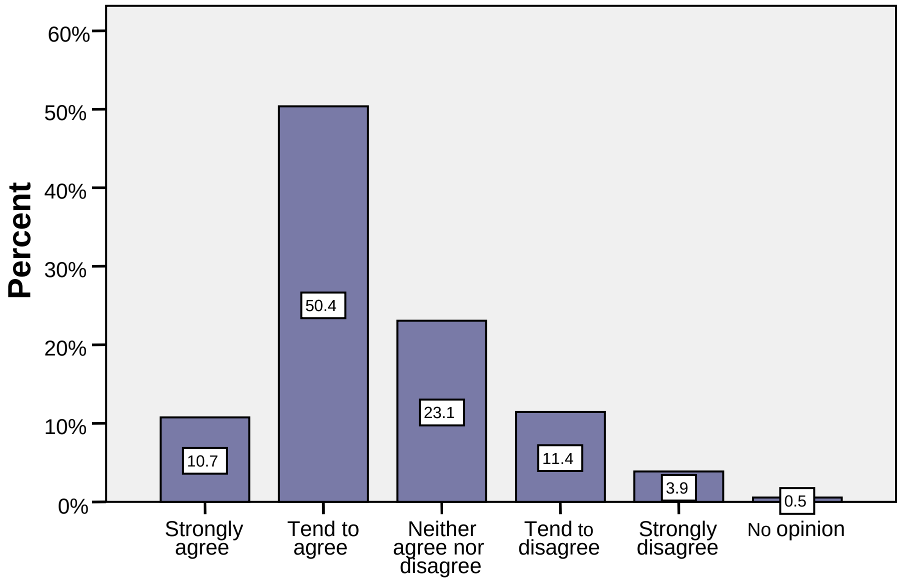


Figure 11 shows that in response to the statement 'I feel personally safe and secure on the bus', 61% of panellists indicated that they tended to agree or strongly agreed with the statement, 23% neither agreed nor disagreed and 15% (approx) indicated that they tended to disagree or strongly disagreed with the statement.

Figure 12: It is simple deciding the type of ticket I need

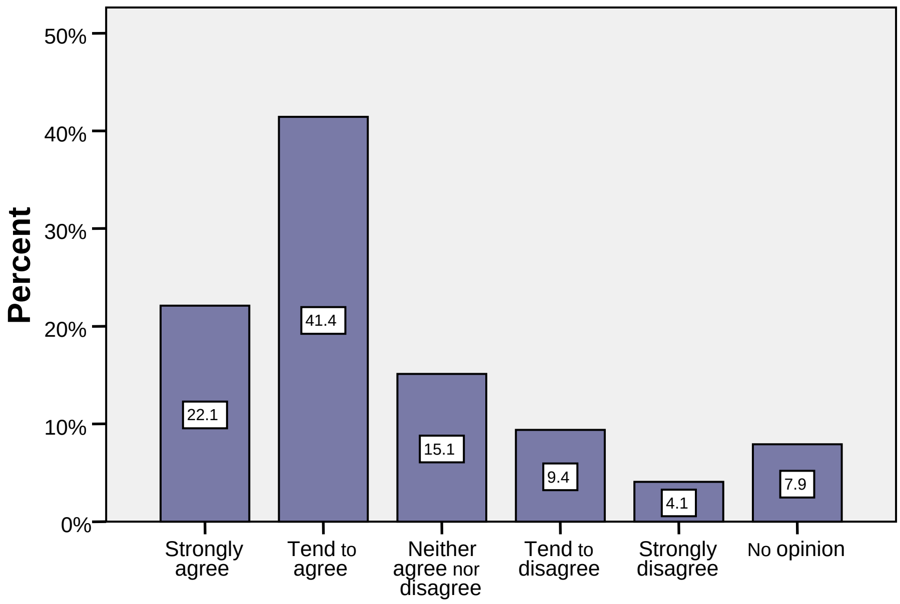


Figure 12 shows that approximately 63.5% of panellists indicated that they tend to agree or strongly agree with the statement 'it is simple deciding the type of ticket I need', 15.1% indicated that they neither agree nor disagree and 13.5% indicated that they tend to disagree or strongly disagree with the statement.

Figure 13: Finding out about routes and times is easy

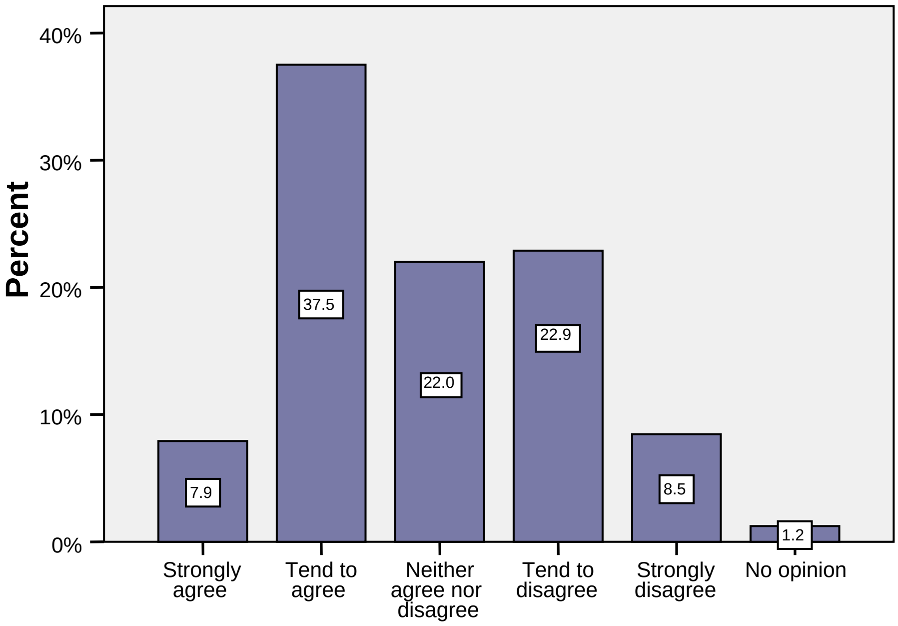


Figure 13 shows that approximately 45% of panellists tend to agree or strongly agree with the statement 'finding out about routes and times is easy' while 22% of respondents indicated that they neither agree nor disagree. Approximately 31% of panellists tend to disagree or strongly disagree with the statement.

Figure 14: It's easy changing from buses to other forms of transport

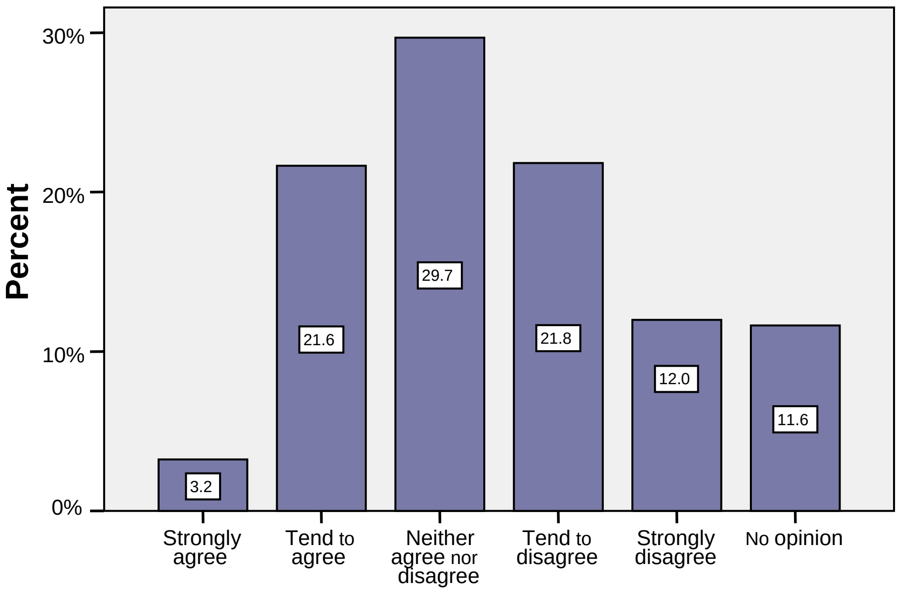


Figure 14 shows that approximately 25% of respondents indicated that they tend to agree or strongly agree with the statement 'it's easy changing from buses to other forms of transport', 29.7% indicated that they neither agree nor disagree and 33.8% indicated that they tend to disagree or strongly disagree with the statement.

Figure 15: The fares are good value

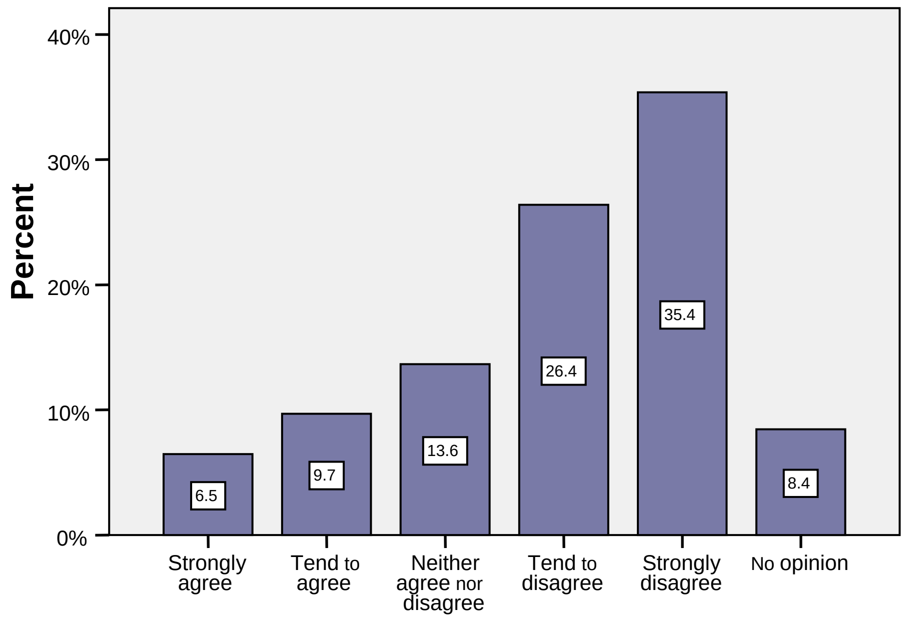
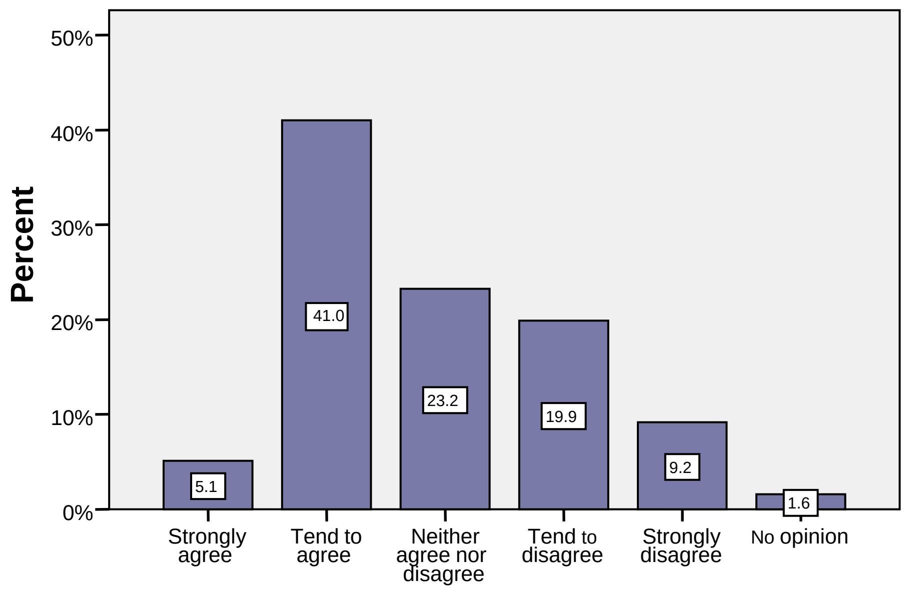


Figure 15 shows that in response to the statement 'the fares are good value', 16.2% of respondents indicated that they tend to agree or strongly agree and 13.6% indicated that they neither agree nor disagree. Approximately 62% of respondents indicated that they tend to disagree or strongly disagree with the statement which was the highest negative response to any of the statements.

Figure 16: The journey is made in good time



Approximately 46% of respondents indicated that they tend to agree or strongly agree with the statement 'the journey is made in good time' and 23% neither agreed nor disagreed with the statement. Approximately 29% of respondents indicated that they tend to disagree or strongly disagree with the statement.

Figure 17: The service is reliable

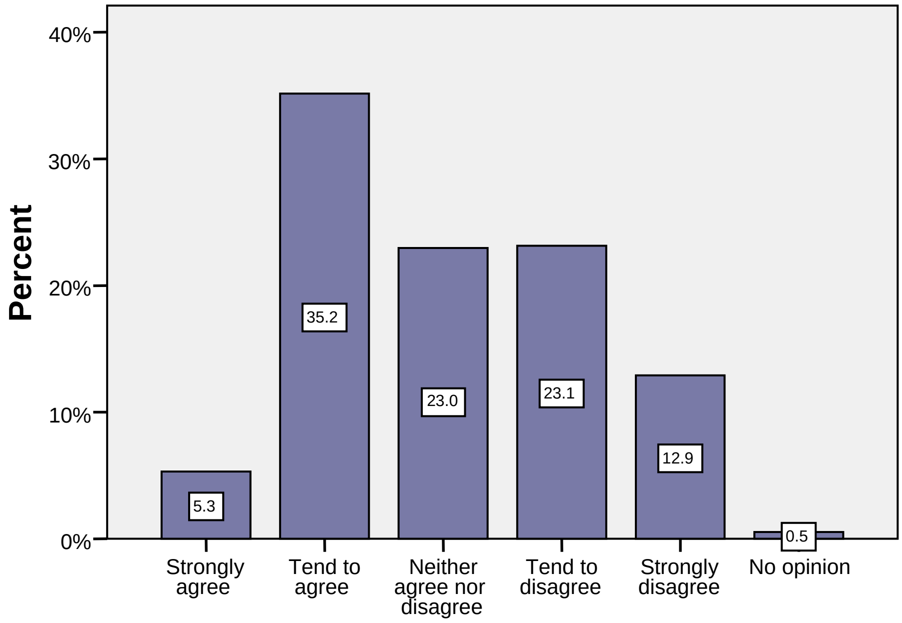
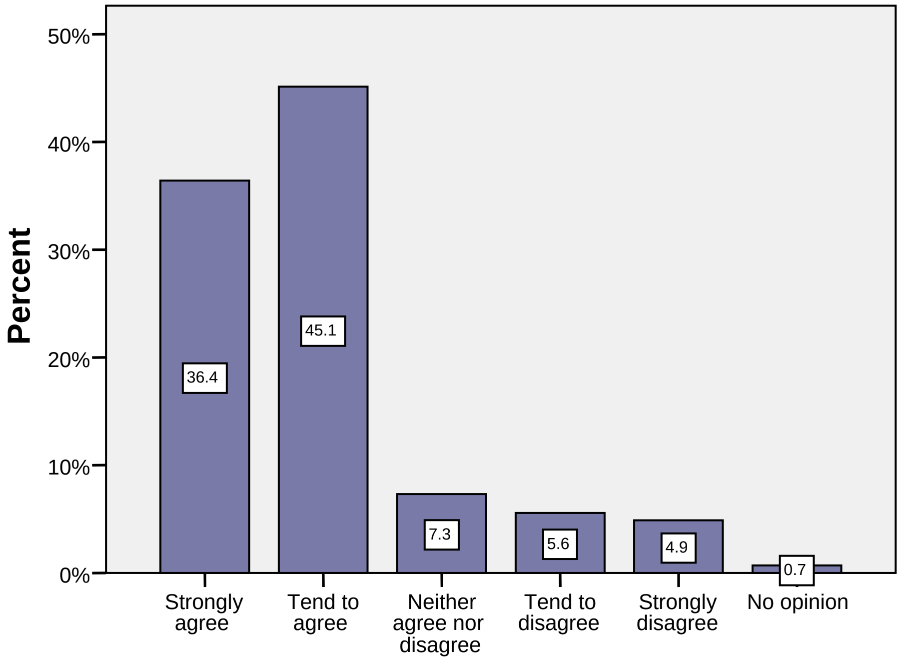


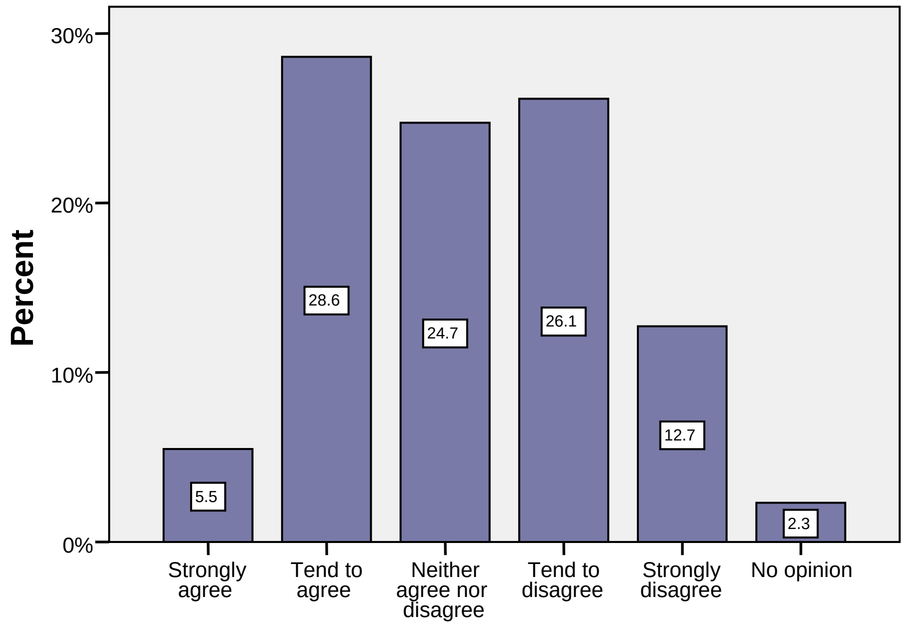
Figure 17 shows that 40.5% of respondents indicated that they tend to agree or strongly agree with the statement 'the service is reliable' while 23% indicated that they neither agreed nor disagreed with the statement. 36% of respondents tend to disagree or strongly disagree with the statement.

Figure 18: A bus stop is close to my home



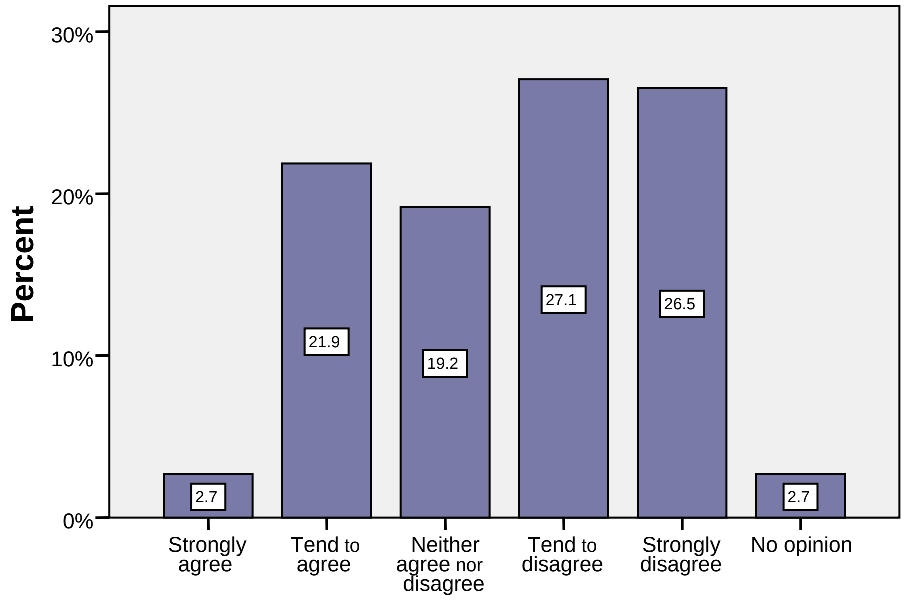
The statement with the highest level of agreement was 'a bus stop is close to my home' with 81.5% of respondents indicating that they tend to agree or strongly agree with the statement, a further 7.3% of respondents indicated that they neither agree nor disagree with the statement and 10.5% indicated that they tend to disagree or strongly disagree with the statement.

Figure 19: The bus shelters are clean



Approximately 34% of respondents indicated that they tend to agree or strongly agree with the statement 'the bus shelters are clean'. Approximately 25% indicated that they neither agree nor disagree and 38.8% indicated that they tend to disagree or strongly disagree with the statement.

Figure 20: Real time information boards in the bus shelters are always correct



The final statement regarding panellists' views on bus services was 'real time information boards in the bus shelters are always correct'. Approximately 25% of respondents indicated that they tend to agree or strongly agree with the statement; approximately 19% indicated that they neither agree nor disagree and 53.6% of respondents indicated that they tend to disagree or strongly disagree with the statement.

Figure 21: The trains are on time

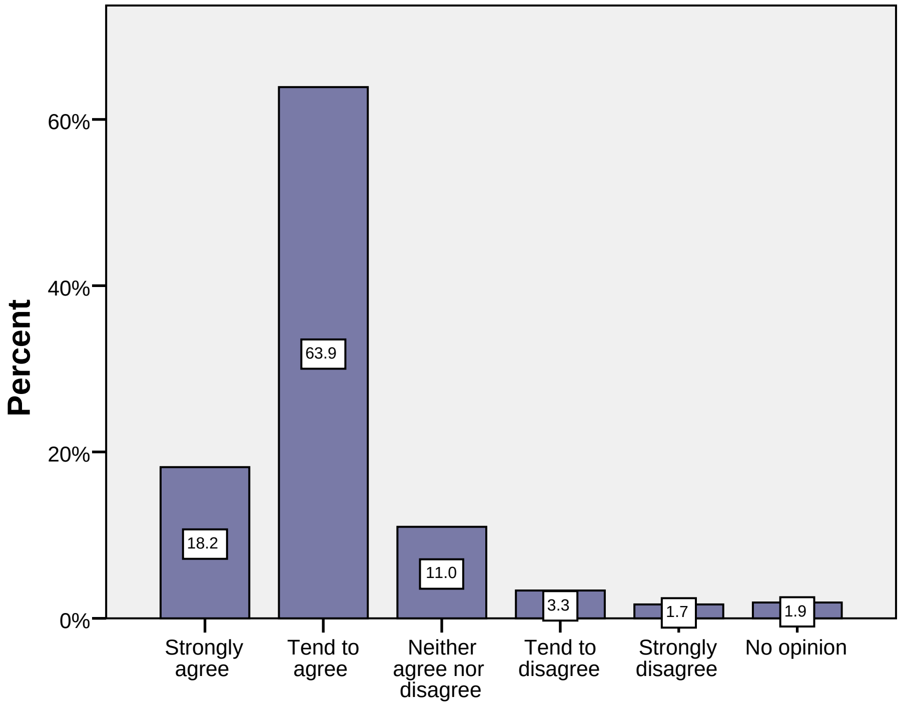


Figure 21 shows that approximately 18% of respondents indicated that they strongly agree with the statement 'the trains are on time' and a further 64% indicated that they tend to agree with this statement. 11% of respondents indicated that they neither agree nor disagree with the statement while 5% indicated that they tend to disagree or strongly disagree.

Figure 22: The trains are frequent

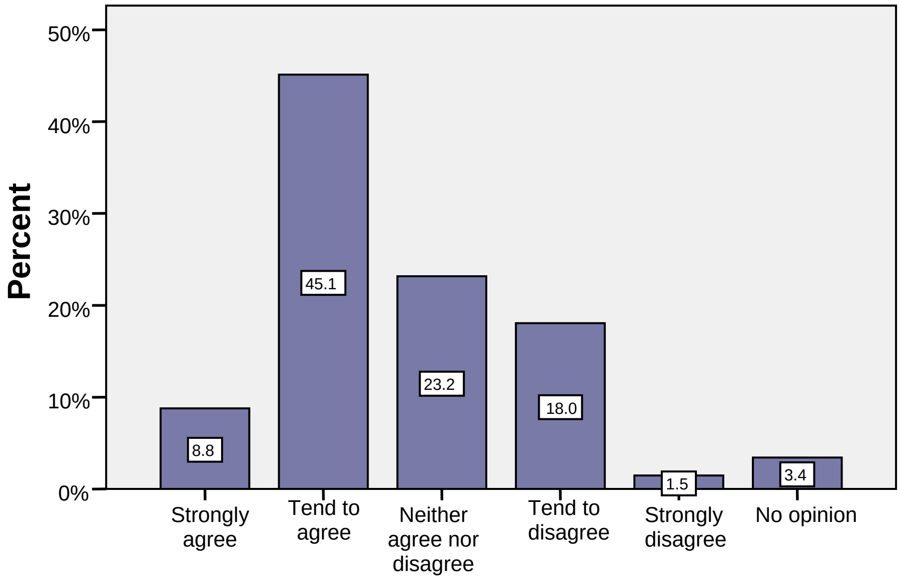


Figure 22 shows that approximately 9% of respondents strongly agree with the statement 'the trains are frequent' and 45% indicated that they tend to agree. Approximately 23% neither agree nor disagree, 18% indicated that they tend to disagree and 1.5% indicated that they strongly disagree with the statement.

Figure 23: The service runs when I need it

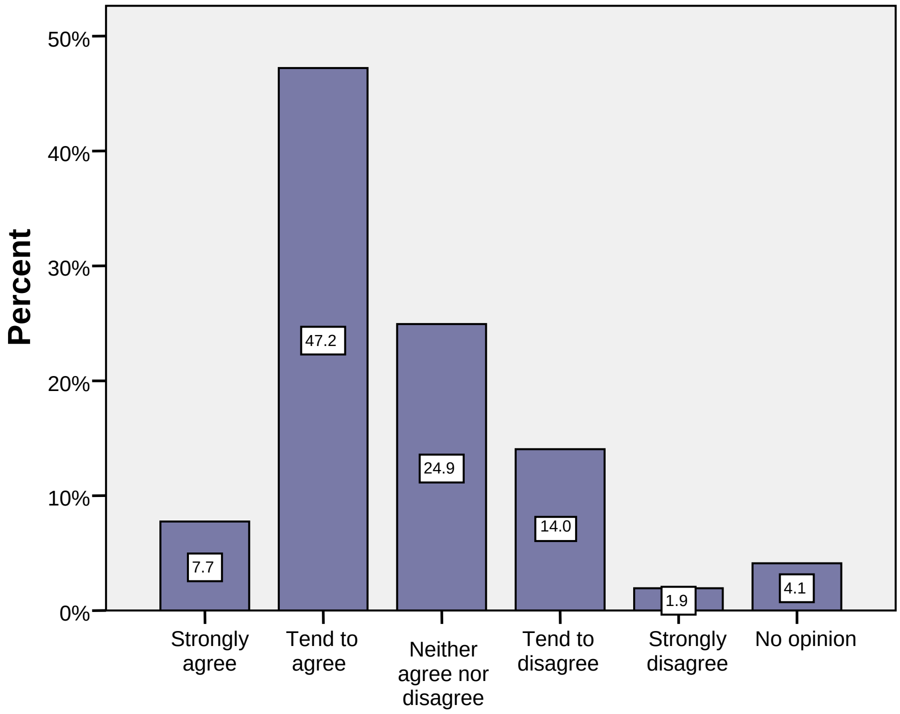


Figure 23 shows that 7.7% of respondents strongly agree with the statement 'the service runs when I need it' and 47% (approx) indicated that they tend to agree. Approximately 25% of respondents indicated that they neither agree nor disagree with the statement. 14% of respondents indicated that they tend to disagree while approximately 2% indicated that they strongly disagree with the statement.

Figure 24: The service is stable and isn't regularly changing

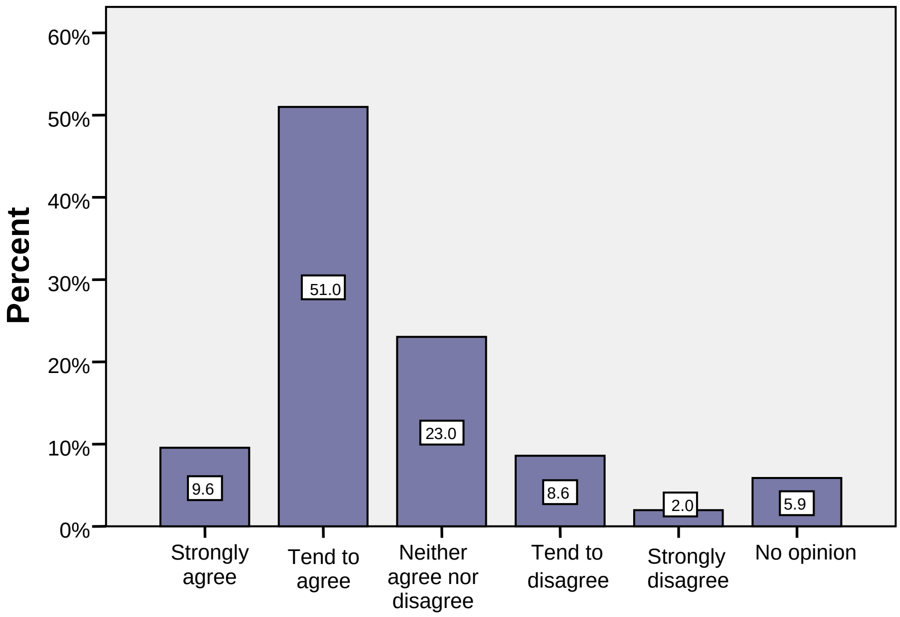


Figure 24 shows that approximately 10% of respondents strongly agree with the statement ‘the service is stable and isn’t regularly changing and a further 51% indicated that they tend to agree with this statement. 23% of respondents neither agree nor disagree while 8.6% indicated that they tend to disagree and 2% strongly disagree with this statement.

Figure 25: The trains are clean

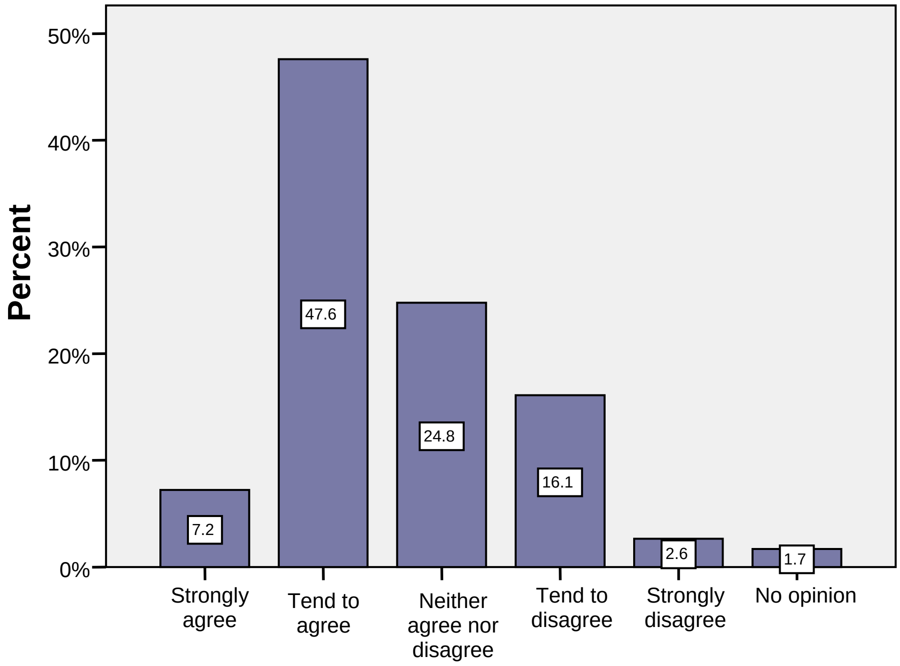


Figure 25 shows that approximately 7% of respondents indicated that they strongly agree with the statement ‘the trains are clean’ and 47.6% indicated that they tend to agree. Approximately 25% of respondents indicated that they neither agree nor disagree with the statement. Approximately 16% of respondents indicated that they tend to disagree and 2.6% indicated that they strongly disagree.

Figure 26: The trains are comfortable

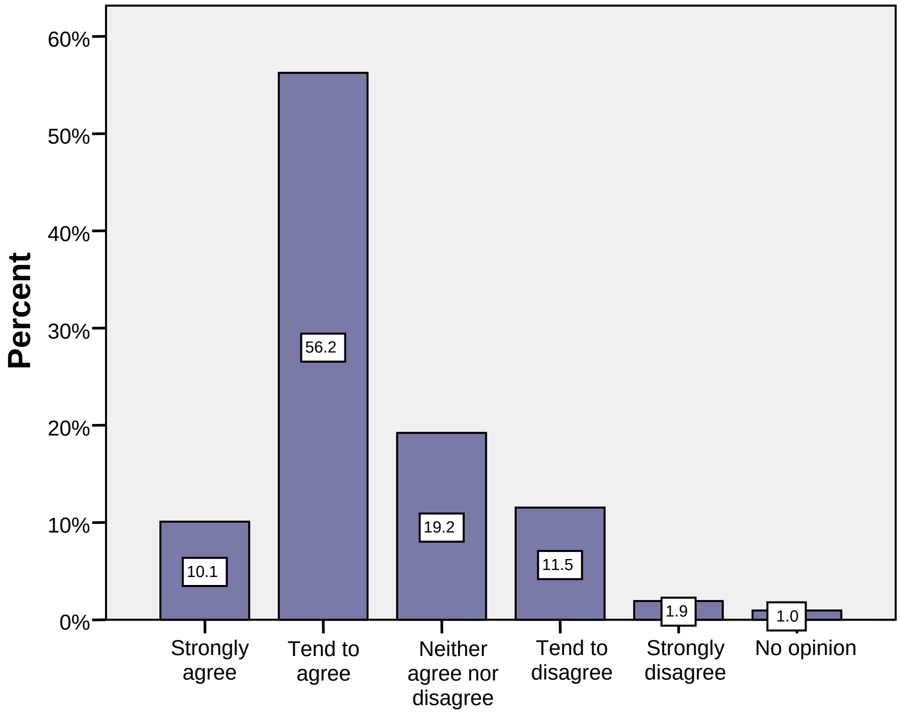


Figure 26 shows that approximately 10% of respondents strongly agree with the statement ‘the trains are comfortable’ and approximately 56% of respondents tend to agree with this statement. Approximately 19% of respondents indicated that they neither agree nor disagree with this statement. 11.5% indicated that they tend to disagree and approximately 2% indicated that they strongly disagree with the statement.

Figure 27: I feel personally safe and secure on the train

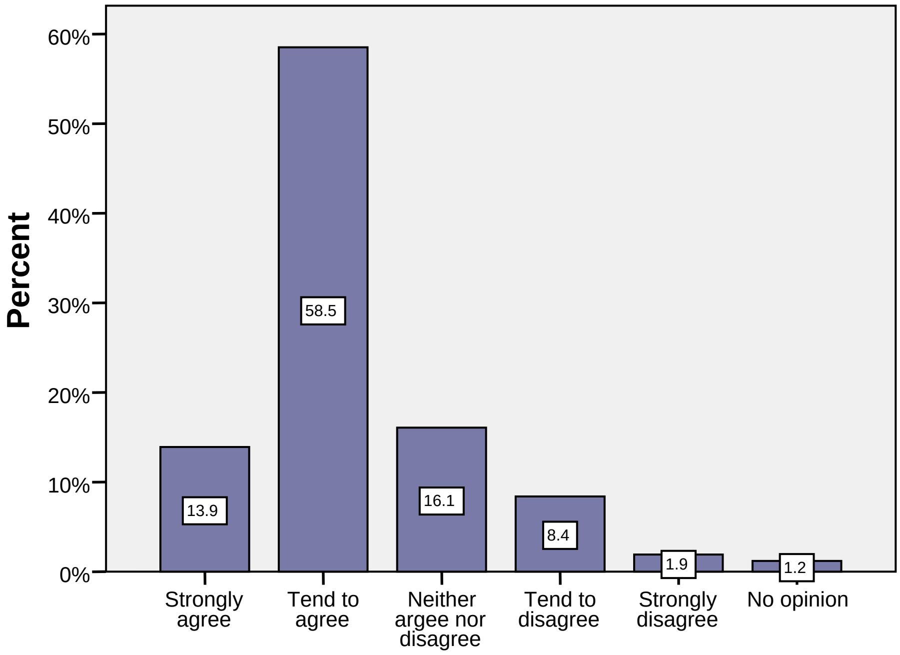


Figure 27 shows that approximately 14% of respondents indicated that they strongly agree with the statement ‘I feel personally safe and secure on the train’ and a further 58.5% indicated that they tend to agree with this statement. Approximately 16%

indicated that they neither agree nor disagree with the statement. Approximately 8% indicated that they tend to disagree and approximately 2% indicated that they strongly disagree with this statement.

Figure 28: It is simple deciding the type of ticket I need

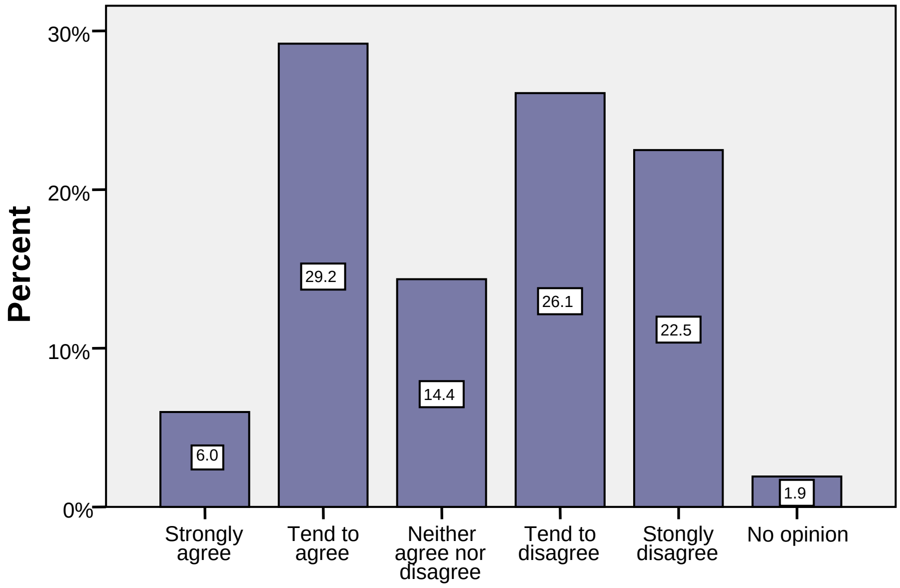


Figure 28 shows that 6% of respondents strongly agree with the statement 'It is simple deciding the type of ticket I need' and approximately 29% of respondents indicated that they tend to agree with this statement. Approximately 14% indicated that they neither agree nor disagree with the statement. Approximately 26% of respondents indicated that they tend to disagree and a further 22.5% indicated that they strongly disagree with the statement.

Figure 29: Finding out about routes and times is easy

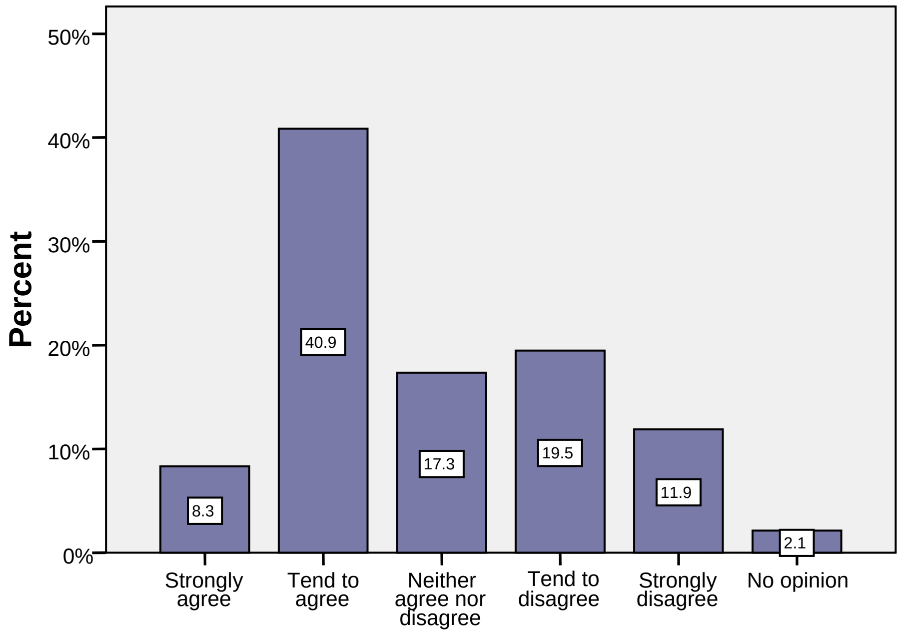


Figure 29 shows that approximately 8% of respondents indicated that they strongly agree with the statement 'Finding out about routes and times is easy' and a further

41% (approx) indicated that they tend to agree with this statement. Approximately 17% of respondents indicated that they neither agree nor disagree with this statement. 19.5% of respondents indicated that they tend to disagree with the statement and approximately 12% of respondents indicated that they strongly disagree with the statement.

Figure 30: It's easy changing from trains to other forms of transport

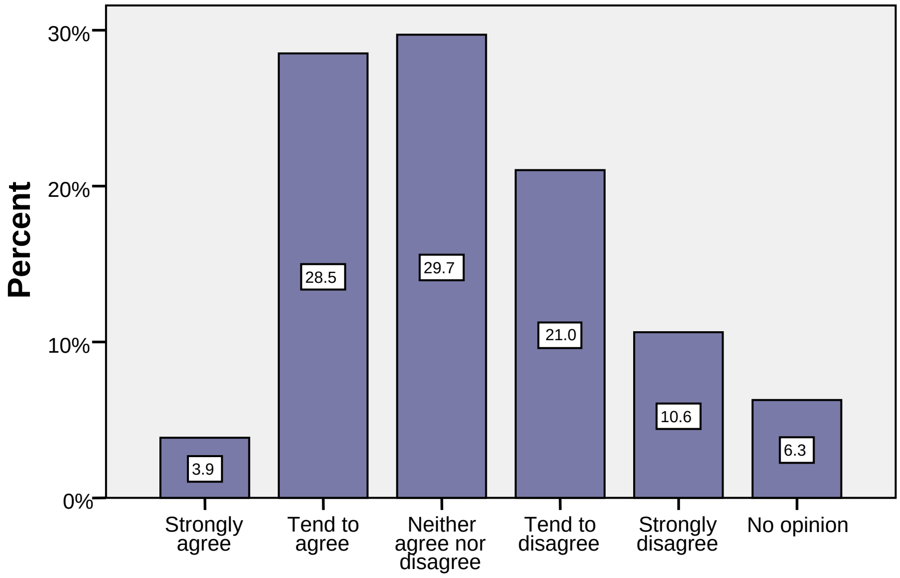


Figure 30 shows that approximately 4% of respondents indicated that they strongly agree with the statement ‘It’s easy changing from trains to other forms of transport’ and 28.5% indicated that they tend to agree with this statement. Approximately 30% of respondents indicated that they neither agree nor disagree with the statement. 21% of respondents indicated that they tend to disagree and approximately 11% indicated that they strongly disagree with the statement.

Figure 31: The fares are good value for money

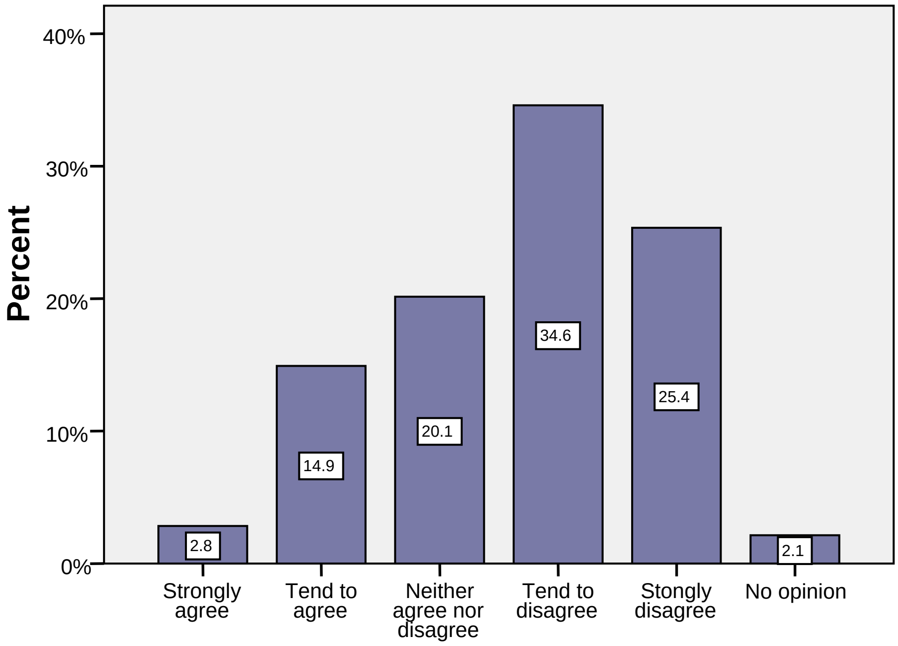


Figure 31 shows that 2.8% of respondents strongly agree with the statement 'the fares are good value for money' and a further 15% (approx) tend to agree. Approximately 20% of respondents indicated that they neither agree nor disagree with the statement. Approximately 35% of respondents indicated that they tend to disagree with the statement while approximately 25% indicated that they strongly disagree.

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

	None		1-2 days		3-5 days		6-7 days		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%
Bike - to travel to work, go shopping or visit friends	464	90.1%	24	4.7%	13	2.5%	12	2.3%	2	0.4%
Bike - for the pleasure of cycling or keeping fit	451	87.6%	46	8.9%	11	2.1%	6	1.2%	1	0.2%
Foot - to travel to work, go shopping or visit friends	118	18.0%	243	37.0%	171	26.0%	123	18.7%	2	0.3%
Foot - for the pleasure of walking/ jogging/ running, to keep fit or walk the dog	172	26.5%	218	33.6%	123	19.0%	133	20.5%	2	0.3%

Table 2 shows that over 90% of panellists had not travelled more than 400m by bike for the purposes of travelling to work, shopping or visiting friends in the seven days preceding their completion of the questionnaire, 4.7% had travelled by bike on 1-2 days, 2.5% on 3-5 days and 2.3% indicated that they had travelled by bike to work, shopping or visiting friends in the specified time period.

Approximately 88% indicated that they had not travelled more than 400m by bike for the pleasure of cycling or for keeping fit in the specified time period, approximately 9% indicated that they had done so on 1-2 days, approximately 2% indicated that they had done so on 3-5 days and approximately 1% of respondents indicated that they had done so on 6-7 days.

Table 2 shows that 18% of respondents indicated that they had not travelled by foot more than 400m to get to work, go shopping or visit friends in the specified time period, 37% indicated that they had travelled by foot on 1-2 days, 26% on 3-5 days and approximately 19% indicated that they had travelled by foot for more than 400m to travel to work, go shopping or visit friends on 6-7 days.

26.5% of respondents indicated that they had not travelled for more than 400m by foot in the specified time period for the pleasure of walking etc. Approximately 34% indicated that they had done so on 1-2 days, 19% indicated that they had on 3-5 days and 20.5% indicated that they had travelled by foot for more than 400m for the pleasure of walking/jogging/running/walking the dog on 6-7 days in the specified time period.

Figure 32: If you travel by bike to work, go shopping or visit friends on average how far do you travel?

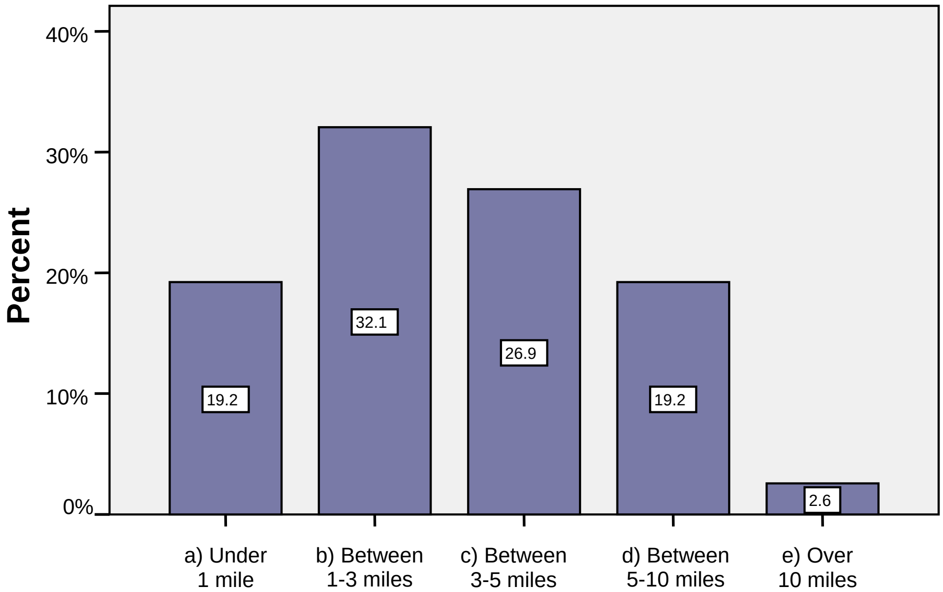


Figure 32 shows that, of the 78 respondents who answered this question, 19.2% indicated that they travelled under a mile, 32.1% indicated that they travelled between 1-3 miles, 26.9% indicated that they travel between 3-5 miles, 19.2% indicated that they travel between 5-10 miles and 2.6% indicated that they travel over 10 miles by bike to work, go shopping or to visit friends.

Figure 33: If you don't travel by bike to work, go shopping or visit friends, why not?

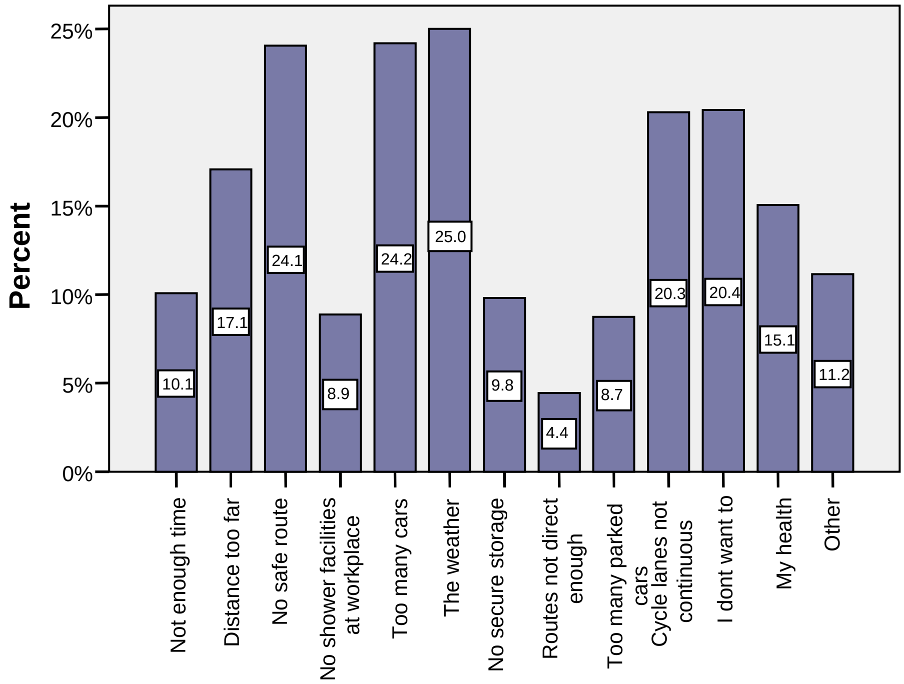


Figure 33 shows that the most frequently cited responses from panellists for not travelling by bike to work, go shopping or visit friends were:

- The weather (25%)
- Too many cars (24.2%)
- No safe route (24.1%)
- I don't want to (20.4%)
- Cycle lanes are not continuous (20.3%)

Other reasons given included:

- Have to drop children at school
- Travelling by bike would require a change of clothing
- Don't own a bike
- Walking is more convenient/prefer to walk
- Cannot ride a bike

Figure 34: If you cycle for your commute or for recreation, do you use designated cycle paths and routes on any part of your travel?

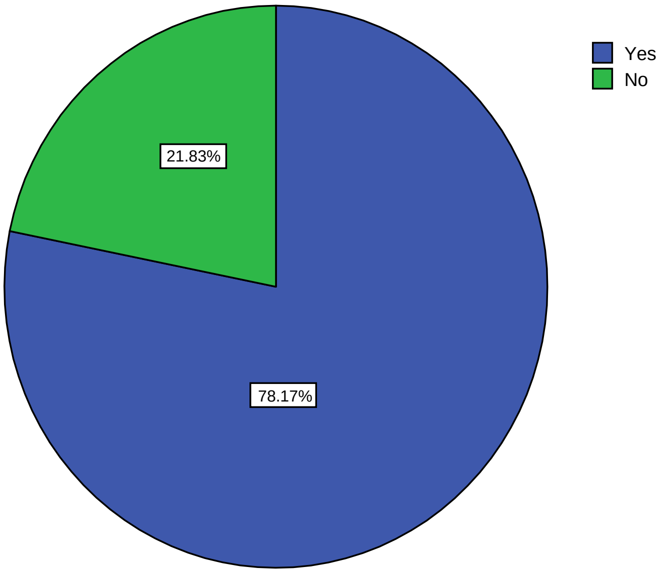


Figure 34 shows that, of the panellists who cycle for commuting or recreation, approximately 78% indicated that they do use designated cycle paths and routes for any part of their travel.

Table 3: Which of the following improvements and initiatives would encourage you to use an alternative mode of transport?

	No		Yes	
	Count	%	Count	%
a) More frequent public transport	457	61.4%	287	38.6%
b) More reliable public transport	432	58.1%	312	41.9%
c) Cheaper public transport	371	49.9%	373	50.1%
d) Safer public transport	582	78.2%	162	21.8%
e) Quicker public transport	507	68.1%	237	31.9%
f) Better pedestrian facilities	624	83.9%	120	16.1%
g) Vehicle exclusion zones for safer walking and cycling	568	76.3%	176	23.7%
h) Promotion of routes for walking and cycling	562	75.5%	182	24.5%
i) More cycle parking at destination	654	87.9%	90	12.1%
j) Cycle parking at origin	716	96.2%	28	3.8%
k) Cycle training	723	97.2%	21	2.8%
l) Dedicated off road cycle paths	556	74.7%	188	25.3%
m) Dedicated on road cycle paths	628	84.4%	116	15.6%
n) Cycle loan scheme	697	93.7%	47	6.3%
o) Showers/ Changing facilities at work	671	90.2%	73	9.8%
p) Incentives for car shares	688	92.5%	56	7.5%
q) Guaranteed lift home scheme for car sharers	700	94.1%	44	5.9%
r) Availability of car pool/ car club at work	710	95.4%	34	4.6%
s) Opportunity to work remotely	662	89.0%	82	11.0%
t) Expanded park and ride service	693	93.1%	51	6.9%
u) Extra bus routes	567	76.2%	177	23.8%
v) Nothing	655	88.0%	89	12.0%

Table 3 shows that the cheaper public transport was the most frequently selected improvement or initiative that would make respondents choose an alternative mode of transport (cited by 50.1% of respondents). More reliable public transport was selected by 42% (approx) of respondents, more frequent public transport was cited by 38.6% of respondents and quicker public transport was cited by 32% (approx) of respondents.

Dedicated off road cycle paths was cited by 25.3% of respondents, extra bus routes was selected by 23.8% of respondents and promotion of routes for walking and cycling was cited by 24.5% of respondents, vehicle exclusion zones for safer walking and cycling was cited by 23.7% of respondents.

Safer Public transport was selected by 22% (approx) of respondents as an improvement or initiative that would make them choose an alternative mode of transport and Dedicated on road cycle paths was selected by 15.6% of respondents. More cycle parking at destination was selected by 12.1% of respondents and opportunity to work remotely was selected by 11%.

The other proposed initiatives or improvements were selected by fewer than 10% of respondents- Showers changing facilities at work (9.8%). Incentives for car shares (7.5%), expanded park and ride service (6.9%), Guaranteed lift home scheme for car shares (5.9%), Availability of car pool/car club (4.6%), Cycle parking at origin (3.8%) and Cycle training (2.8%).

12% of respondents indicated that nothing would make them choose an alternative mode of transport.

Other initiatives included:

- Journey times on bus shelters
- If bus drivers had a ‘better attitude’ and waited for people to sit before driving off
- Information on the best cycle route to work, flexible working hours and reduced costs for servicing bike
- Alternatives to first bus
- Improve width of pavements
- City-wide tickets
- Reinstate rail services

Panellists were asked to select the option that they consider to be most important. In line with the findings in table 3, the top three were:
Cheaper Public transport (cited by 133), More reliable public transport (cited by 100) and more frequent public transport (cited by 73 people).

Local Transport Strategy

Your results told us that your travel behavior is largely unchanged from last year - with the exception of car use increasing and bus use decreasing. Interestingly your reasons for using your car have also changed slightly.

This is reflected in your opinions of the bus service, where the only unchanged response was that it was simple deciding on the type of ticket needed. All other responses are showing negative trends. The greatest drop was with the question of whether the buses were frequent; where 10% less panelists from last year agreed with this statement.

Clearly the results show that further work is needed in certain areas, and we will be forwarding the City Voice results to the bus companies, as well as working on a number of measures to improve public transport provision. The City Council is currently looking at several projects over the next year. These include a Bus Punctuality Improvement Partnership, bus information strategy, parking strategy, a Low Emissions Zone, review of taxi ranks, Car Club, Access from the North projects, Access from the South projects, implementing the bus lane decriminalization and assisting with the delivery of transport proposals within the Local Development Plan.

Once again, City Voice panelists have been invaluable in helping with the development and monitoring of the Local Transport Strategy. This year's results will form a core part of the Transport Annual Progress Reports, as they did last year. The 2009 report is currently available to view on the Council's website, and the 2010 report will be put up in May this year. If you would like to find out more information on the Local Transport Strategy, please visit Aberdeen City Council website on www.aberdeencity.gov.uk/Planning/sl_pla/pla_transportstrategy.asp

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.

Figure 35: What methods do you think best for letting people know about local area traffic management consultations?

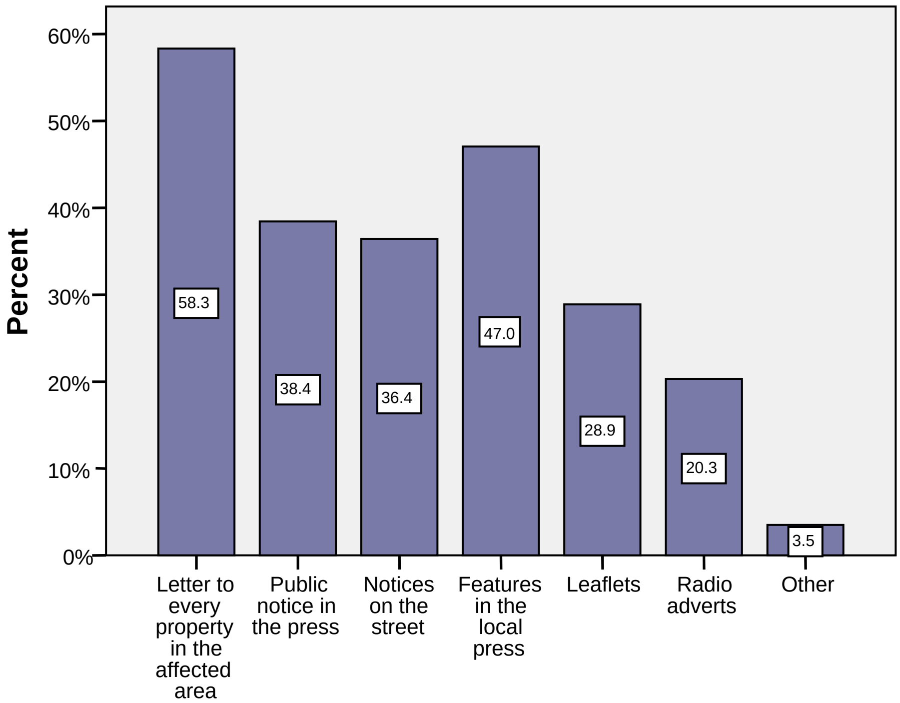


Figure 35 shows that the method panellists consider to be the best for letting people know about local area traffic management consultations was sending a letter to every property in the affected area- selected by 58.3% of respondents, followed by features in the local press (selected by 47% of respondents), public notices in the press (38.4% of respondents) and notices in the street (36.4% of respondents). Leaflets were cited by 28.9% of respondents and 20.3% of respondents indicated that they thought that radio adverts were effective ways of letting people know about local area traffic management consultations.

Other methods mentioned by panellists included:

- Email
- Notices on roads
- Notices in free papers
- Internet (specifically council website)
- TV adverts
- Notice boards in the library and music hall
- Notices on billboards

Figure 36: 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?

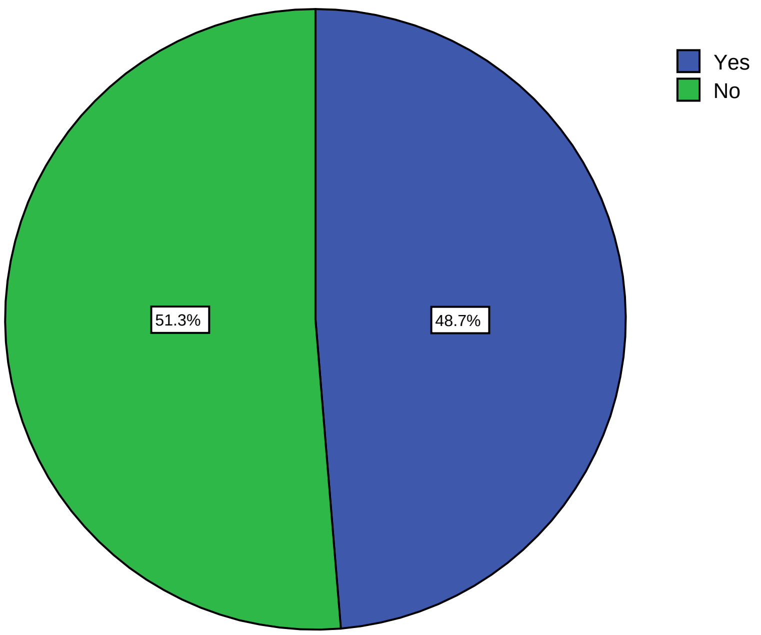


Figure 36 shows that approximately 49% of respondents have read the notices in the local press over the last 12 months and 51% indicated that they had not.

Table 4: 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?

	Not important	Fairly unimportant	Neither important nor unimportant	Fairly important	Very important
	%	%	%	%	%
a) Yellow lines preventing parking	9.8%	9.6%	28.8%	20.4%	31.4%
b) Advisory 20mph limits	13.3%	15.2%	28.8%	21.5%	21.3%
c) Mandatory 20mph limits	9.8%	11.6%	19.4%	23.2%	36.0%
d) Traffic calming	21.9%	17.4%	27.0%	17.8%	15.8%
e) Zebra crossing	7.1%	8.5%	23.5%	28.0%	32.9%
f) Traffic light crossings	6.3%	5.0%	14.2%	28.9%	45.6%
g) Low speed zones	5.8%	5.0%	9.9%	23.6%	55.7%
h) Enforcement cameras	13.5%	14.0%	25.3%	19.6%	27.6%
i) Road safety education for children	6.3%	3.6%	6.2%	17.3%	66.6%
j) Road safety education for adults	8.1%	9.2%	23.0%	22.0%	37.8%
k) Road signs and lines	5.9%	6.6%	21.6%	25.2%	40.6%
l) Police patrols	6.5%	9.1%	23.8%	26.3%	34.3%
m) School crossing patrols	6.3%	3.1%	10.3%	22.8%	57.5%

Table 4 shows that the initiative rated as 'very important' most frequently by panellists was road safety education for children (selected by 66.6% of respondents) and 57.5% indicated that they thought school crossing patrols were very important. Low speed zones were selected by 55.7% of respondents and traffic light crossings were cited as being very important by 45.6% of respondents.

At the other end of the scale, traffic calming measures were the measures most frequently cited as being 'not important' by 21.9% of respondents, enforcement cameras were cited as being not important by 13.5% of respondents and advisory 20mph limits were cited as being not important by 13.3% of respondents.

Buses

Figure 37: How often do you use the bus service in Aberdeen?

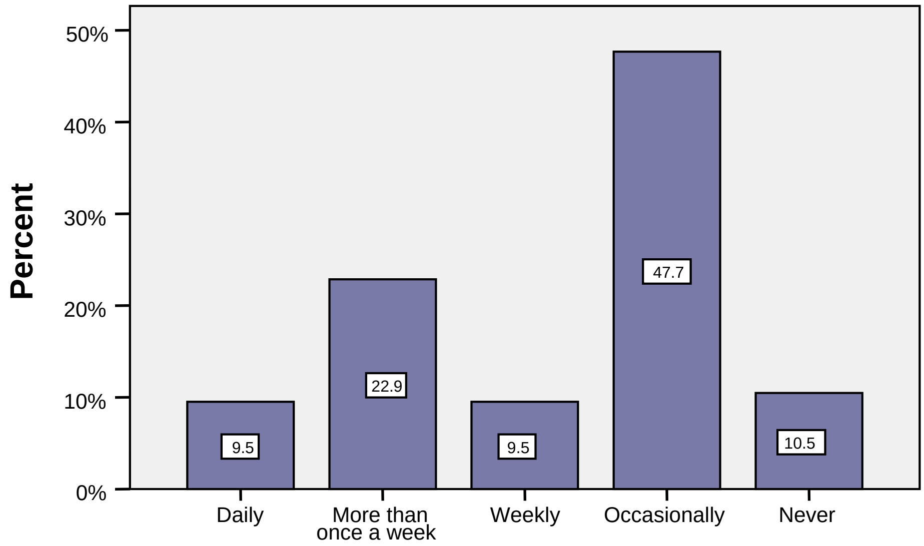


Figure 37 shows that 9.5% indicated that they use the bus service daily, 22.9% indicated that they use the bus service more than once a week, 9.5% indicated that that they use the bus service weekly 47.7% of respondents indicated that they use the bus service occasionally, and 10.5% of respondents indicated that they never use the bus service.

Figure 38: How do you currently access information about the local bus service?

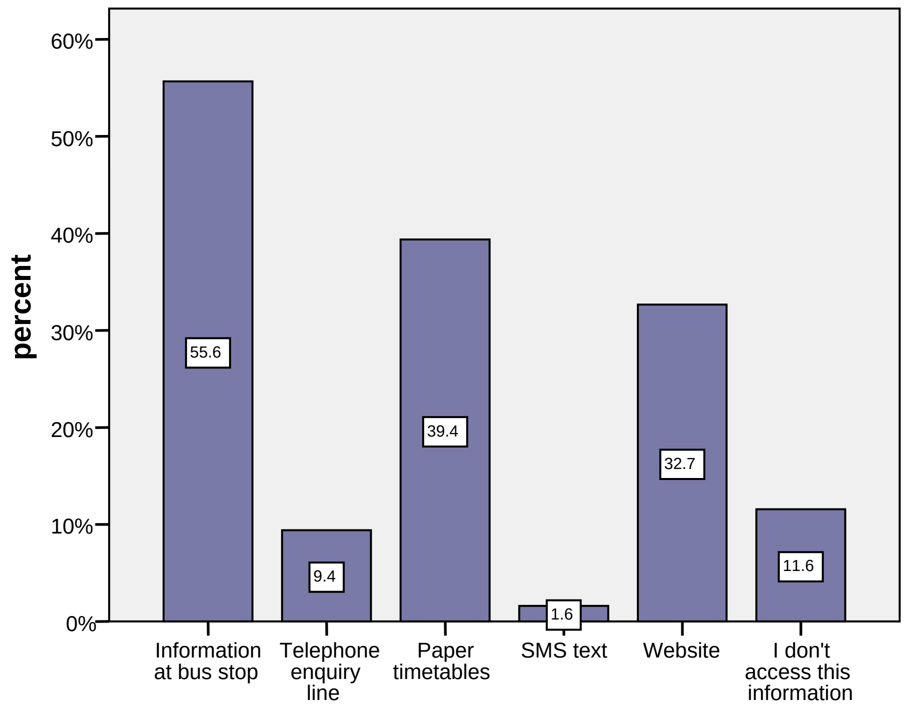


Figure 38 shows that the most commonly cited method for accessing information about the local bus service is information at the bus stop (cited by 55.6% of respondents) followed by paper timetables, cited by 39.4% of respondents. Approximately 33% of respondents indicated that they used a website to access information about bus services, 9.4% indicated that they used a telephone enquiry line and 1.6% indicated that they used SMS texts. Approximately 11.6% of respondents indicated that they do not access this information.

Figure 39: How would you like to find out about local bus information in the future?

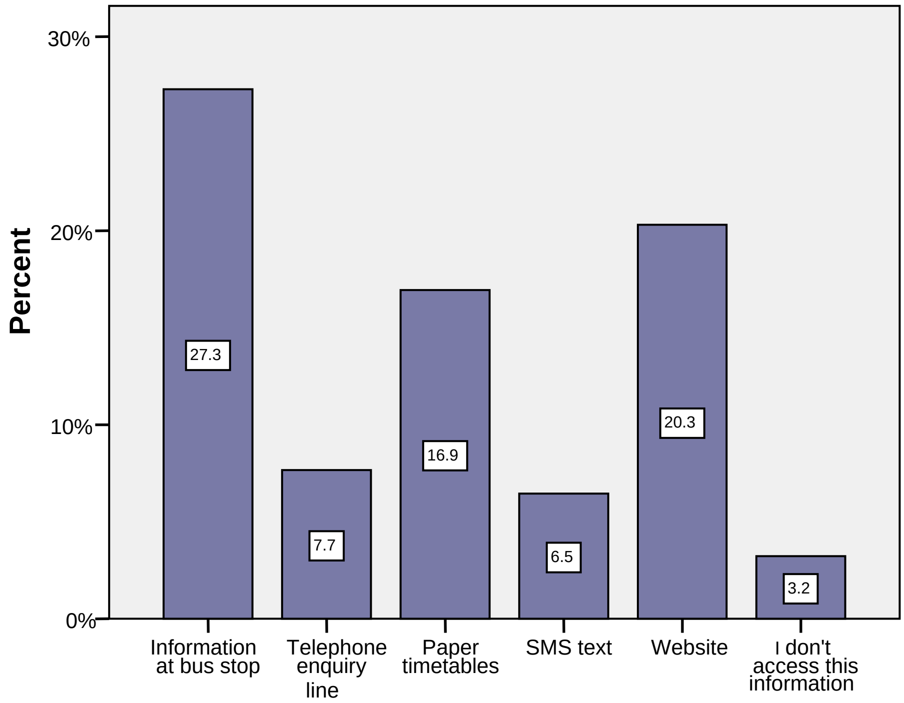


Figure 39 shows that approximately 27% of respondents would like to find out about local bus information from information at the bus stop in future, 20.3% indicated that they would like to find out from a website, 17% (approx) indicated that they would like to use paper timetables, 7.7% indicated that they would like to use a telephone enquiry line and 6.5% indicated that they would like to find out local bus information from SMS texts.

Other comments from respondents included:

- Information on the real time boards at bus stops are often not accurate
- The service should be reliable enough not to need to have to access information
- First bus office
- Local press
- Local knowledge
- Ask friends
- Just wait until a bus turns up

Table 5: Which of the following are the most useful to you at the bus stop?

	Number	%
Timetables	568	76.3%
Fare information	357	48.0%
Ticket information	168	22.6%
Maps and routes	415	55.8%
Operator information	58	7.8%
Traveline information	58	7.8%
‘Realtime’ information	282	37.9%
‘Bus stop’ signpost	177	23.8%

Table 5 shows that the information that respondents indicated would be most useful at bus stops is timetables (cited by 76.3% of respondents), followed by maps and routes (55.8% of respondents) and fare information (48% of respondents). ‘Realtime’ information was cited by 37.9% of respondents, ‘bus stop’ signpost was cited by 23.8% of respondents and ticket information was cited by 22.6% of respondents. Approximately 8% of respondents indicated that they would like operator information and Traveline information.

Table 6: What information would be useful to you on the bus?

	Number	%
Timetables	217	29.2%
Fare information	182	24.5%
Ticket information	142	19.1%
Maps and routes	301	40.5%
Operator information	98	13.2%
Traveline information	82	11.0%
Realtime information boards	77	10.3%
Audio destination information	2	0.3%

Table 6 shows that the information that respondents would find most useful on the bus is maps and routes (40.5% of respondents) followed by timetables (29.2% of respondents) and fare information (24.5% of respondents). Ticket information was cited as being useful by 19.1% of respondents and Operator information was selected by 13.2% of respondents. Traveline information was selected by 11% of respondents and Realtime information boards were selected by 10.3% of respondents. Only 0.3% of respondents indicated that Audio destination information would be useful.

Figure 40: Is there a park and ride service, either that you pass or could use with a short detour, for your usual route to work/study/daily journey?

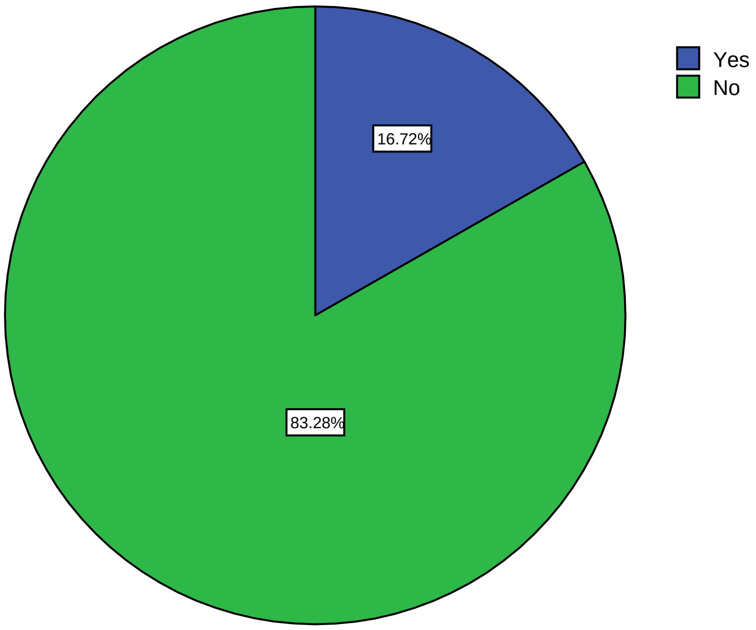


Figure 40 shows that approximately 17% of respondents indicated that they had a park and ride that they could use for their usual route to work/study etc.

Figure 41: If yes, do you use the park and ride?

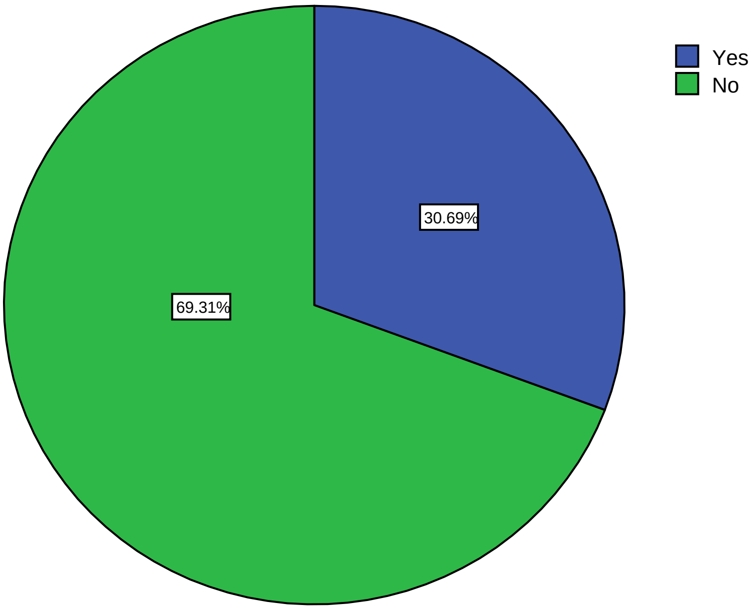


Figure 41 shows that of the respondents who have a park and ride available on their usual route, approximately 31% indicated that they use it.

Reasons cited by panellists for not using the park and ride included:

- Bus pass
- Prefer to walk
- Too far away from home
- Too much hassle with buggies, bags etc
- Not suitable for shift workers
- No direct routes
- Expensive
- Pick people up/drop people off and so need car
- Takes too long
- Would have to drive through congested streets to get to it
- Public bus is nearer

Parking

Figure 42: Have you parked as a driver or passenger in the city centre in the last 12 months?

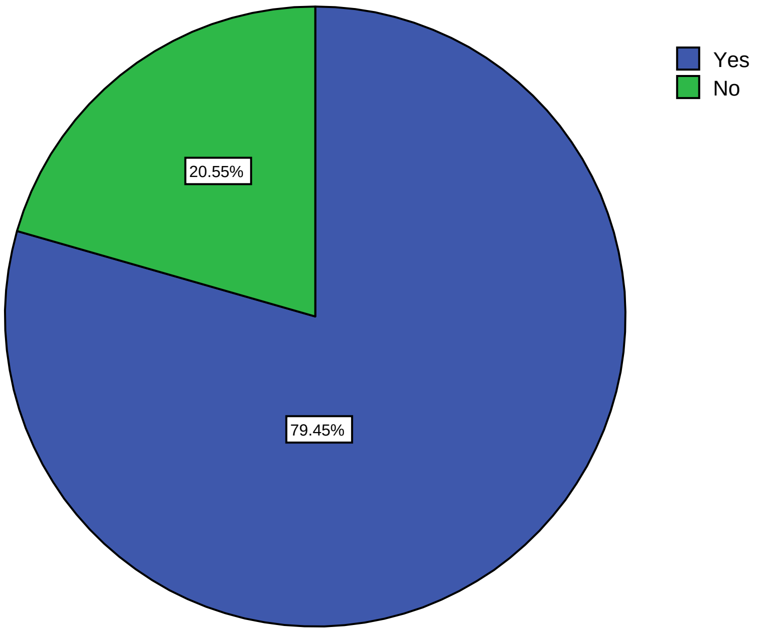


Figure 42 shows that approximately 80% of respondents have parked (as a driver or passenger) in the city centre in the last 12 months.

Table 7: When parking in the city centre, where do you normally park and how easy is it to find a space?

	Easily		Sometimes		Rarely	
	Count	%	Count	%	Count	%
Trinity Centre	90	46.4%	80	41.2%	24	12.4%
Bon Accord Centre (Loch st)	114	46.5%	107	43.7%	24	9.8%
Bon Accord Centre (Berry St)	68	44.7%	63	41.4%	21	13.8%
Denburn	128	53.8%	80	33.6%	30	12.6%
College St	61	45.5%	46	34.3%	27	20.1%
Chapel Street	56	36.6%	63	41.2%	34	22.2%
Gallowgate	21	18.8%	61	54.5%	30	26.8%
East North St	12	16.9%	28	39.4%	31	43.7%
Justice Mill Lane	5	12.2%	12	29.3%	24	58.5%
Market Stance	2	6.3%	10	31.3%	20	62.5%
Shiprow	10	22.2%	12	26.7%	23	51.1%
Summer St	6	14.0%	15	34.9%	22	51.2%
West North St	8	15.7%	17	33.3%	26	51.0%
On street	48	22.1%	128	59.0%	41	18.9%

Table 7 shows that the locations where the highest numbers of panellists park are:

- Bon Accord Centre Loch street- 245 respondents indicated that they park there and 46.5% indicated that they easily find a space
- Denburn- 238 respondents indicated that they park there of whom 53.8% indicated that they find a place easily
- On Street- 217 respondents indicated that they park there of whom 22% indicated that they find a place easily
- Trinity Centre- 194 respondents indicated that they park there of whom 46.4% indicated that they find a space easily
- Bon Accord Centre Berry Street- 152 respondents indicated that they park there of whom 44.7% of respondents indicated that they find a space easily.

Table 8: When deciding where to park in the city centre, how do you rate the importance of the following factors?

	Not important	2	3	4	Very important
	%	%	%	%	%
Convenience to location	1.2%	2.7%	10.2%	25.3%	60.6%
Appearance	11.1%	18.7%	36.2%	20.0%	14.0%
Security	2.4%	3.5%	12.6%	29.1%	52.5%
Lighting	2.9%	3.3%	14.7%	31.4%	47.6%
Availability of spaces	1.3%	2.2%	7.2%	30.4%	58.9%
Presence of attendants	10.9%	19.8%	35.8%	21.1%	12.4%
Cleanliness	4.0%	10.7%	35.2%	32.8%	17.2%
Toilets	21.9%	19.9%	26.6%	16.6%	15.0%
Direction signing	15.8%	18.4%	29.4%	21.3%	15.0%
Presence of parking wardens	27.9%	24.6%	27.3%	10.6%	9.6%
Payment method	10.7%	10.3%	27.4%	30.2%	21.5%
Cost	3.6%	6.1%	17.8%	28.3%	44.2%
Access	3.0%	3.2%	19.6%	36.4%	37.8%

Table 8 shows that the factor most frequently cited as very important by respondents was Convenience to location (60.6% of respondents). Availability of spaces was cited by 58.9% of respondents and security was cited by 52.5% of respondents. Approximately 48% of respondents cited lighting as being very important and cost was cited by 44.2% of respondents.

The factor which were most frequently selected as being not important was presence of parking wardens (27.9% indicated that this was not important), followed by toilets which was cited by 21.9% of respondents.

Figure 43: 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?

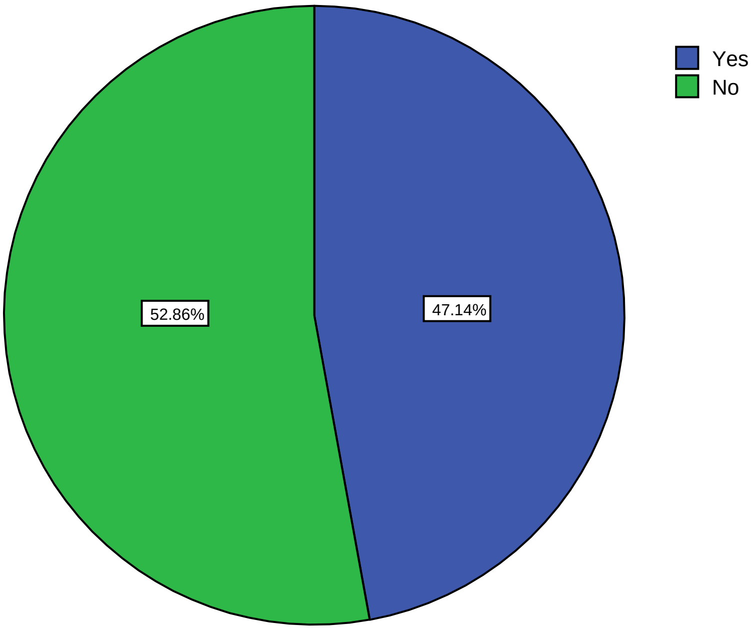


Figure 43 shows that approximately 47% of respondents indicated that they had used electronic car park information boards across the city.

Roadworks

Roadworks are becoming a more common occurrence as repairs are required not only to the road, but also to electricity cables, 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.

Table 9: How would you rate our performance in the following when we undertake roadworks?

	Very poor	2	3	4	Very good	Don't know
	%	%	%	%	%	%
Advanced notification of major works	8.6%	13.4%	39.0%	27.6%	8.3%	3.0%
Advanced signing of areas to avoid	7.0%	15.9%	40.8%	28.0%	6.2%	2.1%
Information and reason for works	12.2%	22.2%	39.3%	19.1%	3.6%	3.6%
Barriers and signing	4.0%	9.0%	44.0%	34.0%	6.9%	2.2%
Measures for pedestrians	6.7%	14.0%	40.4%	26.3%	6.0%	6.6%
Verbal information given by workmen	17.0%	16.0%	17.9%	4.9%	1.4%	42.8%
Working hours on site	12.0%	16.3%	33.0%	10.7%	2.0%	26.0%
Tidiness of site	6.9%	11.8%	42.0%	19.7%	2.8%	16.8%
Standard of completed works	6.3%	12.2%	39.8%	22.9%	6.3%	12.4%

Table 9 shows that, with regards to advanced notification of major works, 22% of respondents indicated that they thought that Aberdeen City Council's performance was poor or very poor, 39% indicated a neutral response and 35.3% indicated that they thought that the performance was good or very good.

With regards to advanced signing of areas to avoid, 22.9% of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 40.8% indicated a neutral response and 34.2% indicated that they thought that the performance was good or very good.

With regards to providing information and reason for works, 34.2% of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 39.3% indicated a neutral response and 22.7% indicated that they thought that the performance was good or very good.

With regards to barriers and signing, 13% of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 44% indicated a neutral response and 40.9% indicated that they thought that the performance was good or very good.

With regards to measures for pedestrians, 20.7 % of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 40.4% indicated a neutral response and 32.3% indicated that they thought that the performance was good or very good.

With regards to verbal information given by workmen, 33% of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 17.9% indicated a neutral response and 6.3% indicated that they thought that the performance was good or very good.

With regards to working hours on site, 28.3% of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 33% indicated a neutral response and 12.7% indicated that they thought that the performance was good or very good.

With regards to tidiness of site, 18.7% of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 42% indicated a neutral response and 22.5% indicated that they thought that the performance was good or very good.

With regards to standard of completed works, 18.5% of panellists indicated that they thought that Aberdeen City Council's performance was poor or very poor, 39.8% indicated a neutral response and 29.2% indicated that they thought that the performance was good or very good.

Figure 44: 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?

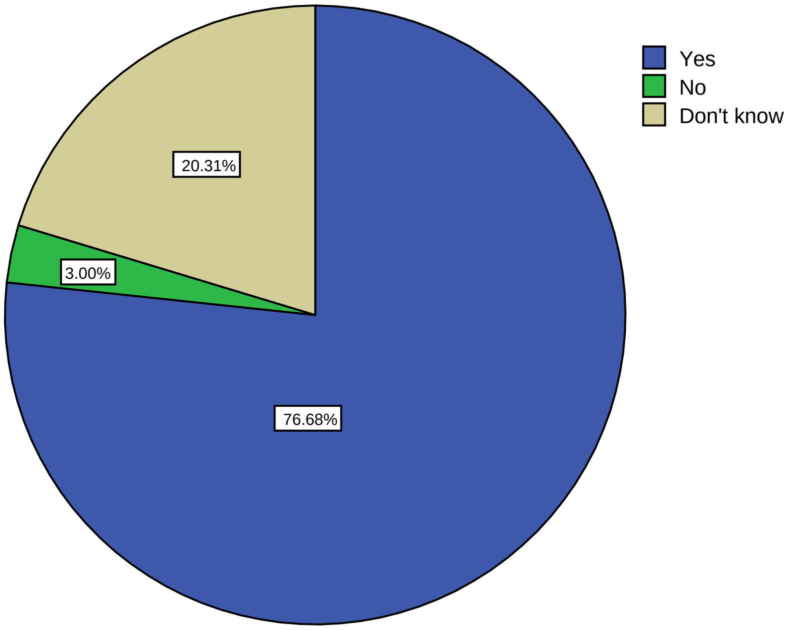


Figure 44 shows that approximately 77% of respondents believe that Aberdeen City Council should run a 'considerate contractor' scheme again.

Figure 45: If you wanted to contact the Council about a problem with a road, which of the following are available for you to contact them?

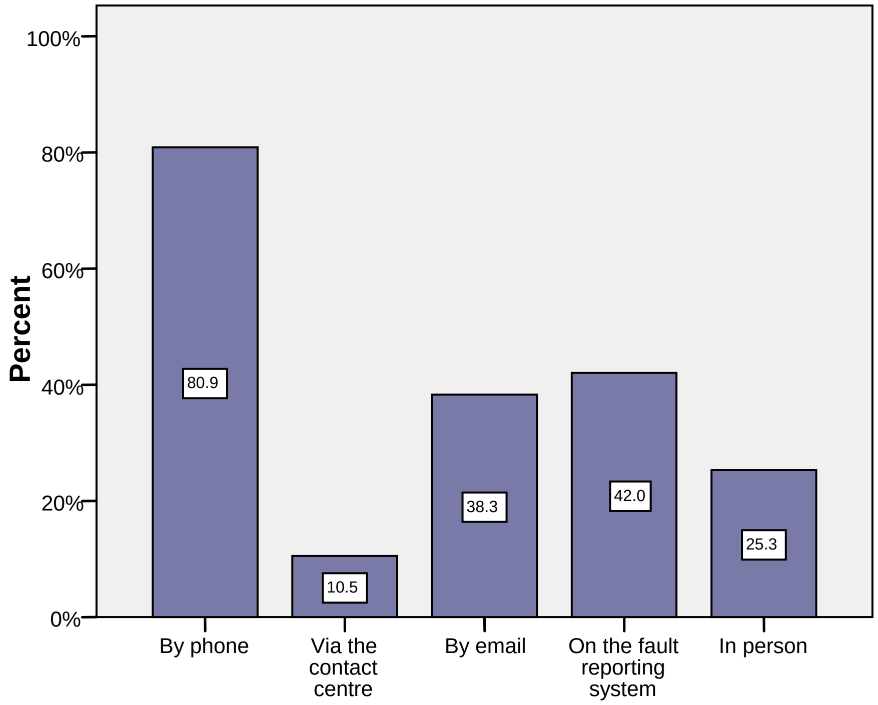


Figure 11 shows that 80.9% of respondents indicated that they have the option of contacting the council by phone, 42% indicated that they may contact the Council using the fault reporting system online, approximately 38% of respondents have the option of contacting the Council by email, 25.3% have the option of contacting the Council in person and 10.5% of respondents indicated that they have the option of contacting the council via the contact centre.

Figure 46: All A class roads within the City boundary are managed and maintained by ACC

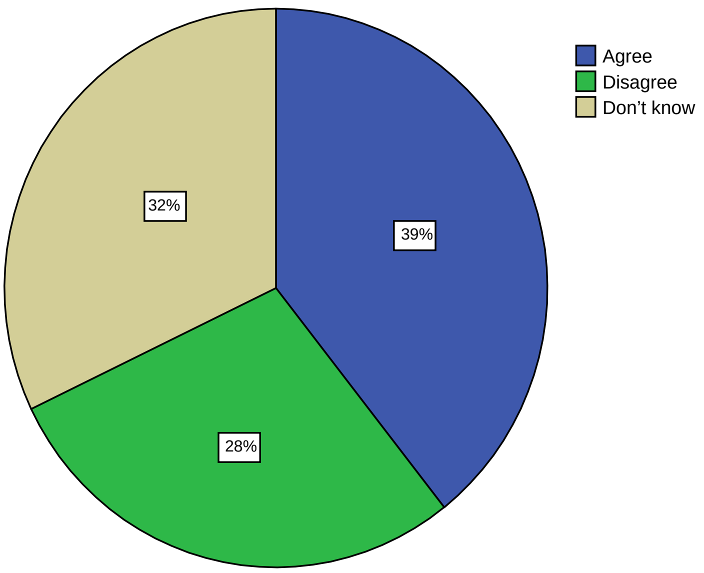


Figure 46 shows that approximately 40% of respondents indicated that they agree with the statement 'all A class roads within the city boundary are managed and maintained by ACC'. Approximately 28.5% indicated that they disagree with the statement and 32% (approx) indicated that they didn't know.

Figure 47: Yellow grit boxes found by the sides of the roads and on some streets are for public use

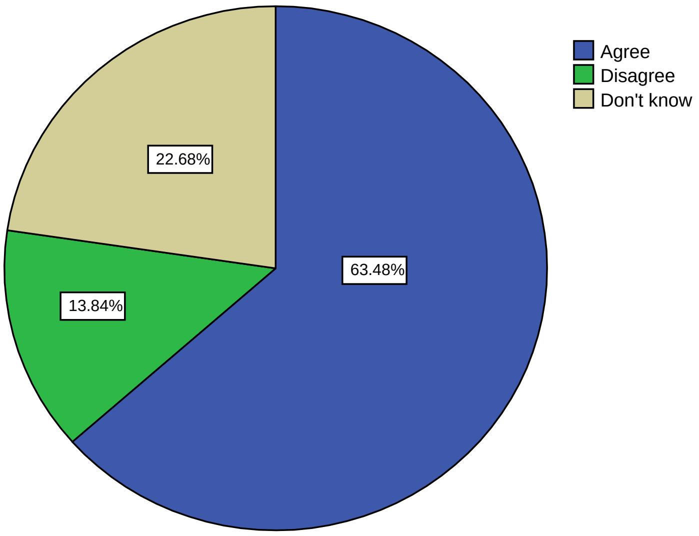


Figure 47 shows that approximately 63% of respondents agree with the statement 'yellow grit boxes found by the sides of the roads and on some streets are for public use'. Approximately 14% indicated that they disagreed with the statement and approximately 23% indicated that they did not know.

Table 10: How would you rate our performance on the time taken to repair faults to the following?

	Very poor	2	3	4	Very good	Don't know
	%	%	%	%	%	%
a) Street Lights	8.5%	14.1%	37.2%	24.3%	6.0%	9.9%
b) Pavements	26.3%	33.5%	24.3%	5.1%	0.6%	10.1%
c) Roads	30.8%	33.9%	24.3%	5.0%	0.3%	5.6%
d) Road drains/gullies	18.2%	26.7%	27.5%	9.8%	1.2%	16.6%
e) Traffic signs	5.4%	7.6%	38.0%	22.8%	4.4%	21.7%
f) Road markings	8.0%	14.8%	37.6%	16.5%	2.8%	20.2%
g) Traffic lights	4.5%	7.4%	29.2%	37.3%	12.1%	9.4%
h) Overgrown vegetation	25.6%	26.7%	26.1%	10.2%	1.8%	9.6%
i) Treatment of roads during ice and snow	19.8%	21.0%	30.7%	22.4%	4.9%	1.3%
j) Treatment of pavements during ice and snow	35.1%	25.1%	24.0%	11.5%	2.9%	1.4%

Table 10 shows that the performance for repairs was rated highest for Traffic Lights with 12.1% of respondents indicating the ACC were very good and a further 37.3% of respondents rating the Council as good for this. Street lights were also rated relatively highly with 6% of respondents rating the Council ‘very good’ in terms of repairing street lights and a further 24.3% rating the Council as ‘good’.

Respondents rated Treatment of pavements during ice and snow poorly with 35.1% rating this performance as ‘very poor’ and a further 25.1% rating the performance as ‘poor’. Roads were also rated poorly with 30.8% of respondents rating the performance for repairing roads as ‘very poor’ and a further 33.9% rated this as ‘poor’. Repairs to pavements was also rated poorly with 26.3% of respondents indicating that the Council were ‘very poor’ and a further 33.5% indicating that the council was poor in terms of performance for repairs.

Road Management

Firstly, I would like to thank City Voice panellists for providing their thoughts and opinions on road management in the City. Roads management affects everyone in the City, as well as those who live outwith the City boundaries, but it is very difficult to gauge public opinion on such a big subject so your responses provide us with invaluable information on our performance.

It was good to see panellists support of low speed zones and mandatory zones. It has become Council policy to provide these, especially in housing estates and around schools. It is also interesting to note that although panellists agree on the need for low speed zones, there is a dislike of using speed cushions to control speed. This backs up the anecdotal evidence we have received on this issue and we will look into it for future schemes.

The information you have given us will be used in several ways. Firstly, we will compare your responses to the responses we received when we asked some of the same questions in the 5th City Voice questionnaire to see where we have improved and where we need to do more. A comparison of these results and new issues will be taken to our performance management meeting (Roadstat) where the results will be discussed and improvements suggested. If these results require a policy change, we will take these to committee but if the changes are in regards to improved working practices, these will be implemented by service managers.

Some of your results gave us information on projects that we work on in partnership with other services, contractors and organisations. It was interesting to see that panellists were generally unhappy about the cleanliness of bus shelters for example. We have a contract for this work and will be exploring how this could be improved. As well as road management, your results will be shared with other departments and partners. The results have already been passed to colleagues in passenger transport in the Planning service and they will also be taken to our monthly meeting with First Bus and discussed there. We will keep the City Voice up to date with the improvements and changes in future newsletters.

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.

Panellists were asked how many people lived permanently at their address.

Figure 48: How many adults live at your address?

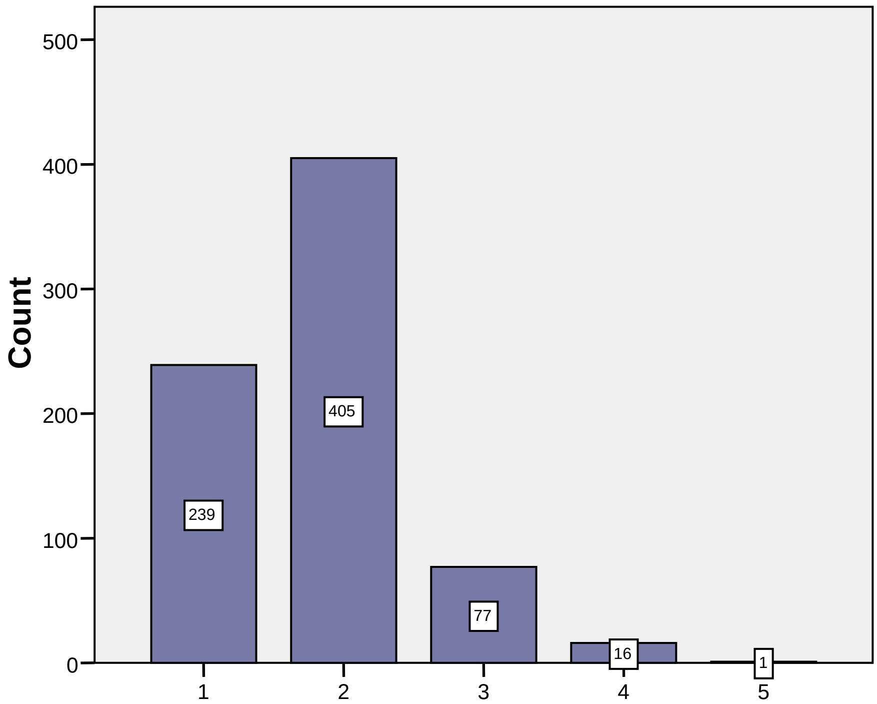


Figure 48 shows that 239 panellists live in a household with one adult at their permanent address, 405 indicated that they live at a household with two adults, 77 live in a household with 3 adults at their permanent address and 16 live in a household with 4 adults at their permanent address.

Figure 49: How many children live at your permanent address?

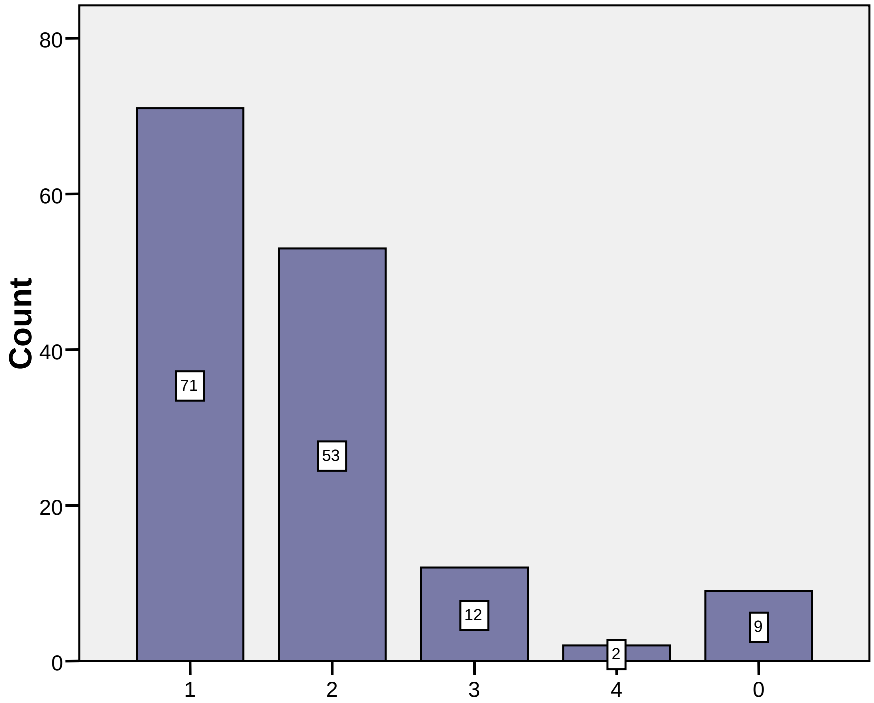


Figure 49 shows that 9 panellists live in a household with no children, 71 indicated that they live in a household with one child, 53 indicated that they live in a household with 2 children, 12 indicate that they live in a household with 3 children and 2 indicate that they live in a household with 4 children.

Figure 50: What type of property do you live in?

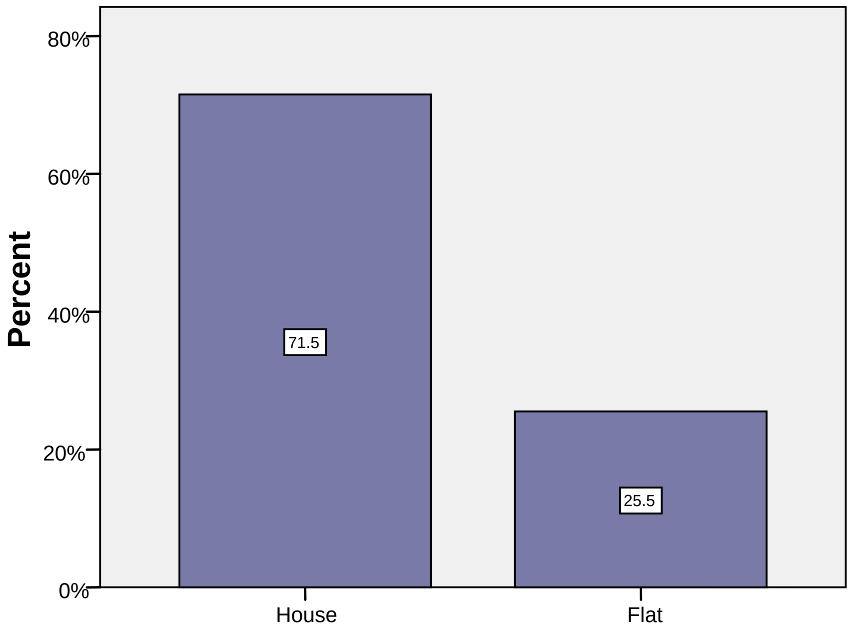


Figure 50 shows that 71.5% of panellists indicated that they live in a house while 25.5% indicated that they live in a flat.

Kerbside recycling

Figure 51: Is your property served by the kerbside recycling collection?

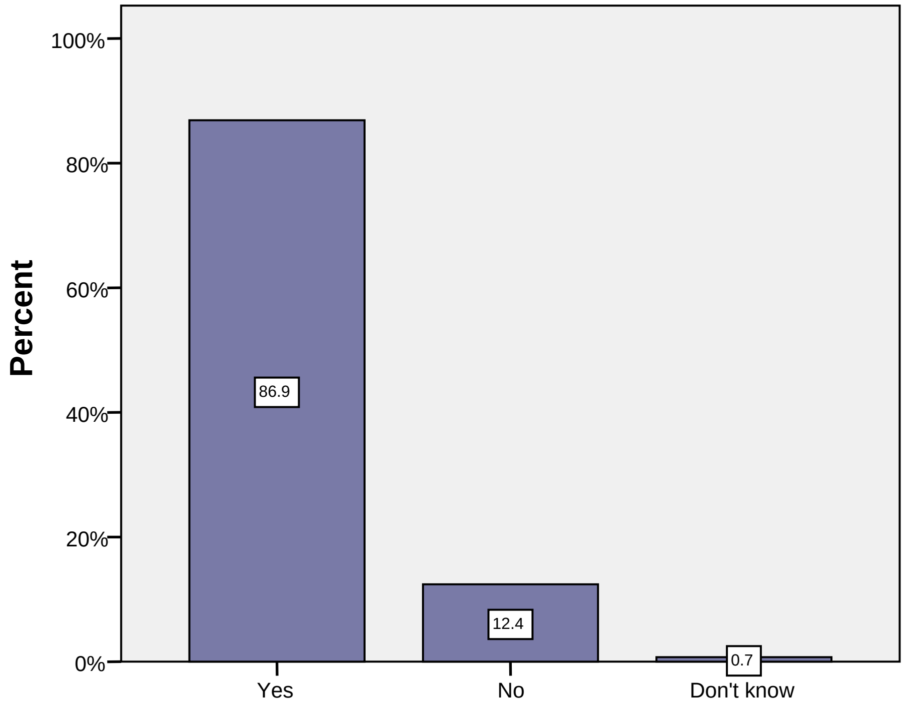


Figure 51 shows that approximately 87% of respondents indicated that their property is served by the kerbside recycling collection, approximately 12% indicated that they were not served by the kerbside recycling collection and 0.7% of respondents indicated that they did not know.

Figure 52: Do you use the kerbside recycling service?

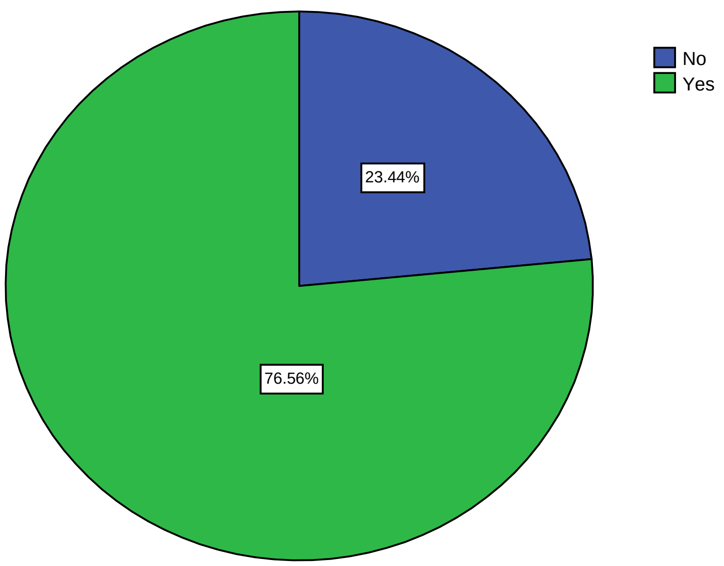


Figure 52 shows that, of the respondents who indicated that their property is served by the kerbside recycling collection, approximately 77% of respondents indicated that they used the service.

Figure 53: If you are not served by kerbside recycling, do you have access to communal facilities?

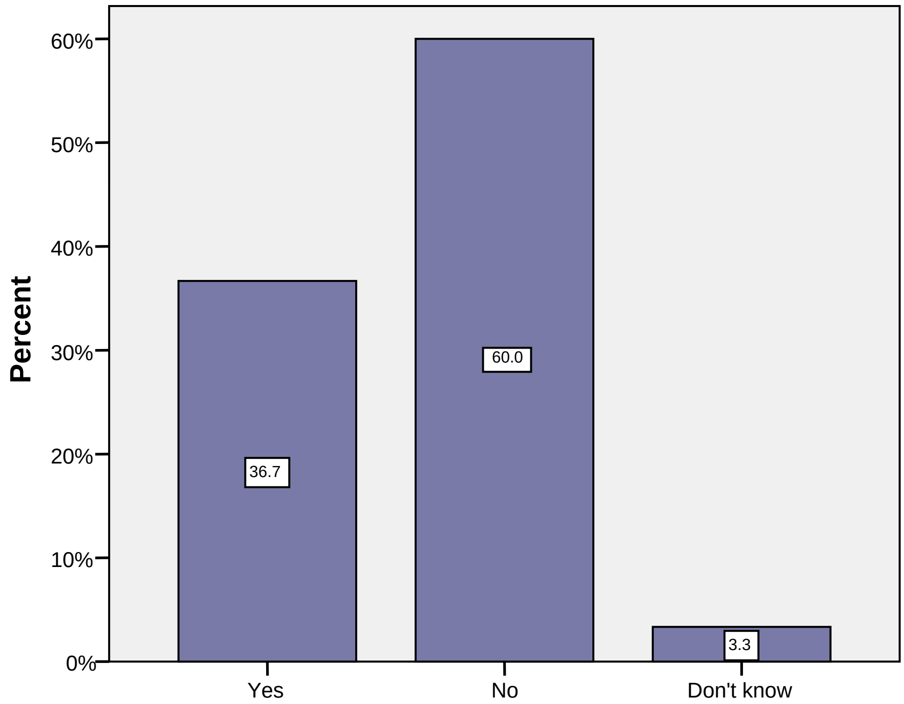


Figure 53 shows that of the respondents who indicated that their property is not served by the kerbside recycling collection, 37% indicated that they do have access to communal facilities and 60% indicated that they did not.

Figure 54: If you have access to communal facilities do you use them?

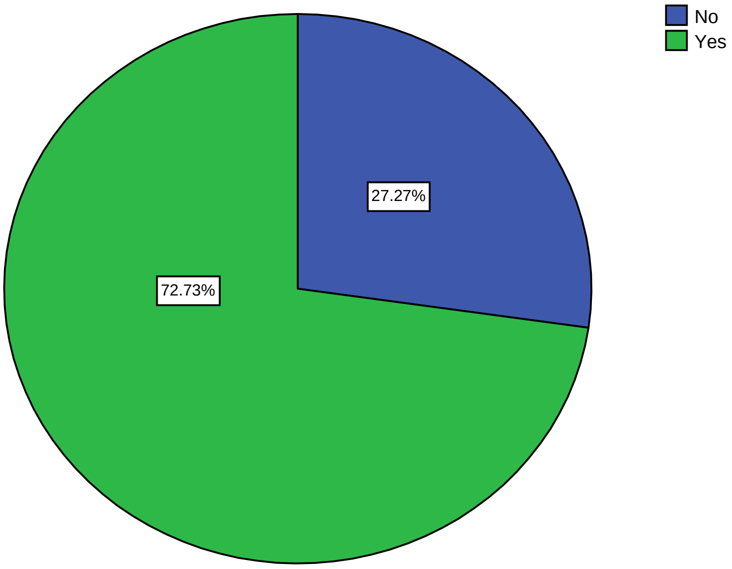


Figure 54 shows that of those who indicated that they have communal facilities, 73% (approx) indicated that they use them. Please note that only 22 panellists answered this question.

Garden waste recycling

Figure 55: Is your property serviced by the kerbside garden waste recycling?

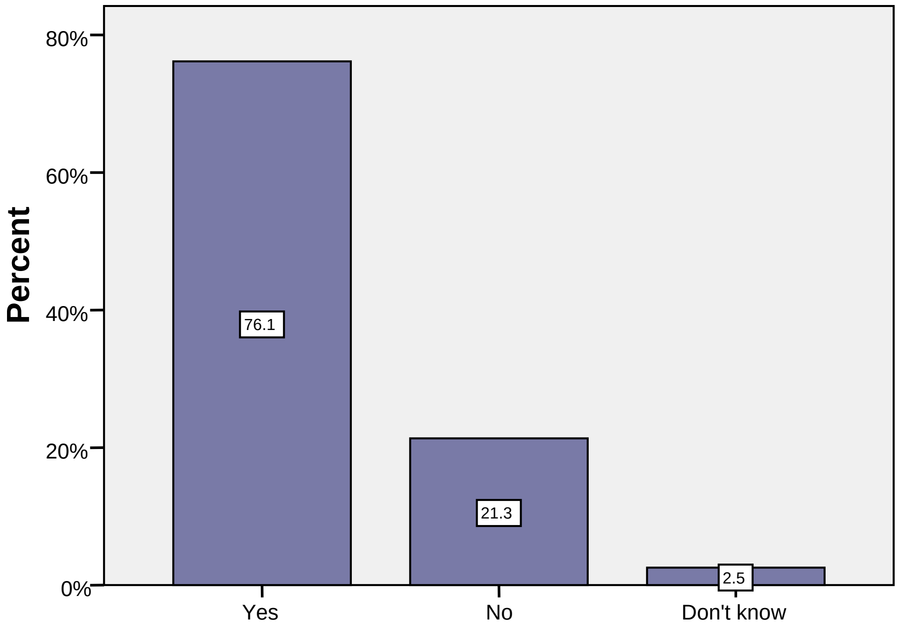


Figure 55 shows that 76% of respondents indicated that their property is served by the kerbside garden waste recycling service, 21% indicated that they were not and approximately 3% indicating that they did not know.

Figure 56: Do you use the kerbside garden waste recycling service?

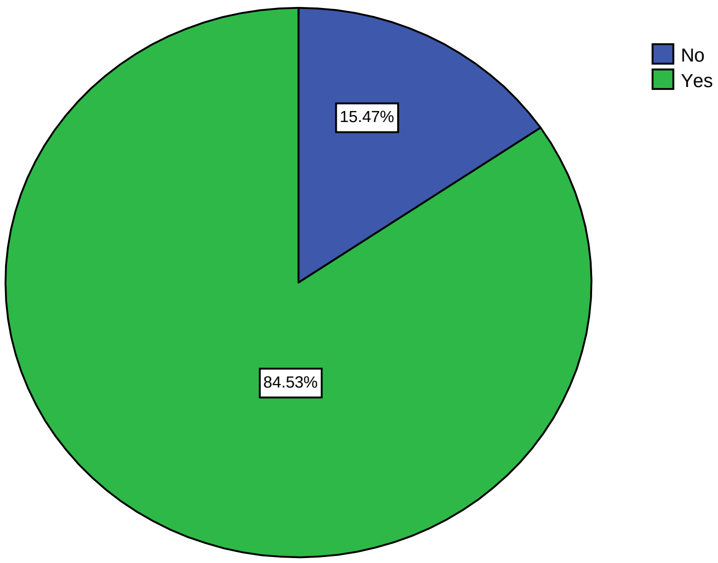


Figure 56 shows that of the respondents who indicated that their property was serviced by the kerbside garden waste recycling service; approximately 84.5% indicated that they used the service while approximately 15% indicated that they did not use the service.

Table 11: If you don't use kerbside recycling why not?

	Yes	
	Number	%
I don't know how to use it	6	0.8%
Too much trouble/takes too much time	7	0.9%
Not enough room to store materials/ containers	23	3.1%
I don't care about the environment	2	0.3%
Don't have a black box/white sack/ my black box/white sack was lost/ stolen and I haven't requested a new one	15	2.0%
The brown wheeled bins/black boxes/ white sacks are too small	10	1.3%
I use recycling centres/points instead	4	0.5%

No incentive to do so	31	4.2%
Don’t know	20	2.7%
Other	5	0.7%

Table 11 shows that the most frequently cited reasons for not using kerbside recycling were that there was no incentive to do so (cited by 31 panellists), that there was not enough room to store boxes/containers (cited by 23 respondents) and 20 respondents indicated that they did not know. 15 panellists indicated that they did not have a black box or white bag.

Table 12: If you are offered the garden waste collection service but do not use it why not?

	Yes	
	Count	%
I don’t know how to use it	2	0.3%
Too much trouble/takes too much time	3	0.4%
Not enough room to store materials/ containers	10	1.3%
I don’t care about the environment	2	0.3%
Don’t have a brown wheeled bin/ my brown bin was lost/stolen and I haven’t requested a new one	28	3.8%
The brown wheeled bins/black boxes/ white sacks are too small	2	0.3%
The brown wheeled bins/black boxes/ white sacks are too big	4	0.5%
I use the recycling centres/points instead	9	1.2%
No incentive to do so	6	0.8%
Don't know	2	0.3%
Other	4	0.5%

Table 12 shows that the most frequently cited reason for not using the garden waste recycling was that they did not have a brown bin, 10 indicated that they did not have enough room to store the materials/containers, 9 indicated that they use recycling centres or points instead and 6 indicated that they have no incentive to do so.

Other reasons given for not using the services include:

- No garden
- Use a compost bin instead
- Some respondents indicated that they had requested recycling boxes/bags but had not received them.
- Had put out kerbside recycling in the past but it was not collected
- Boxes and bags get blown away
- In sheltered housing

Table 13: If you do not use kerbside recycling what would encourage you to use this service?

	Yes	
	Count	%
More information on what you can recycle/ compost	17	2.3%
More information on the benefits of recycling	5	0.7%
Weekly collections of materials for recycling	20	2.7%
If more items were accepted for recycling/ composting	12	1.6%
If more information was provided on what happens to the materials once they have been collected	13	1.7%
If the Council provided different containers	18	2.4%
If my general waste was collected fortnightly instead of weekly	6	0.8%
Don't know	3	0.4%
Nothing	13	1.7%
Other	6	0.8%

Table 13 shows that the most frequently cited incentives to use the kerbside recycling would be weekly collections (cited 20 times), followed by ‘if the council provides different containers (cited by 18 respondents) and more information about what you can recycle (cited by 17 respondents), 13 indicated that they would like to know more about what happens to materials once they have been collected and 13 respondents indicated that no incentives would encourage them to use the service.

Table 14: If you do not use the garden waste recycling what would encourage you to use this service?

	Yes	
	Number	%
More information on what you can recycle/ compost	13	1.7%
More information on the benefits of recycling/composting	5	0.7%
Weekly collections of materials for recycling	6	0.8%
If more items were accepted for recycling/ composting	5	0.7%
If more information was provided on what happens to the materials once they have been collected	5	0.7%
If the Council provided different containers	9	1.2%
If my general waste was collected fortnightly instead of weekly	1	0.1%
Don't know	2	0.3%
Nothing	6	0.8%
Other	3	0.4%

Table 14 shows that the most frequently cited incentive to use the garden waste recycling was ‘more information on what you can recycle/compost’ (cited by 13 respondents), ‘if the council provided different containers was cited by 9 respondents, weekly collection was cited by 6 respondents and a further 6 indicated that nothing would be an incentive to use the service.

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.

Figure 57: What steps would you like to see Aberdeen City Council take to handle your household waste in the future?

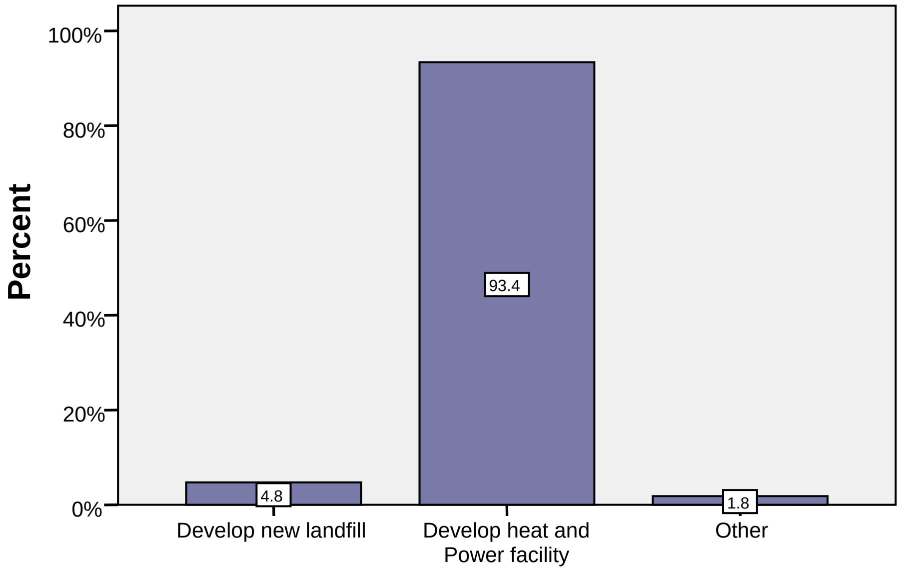


Figure 57 shows that approximately 93% of respondents indicated that they would like to see the development of a facility in Aberdeen, which uses non-recyclable waste to generate heat and power for local residents. Approximately 5% indicated that they believed new landfill sites should be created. Other comments included:

- Compel supermarkets to cut down on packaging
- Build an incinerator away from local residents
- Sell the waste to local authorities who do have a power generation plant
- Ensure that only non-recyclable materials go in the black bins
- Increase recycling provision
- Introduce waste reduction schemes
- Penalise people who do not recycle

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.

Figure 58: Do you think households who create more waste should pay for the collection of their additional waste?

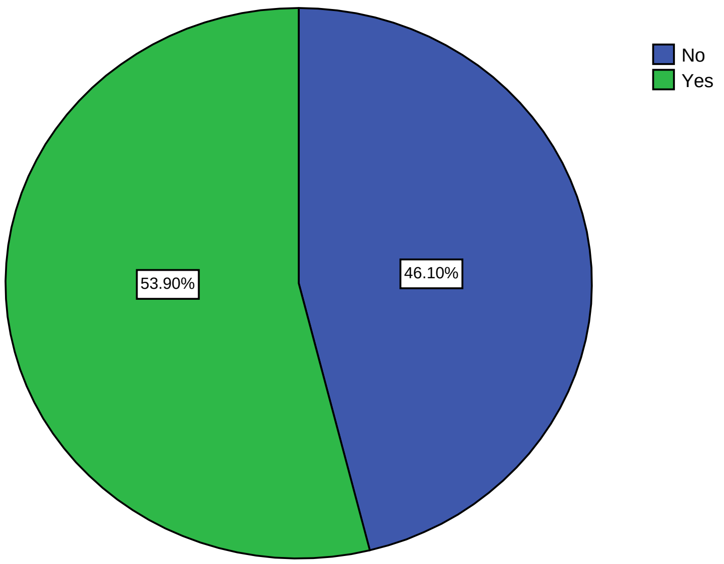


Figure 58 shows that approximately 46% of respondents think that households should pay for the collection of extra waste while approximately 54% do think that they should have to pay.

Figure 59: If 'YES', how much more should they pay per week?

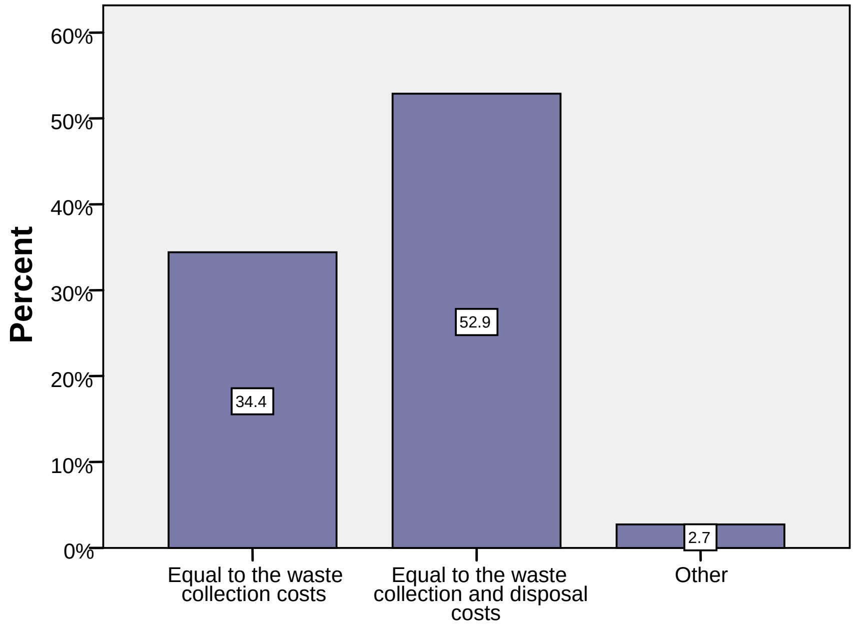


Figure 59 shows that 34.3% of respondents who indicated that households who create more waste should pay for the collection of additional waste believe that the cost should be equal to the additional collection charge and approximately 53% indicated that it should be equal to the collection and disposal charge.

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'.

Figure 60: 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?

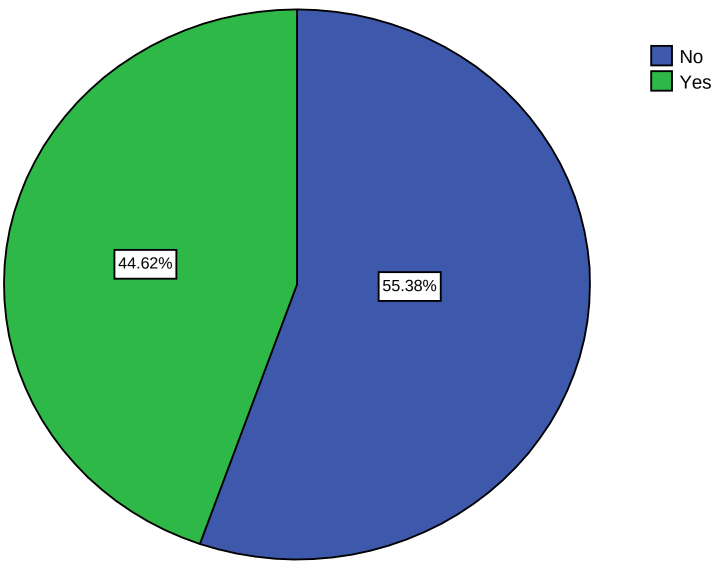


Figure 60 shows that approximately 56% of respondents indicated that they do not have any concerns about the change to a fortnightly collection while approximately 44% of respondents indicated that they do have concerns.

Table 15: If yes which one is your main concern?

	Yes	
	Number	%
Not enough information has been provided on why	48	6.5%
My waste will smell if not collected weekly	136	18.3%
I have a large family and wont have enough space to store	21	2.8%
I have children in disposable nappies	15	2.0%
I have a medical condition that creates extra waste	11	1.5%
My waste will attract flies and vermin	118	15.9%
If I go on holiday, my waste wont be collected for a month	104	14.0%
My neighbours might use my wheeled bin	57	7.7%
There maybe an increase in fly tipping	108	14.5%

Table 15 shows that the main concern, cited by 136 panellists was that waste would smell if it was not collected every week, 118 respondents indicated that they were concerned that vermin would be attracted, 108 indicated that they were concerned that it would increase fly tipping and 104 respondents indicated that they were concerned that if they went on holiday their waste would not be collected for a month, 57 respondents indicated that their neighbour might use their wheely bin. It should be noted that some panellists ticked more than one box for this question.

Other concerns included:

- Wheelie bins are not big enough
- Regularly travel for work and so may have rubbish sitting for four weeks
- Locks should be put on bins
- Do not want a fortnightly service
- This is a cost cutting exercise
- It is not hygienic to have fortnightly collections

Table 16: **What steps can the Council take to address your concern?**

	Yes	
	Number	%
Provide more information on what can be separated for recycling	111	14.9%
Provide more info on how to minimise and reuse waste	81	10.9%
Offer home visits by people who can advise me how to recycle my waste	16	2.2%
Offer garden waste collection to residents not currently in the scheme	76	10.2%
Offer larger/ additional bins to large families/ families with children in nappies etc	136	18.3%
Provide information on the steps to reduce smells, vermin, flies and vermin	127	17.1%
Provide more information on alternative methods of disposals of excess waste	136	18.3%
Other	50	6.7%

Table 16 shows that the most frequently selected options were: offer larger/additional bins to households with large families etc (136 respondents) and provide more information on alternative waste disposal options (136 respondents), 127 respondents indicated that they would like information on how to avoid vermin, 111 requested more information about what can be separated for recycling, 81 indicated that they would like more information on how to minimise waste, 76 indicated that the garden waste collection should be extended.

Other comments included:

- Maintain weekly collections
- Lock bins
- Make containers easier to take to the kerbside
- More communal waste facilities
- Educate people about recycling
- Prosecute fly tippers

Household Waste

The results from the household waste section of the 18th City Voice have certainly brought some interesting issues to light and provide a valuable insight into the thoughts and behaviour of Aberdeen City residents. The opportunity to repeat questions year on year has great benefit in assessing the impact our actions are having on the community and helps to identify trends in behaviour, which will inform future policy and practice.

While the number of respondents with access to recycling facilities (either kerbside or communal) has risen, there has been a drop in the number of people using the services. Although disappointing, it is useful to know as it shows that we need to do more work on promoting existing services and not simply focus on new or up-and-coming ones. The data will be passed to the Waste Aware team to assist in their planning for future campaign work.

This spring will see the introduction of Alternate Weekly Collections (AWC) in many parts of Aberdeen City. Therefore, it is encouraging to see that compared with the results from last year, there has been a drop in the number of people concerned about moving to AWC. The significance of and reasons for this are not clear but this may be due to the introduction of the food waste collections which has removed a significant proportion of this biodegradable waste from the general refuse bin. Additionally, the introduction of AWC has been trialled in the press and so awareness leading to acceptance may have had an impact. Equally, AWC has been operational in Aberdeenshire for some time now and this too, could have had an impact on perceptions in Aberdeen City. There also continues to be overwhelming support for the development of a treatment facility (generating heat and power) to deal with the city's residual waste rather than the creation of a new landfill site.

The information that has been gathered will be exceptionally useful since we are currently revising the Aberdeen City Waste Strategy. The draft document is currently out for public consultation and the data gathered from this City Voice will inform the final version of the strategy as part of this process. If you want to read or comment on the draft Aberdeen City Waste strategy, a copy can be found at
http://www.aberdeencity.gov.uk/Rubbish/rub/rub_WasteStrategy.asp

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.

Figure 61: Are you registered with a GP Practice in Aberdeen?

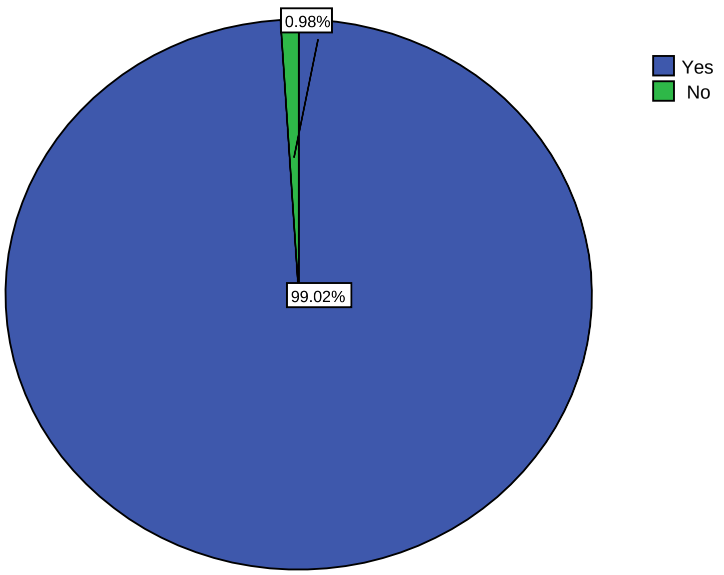


Figure 61 shows that over 99% of respondents are registered with a GP in Aberdeen.

If not, reasons given were:

- Temporarily staying away from home
- Do not live in Aberdeen
- Have not required their services

Figure 62: How long have you been registered with your current GP Practice?

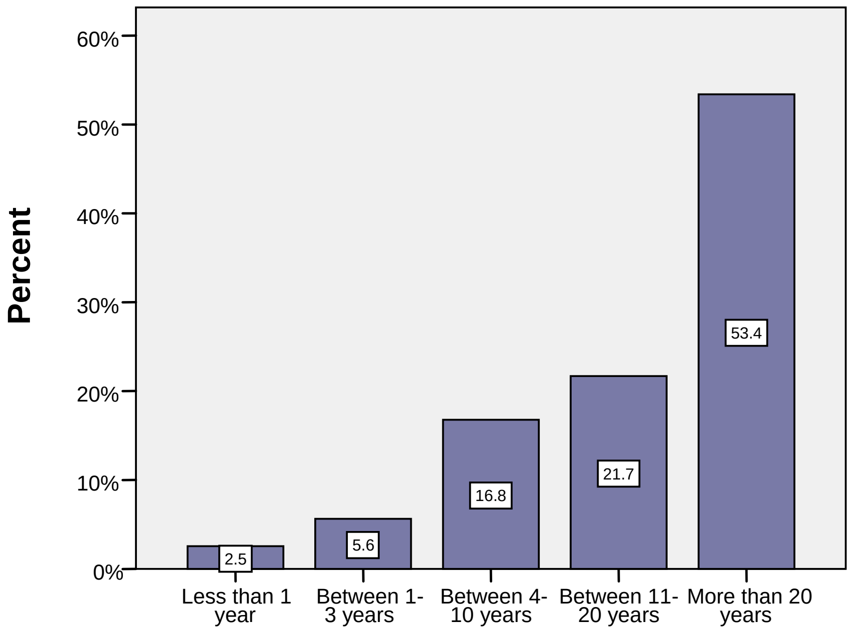


Figure 62 shows that 53.4% of respondents had been registered with their current GP practice for over 20 years, 21.7% indicated that they had been registered at their current practice for between 11-20 years, 18.8% indicated that they had been registered at their current practice for between 4-10 years, 5.6% indicated that they had been registered at their current practice for between 1-3 years and 2.5% indicated that they had been registered at their current practice for under one year.

Figure 63: What is your main reason for being with this GP Practice?

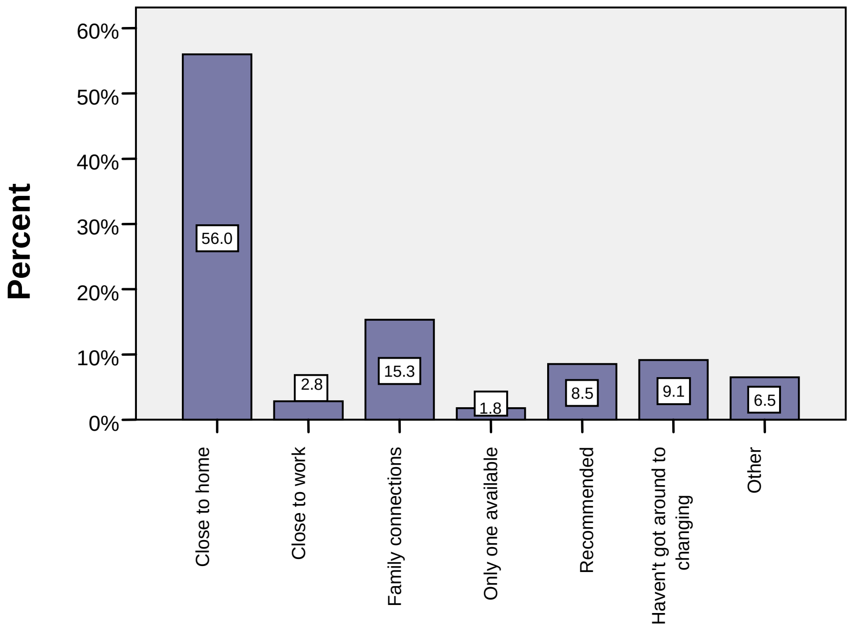


Figure 63 shows that 56% of respondents indicated that the main reason for being with their GP practice is that it is close to their home, 15.3% indicated that it was for family reasons, 9.1% indicated that they had not got around to changing, 8.5% indicated that this practice had been recommended, 2.8% indicated that the practice was close to work and 1.8% indicated that it was the only one available to them.

Other comments included:

- Happy with the service provided and so do not want to change
- Doctor is specialised in particular health needs
- Dissatisfied with a previous practice
- Practice offers alternative therapies

Figure 64: Are all of the people living in your house registered with the same GP Practice?

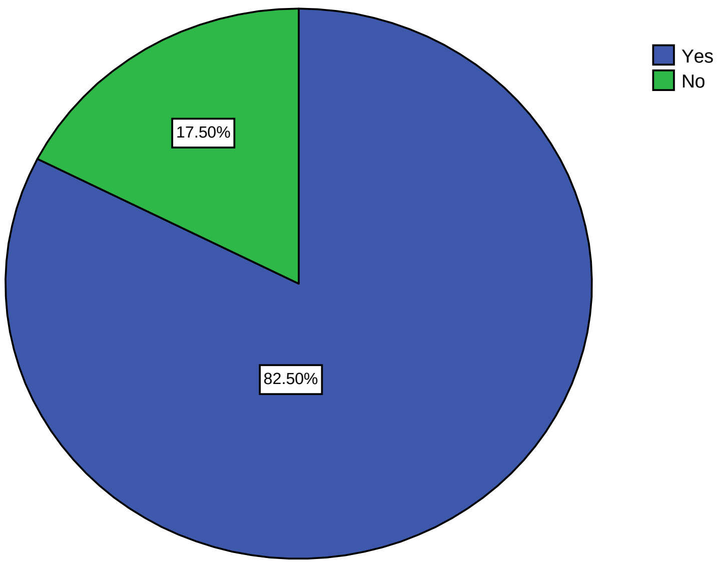


Figure 64 shows that 82.5% of respondents indicated that all of the people living in their house are registered with the same GP Practice and 17.5% indicated that they are not.

Figure 65: How far is your GP Practice from your home?

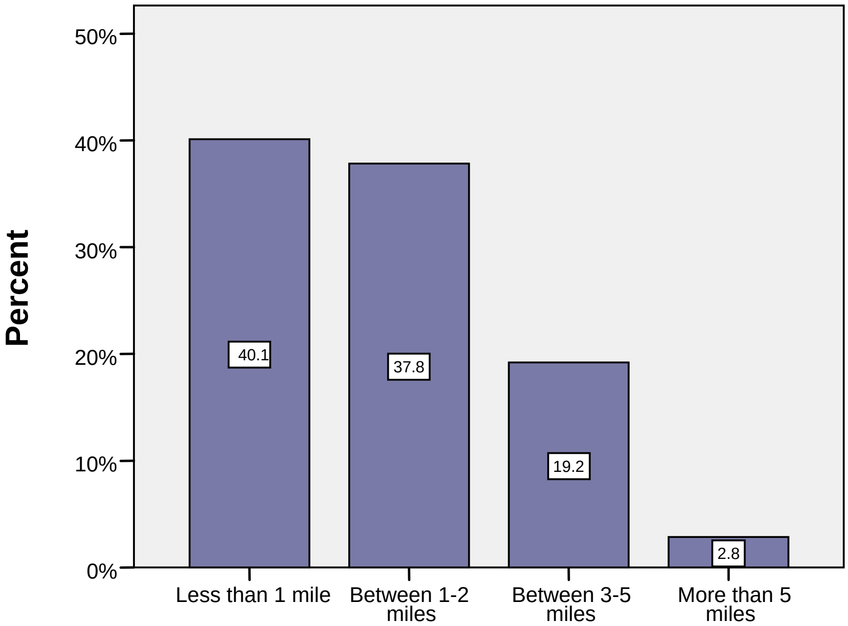


Figure 65 shows that approximately 40% of respondents indicated that their GP Practice is less than a mile from their home. Approximately 38% indicated that their practice is between 1-2 miles from their home, approximately 19% indicated that their GP practice is 3-5 miles from their home and 2.8% indicated that their practice is more than 5 miles from their home.

Figure 66: When you visit your GP, how do you usually travel there?

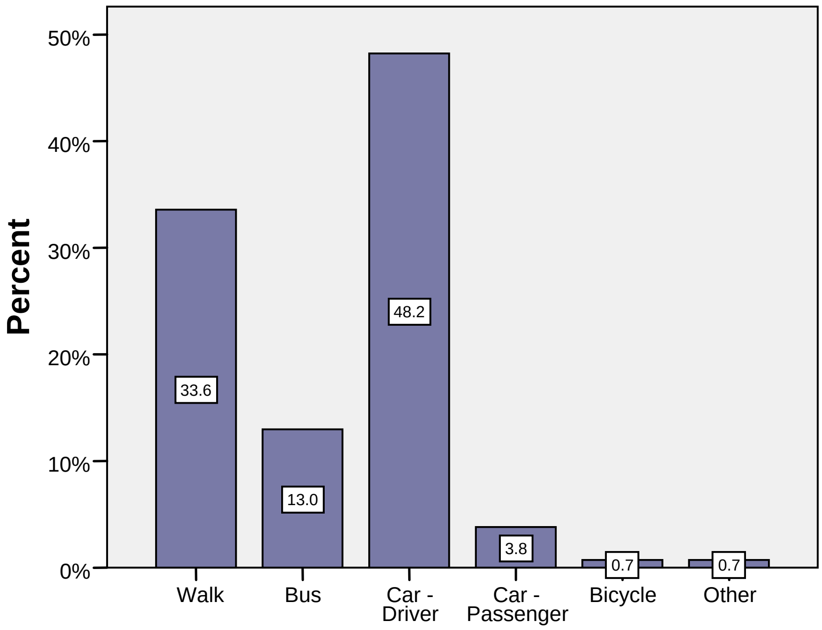


Figure 66 shows that the most frequently cited method of transport to get to the GP surgery was Car-driving (48% of respondents) followed by walking as indicated by 33.6% of respondents, 13% of respondents indicated that they travelled by bus, 3.8% indicated that they travelled as a car passenger and less than 1% indicated that they travelled by bicycle. Other forms of transport cited by panellists were: taxi, motorcycle and train.

Figure 67: How long does it take to travel to your practice?

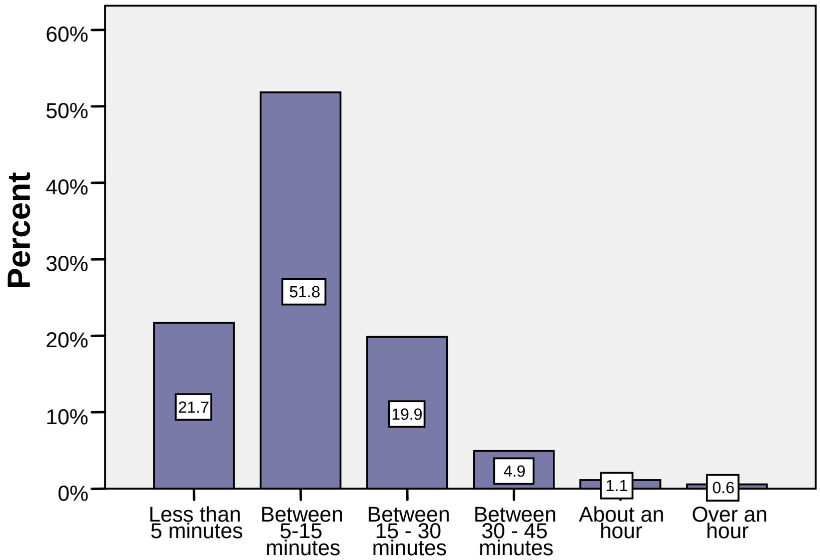


Figure 67 shows that 21.7% of respondents indicted that it took them less than five minutes to get to their GP practice, 51.8% indicated that it took them between 5-15 minutes, 19.9% indicated that it took them 15-30 minutes, 4.9% indicated that it took them between 30-45 minutes, approximately 1% indicated that it took them about an hour and less than 1% indicated that it took them over an hour to get to their GP practice.

Figure 68: How easy is it to get to the practice on a scale of 1 - 5?

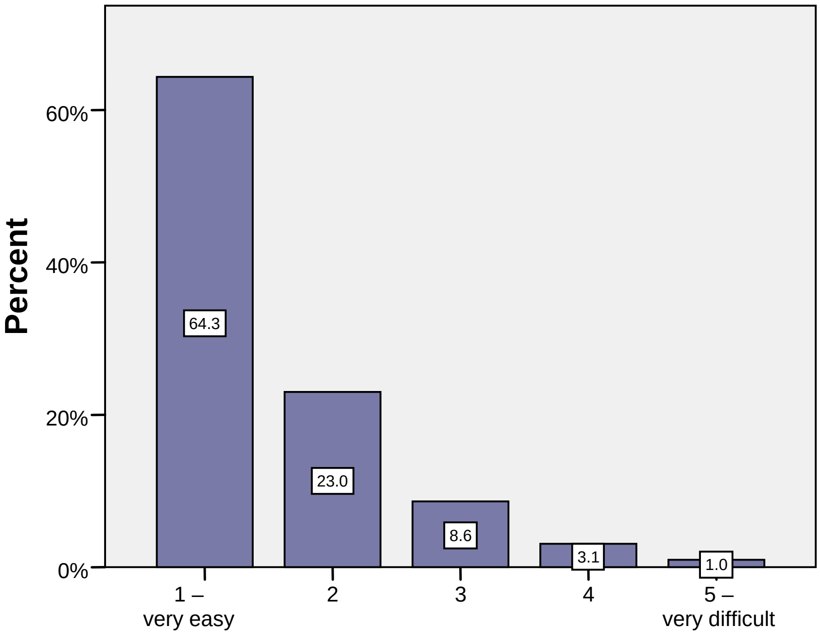


Figure 68 shows that approximately 64% of respondents indicated that it is very easy for them to get to their practice and a further 23% indicted that it was fairly easy. Approximately 3% indicated that it is fairly difficult and 1% indicated that it was very difficult for them to get to their practice.

Table 17: Which factors are most important to you with regards to your GP practice?

	Very important	2	3	4	Not important
	%	%	%	%	%
a) Having my health needs met by the right person	74.2%	16.9%	6.2%	.8%	2.0%
b) The GP Practice offers a wide range of services	40.1%	37.4%	17.9%	3.2%	1.4%
c) The GP Practice is easy to get to	43.6%	32.6%	18.2%	3.2%	2.3%
d) That I can consult with a health care professional that knows me	45.1%	26.2%	19.2%	6.1%	3.4%
e) The GP Practice opening times allow me to visit easily	48.2%	35.8%	11.5%	2.4%	2.1%
f) That I can speak to or see a health care professional when needed	58.5%	31.5%	7.5%	1.0%	1.6%
g) Having my health needs met in the most convenient setting	35.6%	34.0%	24.1%	4.5%	1.9%
h) Confidence in a particular GP	61.1%	22.5%	11.2%	2.7%	2.5%
i) Waiting times	49.3%	33.1%	13.2%	2.6%	1.7%

Table17 shows that respondents indicated high levels of importance to all of the factors with regards to their GP practice. Approximately 74% of respondents indicated that having their health needs met by the right person was very important. Confidence in a particular GP was rated as very important by approximately 61% of respondents and 'that I can speak to or see a health care professional when needed' was deemed very important by 58.5% of respondents. The factor rated as being not important by the highest percentage or respondents was 'that I can consult with a health care professional that knows me' but this was only selected by 3.4% of respondents.

The top three factors selected by respondents were:

- A- Having my health needs met by the right person (450 respondents)
- H- Confidence in a particular GP (371 respondents)
- F- That I can speak to a health care professional when needed (290 respondents)

Other comments included:

- GPs should be less insular
- Have a computer screen for looking up symptoms in the waiting room
- GPs should have an on call service
- More complimentary therapies should be available
- Excellent GP service
- It is difficult to get an appointment with a particular doctor
- Receptionists can be rude and can try to deter people from seeing a doctor
- Doctor's surgery has no car park

Figure 69: If there was a GP Practice closer to your home than the one you currently visit, would you register with that GP Practice?

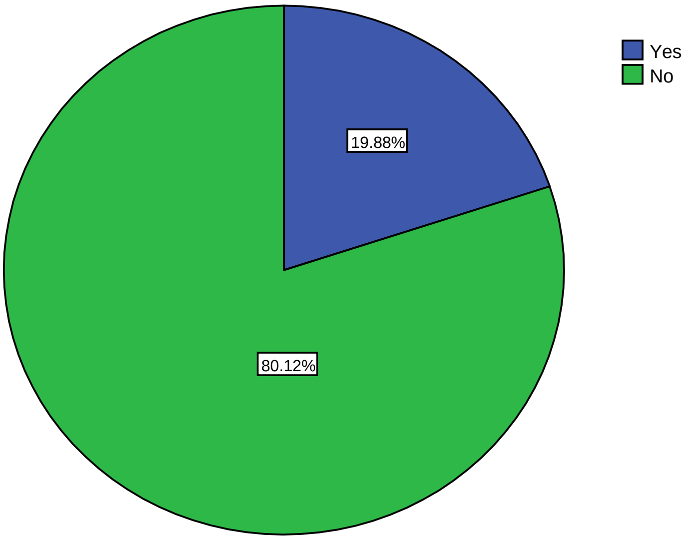


Figure 69 shows that over 80% of respondents would not move to a GP practice closer to their home if there was one.

Reasons given for this included:

- Already very close to GP surgery
- Happy with the current GP
- Do not consider it to be a big issue
- Easier to stay with the same practice
- Current GP knows panellist and their health problems
- Trust and have confidence in current GP
- No benefit in changing

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

Figure 70: How would you feel if you were asked to move to a new GP Practice closer to your home?

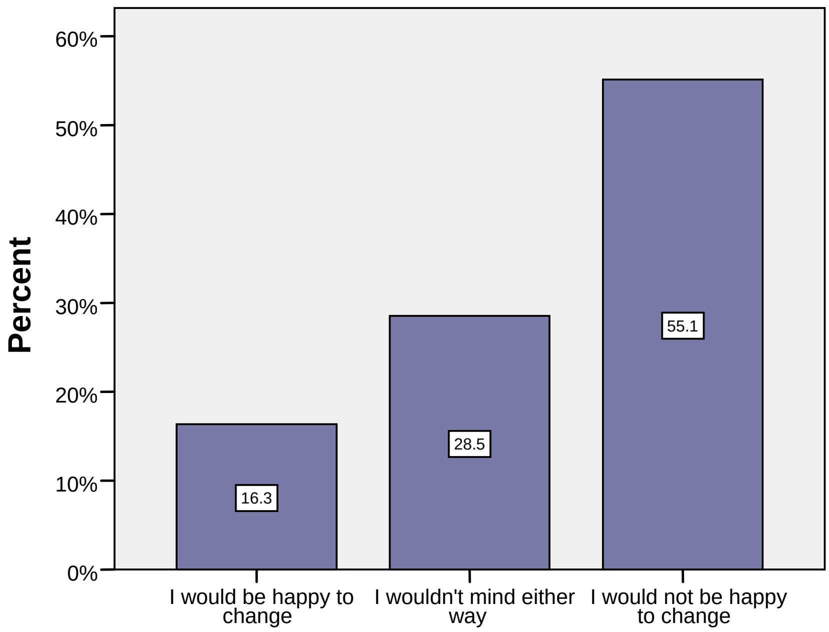


Figure 70 shows that approximately 55% of respondents indicated that they would not be happy to change to a new GP practice closer to their home. 16.3% of respondents indicated that they would be happy to change and 28.5% indicated that they wouldn’t mind either way.

Figure 71: How do you feel about receiving more treatments in your GP practice which could save a visit to hospital?

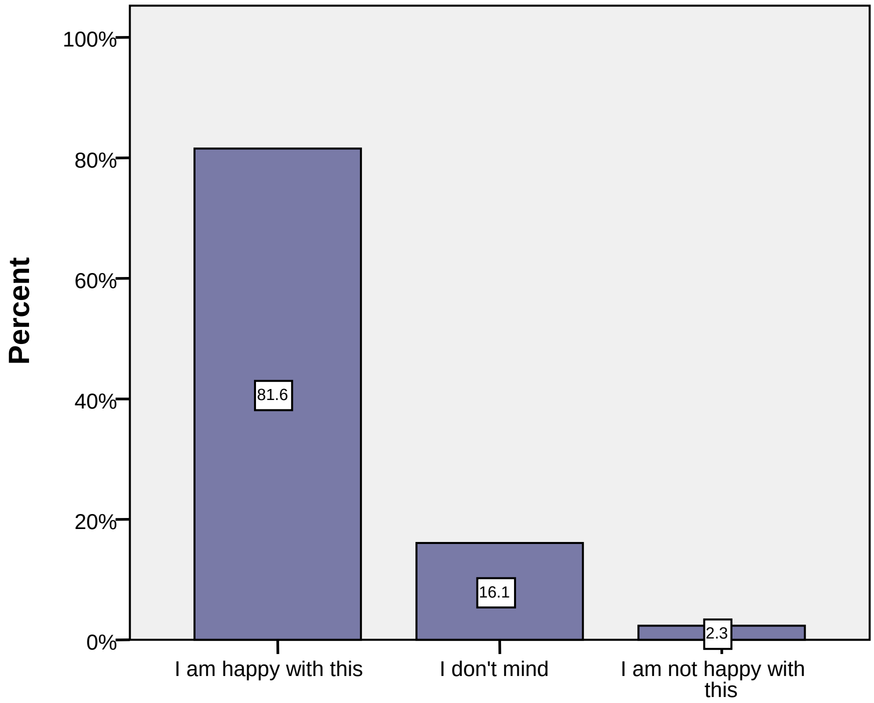


Figure 71 shows that approximately 82% of respondents indicated that they would be happy receiving more treatments in their GP practice, approximately 16% indicated that they don’t mind and 2.3% indicated that they are not happy with this idea.

Figure 72: 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?

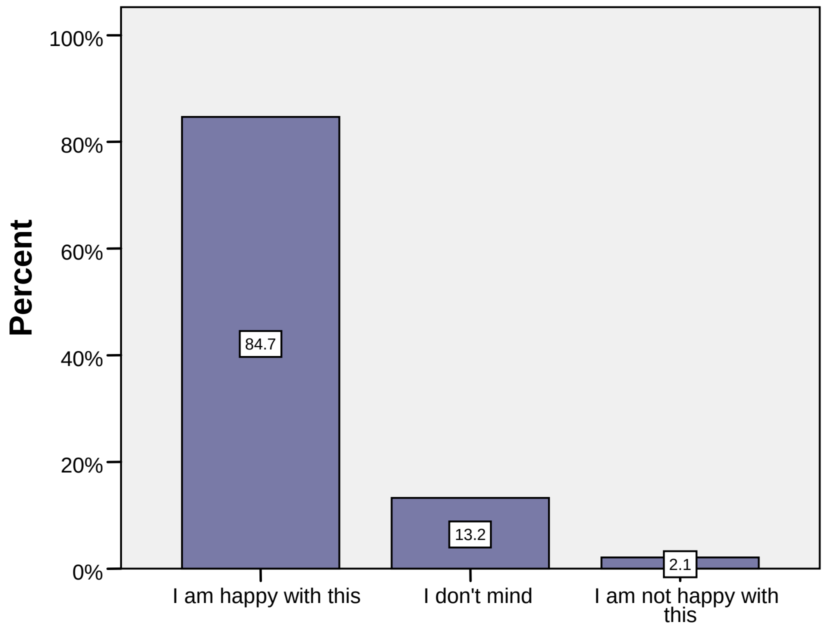


Figure 72 shows that approximately 85% of respondents indicated that they would be happy with nurses and other health professionals conducting activities such as taking blood. Approximately 13% indicated that they do not mind and approximately 2% said that they are not happy with this.

Other comments included:

- It is inconvenient to have to book another appointment with the nurse
- This is already the case at their current practice
- Must ensure that nurses and other healthcare professionals have adequate training
- Receptionists can be a barrier to getting appointments
- Nurses conducting more procedures would free up the doctor's time
- Dental care should be part of the service
- Language barrier issues with foreign nurses
- Would not like to see pharmacists conducting diagnoses
- Nurses are often better at taking blood etc than doctors

Primary Care Services

The results will be shared with staff members of the Aberdeen City Health Partnership (CHP), the Primary Care Communications Group that is made up of staff and a public representative, The Primary Care Programme Board, the Primary Care Redesign Team and the Public Reference Group who also offer the public's perspective on the Primary Care Redesign Programme. These results will help to plan the next stages of the redesign programme and will help to decide which areas of the programme we could tackle first. This is a long term programme and the results help to tell us about how people use GP services, what is important to patients and how people feel about changes to services.

We would like to thank people for taking part in this questionnaire as all of this information will be used to shape how services might be delivered and how primary care in the city could work in the future.

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.

Table 18: Transport

	Very important	2	3	4	5	6	Less important
	%	%	%	%	%	%	%
a) Public transport	31.6%	23.1%	16.9%	12.1%	7.1%	6.2%	3.1%
b) Levels of traffic congestion	37.4%	31.2%	18.1%	7.6%	3.9%	0.9%	0.9%
c) Maintenance of roads	43.2%	29.7%	19.4%	5.0%	2.1%	0.3%	0.3%
d) National and international transport connections	25.1%	23.9%	23.0%	13.8%	6.8%	3.7%	3.6%

Table 18 shows that Public transport was rated at the top 2 levels of importance by 55% of respondents, Levels of traffic congestion were rated at the top 2 levels of importance by 69% of respondents, maintenance and roads were rated most highly out of the options for this section with 73% of respondents rating this in the top 2 levels of importance and 43.2% assigning the highest level of importance to this factor. National and international transport connections were rated at the top 2 levels of importance by 49% of respondents.

Table 19: Shopping & entertainment

	Very important	2	3	4	5	6	Less important
	%	%	%	%	%	%	%
e) Range of shops	26.8%	29.5%	22.6%	12.2%	5.1%	2.3%	1.5%
f) Choice of bars/restaurants	11.0%	19.4%	25.4%	20.6%	11.0%	5.5%	7.1%
g) Cultural facilities	25.0%	27.8%	22.5%	13.1%	5.9%	2.2%	3.4%

Table 19 shows that approximately 56% of respondents rated ‘range of shops’ at the top 2 levels of importance, approximately 30% indicated that they thought that a choice of bars and restaurants as being in the top 2 levels of importance and approximately 53% of respondents rated cultural facilities in the top 2 levels of importance.

Table 20: **Housing & the environment**

	Very important	2	3	4	5	6	Less Important
	%	%	%	%	%	%	%
h) Access to countryside	42.9%	29.0%	17.3%	7.4%	2.5%	0.3%	0.6%
i) Air quality/levels of pollution	55.3%	31.7%	8.9%	2.8%	1.0%	0.1%	0.1%
j) Clean streets	52.4%	35.1%	9.0%	2.6%	0.6%	0.0%	0.3%
k) Attractive town/ city centre	45.5%	33.4%	13.8%	5.7%	0.7%	0.4%	0.4%
l) Access to parks and open spaces	44.6%	34.7%	14.0%	4.1%	1.0%	0.9%	0.7%
m) Choice of housing	28.2%	25.5%	24.3%	12.9%	3.4%	2.5%	3.1%
n) Availability of affordable housing	31.3%	19.3%	18.8%	13.0%	7.0%	5.2%	5.4%

Table 20 shows that approximately 72% of respondents rated access to the countryside at the top 2 highest levels of importance, approximately 87% rated Air quality/levels of pollution in the top 2 highest levels of importance with approximately 55% rating this at the highest level of importance. Approximately 88% of respondents rated Clean streets at the top 2 highest levels of importance with approximately 52% rating this factor at the highest level of importance. Table 20 also shows that Attractive town/city centre was rated at the top 2 highest levels of importance by 78.9% of respondents, access to parks and open spaces was rated in the top 2 highest levels of importance by 79% of respondents, choice of housing was rated in the top 2 highest levels of importance by 53.7% of respondents and availability of affordable housing was rated at the top 2 highest levels of importance by approximately 51% of respondents.

Table 21: **Economy and jobs**

	Very important	2	3	4	5	6	Less important
	%	%	%	%	%	%	%
o) Employment opportunities	48.0%	26.6%	9.7%	6.0%	2.0%	2.5%	5.2%
p) Strong local economy	48.9%	32.4%	11.3%	5.0%	0.9%	0.3%	1.1%
q) Levels of earnings	37.8%	33.6%	16.8%	7.2%	1.7%	1.2%	1.7%
r) Cost of living	52.4%	31.7%	9.6%	4.5%	1.2%	0.3%	0.3%

Table 21 shows that 75% of respondents rated employment opportunities at the top 2 highest levels of importance, 81.3% of respondents rated a strong local economy in the top 2 highest levels of importance, levels of earnings was rated at the top 2 highest levels of importance by 71.4% of respondents and cost of living was rated at the top 2 highest levels of importance by 84% of respondents with 52.4% rating this factor at the highest level of importance

Table 22: Children & young people

	Very important	2	3	4	5	6	Less important
	%	%	%	%	%	%	%
s) Quality of schools/ education	59.8%	20.2%	6.3%	5.7%	2.1%	2.0%	3.8%
t) Further/ higher education opportunities	52.2%	22.9%	10.5%	6.8%	1.7%	2.5%	3.4%
u) Activities for young people	51.6%	24.5%	11.1%	6.3%	2.3%	1.4%	2.8%

Table 22 shows that 80% of respondents rated Quality of Schools/education in the top 2 highest levels of importance with nearly 60% of respondents rating this factor at the highest level of importance. Approximately 75% of respondents rated further/higher education opportunities in the top 2 highest levels of importance and approximately 76% of respondents rated activities for young people in the top 2 highest levels of importance.

Table 23: Community safety

	Very important	2	3	4	5	6	Less important
	%	%	%	%	%	%	%
v) Level of crime	73.9%	18.7%	5.4%	1.0%	0.4%	0.2%	0.4%
w) Level of anti social behaviour	74.3%	17.7%	5.8%	1.3%	0.3%	0.3%	0.3%

Table 23 shows that community safety factors were rated as very important by the highest percentage of respondents. Approximately 93% of respondents rated level of crime in the top 2 highest levels of importance with 74% rating this at the highest level of importance and 92% of respondents rating level of anti-social behaviour at the top 2 highest levels of importance with 74.3% of respondents rating this at the highest level of importance.

Table 24: Health and well-being

	Very important	2	3	4	5	6	Less important
	%	%	%	%	%	%	%
x) Quality of local health services	68.8%	24.3%	4.8%	1.2%	0.0%	0.7%	0.3%
y) Access to social services	30.6%	24.4%	20.6%	12.8%	5.7%	3.3%	2.7%
z) Access to sports facilities	23.8%	24.7%	26.2%	13.6%	5.3%	2.6%	3.8%

Table 24 shows that approximately 93% of respondents rated the quality of local health services in the top 2 highest levels of importance, approximately 55% of respondents rated access to social services at the top 2 highest levels of importance and approximately 49% of respondents rated access to sports facilities in the top 2 highest levels of importance.

Other comments by respondents included:

- Access to evening and Sunday bus services
- Losing the community arts venue in union terrace gardens
- Activities for older people
- Levels of noise
- Friends and family
- Weather
- Civic pride
- Local community activities
- Spiritual activities
- Preserving the green belt
- More choice of bus operators
- Joined up services
- Good public officials
- Biodiversity
- Public library services
- Taxi service
- Help and care for disabled people
- Dental services
- Good neighbours
- Availability of trades people
- Build the western peripheral route
- Faster broadband
- More police and/or community wardens
- More events organised outside the city centre

Figure 73: Having considered the various factors that can contribute to a good quality of life, how would you rate your own quality of life?

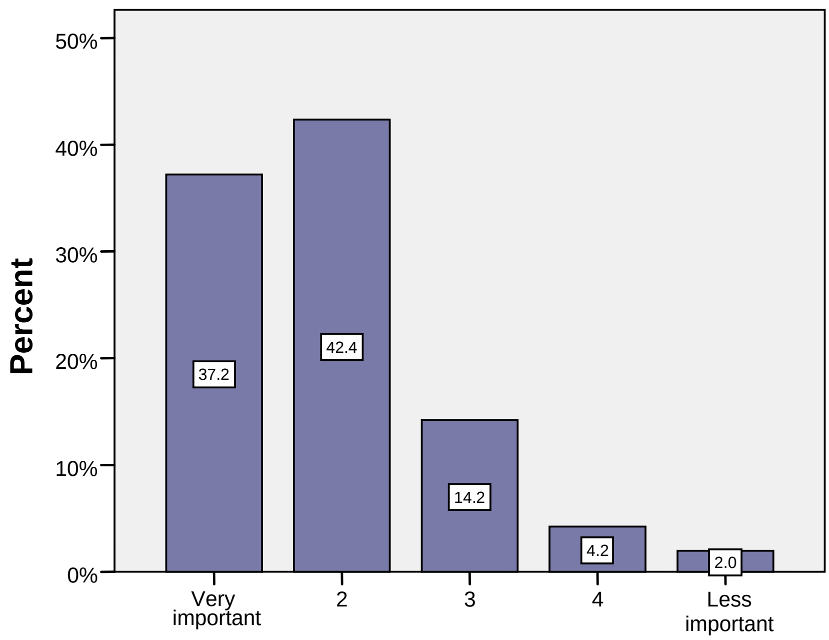


Figure 73 shows that approximately 37% of respondents rated their own quality of life as very important and approximately 42% indicating that their quality of life is fairly important. Approximately 14% indicated a neutral response and approximately 6% indicated that they considered quality of life to be less important.

Quality of Life

City Voice panellists were asked to consider a range of factors that can contribute to a good quality of life. These were scored on a scale of 1 to 7, where 1 is very important and 7 is less important. There were 26 factors and these were grouped into seven broad themes: transport, shopping and entertainment, housing and the environment, economy and jobs, children and young people, community safety, and health and well-being.

Of these seven themes, community safety was given the highest ranking by panellists. 92.6% rated ‘level of crime’ in the top two highest levels of importance, while 92.0% gave ‘level of anti-social behaviour’ the same level of importance. The most important individual factor was ‘quality of local health services’, which was ranked in the top two highest level of importance by 93.1% of panellists. The factor with the lowest rating was ‘choice of bars and restaurants’, which was ranked in the top two highest level of importance by 30.4% of panellists. ‘Access to sports facilities’ (48.5%) and ‘national and international transport connections’ (49.0%) were also ranked relatively lowly as quality of life factors.

These results will be presented to the Aberdeen City and Shire Economic Future (ACSEF), whose economic manifesto 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. Knowing what is important to Aberdeen residents will help them to focus their resources on the topics that matter.