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ADDITIONAL CIRCULATION



To: Councillor Wheeler, Convener; Councillors Bell and Graham, Vice Conveners; and Councillors Cormie, Delaney, Lesley Dunbar, Jackie Dunbar, Henrickson, Lumsden, Macdonald, McLellan, Jennifer Stewart, the Depute Provost and Townson.

Town House,
ABERDEEN 13 May 2019

OPERATIONAL DELIVERY COMMITTEE

The undernoted items are circulated in connection with the meeting of the **OPERATIONAL DELIVERY COMMITTEE** to be held here in the Town House on **THURSDAY, 16 MAY 2019 at 2.00 pm.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

B U S I N E S S

GENERAL BUSINESS

- 10.8 Review of Broad Street Partial Pedestrianisation Including Safety Review - PLA/19/088 (Pages 3 - 48)

EXEMPT BUSINESS

- 10.8 Review of Broad Street Partial Pedestrianisation Including Safety Review - exempt appendices in relation to item 10.8 on the agenda - PLA/19/088 (Pages 49 - 84)

Should you require any further information about this agenda, please contact Lynsey McBain on 01224 522123 or email lymcbain@aberdeencity.gov.uk

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SUBMISSION OF LATE REPORT

NAME OF COMMITTEE : Operational Delivery Committee

DATE OF COMMITTEE : 16th May

TITLE OF REPORT : Operations and Safety Review of the Broad Street Project

Please explain why this report is late.

There is a site visit arranged for 9 May and officers are waiting for a Road Safety Report (expected at the end of the week). The outcome of both will inform the consideration.

Please explain:

- **why this report must be submitted to the next meeting of the Council/Committee; and**
- **why it cannot be submitted to a meeting of the Council/Committee at a later date.**

The review of the scheme was agreed to be reported 6 months from completion on the operations and safety of the project; and this report cannot be submitted to a meeting of the Committee at a later date as officers were instructed to meet this timeline from previous committee decisions.

Director Steven Whyte

Date 9.05.19

The following section must be completed by the Convener where a report must be submitted less than three clear days¹ before a meeting of the Council/Committee.

By law, an item of business must be open to inspection by members of the public for at least three clear days before a meeting.

An item of business not open to inspection for three clear days may be considered at a meeting only by reason of special circumstances, which shall be specified in the minutes, and where the Convener is of the opinion that the item should be considered as a matter of urgency.

Please explain why you are of the opinion that the item should be considered as a matter of urgency.

As explained above to comply with previous committee decision.

Convener Councillor John Wheeler

Date 13 May 2019

¹ For example if a letter is posted on Monday advising of a meeting on Friday, it gives 3 clear days notice (i.e. Tuesday, Wednesday, Thursday). Saturday, Sunday and public holidays are included within the definition of Clear Days.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	16 th May 2019
EXEMPT	Appendices D and E
CONFIDENTIAL	No
REPORT TITLE	Operations and Safety Review of the Broad Street Project
REPORT NUMBER	PLA/19/088
DIRECTOR	Steve Whyte
CHIEF OFFICER	John Wilson
REPORT AUTHOR	Tara Gavan
TERMS OF REFERENCE	6

1. PURPOSE OF REPORT

The report summarises the outcome of a review of the Broad Street project on the operations, setting and safety of the scheme following six months of full implementation. This report also references research and monitoring surveys carried out by Sustrans and engagement with relevant stakeholders including the Disability Equity Partnership (DEP), Bus Companies and the public. Recommended next steps are detailed within the report to support continual improvement of the project.

2. RECOMMENDATION(S)

That the Committee:

2.1 Instruct the Chief Officer Capital to proceed to design and install a fully traffic signalised junction at the Upperkirkgate / Gallowgate junction. The design is to be discussed and agreed with key stakeholders and funders.

3. BACKGROUND

3.1 Reference is made to the decisions on 24 June 2015, when Council unanimously agreed the Aberdeen City Centre Masterplan and Delivery Programme, which was developed following extensive public consultation and won majority support. Within this document it lists Broad Street as a project stating 'EN01 Broad Street: the space between Marischal College and the Marischal Square development

will retain bus movements on a day to day basis but will be designed in a manner so that it can be transformed into an event ready space on special occasions.’

3.2 Reference is made to the decisions of the Council on 29 June 2016 regarding the report entitled ‘City Centre Masterplan Project EN01 – Broad Street’. The Council agreed that Option 2 (buses, cycles and pedestrians only) was the preferred option for public realm intervention on Broad Street.

3.3 Design

3.3.1 The detailed design creates improved public realm to achieve greater transformative improvement in the city centre. The concept behind the design is to have an area that creates interest, vibrancy and vitality at all times with a range of events that can be programmed throughout the year, balanced against safe movement of pedestrians, buses and cyclists. The objectives of the scheme can be summarised as:

- Improved accessibility;
- Maintain the provision of bus routes;
- Reduction in traffic;
- Improved public realm space;
- Improved safety;
- Promotes healthy living;
- Flexible event space and;
- Improving the setting of Marischal College

3.3.2 The design’s key features include a water feature creating interest, raised grass planter giving a space to relax and enjoy Marischal College, a number of trees to introduce greenery and soften some of the buildings, and granite bench seating defining some of the areas. An allowance has been made to improve the lighting to Marischal College allowing greater flexibility in uplighting and ‘theming’ the building. This work package is currently being procured for implementing.

3.3.3 The scheme was designed in accordance with guidance at the time. It is important to note key changes to guidance following the detailed design for the project was completed and construction was already underway:

- In January 2018 CIHT released Creating Better Streets: Inclusive and Accessible Places, this document advises that the phrase “shared space” is unhelpful as it covers a broad variety of street design. It suggests categorizing schemes as “Pedestrian Prioritised Streets”, “Informal Streets” and “Enhanced Streets”. The document also mentions “courtesy crossings” which are defined crossing points.
- Sustrans published a new position on shared space and people-prioritised streets in June 2018.
- DFT Local Transport Note 1/11 document was published in **2011** but subsequently **withdrawn in July 2018**, and replaced by “Inclusive Transport Strategy, achieving equal access for disabled people.’

- Based on the updated guidance, Broad Street and Upperkirkgate would now be classed as an “Informal Street” as they still have defined footway and carriageway.
- Design implications based on these changes are addressed in 3.14.

3.4 Construction

The construction was carried out by Chap Construction from May 2017 to November 2018 in conjunction with project partners, Muse Developments and Sustrans.

3.5 Commissioning

3.5.1 While the Disability Equity Partnership were not in place during the initial design phase of the project they were engaged through the final design and construction phase, gathering feedback and identifying areas of concern. In terms of designing for those with sensory disabilities and mobility issues, consideration was given to colour, texture and the overall design of the footways and carriageways so they are distinguishable. Informal pedestrian crossing points are identified with tactile paving on the footway and are paved in a contrasting material to assist in identifying them to people with visual impairment.

3.5.2 Training and awareness sessions were carried out with the bus operators First Bus and Stagecoach prior to the area being reopened to traffic. First Bus carried out on site training with drivers which has proved to be successful. The information from this exercise was recorded and shared with both operators to allow them to continue to develop training internally.

3.5.3 A road safety audit – an evaluation of a highway improvement scheme which is carried out during design development, at the end of construction and post-construction, to identify road safety problems and to suggest measures to eliminate or mitigate any concerns – has deemed the area to be safe. A further Stage 3 safety audit (carried out following completion of construction) will be conducted in May 2019, followed by a Stage 4 audit 12 months after opening, carried out by independent auditors.

The initial stage 3 safety audit identified 21 recommendations which have been addressed within the scheme. There are 2 items that remain outstanding; however, they are in the process of being implemented:

- It is recommended that features are implemented within the footway to demarcate between the pedestrian and vehicle space at the roundel on the corner of Upperkirkgate. A design solution has been agreed in principle with the Disability Equity Partnership and await agreement on materials for ordering.
- It is recommended that bollards are erected on both sides of the North entrance to Broad Street to force bus drivers to avoid driving over the tactile. The agreed solution is to provide granite bollards which replicate those at the south end of the bus/ cycle only section of Broad Street which have been ordered for installing.

3.5.4 Totem gateway features were commissioned to North East Scotland College (NESCOL) to indicate a changed space; changing from a traditional carriageway layout, to a space where people move and linger and enjoy the area, and where motor vehicles no longer had priority. The totems raised road safety concerns and could be easily damaged at the four proposed locations therefore Aberdeen City Council are in the process of implementing them within the public realm to be enjoyed as public art features, which will create further interest within the area.

3.6 Operations

3.6.1 To discourage private vehicles from entering Broad Street between Queen Street and Upperkirkgate, bus lane enforcement cameras have been set up as part of the scheme. From August 2018 to April 2019 incidents 4434 have been processed for Charge Notices to be issued across the two cameras generating a revenue of £110k. Although there are two cameras on Broad Street neither camera captures exactly the same number of contraventions as the other. In addition, in order to avoid duplications, i.e. the same vehicle receiving two tickets for the same contravention (1 from camera 15 and another from camera 16) the registration number of the vehicle and the time of the contravention are recorded. A breakdown is noted in Appendix A which indicates the trend is reducing in charge notices.

3.6.2 No formal safety incidents have been reported by Police Scotland since the road reopened to traffic in August 2018. Council Officers have noted one collision, reported in the media, which resulted in a charge of dangerous driving by Police Scotland.

3.6.3 A speed analysis survey was carried out from the 22nd March to the 25th March 2019. The surveys were taken within the area of the scheme on Gallowgate and Upperkirkgate. These streets are within the city centre's 20mph zone and also on a junction therefore the expectation would be speeds to be slower to take account of the surroundings.

The 20 mph speed limit within the city centre was put in place as acknowledgement that the area has high volumes of pedestrians with a requirement and demand to cross roads. The lower speed limit helps to create a safe, welcoming environment which encourages walking and cycling.

The mean speeds along the route are between 12mph and 16mph. 85% of all vehicles travel at or less than 15mph - 20 mph which is within the speed limit.

The bins indicate the vehicle sizes:

- ≤5.2m include cars, motorcycles and some cycles
- 5.2m – 8m include vans, light goods vehicles and some larger cars
- <13m includes heavy goods vehicles and buses.

This data shows traffic volumes to be low with the expectation that there would be regular gaps in traffic to accommodate pedestrians crossing. Further details are located in Appendix B.

3.7 This report provides details of the outcomes of the key stakeholder and public feedback. It also details the recommended next steps. It is complemented by the following reports:

- Public Survey Summary (Appendix C)
- Sustrans Review (Appendix D)
- Sustrans Monitoring & Evaluation Report (Appendix E)

3.8 Public Survey

3.8.1 The survey ran from the 18th March 2019 to the 12th April 2019. People were asked to comment on the benefits and challenges associated with the new public realm space. The aim of the survey was not to vote on an option, but to gather feedback on the benefits and challenges as outlined by officers to help inform the process.

3.8.2 Respondents could complete the survey online via the Citizen Space Platform. It was also publicised on the Council's home page. It was promoted through Aberdeen City Council (ACC) social media channels and in the media. Stakeholder groups were asked to promote the consultation through their own channels and networks.

3.8.3 In total, 715 responses were received, with 82% of respondents over the age of 35. Detailed Summary can be viewed in Appendix C.

3.8.4 Public Survey Findings

Common themes found within the responses:

- The public associate the Broad Street part pedestrianisation project with The Marischal Square Development;
- Buses drive along Broad Street at an appropriate speed respecting pedestrians;
- Car drivers are confused by the informal roundel, requesting improved signage;
- Perception of speed at the corner of Upperkirkgate and Gallowgate creates uncertainty for pedestrians crossing at the informal crossing points;
- Greenery and landscaping could be improved, making the area more inviting and creating a greener area within the city centre;
- This is echoed by 24% of respondents advising the setting of Marischal College could be further improved;
- The fountain is a great interactive feature and draws attention to the area, and there is an appetite for more to be offered;
- Although the area appears to be accessible to all, with 42% agreeing it has improved access, the lack of crossing points is excluding vulnerable users to the area, including those with visual impairments;
- A positive move for the City Centre Masterplan- the public wish to see more pedestrianised areas within the city, however this has to be balanced with continuing access to public transport;
- Although the changes have increased access to public transport, it has not directly improved the public's perception of reliability of the services;
- Redirecting buses during events impact on day to day commuting as it increases their travel time;
- More local events should be promoted within the realm including market stalls, big screens and sporting events.

3.8.5 The above indicate that the following objectives of the project can be improved:

- Increased public realm space;
- Improved safety and;
- Improved access.

3.9 Stakeholder Engagement

Stakeholder	Summary	Key Points	Stakeholder Recommendation
Disability Equity Partnership	The group's main concern is in relation to vulnerable users with sight loss who avoid the area due to the lack of crossing points.	<ul style="list-style-type: none"> • Safe crossing points are required at Upperkirkgate and Gallowgate; • Vulnerable users are avoiding the area and; • The group appreciate officers have taken comments on board to date and have been involved in the introduction of materials and colour palettes to suit a wide variety of disabilities. 	Pedestrian crossings to be implemented at Upperkirkgate & Gallowgate.
Guide Dog Scotland	Guide dogs are trained to find a crossing. Following site visits with users and their guide dogs, it was observed that the area causes confusion and distress to the guide dog as they are unsure where to go. The lack of kerbs and additionally the lack of controlled crossings may mean that they might be unable to differentiate between road and pavement without a kerb, therefore putting the visually impaired person at risk.	<p>A guide dog is trained to:</p> <ul style="list-style-type: none"> • walk centrally along the pavement whilst avoiding obstacles on the route • not turn corners unless told to do so • stop at kerbs and steps • find doors, crossings and places which are visited regularly • judge height and width so you do not bump your head or shoulder • help keep the user straight when crossing a road - but it is up to them to decide where and when to cross safely <p>A guide dog cannot determine the route to a new destination, which is currently a barrier to them within the public realm.</p>	Pedestrian crossings to be implemented at Upperkirkgate & Gallowgate.
Police	The space has been successfully implemented however a few	<ul style="list-style-type: none"> • 'Emergency use only' on the traffic order to be reviewed and updated. 	<ul style="list-style-type: none"> • Preference is for policing purposes, in response to an

	points for consideration have been raised.	<ul style="list-style-type: none"> • Traffic light sequencing at Union Street/ Queen Street junction causing congestion • Bus lane at the town house causes congestion due to filter lane being removed. 	<p>incident or suspicious activity or for a policing purpose where other road closures (City Events) do not allow a free access from the Queen Street.</p> <ul style="list-style-type: none"> • Sequencing to be reviewed and monitored. • Queen Street/ Union street junction to be monitored.
Stagecoach	The project has been successfully implemented with very little if any problems.	<ul style="list-style-type: none"> • No incidents recorded. • Pedestrians and other road users appear to have adapted to the space • the successful delivery of the scheme from their point of view is due in no small part to the comprehensive briefing and training that was given to drivers, which drew on extensive experience of operating in shared spaces elsewhere in the UK. • the successful operation of the scheme demonstrates that the concerns regarding conflict with pedestrians, particularly those with visual impairments of disabilities, have not come to pass. Nevertheless the depot team remains vigilant to ensure that customers, staff and other road users are not put at risk in the space. • increase of 5% in passenger numbers compared to the period when the service was diverted via West North Street. 	The installation of any additional crossing points, if considered, should be balanced with the risk of impeding the progress of bus services in the shared space, as well as potentially creating confusion over the pedestrian priority which currently applies throughout the shared space area.

		<ul style="list-style-type: none"> introduced services 14 and 54 to the shared space. This has allowed them to introduce connections to a key city centre destination, Broad Street. 	
First Bus	As an operator (and from their customers), they value the ability to move through this area and do not wish to see this changed at all.	<ul style="list-style-type: none"> The location is a key artery to the city and any disruption to services operating through this area has a significant detriment to the bus network. The impact of a diversionary route has an annual cost of c£150k in terms of the additional costs of fuel and driver costs key concern remains around the number of closures for events. These are not public transport customer friendly and increase resource and cost to the Aberdeen depot. Delays on services diverted inevitably cause delays, which does not help when trying to encourage more people to use public transport. 	Keep the scheme as is.

3.10 Sustrans Review

3.10.1 As part of this review, Aberdeen City Council invited Sustrans Scotland to assess the space following completion. The review (Appendix D) provided is to be read in conjunction with results of Sustrans' Research and Monitoring Unit's (RMU) surveys undertaken in Broad Street and the surrounding streets (Appendix E).

3.10.2 It is noted that Sustrans published a new position on shared space and people-prioritised streets in June 2018.

3.10.3 Sustrans Scotland finds Broad Street successfully provides for different users with pedestrians and vehicles being adequately separated. It has removed private motor vehicles from Broad Street combined with a very successful engagement and training programme in partnership with bus operators. This has resulted in buses travelling along Broad Street at approximately five miles per hour, giving priority to more vulnerable road users. It is important to note that the west side of Broad Street is a core path. If the redetermination order for cyclists was to be removed, cyclists would still have the authority to use this space.

3.10.4 Following its delivery, Sustrans view that the project achieved all of the aims. They have highlighted two points which they feel require further discussion: connections from Broad St and Union St junction to Ship Row and beyond; and the impact of the project area being used as an event space.

3.10.5 It should be noted the recommendations from Sustrans within their report will be discussed in detail with the project partner for agreement on implementation where deemed necessary.

3.11 Placemaking Survey

3.11.1 The survey was carried out across 4 days from 26th March to 30th March. This covered 3 weekdays and a Saturday, with responses from 154 individuals. The themes across the surveys are as follows:

- There was a good mix of those who travelled via public transport, walking, cars and cycling highlighting it is a diverse space;
- All surveyed were aware of the changes made within the area;
- Overall 62% felt positive about the changes to the public realm;
- 22% of respondents stated they use Broad Street more as a result of the changes;
- There is an appetite to take the changes further by introducing more green space and encourage other areas within the city centre to pedestrianise and;
- It was highlighted that those with visual impairments find it difficult to navigate the area due to lack of crossings.

3.11.2 The above indicates the following objectives can be improved:

- Improved setting to Marischal College;
- Improved access and;
- Improved safety

3.12 Retailer Survey

3.12.1 The survey was carried out across 2 days on 29th March and 3rd April. 21 businesses were interviewed, and the following themes were identified:

- There was a good mix of industries across the businesses surveyed;
- 76% of businesses were established in the area over circa 5 years ago and therefore have been in operation before and after the redesign;
- 20 of the 21 businesses were aware of the changes;
- The overall views of the changes were neutral;
- Businesses view the quality of the project high, making the area more attractive;
- The area could be improved by enhancing with more greenery and clearer signage with 95% agreeing this would improve the area.

3.12.12 The above indicates the following objectives can be improved:

- Improved setting to Marischal College;
- Improved access and;
- Improved safety

3.13 Video Manual Count Survey

3.13.1 The survey was carried out across 4 days at the north end of Broad Street from 26th March to 30th March. This covered 3 weekdays and a Saturday. It noted the area peaked in footfall early morning, lunchtime and again after 4pm which aligns with the area's usage for commuting.

3.14 Design Implications

3.14.1 LTN 1/11 makes it clear there is no such thing as a definitive shared space design and that each scheme must be designed to meet local circumstances. One of the key decisions that will need to be taken is how much separation there should be between user groups (particularly pedestrians and vehicles) and how this should be achieved. Shared space is clearly not a 'one size fits all' concept.

3.14.2 Research shows that, as the level of demarcation between pedestrians and drivers is reduced, the amount of interaction taking place between these modes increases. Reducing demarcation indicates that the street is meant to be shared equally by all users of the street. The presumed priority for vehicles is reduced, as are physical and psychological barriers to pedestrians using the street.

3.14.3 From the driver's perspective, the behaviour of other users in shared space tends to determine how they drive. By making it easier for pedestrians and cyclists to move around the street in ways that best suit them, shared spaces present drivers with an environment that is different each time, requiring greater awareness and more cautious behaviour on their part.

3.14.4 As noted in 3.3.3, LTN 1/11 was withdrawn on July 2018 following recognition by the Department for Transport of the concerns raised by vulnerable users, in particular those with visual impairment.

3.14.5 The design of Broad Street, which followed LTN 1/11, was correct at the time, however it has become clear that these concerns have been realised for the visually impaired and potentially for other vulnerable pedestrians such as those with mobility impairment, dementia, autism or anxiety.

3.14.6 The scheme that has been developed has provided a great improvement for the majority of those traversing the area who benefit from the single level walking/wheeling surface, minimal traffic and the higher priority placed on pedestrian and cycle movement alongside bus priority. Traffic volumes within the area have greatly reduced and delays for all users have been delivered.

3.14.7 Moving forward it is recognised that measures can be taken to address the distress and isolation that vulnerable people could feel due to their fears with entering the area.

3.14.8 Both the UK and Scottish Governments have agreed that research should be commissioned to look at current barriers and good practice to help inform any revision of guidance.

3.15 Recommendations

3.15.1 On initial review of the data presented, there are no direct safety issues with the public realm space. However, it is best practice to identify solutions to allow for continual improvement for the project which takes into account perception of the space. One of the key drivers for the project is for the area to be inclusive to all, which based on the feedback and data received should be improved.

3.15.2 Officers recommend the below options to enhance the project's objectives:

Option	Description	Objective	Recommendation	Officer Comments
1.	Install features along the north side of Upperkirkgate, to demarcate between the pedestrian and vehicle space,	<ul style="list-style-type: none"> • Safety • Improved access 	Types of features are numerous and further discussions are required to finalise, however a solution has been agreed in principle in the form of 'cloud seats.'	Material to be agreed in consultation with Disability Equity Partnership,
2	Improved pedestrian crossings at Upperkirkgate/ Gallowgate following further	<ul style="list-style-type: none"> • Safety • Improved access 	Types of crossing are numerous. Officers to consult nationally with stakeholders, other local authorities and	It is important to note that consultation is required with officers, key stakeholders

	consultation with stakeholders on best practice.		Transport Scotland with regards to adaptation/ modification of “shared spaces” to take account of vulnerable users.	and Sustrans before agreeing the adaptations required.
3	Feasibility Study on improving the green space and landscaping	<ul style="list-style-type: none"> • Improved setting of Marischal College • Improved public realm space 	Increased greenery within the area will have an impact on the maintenance budget, therefore this will need to be accounted for as part of the review.	Feedback from those across the surveys raise common themes surrounding the landscaping, particularly around greenery within the area. It is recommended a feasibility study is carried out to look at potential options for improving this aspect of the area to soften the edges and improve the look and feel of the public realm.
3.	Improve Signage	Safety	<ul style="list-style-type: none"> • It is recommended a ‘pedestrians in road, approach with caution’ sign (Appendix F) is implemented on both approaches • It is recommended that in conjunction with Sustrans, simplified totems are created that 	<ul style="list-style-type: none"> • The surveys convey that there is confusion within the area of Upperkirkgate and Gallowgate. This sign will convey there are pedestrian s within the

			are specifically designed to be road safe, which clearly inform drivers that they are entering Marischal Quarter	area and to further encourage drivers to approach with caution. <ul style="list-style-type: none"> • A totem design brief is currently being drafted with Roads officers to ensure guidelines are met.
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3.15.3 Opportunities to determine the most appropriate modification to the Gallowgate/ Upperkirkgate junction have been limited due to the short timescale that the junction has been in place. However, it is clear that the junction is not working for some users particularly the visually impaired.

3.15.4 As noted in the above table, there are potentially a number of alternative options to improve crossing the Gallowgate/ Upperkirkgate junction. Each one with positive and negative attributes.

3.15.5 With reference to 3.14.8, it is unclear when the research will be completed, and new guidance will be made available to local authorities. Recognising this, the recommendation is to install new crossing opportunities now, instead of waiting for the new guidance.

3.15.5 The option to fully signalise the junction creates controlled crossing opportunities on all arms of the junction. All motorised vehicles will be stopped and pedestrians will be given a clear indication that it is safe to cross. This will provide assurance to all pedestrians and drivers of their right to continue through the junction when given a green light.

4. FINANCIAL IMPLICATIONS

4.1 Additional expenditure to enable the installation of the demarcation features and any new signage can be accommodated within the current Broad Street project budget.

4.2 Additional expenditure to enable the installation of the fully signalised Gallowgate/ Upperkirkgate junction can be accommodated within the current Broad Street project budget.

4.3 An application for improved pedestrian crossings has been put forward to Sustrans within their 'Places for Everyone' grant for 2019/2020. The recommendations put forward may align with Sustran's design principles however note the support of this option is entirely dependent on the type of crossing sought. Further discussions are required to collaborate with officers and Sustrans on the design of the requirements.

4.4 Landscaping feasibility study carried out by officers will be circa £6k. This study can be met by the Broad Street project budget. It is important to note any revenue implications that increased landscaping will have on the Council's maintenance budget will need to be met. External funding streams for maintenance will be investigated by officers as part of the feasibility study.

4.5 As Aberdeen City Council received funding through the Sustrans Community Links programme, any changes to the scheme must be discussed and agreed with the partner to ensure the changes do not impact the funding provided. See 5.1.

5. LEGAL IMPLICATIONS

5.1 Sustrans Scotland's agreement with all recipients of a Community Links award includes a clause binding the recipient to maintain the projects to a high functional quality for at least 15 years; and a clause binding a partner if a project is removed within a period of fifteen years of this agreement, all funding will be returned to Sustrans. However, where Sustrans Scotland and the partner agree in writing to changes to a project, it can be agreed that the clauses do not apply.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	Sustrans revoke the funding provided for the project should changes to the scheme be implemented	L	Discussions surrounding the proposed recommendations have already taken place. Further discussions surrounding detailed design solutions will continue and will be signed off in partnership with Sustrans.
Legal	Legal binding obligation with Sustrans	L	As noted above
Employee	N/A	N/A	N/A
Customer	Access to Marischal College is impacted by reduced accessibility for vulnerable members of	M	Continued engagement with local disability groups on the

	the public, notably those with vision impairments		design and improvements to the project.
Environment	Perception of green space within the city centre	L	The feasibility study if approved will allow for further improvements to be implemented within the space.
Technology	N/A		N/A
Reputational	Possible negative impact on the local authority's reputation should a crossing not be implemented	M	Continued engagement with local disability groups on the design and improvements to the project.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The proposals will continue to attract and retain the public and tourists to the area which increases footfall to local businesses. The scheme's impact on footfall in this area of the city is anticipated to increase and maximise opportunities of increased visitors through linkages to investments by the Council in Marischal Square, Schoolhill, Aberdeen Art Gallery, Union Terrace Gardens and future masterplan projects.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	None required
Data Protection Impact Assessment	None required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

Report to Council – 29 June – City Centre Masterplan Project EN01 – Broad Street – CHI/16/114 -

<http://committees.aberdeencity.gov.uk/documents/s58332/Broad%20Street.pdf>

Report to Council – 11 May 2016 – Transport Implications – City Centre Masterplan Projects – CHI/16/061

<http://committees.aberdeencity.gov.uk/documents/s56493/Transport%20Implications%20City%20Centre%20Masterplan%20Projects.pdf>

Report to Council – 2 March 2016 – Transport Implications – City Centre Masterplan Projects – CHI/16/006

<http://committees.aberdeencity.gov.uk/documents/s54704/Transport%20Implications%20-%20City%20Centre%20Masterplan.pdf>

Report to Council – 16 December 2015 – Transport Implications – City Centre Masterplan Projects – CHI/15/299

<http://committees.aberdeencity.gov.uk/documents/s52773/Transport%20Implications%20-%20City%20Centre%20Masterplan%20Projects.pdf>

Report to Council – 24 June 2015 – Aberdeen City Centre Masterplan and Delivery Programme – OCE/15/021

<http://committees.aberdeencity.gov.uk/documents/s48645/City%20Centre%20Masterplan%20and%20Delivery%20Programme.pdf>

Aberdeen City Centre Masterplan and Delivery Programme -
http://www.aberdeencity.gov.uk/council_government/shaping_aberdeen/City_Centre_Masterplan.asp

10. APPENDICES (if applicable)

- Bus Lane Camera Summary- Appendix A
- Speed Analysis (Appendix B)
- Public Survey Summary- Appendix C
- Sustrans Review- Appendix D (contains exempt information)
- Sustrans Research and Monitoring Report- Appendix E (contains exempt information)
- Pedestrian In Road Sign (Appendix F)

11. REPORT AUTHOR CONTACT DETAILS

Tara Gavan
Senior Project Officer
Tgavan@aberdeencity.gov.uk
01224522806

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Appendix A- Bus Lane Camera

	Camera 15		Camera 16		Month Totals
Aug-18	306		215		521
Sep-18	450		504		954
Oct-18	464		393		857
Nov-18	160		141		301
Dec-18	Winter Festival				
Total	1380		1253		
Jan-19	207		228		435
Feb-19	250		232		482
Mar-19	237		237		474
Apr-19	184		226		410
Total	878		923		
Grand Total	2258		2176		4434

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Appendix B- Speed Analysis

Speed Survey

Length Survey

GallowGate

	Speed Survey						Length Survey						
	Eastbound			Westbound			Both Channels						
	Total Volume	85% Speed	Mean Average	Total Volume	85% Speed	Mean Average	Total Volume	Bin 1 <=2.5m	Bin 2 2.5-5.2	Bin 3 5.2-8	Bin 4 8-13	Bin 5 13-20	Bin 6 >20
Fri 22 Mar 19	3076	17	12	2727	19	15	5803	185	3550	1319	531	177	41
Sat 23 Mar 19	2884	18	13	2594	19	15	5478	168	3470	1267	411	145	17
Sun 24 Mar 19	1971	18	14	1670	20	16	3641	109	2357	783	293	85	14
Mon 25 Mar 19	2542	18	12	2190	19	15	4732	172	2802	1025	496	199	38

Speed Survey

Length Survey

Upperkirkgate

	Speed Survey						Length Survey						
	Southbound			Northbound			Both Channels						
	Total Volume	85% Speed	Mean Average	Total Volume	85% Speed	Mean Average	Total Volume	Bin 1 <=2.5m	Bin 2 2.5-5.2	Bin 3 5.2-8	Bin 4 8-13	Bin 5 13-20	Bin 6 >20
Fri 22 Mar 19	2577	19	14	2389	15	13	4966	159	4591	170	45	1	0
Sat 23 Mar 19	2603	19	14	2383	15	13	4986	148	4627	168	41	2	0
Sun 24 Mar 19	1811	19	15	1543	17	13	3354	106	3138	83	26	1	0
Mon 25 Mar 19	2053	19	15	1912	15	12	3965	123	3662	146	31	3	0

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Broad Street Project: Public Survey: Summary report

This report was created on Monday 15 April 2019 at 10:12.

The consultation ran from 18/03/2019 to 12/04/2019.

Contents

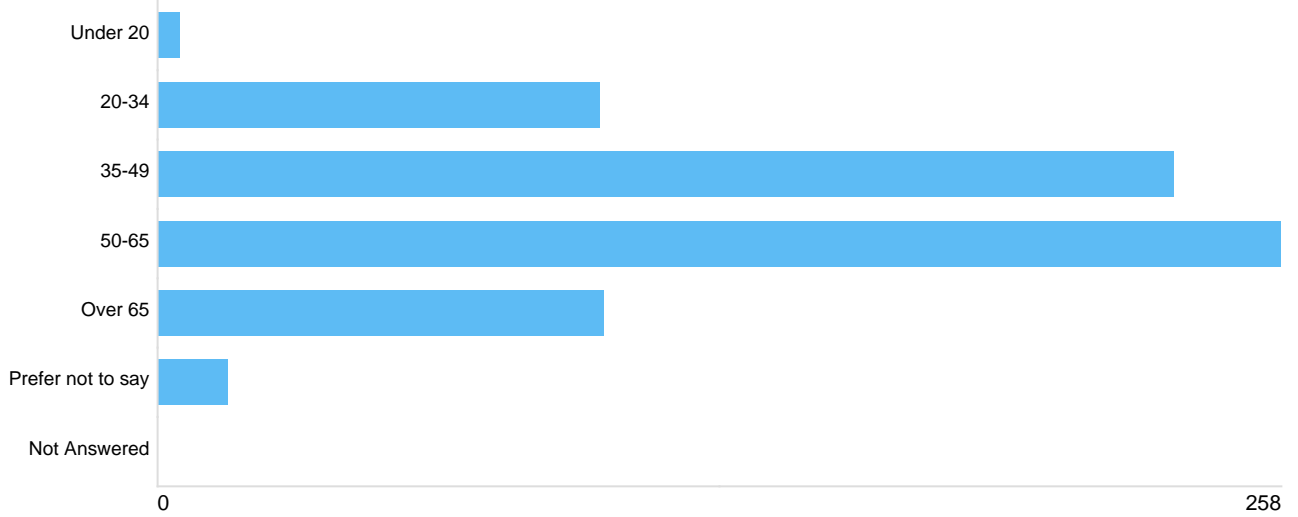
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Question 1: What is your age?

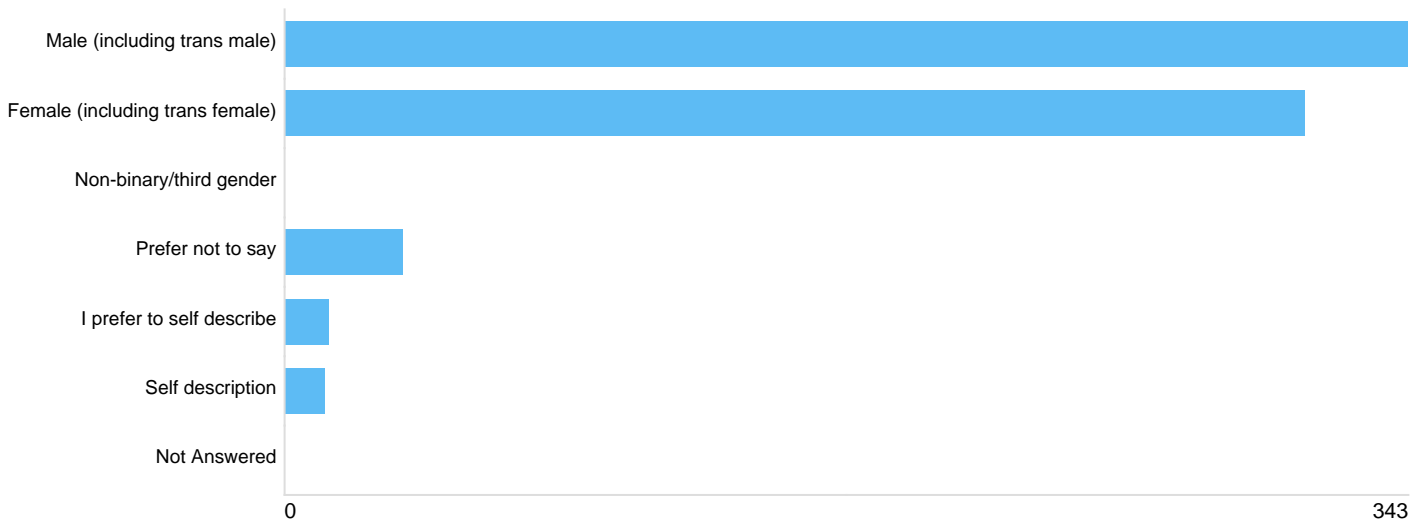
Age



Option	Total	Percent
Under 20	5	0.70%
20-34	101	14.13%
35-49	233	32.59%
50-65	258	36.08%
Over 65	102	14.27%
Prefer not to say	16	2.24%
Not Answered	0	0%

Question 2: What is your gender?

Gender



Option	Total	Percent
Male (including trans male)	343	47.97%
Female (including trans female)	311	43.50%
Non-binary/third gender	0	0%
Prefer not to say	36	5.03%
I prefer to self describe	13	1.82%
Self description	12	1.68%
Not Answered	0	0%

Gender

There were **41** responses to this part of the question.

Question 3: Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

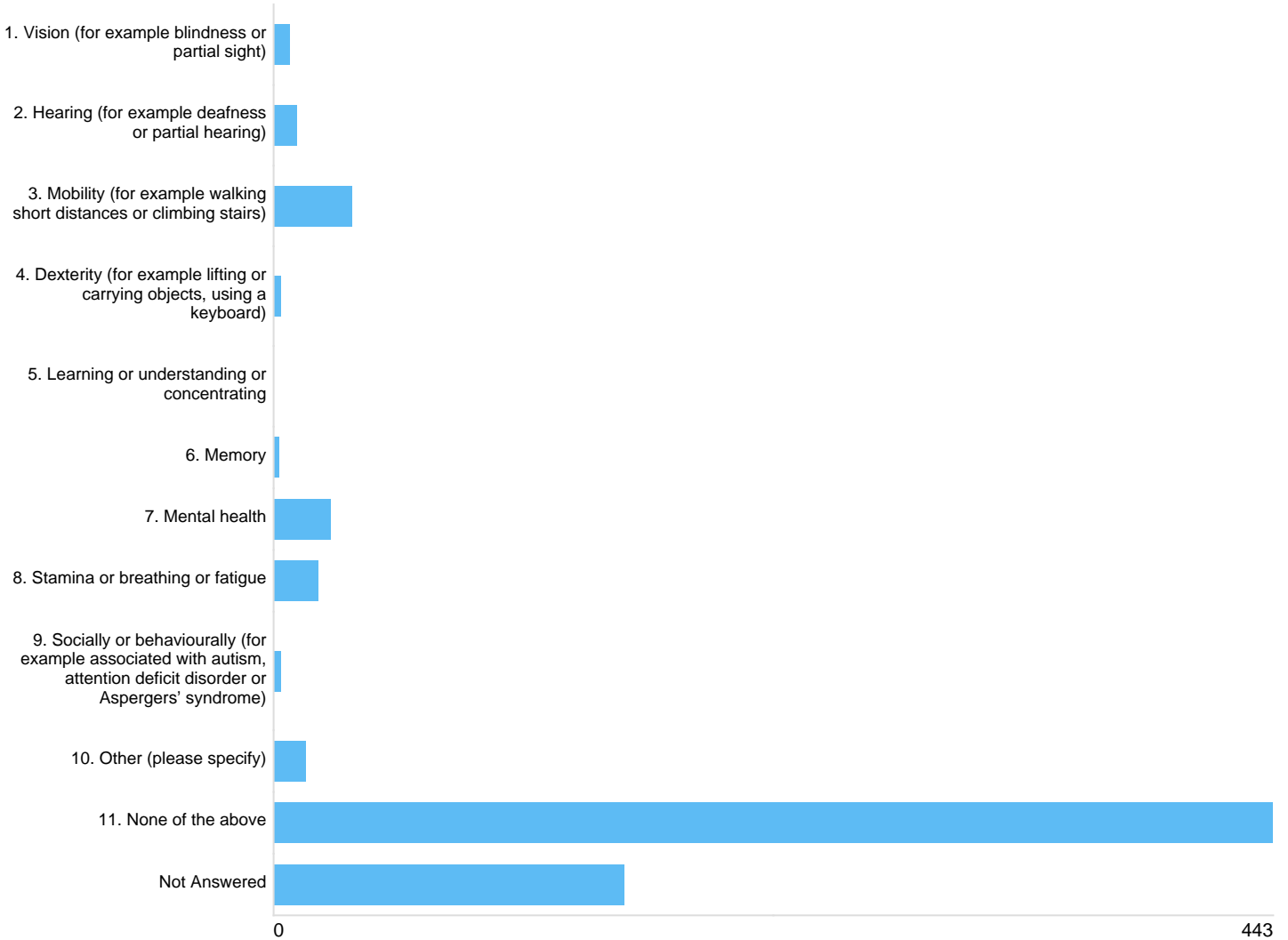
Disability



Option	Total	Percent
1. Yes	122	17.06%
2. No	550	76.92%
3. Don't know	5	0.70%
4. Refusal	33	4.62%
Not Answered	2	0.28%

Question 4: Does this condition or illness affect you in any of the following areas?

Disability



Option	Total	Percent
1. Vision (for example blindness or partial sight)	7	0.98%
2. Hearing (for example deafness or partial hearing)	10	1.40%
3. Mobility (for example walking short distances or climbing stairs)	34	4.76%
4. Dexterity (for example lifting or carrying objects, using a keyboard)	3	0.42%
5. Learning or understanding or concentrating	0	0%
6. Memory	2	0.28%
7. Mental health	25	3.50%
8. Stamina or breathing or fatigue	19	2.66%
9. Socially or behaviourally (for example associated with autism, attention deficit disorder or Aspergers' syndrome)	3	0.42%
10. Other (please specify)	14	1.96%
11. None of the above	443	61.96%
Not Answered	155	21.68%

Disability

There were **43** responses to this part of the question.

Question 5: Does your condition or illness reduce your ability to carry-out day-to-day activities?

Disability



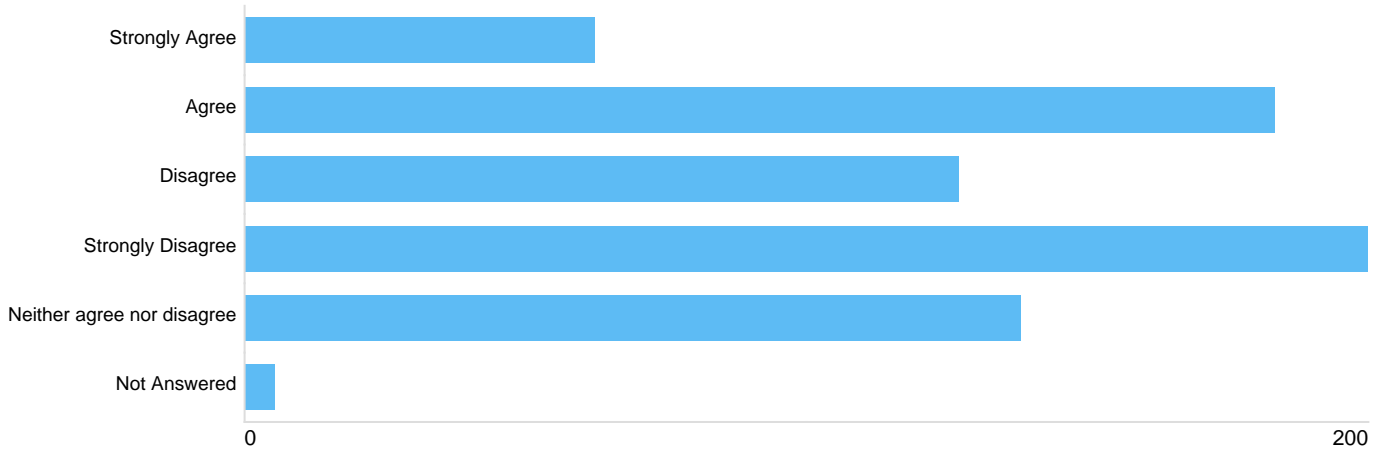
Option	Total	Percent
Yes, a lot	25	3.50%
Yes, a little	72	10.07%
Not at all	439	61.40%
Other	104	14.55%
Not Answered	75	10.49%

Disability

There were **54** responses to this part of the question.

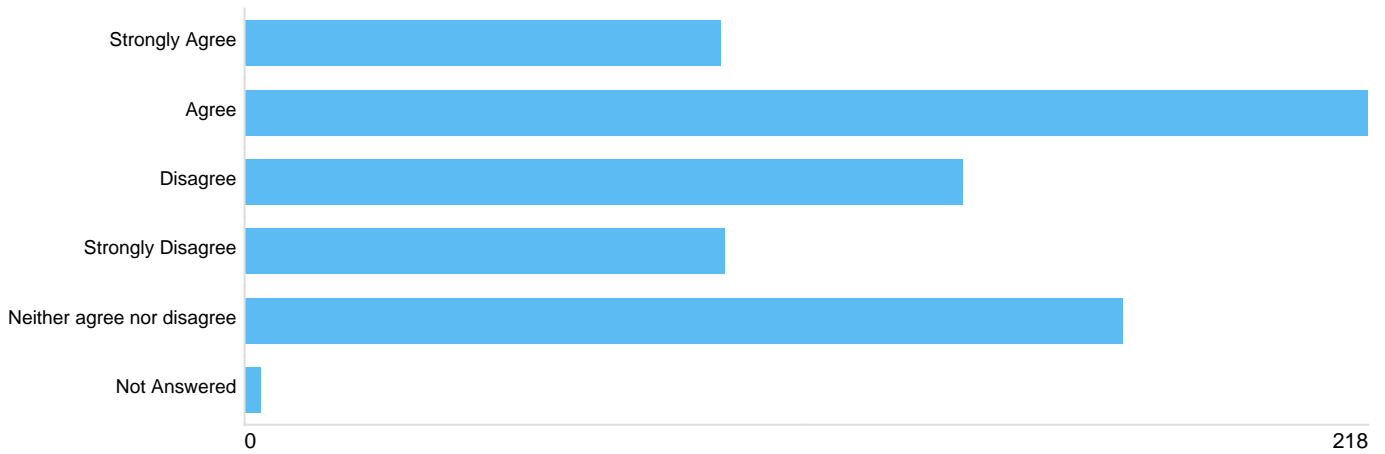
Question 6: Please select the option that best describes your opinion towards the following statements. Following the public realm improvements to Broad Street:

Public realm improvements - I like spending time in this area



Option	Total	Percent
Strongly Agree	62	8.67%
Agree	183	25.59%
Disagree	127	17.76%
Strongly Disagree	200	27.97%
Neither agree nor disagree	138	19.30%
Not Answered	5	0.70%

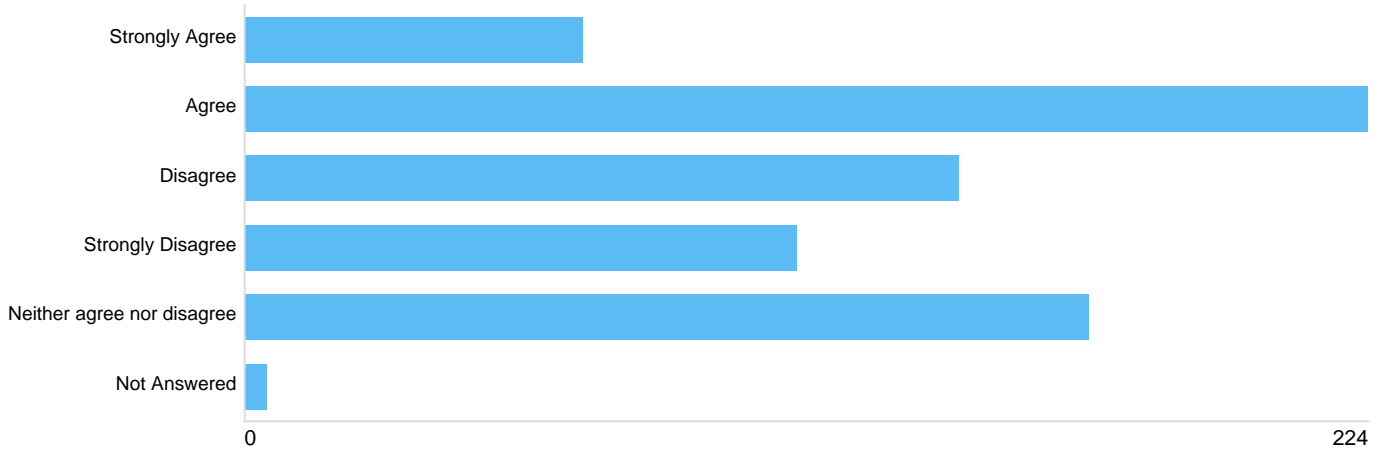
Public realm improvements - I can freely move around the area due to improved accessibility



Option	Total	Percent
Strongly Agree	62	8.67%
Agree	183	25.59%
Disagree	127	17.76%
Strongly Disagree	200	27.97%
Neither agree nor disagree	138	19.30%
Not Answered	5	0.70%

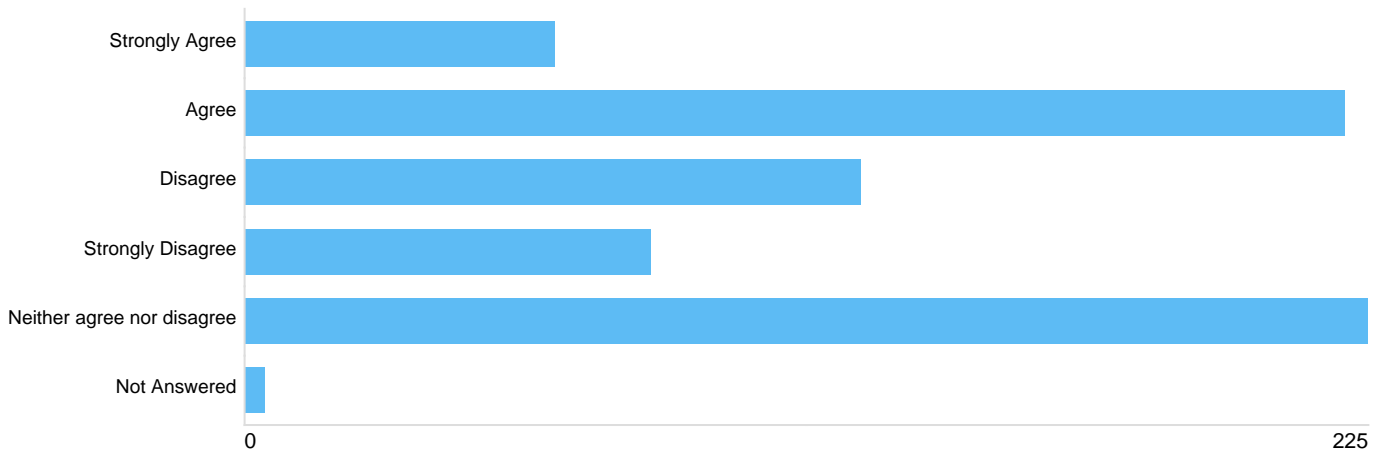
Option	Total	Percent
Strongly Agree	92	12.87%
Agree	218	30.49%
Disagree	139	19.44%
Strongly Disagree	93	13.01%
Neither agree nor disagree	170	23.78%
Not Answered	3	0.42%

Public realm improvements - Driver behaviour is appropriate in this area



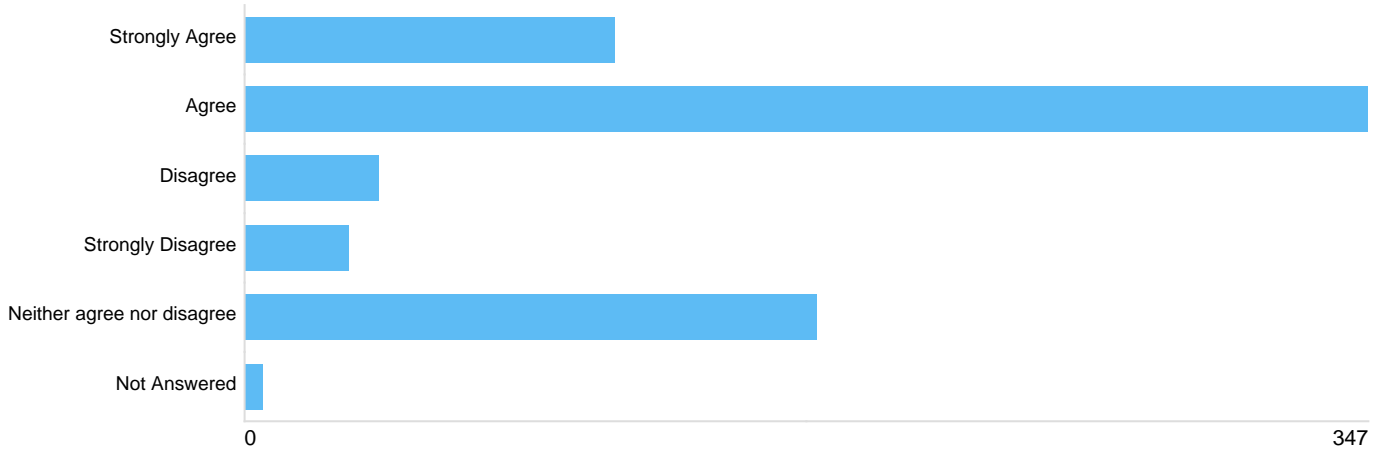
Option	Total	Percent
Strongly Agree	67	9.37%
Agree	224	31.33%
Disagree	142	19.86%
Strongly Disagree	110	15.38%
Neither agree nor disagree	168	23.50%
Not Answered	4	0.56%

Public realm improvements - Cyclist behaviour is appropriate in the area



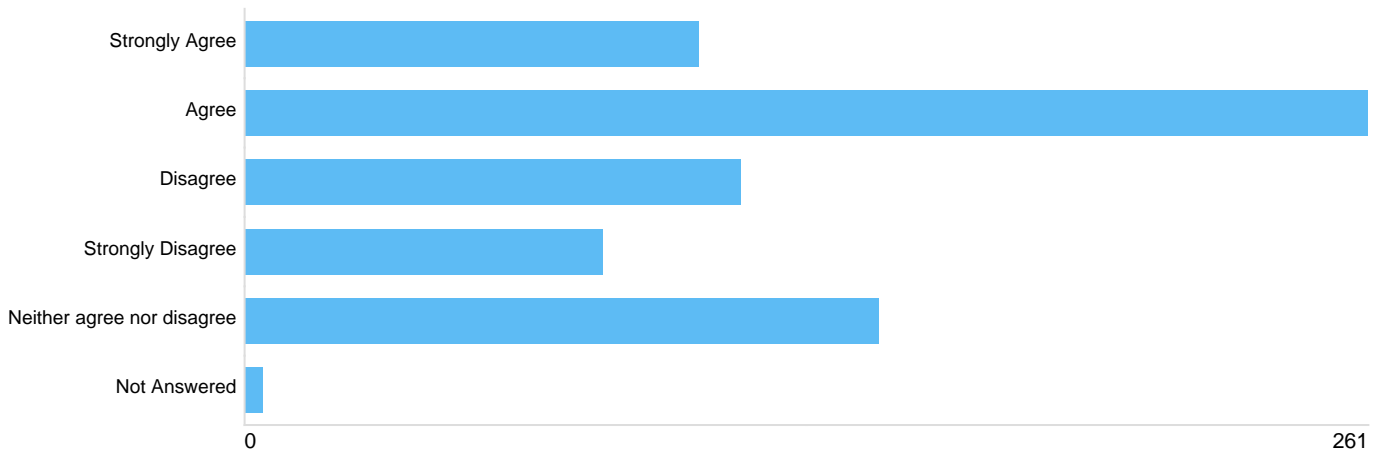
Option	Total	Percent
Strongly Agree	62	8.67%
Agree	220	30.77%
Disagree	123	17.20%
Strongly Disagree	81	11.33%
Neither agree nor disagree	225	31.47%
Not Answered	4	0.56%

Public realm improvements - Pedestrian behaviour is appropriate in the area



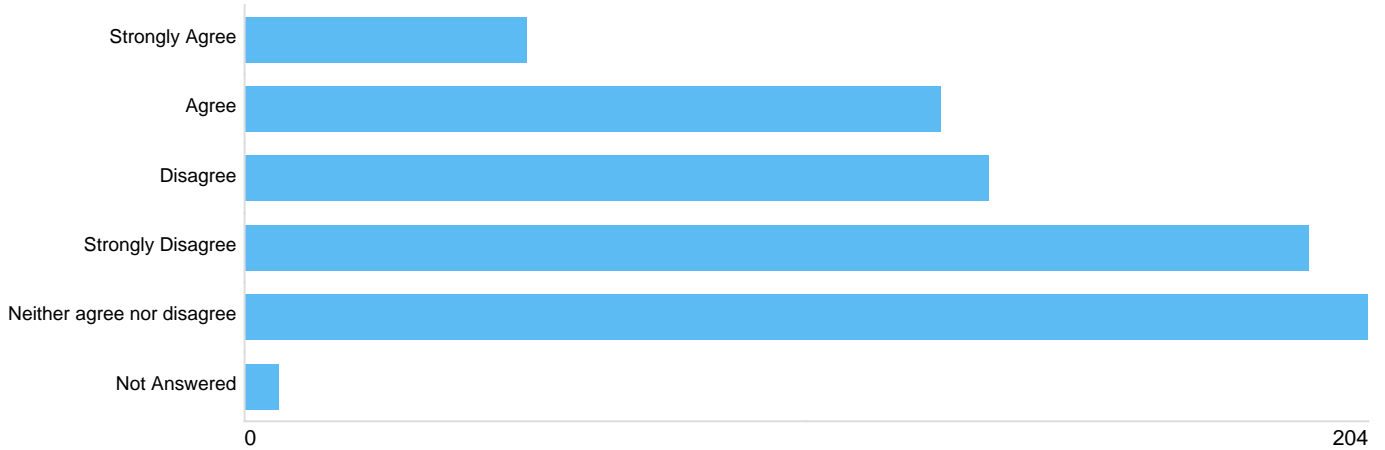
Option	Total	Percent
Strongly Agree	114	15.94%
Agree	347	48.53%
Disagree	41	5.73%
Strongly Disagree	32	4.48%
Neither agree nor disagree	176	24.62%
Not Answered	5	0.70%

Public realm improvements - I feel the buses drive at an appropriate speed respecting pedestrians



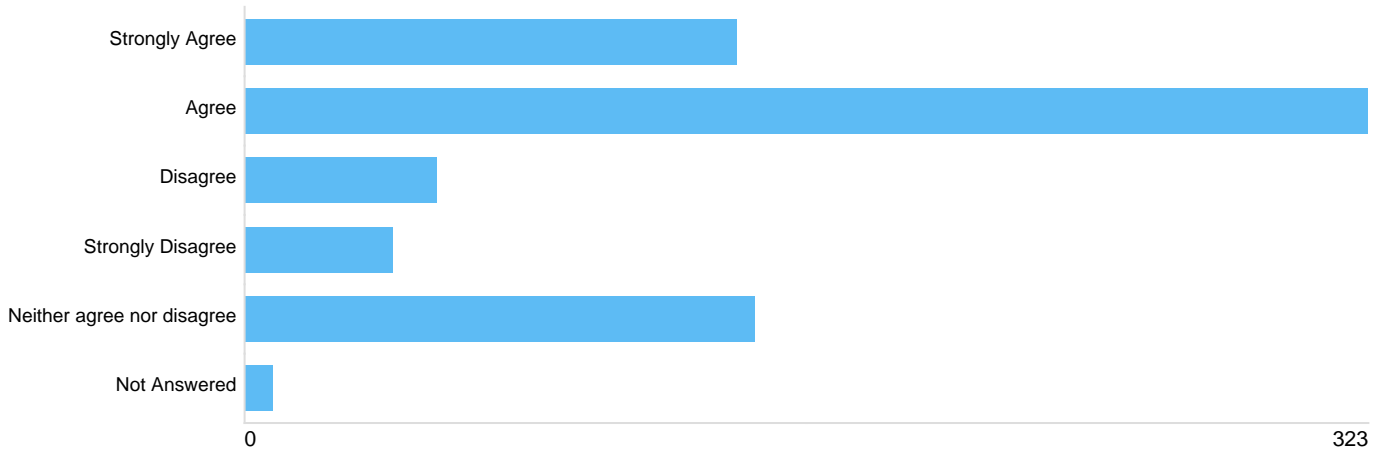
Option	Total	Percent
Strongly Agree	105	14.69%
Agree	261	36.50%
Disagree	115	16.08%
Strongly Disagree	83	11.61%
Neither agree nor disagree	147	20.56%
Not Answered	4	0.56%

Public realm improvements - This street has increased the footfall for local businesses the area



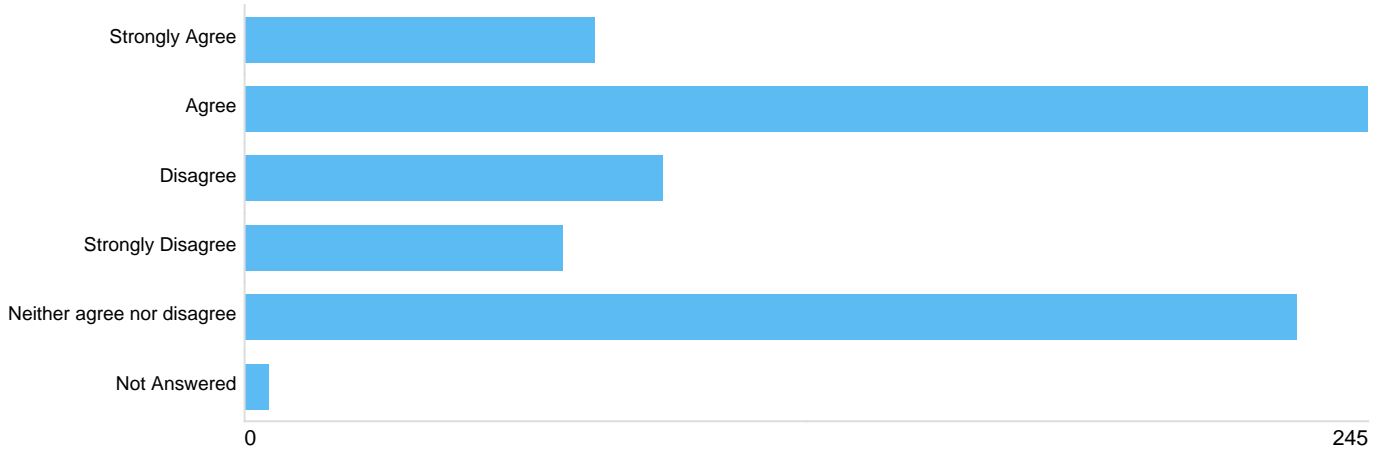
Option	Total	Percent
Strongly Agree	51	7.13%
Agree	126	17.62%
Disagree	135	18.88%
Strongly Disagree	193	26.99%
Neither agree nor disagree	204	28.53%
Not Answered	6	0.84%

Public realm improvements - I feel safe in the area during the day.



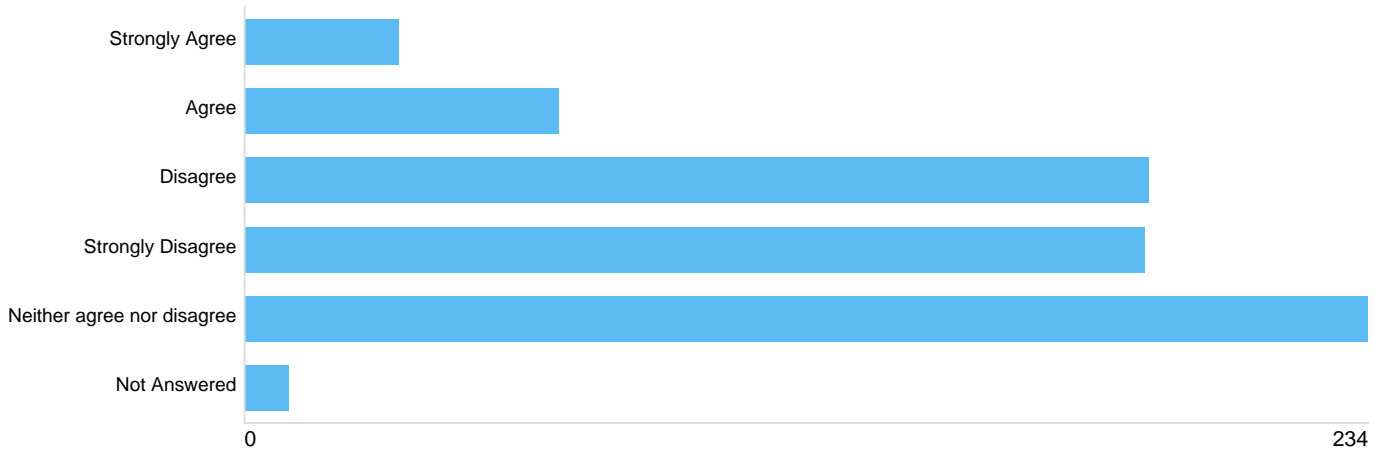
Option	Total	Percent
Strongly Agree	141	19.72%
Agree	323	45.17%
Disagree	55	7.69%
Strongly Disagree	42	5.87%
Neither agree nor disagree	146	20.42%
Not Answered	8	1.12%

Public realm improvements - I feel safe in the area at night.



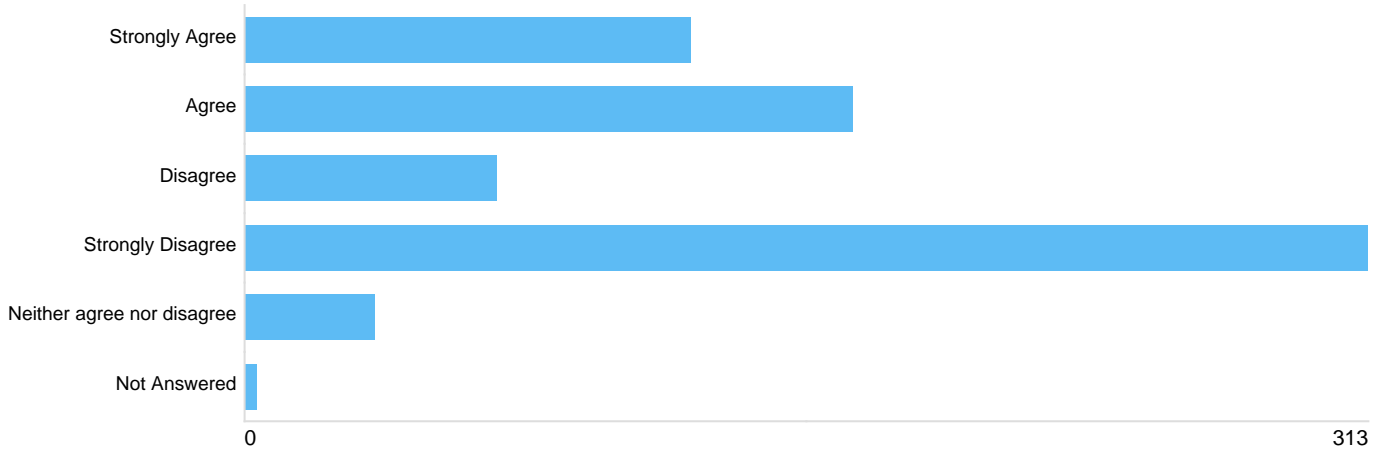
Option	Total	Percent
Strongly Agree	76	10.63%
Agree	245	34.27%
Disagree	91	12.73%
Strongly Disagree	69	9.65%
Neither agree nor disagree	229	32.03%
Not Answered	5	0.70%

Public realm improvements - The area has increased my journeys on foot or by bicycle



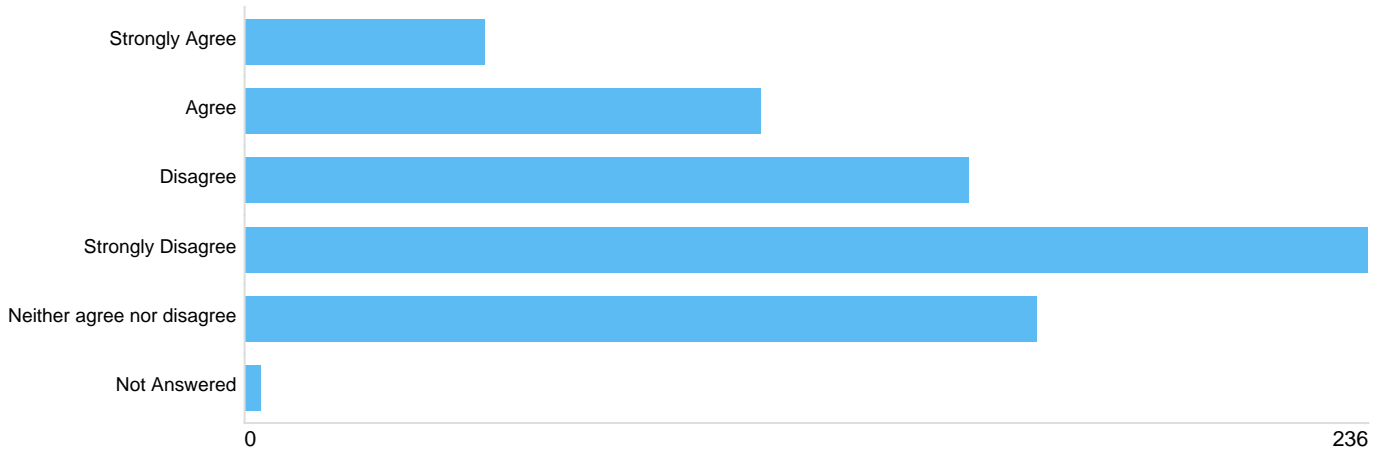
Option	Total	Percent
Strongly Agree	32	4.48%
Agree	65	9.09%
Disagree	188	26.29%
Strongly Disagree	187	26.15%
Neither agree nor disagree	234	32.73%
Not Answered	9	1.26%

Public realm improvements - The area has improved the setting of Marischal College



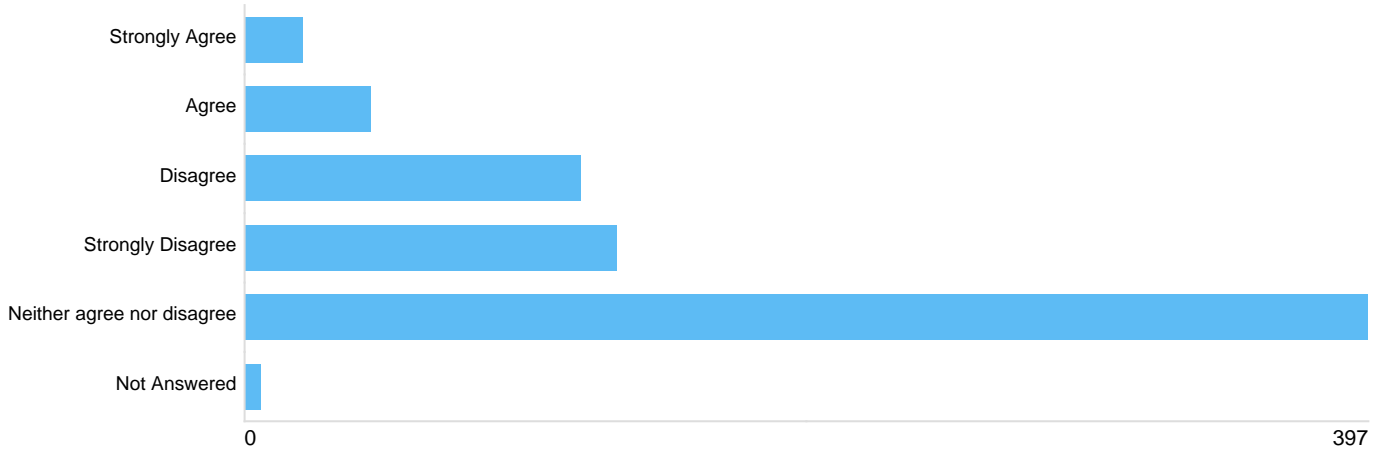
Option	Total	Percent
Strongly Agree	124	17.34%
Agree	169	23.64%
Disagree	70	9.79%
Strongly Disagree	313	43.78%
Neither agree nor disagree	36	5.03%
Not Answered	3	0.42%

Public realm improvements - The project promotes healthy living in the city



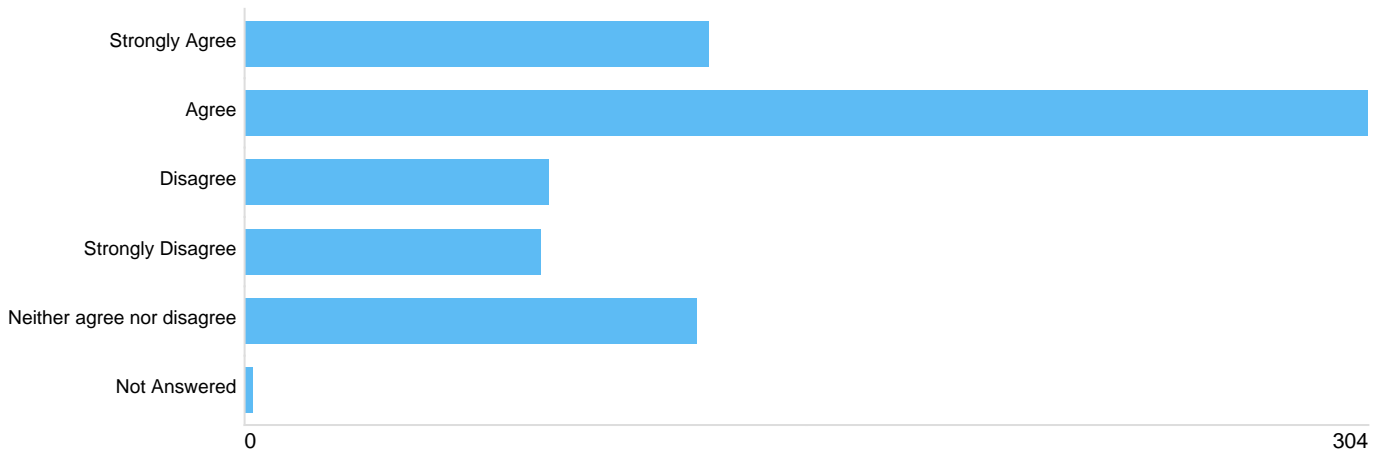
Option	Total	Percent
Strongly Agree	50	6.99%
Agree	108	15.10%
Disagree	152	21.26%
Strongly Disagree	236	33.01%
Neither agree nor disagree	166	23.22%
Not Answered	3	0.42%

Public realm improvements - The area has improved bus times and reliability



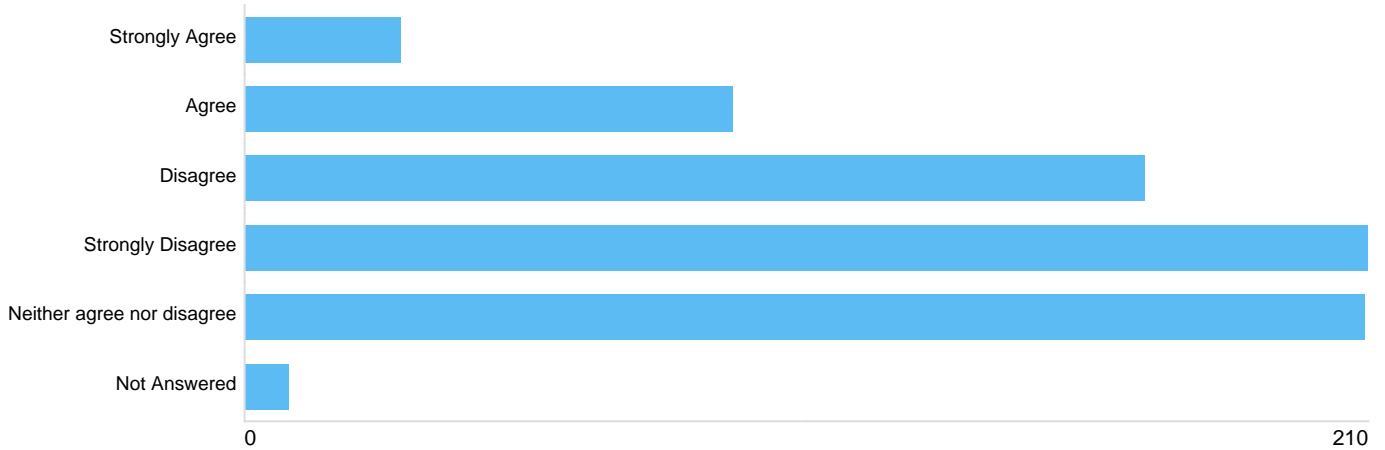
Option	Total	Percent
Strongly Agree	20	2.80%
Agree	44	6.15%
Disagree	118	16.50%
Strongly Disagree	131	18.32%
Neither agree nor disagree	397	55.52%
Not Answered	5	0.70%

Public realm improvements - The project has reduced car use within the area



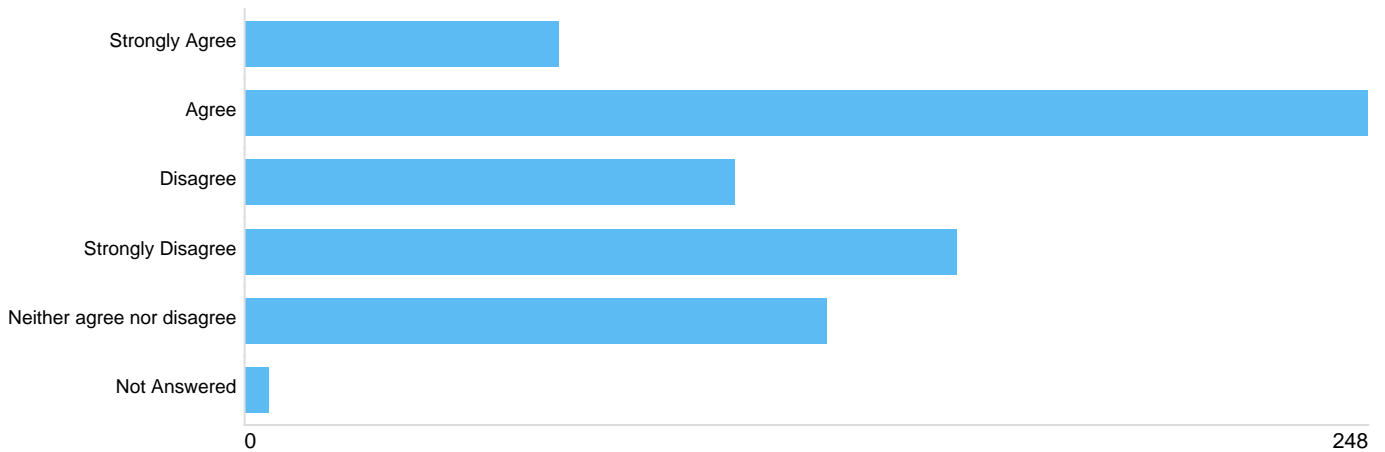
Option	Total	Percent
Strongly Agree	125	17.48%
Agree	304	42.52%
Disagree	82	11.47%
Strongly Disagree	80	11.19%
Neither agree nor disagree	122	17.06%
Not Answered	2	0.28%

Public realm improvements - The changes promotes active travel in the city



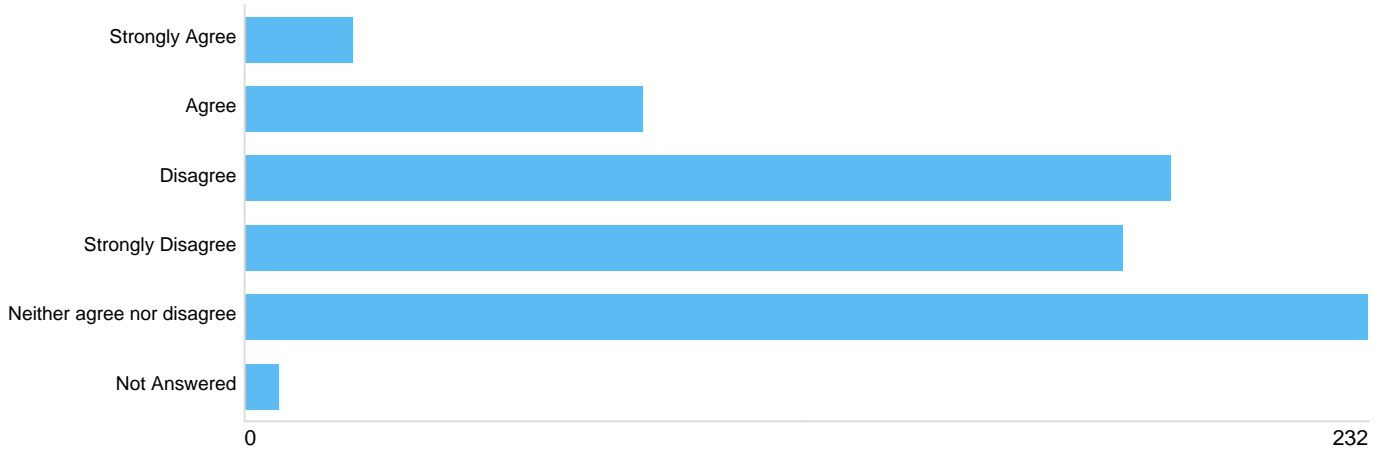
Option	Total	Percent
Strongly Agree	29	4.06%
Agree	91	12.73%
Disagree	168	23.50%
Strongly Disagree	210	29.37%
Neither agree nor disagree	209	29.23%
Not Answered	8	1.12%

Public realm improvements - The changes have allowed for larger temporary events in the area



Option	Total	Percent
Strongly Agree	69	9.65%
Agree	248	34.69%
Disagree	108	15.10%
Strongly Disagree	157	21.96%
Neither agree nor disagree	128	17.90%
Not Answered	5	0.70%

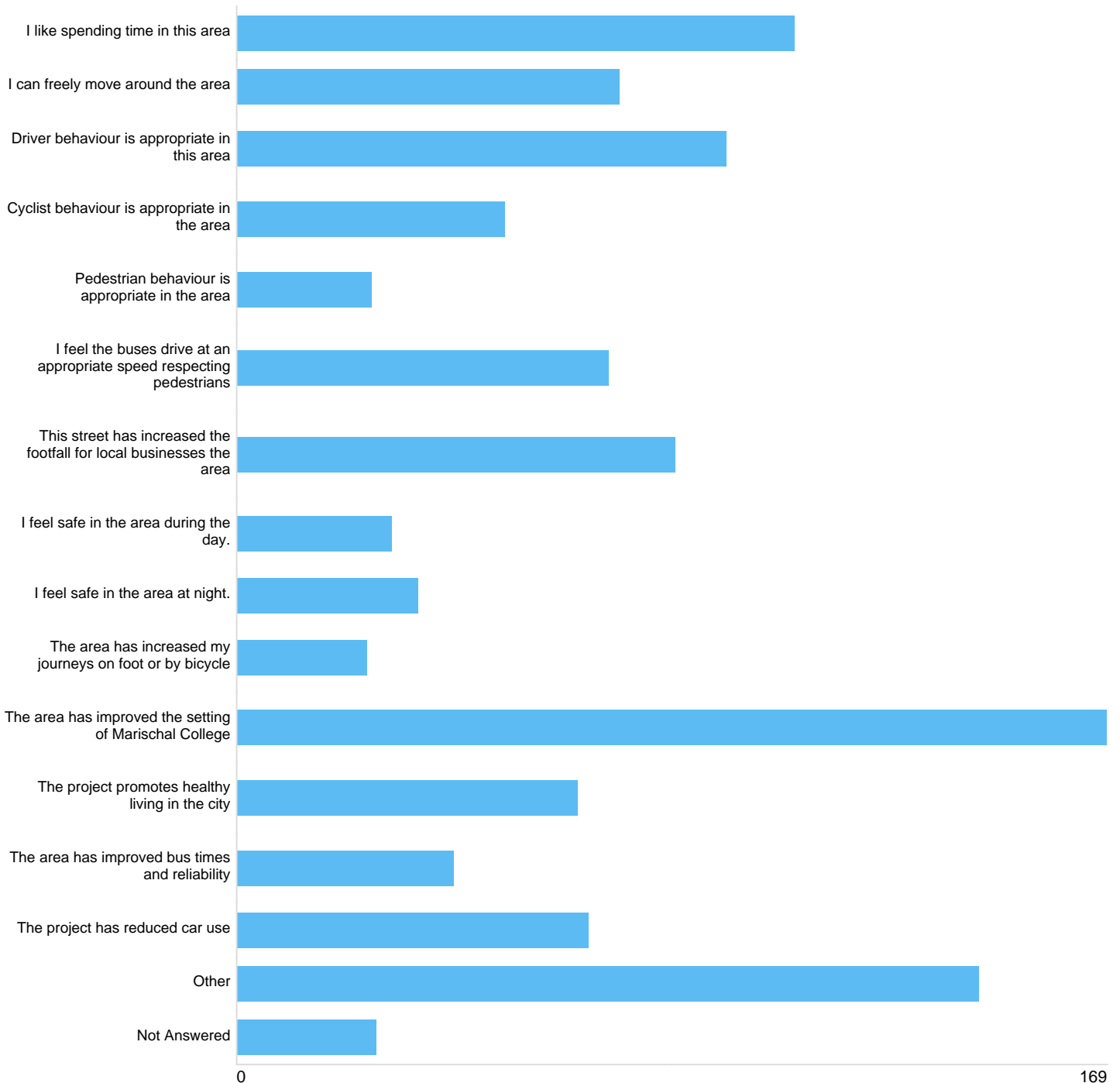
Public realm improvements - The changes have increased access to public transport



Option	Total	Percent
Strongly Agree	22	3.08%
Agree	82	11.47%
Disagree	191	26.71%
Strongly Disagree	181	25.31%
Neither agree nor disagree	232	32.45%
Not Answered	7	0.98%

Question 7: Of the statements above, which do you feel could be most improved and why?

Statements



Option	Total	Percent
I like spending time in this area	108	15.10%
I can freely move around the area	74	10.35%
Driver behaviour is appropriate in this area	95	13.29%
Cyclist behaviour is appropriate in the area	52	7.27%
Pedestrian behaviour is appropriate in the area	26	3.64%
I feel the buses drive at an appropriate speed respecting pedestrians	72	10.07%
This street has increased the footfall for local businesses the area	85	11.89%
I feel safe in the area during the day.	30	4.20%
I feel safe in the area at night.	35	4.90%
The area has increased my journeys on foot or by bicycle	25	3.50%
The area has improved the setting of Marischal College	169	23.64%
The project promotes healthy living in the city	66	9.23%
The area has improved bus times and reliability	42	5.87%
The project has reduced car use	68	9.51%
Other	144	20.14%
Not Answered	27	3.78%

improvement statements

There were **715** responses to this part of the question.

Question 8: What in particular do you like most about this street space?

Like

There were **684** responses to this part of the question.

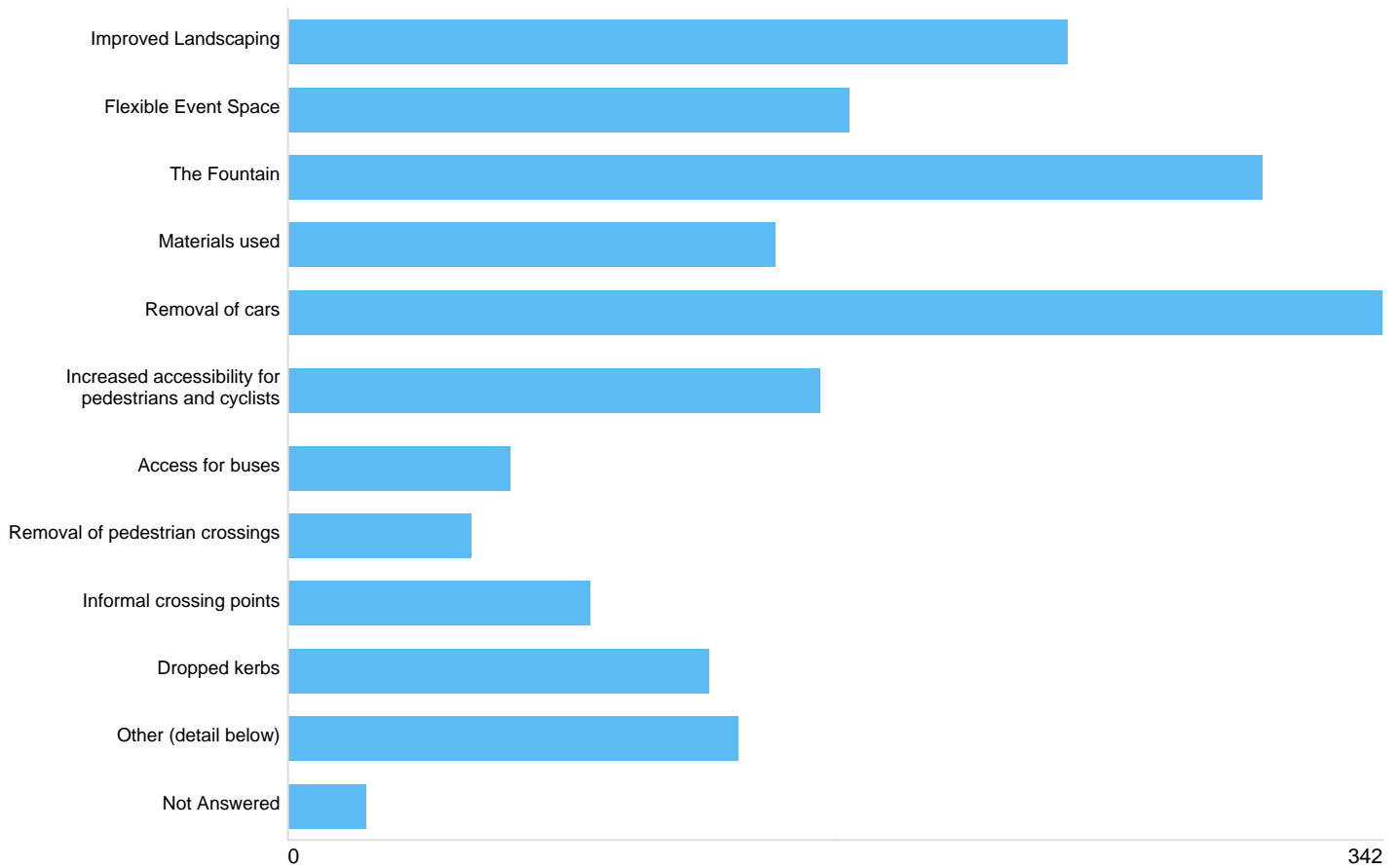
Question 9: What in particular do you dislike about the street space?

Dislike

There were **680** responses to this part of the question.

Question 10: What do you like about the changes in Broad Street?

Change improvements



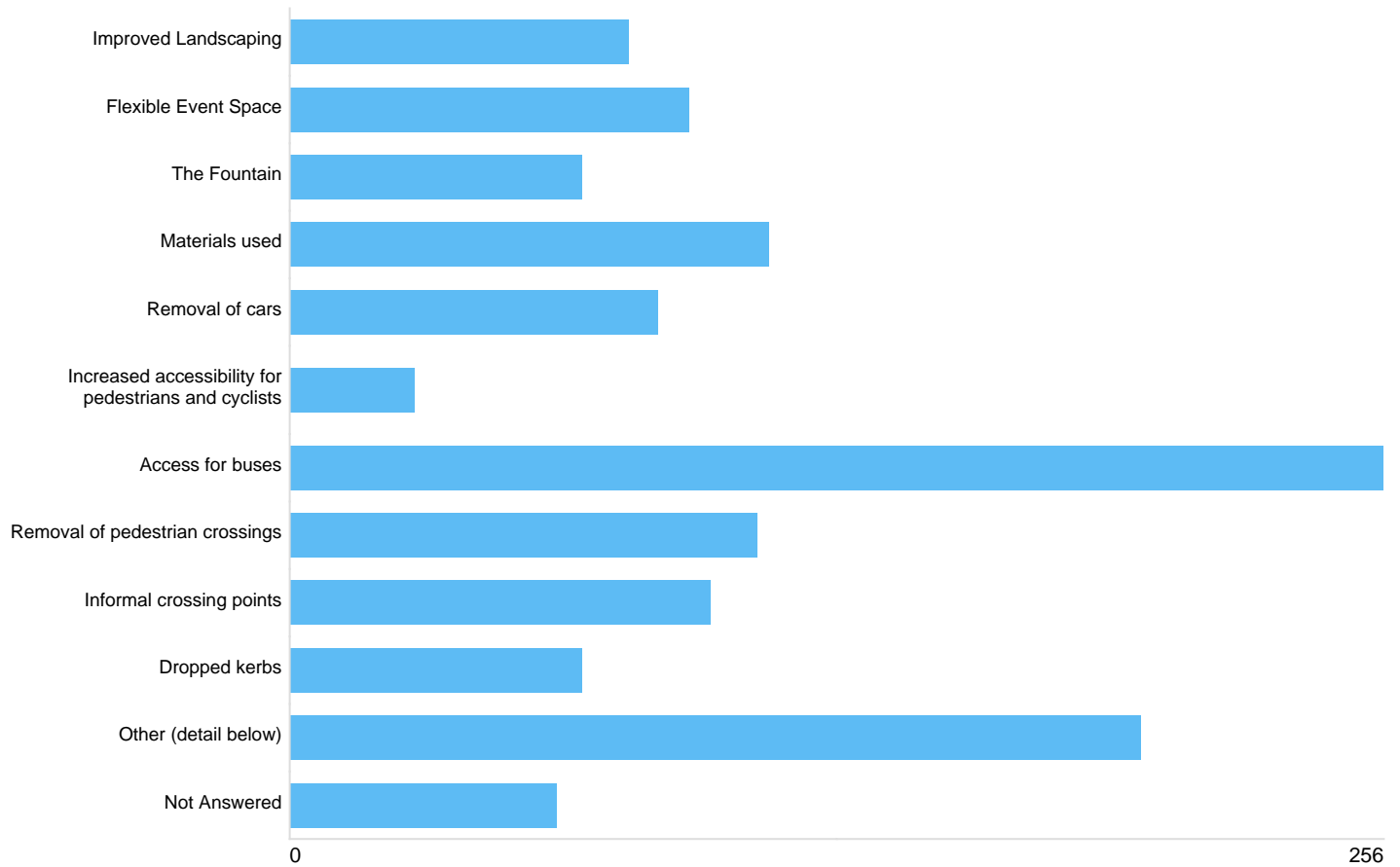
Option	Total	Percent
Improved Landscaping	243	33.99%
Flexible Event Space	175	24.48%
The Fountain	304	42.52%
Materials used	152	21.26%
Removal of cars	342	47.83%
Increased accessibility for pedestrians and cyclists	166	23.22%
Access for buses	69	9.65%
Removal of pedestrian crossings	57	7.97%
Informal crossing points	94	13.15%
Dropped kerbs	131	18.32%
Other (detail below)	140	19.58%
Not Answered	24	3.36%

Other

There were **189** responses to this part of the question.

Question 11: What do you dislike about the changes to Broad Street?

Change improvements



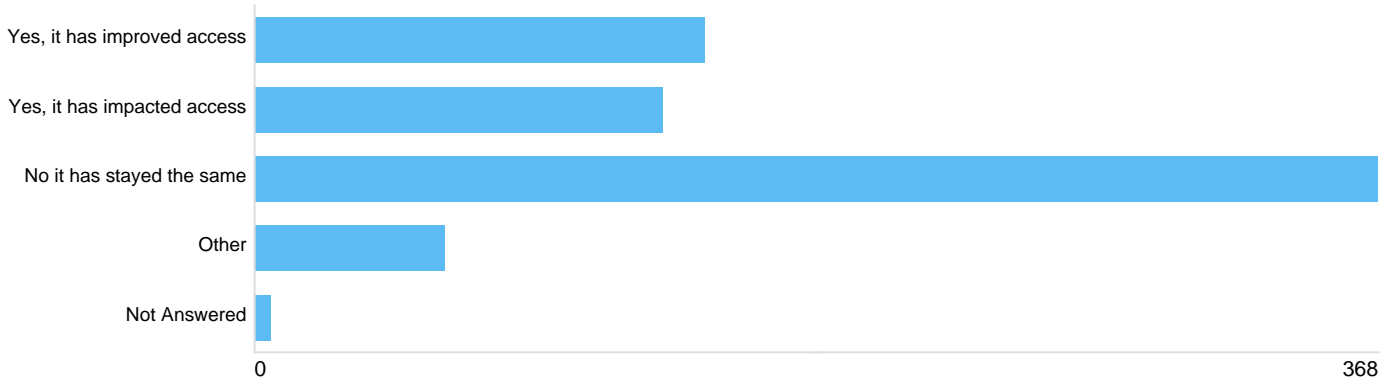
Option	Total	Percent
Improved Landscaping	79	11.05%
Flexible Event Space	93	13.01%
The Fountain	68	9.51%
Materials used	112	15.66%
Removal of cars	86	12.03%
Increased accessibility for pedestrians and cyclists	29	4.06%
Access for buses	256	35.80%
Removal of pedestrian crossings	109	15.24%
Informal crossing points	98	13.71%
Dropped kerbs	68	9.51%
Other (detail below)	199	27.83%
Not Answered	62	8.67%

Other

There were **314** responses to this part of the question.

Question 12: Have the changes to Broad Street affected your access to the area?

Access



Option	Total	Percent
Yes, it has improved access	147	20.56%
Yes, it has impacted access	133	18.60%
No it has stayed the same	368	51.47%
Other	62	8.67%
Not Answered	5	0.70%

Access

There were **142** responses to this part of the question.

Question 13: What is your main purpose for visiting the space?

Visiits



Option	Total	Percent
Socialising	190	26.57%
Commuting	156	21.82%
Shopping	150	20.98%
Leisure	164	22.94%
Visiting Marischal College	228	31.89%
Other (please specify)	210	29.37%
Not Answered	13	1.82%

Visits

There were **259** responses to this part of the question.

Question 14: Do you have any further comments?

Comments

There were **319** responses to this part of the question.

Appendix F - Pedestrians in Road Ahead



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Exempt information as described in paragraph(s) 6 of Schedule 7A of the Local Government (Scotland) Act 1973.

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Exempt information as described in paragraph(s) 6 of Schedule 7A of the Local Government (Scotland) Act 1973.

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