

South College Street Junction Improvements (Phase 1)

Feedback Report

Aberdeen City Council

March 2024



Roads Projects

Capital

Aberdeen City Council

Marischal College

Broad Street

Aberdeen

AB10 1AB

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1. Introduction

Improvements to South College Street were initially planned in 2004, with the project design gaining approval in 2007. Improvements on South College Street were designed and progressed to tender stage with construction planned for 2009/10, however this was postponed, at the time, as a result of a review and reduction of the General Fund Capital programme.

In 2015, Aberdeen City Council unanimously agreed to adopt the Aberdeen City Centre Masterplan and Delivery Programme, with improvements on South College Street required to enable several of these projects. The CCMP was subject to 3 rounds of consultation with over 1,000 people attending the public exhibition during the final stage of consultation and over 1,500 people giving feedback at the exhibition or online.

In 2017, the Communities, Housing and Infrastructure Committee instructed that the previously approved project should progress as a first phase solution.

In December 2020, Scottish Ministers confirmed the Compulsory Purchase Order to acquire the land required to build the project. The Council made a General Vesting Declaration in February 2021, taking ownership of the land and rights in land required for the project on 8 April 2021.

In early 2021, a Public Exhibition was held on Citizen Space to raise awareness of the project and provide an opportunity to comment. Local residents and businesses were invited to comment and representatives met business owners on site. Stakeholder groups were asked to a series of meetings to discuss the project and were invited to comment on the proposals.

Following construction of the South College Street Junction Improvements (Phase 1) monitoring the performance and use of the project has commenced. This has included surveys on site to record data on user numbers, behaviour and interactions along the altered road network and new street layouts.

Evaluation of the South College Street constructed works as an improvement project has been based on the outcomes of the monitoring process and in addition feedback received from users & stakeholders. The engagement with stakeholders was conducted through Citizen Space surveys and by other communication methods including letter drops, meetings and site visits. Interested parties were able to participate in the feedback process in the project interactive feedback section.

This report summarises the feedback collected through each of these methods, looking to address the issues raised and how they will affect the project moving forward.

2. Background

Following the adoption of the Aberdeen City Centre Masterplan, the impact of the proposed changes on the city's road network was assessed. This identified a number of transport network changes required to support the Masterplan's ambitions. Improvements as part of the South College Street Junction Project were highlighted as essential to support further public realm and bus priority changes.

With the adoption of a new North East Scotland Roads Hierarchy in 2019 changing access to and around the city, South College Street will have an important role in providing a key route to the city centre.

The project will support the City Centre Masterplan's infrastructure strategy for bus priority measures aimed at removing the impact of congestion on bus journey times through the city centre. It will also enable public realm enhancements along Guild Street and Union Street, providing alternative options to allow the rerouting of traffic. The project is jointly funded by the Council and a grant from the Scottish Government's Bus Partnership Fund.

The corridor's improved capacity and operation will also complement its position in the new roads hierarchy. In tandem the project will enhance infrastructure for walking and cycling. Making these improvements is the next step towards providing a transport network to meet Aberdeen's needs and city centre aspirations.

The project consists of the following main elements:

- An additional traffic lane along South College Street between Bank Street and Wellington Place.
- An additional lane on Palmerston Place.
- A new traffic signal-controlled junction at the intersection of Palmerston Place and North Esplanade West.
- The alteration of the existing traffic signal-controlled junctions at the South College Street/Wellington Place junction and the South College Street/Millburn Street/Palmerston Place junction adding additional approach lanes and improving operational coordination.
- New and altered walking and cycling infrastructure along South College Street and Palmerston Place.
- Reconfigured parking and loading areas on South College Street between Millburn Street and Riverside Drive.

3. Feedback

To gain feedback from a variety of diverse types of users of the project, various methods were used to cover the engagement. In total, there were 325 responses across all methods. For each method of gathering feedback (Citizen Space, Stakeholder engagement, Intercept Surveys), there is a more detailed section later in this report about the issues raised and the feedback to each.

From those interviewed the majority of respondents stated that the street is well lit, well maintained, & easily accessible; it enhances the area, feels safe, is fit for purpose, encourages them to walk or cycle more and meets the needs of the community. In 16 additional comments only 3 were of a positive nature, with the rest criticising the expenditure required for the upgrade works or criticising other infrastructure in Aberdeen City Centre. These negative additional comments are at odds with the results of the user survey which indicate a positive attitude towards the upgrade works.

Throughout the various methods of receiving feedback on the project, the responses have been mainly negative issues on aspects of the project and its construction. From all of the feedback reviewed, the common issues raised were:

Public Information on the Works
Feedback summary: Inadequate information and communication of the works taking place, the roads affected and the diversions that were set in place. This was felt to be a particular issue when changes were made to the site and the diversions were changed. Feedback indicates that people felt that there was inadequate signage being placed for the diversions, as well as cases of inaccurate signage being in place after changes to diversions.
All diversions were properly signed and adequate information on road closures were provided on the Contractor's website with regular updates. The maintenance of temporary traffic management signage is a challenge for all road works. Adverse weather and anti-social behaviour can regularly lead to signs falling over or being displaced. The main works contractor regularly inspected and maintained the works signage including diversions throughout the day (3 planned inspections). This is a high standard, however it can still result in periods when users can experience a lack of signage between inspections.

Effect of the Works on the Local Area:
Feedback summary: Local residents felt there was a lack of access into the area during the works. With the access through the area not seen, by some, as safe for pedestrians and disabled people and the works seeming to cause increased traffic through neighbouring residential areas.
Some areas of the site were very difficult to undertake the roadworks whilst maintaining access to residences and businesses. Early in the works there were occasions when the standard of temporary access arrangements fell short of project expectations. However, acting on feedback at the time these issues were addressed by the contractor and improvements were sustained through the main period of the contract. The safety of users was always of paramount importance to the contractor and the Council throughout the works. Acknowledging the inconvenience caused, restrictions were lifted as soon as practicable, once the works progressed.

Effect of the Works on Local Businesses

Feedback summary: Local businesses felt there was a lack of access into the area for themselves, deliveries and their customers during the works.

Damage was caused during the works to their properties.

Removal of parking within the area, during the work and post construction had a negative effect on their business.

Various closures and restrictions had to be implemented to construct the project but access to premises in the area should always have been maintained during the works. Alternative routes or diversions were available for all closures and efforts were also made to inform road users, through publicity and signage that businesses were open as usual. The Contractor reacted to any reported damage to properties to resolve the issues. There was no defined parking allocation beside the local businesses before construction of the works and the changes made in the project implementation were considered necessary to control unregulated and at times unsafe loading/unloading, parking and storage of materials in the area.

Length and Timing of the Works:

Feedback summary: It was perceived that the works went on longer than initially anticipated. With the works coinciding with the works to the King George IV Bridge, also being a factor with people's frustrations.

The 52 week duration of the construction contract was primarily defined by the time required to divert underground utilities to enable carriageway widening activities. Additional time was required for bridge monitoring work to satisfy Network Rail that there would be no detrimental impact on the rail bridges at Palmerston Place and South College Street. A substantial delay to the works was also caused by damage to a Scottish Water combined sewer at Palmerston Place, by a sub-contractor working on behalf of Openreach diverting telecommunication cables. Overall the project roads were reopened within the planned time range, with substantial completion achieved with only a short contract delay of 6 weeks. As is common to road works projects, intermediate phases of the works were extended on occasions due to uncovering unknown utilities, poor ground conditions, weather, extended timescales for utility diversions and the like. The main contractor provided up to date information on their webpage and their onsite liaison officer did a good job informing businesses of progress and changes in planned timescales.

An undesirable overlap situation arose as the works on King George VI bridge had been planned for the school summer holidays in 2022 but had to be delayed, starting in March 2023. This was due to unexpected and unavoidable events outwith the control of ACC.

Workforce:

Feedback summary: There were various comments about the workforce on site, whether it was a lack of personnel, a lack of ongoing work on the site or apparent unsafe work witnessed.

With the sequencing of the works, there would be times when areas of the project would have less staffing than others. For tasks such as diverting services, there may have been times for safety reasons when only representatives of one of the services may have been able to work within an area. Construction work often must progress in sequential order, with sufficient time allowed for events such as utility diversions and curing of concrete to be completed before other work can continue. This can appear to the casual observer as if areas of the site are at a standstill or more work is available to be done when it is not. The project work had to be programmed in specific phases to allow some areas to be used as temporary diversion routes for traffic.

The safety of users and staff was always of paramount importance to the contractor and the Council throughout the works. When poor practice was observed or reported there was a robust system for notifying and managing improvements with the main works contractor. A positive safety culture was evident on site with all parties keen to ensure high standards and continuous improvement.

Signage / Road Markings:

Feedback summary: Requests for more signage on site, particularly noted were to indicate which direction the lanes at junction are used for, as well as to show how to navigate the area whilst using a bike.

In particular details respondents requested having pedestrians marking on the footway as well as the cycle markings, having bigger and more prominent footway / cycle tracks signs and having a more contrasting delineator line between the footway and the cycle track.

A road safety audit of the completed works and feedback responses indicated that there may be limited time for southbound traffic on South College Street approaching the Millburn Street / Palmerston Place junction to make lane choices and manoeuvre safely in the available road space. It is proposed that the signing is enhanced and additional lane markings are provided on South College Street, near the south end of Portland Street. This is intended to increase awareness for approaching southbound traffic of the lane designations at the junction and provide additional corresponding destination information.

At the request of the Disability Equity Partnership, supplementary markings and signs are being considered at several locations to increase the information provided for the users of the segregated paths.

Parking / Loading:

Feedback summary: Concerns at the reduction of parking for businesses in the area at the Arches and enquiring whether there could be changes to the timings for the loading bay to be used for parking. There were some queries about whether the loading bay could be reduced in size and allow more parking throughout the day.

The lengths of road allocated for parking and loading beside the arches between Palmerston Place and the South College Street rail bridge are loading 45m, parking 85m and disabled 6.5m. Video analysis on the use of these loading and parking areas over a two-week period showed that the maximum number of vehicles parked at any time during each 24-hour period was nine.

The video analysis suggests that there is sufficient parking available for the demand based on the one-hour duration allowed by the parking regulations. However, the feedback comments about the parking indicate that there may be a much greater demand for parking to be allowed for a longer duration. Extending the permissible parking duration to two hours could perhaps be an option to consider in any further review of the controlled parking regulations in the area.

There was very limited use of the loading areas during the video recording period. The demand for loading provision may have reduced since the controlled parking regulations were proposed, due to changes of the businesses which occupy the railway arches premises. The demand for loading space provision is likely to fluctuate as other businesses take up occupancy of the arches or existing businesses end occupancy. Network Rail lease the arches and ACC cannot predict how the demand for parking and loading provision in the area is likely to fluctuate.

Turning Traffic Restrictions:

Feedback summary: Queries about the removal of right turns into Millburn Street and Palmerston Place from South College Street. There were also queries about the restriction of right turning for traffic from Palmerston Place on to North Esplanade West.

No right turn orders were implemented from South College Street to Millburn Street and Palmerston Place to improve junction operating capacity. Alternative routes are available via Wellington Place / Crown Street and South College Street / North Esplanade West.

A no right turn order was implemented from Palmerston Place on to North Esplanade West to ensure adequate junction operating capacity and user safety. There is no requirement for traffic to turn right from Palmerston Place to North Esplanade West at the new signal-controlled junction. Southbound traffic heading for the Riverside Drive roundabout beside the Queen Elizabeth bridge can do so along South College Street. A dedicated right turn lane from Millburn Street onto South College Street has also been added to accommodate traffic approaching from the west.

Continuous Footway:

Feedback summary: There were various issues raised about the continuous footway at the South College Street cul-de-sac, from various viewpoints. Some pedestrian comment focused on the perception that vehicles move along South College Street too quickly to feel comfortable to use the continuous footway and a more distinctive colouring of the surface would be more obvious in showing priority.

From a vehicular perspective, it has been felt that the removal of the right turn road space markings into the cul-de-sac has resulted in traffic building up on South College Street whilst cars are waiting to turn and having the give way markings further back into the junction has made it more difficult to turn out of the junction.

The continuous path built for cyclists and pedestrians was designed to current guidance. As a new feature in the city, advice for road users on how to cross the continuous path has been provided to local residents and made available on the ACC website. The Route User Intercept Surveys indicates that vehicles using the accesses to the properties on the west side have been giving way to pedestrians and cyclists, thus the project has no cause for concern. The perception expressed by some are to be expected initially with the changes made to the previous access priorities but is anticipated to improve with the passage of time as users become more familiar with the new layouts.

Cycle Connectivity:

Feedback summary: Various locations at the north and south of the project were brought up in relation to how the project infrastructure connects to them.

The lack of cycle infrastructure northbound after Wellington Place and the requirement to cross over from the east side shared use path to the west side cycle track when heading southbound.

Difficulty joining the cycle infrastructure from the south, whilst heading north, especially for those coming from Queen Elizabeth Bridge on the carriageway.

Significant physical works north of Wellington Place were not within the scope of the project. Improvements to active travel provision along College Street could be considered as part of ongoing work considering an active travel network development strategy for Aberdeen under the revised Local Transport Strategy.

Phase 2 of the project is to be located at the south end of the completed section. The current proposals are focusing on the area of the existing roundabout at the Queen Elizabeth Bridge.

With further work planned for this area, opportunities for improvements can be made to the existing infrastructure and enhance what has been constructed in Phase 1.

Advanced Cycle Stop Lines:

Feedback summary: Lack of Advanced Stop Lines at the Millburn St / Palmerston Place junction

Provision of the new segregated and shared use cycle paths adjacent to the roads and toucan crossings at the junction reduces the need for advanced cycle stop lines on the road. This also supports the junction capacity improvements considered to be essential at this location.

Advanced stop lines will not be reintroduced at this junction because they could encourage cyclists to make right turn manoeuvres in traffic on the roads, instead of using the safer new off-road cycling infrastructure.

Footways:

Feedback summary: Some noted that during inclement weather, the new footways and cycle tracks become slippery and there is reported ponding outside of the businesses at the Arches.

There were some comments and criticism of the area on South College Street around the arches south of Palmerston Place, citing slippery footways and water ponding. Topography in this area is generally flat and low which will typically be subject to slow clearance of surface water. The new construction at this location has only been able to make limited improvements due to numerous constraints limiting any significant changes to longitudinal gradients or crossfalls from what was there previously. The surface water aspects mentioned do not differ significantly from what was experienced before reconstruction but may be more apparent now that the space is no longer covered by parked vehicles.

Traffic Signals:

Feedback summary: Changing the timing of traffic lights, giving longer time to enable pedestrians to cross.

Crossing times provided are inline with current guidance and movement detection sensors installed at the junctions should automatically adjust the signal timings to extend the pedestrian phase if anyone is still crossing the road.

Tactile Paving

Feedback summary: The use of corduroy tactile paving at South College Street cul-de-sac may cause confusion and may be used by some for crossing the carriageway.

Confusing tactile surfaces, ladder and tramline, at start of segregated cycle tracks. Causing difficulty and discomfort for users of manual wheelchairs and rollators. Added difficulty for manual wheelchair users on the incline. Layout causes confusion for those with visual impairments.

The layout of the tactile paving for the project was designed and constructed in line with guidance, standards and duties. The following types of tactile paving were used:

Blister Surface for Pedestrian Crossing Points

Corduroy Hazard Warning Surface at transitions from footway to shared cycle track

Segregated Shared Cycle Track/Footway Surface and Central Delineator Strip (Ladder and Tramline) at transitions from shared to segregated cycle tracks

It is the third of these types which has caused the most concern in the feedback submissions, mainly due to user unfamiliarity with the finished surfacing. Feedback will be considered further during the development of upcoming projects.

Bus Gates:

Various comments were included about the use of bus gates within Aberdeen city centre, stating that they were not using the area in general as much because of them.

The completed project supports the City Centre Masterplan's infrastructure strategy for bus priority measures aimed at removing the impact of congestion on bus journey times through the city centre. The project enables public realm enhancements along Guild Street and Union Street, providing alternative options to allow the rerouting of traffic.

Two thirds of the respondents in the Citizen Space survey confirmed they had used the project roads to avoid bus gates on Guild Street, Market Street or Bridge Street.

Implementation of the bus gates is outwith the scope of the project, however the project will alleviate impact on traffic moving east-west across the city by taking traffic that would have previously travelled along Guild Street and transferring it to Palmerston Place.

4. Citizen Space

Online feedback was gathered through the Citizen Space portal. The webpages have been included within Appendix A. These feedback pages were open for over 4 weeks from the 12th December 2023 to 14th January 2024.

Awareness of the feedback process was raised through press releases, social media posts and letter drops throughout the project area. The letter and full list of contacted addresses has been included within Appendix E.

The report on conclusion of the feedback can be seen in Appendix B. This details the responses to the feedback where answers are defined. In the feedback there were a total of 243 responses received via the portal. In addition, six emails were received. Redacted copies of the received e-mails have been included within Appendix G.

Comments on the construction phase of the project and the post construction road were captured and have been analysed to gain an understanding of the issues and improvements that could be made. These have been collated on the next pages under each heading.

Mode Use of Respondents

Users were asked which types of transport they used, listed below, whilst travelling within the area. Of the responses to this question, 88% drive within the area, 45% walk and 13% cycle.

Driving	214
Cycling	32
Running	25
Walking	110
Wheelchair User	1
Other	6

Table 3.1 – Transport Mode

Feedback on Construction Stage

Around 250 people provided feedback on the construction stage of the project. The main concerns raised from the comments can be summarised as follows:

- Prior consultation to the works beginning
- The duration of the works taking place
- The timing of the works, alongside the closures affecting the King George VI Bridge
- Inadequate communication of the works taking place, the roads affected and the diversions set in place. Especially when changes were being made to the site and the diversions were being changed.
- Inadequate signage being in place for the diversions, as well as inaccurate signage being in place after changes to the diversions had been put in place.
- Lack of access into the area for residents and businesses, for themselves, deliveries and their customers.
- The access through the area was not seen as safe for pedestrians and disabled people.
- The works caused increased traffic through neighbouring residential areas.
- Lack of personnel on the site
- Lack of working being carried out on site
- Unsafe work being carried out
- Damage to business properties during the works

Feedback on Completed Works

Around 250 people took the time to provide feedback on the project. The main points can be considered as follows:

- Resources could have been used elsewhere
- The footways and cycle ways are smooth and become slippery in inclement weather
- Vehicles are going too fast to be able to use the continuous crossing safely
- The removal of the right turn filter into the cul-de-sac has made it more difficult to turn into the access
- Improvements to the Bank Street / Millburn Street area and underneath the railway bridges have improved the area
- The need for additional junction signage to indicate which direction the lanes are for
- The need for additional signage to show how to navigate the area whilst using a bike and showing how to join it from the north.
- Cyclists using the carriageway and not using the cycle track
- Cycle track lacks connectivity to the north past A93 Junction.
- Lack of Advanced Stop Lines at the Millburn St / Palmerston Place junction
- The bus gates within the local area
- Reducing of parking within the area
- The timings for the loading bay to be used for parking and giving longer times for parking
- No right turns at the Millburn Street / Palmerston Place junction
- No right turn at the North Esplanade junction
- Timing of traffic lights, to enable pedestrians to cross
- Ponding outside of the businesses at the Arches
- The street lighting not being adequate
- The footpath not being sufficiently wide enough

5. Stakeholder Engagement

Stakeholders were contacted in late 2023. A list of all contacted Stakeholder groups can be found in Appendix E. Stakeholders who were available were met by Officers on site to discuss the Project during December 2023.

The meetings were intended to highlight to stakeholders the objectives and the constraints of the project and to give stakeholders the opportunity to discuss the design; and to seek feedback on the project.

Responses were noted to have been received from the following organisations:

Stakeholder	Summary of Feedback
Aberdeen Cycle Forum	<ul style="list-style-type: none"> • Poor connectivity with the surrounding area of the project • More distinctive colouring required to distinguish the cycle track and footways • Bollards required at the end of Portland Street to stop vehicles overrunning • The lack of Advanced Stop Lines at the Millburn Street junction • Measures required to reduce vehicle speeds with the area • Some of the cycle facilities being tight, requiring sharp turns and generally not being cycle friendly • The timings of the traffic signals • Concerns about the segregation between the footway and the cycle track
NESS	<ul style="list-style-type: none"> • More road markings required • More distinctive signage • Continuous footway is not comfortable to use • The tactile paving may cause confusion • Removing signage from the footway to remove obstructions
Disability Equity Partnership	<ul style="list-style-type: none"> • The width of the footpath • The tactile paving may be confusing and cause difficulty and discomfort for users of manual wheelchairs and rollators. • The tactile paving also is an added difficulty for manual wheelchair users on the incline. Layout causes confusion for those with visual impairments. • Preventing conflict between cyclists and pedestrians at the crossing point. • Height of the kerb prevents wheelchair users getting off, or back on to the footway.

The full responses from the stakeholder groups have been included in Appendix D.

6. Route User Intercept Surveys

A route user intercept survey was carried out in December 2023, over four days, to question users of the improvements about journey purpose, travel behaviour, perceptions of safety and physical activity. The surveys were carried out over four 12-hour periods (7am-7pm) on the project roads, on three weekdays (Tuesday 5th, Wednesday 6th and Thursday 7th) and a weekend day (Saturday 9th December).

The surveys were to obtain questionnaire responses from footway and cycle track users of the new infrastructure, focussed on the following areas:

Site 1. The west side of South College Street between Wellington Place and the electricity sub-station.

Site 2. The west side of South College Street at the junction with Millburn Street.

Site 3. The west side of South College Street near the southeast corner of the rail bridge.

Site 4. The west side of North Esplanade West near the Palmerston Place junction.

They were 72 participants in the survey. Full details of the intercept surveys have been included in Appendix C.

7. Local Businesses

Businesses within the immediate area of the project were contacted regarding the project and inviting them to comment either via email or the Citizen Space portal. The letters and list of all of the businesses contacted can be found within Appendix E.

Responses were noted to have been received from the following organisations:

<p>AKR Fitness</p>	<p>Disruption during the works</p> <p>Communication from the city council was terrible</p> <p>The project - and road closures - ran on considerably longer than we were told</p> <p>Work was restricted to daytime hours in case neighbouring residents complained about noise</p> <p>In addition to suffering commercially, there was also significant mess to external paintwork and interiors</p> <p>Changing the timings of the loading areas and parking areas to reflect the behaviour within the area of the businesses. As well as an overall reduction to the size of the loading area. Increasing the number of parking spaces. Would like businesses to have their own parking spaces, within the present loading area</p> <p>The footway and cycle track become slippery in inclement weather</p> <p>Ponding in front of the entrances to the Arches</p> <p>Would like to see a bike shelter in the area to be used by their customers</p>
<p>Tristar Lighting & Design Ltd</p>	<p>Loss of business through the construction and the belief that their customers will not return</p> <p>Through the construction phase, there was a lack of access to their premises where they could not receive deliveries and customers could not access either</p> <p>Timing of the works, alongside the works on the King George VI Bridge</p> <p>Concerns about the next phase of the works</p> <p>Cyclist using the carriageway instead of the cycle track</p> <p>Removal of parking spaces</p> <p>The footway is not convenient for the use of pallets on and during inclement weather can be slippery</p> <p>Ponding at the entrances to the Arches</p> <p>Post construction there has been vandalism along the Arch units' buildings</p>

Vans4U	<p>Lack of access to the business for both employees and customers, during construction</p> <p>Reduction in parking, use of other areas around the Arches for parking. Parking across dropped kerb entrance to Arches</p> <p>Cyclists using the carriageway or footway and not using the cycle track. Cycle track is not fully obvious what it is</p> <p>Loading bay is too narrow for use</p> <p>Ponding at entrances to Arches</p> <p>Footway surface is slippery in the inclement weather</p> <p>Witnessed confusion over the use of the lanes at the Palmerston Place / Millburn Street junction</p>
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The full responses from each business have been included within Appendix F.

8. Conclusion

The feedback exercise has generated a considerable number of comments. The engagement was successful in contacting many interested parties keen to discuss the project.

All the suggestions have been reviewed and some have the potential to be incorporated into the finished works. Concerns raised have also been assessed to ensure project proposals continue to provide the optimum solution. The outcome of the public and stakeholder engagement exercise has been shared with the design team and they are considering a number of design refinements for upcoming projects.

Appendix A – Citizen Space Webpages

[Citizen Space Overview](#)

[Project Survey – Part 1](#)

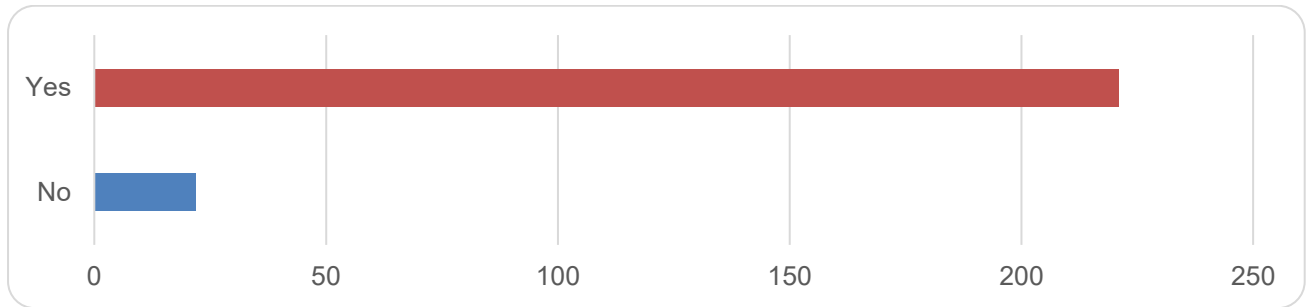
[Project Survey – Part 2](#)

[Traffic Flow](#)

Question 1

If you would like to provide comment on the construction phase of the project, please answer questions 2 to 10. If you do not, please go to question 11.

There were 243 responses to this part of the question.

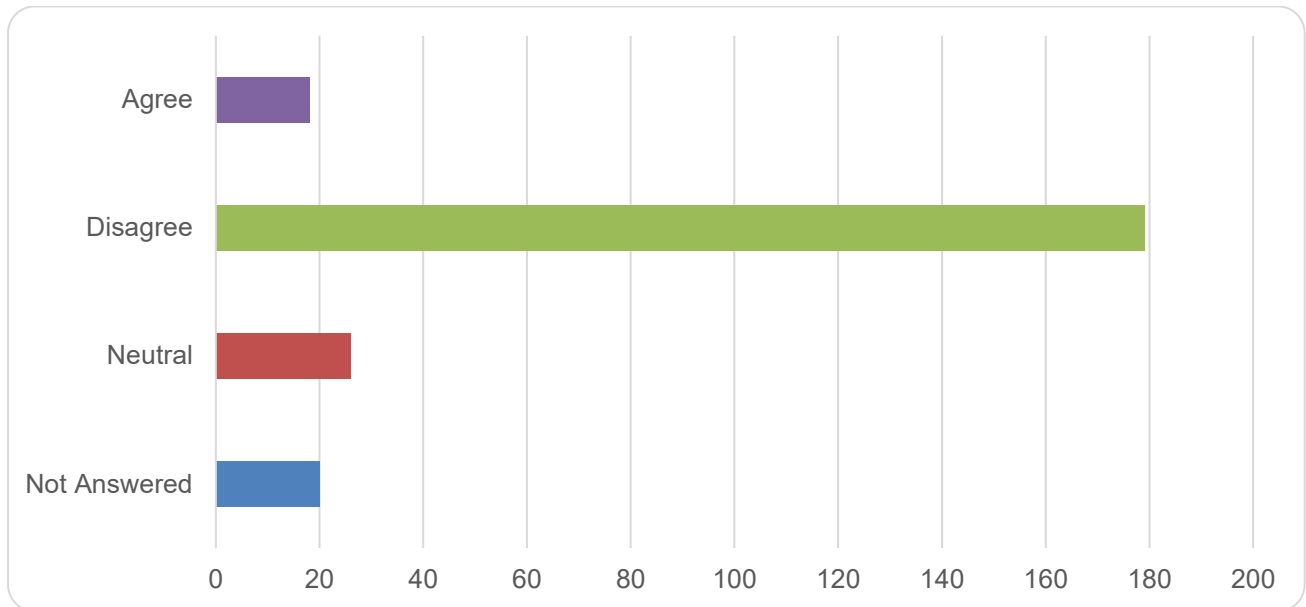


Option	Total	Percent
Yes	221	90.95%
No	22	9.05%
Not Answered	0	0.00%

Question 2

Disruption during the project construction was acceptable

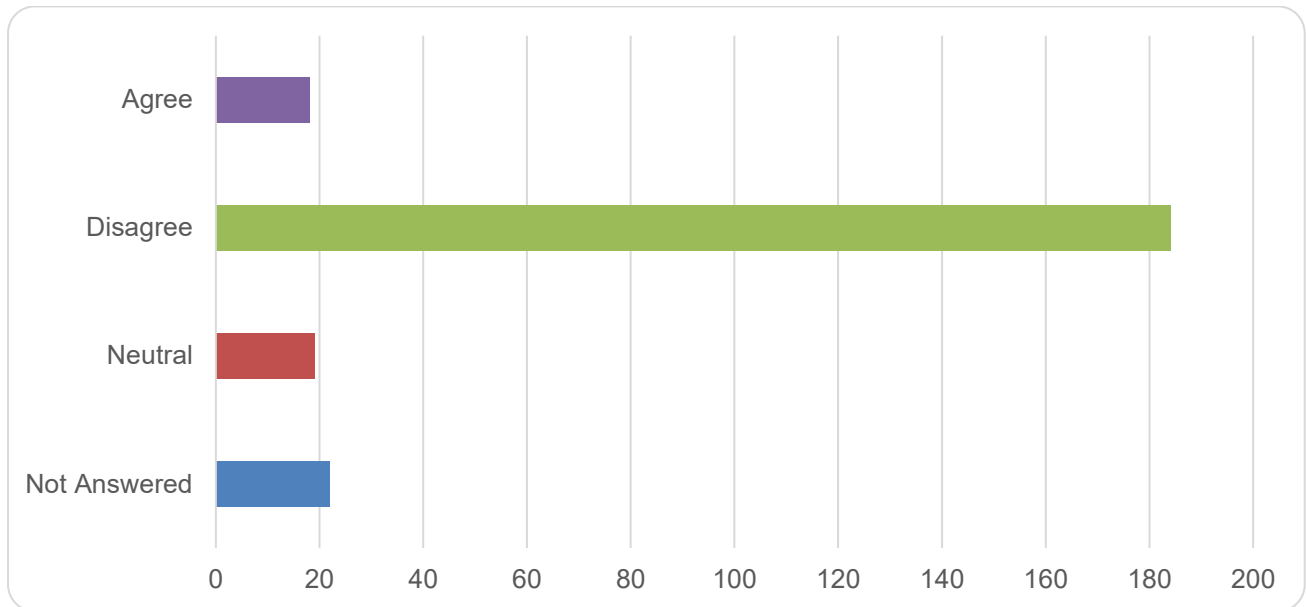
There were 223 responses to this part of the question.



Option	Total	Percent
Agree	18	7.41%
Disagree	179	73.66%
Neutral	26	10.70%
Not Answered	20	8.23%

Question 3

Information on temporary changes to access and road closures was sufficient and helpful
There were 221 responses to this part of the question.

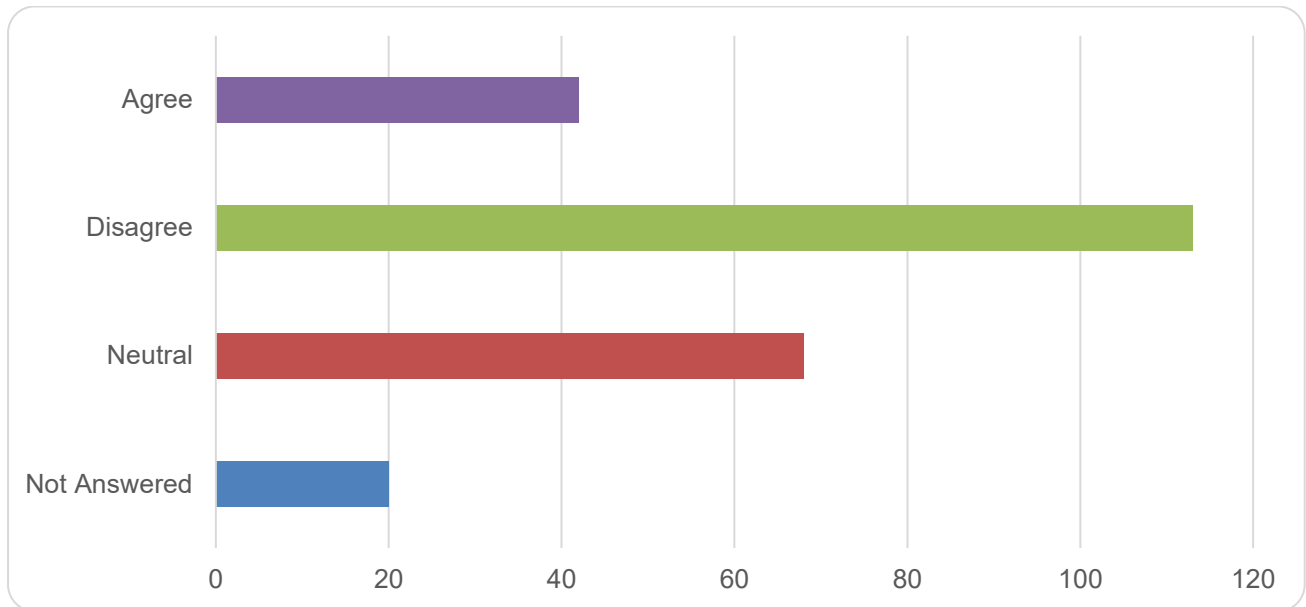


Option	Total	Percent
Agree	18	7.41%
Disagree	184	75.72%
Neutral	19	7.82%
Not Answered	22	9.05%

Question 4

Temporary routes for pedestrians were clear

There were 223 responses to this part of the question

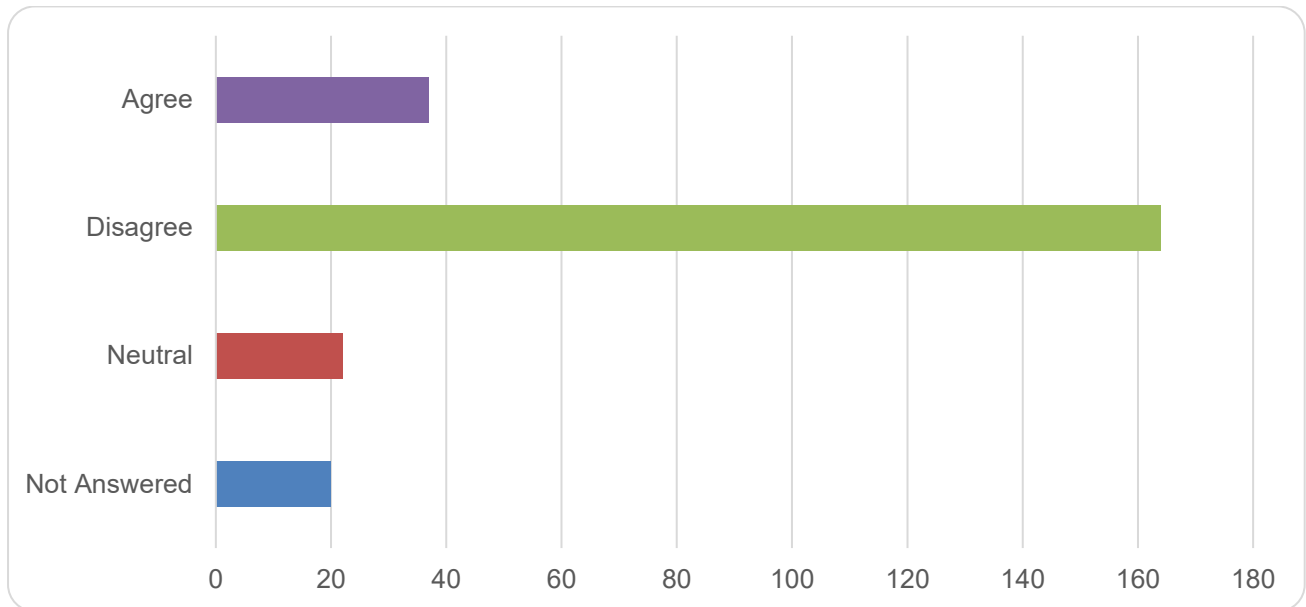


Option	Total	Percent
Agree	42	17.28%
Disagree	113	46.50%
Neutral	68	27.98%
Not Answered	20	8.23%

Question 5

Temporary routes for vehicles were clear

There were 223 responses to this part of the question

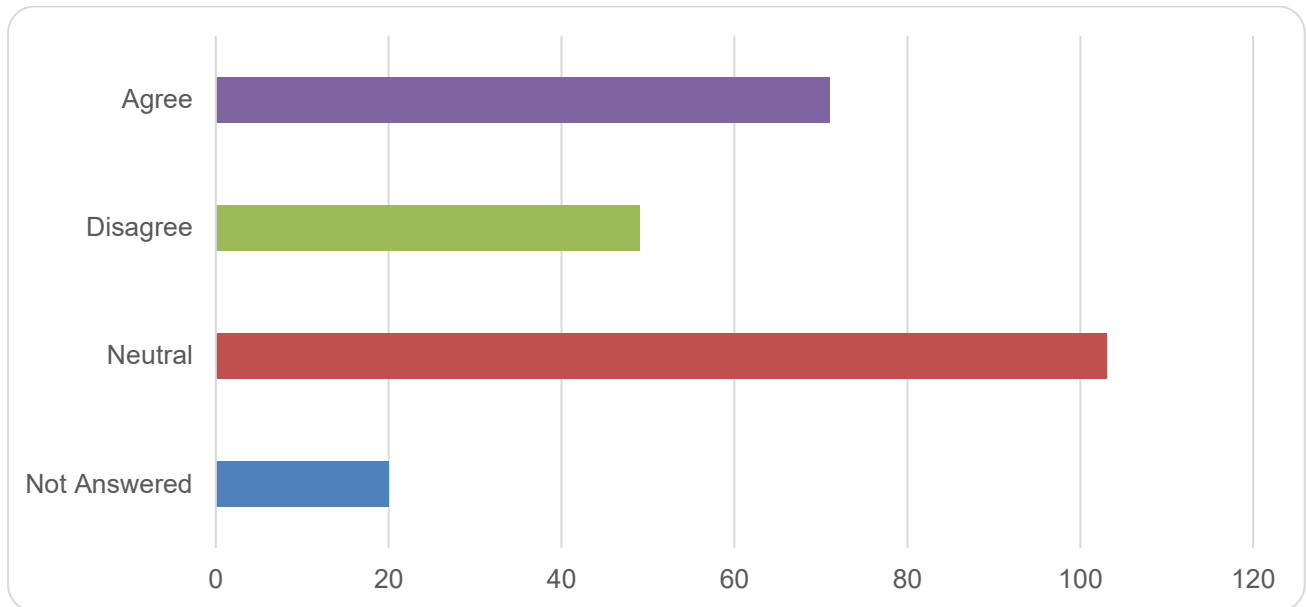


Option	Total	Percent
Agree	37	15.23%
Disagree	164	67.49%
Neutral	22	9.05%
Not Answered	20	8.23%

Question 6

The site was managed in a safe way

There were 223 responses to this part of the question

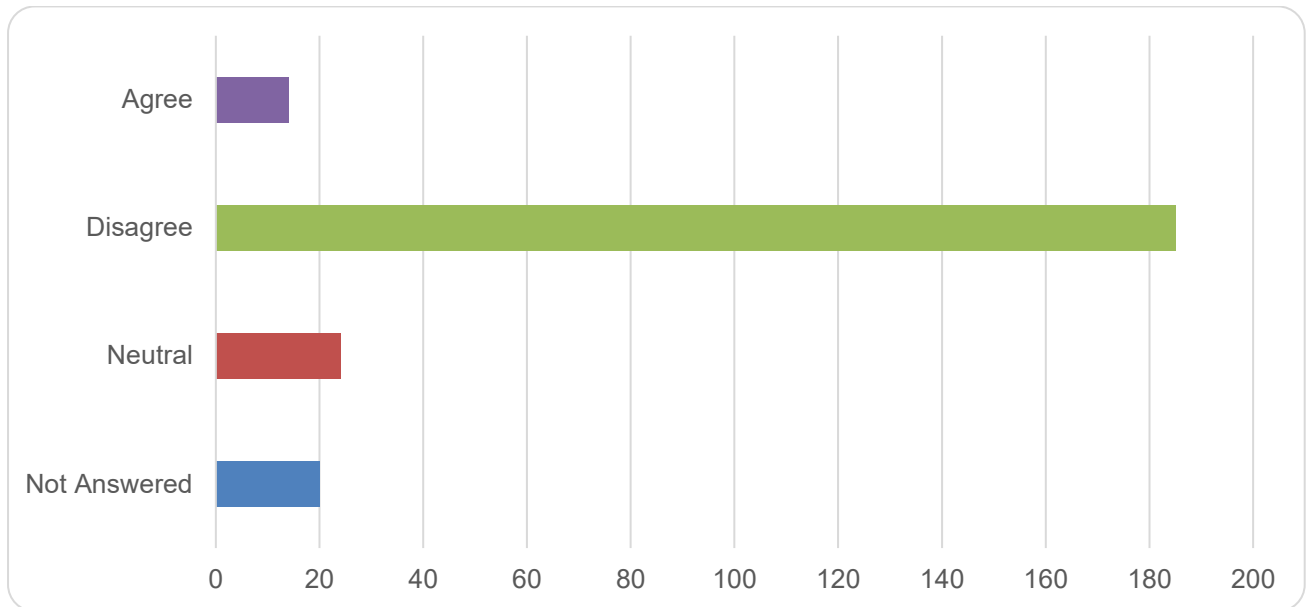


Option	Total	Percent
Agree	71	29.22%
Disagree	49	20.16%
Neutral	103	42.39%
Not Answered	20	8.23%

Question 7

The works were completed in a timely manner

There were 223 responses to this part of the question

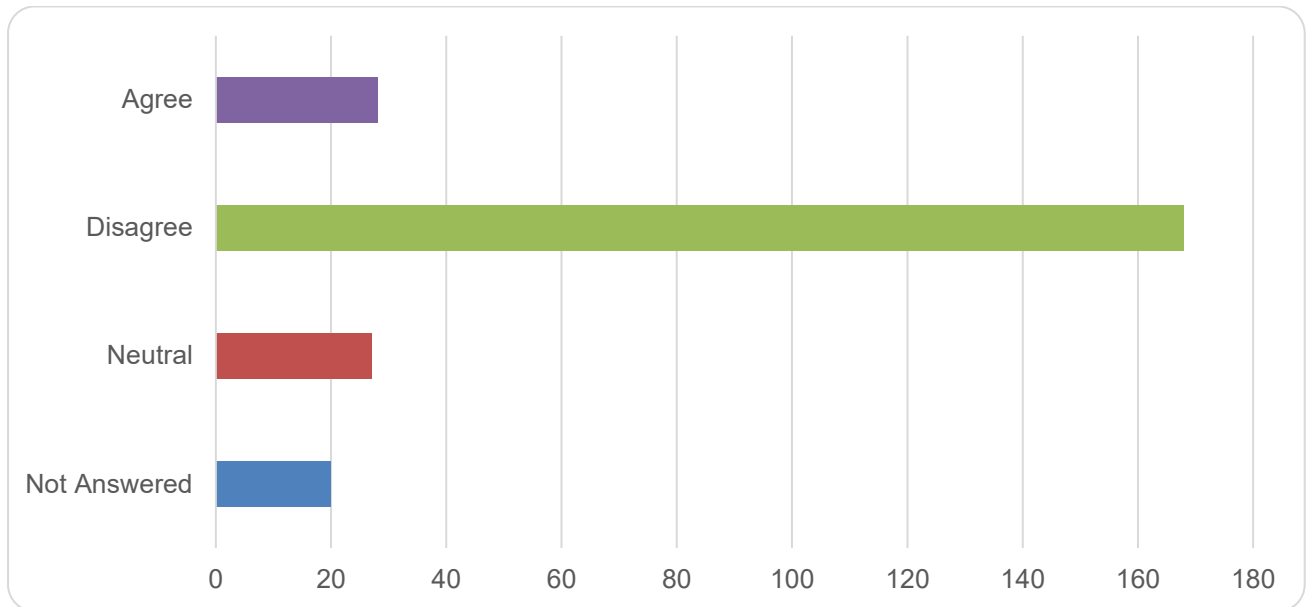


Option	Total	Percent
Agree	14	5.76%
Disagree	185	76.13%
Neutral	24	9.88%
Not Answered	20	8.23%

Question 8

I knew where to find information about the works during the construction

There were 223 responses to this part of the question

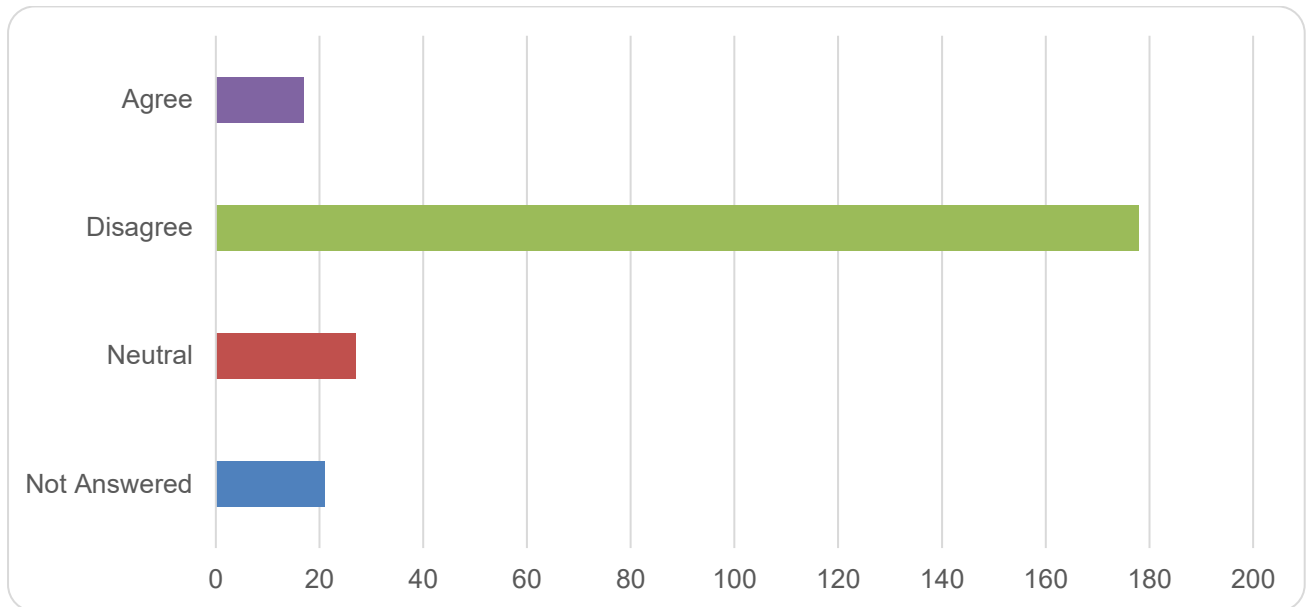


Option	Total	Percent
Agree	28	11.52%
Disagree	168	69.14%
Neutral	27	11.11%
Not Answered	20	8.23%

Question 9

I knew where to get questions answered on the works during the construction

There were 222 responses to this part of the question



Option	Total	Percent
Agree	17	7.00%
Disagree	178	73.25%
Neutral	27	11.11%
Not Answered	21	8.64%

Question 10

Are there any other comments you wish to make about the project roadworks?

There were 148 responses to this part of the question

<p>Absolute shambles. Waste of money. People are still using Palmerston road both ways at Old Ford Road and causing havoc. There's going to be a really bad accident there with people going down the one way street the wrong way and other road users come flying under the bridge and round to the left. Roadworks went over by months. No consultation. Signage was inadequate, dangerous for pedestrians, disabled access not thought about. Local businesses put out of business and those left struggled for 14 months and now even less parking around the area.</p>
<p>ACC are anti car and the sooner you lot are voted out the better!</p>
<p>All in all this was Aberdeen City Clowncil at its best, not only was this road shut but many others roundabout. This whole scheme is a waste of taxpayers money that could be put to better use.</p>
<p>Alternate routes were changing on a daily basis with no apparent reason.</p>
<p>Although looks good now not helping ease traffic congestion in other streets nearby</p>
<p>Any one with half a brain would of had all road works completed and in place before the bus gates and the lez zones come into force, Absolute shambles of a city council couldn't run a race</p>
<p>Appreciated the fella who stopped works vehicles to allow pedestrians/people pushing bikes to cross by the arches for weeks and weeks</p>
<p>As a pedestrian the new pavements are so smooth that because of the excess water pooling in front of businesses, when it's colder weather, the pavements are like an ice rink. Despite wearing suitable footwear during inclement weather, the pavements are dangerous to walk on. The works took much longer than originally anticipated, created chaos around the city and local businesses weren't communicated with. Aberdeen City Council could have done so much better.</p>
<p>As a resident of South College street in the flats adjacent to the Railway arches businesses these new changes have caused many problems relating to parking. The parking directly outside the businesses has been reduced. This has now resulted in many of the customers of these businesses parking in the private parking spaces used by residents of our flats. There is not a day goes past that we do not struggle to get parked in our flats designated parking spaces. The sign at the entrance to the car park that highlighted that this is private residential parking was removed during the works and never replaced. As a resident this has made for greater inconvenience.</p>
<p>Bus only lane on guild street doesn't help traffic</p>
<p>Businesses in the area suffered and were practically closed for months, Counciller Kusznrir was supposed to stand up for the businesses but his voice must of landed on deaf shoulders. Disgrace no parking, road is dead, shockingly no support for local businesses during the diabolical delayed construction phase. Please contact Vans4u Aberdeen we have video footage of workers refusing us access to local businesses</p>
<p>Changes to routes so frequently caused problems for commuters who were travelling through the area every day, although there are a number of route options in order to pass through or round the area, due to the frequent changes in one way systems or road closures, quite often commuters were stuck on the least efficient route and unable to change route to make use of the routes available and spread the flow of traffic evenly across these routes. Real time updates to Google maps for example, as the primary provider of maps used for Satnav purposes, would have helped users on their daily commute.</p>
<p>Chaos from start to finish which has only continued after the opening of the new layout.</p>
<p>Communication was dire.</p>
<p>Communication was terrible.</p>
<p>Complete waste of money - aberdeen city once again focusing on the wrong aspects and causing as much disruption to people livelihoods</p>
<p>Complete waste of money.</p>
<p>Contractor's Website was not kept up to date with road closures. No suitable route for cyclists accessing union square.</p>

<p>Council couldn't organise a p*ss up in a brewery, these changes were not wanted by the public, closing off 2 streets to the public is idiotic</p>
<p>Disruption was worse than expected. The parking now is terrible & makes no sense. The pavement becomes extremely slippery in the wet & frost. In general the so-called improvements have improved nothing at all and in fact I would say that the area now is less car, pedestrian & business friendly than before</p>
<p>Ended up going round in circles Trying to get to Tullos from collage street with all the one way roadworks at the time.</p>
<p>Every day was different, i still don't know where to find information. Fubar news was the only reliable source i could find that was up to date about what roads were open and closed.</p>
<p>For those travelling into Aberdeen frequently but not daily, it was often very unclear what changes if any had been made and the council website did not provide info nor point to where it might be found. It didn't help that there was other roadworks going on at the same time in the near vicinity. Travelling into Aberdeen from the south was a bit of a nightmare so I actually avoided coming in if I had to and often went up Anderson drive/westburn Road as an alternative.</p>
<p>Glad they have been completed</p>
<p>Great outcome. Communication prior and during the works was non-existent/impossible to find. Unbelievable long time to complete</p>
<p>I feel bad for the businesses under the arches. Apparently even they weren't kept well informed and updated of the works schedule.</p>
<p>I feel like this project hasn't made much of a difference. I understand there is limited access for vehicles into the city centre and heading up towards the denburn is fine for a cut through but the works should have continued further up before introducing bus gates. Dedicated cycle paths all the way up to union street and more traffic improvements, road markings and lane changes all the way up and through the denburn to help with flow.</p>
<p>I feel the amount of money spent doesn't align with the amount of work carried out and the timeframe was ridiculous. I drove past twice a day and very rarely saw people working on the road. It seemed like people only worked 11-3 on the road which is absurd. Given the state of the rest of the area I hope this is just the start at regenerating the area.</p>
<p>I found it very misleading when trying to get to my gym. Changed daily.</p>
<p>I think the length of time and the disruption was unacceptable.</p>
<p>I think the time it took for these road works is absolutely disgraceful</p>
<p>I use my bike in this area and feel safe on the cycleway's.</p>
<p>I'm a member at AKR and did feel really bad for them. They definitely lost members especially people that came for a trial as they were unclear where they were going to park and were openly speaking about it in the changing rooms. Also they must have occurred a lot of extra cleaning costs as there was constantly muck outside. The project just seemed to drag on forever and went way over schedule. If there was any compensation available I feel it would be very well deserved. I have to say the people on site were very friendly and safely conscious especially the W M Donald team couldn't have faulted them.</p>
<p>I'm actually afraid to drive up that road now due to the fear of getting caught in a bus gate and receiving a fine. What was the point in improving the road when you had no intention of letting cars actually use it?</p>
<p>In parts the roadworks made sense opening up access to market street to elevate some traffic from near the harbour made sense but adding in a bike lane which is barely used made no sense</p>
<p>It caused significant delays and tail backs</p>
<p>It seemed to take far longer than necessary, which means that it would have been very useful for public acceptance to make it clearer what was being done - at the site, with signs, not on a website somewhere.</p>
<p>It seems a lot of financial input to create cycle lanes that aren't used by cyclists. The new lane layout is very confusing. Getting to union Square isn't clearly signposted when coming from the south. Seems like a lot of work went into making everything awkward.</p>
<p>It seems that the planning of activities is not performed with a view to having minimal disruption on businesses and households in this area. There were several times where the road appeared to be finished only for it to be dug up again and works re-started leading to additional delays and disruption. As a regular user of a gym impacted by the works - I had nowhere to park and there must be a detrimental impact on the businesses affected by these works.</p>

<p>It was potluck as to which route would be open and when. We live in Ferryhill and my daughter attends dancing on Palmerston Road - we never knew which road would be open to get there nor where the pedestrian access would be to get there. It took such a long time and personally I feel the only useful change was the new access onto Riverside Drive. So much disruption and absolute traffic chaos for months for so little.</p>
<p>It was such a mammoth change, I genuinely don't feel the process could have been improved. But it was difficult to navigate/negotiate. Many drivers were visible frustrated and impacted on the traffic flow</p>
<p>It went on too long, causing major issues and an increase in traffic through a residential area which is also a conservation area - Ferryhill. I have never seen one cyclist use the cycle lane!</p>
<p>It works very well if you are not using Union Square Car park.</p>
<p>Light settings have not been changed at the top of Siuth College street to allow cars through the maze as quickly as possible</p>
<p>Live on South college street many times the entrance to complex was blocked and hard to enter</p>
<p>Living in the middle of the project was a total nightmare, specially when there were other projects going at the same time. Is there any coordination of the projects in the city? Closing bridge at the time when another bridge is almost useless as round about has at least one, most of the time two of 4 entries closed! Is anyone in the city council using these roads? Then after this project was finished Crown Street has the surface done, after the Portland Street was closed on one side! We had no access at some times to our street at all, coming home was a guess work as you never knew for how long you would have to wait and there was no information anywhere. All together you gave us few months of ongoing problems, now we are forced to travel longer distances as you closed a lot of our options to get through the city, so we have lovely new streets and have to drive around to get home. Very environmentally friendly to be driving for longer.</p>
<p>Loading Areas Loading areas are non-sensical. Restrictions start from 7am despite no loading taking place at 7am over the past 8.5 years and only gyms being open at that time. Loading areas take up valuable parking spaces. Loading areas should be reduced in size and a better loading time would be 10am-4pm.</p> <p>Tristar Van The large van from the business Tristar is parked near permanently in one of the few parking spaces available outside AKR Fitness. Meanwhile the loading areas go unoccupied all day.</p> <p>Surfaces & Safety The new pavements and cycle lanes are very smooth and become extremely slippery when it's frosty. This is a genuine safety concern for both pedestrians and cyclists in the area.</p> <p>Drainage Drainage is very poor. Water pools in front of the arches rather than run towards the drains.</p> <p>General Disruption The disruption caused during the works was worse for businesses than was the Covid pandemic. No support was given and communication was terrible. In additional to significant losses incurred by businesses, due the mess, businesses suffered damage to external paintworks and interiors.</p>
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The large van from the business Tristar is parked near permanently in one of the few parking spaces available outside AKR Fitness. Meanwhile the loading areas go unoccupied all day.

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Parking

Changing the parking to parallel has significantly reduced the amount of parking available which causes issues. One of the business owners (the one at the end near the bridge) is aggressive about parking outside his business even though it is not a loading area and parking is permitted there. It seems the loading areas are not where they need to be for businesses, and the current parking system causes issues for customers and businesses. Moving back to non-parallel parking would help with this, and there is still the space for it.

Loading spaces on South College Street start at 7am, there is never loading taking place at that time. Only businesses open at 7am are gyms. Parking restrictions start at 8am, loading time would be better set for 10am-4pm to give availability of spaces for customers of gyms.

New Pavements very slippery when frosty and drainage gathers in front of gym.

Tristar van always taking up space outside of AKR Fitness, they should park in their loading zone.

Disruption caused during the works was awful, communication was terrible, cost me to park on street where I would sometimes not have to. Works went on for a horrendous amount of time and caused a mess to the businesses outside also.

Loading/Parking Areas

- Loading areas are excessive and do not make any sense.
- Restrictions start from 7am despite no loading taking place at 7am over the past 8.5 years and only gyms being open at that time.
- Gym customers in the majority visit for up to 1 hour.
- Loading areas take up valuable parking spaces.
- Loading areas should be reduced in size and loading times restricted to 10am-4pm.
- Loading areas out with these times available for parking without penalty.
- Other business use parking spaces almost permanently with no regard to other business and all at no cost to them! e.g. large van from the business Tristar is parked permanently in one of the few parking spaces available outside AKR Fitness. Meanwhile the loading areas go unoccupied all day.

Surfaces & Safety

- The new pavements and cycle lanes are very smooth and become extremely slippery when it's frosty. This is a genuine safety concern for both pedestrians and cyclists in the area.

<p>Drainage</p> <ul style="list-style-type: none"> • Drainage is very poor. Water pools in front of the arches rather than run towards the drains. <p>General Disruption</p> <ul style="list-style-type: none"> • The disruption caused during the works was worse for businesses than was the Covid pandemic. No support was given and communication was terrible. • In addition to significant losses incurred by businesses, due the mess, businesses suffered damage to external paintworks and interiors.
<p>Main reason why I disagree with the above is, the works took way to long for what was carried out, created a cycle path for people but only see delivery drivers parking on it, all the cyclists that I have seen still use the pavement not the cycle lanes, traffic was a nightmare trying to get around the construction without taking a big diversion and even then the bridges was all one way so everyone was made to go the same way should of been done at different times, also the junction before the roundabout people are having to either stop on the road or slow right down to get up and over the foot path as it is way to high for any car to go over other than a van or 4x4, they are also struggling to get out as you have to make sure there is no pedestrians or cyclists going in front of the junction and to make sure the road is clear before pulling out aswell as trying not to damage their own car whilst pulling out</p>
<p>Many businesses struggled to operate at full capacity due to the roadworks.</p>
<p>New pavements outside premises on South Collage Street have been dangerous to walk on during icy conditions. Sat in my car and watched pedestrians trying to walk on both sides of the road..dangerous to say the least.</p>
<p>No</p>
<p>No</p>
<p>No</p>
<p>No</p>
<p>Other than the route to open up Riverside Drive from under the arches what has actually improved. The second lane to go under the arches as you come down south college street rarely has a car it. It's been as welcomed as the bus gates by the people of the city</p>
<p>Overall for all of the upheaval caused, there has been no real change to the layout other than a few extra cycle lanes, which unsurprisingly at this time of year are not heaving with cyclists so far. So was it even worth it?</p>
<p>People driving both ways on Palmerston road even though the section is one way. Lights at rail road need to be changed to allow more than 4 cars to come out and turn right as that the the only way out.</p>
<p>Pointless and now don't use the road due to bus gates and end up driving further than necessary</p>
<p>Pointless spend to then have bus gates put in so no one uses South College Street going South anymore. Also be good if you actually finished Raik Road. 1 lane been unfinished for about 5 months.</p>
<p>Project over ran and council proceeded with works to King George VI Bridge which overlapped this causing significant disruption to residents on Polmuir Road as there was very limited alternative routes available. Videos of dangerous driving (on the pavement whilst elderly & children were using it) were sent to the council at the time.</p>
<p>Recent works took far too long to be completed. Pedestrian access changed route almost daily and was very confusing</p>
<p>Result of works has had little effect to vehicle users who use South College Street and would question if the cost of the works were worth it. Result of works may be more noticeable on the smaller streets of Palmerston and access to/from North Esplanade</p>
<p>Road needed dug up again apparently to sort out drainage causing further disruption. Parking at the arches not possible and changed day to day with cars having to turn round. Barriers were a mess at the other side of the arches (Neospace side) so when I had to park there and walk round it wasn't clear where a pedestrian was meant to go.</p>
<p>Roadworks seriously affected businesses in the area, and no support what so ever from the Council.</p>
<p>Seemed to overrun the initial timescale considerably.</p>
<p>Shambolic organisation, no idea where to park and how to access the businesses that I wanted to visit. Now that it's completed it very unclear where to park and when. I can't find a space at 7am due to loading spaces which no one's uses until 10am. I could go on but as this is typical council lip service and nothing will change I will leave it at this!</p>
<p>Should be able to go all directions at the light controlled crossroads</p>
<p>Signage for pedestrians and vehicles wasn't in place far enough away for folks to alternate routes.</p>

<p>Signage for road closure and diversions was poor. It's too late for a road closed sign to be placed at a roundabout where the road closure starts. This caused confusion for drivers and cars going round the roundabout more than once to get into the correct lane for the diversion also increasing the chance of collisions</p>
<p>Signage was often incorrect and work needed redone after the 'completion' as drainage is much worse after the works.</p>
<p>Signs changes daily</p>
<p>Signs were not clear about alternative routes. We found road closures changed very suddenly without advance notice.</p>
<p>Some days getting work was a mystery tour</p>
<p>Sometimes workers were not the most helpful when trying to manoeuvre in and out of our development (town houses on South College Street)</p>
<p>Struggle to understand the purpose</p>
<p>Terrible impact on local businesses who were already struggling post Covid</p>
<p>Terrible organisation Terrible rate of work Terrible mess left</p>
<p>The change to the parking has had a negative impact as it brings traffic to people looking for spaces who then have to go elsewhere. The pavements are too smooth, and are like an ice skating rink the minute there is any frost. What was the point of installing a cycle lane? I have yet to see a single cyclist on it, any cyclist is on the road. Tristar taking up spaces needlessly and quite aggressively, the van never moves. Why can't they park in their loading bay? There is no loading taking place before 10 am or after 4pm so why does this start at 7 am? No consultation on this. What was the aim of this project? It's a complete waste of money changing something that wasn't broken and at the detriment to Aberdeen citizens.</p>
<p>The communication of the construction phase was very poor with road users only finding out about disruption when they tried to use the road. The disruption moved a lot of traffic onto Fonthill Road which caused problems.</p>
<p>The disruption caused and financial loss to local businesses has been unacceptable. There is now no parking for customers of local businesses on south college street resulting in a reduction in footfall as customers cannot get parked. The "cycle lane" lasts all of about 200m and with no distinctive colour change blends into the pavement, an accident waiting to happen. At no point was any consideration given to the end result on local business, it's almost as if you want us to fail.</p>
<p>The disruption caused during the works was worse for businesses than was the Covid pandemic. No support was given and communication was terrible. Due the the mess, businesses suffered damage to external paintworks and interiors.</p>
<p>The fact that so many roads around the area were carried out at the same time was the issue, Riverside Drive/King Gorge Bridge etc. I realise these had been delayed but all happening at the same time made it challenging.</p>
<p>The information made available on the work being carried out and subsequent disruption to residents and local businesses was very poorly communicated. The work seemed to go on forever and the extent of the closures made the whole area difficult to access which had a significant impact on the businesses there. The Council should take greater care to support local business in order to regenerate what is a frankly diabolical situation in Aberdeen City centre. Worst of all, the attitude and at times rudeness of those carrying out the work was extremely disappointing. I realise they had a job to do but groups of men standing around mocking or moaning about individuals was appalling to witness.</p>
<p>The infrastructure is horrific, time consuming and not user friendly. A on way system around the city would have been far better and kept traffic flowing and a pedestrian area in the city to enjoy the space.</p>
<p>The loading areas have no parking from 7am despite only the gyms at the arches being open at 7am. And the regular parking restrictions begin at 8am. Makes no sense at all.</p>
<p>The loading areas on South College Street make no sense. Loading starts at 7am despite no loading ever taking place at that time over the past 8 years. The only businesses open at 7am are gyms. Moreover, the actual parking restrictions (for regular parking spaces) start at 8am. A better loading time would be 10am-4pm. This would increase the availability of parking spaces at times in which they are needed.</p>
<p>The new pavements and cycle lanes are very smooth and become extremely slippery when it's frosty. This is a genuine safety concern for both pedestrians and cyclists in the area.</p>
<p>The drainage in front of the arches is very poor. Rather than water being directed to the drains, it pools in front of each business where the kerb is lowered. It would have made more sense to have a gradient so that rainwater goes down the drain.</p>

<p>The business, Tristar, has two parking permits and their large van nearly always occupies one of the spaces directly outside of AKR Fitness. Can the loading zone not be utilised for this?</p> <p>The disruption caused during the works was worse for businesses than was the Covid pandemic. No support was given and communication was terrible. Due the the mess, businesses suffered damage to external paintworks and interiors.</p>
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<p>The new bike lane the Tar surface it's so slippery that i've seen bikes come off andnow bikes are on the road i don't know why we spent all this money it's not the best set up</p>
<p>The new system has pointless parts added in. Closing roads off is pointless. The new junction onto riverside drive is a great idea but useless as it's only to turn one way. The one way system on Palmerston road is now defunct as to get back to south college street from that area is still the same nightmare it was whereas if it was made 2 way you would be able to get use and stop the traffic build up on riverside drive.</p>
<p>the parking situation has declined</p>
<p>The parking situation is a nightmare for those working in the arches, loading areas have no parking from 7am despite only the gyms being open at 7am. And the regular parking restrictions begin at 8am.</p> <p>It doesn't make any a sense at all.</p> <p>It's a shame there were no consideration for the businesses and I feel there was scope to build a car park next to the Pizza place rather than having greenery.</p>
<p>The pavement that has been down opposite from the cycle lane side us very slippery when wet or icy</p>
<p>The pedestrian route was changed too frequently. Road closures were sporadic and unpredictable, but I think some of these were 'emergency' works. However, the overall timing of the the works compounded with the maintenance around the other areas around the river Dee at the time was entirely avoidable and purely down to poor planning/execution.</p> <p>In order to get from a meeting on south college street by car to my next appointment at Holburn, I had go back to garthdee via altens as riverside, fonthill road and the king George bridge were all shut simultaneously. Had I known this I would have walked.</p>

Unacceptable. Do better.
The process of construction took far too long. Should've been better prepared.
The project a shambles from start to finish and the decision to do works on two out of three other main bridges in the city centre at the same time was misguided and disruptive to road users. Whoever took that decision should be fired.
The project caused a lot of disruption and resulted in major detours to get to my private home address for part of the time. The finished project has also resulted in reduced parking in the area, pushing cars onto private land and into private parking spaces for the drivers own convenience resulting in inconvenience for property owners and other residents. I have witnessed about 5 push and e bikes using the new cycle routs and the same still using the main road. Money not well spent.
The project was late; and in fact still not completed - corner joining north esplanade still under construction. Signage was unclear for drivers and diversion routes ridiculous; and I witnessed lots of unsafe working acts. I work in a building close to the improvements. That said once (almost) finished it is a significant improvement.
The published timelines were not met. There was significant day-to-day disruption of daily affairs for residents and businesses for minimal benefit and phases were changed and diversions implemented with little advance notice for those most affected. The cycle lanes that were installed are underused. They often require cyclists to cross to the opposite side of the road which cyclists do not do. As a regular walker in the area I have seldom seen a cyclist use the cycle lanes as designed. Information about work phases and diversions was not easily found online. My perception was there was little consideration of the impact to diversions arising from alternative routes generated by bridge repair closures and cladding repairs. There were regular delays in crossing the River Dee between Ferryhill and Torry.
The speed bump that had been left in place for the South College Street flats is really inconvenient and makes it dangerous for turning right because you cannot turn into the road very quickly on where it can often be very busy with small chances to turn.
The works caused significant disruption to South College Street and it was never clear when traffic or pedestrians could use the road or the footpaths. The signage did not always align with whether the street was assessable or not. The outcome of some the work seems illogical, especially with the allocation of parking and loading bays. There are parking bays immediately outside some of the businesses on South College street who use their space to store vehicles inside, so there must be cases of businesses suffering significant disruption when their vehicles can not be used as someone may have used a marked parking bay. Also, the number of loading bays and the time allocated for loading appears excessive and incompatible with the businesses who currently occupy South College street.
The works completed have been to a high standard and the road is of acceptable use to the public. These are the only positive comments I can make. The works seem to have a very minimal impact on road use. Having no right/left turns going in certain directions seems absolutely pointless. The signage for the roads is poor and there needs to be a vast improvement on making drivers aware what lane to be in. This is especially the case on the Denburn underpass, along with south college street going south.
The works seemed to go on for an excessively long period.
The works took much longer than expected and closures etc did not match information provided meaning confusion about where you could go. Parking spaces outside businesses have been reduced and difficult to use.
There seemed to be no reasoning. One day one road would be closed, so you would make adjustments then the next day another would be closed.
there were far too many roads/bridges closed at the same time. I emailed the council and asked how I should go from one address to another and in the reply they actual said they didn't know! If the roads department don't know then how is anyone else expected to know.
There were often nobody even onsite. Workmen standing around nothing getting done.
There were several times that the alternative routes changed without being advertised. The project overran with little info about the actual completion
There were too many other roads closed and works ongoing at the same time as South College Street. This had a massive impact onto other lutes through Ferryhill, particularly Polmuir Road, which became dangerous for pedestrians as cars mounted pavement to get past oncoming traffic and parked cars. Walking routes to Palmerston Road were not well signed and often had to walk next to ongoing works and noisy machinery. Information and updates were limited and had to seek out info on social media despite living locally to the works. That said the final walking and other active travel routes are great and the garden areas look fab
These roadworks were the most badly managed ever . Months & months of disruption in conjunction with bridge closures . I've always lived south of city and my travel time to work was 3 times longer . It wouldn't be so bad but the benefits are non existent to most ? A silly weird bicycle lane that is basically a trip hazard for pedestrians . Makes little sense to average person & as usual with most

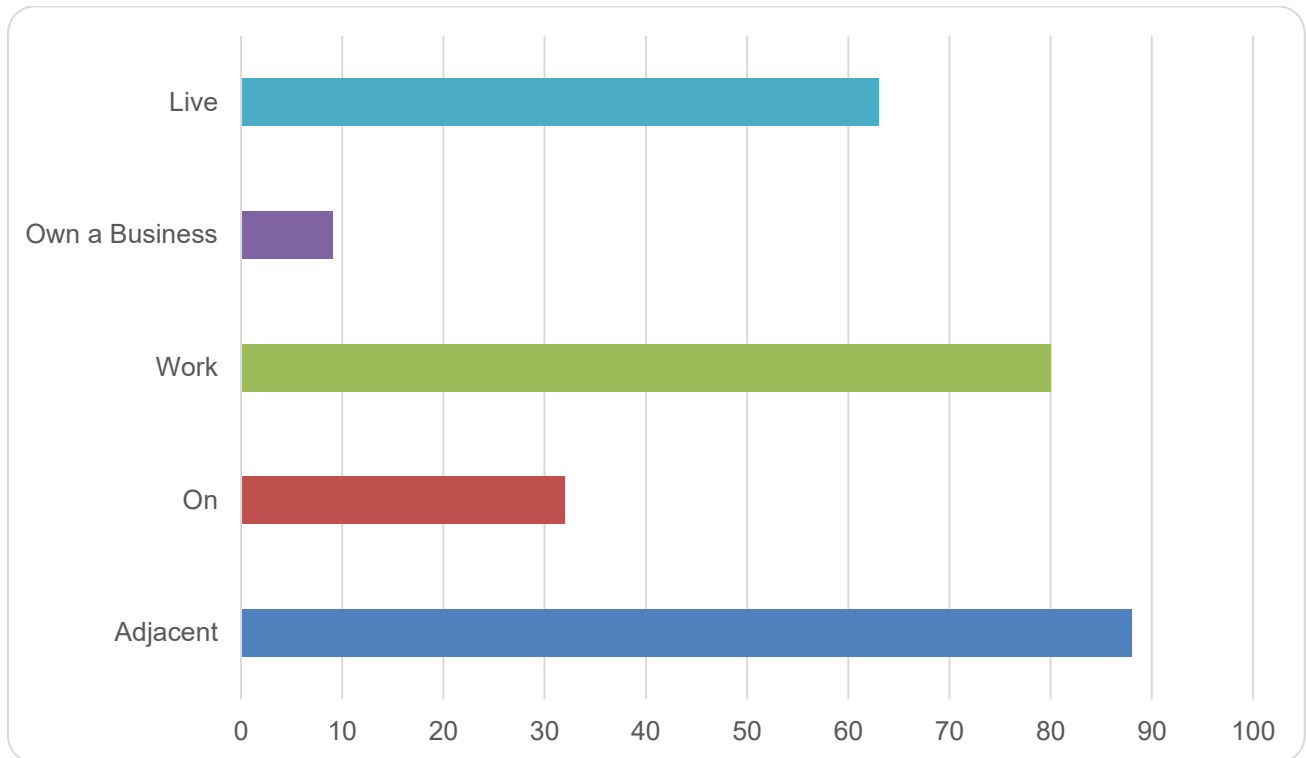
<p>attempts , the lane abruptly stops and cyclists rejoin road . The lights timing at the junction with millburn street is not great as you'd think south college street is heavier but they are always at red as don't stay green very long . I'm really disappointed with the whole works . A lot of money spent on silly link road creating endless sets of lights along esplanade . An absolute disaster / shambles of works</p>
<p>These works were extremely disruptive to car users, the time it took to complete was far too long. On top of that there seemed no thought to the congestion it caused in alternative routes due to bridge repairs being undertaken at the same time. The roads were utter chaos with long queues of traffic and few options of roads as alternatives routes.</p>
<p>These works were well overdue, the completion date kept getting pushed out further and further. Also carrying out works on the King George Bridge at the same time was a nightmare for us travelling from the south of the city to drop our daughter off at dancing 7 times a week, but now we have the bus gates.</p>
<p>They seemed excessive and took for too long. It's like the thought process of how to get from one side of the city to the other while these are ongoing and also with the bus gates has not been take. Into consideration AT ALL</p>
<p>They went on for unacceptable length of time and as a user of AKR gym it was near impossible to get access there in a safe manner</p>
<p>They were definitely not completed in a timely manner - numerous extensions and changes to timelines.</p>
<p>This bus gate shit needs to be revised you go on about having more people in the town centre how can you say that but then make it harder for them to get into the town centre what clown thought that was a good idea</p>
<p>This caused my business to lose money. I am still being affected by it. Business still hasn't picked back up. I lost a lot of clientele.</p>
<p>This has been the most appalling waste of taxpayer resources and the people in charge ought to be removed from their positions. A drunk handicapped chimpanze would plan a better project. You are the reason there is growing mistrust in all levels of government.</p>
<p>This took significantly longer than I would have assumed, but I am pleased with the new through road to riverside drive.</p>
<p>To watch three workmen standing with hands in pockets watching a digger working was somewhat worrying</p>
<p>Took far to long to complete not enough information given in advance regarding any change in diversions and road layout</p>
<p>took far too long and ridiculous that you cant tyrn right on to milburn street you have to do a detour as per usual its s joke</p>
<p>Took quite a while...</p>
<p>Took too long. Poor redirections and signage. It was torture driving around Aberdeen as there was so many diversions, etc all at same time.</p>
<p>Traffic levels/wait times remain about the same as before the works were done, massive waste of time and money for everyone living or working around the area. It does look a bit nicer if I have to find a positive</p>
<p>Travel disruptions during the construction phase were unpleasant for regular travellers from south side of the city with information on routes limited.</p>
<p>Unnecessary</p>
<p>Until both bridges were closed, the work had been durable until then. Getting into Torry from all major routes when Bridge of Dee and Duthie Park bridge was closed was horrendous. Never knew which route to take due to poor signage and works were very late to be completed.</p>
<p>Very lengthy and disruptive. Made even worse by whoever's ludicrous decision it was to carry out the work on the bridges at the same time causing major disruption for months to those in the south of the city.</p>
<p>Wast of money</p>
<p>Waste of time and money, get the roads sorted and the gulleys cleared</p>
<p>Way too long to complete. Even when it was there were still lane closures</p>
<p>Well over duration, poor communication. The road is barely used due to the ridiculous bus gates that have been installed in an already dying city centre.</p>
<p>Went on too long and was confusing</p>

<p>Went on way too long and was further impacted by all the other road closures at the same time. I work on Palmerston road and now leaving there at night is awful - not good traffic light timings and forced on to riverside drive which is silly</p>
<p>While I must say that the completed works have greatly improved the aesthetics of the area, I wanted to highlight the challenges faced by local arches gym members during the construction process. The experience was quite challenging due to the confusion around parking, detours, and changes in road closures.</p> <p>Navigating the area became a task in itself, making it difficult to find appropriate parking spots and subsequently figuring out the detours to access the gym. On certain days, the route to the gym became unpredictable due to sudden road closures, creating additional challenges for those trying to reach the facility.</p> <p>I understand that working in such areas can be complex, but I believe there is room for improvement in terms of clear signposting and communication during future construction projects. Providing clearer directions and timely updates on road closures would greatly assist gym members in planning their visits.</p>
<p>Why are you reducing access for vehicles but increasing it for bicycles? Have any of you been out round the streets and roads of Aberdeen and counted the number of bikes being used, we only see very, very few bikes in use, mainly due to the lack of weather in which bikes can be used. Look at the last few weeks when it has been very windy, very, very wet, and very icy - these conditions are certainly not biking conditions, in fact they are very dangerous conditions for biking. Another point is that when you do see the few bikes being used, they are on the pavement never on the cycle lanes which means that cycle lanes are a complete waste of money. With all the streets being closed to traffic you are actually increasing carbon emissions by a high degree, you have to drive miles in diversions to miss the closed streets when you were only a couple of hundred yards away from your destination. When we do drive into Aberdeen from Bridge of Don we never see any bikes being used so a complete waste of money installing the cycle lanes. We don't drive into Aberdeen very often now cos there is nothing to see or do and park. There are no shops worth going to, the centre of Aberdeen is dead. It is worse for disabled people like me who can't walk more than a few steps so will never go back into the city centre again, have not been since before the lockdown so in my eyes you have made the city centre very anti disabled.</p>
<p>Why do you want to f*k up Aberdeen City Centre for everybody ?? I need a car as I need sticks to walk, but I need proximity to parking for shopping.....I don't have a blue card yet.</p> <p>So in answer to this one more travesty of people's living rights in Aberdeen City Centre.....I shop locally round Rosemount and in the Shire.....</p> <p>Do what you like to kill off this once bustling City Centre ??</p>
<p>Why does all the roadwork's undertaken by the council take so much longer than it should. The staff never seem to be keen to get the job done rather take as long as possible to inconvenience people</p>
<p>Works took much longer than initially suggested - new sliproad for left hand turn off South College street at the arch is very short and could have been longer. Rebuilt walls at flats are really well done</p>
<p>Works went on for far too long and at the same time as other roadworks throughout the city. Signage was poor and as a result caused me to be involved in a rta at the roundabout at the bp garage</p>
<p>Yes these roadworks were extensively disruptive to local business underneath the railway arches. And the end result is just more closures, access prohibition for the sake of an under utilised bus lane. The so called 'improvements' have also reduced the available parking for business owners and guests.</p>

Question 11

Do you live own a business or work, on or adjacent to the project roads?

There were 243 responses to this part of the question.

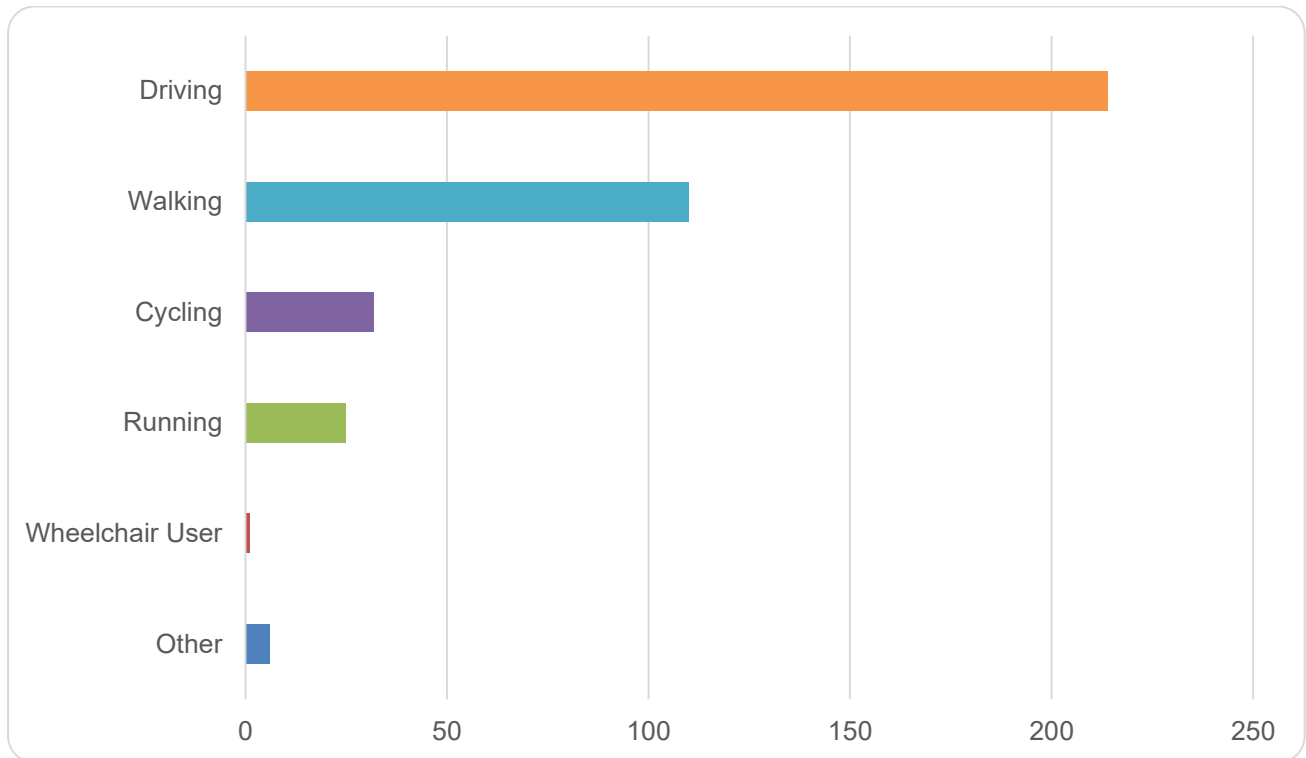


Option	Total	Percent
Live	63	25.93%
Own a Business	9	3.70%
Work	80	32.92%
On	32	13.17%
Adjacent	88	36.21%
Not Answered	0	0.00%

Question 12

How do you use the Project roads?

There were 243 responses to this part of the question.

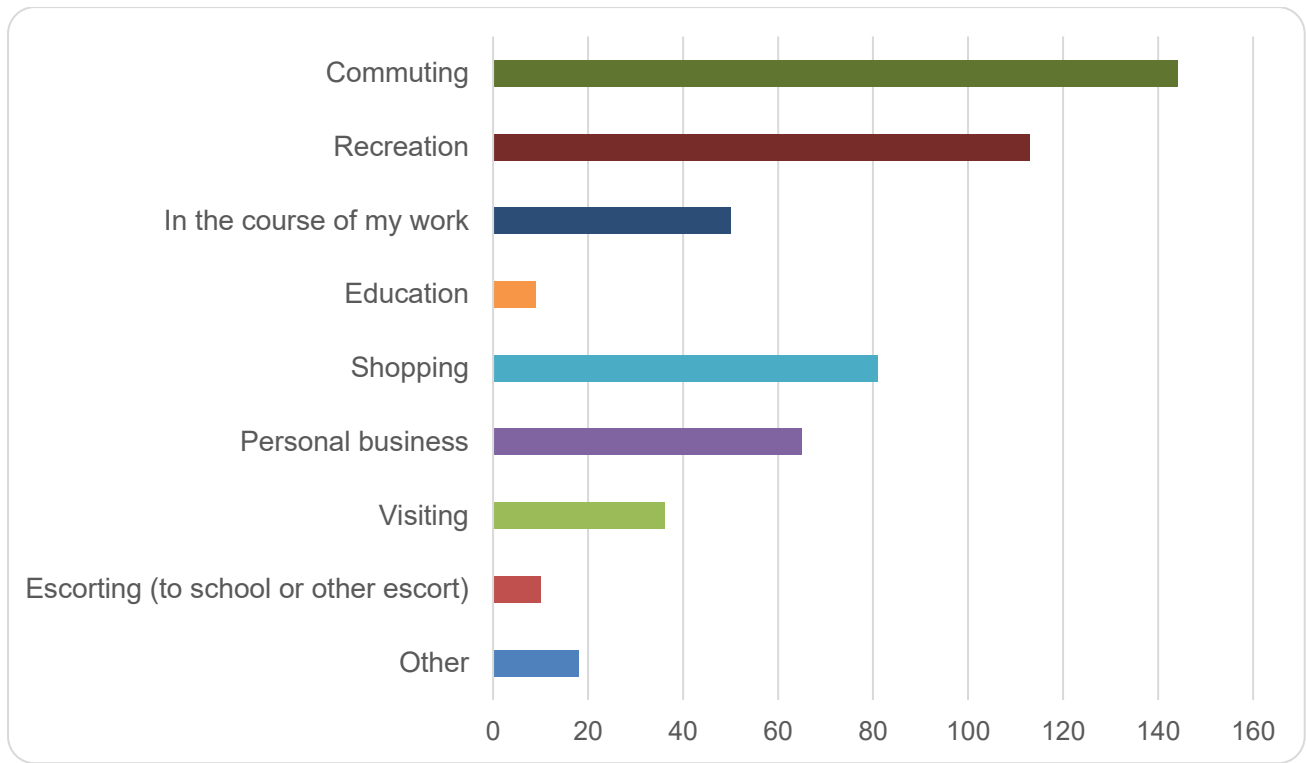


Option	Total	Percent
Driving	214	88.07%
Walking	110	45.27%
Cycling	32	13.17%
Running	25	10.29%
Wheelchair User	1	0.41%
Other	6	2.47%
Not Answered	0	0.00%

Question 13

What is the main reason you use the Project roads?

There were 243 responses to this part of the question.



Option	Total	Percent
Commuting	144	59.26%
Recreation	113	46.50%
In the course of my work	50	20.58%
Education	9	3.70%
Shopping	81	33.33%
Personal business	65	26.75%
Visiting	36	14.81%
Escorting (to school or other escort)	10	4.12%
Other	18	7.41%
Not Answered	0	0.00%

Question 14

Where do you start your most frequent journey through the Project roads? (postcode, area, or street name)

There were 243 responses to this part of the question.

12 Portland Street
Ab10
AB10
AB10
AB10 6DH
Ab10 6rh
AB10 6SN
AB10 7 NQ
Ab106ay
ab107jg
AB107QF
AB11
Ab11
Ab11
AB11 - Torry
Ab11 5pq
AB11 6LA
AB11 6LA
AB11 6LD
AB11 6LD
AB11 6LE
Ab11 6lz
Ab11 6rr
Ab11 6ss millburn street
AB11 6TL
AB11 7SE
AB11 7SJ
ab11 7tb
ab11 7tb
Ab11 7ur
AB11 7WD
AB11 7WE
Ab11 7wg
AB11 8ED
AB11 8EH
AB11 9AU
Ab11 9lf
AB115PJ

Ab116jx
Ab116ld
AB116LD
Ab116tp
Ab116tr
AB117RZ
Ab117sz
Ab119 jy
Ab12
AB12
Ab12
AB12
Ab12
Ab12 3de
AB12 3JG
Ab12 3pb
Ab12 3qu
Ab123bu
Ab123ts
Ab123we
Ab124le
AB15
AB15
AB15
ab15 1ne
ab15 6Ae
AB15 6BA
AB15 7QA
AB15 7RR
AB15 7UN
Ab15 8bz
AB15 8PY
AB154BE
Ab156Yp
AB158DY
AB158EG
Ab158ez
Ab165qn
Ab21

Ab21 0 xp
AB21 9FN
Ab22
Ab22
AB22 8aj
AB22 8HD
AB22 8RU
Ab23
AB23 8JU
AB24 3NX
AB24 3NX
Ab25 2DH
ab25 2px
AB25 2ZN
AB253UH
Ab326aw
Aberdeen
Affleck Street
Albyn
All over Aberdeen I go for work
Altens
Altens
Altens
ARI
At the roundabout by the BP garage.
Banchory
Bank Street
Bank Street
Bank Street or Millburn Street
Berryden
Bridge of Dee
Bridge of Don
Bridge of Don
Broomhill Road
Burnett place
Chattan place
College street

Cove
Cove
Cove
Cromwell Road
Crown Street
Crown street
Crown street
Crown street
Crown Street
CROWN TERRACE
Danestone
Denburn
Denburn
Desswood Place
Duthie park
Duthie park
Dyce
Ferryhill
Ferryhill
Ferryhill Road
Ferryhill terrace
Fonthill
Fonthill Riad
Gallowgate
Garthdee
Great northern road
Gtl at western road
Guild Street
Guild Street
Guild Street,
Hardgate
Haudagain
Hazlehead
Hazlehead
Hilton, Aberdeen
Holborn st
Holburn Street
Holburn Street
Inverurie

King Street
Kingswells
Laurencekirk
Leggart Terrace
Mannofield
Mannofield
Marywell Street
Menzies Road
Milburn Street or Bank Street
Mill burn Street
Millburn street
Millburn Street
Millburn Street
Millburn Street
Millburn Street
Mugiemoss
Murray terrace
Newtonhill
Next to neo house
No
North Esplanade
North of city
outwith Aberdeen city. Erick.

Pitmedden
Pittodrie
Polmuir Road
Portland Street
Portland street
Portlethen
Portlethen
Prospect terrace
Prospect Terrace
Prospect terrace
Queens Road/ Anderson Drive area
Riverside
Riverside Drive
Riverside Drive
Riverside drive
Riverside Drive
Riverside drive
Riverside Drive
Riverside drive
Riverside drive
Riverside Drive
Riverside Drive
Riverside drive
Riverside drive
riverside drive going west and South college street going west
Rosemount

Rosemount
Rubislaw den north
S College Street
Seafield Road
Seafield Road
Seaforth Road
Sheddocksley
Soringbank street
South bridge street
South College St
South college street
South College Street
South college street
South college street
South college street
South college street
South College Street
South College street
South college street
South college street from riverside drive
South College Street upper
South college Street, AB11 6LA
Springback Terrace
Springbank Terrace

Summerhill
That's private information ;)
To Palmerston road from south college street
Torry
Torry
Tullos
under the rail bridge and on to south college
Union grove
Union Grove side
Union square
Union Street
Union street
union street
Union Street
Unsure
Various
Wellington Place
Wellington street
Westhill
Westhill or union street
You don't need to know this

Question 15

Where do you finish the journey? (postcode, area, or street name)

There were 243 responses to this part of the question.

AB10	Ab25 1bn	Bridge of Dee	Holborn street
AB10	AB25 1BN	Bridge Of Dee	It varies daily
ab10	AB25 1GL	Bridge of don	Jopps lane
Ab10	AB25 2ZD	Bridge of Don	King Street or beach
ab107jg	AB25 2ZR	Bridge of Don	Mannofield
AB11	Ab252zd	Bridge of Don	Market street
Ab11 5re	AB301LG	Bridge street	Market street
Ab11 6 jx	AB39 3rt	Bridge Street or Guild Street	Market street
AB11 6JX	Aberdeen	Carden Place	Marywell Street
AB11 6JX	Aberdeen	Causewayend	Marywell Street
ab11 6ld	AKR	City centre	Mastrick
ab11 6nq	Akr	City centre	Millburn street
AB11 6UY	AKR Fitness	City centre	Millburn Street
AB11 7SE	AKR Gym	City centre	N/A
AB11 7SZ	Akr South college Street.	Claremont Street	Near Union sq
AB11 7TB	all different places	Collage street	Neptune house
Ab11 8fj	Almost everywhere...	College Road	No
AB11 9NW	Altens	College streer	North Esplanade
AB11 9QA	Altens	College Street	North esplanade west
AB11 9QR	Altens	College Street	Old Ford Road
AB115QP	Altens	College street car park	Palmerston
Ab115RG	Altens	College Street car park / railway station	Palmerston road
Ab116tr	Altens	Crombie Road	Palmerston Road
Ab12	Annan House	Crombie Road	PD&MS
Ab12	Anywhere I am a driving instruxtor	Crown street	Raik road
AB12 3AG	Anywhere!	Crown Street	Railway Station
ab12 3ax	Arch 19	Deburn car park	Regent quay/bridge view on riverside
Ab12 4lp	Arches	Denburn road	Results gym
Ab12 5tt	Arches	Denburn underpass	Riverside Drive
Ab124xx	arches south college street	Depends	Riverside Drive, Aberdeen
AB15 6BA	ARI	Different places Daily	Rosehill
AB16	Beach	Duthie Park	Rosemount
Ab16 6xd	Beach	Duthie park	Rosemount
AB21 - Dyce	Beechwood Avenue	Frederick Street	Roundabout on market street
Ab22	Belmont Street	Gallowgate	Rowing club & Gym
Ab228bg	Berry street	George street	See the above answer ;)
AB24 3PT	Berryden	Guild street	Shiprow
Ab242uy	Berryden	Gym at the arches	
Ab25	Berryden	Hareness road	
Ab25	Berryden	Hazlehead	

Sinclair road
South Aberdeen
South College St
South College St
South college st
South College St
south college st
South college steeet
South college Street
South College Street
South College Street
South College Street
South college street
South College Street
South college street
South college street
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South College Street
South college street
South College Street
South college street
South College Street
South college street

South college street
South College Street
South college street
South College Street
South College Street
South College Street
South College Street - at the arches
South College Street arches
South College Street Car Park, or Palmerston Place
South College Street lower
South college street or Palmerston road
South college street or riverside
South college Street, AB116LA
South Esplanade East
St Andrew Street
Stanley Street
Station
Stonehaven, dyce, union st
The Arches

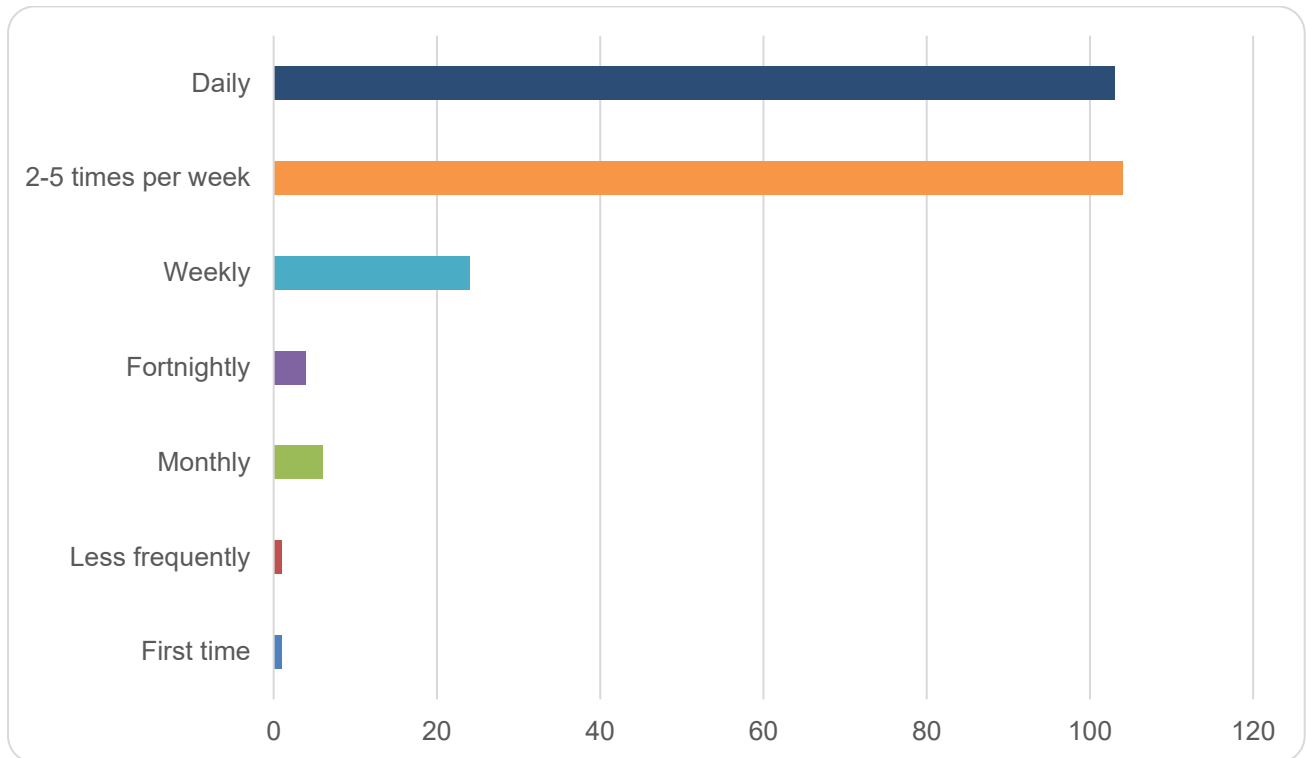
The Arches
The Arches, South College Street
The Hardgate
This is dependent on where I am going
Torr
Torry/Altens/Cove
Train station
Tullos
Union sq
Union Square
Union square
Union Square
Union Square
Union square
Union Square
Union square
Union Square
Union square
Union Square
Union square
Union Square
Union square
Union Square
Union square
Union Square
Union square
Union Square

Union square or altens
Union Square or Ferryhill
Union street
Union Street
Union street
Union Street
Union street
union street
Union street
Union street
Union Street and Hilton
University of Aberdeen
University of Aberdeen
Unsure
Various
Various
Victoria road
Waterloo Quay
Waterloo Quay
Wellington road
Wellington road
You don't need to know this

Question 16

How often do you use the Project roads?

There were 243 responses to this part of the question

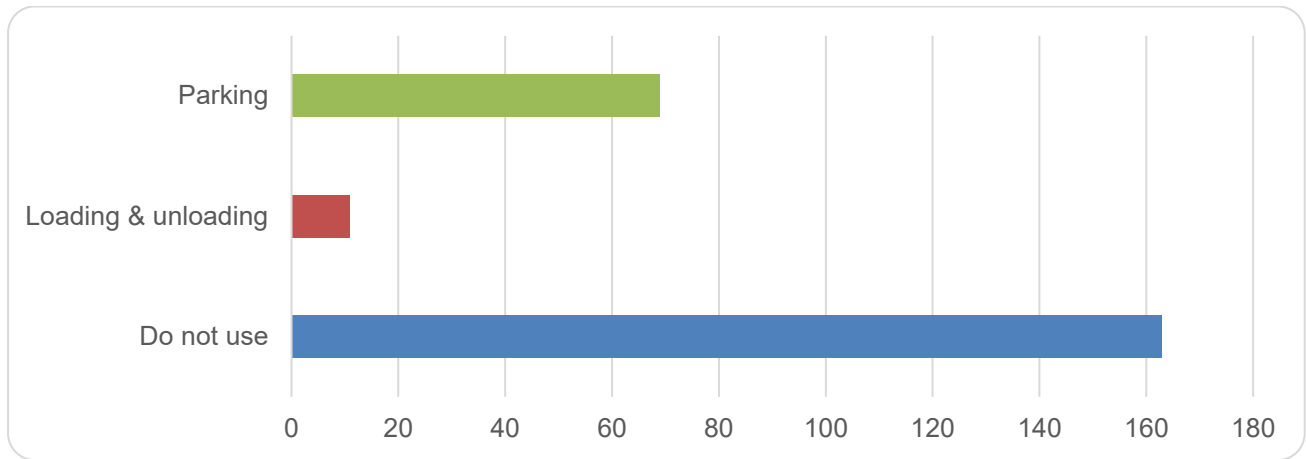


Option	Total	Percent
Daily	103	42.39%
2-5 times per week	104	42.80%
Weekly	24	9.88%
Fortnightly	4	1.65%
Monthly	6	2.47%
Yearly	0	0.00%
Less frequently	1	0.41%
First time	1	0.41%
Not Answered	0	0.00%

Question 17

Do you use the parking or loading & unloading spaces available on the Project roads?

There were 243 responses to this part of the question

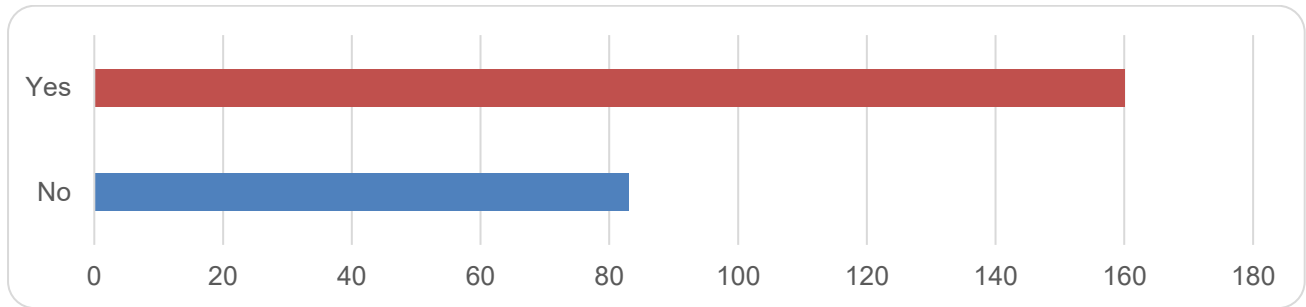


Option	Total	Percent
Parking	69	28.40%
Loading & unloading	11	4.53%
Do not use	163	67.08%
Not Answered	0	0.00%

Question 18

Have you used the new lanes and junctions to avoid Bus Gates on Guild St., Market St. or Bridge St.?

There were 243 responses to this part of the question.

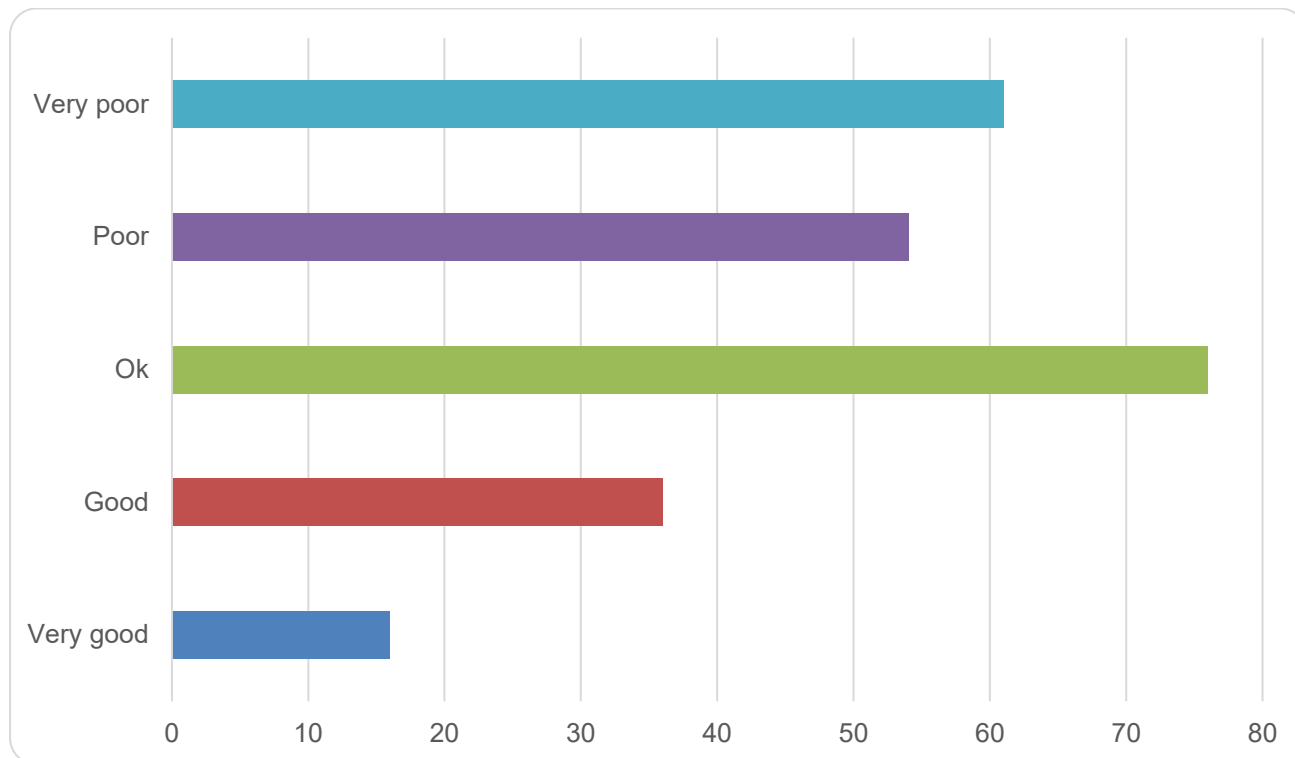


Option	Total	Percent
Yes	160	65.84%
No	83	34.16%
Not Answered	0	0.00%

Question 19

What is your opinion of the streetscapes and how the space is used in the new layout?

There were 243 responses to this part of the question

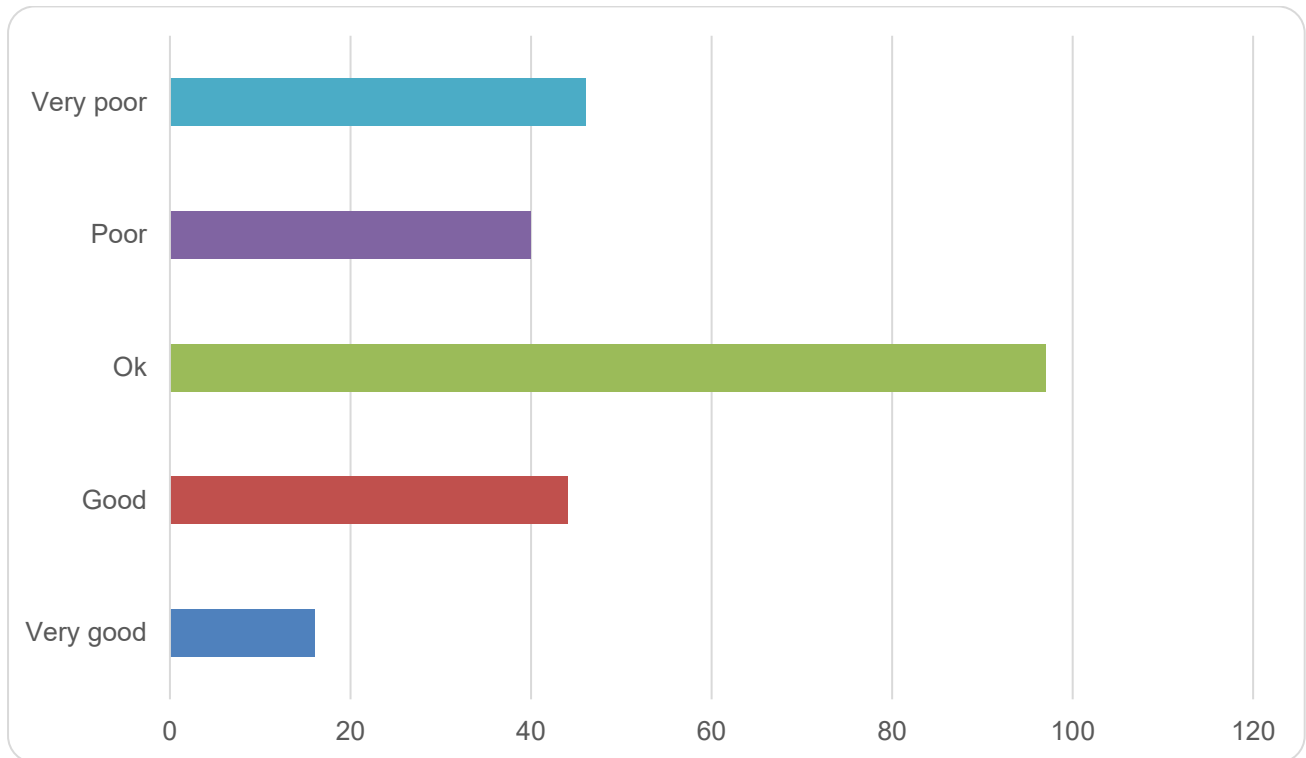


Option	Total	Percent
Very poor	61	25.10%
Poor	54	22.22%
Ok	76	31.28%
Good	36	14.81%
Very good	16	6.58%
Not Answered	0	0.00%

Question 20

How would you rate the Project roads for comfort and safety?

There were 243 responses to this part of the question.

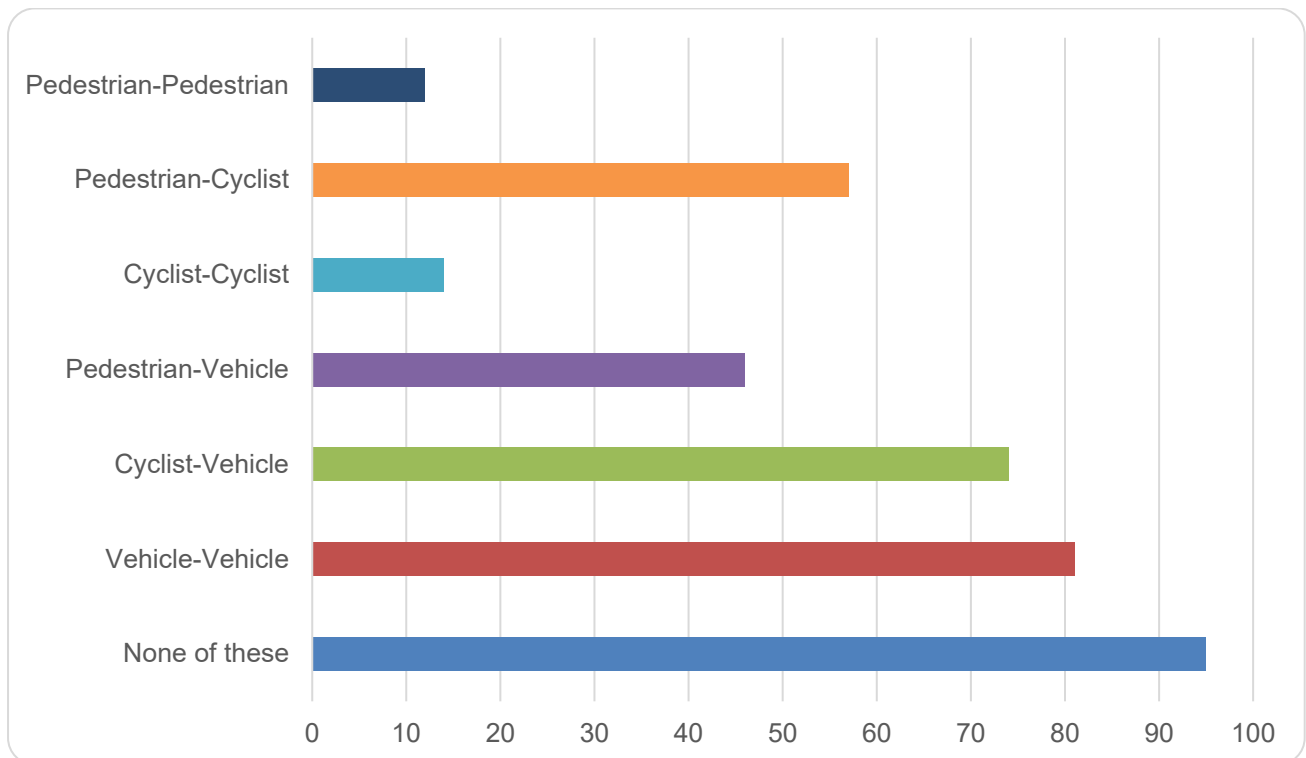


Option	Total	Percent
Very poor	46	18.93%
Poor	40	16.46%
Ok	97	39.92%
Good	44	18.11%
Very good	16	6.58%
Not Answered	0	0.00%

Question 21

Have you had or seen any conflict or difficulty between any users of the Project roads?

There were 243 responses to this part of the question.

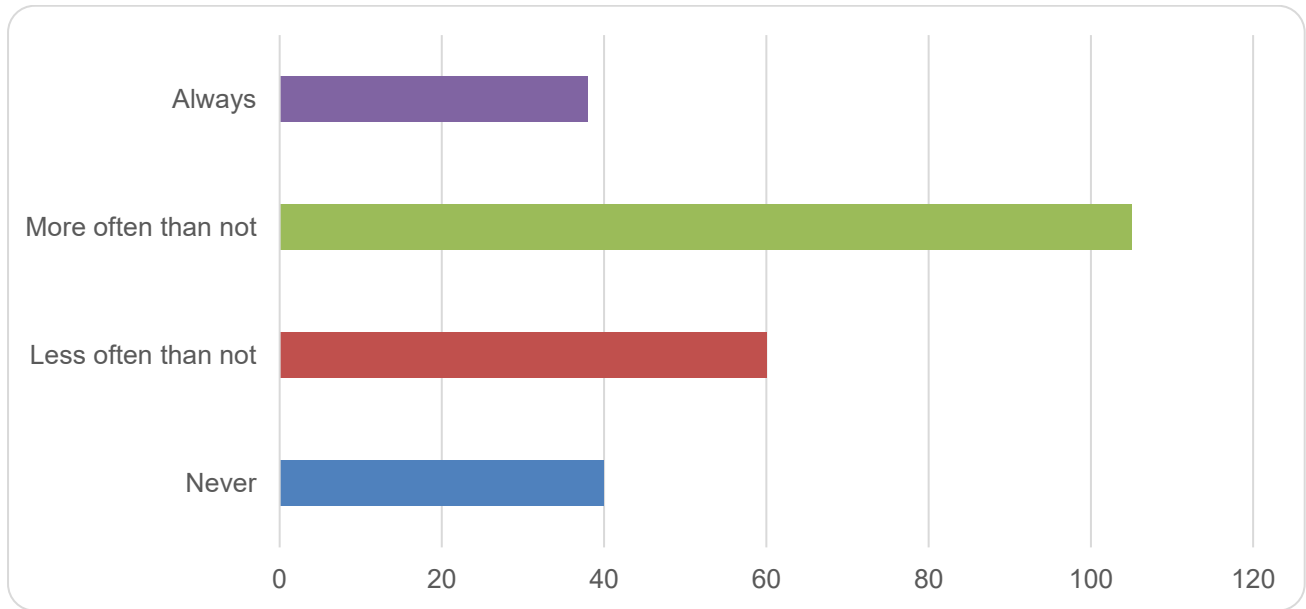


Option	Total	Percent
Pedestrian-Pedestrian	12	4.94%
Pedestrian-Cyclist	57	23.46%
Cyclist-Cyclist	14	5.76%
Pedestrian-Vehicle	46	18.93%
Cyclist-Vehicle	74	30.45%
Vehicle-Vehicle	81	33.33%
None of these	95	39.09%
Not Answered	0	0.00%

Question 22

Have vehicles using the accesses to the properties on the west side of South College Street been giving way to pedestrians and cyclists when they should?

There were 243 responses to this part of the question



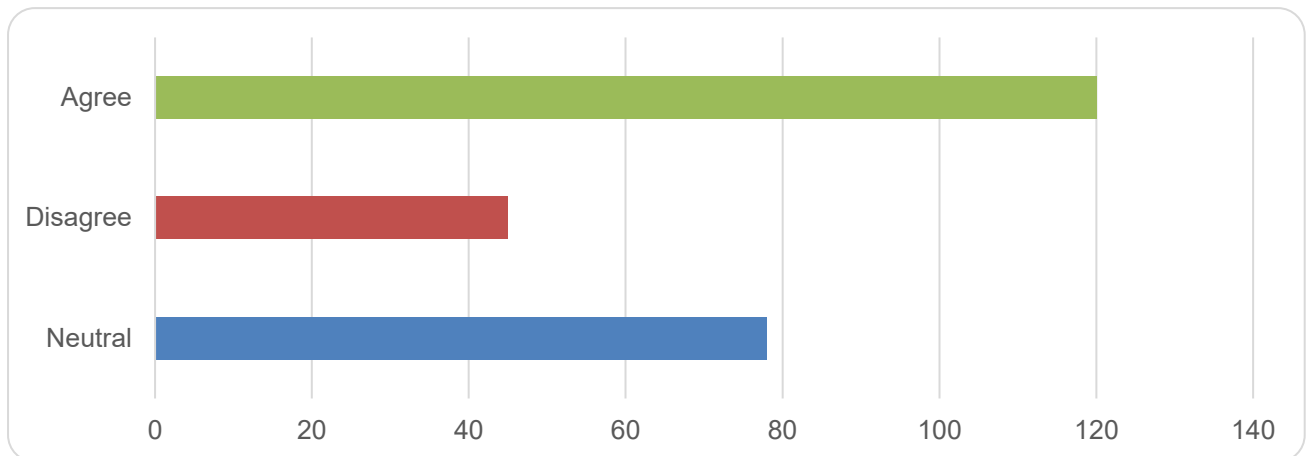
Option	Total	Percent
Always	38	15.64%
More often than not	105	43.21%
Less often than not	60	24.69%
Never	40	16.46%
Not Answered	0	0.00%

Question 23

Do you agree or disagree with the following statements about the Project roads

They were well lit.

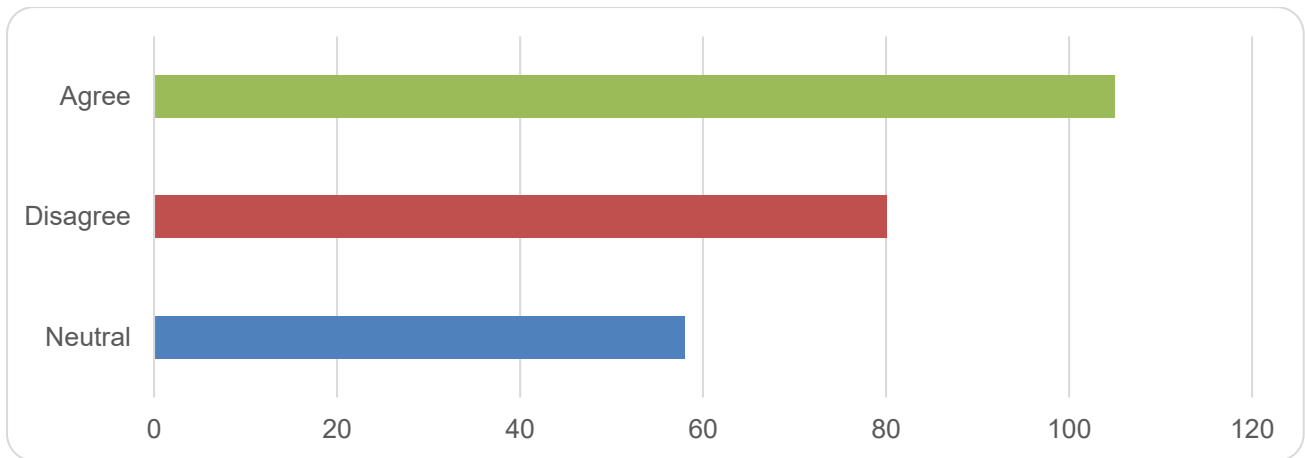
There were 243 responses to this part of the question



Option	Total	Percent
Agree	120	49.38%
Disagree	45	18.52%
Neutral	78	32.10%
Not Answered	0	0.00%

They are easily accessible

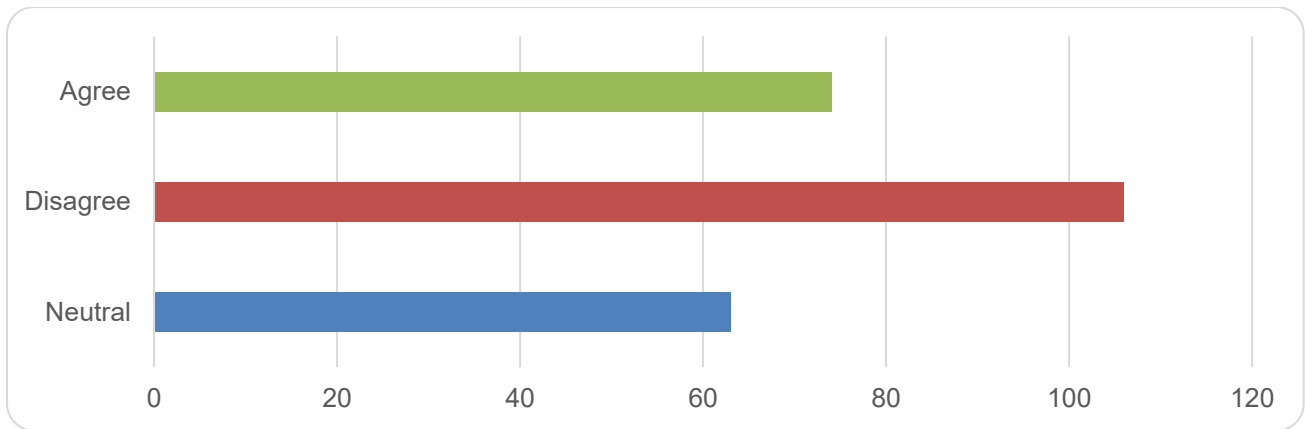
There were 243 responses to this part of the question.



Option	Total	Percent
Agree	105	43.21%
Disagree	80	32.92%
Neutral	58	23.87%
Not Answered	0	0.00%

They enhance the area

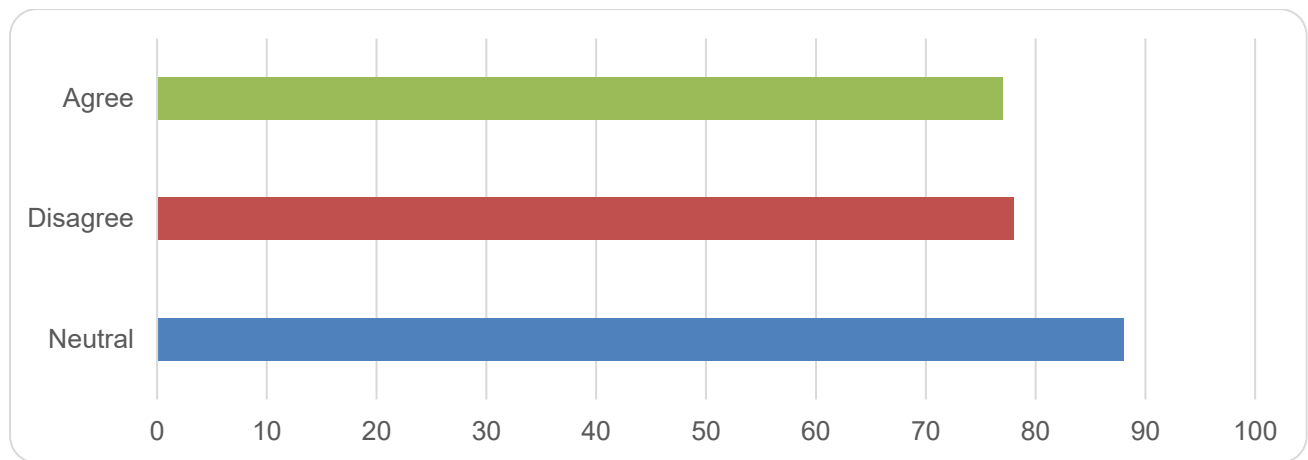
There were 243 responses to this part of the question



Option	Total	Percent
Agree	74	30.45%
Disagree	106	43.62%
Neutral	63	25.93%
Not Answered	0	0.00%

They feel safe

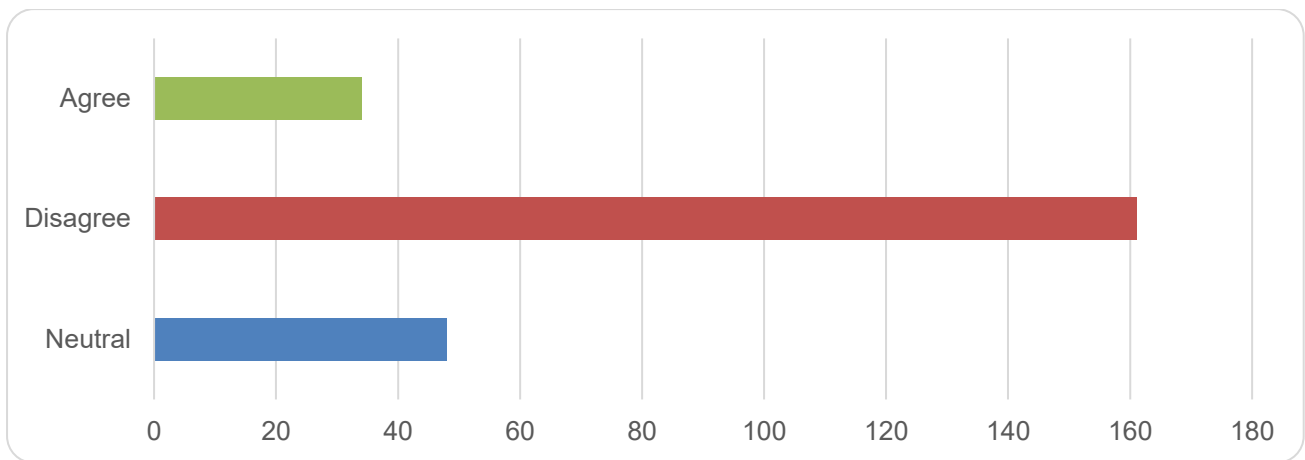
There were 243 responses to this part of the question



Option	Total	Percent
Agree	77	31.69%
Disagree	78	32.10%
Neutral	88	36.21%
Not Answered	0	0.00%

They encourage me to walk or cycle more

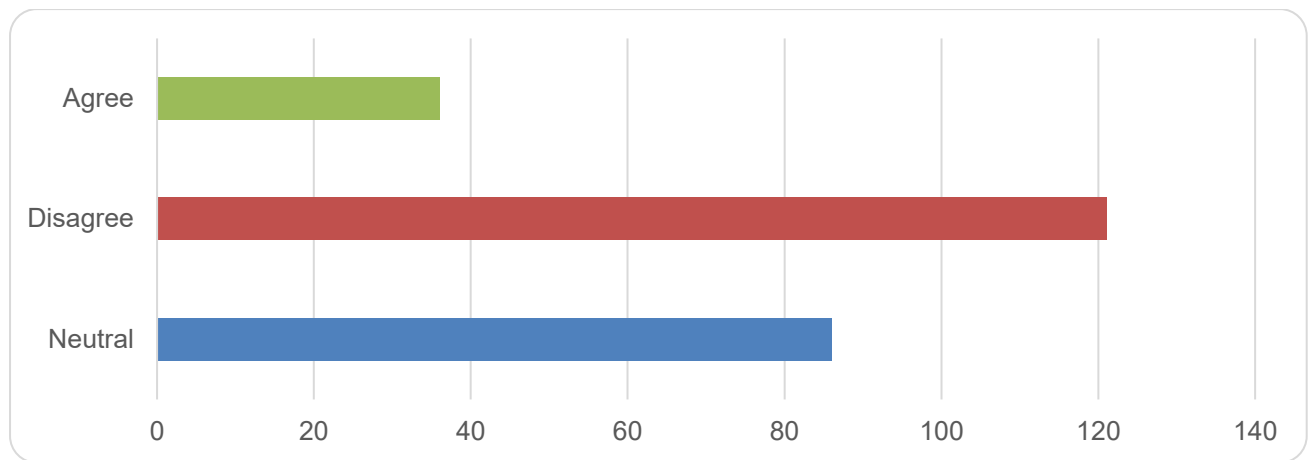
There were 243 responses to this part of the question



Option	Total	Percent
Agree	34	13.99%
Disagree	161	66.26%
Neutral	48	19.75%
Not Answered	0	0.00%

They meet the needs of the community

There were 243 responses to this part of the question

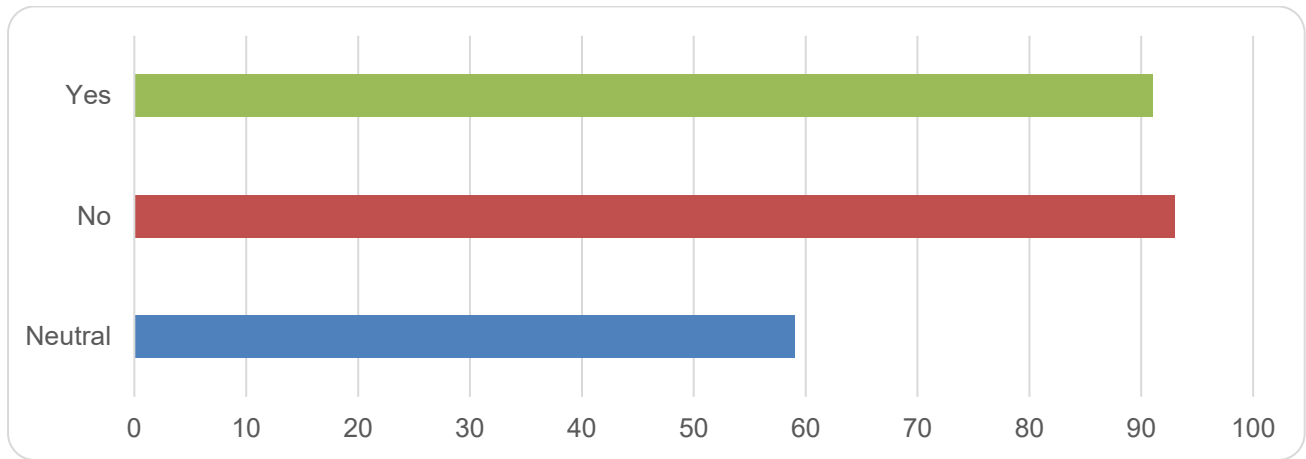


Option	Total	Percent
Agree	36	14.81%
Disagree	121	49.79%
Neutral	86	35.39%
Not Answered	0	0.00%

Question 24

Improved traffic flow along the South College Street corridor

There were 243 responses to this part of the question

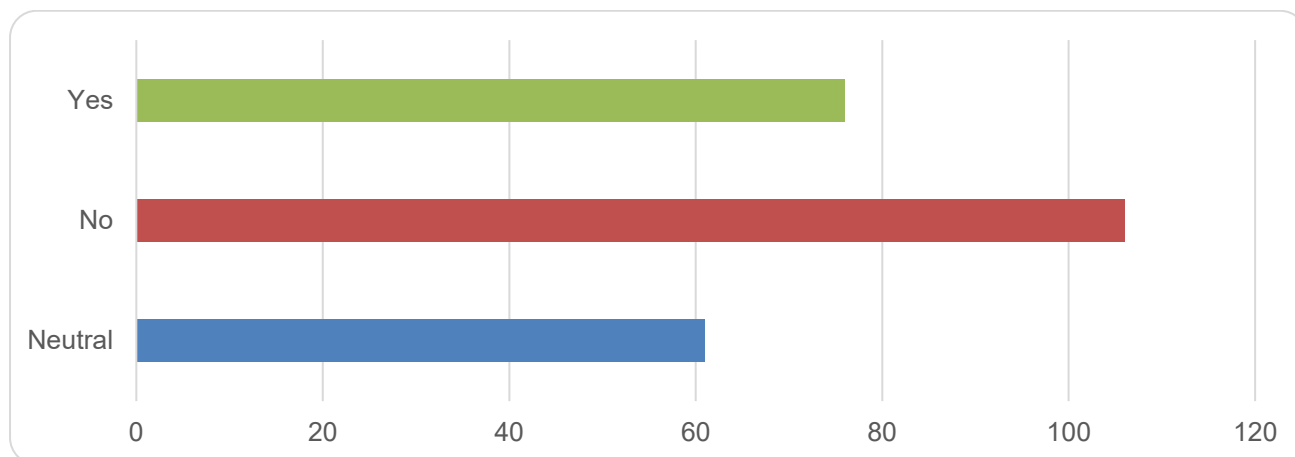


Option	Total	Percent
Yes	91	37.45%
No	93	38.27%
Neutral	59	24.28%
Not Answered	0	0.00%

Question 25

Increased capacity (reduced delays) at the South College Street / Millburn Street / Palmerston Place junction

There were 243 responses to this part of the question

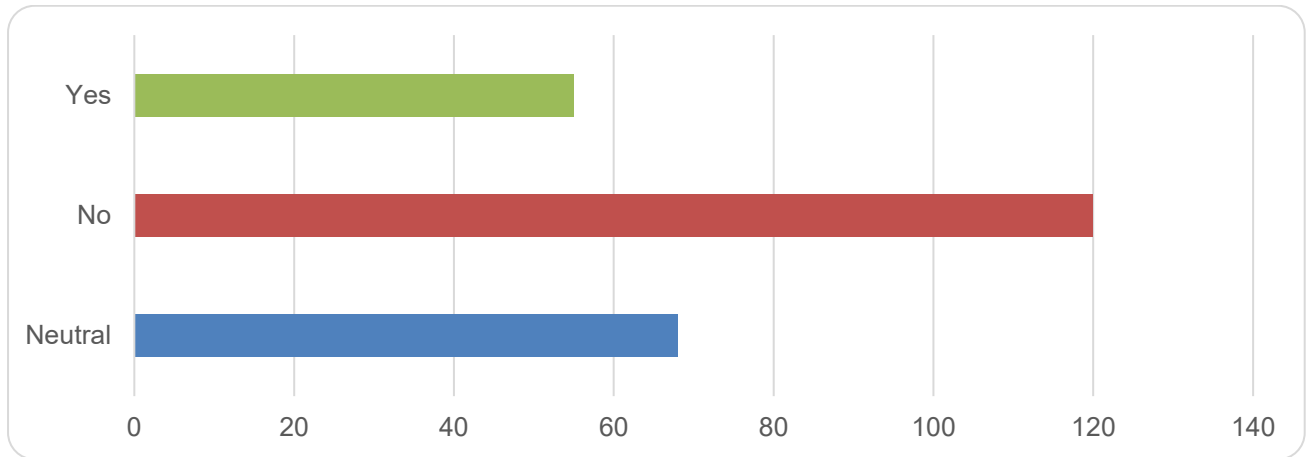


Option	Total	Percent
Yes	76	31.28%
No	106	43.62%
Neutral	61	25.10%
Not Answered	0	0.00%

Question 26

Improvement to traffic flows at the roundabout junction of South College Street with North Esplanade West and Riverside Drive

There were 243 responses to this part of the question

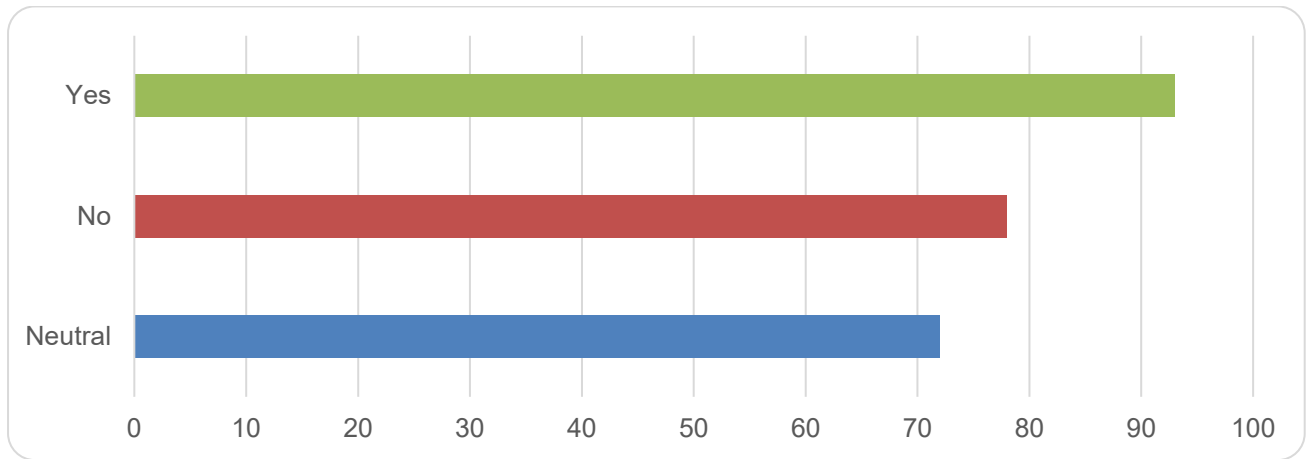


Option	Total	Percent
Yes	55	22.63%
No	120	49.38%
Neutral	68	27.98%
Not Answered	0	0.00%

Question 27

Travel along South College Street is unimpeded by parked or loading vehicles

There were 243 responses to this part of the question

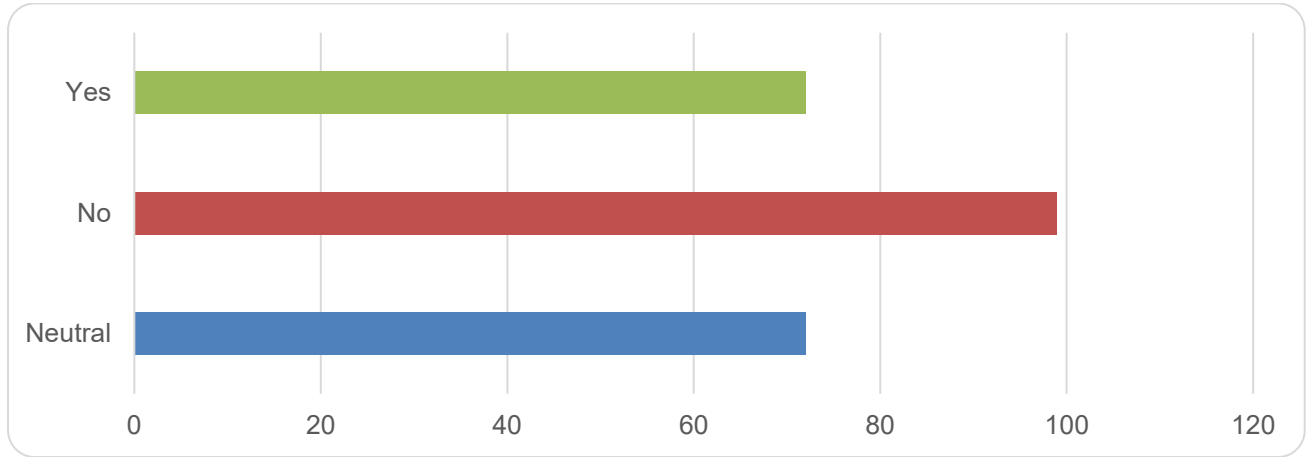


Option	Total	Percent
Yes	93	38.27%
No	78	32.10%
Neutral	72	29.63%
Not Answered	0	0.00%

Question 28

An improvement with the removal of through traffic on adjacent streets including Bank Street, Old Ford Road and Portland Street

There were 243 responses to this part of the question.

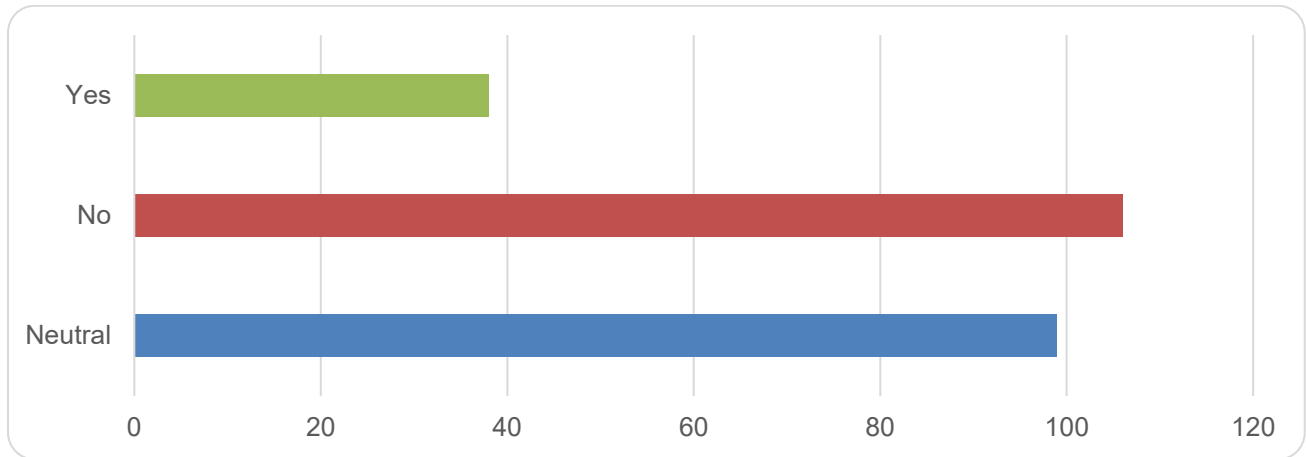


Option	Total	Percent
Yes	72	29.63%
No	99	40.74%
Neutral	72	29.63%
Not Answered	0	0.00%

Question 29

Parking and loading opportunities are sufficient and generally available near businesses along project roads

There were 243 responses to this part of the question

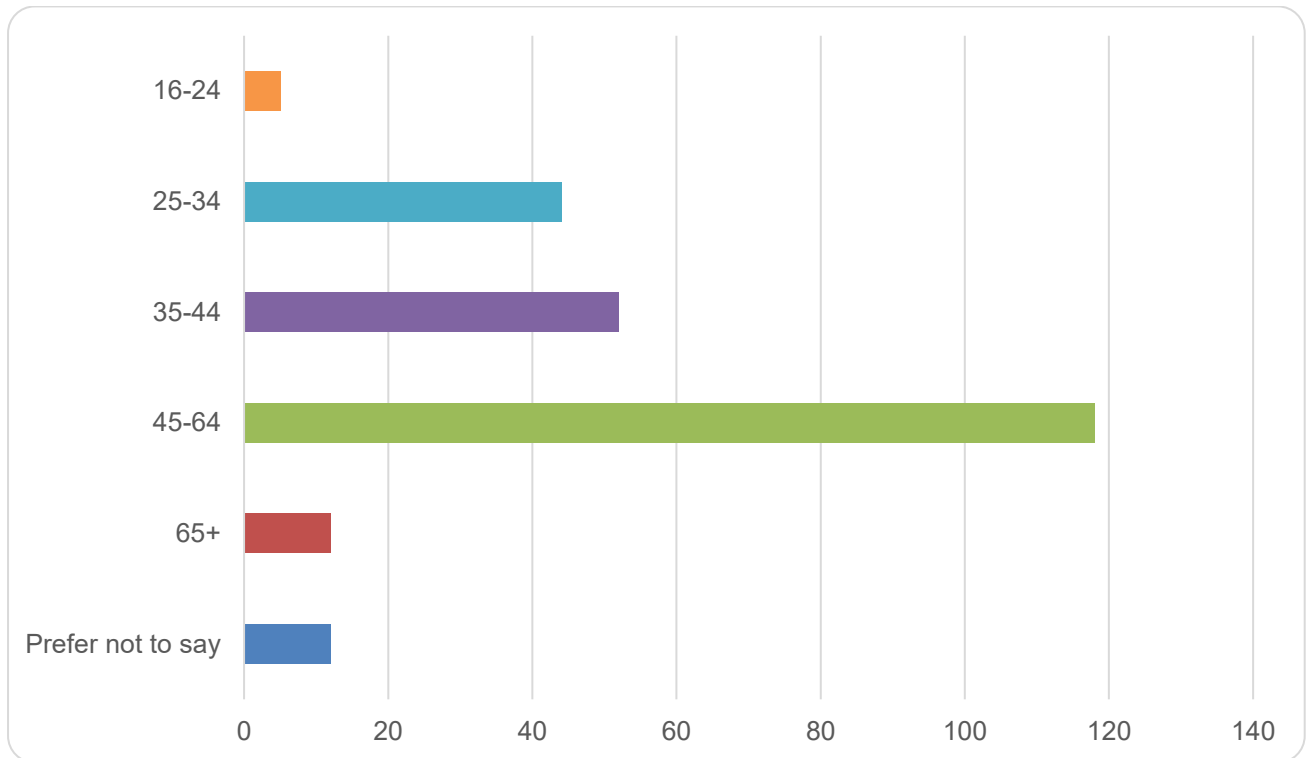


Option	Total	Percent
Yes	38	15.64%
No	106	43.62%
Neutral	99	40.74%
Not Answered	0	0.00%

Question 30

Which age group do you fit into.

There were 243 responses to this part of the question

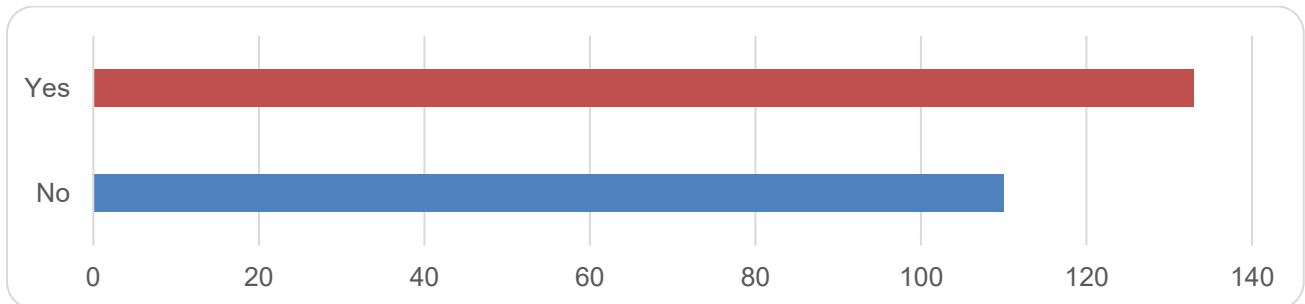


Option	Total	Percent
16-24	5	2.06%
25-34	44	18.11%
35-44	52	21.40%
45-64	118	48.56%
65+	12	4.94%
Prefer not to say	12	4.94%
Not Answered	0	0.00%

Question 31

Are there any other comments you wish to make about the Project roads?

There were 243 responses to this part of the question



Option	Total	Percent
Yes	133	54.73%
No	110	45.27%
Not Answered	0	0.00%

Question 32

There were 134 responses to this part of the question

<p>a) The tarmac surfaces used for pedestrians (and cycle lanes) are susceptible to black ice forming in the winter. The water doesn't run away - it freezes into a very thin layer on the surface. It's worst on the Milburn Street / College Street paths at the crossroads where it's a bit more 'exposed' and 'locally' colder. It's essential that these areas are gritted promptly. (Grampian NHS is already under pressure in the winter without adding folks with fractured wrists and hips to their load!)</p> <p>b) My friend who visits me using their car say that the entry point of the junction from South College into the South College Street housing development is difficult to see when turning in from the main road coming under the railway bridge by roundabout. It's easy to misjudge the turn and accidentally mount the pavement with the rear wheels of the car. There is no indication at the edge of the road as to where the opening (across the cycle path) into S. College Street begins.</p> <p>c) The right turn lane into South College Street has been removed -this sometime results in tailbacks on College Street if a lot of traffic is coming from the roundabout.</p> <p>d) I loved the wild flow area sown by Bank/Milburn Street for the spring /summer 2023. (The seat is a welcome touch too). Also glad the pigeons have been evicted from under the bridge at Palmerston Place. No more pigeon poo on my head(!) and no more slippery pavements with the wet guano.</p>
<p>Absolutely fantastic improvement to this junction and area. It's made it safer for turning right on all approaches and has been excellently finished.</p> <p>It's not all that often a road improvement is done right the first time, it usually needs tweaking. This one is spot on, well done.</p>
<p>ACC are f**king useless, and the sooner you lot are voted out the better</p>
<p>Acc should take into consideration that for a fairly small city, having more than one major road closed causes chaos in Aberdeen. When this road was closed along with the bridge of Dee a 15min journey was taking me almost an hour!!!</p>
<p>Additional signs to highlight which lane to be in would be useful.</p> <p>It feels like no real improvements have been made for vehicles, this is because it is still effectively a 1 lane road unless you are turning off at a junction.</p> <p>I still see cyclists on the road regularly and not on the cycle lanes which is frustrating because if they are not going to be used, the road could have been made in to two lanes in both directions.</p> <p>The bus gates at Bridge St and Guild St are unnecessary and i wonder if it was even necessary to have done this work when traffic is not allowed to travel on several roads that they led too.</p> <p>Open up Bridge Street, Guild Street, Market Street. Pedestrianise Union Street between Bridge and Market and these works could prove to be very useful!</p>
<p>As a committed cyclist I look forward to more cycleways linking right through the city</p>
<p>As a cyclist, I appreciate the separated cycle lanes, where they exist for the short distances. They are not seamless to access, the angles of entry and exit are awkward and can involve crossing other cycling or pedestrian traffic. The way the cycle lane suddenly ends at both north and south dump you unceremoniously (and a bit dangerously at times) into flowing traffic. It makes you stop. So it is still often easier to just cycle in the road with cars, when commuting - otherwise I can easily add several minutes to the commute.</p>
<p>As a keen cyclist, it's a shame the cycling lane could have not been extended a bit further north, past the railway station car park and into Bridge Street.</p>
<p>As a regular gym attendee at AKR fitness the removal of the majority of the parking spaces is completely ridiculous plus with the addition of loading bags which are not available to park on from 7am even though only the 2 x gyms are open at that time is completely ridiculous.</p> <p>I feel the changes have personally made it less likely for me to navigate down there (except for the the gym)</p>
<p>Better thought as to impact on those using the area. There isn't connecting infrastructure to cycle within the city so it's a strange area to focus on</p>
<p>Bike lanes are good but not connected up, especially at the north end of the project. This makes the segregated cycle lane ineffectual as ppl will either go back onto the road or on the pavement - neither is that safe.</p> <p>The traffic going south and wanting to get to millburn street have to turn at the A93 and go down via crown st which is not the best due to it being narrow.</p> <p>With millburn st connected up to the road under the railway you get cars speeding along millburn st/palmerston place.</p>
<p>Bud gates limiting access to town centre by car is damaging trade in union street which was already suffering. Aberdeen does not have the infrastructure to support pedestrian access. Buses and trains are limited. Weather is poor so cycling and walking will never be as popular as London etc</p>
<p>Bus gates make it harder to navigate and take full advantage of the route</p>
<p>Car traffic has a confusing layout to deal with as lanes are poorly marked.</p> <p>Over provision of cycle lanes which are not used by cyclists due to the poor and dangerous layout. Very low use of cycle lanes should</p>

<p>be noted and removed. The bus gate at Bridge St should be removed as it hinders traffic flow through the area. Poor road marking on lanes causes last minute issues with lane changes.</p>
<p>College Street/Millburn Street junction - coming from the south, left turn lane needs to be longer, turning right under the bridge, should be allowed</p>
<p>Coming down South college lane to stay in to go left cars. Keep going straight on I have seen several near Car crashes</p>
<p>Complete and utter waste of money, whoever came up with the plans has never gone and done a survey of the existing conditions which the high majority of residents we have spoken to have said were perfect and all the new changes are the worst things that have happened to Aberdeen and its residents. Maybe it's time the council listened to the council tax and tax payer residents of Aberdeen.</p>
<p>Cycle lanes are possibly the best in Aberdeen - surface, layout, signage, linking well with Riverside drive from the West. But then it stops! There is a very poorly marked cycle 'lane' running past the car park, but the road is narrow and no protection up Guild Street either. Having the pedestrian crossing at the last set of lights and at car park prioritising cyclists travelling east (maybe allowing progress at same time as pedestrians) would at least give some breathing space.</p>
<p>Cycling lanes - waste of money - yet to see a cyclist on the one on south college st</p>
<p>Cyclist travelling south in the direction of Torry have next no option other than to cycle on the road. No provision (e.g.cycle specific traffic lights) allow for safe traversing to the west side of the street to utilise the segregated cycle way. If you do cross over then it's a very convoluted route with parts having no dropped kerbs to re-join the carriage way. Better planning for connected cycle routes to get south of the river in a safe and efficient way needs to be addressed in any future phases of development.</p>
<p>Cyclists are not using the allocated lane and are still using the main road surely this does not serve the intended purpose of this section. Parking and loading was not an issue prior to these works I was dubious of the benefits of these works however I have been pleasantly surprised at the ease of use!</p>
<p>Cyclists continue to use the vehicle carriageway and not the cycle lanes. Cycle lanes are a waste of space, more space should have given to vehicles by providing two lanes in both directions on South College Street. Travel this street frequently and have yet to see a single cyclist use the new cycle lanes. The improvements were needed, and there is some limited benefit to what has been done, but it has been built to fit a political active- transport agenda, and has not prioritised improving traffic flow for vehicles. I am optimistic that we might see a single cyclist using the cycle lane by summer.</p>
<p>during a recent cold frosty spell in late 2023 pavements at junction of south college street/millburn st /palmerston pl are v slippery The timing to cross the lights at this junction is extremely quick. I am a fit active person and am unable to cross straight or diagonally at this junction in the time allocated</p>
<p>Effectively the modifications have resulted in one less egress route from Union Square - which I assume was an unintended consequence. This is causing more delays and congestion around Raik Road.</p>
<p>Extend the cycle routes towards other high traffic areas around the project roads to alleviate traffic and make cycling safer</p>
<p>Extra lanes and overall traffic flow is good. Removal of much of the parking outside of the businesses in the arches was not good at all. It's now limited parking for 1 hour or loading bays.</p>
<p>Get rid of bus gate and stop taking in immigrants</p>
<p>I can no longer park my delivery van outside at work. To make a delivery to Shetland Transport on Raik Road (regularly) I have to walk for 10 minutes, retrieve my delivery van, go back to the office, pick up the parcel, (going North on South College Street), then I have to turn left up Millburn Street, do a U-Turn (because I can't turn right onto Palmerstone Place), then continue as normal. Return my vehicle to the car park and then walk 10 minutes back to work! What used to take 5 minutes is taking me about 30! There is no point in my work investing in a Parking Permit because 90% of the time the spaces are full of cars. That's with half the Arches without tennents. If they had businesses in them there would be nothing at all. Throughout this whole consultation we made our points very clear but the council carried on regardless. Consultation after consultation, ignored.</p>
<p>I do not think the mix of parking and loading is efficient. As it is now meant to be illegal to park at a dropped kerb this is even more illogical. Business owners from certain units require loading at their dropped kerb - some are parking and some loading which doesn't make sense. I have seen very few people use the cycle lane and it is not clear that pedestrians or cyclists have priority at the entry point to the flats/homes on the western side. I think draining is much worse since the works were done. Pedestrian and cyclist areas do not appear to have priority for gritting either.</p>
<p>I feel sorry for all the small businesses around the area . Parking is awful at the arches for the business's there. A silly waste of lane for the non existant cyclists . In over 35 years using this route I'm lucky if I see half a dozen cyclists at peak times . It must be confusing for disabled pedestrians . Is it a pavement or a cycle lane as it's set at a strange height & basically a trip hazard .</p>
<p>I have never seen a cyclist using the cycle path. They all cycle on the actual road</p>

I have to reroute via Crown Street and as I am no longer able to turn right into Millburn Street from South College St.
I have written to the council about this twice. The bird mess on Palmerston Place pavements under the bridge is still an issue despite the bird netting being applied under the bridge. Also can the bridge walls be painted in some way, it looks so unappealing to walk under, stained, horrible, wet, dirty - not the best impression coming from beautiful new appealing streets en-route to Union Square! Could Nuart Aberdeen have an opportunity here, I did suggest this to one of their volunteers to raise. I walk this route twice daily and despair just as I walk under the bridge avoiding the sides and stepping over bird mess! Thanks for doing all the other work, as my survey shows very positive feedback on all of it despite the inconvenience at the time, if you could do this final bit it would round it off beautifully.
I like the cycle lane and use it quite often. Much safer.
I regularly use the pedestrian crossing at South College Street and Millburn/Palmerston Place: (i) vehicle traffic is prone to speeding through the junction - traffic calming required? and (ii) duration of traffic lights for pedestrians is inadequate.
I still see everyday cyclists not using the cycle lane. Reinforcement should be put in place for them. The best improvement of the project was by far putting pigeons barriers under the two train bridges, it used to be filthy and very unsafe to walk under them and now they are very clean. Thank you
I think the parking restrictions timing for the loading bays starts far too early as the only businesses open at this time is the gyms, which are normally very busy and not enough spaces for gym users to park at this time. As most businesses do not open till later, loading bays should not commence till 10am. I also think that as lots of gym members do 2 classes the restriction of only parking for an hour is unfair, it should be 2 hours at least. Also it can make you very anxious if you are trying to get a shower after a PT session to make sure you do not overrun the hour. I feel my gym was penalised during the works and the members tried their best to support it but the gym did lose members as it proved difficult to get there. I walk to the gym in the better weather, I can't go by public transport as no direct route from where I stay. I do find the cycle lane confusing as when first opened didn't even realise I was standing in it, thought it was the path, it can also become very dangerous to walk on in the icy weather as does the pavements on the other side with black ice as the water does not drain well.
I wish cyclists would use the specific area designed for them and not use the road
I would have preferred a not applicable option to some of the questions
If they've been used to increase traffic flow, STOP PARKING RAIL REPLACEMENT BUSES THERE! Or at the very least when there are none there open up both lanes. Also the bus gates are stupid and have increased my travel time significantly
Impact to local businesses was near catastrophic
Insufficient parking now available for business (gym) on South College Street which adversely impacts on the business. There is insufficient parking options and the loading bays seem to be empty on most occasions.
It is not clear that you must turn left from the nearside lane heading south. Which sees vehicles attempting to cut lanes at last minute. Vehicles attempt to turn right on to bank st causes delays. Vehicles deliberately undertake others travelling at the speed limit on the 2 lane section.
It is unclear how a pedestrian crosses the road without walking through the cycle lane. The cycle network is patchy and unclear where bikes should be on the road and on the pavement. Project felt unnecessary when there are so many roads in desperate need of repair (i.e. funds could have been spent more wisely)
It would have been sufficient to open these roads up to traffic and inform the public of the new route avoiding guild street. Absolutely no need to implement bus gates to force people into the new route in fear of fines. The great likelihood is that many would use the new route to avoid the busier areas of Aberdeen. And the public would not be so annoyed with the money grabbing ways of the council. Sometimes the carrot works better than the stick.
It's shambolic
loading areas on south college street have no parking from 7am despite only the gyms being open at 7am. And the regular parking restrictions begin at 8am. Makes no sense at all.
Loading Areas Loading areas are non-sensical. Restrictions start from 7am despite no loading taking place at 7am over the past 8.5 years and only gyms being open at that time. Loading areas take up valuable parking spaces. Loading areas should be reduced in size and a better loading time would be 10am-4pm. Tristar Van The large van from the business Tristar is parked near permanently in one of the few parking spaces available outside AKR Fitness. Meanwhile the loading areas go unoccupied all day.

<p>Surfaces & Safety The new pavements and cycle lanes are very smooth and become extremely slippery when it's frosty. This is a genuine safety concern for both pedestrians and cyclists in the area.</p> <p>Drainage Drainage is very poor. Water pools in front of the arches rather than run towards the drains.</p> <p>General Disruption The disruption caused during the works was worse for businesses than was the Covid pandemic. No support was given and communication was terrible. In addition to significant losses incurred by businesses, due to the mess, businesses suffered damage to external paintworks and interiors.</p>
<p>Loading Areas Loading areas are non-sensical. Restrictions start from 7am despite no loading taking place at 7am over the past 8.5 years and only gyms being open at that time. Loading areas take up valuable parking spaces. Loading areas should be reduced in size and a better loading time would be 10am-4pm.</p> <p>Tristar Van The large van from the business Tristar is parked near permanently in one of the few parking spaces available outside AKR Fitness. Meanwhile the loading areas go unoccupied all day.</p> <p>Surfaces & Safety The new pavements and cycle lanes are very smooth and become extremely slippery when it's frosty. This is a genuine safety concern for both pedestrians and cyclists in the area.</p> <p>Drainage Drainage is very poor. Water pools in front of the arches rather than run towards the drains.</p> <p>General Disruption The disruption caused during the works was worse for businesses than was the Covid pandemic. No support was given and communication was terrible. In addition to significant losses incurred by businesses, due to the mess, businesses suffered damage to external paintworks and interiors.</p>
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<p>Loading bays are used by gym goers I can't get vehicle access for people parking in front of roller door, cyclists not using new lanes using pavement near arches instead, well done ACC this is exactly the way to drive people away from the town most businesses are looking at moving premises give yourself a clap</p>
<p>Loading bays outside the arches have ridiculous time. I visit my gym at 07:00 and leave for 08:00. Never seen anyone in the loading bays, even up until 9am. Timings need to change. Paths get really slippery in cold weather and drainage seems to smell.</p>
<p>Loading spaces on South College Street start at 7am, there is never loading taking place at that time. Only businesses open at 7am are gyms. Parking restrictions start at 8am, loading time would be better set for 10am-4pm to give availability of spaces for customers of gyms. New Pavements very slippery when frosty and drainage gathers in front of gym. Tristar van always taking up space outside of AKR Fitness, they should park in their loading zone.</p>

<p>Disruption caused during the works was awful, communication was terrible, cost me to park on street where I would sometimes not have to. Works went on for a horrendous amount of time and caused a mess to the businesses outside also.</p>
<p>longer parking times to visit shops to make a purchase. bike lane ends at the blind brick work with no sign to disembark Water still drips from the 2 bridge tunnel roofs Waiting in the bike lane to cross the road</p>
<p>Love the planting along south college street - great for pollinators. Please stop window cleaners from putting their van on the cycle path. Why is there no advance stop line for bikes under the railway bridge? If cyclists are expected to dismount and cross the junction on foot, there should be a sign to say so. The way the bike path ends at Wellington place is pretty poor- it's not clear how folk on bikes heading uphill to Union st are supposed to proceed.</p>
<p>Money should have been better spent</p>
<p>More modelling should have been done on the combined impact of the bus gates and project roads on the area surrounded by Market street, North Esplanade West, Palmerston Place and the railway line. The area is frequently grid locked especially at Rail Road at the end of the working day.</p>
<p>More thought needs to go into the routes available when work is being undertaken. Last year was a nightmare for car users trying to get from north to south of the city through the city centre. The bus gates on Bridge street serve no purpose and are quite frankly ridiculous. The city centre has been cut off to car users and access for disabled people is appalling.</p>
<p>Need pedestrian and ideally bike connection from bank street to college street - lots of people are walking over the planted bed to do this even without a path. I have seen vans park on or drive over Portland Street junction which is supposed to not allow through traffic. The segregated cycle is nice but will be a lot more used and valuable if it connects with other distinct cycle spaces with clearer routings at junctions. Planting in beds is super.</p>
<p>New phase was not needed, waste of time and money.</p>
<p>No issues heading south from Trinity but i now hear you cant travel north and turn right into Union Sq?!? Whats the point in that? Widen the road to allow better traffic flow but cut off an access point?? Doesnt make sense 🙄🙄</p>
<p>Overall it hasn't changed the layout of the roads much and the cycle lanes could have been better if they were completely separated from the road system, but yet again the council have just picked a section of road that is wide enough to make some half assed changes to so it looks like they are pandering to the non existent cycling community in the city. Reminds me of the beach COVID cycle lane debacle.</p>
<p>Parking areas outside the South College Street businesses seems overly restrictive. Loading restrictions start at 7 am when few of the businesses are open. Parking restrictions could start at 8/8.30am and finish at 5/5.30pm. I realise there is not much space under the bridge on the west side for the cycle lane but electric bikes using that can pose a risk, especially when dark as few of them use lights.</p>
<p>Parking for the gyms is terrible. Lots of space for loading which isn't used and could help us to park, and therefore help the gyms with their business. Pedestrian areas are very slippy. It was tiresome when the works were being done because it took so long and it was confusing to know what was happening.</p>
<p>Parking restrictions don't seem well thought out. Loads of areas for loading but not many parking spots for all the businesses. Perhaps loading areas should be for during the times the businesses that need them are open but then used as parking outside of these times</p>
<p>Please reinstate the turn right onto Milburn Street when travelling south, and the turn right onto Palmerston Place when travelling north</p>
<p>Question 11 does not provide an answer option for those from outside the immediate area. I answered "adjacent" but actually live west of Anderson Drive.</p>
<p>Question 11 should have an option for none of the above The roadworks took longer than they should have and for the little benefit they have made. In my opinion the cycle/pedestrian walkways cause more problems as the people using these have to transverse from one side of the road to the other to use them and then cyclist are travelling in both directions. I don't think people know how to use the continuous walkways so this becomes a safety issue as nobody knows who has right of way. In saying that I haven't seen may people using it to walk/cycle. The lanes in the part of the road are wide but only for a short section where you are then squeezed back into wo narrow lanes. On the positive side there are no potholes !</p>
<p>Questions 11 and 22 do not give an acceptable answer oportunit. 11 i do not live/work near the roadworks 22 not witnessed any so how am I meant to pick one?</p>
<p>Remove any bus gates to improve flow. Bus gates IMPEDE traffic and INCREASE emissions by causing longer distances.</p>

Ridiculous lack of warning that the left lane from college street carpark will be a left turn only at crossroads leaving chance to move over virtually none with drivers not leaving gaps between cars then leaving you following a road taking you back towards where you came from
Right turn into Millburn Street from South College Street should be restored. Current arrangement leads to longer journeys.
See my previous comments on parking!
Seems like a lot of time and taxpayers money went into this project but I don't see any advantages or real improvement. I do think that businesses under the arches have suffered financially and several have gone out of business.
Shambles
Shame the cycle lane just stops near the top of the road and doesn't flow with the rest of the cycle routes in the city centre. The crossing at the cross roads with Palmerston/Millburn don't stay on green man for long enough to slow slower pedestrians (such as younger kids, older or disabled) to cross diagonally. Initially the bins for the Pizza business were obstructing the pavement for walkers but they have been moved to a new tarred area out of the way which is a great improvement. Still see some cars trying to turn right at Palmerston/Millburn when they shouldn't
Significant reduction in parking spaces on South College Street is not good. This has a negative effect on the businesses there. There seems to be excessive loading bays. Loading bays are 'operational' during times that the businesses aren't open - why can't they be used at this time?
So totally **in unnecessary.....killing off Aberdeen City Centre for the city's inhabitants.....not much longer.....looking to move out of Aberdeen
South College St, between Marywell Stand Millburn St now being used as a rat run The traffic has increased on the small cobbled end of Prospect Terrace- I envisage crashes between the traffic lights and the bottom of Prospect Terrace as , people accelerate after coming through the lights, and don't expect folk to take an immediate left turn
South college Street is not well lit to walk up at night. The lights at the junction with Milburn street/palmerston place do not stay on the green man long enough to cross diagonally without running before traffic starts
Spend money on fixing existing infrastructure before beginning new projects
Stop spending money on improvements to then take them away from us. Remove all bus gates and allow the residents who pay our taxes to use roads, and actually let us use the roads. The fear ACC have out in to myself and so many others that no longer attempt to venture in to town needs to be taken in to account. I will never return to Aberdeen city centre for business or leisure. My preference is to drive to an out of town location that wants my business.
Thank you so much for removing the traffic spaces. I'm really glad my road tax and my council taxes were used to make the roads I paid for less drivable and less easy to park on. Remind me how much of those road taxes were contributed by the lovely law abiding cyclists?
The bottleneck is now at Skene square and Berryden. Both now chocked up with displaced traffic which benefits nobody.
The final outcome is great but it all took a very long time to complete and disruption was substantial during the process and after due to flooding of area with burst water main.
The finish on the cycle lanes are too smooth and I've already seen 2 accidents, Not sure if the drainage is right as seems to be pools of water. The loading bay times start at 0700, which isn't necessary as none of the premises apart from the gyms are open at this time. Should change to 0800 and also reduce the size of them. Also possibly allow the business to park one of their own vans in the loading bay. The Electrical/lighting business van always parks outside Akr and then no one uses the loading bay.
The grooved areas on the cycle paths at all pedestrian crossings in this area are dangerous to cyclists in wet weather.
The junction with Millburn SCS and Palmerston Road is a nightmare with the no right turns. Why could you not have added a filter and use the left lane for left turns and straight in and right turns in the right lane? The extra driving required to get in to these areas is shocking and not environmentally friendly.
The junction with new ramp and kerbs sticking up now requires a lot more caution and time for exiting from the west side residential street on south college street. With traffic coming fast from roundabout at wellington bridge this junction is now a greater hazard for a motorist exiting the street and requires a lot more time. The kerbs are also not good for the expensive alloy wheels. We also no longer have a right turn island in the middle of the road coming from north down south college street. More inconvenience.
The length of the green light for pedestrian crossing at South College Street/ Millburn St is not sufficient. It is almost impossible to cross the road while it's still green especially for children or elderly.

The lighting business (Tristar) permanently parks their large van in one of the parking spaces, because the space outside their own business is now a loading bay. They load their van regularly from that parking spot.

New surfaces are very slippery in winter conditions.

The loading areas on South College Street make no sense. Loading starts at 7am despite no loading ever taking place at that time over the past 8 years. The only businesses open at 7am are gyms. Moreover, the actual parking restrictions (for regular parking spaces) start at 8am. A better loading time would be 10am-4pm. This would increase the availability of parking spaces at times in which they are needed.

To new pavements and cycle lanes are very smooth and become extremely slippery when it's frosty. This is a genuine safety concern for both pedestrians and cyclists in the area.

The drainage in front of the arches is very poor. Rather than water being directed to the drains, it pools in front of each business where the kerb is lowered. It would have made more sense to have a gradient so that rainwater goes down the drain.

The business, Tristar, has two parking permits and their large van nearly always occupies one of the spaces directly outside of AKR Fitness. Cannot it not use the loading zone instead?

The disruption caused during the works was worse for businesses than was the Covid pandemic. No support was given and communication was terrible. Due the the mess, businesses suffered damage to external paintworks and interiors.

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Poorly thought out "upgrade" which has impacted negatively on many businesses and residents in the area,

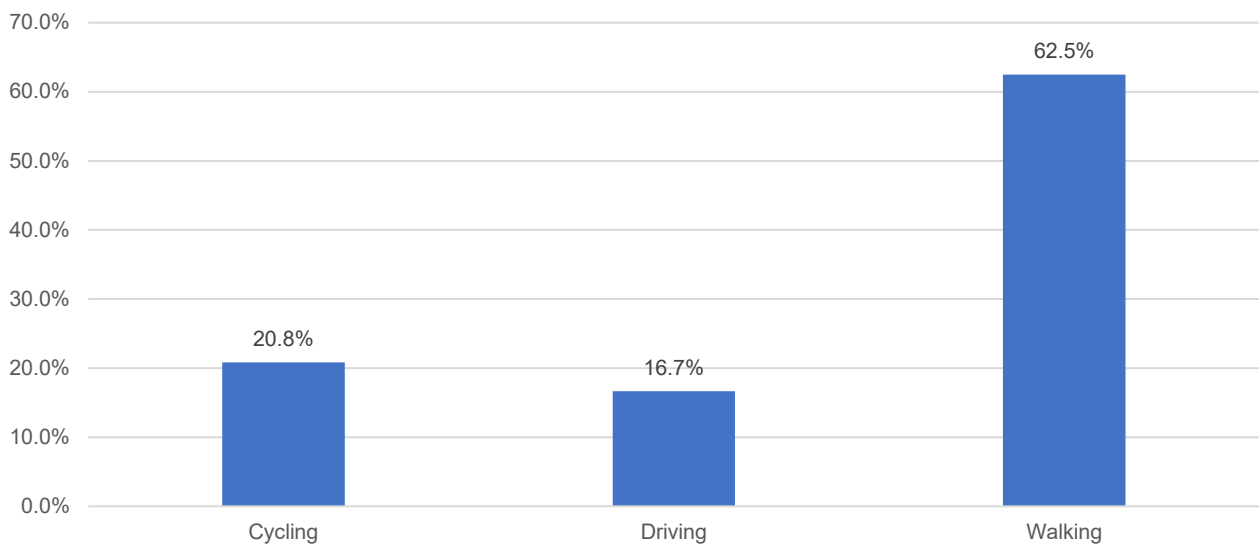
The loading bays are a complete waste of time. Big Vans are parked on the road and take up 2 parking spaces for members of the gym. Loading should be at a later time of the day too many spaces for loading nothing makes sense in the changes they have been made. Traffic is way heavier on the road now and at the traffic lights people end up half the time going round in circles. Complete waste of Tax payers money.

The man at Tristar permanently parks his big van outside AKR Fitness. This morning he was loading his van whilst it was parked in the parking space outside the gym. He had the passenger's door open blocking the pavement access to the gym too. Meanwhile the loading bay outside his own business is empty. He never uses the loading bay outside his premises. Instead he places traffic cones on this loading bay to ensure no one else uses it and loads in front of the gym.

<p>The marked path for pedestrians is too narrow, we frequently have to enter the cycle paths when passing other pedestrians, and its even worse when they are pushing prams. Too much space has been allocated to (seldom seen) bikes at the expense of pedestrians and their safety.</p>
<p>The mass disruption that this project and projects like the bus gates do not feel like they're bringing the intended benefits to the community but they're being pushed through anyway. At what point should you question whether this is being done just to utilise approved budget schemes.</p>
<p>The new bike lanes very seldom used more often then not if you do see a cyclist they are on the road</p>
<p>The parking available for local businesses on South College St has significantly worsened. The restrictive nature of loading bays outside some businesses and the abuse of available space for customers by some companies who park large vans near permanently in the few available customer spaces makes it near impossible to park. The loading bay times are also ridiculous. Starting at 7am when the only businesses open at that point are the two gym facilities. I've never seen any businesses receive deliveries which would require use of the loading bays, before 9.30am. Again this creates unnecessary difficulty for small businesses as customers struggle to find available parking nearby.</p>
<p>The parking outside the businesses at the Arches make no sense. Loading only from 7am, yet other than the gyms, the businesses don't seem to open until 9 or later. Tristar lighting and the flooring company regularly have cones out attempting to block other users from utilising space outside their businesses.</p>
<p>The pavements are slippy, and new a non slip coating I've almost been knocked down my cyclists. . The loading/ unloading hours make no sense. The drainage is terrible it's flooded.</p>
<p>The pedestrian and cyclist right of way is dangerous because it can be hard to see pedestrians walking in the dark with dark clothing and when you were trying to focus on getting out before oncoming cars it is hard to see all of these things. It also makes turning into the west-side flats difficult and often dangerous.</p>
<p>The project has been thrown together with a blinkered approach and a detriment to the city with the confusing layout and the difficulties for people to use. I am fairly young and struggle, older people are scared and avoid the city now.</p>
<p>The project works well to the benefit of the council and their unregulated bus gates</p>
<p>The road is very quiet on most occasions and people seem to be keeping away from the city centre</p>
<p>The road that takes you out to Riverside Drive is a good improvement.</p>
<p>The road to south college street houses is an accident waiting to happen. You have to give way to pedestrians, then cyclists then go over a speed bump whilst cars are coming off a roundabout at speed. I have seen 20+ near misses here in the short space of time this road has been opened. Having a speed bump at a junction does not work when trying to access this road crossing a carriageway with speeding vehicles coming directly off of a roundabout. If this was like all other junctions and a dropped kerb there would be no issues however the speed bump causes serious safety issues and concerns.</p>
<p>The Tristar business permanently occupies a parking space because the front of his arch is now a loading bay. He has a very big van permanently parked outside another business. The new pavements are really slippy on winter. Why so many loading bays when most of the businesses are gyms & recreational facilities.</p>
<p>The two spaces at the end of the arches where the flooring shop is, are really difficult to get out of</p>
<p>The whole project has been a farce. Whether it was during planning and dual carriageway through the area from 20yrs ago. Delivery was comical with lack of cohesion during all phases with too much going on at any one time rather than finishing an area and opening it up for better use and freeing movement rather than penning you in and blocking the obvious route to take. And aftermath is this pointed survey. With leading questions and multiple choice answers that will only show what the council want to see.</p>
<p>There is insufficient time given for the crossing at the junction of Millburn Street and South College Street and pedestrians can be endangered by impatient motorists unaware that they are not permitted to proceed until pedestrians have completed the crossing. And the crossing audio signal is now louder than previously and can be heard from residences in close proximity thereby causing annoyance.</p>
<p>There is no clear guidance for cyclists or vehicles when the cycle lane begins and ends. Travelling north can be tricky rejoining the road as drivers often are turning left cutting you off.</p>
<p>There needs to be more signage to inform drivers of the correct lane to be in for which direction of travel. There needs to be a right turn option from Palmerston place onto north esplanade west.</p>
<p>There was parking for over 100 vehicles- now there are about 17 spaces, where do people park? There is no bus service along this road. On the road not all cyclists use the cycle lane which hold up the traffic and negate the point of a cycle lane.</p>
<p>These changes made it very difficult to get to the gym and park</p>
<p>This project was to support traffic being directed from the unnecessary bus gates! Waste of money as the city centre is dead.</p>

This seems like a waste of time and money since the bus gate are putting people off coming into the city centre
Timing of green man on pedestrian crossing at Millburn St/South College St is insufficient to comfortably cross diagonally and lights give too much priority to vehicles.
Took too long with poor info on diversions. Struggling to appreciate any benefits for the cost and time it took.
Traffic build up along riverside drive and down market street and round by the harbour is much busier.
Traffic not being able to turn right into the Palmerstone area and not right into Millburn causes daily issues. Cars still do this regardless. Horns blare continually from drivers behind. Reduced parking spaces on Bank Street are making it hard to park for residents. Vehicles use the cycle roads at the bottom of Portland Street for access/egress. They need bollards.
Utterly ridiculous that there is no right turns into ferryhill and under the tunnel bridge anymore depending on which side your coming from. A traffic light filter could have easily been implemented to allow this.
Very little impact on traffic flow / accessibility that the previous layout. Huge delays and ever changing diversions. An enormous expense for no impact such a silly use of public funds.
Waste of money
Waste of money
Which lane are you meant to be on at he Denburn St lights to go onto Carmelite St and then South College St? Signs aren't clear and no one knows which lane to be in. There are daily vehicle - vehicle and vehicle - cyclist confrontations due to this which often carry on all the way down South College St
Would have been nice to have more benches and more trees
Would rather not drive into Aberdeen town centre now as too many bus gates, restrictions etc
Wow - it took a very long time. No signage directing people to more information or responsible parties. No illustration of before/after, goals, alt parking areas given.
Yes this project was extensively disruptive and just served to create further restriction in and around the city centre. The only real people to profit were the cycle lobby and first group. As usual the peoples priorities are ignored.
You may extend the cycling path as you need to incorporate to the highway after a short distance. It losses the sense of the cycling cycle.
Your bike lane going from city centre to the roundabout are a waste of money. All cycles I have seen going from town south are still on the road. Spend money better signposting cyclists MUST use cycle lanes provided

Question 1 – What mode of transport do you normally use?

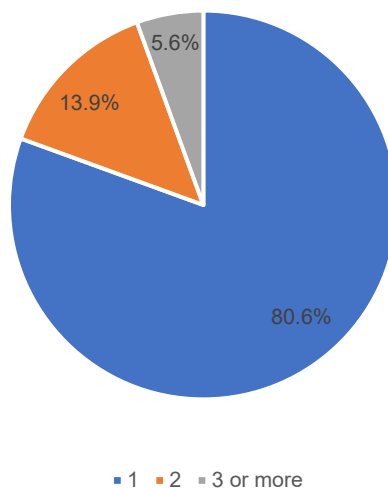


There are a few factors that must be taken into account with the above graph. The first is that many people interviewed on foot, or who undertook an online survey, would normally walk along this route anyway, and therefore the number of drivers will be lower. The second is that stopping cyclists to be interviewed was not always safe if they were travelling at speed, or on the road. Therefore, because people on foot were easier and safer to interview, this may have skewed the figures somewhat.

The option “Running” was not selected by any interviewees. This may be because people running are harder to stop by an onsite interviewer, or may not want to break their stride to scan an inline questionnaire form.

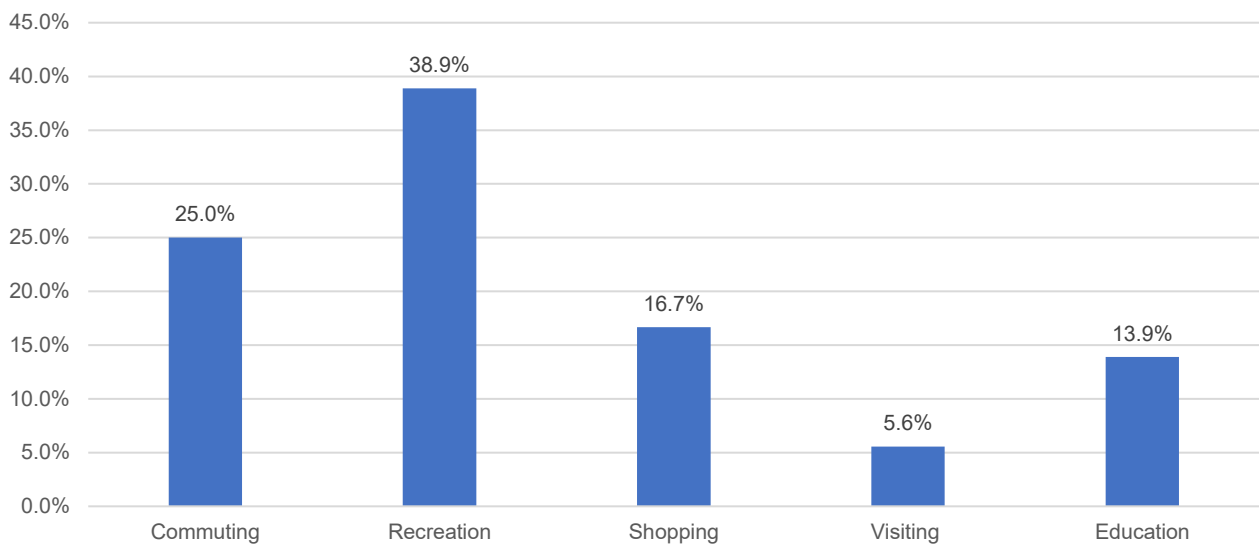
The option “Driving” was not originally on the interview form, but because so many people selected it under “Other,” we have given it as an option. No other modes of transport were selected under “Other” by interviewees.

Question 2 – How many in your group?



The majority of participants were alone and not part of a group. The maximum size of any group interviewed consisted of 5 people.

Question 3 – Journey Purpose



The options “Personal Business” and “Escorting to School” were not selected by any interviewees. No interview gave a reason under the category “Other.”

The majority of journey purposes appear to be for Recreation. This may be because people out walking or cycling for leisure do not have to be at a destination by a set time, and therefore are more likely to partake in an interview.

Questions 4 and 5 – Origin / Destination of Interviewees

For this question, no graphs have been provided. The following points should be noted:

- Not every interviewee gave a postcode for the origin or destination. Where a postcode could be readily determined (e.g.- Duthie Park, Union Square Shopping Centre) a postcode has been given. But if a larger street such as Union Street has been given, no postcode has been given as multiple postcodes may be possible at this location.
- Not every interviewee gave Origin and / or Destination information.
- Some interviewees simply gave a partial postcode (e.g.- AB11). When this has happened, no full postcode has been assumed.
- A few interviews had the same Origin / Destination postcode. Whilst this wouldn't normally be deemed correct (e.g.- with an Roadside Interview or Public Transport Survey), it is possible that joggers, cyclists or people walking for leisure may have the same Origin and Destination.

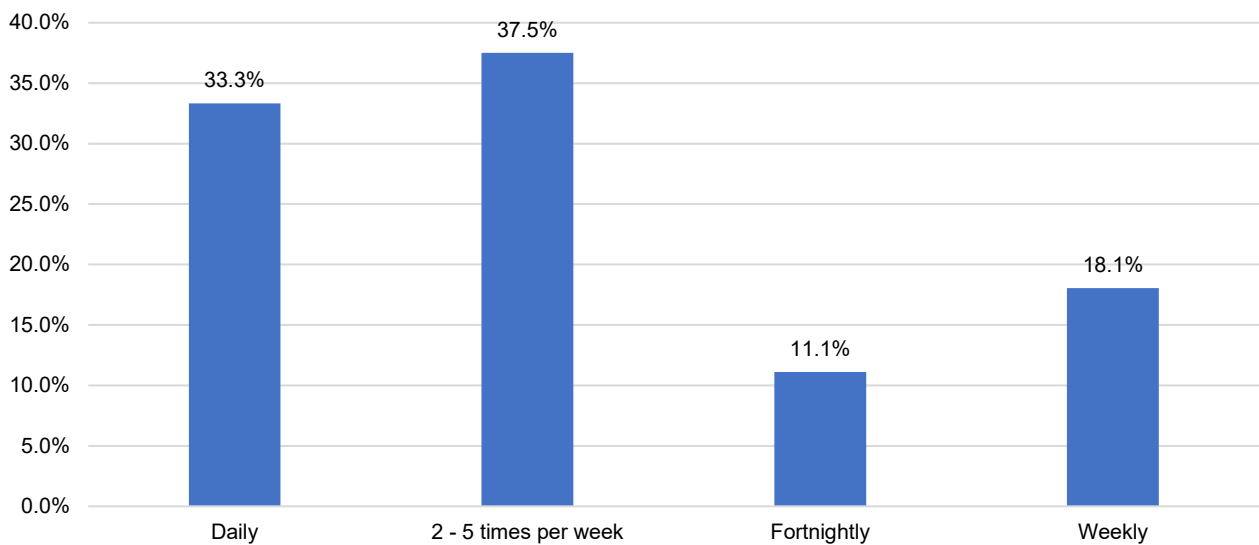
Origin

AB11	AB11	AB11 5RG	AB11 8AD	AB24	Garthdee
AB11	AB11	AB11 7	AB11 8TD	AB24 1UT	Garthdee Road
AB11	AB11	AB11 7	AB11 6TL	AB24 5QA	Grampian Road
AB11	AB11	AB11 7	Ab11 7UG	AB24 5QA	Union Street
AB11	AB11	AB11 7LG	AB12	AB25	Union Street
AB11	AB11 5RG	AB11 7SJ	AB12	Crown Street	West End
AB11	AB11 5RG	AB11 7TB	AB12	Dee Street	West End
AB11	AB11 5RG	AB11 7TH	AB12	Ferryhill	
AB11	AB11 5RG	AB11 7TJ	AB24		

Destination

AB10	AB11 5RG	AB12	AB24 5QA	City Centre	Undecided Yet
AB10 1AB	AB11 6JS	AB24 5QA	AB24 5QA	City Centre	Union Street
AB11	AB11 6JS	AB24 5QA	AB24 3FX	Ferryhill	Union Street
AB11	AB11 6JS	AB24 5QA	Altens	Garthdee Road	Union Street
AB11	AB11 7TH	AB24 5QA	Asda	Shops	Union Street
AB11	AB11 7TH	AB24 5QA	City Centre	Undecided Yet	University of Aberdeen
AB11 5RG	AB11 7UG	AB24 5QA	City Centre	Undecided Yet	West End
AB11 5RG	AB11 8AD	AB24 5QA	City Centre	Undecided Yet	West End
AB11 5RG	AB11 6TL	AB24 5QA	City Centre		
AB11 5RG	AB12	AB24 5QA	City Centre		

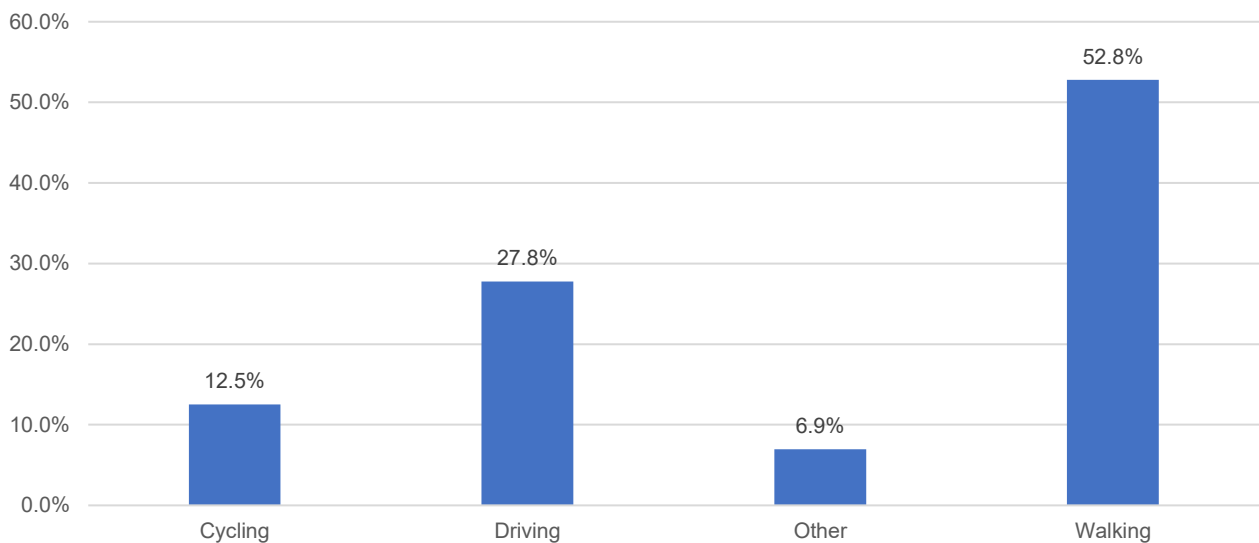
Question 6 – How often do you make this journey?



For this question, 8 options were available. However, the 4 options above show the only 4 options that were selected. The options “Monthly,” “Yearly,” “Less Frequently” and “First Time” were not selected.

The options selected were all consistent with frequent use of the route, with most interviewees using the route more than twice a week.

Question 7 – How did you use this route before the recent road and path alterations?



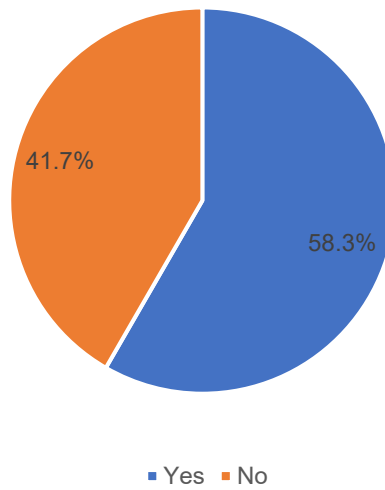
As with Question 1, nobody selected the option “Running”, so no percentage is shown. For “Other”, so many selected “Driving” as an option, that we have shown the percentage for this.

Unlike with Question 1, a few people selected the option “Other” but did not specify how they had travelled. Therefore, the percentage is shown, but it is unclear what mode they used.

The percentages above may be a reflection on the fact the majority of people interviewed were walking, and that people on foot were easier to stop or were likely to take the time to complete an online survey.

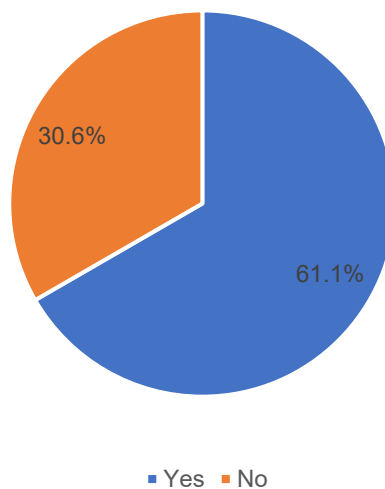
It is difficult to draw any conclusions as to whether or not less people walked / cycled on the route previously or have switched to this mode of travel following the upgrade works.

Question 8 – Do you feel this route has been improved by the recent works?



A majority of interviewees felt that the works had improved the route. Not a single interviewee stated “Don’t Know” or gave an ambiguous answer.

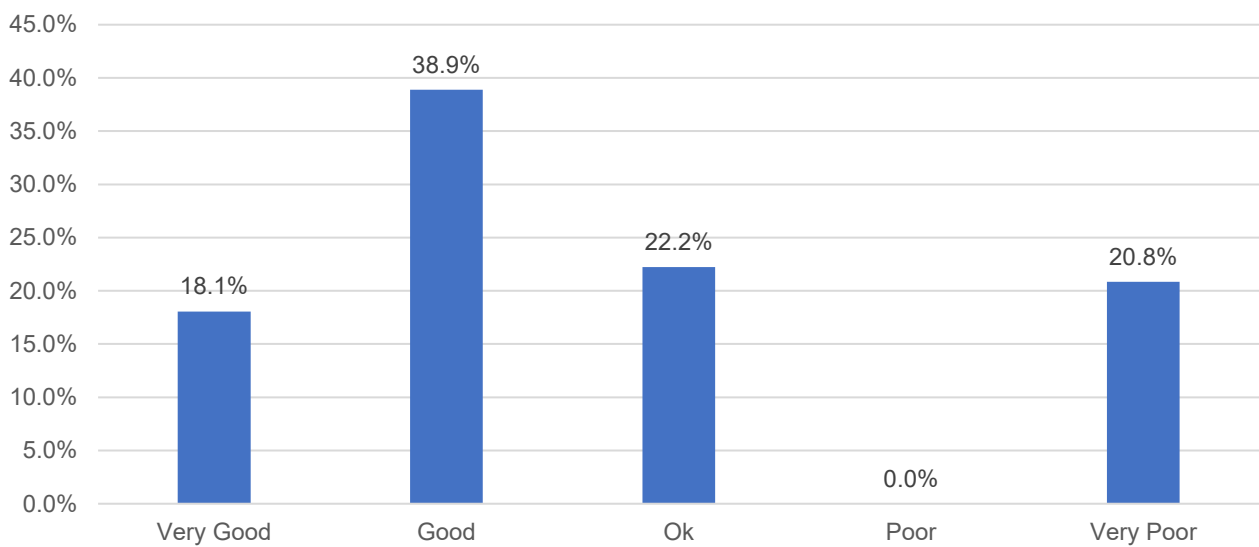
Question 9 – Do you think this route is accessible / suitable to all users?



A majority here agree that the route is both and accessible for all users.

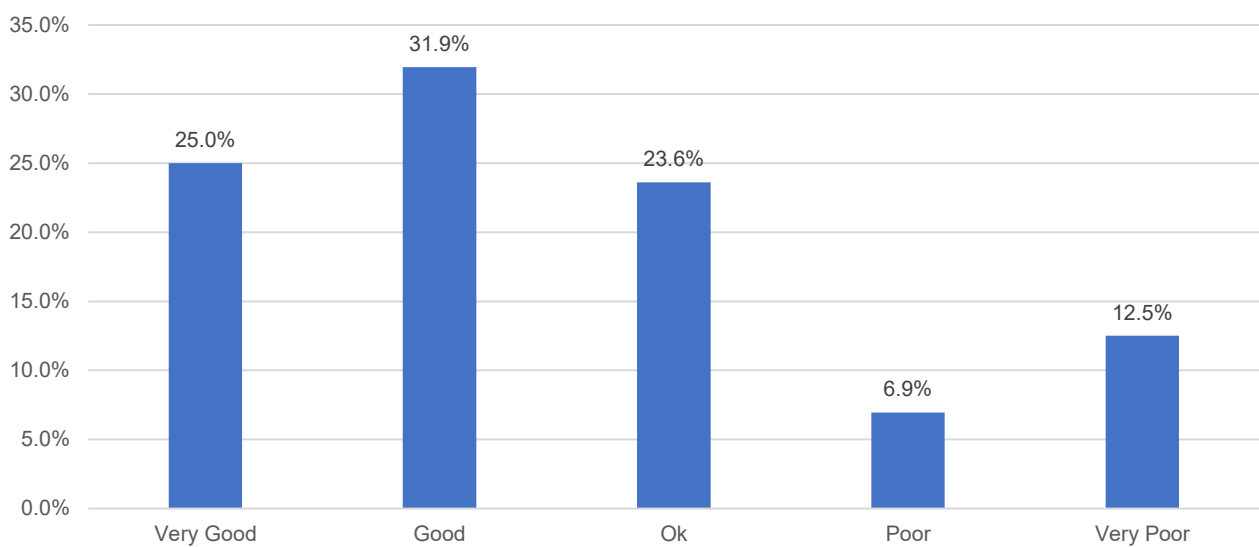
However, Question 17 asks users if they have any sort of disability. No interviewees stated that they had. Therefore perhaps if any users with a disability had undertaken the survey, the results may look slightly different.

Question 10 – What is your opinion of the streetscape and how the space is used in the new layout?



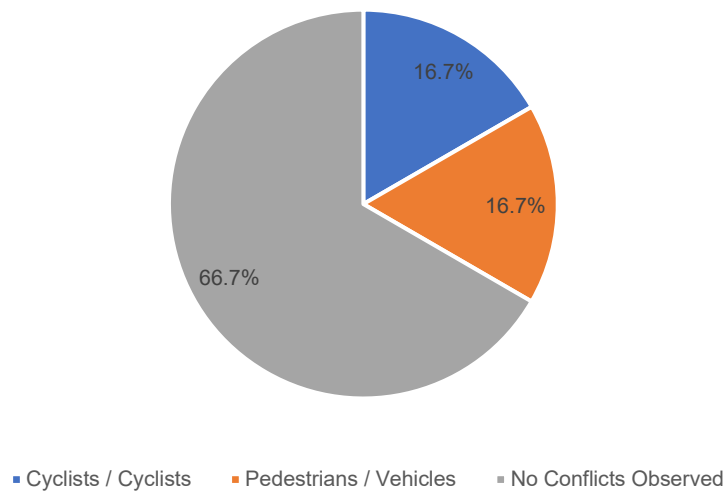
Over 50% of feedback is positive (“Very Good” or “Good”), with 22.2% giving a more neutral rating. Those who give a negative rating state that it is “Very Poor” as opposed to “Poor”. So whilst those with a negative rating are in a minority, their opinion appears to be very low.

Question 11 – How would you rate the route for comfort and safety?



Over 50% of interviewees have a positive opinion of the route for comfort and safety, with less than 20% expressing any sort of negative opinion.

Question 12 – When using this route have you had or seen any conflict or difficulty between any route users?

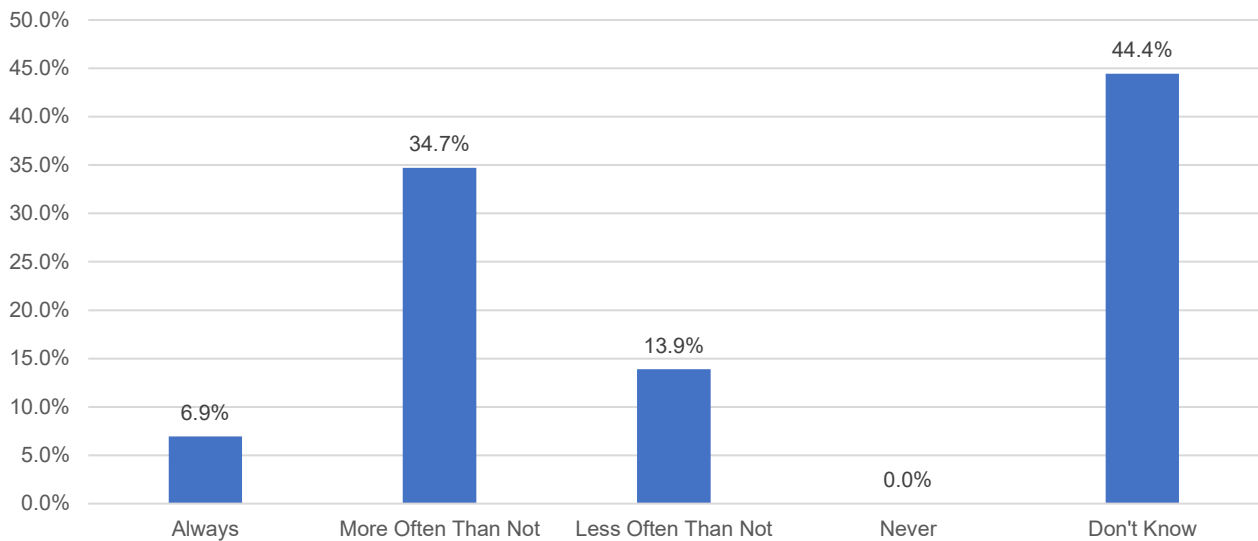


Options were provided for conflicts between Pedestrians and Pedestrians, Pedestrians and Cyclists, and Cyclists and Vehicles. These options were not selected by any interviewees.

A majority of interviewees state that they have witnessed and experienced no conflicts on the route. 16.7% state they have seen conflicts between cyclists. It could be assumed that these have occurred on the new cycle path as it is unlikely that cyclists would meet each other head on or try to pass one another on the road.

It also unclear what interviewees would consider constitutes a conflict.

Question 13 – When using this route, have vehicles using the accesses to the properties on the west side been giving way to pedestrians and cyclists?



For this question, no interviewees have stated “Never”. But although the option “Don’t Know” was not offered, 44.4% have given this.

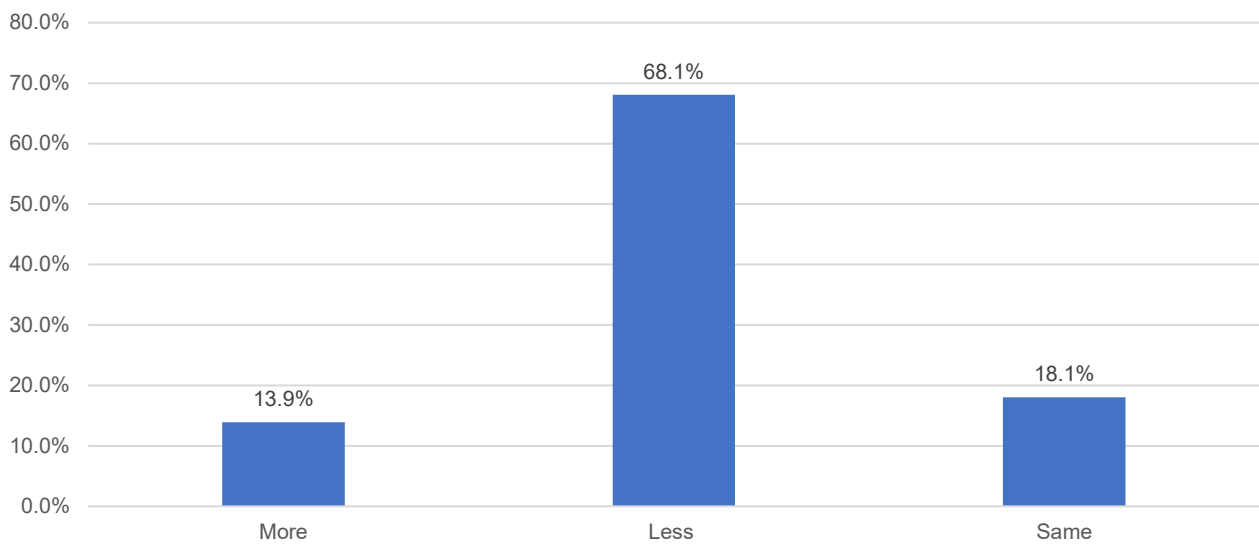
We felt it was important to add this answer for several reasons. The first is that not every interviewee can say with certainty that there have been no conflicts, so perhaps have stated that they do not know.

The second is that the answer could be dependent on what side of the road interviewees normally walk on; those who normally walk on the west are more likely to have witnessed a conflict, whereas those on the opposite side are more likely to facing straight ahead and therefore less likely to notice a conflict.

The third is that staff on site could tell interviewees unfamiliar with the locality / position of the street what side the properties to the west were located on.

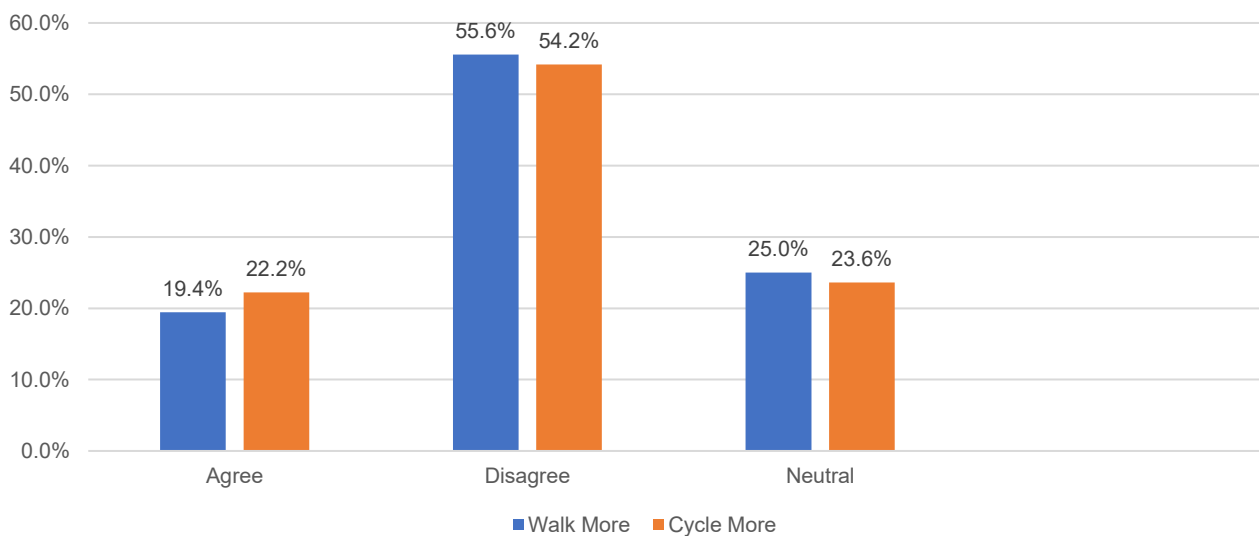
Finally, interviews obtained out with the new route at the other intercept points may not normally walk along the route and therefore be unfamiliar with what side the west properties are on, or have seen any conflicts.

Question 14 – Have you encountered more or less difficulty using the route since it was constructed?



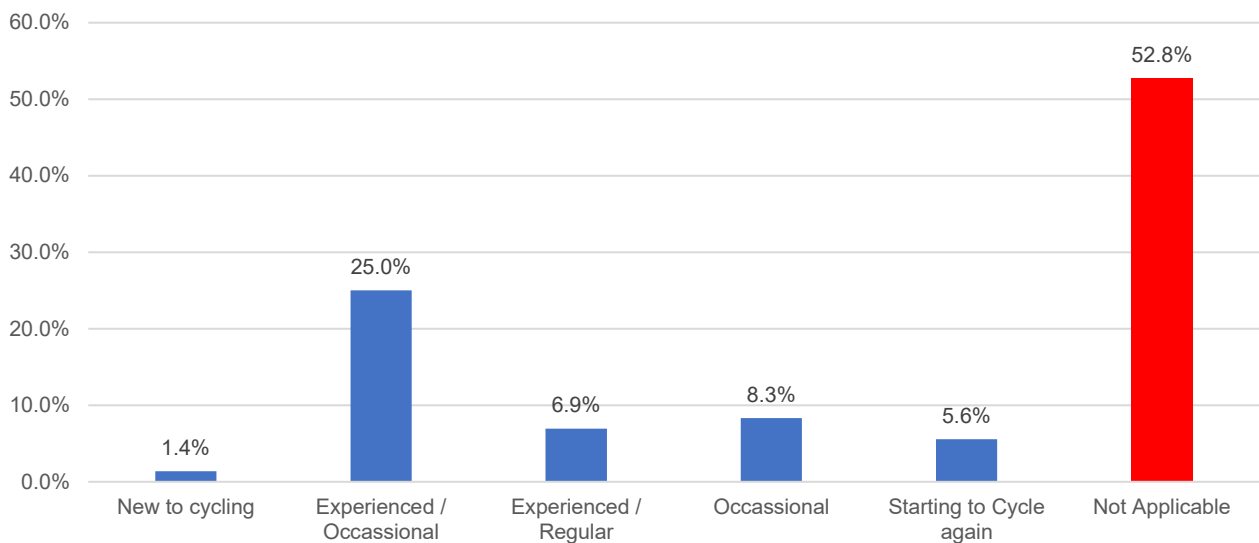
A majority state that they have encountered less difficulty using the route since the upgrade works.

Question 15A and 15B – Due to the new facilities along the route, do you agree or disagree that you intend to walk or cycle more in the next 12 months?

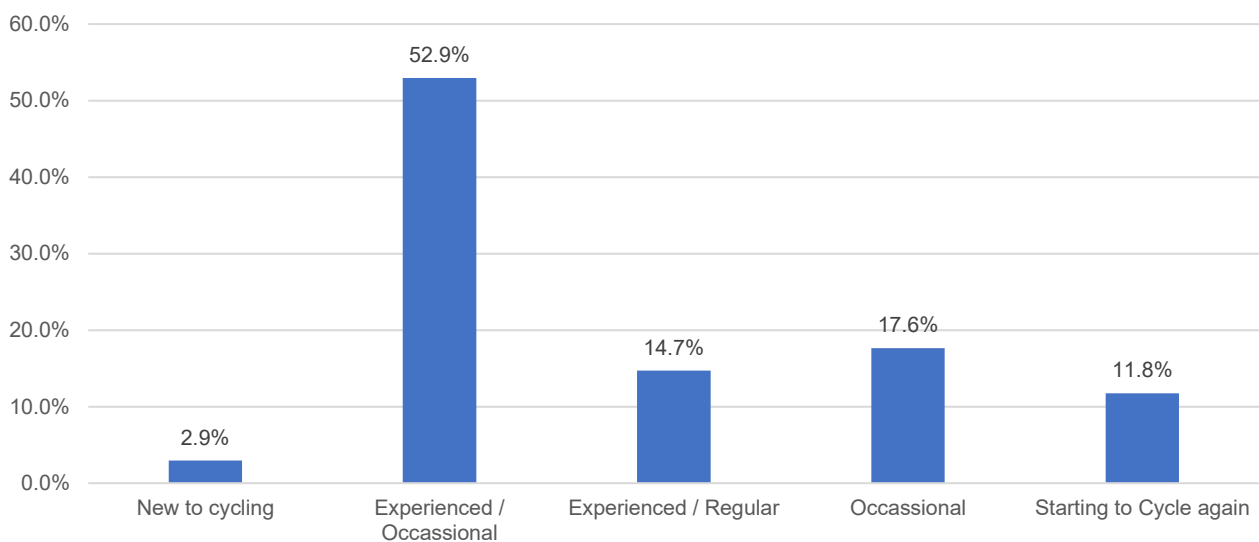


A majority of interviewees have stated that they are unlikely to walk or cycle more along this route. Some of those interviewed may already have been frequent users of the route, and therefore could not increase or decrease their usage.

Question 16 – If you cycle, how would you describe yourself?



From the above we can see that the majority of interviewees are non-cyclists. Of the cyclists, a majority consider themselves to be experienced.



When non-cyclists are removed from the analysis, we can see that a clear majority consider themselves to be experienced.

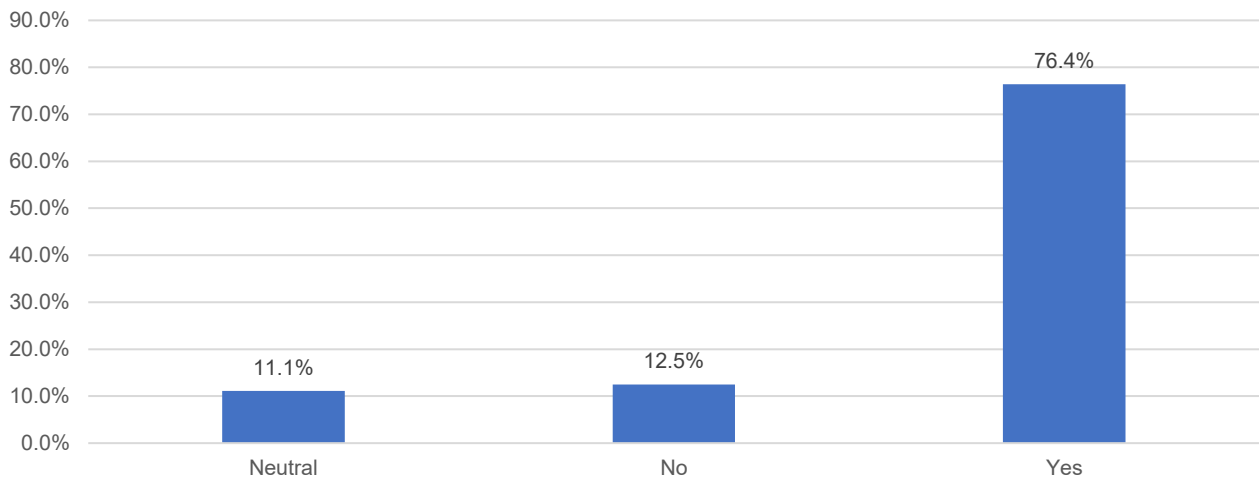
Question 17 – Are your activities limited by a health problem or disability which has lasted or is expected to last for at least 12 months?

No interviewees stated that they had any sort of disability or health issue. Had they done so, this may have affected the answers given to Question 9 as to whether or not interviewees felt the works had made the route more accessible.

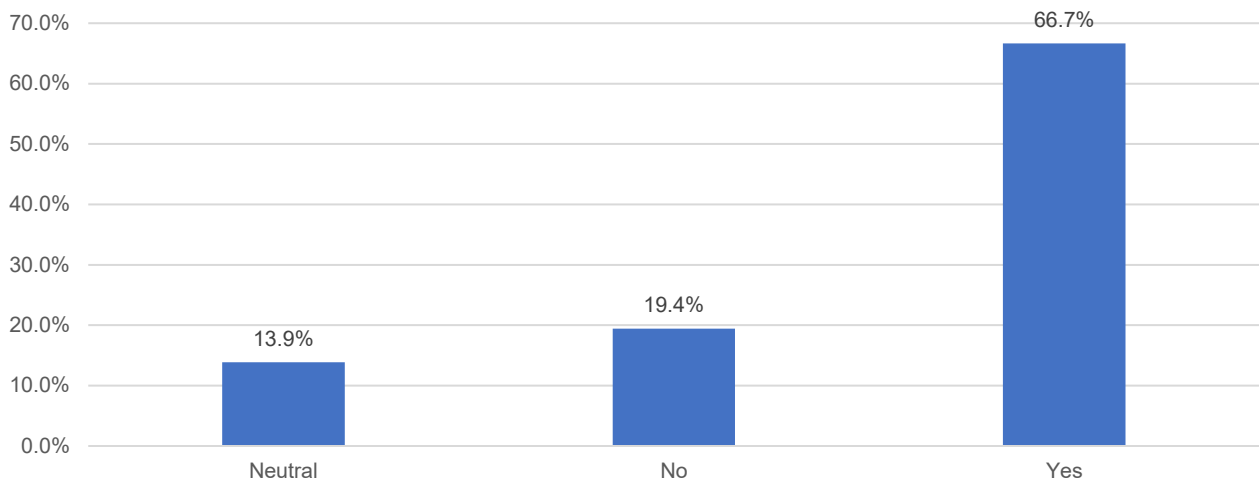
Question 18 – Do you agree or disagree with the following statements?

A different graph is provided for each option. For each option everyone stated whether or not they Agreed, Disagreed, or felt Neutral. Whilst a majority express a positive opinion for all questions, the biggest majorities appear to relate to the aesthetic / safety aspects of the improvement works.

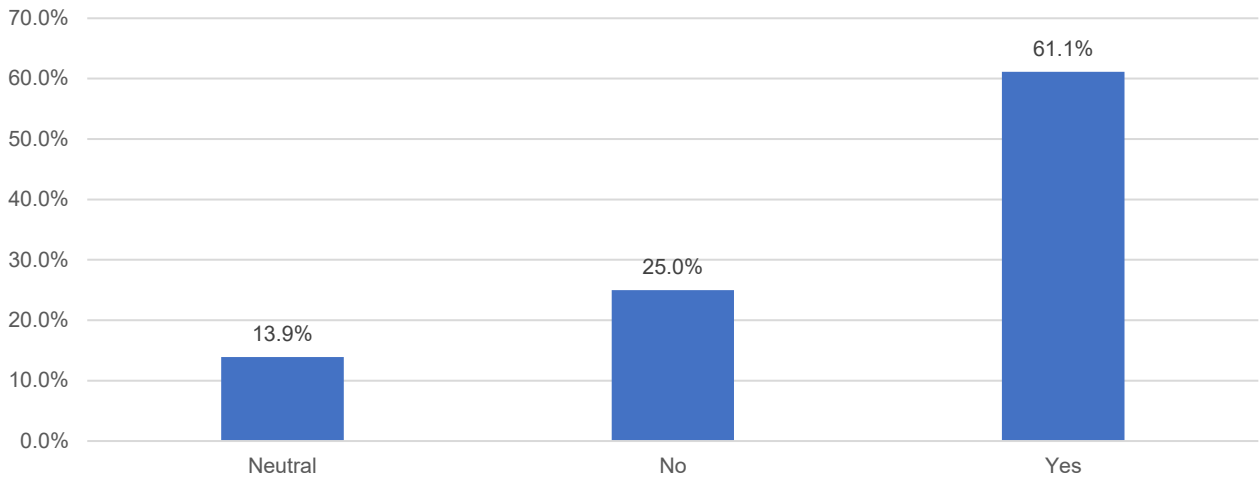
Question 18A - Street is well lit



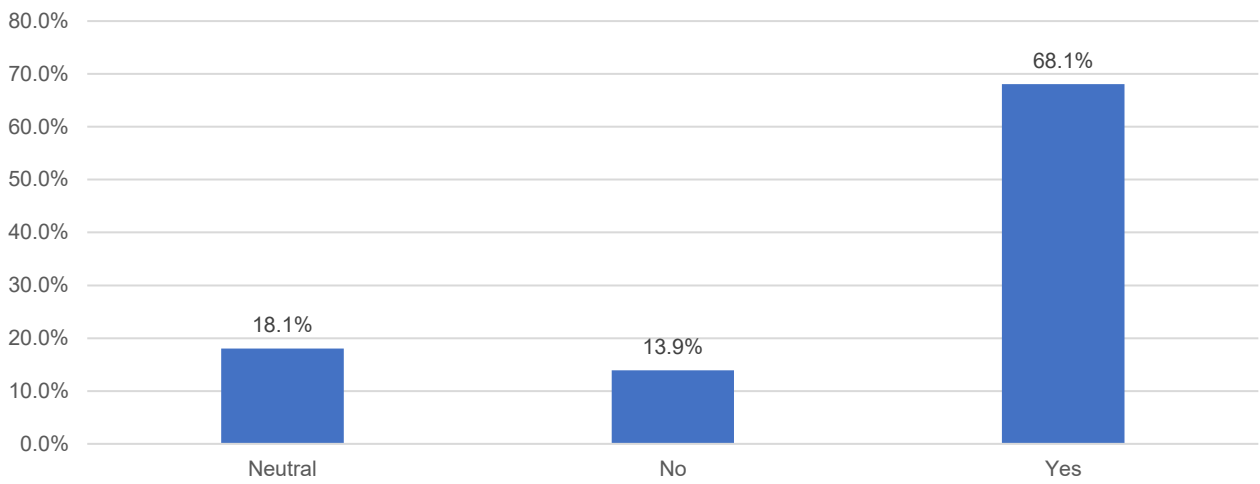
Question 18B - Street is well maintained



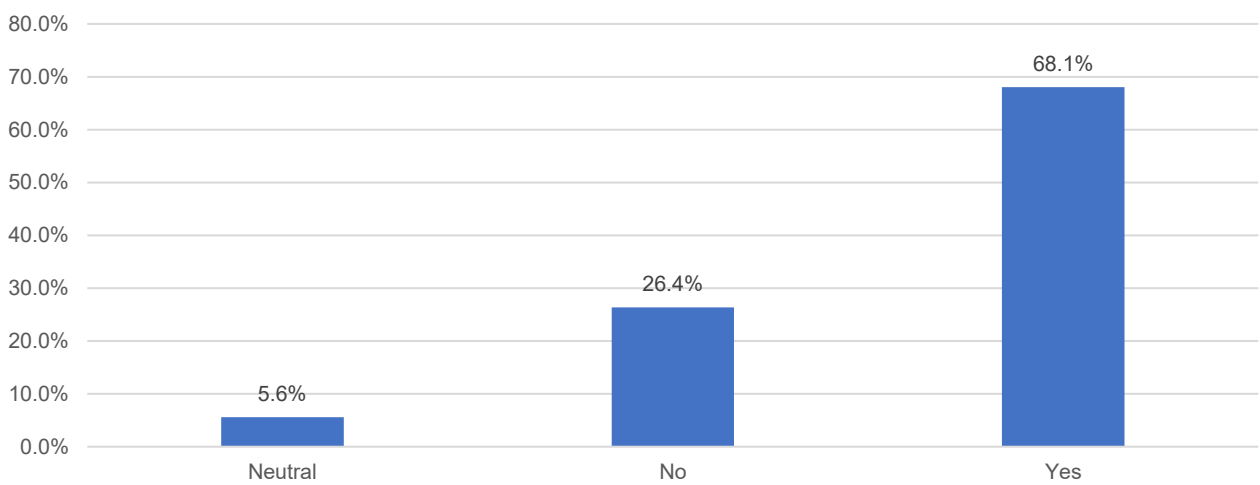
Question 18C - Street is easily accessible



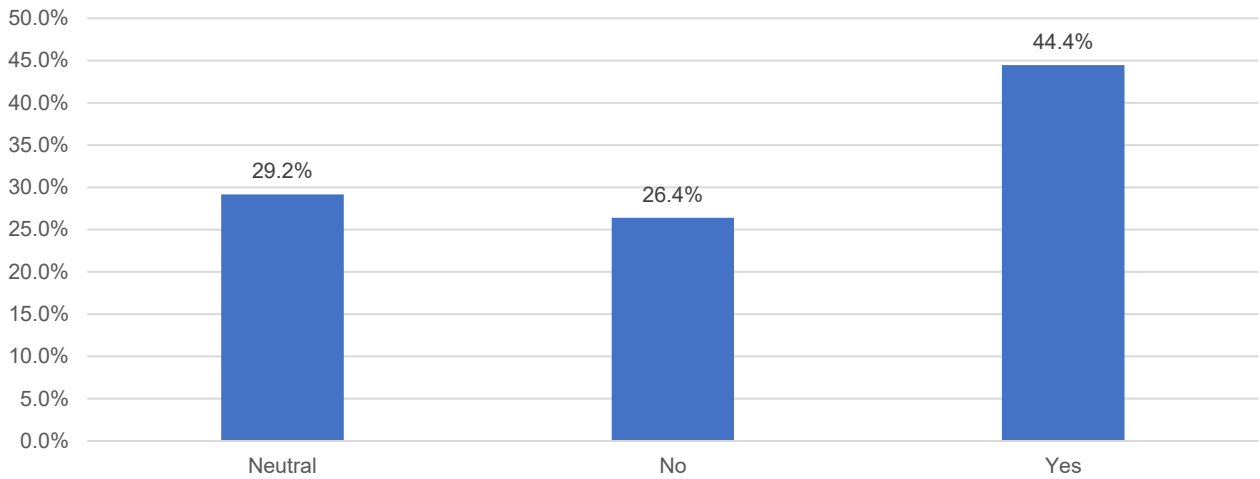
Question 18D - Street enhances the area



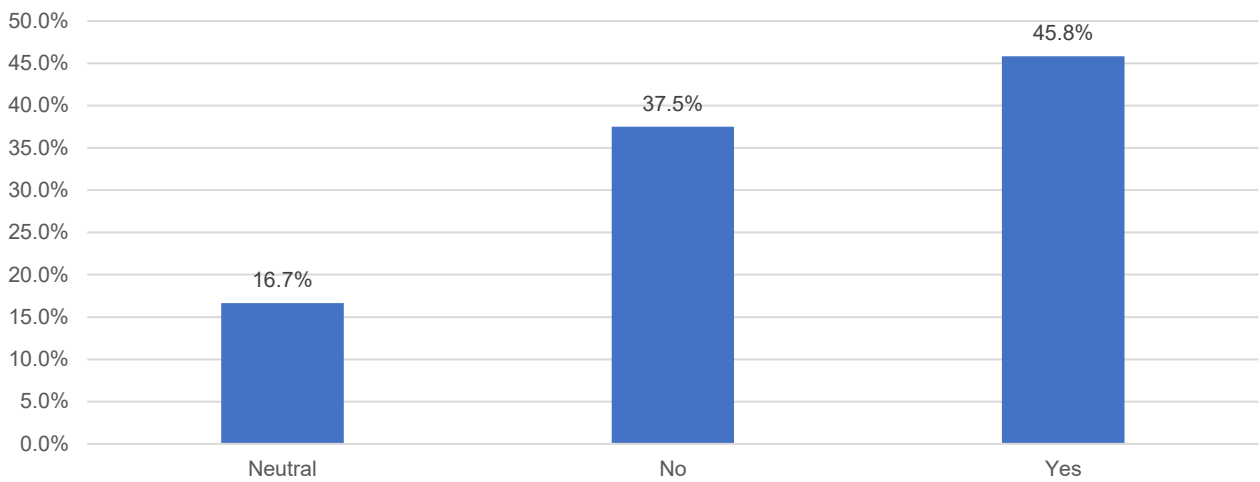
Question 18E - Street feels safe



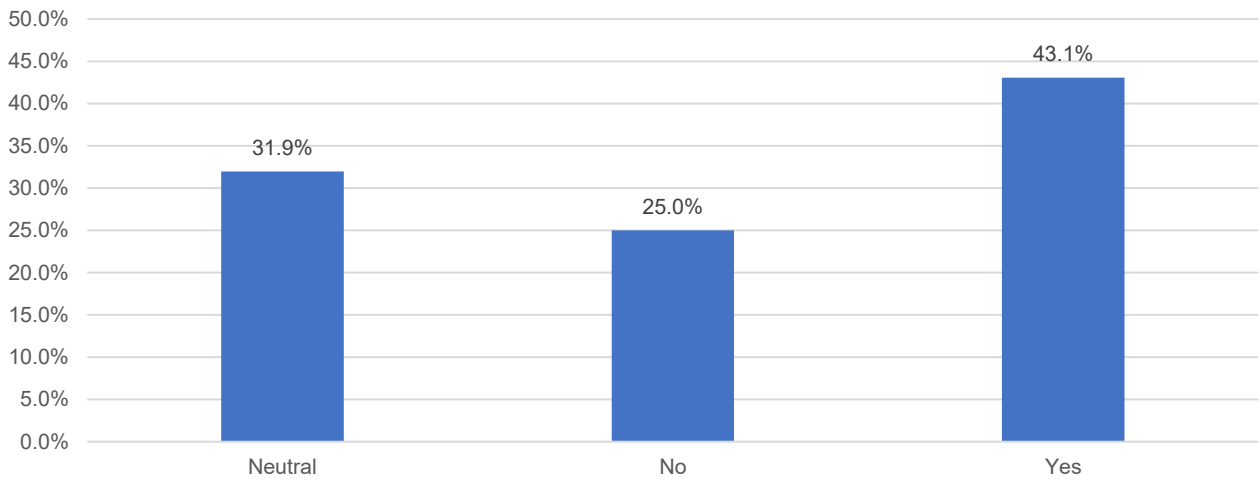
Question 18F - Street is fit for purpose



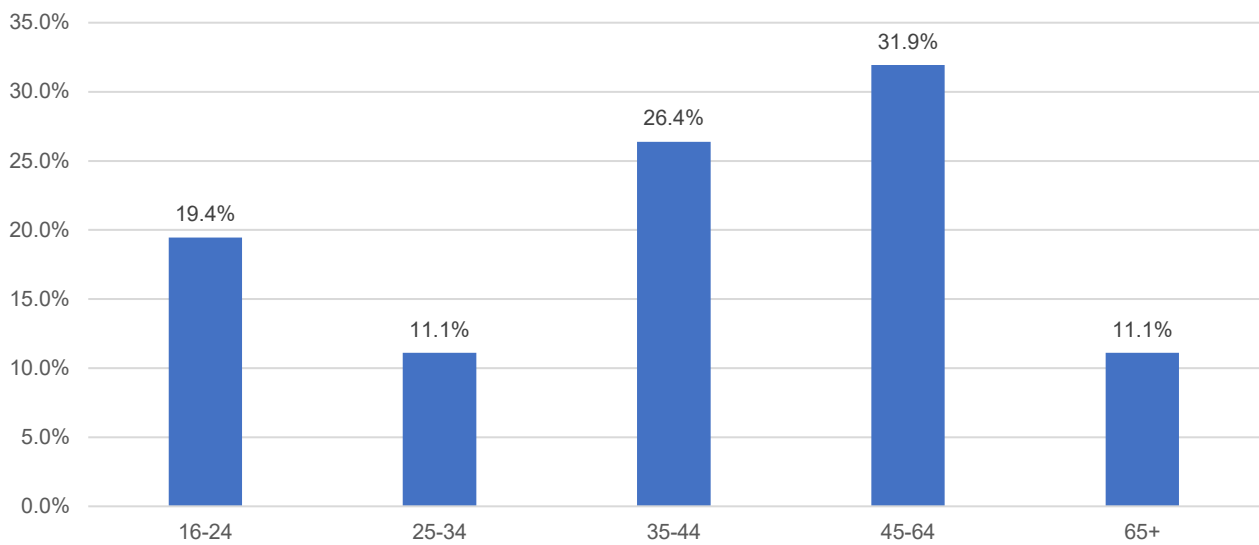
Question 18G - Street encourages me to walk or cycle more



Question 18H - Street meets needs of community



Question 19 – Age category of interviewees



The above gives a breakdown of age categories. No real conclusions can be drawn as to why interviewees fell into such categories, or why more response came from those aged over 35. But potentially a breakdown of age categories of cyclists, walkers etc may provide some useful insight?

Question 20 – Additional Comments

Only 16 of the 72 interviewees made any sort of comment. Of the 16 comments, only 3 were of a positive nature, with the rest criticising the expenditure required for the upgrade works, or criticising other infrastructure in Aberdeen City Centre.

These negative comments are at odds with the results of the surveys which indicate a positive attitude towards the upgrade works. And because the majority of the 72 interviewees chose not to comment, no assessment can be made of their personal opinion.

No
£12m could have been spent elsewhere
An utter waste of £12m. I cycle quite a lot and feel that the cycle lanes added here is totally unnecessary, hardly used at all and a wide road is a far better use of space for all.
Area looks better for these works
Cycle paths need to come to other cycle paths throughout the city
Hardly anybody uses it
I like the improvements
I like the improvements
I previously used the route without issue. So why the upgrades?
Not a good use of money
The main issue is the extremely short duration (about 5 seconds at a time) that the "green man" is on for when crossing at the bottom of College Street. This doesn't allow enough time for pedestrians to walk across the road safely, especially those with mobility issues. An increase to 10 seconds would at least give most people a good chance to complete the crossing without having to run, which in icy conditions, is clearly not a good idea.
The new junction is geared for cars, hence encouraging more car use, which is undesirable. The timing of the lights for pedestrians is inadequate, especially for those crossing diagonally.
The sequence to get across the road at Millburn is very short as the lights turn green before getting across the street which is dangerous for pedestrians.
Total waste of money, classic Aberdeen Council. This and the bus gate are totally pointless, how about filling the 30+ empty units on union Street, filling the pothole, not just patching them up. Bus gate has had a negative impact on union square, just so busses with about 4-6 people on them can get about quicker. People in cars bring money into the city, now they have to go much further so adding to pollution... not even going to mention ULEZ...
Waste or money
We don't live in a city where everyone can cycle first due to the structure, hills etc and also due to the weather for 9 months of the year. It is increasingly hard to get anywhere with the road closures living in Ferryhill and is making it less and less appealing to live in the city to the extent of thinking of moving further away. What is the benefit of living in the city if you can't use your car to get anywhere. The priorities are all wrong and are taking away from city residents. This was a waste of time and instead the new routes need to be surveyed and they make journey times from Ferryhill twice as long and I am also worried about the increased traffic in the area with there being a school and community centre so nearby.

Disability Equity Partnership

South College Street



The layout and design of the footpaths and adjoining two way cyclepath newly created on South College Street is concerning to members of DEP. In particular for those we represent who have a visual impairment or use a wheelchair or scooter to perambulate.

This document deals primarily with the crossing point at the corner of South College Street and North Esplanade/Riverside Drive beside the car park.

This site was chosen as it is a busy junction on route to and from Torry, Ferryhill, South College St businesses and the Duthie Park.



This photograph shows the width of the footpath. It measures 142cm. The standard width recommended for a footpath is 200cm. Given that half a meter from either edge is unusable space, pedestrians are left with 42cm of usable pathway.

In stark contrast, the two way cycle lane has been given 240cm width.





This image shows the clear disparity between the space afforded the cyclists as opposed to the pedestrians. Contrary to the much quoted Cycling by Design guidance, the footway has been sacrificed in favour of the cycleway.

This design is also not compliant with the hierarchy of travel, which puts pedestrians and wheelchair users firmly at the top.

It also shows the confusing layout of tactile surfaces. We see corrugated paving, leading to smooth tar, leading to blister paving, then more smooth tar before again having to contend with corrugated paving. The expanses of corrugated paving will cause difficulty and great discomfort for those using manual wheelchairs and rollators. For a manual wheelchair/rollator user this adds extra difficulty as they not only have to deal with the incline but have to push themselves over the corrugated paving. The slopes needed to make the crossing point flush with the carriageway have created three separate inclines that wheelchair and rollator users have to battle. This arrangement is both confusing for people with visual impairment and dangerous for manual wheelchair and rollator users. Other than the change of surface (the corrugated paving is oriented to prevent rumbling for the cyclist) nothing is in place to prevent conflict between pedestrians waiting to cross and cyclists looking to travel through.



To illustrate the difficulty posed, this image shows that when a pedestrian with a baby buggy was using the footway, a pedestrian travelling in the opposite direction had to step into the active cycleway as there was insufficient space for the two to pass comfortably. If this situation arises between a pedestrian with a buggy or pram (which tend to be larger and wider) and a wheelchair/mobility scooter/rollator user or visually impaired person, who has right of way, which if these travellers will have to use the active cycleway? Because of the width of the footway and the height of the kerb it will be impossible for a wheelchair user to get off, or indeed back on, the footway. There is a real danger that deaf people could step into the active cycleway in front of a cyclist coming up from behind as they won't hear them approaching. This is true of many people, not only those with significant hearing loss, who won't hear the cyclist over the noise of the traffic. Cycling by Design recommends that cycles be treated as traffic, therefore, this design causes vulnerable people to step into the flow of traffic.



The kerb between the footpath and the cycleway is between 7 and 8 cm high. Over the length of the corrugated paving, this reduces to meet the level of the designated crossing area. As mentioned previously, this could cause problems for many disabled people. Those with a visual impairment may believe that they have reached the crossing area because the tactile paving is in place, and step off the kerb, not realising that it is there. Wheelchairs are easily forced off course by uneven surfaces and camber. Even a slight convex or arched shape to the surface can cause them to veer off downhill. Not all wheelchair users have good upper body strength or indeed any core strength and these people will have great difficulty using the area.

Conclusion

DEP has not visited the entirety of South College street to know if these flaws are replicated along the piece.

The section detailed here was chosen as it is part of the route from Union Square to Duthie Park, the boating sheds (swing park) and the river side.

The area will need significant change to make it safe for people with physical disabilities, elderly people and those with sensory impairments.

Some of the issues detailed were brought to the

Attention of officers but unfortunately the work was close to completion, and had been completed and opened to the public before DEP members could present their findings.

Remedial works will be necessary to make South College Street and its junction with North Esplanade/Riverside Drive functional for everyone.

It is vital to the independence, freedom and choice of people with disabilities that this design is not replicated across the city.

Visit to South College Street

Libby Hillhouse (NESS (Northeast Sensory Services) Training and Information Officer) and Lindsey Fleming (NESS Rehabilitation for Visual Impairment Officer – Rehab Worker) visited the South College Street site to get a better understanding of the design and how someone who was visually impaired would use it as well as how the Rehab Worker would train them to navigate the environment. Rehab Workers usually train cane users to use familiar routes that are used regularly, rather than training them for any type of route that they might come across.

We also visited the Tillydrone site to get a better understanding of the road layout there.

We took some pictures and below each picture have added some observations about the particular design feature in the image. We hope this contributes to the ongoing discussions about the changing streetscape in Aberdeen.

South College Street

Image 1



Image shows the start of footway and bidirectional cycle lane looking towards Queen Elizabeth Bridge from just outside the small car park at the bottom of the pedestrian bridge. It shows the footway/bidirectional cycle lane sweeping round to the left, with the tramline tactile paving as well as painted white bicycle symbols on the left indicating the cycle lane, and the ladder tactile paving indicating the footway. While it is clearly marked on the road surface with bicycle symbols, we think having symbols representing the pedestrian footway would benefit everyone, particularly those who are partially sighted and who may not use a long cane. The street signs indicating the footway/cycle path are very high up, very small, difficult to see and make sense of.

Image 2



The image shows the sign indicating the start of the pedestrian footway on the left and cycle lane on the right, which sits just inside the pedestrian footway, on the outside of the metal wall that surrounds a small car park. The sign is blue with white icons background.

The signs indicating the footway and cycle lane are difficult to see as they are really small and very high up. In some situations, along the route, the signs are not positioned in a way that face the direction that pedestrian or cyclists would be travelling in.

We understand that part of the reason for them being so high is so that they do not present hazards, however there is little point in having signs that are not usable because they are too difficult to see for the people that they are aimed at. This is why we suggest that having the white symbols/icons on the footway as well as the cycle lane would be of benefit.

It is also clear from both images that the delineator line has insufficient colour contrast, causing difficulties in pedestrians understanding where the edge of their footway is. This could cause with navigating the space for many people who are not cane users as well as issues with tripping over the kerb edge design. We believe that a white line along the delineator line would help clarify the edge of the footway.

Image 3



The image shows the footway and cycle lane as it runs along the edge of the roundabout towards South College Street. The railway bridge is visible in the distance and the wall surrounding the small car park is to our left.

It is clear in this image as how difficult it is to identify the delineator kerb particularly when it is wet. A white line along the delineator kerb would be of benefit.

Image 4



The image shows the entrance to the side street just past the railway bridge on South College Street, when heading back into the town centre. It looks like a continuous footway, where the road has been raised to pavement level, with a ramp on either side and road markings inside the junction for cars emerging from the junction onto the main road.

We think this entrance to the side Street is problematic. Although well designed, in terms of the kerb, ramp and clear road markings, because cars are turning into it off a busy and fast road, drivers may not feel confident enough to slow down to allow pedestrians to continue across what appears to be a continuous footway. We believe the use of a continuous footway in this situation is not appropriate and refer you to the Living Streets research that was circulated recently.

Image 5



This image shows the same junction of the side road but from inside the side road looking out to the South College Street, with the Arches in the distance. The road markings for cars exiting the junction can be seen. Ladder tactile pavings or corrugated tactile paving can be seen in the foreground, one of the right hand pavement and another on the left hand pavement, several metres from the actual junction. The tactile paving on the left side is slightly closer to the junction than the tactile paving on the right hand side of the pavement.

We have some concerns about the use of this corrugated tactile paving. While it is known for identifying hazards, it is more associated with indicating steps/stairs and we think this is too far away for it to be clearly understood as a warning and what the warning is.

They also do not line up across the street, but are offset, which we feel may cause confusion. While they are not meant to be used as crossing blister paving tactiles, in reality, they may become a reference point for people trying to cross the side road in the absence of tactile paving, particularly if someone is not confident using the continuous footway or someone coming from the residential area, when they are likely to cross the side street before they reach the actual junction. We felt these were confusing.

Image 6



This image shows another blue sign with white icons indicating the start of the footway on the left and cycle lane on the right. It sits high on a grey pole, slightly offset from a wall on the left, and in line with the left side of the pedestrian footway, so pedestrians walking close to the wall would have to walk round it. The view is looking northwards up South College Street, with the Arches on the left.

This is another example of the sign that is too high for it to be useable for pedestrians and cyclists, as well as too small. It is not obvious when you are walking down the street. We wondered if the sign would be better fixed to the wall, so it wasn't obstructing the entrance to the pedestrian footway?

Image 7



The image shows the view of the side street entrance on the right looking southwards down South College Street, with the railway bridge in the distance to the left. A mix of flats can be seen on the right following the turn of road as it turns left. There are no visible signs indicating where the footway and cycle lane is, either on the ground or on roadside signs.

This image also shows the poor contrast of the delineator line.

Image 8



The image shows a junction designed for bicycles with an entrance and exit using typical road markings for junctions. In the foreground is a blue and white sign indicating that this short piece of street is a cycle lane. The sign is offset slightly from the cycle lane on a grassy area.

We felt this sign was slightly bigger and at a better height to inform people where the cycle lane was. This may be because there was more space to offset the sign, so that is unlikely to cause a hazard.

Tillydrone Image 1



This image is of the cycle/pedestrian footway infrastructure in Tillydrone, which we also visited to get a better understanding of the two areas.

The image shows the cycle lane on the left side of the Tillydrone Avenue, looking Northwards. There are a series of the blue and white signs showing the footway and cycle lane and shared spaces, with flats alongside the left-hand side of the image. The signs sit in a narrow grass verge, creating a distinct cycle lane and pedestrian footway.

This is clearly is an older street design, however, we felt that the signs indicating the footway/cycle lanes and shared spaces were better – the signs appeared to be slightly bigger and slightly lower down and were positioned in a logical line/place so you could clearly identify what they were referring to. We wondered if this had been possible because the space was wider, more open, and visually less cluttered environment than South College Street?

However, the cycle lane is on the inside (left hand side) and the footway on the outside (right hand side next to the road). This is completely not intuitive, and we saw people who naturally walked down the cycle lane, intuitively interpreting this as the footway. The overall design, with the strip of grass between the footway and cycle was good however, but again benefited from the available space.

We hope that these observations, questions, and comments are worth considering as the city goes forward in the design of the streetscape.

Libby Hillhouse
Training and Information Officer
NESS



Your Ref:
Our Ref: BM/AM/D4320
Contact: Bruce MacFarlane
Location: Marischal College
Ground Floor North

Date: <Date>

Dear Business Proprietor or Representative,

South College Street Junction Improvements Phase 1 – Adjacent Businesses Feedback Invitation

Aberdeen City Council has substantially completed construction of the South College Street Junction Improvements Project, with some minor alteration and remedial works continuing in the area over the next few weeks. The project consists of junction upgrades, road widening measures and new pedestrian & cycling facilities which will increase network capacity, improving traffic flow and increase pedestrian & cycling infrastructure and connectivity. The project also includes alterations to access arrangements and parking & loading provision. The project will support the City Centre Masterplan's infrastructure strategy for bus priority measures aimed at removing the impact of congestion on bus journey times through the city centre. It will also enable the implementation of public realm enhancements along Guild Street and Union Street, providing alternative options to accommodate the rerouting of vehicular traffic.

We are contacting you as a business proprietor or representative that may have an interest in the project. ACC has commenced a process of monitoring & evaluation of the project, to assess the early benefits and any detrimental impacts which may have occurred. If you wish to contribute to this process and have not already provided comments in the questionnaire issued recently through Citizen Space for feedback from the general public, please submit your opinions via the following email address before 12 February 2024.

scsproject@aberdeencity.gov.uk.

Please note, information collated from this consultation may be included within any future reports to Council committees. In that circumstance we will not name individual business proprietors or representatives.

Yours faithfully,

South College Street Junction Improvements Project Team
Aberdeen City Council - Roads Projects

Privacy note:

We will retain correspondence for the duration of the Monitoring & Evaluation process and a further period afterwards to allow for the analysis of feedback. We may ask for further feedback during the M & E process or on its completion. If you, or a representative of your business, wish to have their details removed from our database, please do not hesitate to contact us, using the contact details within this letter, at any time.

More information about how we use your data, your rights, and the contact details of our Data Protection Officer, are available on our website at <https://www.aberdeencity.gov.uk/your-data>. You also have the right to make a complaint to the Information Commissioner's Office (<https://ico.org.uk>). They are the body responsible for making sure organizations' like the Council handle your data lawfully.

We consider collecting feedback and public consultation to be part our public task under Article 6(1)(e) of General Data Protection Regulation, as it is in the public interest for us to consult with our citizens about proposals for the use of this space. Where we collect special category data, our legal basis for processing is Article 9(2)(g), as this is substantially in the public interest.

Address	Street	City	Postcode	Business
1 The Arches	Palmerston Road	Aberdeen	AB11 5RE	Breakout Games
3 The Arches	Palmerston Road	Aberdeen	AB11 5RE	Wreck-It room
4 The Arches	Palmerston Road	Aberdeen	AB11 5RE	The House of Botanicals
10 The Arches	Palmerston Road	Aberdeen	AB11 5RE	City of Aberdeen Distillery
11 The Arches	Palmerston Road	Aberdeen	AB11 5RE	Sweet Mumma's Kitchen
	AMS House, 59 Palmerston Rd	Aberdeen	AB11 5QJ	AMS Global Group Limited
	5 Old Ford Road	Aberdeen	AB11 5RL	Rapid Removals & Dispatch Ltd.
	7 Old Ford Road	Aberdeen	AB11 5RJ	
Pilgrim House	Old Ford Road	Aberdeen	AB11 5RL	
Freedom House	Old Ford Road	Aberdeen	AB11 5RL	
	Old Ford Road	Aberdeen	AB11 5RL	Peterhead Transport
	Old Ford Road	Aberdeen	AB11 5RL	Skateraw Fisheries
	16 North Esplanade West	Aberdeen	AB11 5RJ	Neptune E&P UK Limited
	North Esplanade West	Aberdeen	AB11 5RJ	Cadherent Ltd
Millburn Cottage	Millburn Street	Aberdeen	AB11 6SS	Town & Country Veterinary Group
15 The Arches	South College Street	Aberdeen	AB11 6JX	I.S.S. (Aberdeen) Limited
16 The Arches	South College Street	Aberdeen	AB11 6JX	Vans4u Aberdeen
17 The Arches	South College Street	Aberdeen	AB11 6JX	Tristar Lighting & Design Ltd.
18 The Arches	South College Street	Aberdeen	AB11 6JX	AKR Fitness
19 The Arches	South College Street	Aberdeen	AB11 6JX	Results Gym Aberdeen Ltd
22 The Arches	South College Street	Aberdeen	AB11 6JX	Hatchet Harrys Axe Throwing
23 The Arches	South College Street	Aberdeen	AB11 6JX	Central Plastics & Roofing Ltd
25 The Arches	South College Street	Aberdeen	AB11 6JX	Direct Flooring
	124 South College Street	Aberdeen	AB11 6LA	Papa John's



Your Ref:
Our Ref: BM/AM/D4320
Contact: Bruce MacFarlane
Location: Marischal College
Ground Floor North

Date: <<Date>>

<<Address>>
<<Street>>
<<City>>
<<Postcode>>

Dear Owner/Occupier,

South College Street Junction Improvements (Phase 1) – Local Residents Feedback Invitation 2023

Aberdeen City Council has substantially completed construction of the South College Street Junction Improvements Project, with some minor alteration and remedial works continuing in the area over the next few months. The project consists of junction upgrades, road widening measures and new pedestrian & cycling facilities which will increase network capacity, improving traffic flow and increase pedestrian & cycling infrastructure and connectivity. The project also includes alterations to access arrangements and parking & loading provision. The project will support the City Centre Masterplan's infrastructure strategy for bus priority measures aimed at removing the impact of congestion on bus journey times through the city centre. It will also enable the implementation of public realm enhancements along Guild Street and Union Street, providing alternative options to accommodate the rerouting of vehicular traffic.

We are contacting you as a local resident that may have an interest in the project. ACC has commenced a process of monitoring & evaluation of the project, to assess the early benefits and any detrimental impacts which may have occurred. An opportunity to provide feedback on the construction works and the completed project will be available through the remainder of December and will remain open until 14 January 2024.

If you wish to contribute to this process, please submit your opinions (with any additional comments) in the Project Feedback section at the following website address: -

www.aberdeencity.gov.uk/scsimprovements

Please note, information collated from this consultation may be included within any future reports to Council committees. In that circumstance we will not name individual residents.

If you have any queries, please do not hesitate to contact us via the email address, scsproject@aberdeencity.gov.uk.

Yours faithfully,

South College Street Junction Improvements Project Team
Aberdeen City Council - Roads Projects

Privacy note:

We will retain correspondence for the duration of the Monitoring & Evaluation process and a further period afterwards to allow for the analysis of feedback. We may ask for further feedback during the M & E process or on its completion. If you wish to have your details removed from our database, please do not hesitate to contact us, using the contact details within this letter, at any time.

More information about how we use your data, your rights, and the contact details of our Data Protection Officer, are available on our website at <https://www.aberdeencity.gov.uk/your-data>. You also have the right to make a complaint to the Information Commissioner's Office (<https://ico.org.uk>). They are the body responsible for making sure organisations like the Council handle your data lawfully.

We consider collecting feedback and public consultation to be part our public task under Article 6(1)(e) of General Data Protection Regulation, as it is in the public interest for us to consult with our citizens about proposals for the use of this space. Where we collect special category data, our legal basis for processing is Article 9(2)(g), as this is substantially in the public interest

Address	Street	City	Postcode
Flat A	134 South College Street	Aberdeen	AB11 6LA
Flat B	134 South College Street	Aberdeen	AB11 6LA
Flat C	134 South College Street	Aberdeen	AB11 6LA
Flat D	134 South College Street	Aberdeen	AB11 6LA
Flat E	134 South College Street	Aberdeen	AB11 6LA
Flat F	134 South College Street	Aberdeen	AB11 6LA
Flat G	134 South College Street	Aberdeen	AB11 6LA
Flat H	134 South College Street	Aberdeen	AB11 6LA
Flat J	134 South College Street	Aberdeen	AB11 6LA
Flat A	136 South College Street	Aberdeen	AB11 6LA
Flat B	136 South College Street	Aberdeen	AB11 6LA
Flat C	136 South College Street	Aberdeen	AB11 6LA
Flat D	136 South College Street	Aberdeen	AB11 6LA
Flat E	136 South College Street	Aberdeen	AB11 6LA
Flat F	136 South College Street	Aberdeen	AB11 6LA
Flat G	136 South College Street	Aberdeen	AB11 6LA
Flat H	136 South College Street	Aberdeen	AB11 6LA
Flat J	136 South College Street	Aberdeen	AB11 6LA
Flat A	138 South College Street	Aberdeen	AB11 6LA
Flat B	138 South College Street	Aberdeen	AB11 6LA
Flat C	138 South College Street	Aberdeen	AB11 6LA
Flat D	138 South College Street	Aberdeen	AB11 6LA
Flat E	138 South College Street	Aberdeen	AB11 6LA
Flat F	138 South College Street	Aberdeen	AB11 6LA
Flat G	138 South College Street	Aberdeen	AB11 6LA
Flat H	138 South College Street	Aberdeen	AB11 6LA
Flat J	138 South College Street	Aberdeen	AB11 6LA
	140 South College Street	Aberdeen	AB11 6LA
	142 South College Street	Aberdeen	AB11 6LA
	144 South College Street	Aberdeen	AB11 6LA
	146 South College Street	Aberdeen	AB11 6LA
	148 South College Street	Aberdeen	AB11 6LA
	150 South College Street	Aberdeen	AB11 6LA
	152 South College Street	Aberdeen	AB11 6LA
	154 South College Street	Aberdeen	AB11 6LA
	156 South College Street	Aberdeen	AB11 6LA
	158 South College Street	Aberdeen	AB11 6LA
	160 South College Street	Aberdeen	AB11 6LA
	162 South College Street	Aberdeen	AB11 6LA
	164 South College Street	Aberdeen	AB11 6LA
	166 South College Street	Aberdeen	AB11 6LA

	168 South College Street	Aberdeen	AB11 6LA
Flat A	170 South College Street	Aberdeen	AB11 6LD
Flat B	170 South College Street	Aberdeen	AB11 6LD
Flat C	170 South College Street	Aberdeen	AB11 6LD
Flat D	170 South College Street	Aberdeen	AB11 6LD
Flat E	170 South College Street	Aberdeen	AB11 6LD
Flat F	170 South College Street	Aberdeen	AB11 6LD
Flat G	170 South College Street	Aberdeen	AB11 6LD
Flat H	170 South College Street	Aberdeen	AB11 6LD
Flat J	170 South College Street	Aberdeen	AB11 6LD
Flat K	170 South College Street	Aberdeen	AB11 6LD
Flat L	170 South College Street	Aberdeen	AB11 6LD
Flat M	170 South College Street	Aberdeen	AB11 6LD
Flat N	170 South College Street	Aberdeen	AB11 6LD
Flat A	172 South College Street	Aberdeen	AB11 6LD
Flat B	172 South College Street	Aberdeen	AB11 6LD
Flat C	172 South College Street	Aberdeen	AB11 6LD
Flat D	172 South College Street	Aberdeen	AB11 6LD
Flat E	172 South College Street	Aberdeen	AB11 6LD
Flat F	172 South College Street	Aberdeen	AB11 6LD
Flat G	172 South College Street	Aberdeen	AB11 6LD
Flat H	172 South College Street	Aberdeen	AB11 6LD
Flat J	172 South College Street	Aberdeen	AB11 6LD
Flat A	174 South College Street	Aberdeen	AB11 6LD
Flat B	174 South College Street	Aberdeen	AB11 6LD
Flat C	174 South College Street	Aberdeen	AB11 6LD
Flat D	174 South College Street	Aberdeen	AB11 6LD
Flat E	174 South College Street	Aberdeen	AB11 6LD
Flat F	174 South College Street	Aberdeen	AB11 6LD
Flat G	174 South College Street	Aberdeen	AB11 6LD
Flat H	174 South College Street	Aberdeen	AB11 6LD
Flat J	174 South College Street	Aberdeen	AB11 6LD
Flat A	176 South College Street	Aberdeen	AB11 6LD
Flat B	176 South College Street	Aberdeen	AB11 6LD
Flat C	176 South College Street	Aberdeen	AB11 6LD
Flat D	176 South College Street	Aberdeen	AB11 6LD
Flat E	176 South College Street	Aberdeen	AB11 6LD
Flat F	176 South College Street	Aberdeen	AB11 6LD
Flat G	176 South College Street	Aberdeen	AB11 6LD
Flat H	176 South College Street	Aberdeen	AB11 6LD
Flat J	176 South College Street	Aberdeen	AB11 6LD
Flat A	178 South College Street	Aberdeen	AB11 6LD

Flat B	178 South College Street	Aberdeen	AB11 6LD
Flat C	178 South College Street	Aberdeen	AB11 6LD
Flat D	178 South College Street	Aberdeen	AB11 6LD
Flat E	178 South College Street	Aberdeen	AB11 6LD
Flat F	178 South College Street	Aberdeen	AB11 6LD
Flat G	178 South College Street	Aberdeen	AB11 6LD
Flat H	178 South College Street	Aberdeen	AB11 6LD
Flat J	178 South College Street	Aberdeen	AB11 6LD
Flat A	180 South College Street	Aberdeen	AB11 6LD
Flat B	180 South College Street	Aberdeen	AB11 6LD
Flat C	180 South College Street	Aberdeen	AB11 6LD
Flat D	180 South College Street	Aberdeen	AB11 6LD
Flat E	180 South College Street	Aberdeen	AB11 6LD
Flat F	180 South College Street	Aberdeen	AB11 6LD
Flat G	180 South College Street	Aberdeen	AB11 6LD
Flat H	180 South College Street	Aberdeen	AB11 6LD
Flat J	180 South College Street	Aberdeen	AB11 6LD
Flat A	1 Bank Street	Aberdeen	AB11 7ST
Flat B	1 Bank Street	Aberdeen	AB11 7ST
Flat C	1 Bank Street	Aberdeen	AB11 7ST
1E	Bank Street	Aberdeen	AB11 7ST
	3 Bank Street	Aberdeen	AB11 7ST
Flat A	5 Bank Street	Aberdeen	AB11 7ST
Flat B	5 Bank Street	Aberdeen	AB11 7ST
Flat C	5 Bank Street	Aberdeen	AB11 7ST
Flat D	5 Bank Street	Aberdeen	AB11 7ST
Flat E	5 Bank Street	Aberdeen	AB11 7ST
Flat F	5 Bank Street	Aberdeen	AB11 7ST
Flat G	5 Bank Street	Aberdeen	AB11 7ST
Flat H	5 Bank Street	Aberdeen	AB11 7ST
Flat I	5 Bank Street	Aberdeen	AB11 7ST
	8 Bank Street	Aberdeen	AB11 7ST
	8A Bank Street	Aberdeen	AB11 7ST
	8B Bank Street	Aberdeen	AB11 7ST
	10 Bank Street	Aberdeen	AB11 7ST
	12 Bank Street	Aberdeen	AB11 7ST
	12A Bank Street	Aberdeen	AB11 7ST
1 Dee Village	Millburn Street	Aberdeen	AB11 6LG
2 Dee Village	Millburn Street	Aberdeen	AB11 6LG
3 Dee Village	Millburn Street	Aberdeen	AB11 6LG
4 Dee Village	Millburn Street	Aberdeen	AB11 6LG
5 Dee Village	Millburn Street	Aberdeen	AB11 6LG

6 Dee Village	Millburn Street	Aberdeen	AB11 6LG
7 Dee Village	Millburn Street	Aberdeen	AB11 6LG
8 Dee Village	Millburn Street	Aberdeen	AB11 6LG
9 Dee Village	Millburn Street	Aberdeen	AB11 6LG
10 Dee Village	Millburn Street	Aberdeen	AB11 6LG
11 Dee Village	Millburn Street	Aberdeen	AB11 6LG
12 Dee Village	Millburn Street	Aberdeen	AB11 6LG
14 Dee Village	Millburn Street	Aberdeen	AB11 6LG
15 Dee Village	Millburn Street	Aberdeen	AB11 6LG
16 Dee Village	Millburn Street	Aberdeen	AB11 6LG
17 Dee Village	Millburn Street	Aberdeen	AB11 6LG
18 Dee Village	Millburn Street	Aberdeen	AB11 6LG
19 Dee Village	Millburn Street	Aberdeen	AB11 6LG
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1	Portland Street	Aberdeen	AB11 6LN
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7	Portland Street	Aberdeen	AB11 6LN
First Floor Left	7 Portland Street	Aberdeen	AB11 6LN
First Floor Right	7 Portland Street	Aberdeen	AB11 6LN
Second Floor Left	7 Portland Street	Aberdeen	AB11 6LN
Second Floor Right	7 Portland Street	Aberdeen	AB11 6LN
Third Floor Left	7 Portland Street	Aberdeen	AB11 6LN
Third Floor Right	7 Portland Street	Aberdeen	AB11 6LN
Hayloft bar	9 Portland Street	Aberdeen	AB11 6LN
Flat 1	12 Portland Street	Aberdeen	AB11 6LL
Flat 2	12 Portland Street	Aberdeen	AB11 6LL
Flat 3	12 Portland Street	Aberdeen	AB11 6LL
Flat 4	12 Portland Street	Aberdeen	AB11 6LL
Flat 5	12 Portland Street	Aberdeen	AB11 6LL
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Attic flat right	18 Portland Street	Aberdeen	AB11 6LL
Ground Floor Flat	20 Portland Street	Aberdeen	AB11 6LL
First Floor Flat	20 Portland Street	Aberdeen	AB11 6LL
Second Floor Flat	20 Portland Street	Aberdeen	AB11 6LL
Flat 1	22 Portland Street	Aberdeen	AB11 6LL
Flat 2	22 Portland Street	Aberdeen	AB11 6LL
Flat 3	22 Portland Street	Aberdeen	AB11 6LL
Flat 4	22 Portland Street	Aberdeen	AB11 6LL
Flat 5	22 Portland Street	Aberdeen	AB11 6LL
Flat 6	22 Portland Street	Aberdeen	AB11 6LL
Ground Floor Flat Left	24 Portland Street	Aberdeen	AB11 6LL
Ground Floor Flat Right	24 Portland Street	Aberdeen	AB11 6LL
First Floor Flat Left	24 Portland Street	Aberdeen	AB11 6LL
First Floor Flat Right	24 Portland Street	Aberdeen	AB11 6LL
Second Floor Flat Left	24 Portland Street	Aberdeen	AB11 6LL
Second Floor Flat Right	24 Portland Street	Aberdeen	AB11 6LL
G/L	28 Portland Street	Aberdeen	AB11 6LJ
G/R	28 Portland Street	Aberdeen	AB11 6LJ
1/L	28 Portland Street	Aberdeen	AB11 6LJ
1/R	28 Portland Street	Aberdeen	AB11 6LJ
2/L	28 Portland Street	Aberdeen	AB11 6LJ
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G/L	32 Portland Street	Aberdeen	AB11 6LJ
G/R	32 Portland Street	Aberdeen	AB11 6LJ
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Second Floor Flat Left	36 Portland Street	Aberdeen	AB11 6LJ
Second Floor Flat Right	36 Portland Street	Aberdeen	AB11 6LJ
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	183 Portland Street	Aberdeen	AB11 6NT
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	213 Portland Street	Aberdeen	AB11 6NT
	215 Portland Street	Aberdeen	AB11 6NT



Your Ref:
Our Ref: BM/AM/D4320
Contact: Bruce MacFarlane
Location: Marischal College
Ground Floor North

Date: <Date>

Dear Stakeholder,

South College Street Junction Improvements Phase 1 – Stakeholder Feedback Invitation 2023

Aberdeen City Council has substantially completed construction of the South College Street Junction Improvements Project, with some minor alteration and remedial works continuing in the area over the next few months. The project consists of junction upgrades, road widening measures and new pedestrian & cycling facilities which will increase network capacity, improving traffic flow and increase pedestrian & cycling infrastructure and connectivity. The project also includes alterations to access arrangements and parking & loading provision. The project will support the City Centre Masterplan's infrastructure strategy for bus priority measures aimed at removing the impact of congestion on bus journey times through the city centre. It will also enable the implementation of public realm enhancements along Guild Street and Union Street, providing alternative options to accommodate the rerouting of vehicular traffic.

We are contacting you as a stakeholder that may have an interest in the project. ACC has commenced a process of monitoring & evaluation of the project, to assess the early benefits and any detrimental impacts which may have occurred. If you wish to contribute to this process, please submit your opinions (with any additional comments) in the Project Feedback section at the following website address: -

www.aberdeencity.gov.uk/scsimprovements

Please note, information collated from this consultation may be included within any future reports to Council committees. In that circumstance we will not name individual stakeholders.

If you have any queries, please do not hesitate to contact us via the email address, scsproject@aberdeencity.gov.uk.

Yours faithfully,

South College Street Junction Improvements Project Team
Aberdeen City Council - Roads Projects

Privacy note:

We will retain correspondence for the duration of the Monitoring & Evaluation process and a further period afterwards to allow for the analysis of feedback. We may ask for further feedback during the M & E process or on its completion. If you, or a representative of your group, wish to have their details removed from our database, please do not hesitate to contact us, using the contact details within this letter, at any time.

More information about how we use your data, your rights, and the contact details of our Data Protection Officer, are available on our website at <https://www.aberdeencity.gov.uk/your-data>. You also have the right to make a complaint to the Information Commissioner's Office (<https://ico.org.uk>). They are the body responsible for making sure organizations' like the Council handle your data lawfully.

We consider collecting feedback and public consultation to be part our public task under Article 6(1)(e) of General Data Protection Regulation, as it is in the public interest for us to consult with our citizens about proposals for the use of this space. Where we collect special category data, our legal basis for processing is Article 9(2)(g), as this is substantially in the public interest.

EMERGENCY SERVICES
Police Scotland
Scottish Fire and Rescue Service
Scottish Ambulance Service
PUBLIC TRANSPORT
Public Transport Unit
First Aberdeen Ltd
Stagecoach Bluebird
BUSINESS
Federation of Small Businesses
Road Haulage Association Ltd
Freight Transport Association
Aberdeen & Grampian Chamber of Commerce
CYCLISTS
Aberdeen Cycle Forum
Grampian Cycle Partnership:
Grampian Cyclists Touring Club
NESTRANS
TAXI
Aberdeen Taxi Centre
Rainbow City Taxis
Bon Accord Access Panel:
ACC Equalities Development Officer:
Disability Equity Partnership:
Aberdeen Civic Society
Aberdeen Inspired
POLITICAL
Council
Convener - Councillor David Cameron, the Lord Provost
Vice Convener - Councillor Steve Delaney, the Depute Provost
Finance & Resources Committee
Convener - Councillor Alex McLellan
Vice Convener - Councillor Ian Yuill

Net Zero, Environment and Transport Committee
Convener - Councillor Ian Yuill
Vice Convener - Councillor Miranda Radley
Electoral Ward No 12: Torry / Ferryhill
Christian Guy Allard - Scottish National Party
Lee Fairfull - Scottish National Party
Michael Kuszniir - Scottish Conservative and Unionist
Simon Watson - Scottish Labour
Aberdeen South MP
Stephen Flynn MP
MSP for Aberdeen Central (Constituency)
Kevin Stewart
MSPs for North East Scotland (Region)
Kevin Stewart
Maggie Chapman
Maurice Golden
Liam Kerr
Douglas Lumsden
Michael Marra
Mercedes Villalba
Tess White
MSP for Aberdeen South and North Kincardine (Constituency)
Audrey Nicoll
COMMUNITY COUNCILS
Ferryhill and Ruthrieston Community Council – Not established
City Centre Community Council
SCHOOLS
Harlaw Academy
Ferryhill Primary School
OTHER CONTACTS
Health & Transport Action Plan Programme Manager (A jointly funded post by NHS Grampian & Nestrans)
Andrew Stewart



Your Ref:
Our Ref: BM/AM/D4320
Contact: Bruce MacFarlane
Location: Marischal College
Ground Floor North

Date: <Date>

Aberdeen Cycle Forum
Grampian Cycle Partnership
Grampian Cyclists Touring Club
Disability Equity Partnership

Dear Stakeholder,

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As a representative of a stakeholder organisation we wish to invite you and other appropriate representatives from your group to a meeting to discuss the work completed on site and the feedback that you may have.

We would be obliged if you could confirm, by 19th November 2023, if you wish to meet with us and which days/dates and times may suit. We would propose to hold the meeting on site followed by a session in Marischal College, preferably during weekday hours - Monday to Friday, 10am to 4pm, due to available daylight. If this method and/or these times are not suitable, we may be able to accommodate alternatives including Microsoft Teams. If you or any other representative has any communication or other requirements for the meeting, please let us know what we can do to make you/them more comfortable.

In addition, if you or others wish to contribute to this process but are unable to attend a meeting there will be an opportunity, later in November, to submit comments (with

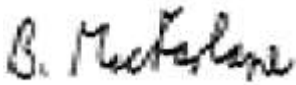
any supporting details or information) in the Project Feedback section at the following website address: -

www.aberdeency.gov.uk/scsimprovements

Please note, information collated from this consultation may be included within any future reports to Council committees. In that circumstance we will not name individual stakeholders.

If you have any queries, please do not hesitate to contact us via the email address, scsproject@aberdeency.gov.uk.

Yours sincerely,



B. MacFarlane
Senior Engineer
Roads Projects

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AKR Fitness

Hi,

Please see my feedback below:

Overall

Overall, my experience of this project reinforces the perception that the city council does not support small businesses.

Throughout the process, I got the impression that the council were more interested in being able to say they've consulted businesses in the area than genuinely want to hear my thoughts or have any sort of dialogue.

It felt we were run roughshod over for 7 months. And nobody really cared or listened.

Of course disruption is to be expected. And, yes, there have been some improvements to the area. But they came at a huge personal cost to me, and commercial cost to my business. And for the reasons described below, they seem to have been poorly thought through and poorly executed.

I am Aberdeen born and bred. I built a business from nothing and bootstrapped it up over a number of years. AKR improves the lives of people in Aberdeen. We employ 8 staff. We donate monthly to the charity, AberNecessities, and have won national awards for our customer service. I would have thought that businesses like mine are the ones that the city council would want to support. Sadly, my experience - reinforced throughout this project - has been the opposite.

While it's nice to be asked now for my thoughts, given my experience with the council to date, I will be hugely surprised if my feedback has any impact or if anyone from the city council takes the time to have a conversation with me about it.

Disruption

The disruption caused during the works was worse for my business than was the Covid pandemic.

Communication from the city council was terrible. No effort was made to support small, Independent, local businesses and it felt like every day there was a new problem to deal with.

The project - and road closures - ran on considerably longer than we were told. Work was restricted to daytime hours in case neighbouring residents complained about noise and as a result the project dragged on and on.

In addition to suffering commercially, there was also significant mess to external paintwork and interiors.

This caused me significant personal stress and my health suffered as a consequence.

Loading Areas

The loading areas on South College Street make no sense.

Loading-only restrictions start at 7am despite no loading ever taking place at that time over the past 8 years.

The only businesses open at 7am are gyms. Moreover, the actual parking restrictions (for regular parking spaces) start at 8am. So at 7am there's no rules in the regular parking but parking in loading zones is prohibited.

A better loading time would be 10am-4pm. This would increase the availability of parking spaces at times in which they are needed.

Additionally, there is far too much space reserved for loading-only and loading zones should be reduced in size.

Parking Spaces

There are insufficient parking spaces.

The business, Tristar, has two parking permits and their large van semi-permanently occupies one of the spaces directly outside of AKR Fitness. This further restricts parking in the area.

Perhaps businesses could have their own dedicated parking space that is within the present loading areas.

Parking permits for businesses are grossly overpriced when compared to residential permits.

Safety Concerns

The new pavements and cycle lanes are very smooth and become extremely slippery when it's frosty. This is a genuine safety concern for both pedestrians and cyclists in the area.

Drainage

The drainage in front of the arches is very poor. Rather than water being directed to the drains, it pools in front of each business where the kerb is lowered. It means businesses have a puddle outside the front door.

It would have made more sense to have a gradient so that rainwater goes down the drain.

Consultation Process

Although a "consultation" took place prior to the works being done, my impression was that it was mostly a box-ticking exercise and despite building a business in the area for 8 years, I felt had little power to influence the project in any way.

That said, I'm informed that residents of the flats on South College Street were able to change the plans for the car park opposite AKR Fitness. The plans changed from being parking spaces with some electric charging points to being a landscaped area. I was not informed of this change. The landscaped area of course means yet fewer parking spaces in the area. Moreover the city council unnecessarily blocked off these spaces for months before the project began.

Bicycle Parking / Shelter

I repeatedly heard that the project was part of a drive for "sustainable modes of transport". One minor concession I asked for was for a bike shelter in the area to support our many customers who cycle to our premises.

I was really disappointed - but unsurprised - to see this suggestion go ignored, particularly as it seemed a fit for the narrative around the project.

I appreciate that tone can get lost in email and would welcome an in-person chat as I believe we ultimately have the same goal of seeing Aberdeen thrive

████████████████████

████████████████████

AKR Fitness

Tristar Lighting & Design Ltd

Dear South College Street Junction Improvements Project Team,

In response to your letter dated 30th January 2024, I would like to make the following points regarding the completed construction of the South College Street Junction Improvements Project.

There is a bitterness from local businesses towards the Council and Projects Department for the loss of revenue which businesses in the Arches we will never recover when the road was closed for several months causing customers to go elsewhere. Customers had no access , receiving deliveries was impossible , the whole area was a mess with no vehicular access, broken telephone lines, noise and road closures around the area getting to South College Street made everything inconvenient.

There was no assistance from the Council and Councillors seem to disappear- what gave us a final kick in the teeth was when funding for any losses was rejected by the Council.

There was several roads closed at the same time along South College Street, North Esplanade , Riverside Drive, King George VI bridge all showing a lack of planning and mismanagement.

Now after the long closure nobody wants to come to this area as customers are now in the habit of going elsewhere and there is no trust towards the Council and planning of what should've been a simple road re-alignment. There are concerns for the next phase.

Today there is a cycle lane that only half the cycles use- the other half of cyclists still like to use the road holding up traffic.

Previously there was 110 parking spaces- now there is only 17. There is not enough parking spaces for employees of the Arches , no public transport for employees through South College Street there are no bus stops.

The pavement along the South College Street Arches undulates too much causing trip hazards. The undulation also causes pallets over 4ft high to topple over. The type of tar and degree of slope makes it very slippery on icy or snow conditions. There are puddles at the entrances of units where low kerbs are. Due to easy access there has been vandalism along the Arch units' buildings , when there wasn't a pavement there was no vandalism.

Do I believe this email will be read and taken seriously, nope.

Regards,



Tristar Lighting & Design Ltd.

17 South College Street

Aberdeen

AB11 6JX

Vans4U

After my business being as good as shut down by ACC for months because no one could get near any of the premises etc and gatemen wouldn't allow vehicle access, not ideal when the business is based on vans.

1, parking - hardly any parking spaces, there was originally meant to be more spaces between the flats and papa johns?

2, pavement cyclists using pavement passing doorways at excessive speed, accident waiting to happen.

3, loading bay is not safe it's too narrow for any driver to safely undo cargo lashings because the speed that vehicles are traveling.

4, drainage is very poor at doorways.

5, people blocking access to premises, often I can't get vehicles in or out of the premises because people park in front of the door.

6, surface of pavement - let's just say there was many you've been framed moments when it was icy, extremely slippery.

7, driving down college st people are not realising that the left lane is for left turn only, several near misses every day.

8, cyclists use the normal pavement or road, not using cycle lane.

9, stepping onto south college st pedestrians wouldn't know they are on a cycle lane

10, the new Junction onto the esplanade is an unfinished mess.

11, This whole project was a shambles from the start and all the businesses suffered, now there are bus gates the traffic flow has reduced as no one wants to go near town and just wait until the low emission zones go live, acc certainly know how to drive people away from the town.

I will stop there just now, but to sum it up the money could have been better spent elsewhere, this has done nothing for the businesses in the area and most businesses are looking to move, possibly to Aberdeenshire because people don't want to drive etc in town now.

Kind regards

████████

Thank you for this. We operate a business at no 15th The Arches and these “improvement” works have been an absolute nightmare.

We had 3 months last year of very restricted access and lost quite a few customers over this period.

We now have nowhere for staff, or our own delivery vehicles to park. There are 14 units in the arches on South College Street with no provision for staff parking. We did raise this at the planning stage but no suggestions were offered. If you look on Google Street View you have taken away almost 90 parking spaces between the Palmerston Place Junction and the railway bridge

We have a lovely new cycle lane opposite us which maybe sees a couple of bikes a day. We have almost as many cyclists and electric bikes flying down our pavement as they don't bother crossing the road for the 100 or so metres that is made for them.

We have a loading bay outside of our door, which is very narrow for delivery drivers getting in and out of their vehicles. With the road appearing to be wider the speeds of traffic coming down Soth College Street has noticeably increased since the “improvements”

Even though it is a loading bay this is not being enforced and vehicles can be parked there all day. Why are traffic wardens ignoring this side of the street? Often delivery vans and lorries are having to stop on the road and block the carriageway to get to us as the “1 hour” parking bays are full. Again, with vehicles parked there all day.

The pavement surface seems very smooth and with water running down the arch masonry it can make the pavements quite dangerous on frosty mornings. I think I have seen evidence once over the winter of a pavement gritter having come along.

The drainage in front of some of the units also seem very poor with puddles forming. Again not good on frosty mornings.

Regards

██████████

Hello [REDACTED]

Just a suggestion but Qu 11 and Qu 22 may need an additional option. Both require an answer. I believe the qu results for 11 and 22 may be skewed.

I live locally but not on site

I haven't witnessed any driver/cycle issues

Not sure if this can be altered now the survey has been issued.

Constructive criticism only, look forward to hearing the survey results

[REDACTED]

Dear [REDACTED]

I was going to respond to this consultation but Q11 was a required question which I couldn't answer therefore unable to submit answers to the other questions.

I don't live, own a business or work on or adjacent to the project roads but I have cycled along the cycle track a number of times. Do you only want opinions from people who live/work on or adjacent to these roads - if so I think you will either miss a lot of people with opinions or get incorrect answers to Q11..

[REDACTED]
[REDACTED]

I do not know if this is the correct link to add comments re the above, perhaps the comments from the public link should be more visible.

My only comment regarding the heading above is what is the targeted economic gain from these traffic changes. I can't see any financial justification regarding footfall, spending expectations etc. Surely the absolute main objective should be to make Aberdeen a richer city in economic terms. Its easy to spend money but not so easy to get value from the expenditure.

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