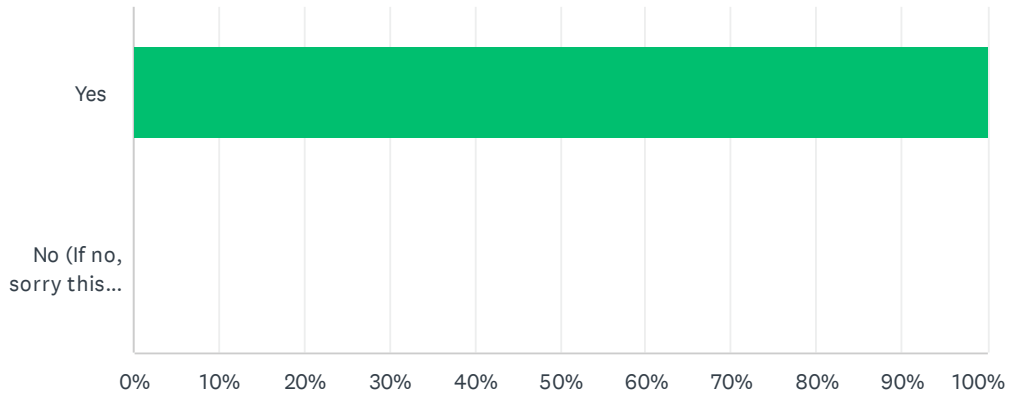


## Q1 Are you an Aberdeen levy payer?

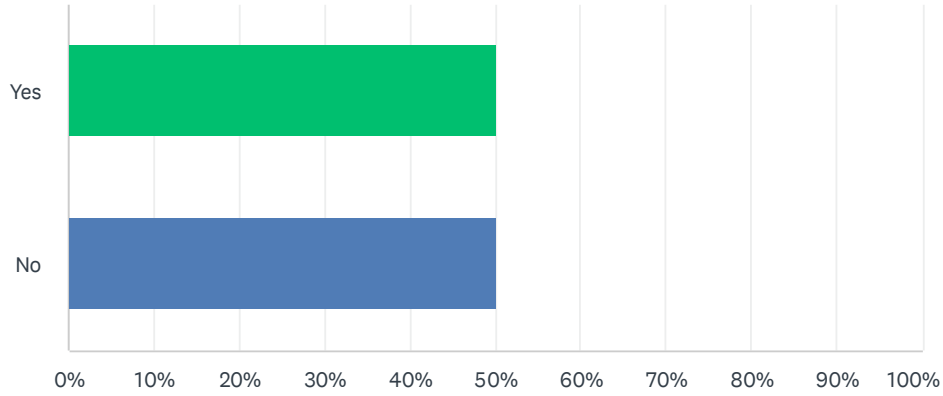
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	36
No (If no, sorry this survey is only for Aberdeen BID levy payers. Please exit the survey.)	0.00%	0
<b>TOTAL</b>		<b>36</b>

### Q3 Do you, or your business, regularly attend the quarterly Aberdeen Inspired Business Improvement District (BID) meetings?

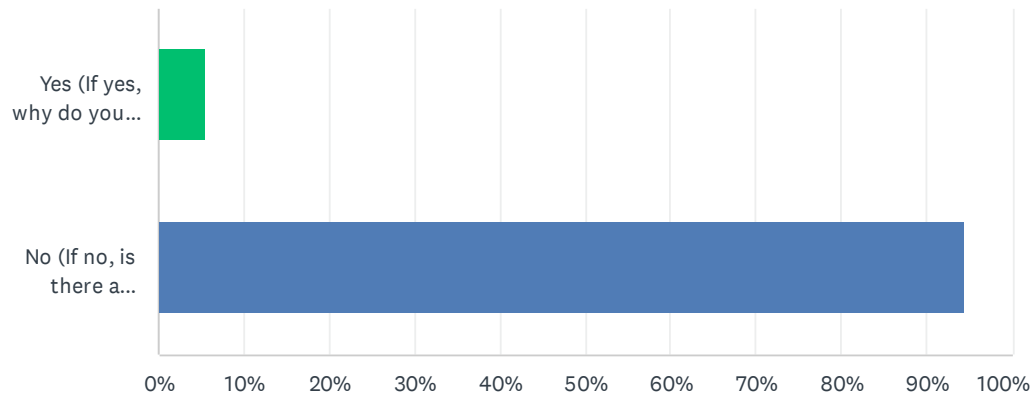
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.00%	18
No	50.00%	18
<b>TOTAL</b>		<b>36</b>

## Q4 Is your business supportive of the road layout changes in the ETRO?

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes (If yes, why do you approve of the changes? Please comment below).	5.56%	2
No (If no, is there a particular change to the ETRO you would like to see amended or removed and why, please comment below).	94.44%	34
<b>TOTAL</b>		<b>36</b>

#	PLEASE COMMENT HERE.	DATE
1	It has made it very difficult for our delivery drivers and customers to easily access the store.	1/22/2024 8:30 PM
2	Whilst this response is certainly not the unanimous view of everyone here, it is clear something to revitalise the city centre needs to be done, therefore until proven otherwise it would sensible to give this plan chance to prove itself.	1/22/2024 4:26 PM
3	We chose Union Street for our new boutique as it is considered centrally important to the city. The ETRO has had a very negative effect on encouraging people to the City Centre. We compete with the convenience of online shopping and the ETRO has put up another barrier to people visiting the 'High Street'. Poor communication of the Bus Gates has put fear of penalty to the road user. The Bus Gates and the extent of pedestrianisation should be reconsidered to make it easier for visitors to navigate the city.	1/22/2024 11:24 AM
4	Remove the bus gates. They are causing people who are infrequent users of the city centre to be afraid of coming in as they are scared of getting a fine. This is having a huge affect on our footfall.	1/22/2024 11:21 AM
5	Bus Gates reducing footfall in city centre	1/20/2024 10:37 AM
6	Bus gates removed, putting customers off coming into the city centre by car	1/19/2024 10:29 AM
7	Restricted roads are confusing, it's driving customers away for the city center. It is hard for people who are not using public transport to get to carparks and MSQ area.	1/18/2024 2:14 PM
8	Removal required - they discourage people from visiting the city centre	1/18/2024 8:46 AM
9	Removing the bus gate on Bridge street, allowing right turns on Union Terrace so you can drive toward school hill and lift ULEZ as the reduced cars in the ULEZ area has already addressed the emissions issue.	1/17/2024 11:30 PM
10	The scheme is confusing for customers and workers alike, it is in general restrictive to business going on in the city centre	1/17/2024 5:08 PM

## Aberdeen Inspired – New Bus Priority Route Levy Payer Survey

11	Difficult to navigate, makes some parts of the city difficult to get to and from without an extraordinary long diversion.	1/17/2024 4:46 PM
12	Bus gates opened, then x3 times union terrace has been closed making the bus gates on Bridge Street pointless. Memembers of staff unable to get to work - paying full fairs to get to work but having to get off at Berryden and walk into the city centre. Staff also having to take detours home as they cant turn right end of union terrace. Customers unable to access trinity parking or union square parking. Footfall started to decline when union street was pedestrisated after covid and progrssivly got worse over past 3 years	1/17/2024 4:38 PM
13	I would like the bus gate on market street and guild street removed	1/17/2024 4:14 PM
14	All of the bus gates removed and more support to get shoppers back it to the city centre. It's been awful for business. No one has the confidence to come into Aberdeen and the customers who have been given tickets has been totally put off. At this difficult time we want the council to be supporting us not putting more challenges in our way. Just when we are trying to recover from Covid sales more obstacles have been put in our way. Almost half sales based on the same time last year. It's impossible to compete with out of road retail parks when cars came pull up outside. How do the council expect people to come and purchase items such as lamps, heavy mirrors etc when they can't get anywhere near to collect. If we didn't own the building we would be another shop moving out of the city centre.	1/17/2024 4:13 PM
15	Has moved congestion to other routes	1/17/2024 4:12 PM
16	Considering ease of access, there is little logic in road closures that inhibit moving West to East without a wide detour. You cannot move West to East on Guild Street, Union Street, turning right from UnionTerrace towards Schoolhill or turning right from Rosemount Viaduct onto Skene Street. Driving from College Street Car Park to King Street (these points are examples for illustrative purposes), results in travelling to John Street or N Esplanade W. Drivers who do not know to turn left off Union Street before reaching Union Terrace, find themselves driving up to Rosemount Place to be able to turn right. This is confusing for residents until the get used to it, but very confusing for the visitor economy. The illogicality ha potential to damage Aberdeen as a visitor destination and encourage locals to talk down the city centre.	1/17/2024 3:48 PM
17	Our footfall and furniture orders have plummeted. This year alone we are down an agonising and 75% on the same period last year. Due to bus gates and customers not understanding or wanting to understand the new routes - we are now out of site and out of mind. We NEED the experiment to end ASAP. We also need to know how the planning department are going to compensate us for lost revenue during this disastrous experiment. Get rid of the Adelphi to Market street bus gate immediately as it is killing our business.	1/17/2024 3:46 PM
18	Bridge St bus gate has created inequitable routes for access to the city centre	1/17/2024 3:32 PM
19	The negative impact of poorly thought out changes is making city centre trading extemely tough. No though appears to have been given to the nature of Aberdeen's rural and geographically widespread catchemenr population	1/17/2024 12:18 PM
20	No provision for Deliveries. We use "just in time" manufacturing to allow us to get glasses and hearing aids to our patients in the quickest time. Our courier travels up from Glasgow on a lunch time delivery. We now have issues in that deliveries can only be made <10am >4pm. There is little to no provision on flourmill lane for them to stop, which in turn has led to many orders being delayed and customer complaints. Less mobile patients can no longer be dropped off/picked up at the door unless traveling by taxi and in turn have a long walk from the carparks	1/17/2024 11:18 AM
21	its not accessible for our disabled members	1/17/2024 11:17 AM
22	Get rid of the whole idea, can't believe this was implemented with no prior consultation or consideration for businesses and footfall in the city centre	1/14/2024 6:46 AM
23	tail wagging the dog. cars should be the priority	1/12/2024 3:47 PM
24	There is no easymeans of moving bewtween the various quarters eg. a regular shuttle bus. All efforts are on getting people in, but not helping people move around except by foot or bike.	1/12/2024 12:54 PM
25	The bus gates have had a massive negative backlash on the city centre and hugely discouraged Shire residents in particular from visiting the city. This will have far outweighed	10/30/2023 10:48 AM

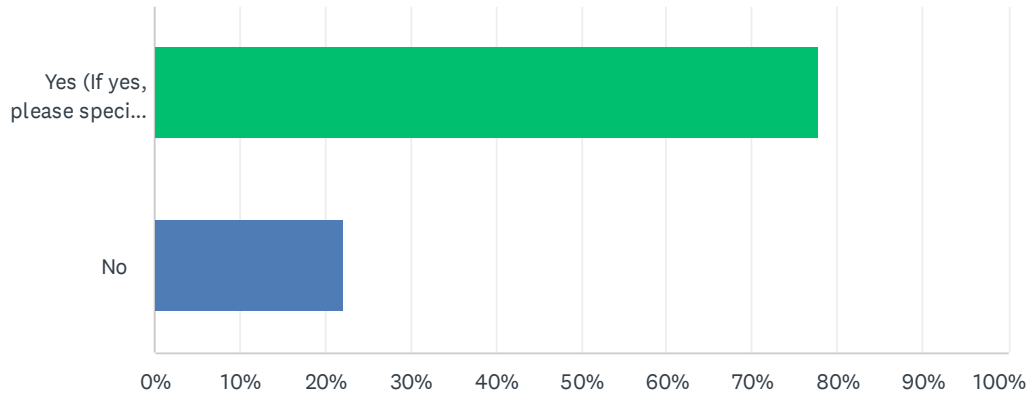
## Aberdeen Inspired – New Bus Priority Route Levy Payer Survey

any potential more travellers using buses to visit the city and therefore negatively affected city centre footfall for businesses. The last thing businesses need during the difficult climate

26	I've said No because I had to pick one from yes or no, in reality my true response is more somewhere in between the two. I support the idea of changes but I think the roll out has been pretty lamentable. There is too much confusion and it is leading to people avoiding the city centre - to the detriment of city businesses.	10/17/2023 4:26 PM
27	Inability to turn right into Market Street is causing some difficulties in terms of extending travel and time	9/28/2023 5:18 PM
28	what a load of absolute rubbish keeping more people out of town	9/18/2023 10:56 AM
29	Respectfully, restrictive access acts as an impediment to enjoyable shopping at a time when the city centre is already meeting serious challenges and the inevitable result will be business closures and the inability to maintain the current infrastructure	9/15/2023 2:44 PM
30	The ban on right turns from Union Terrace onto Rosemount Viaduct is nonsensical. It makes getting to our business, the theatre and the Bon Accord Shopping area unnecessarily difficult from the south.	9/15/2023 2:43 PM

## Q5 Have you noticed any initial impact on your business since the new bus priority route went live on Tuesday, August 22nd, 2023?

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes (If yes, please specify the changes you have seen, and if these changes can be evidenced. (revenue or footfall changes in the comment box below).	77.78% 28
No	22.22% 8
<b>TOTAL</b>	<b>36</b>

#	PLEASE COMMENT HERE.	DATE
1	We have see a consistent decrease in sales since the new restrictions have been in place	1/22/2024 8:30 PM
2	Whilst footfall has been considerably down on previous years its not possible to attribute this directly to the new priority route.	1/22/2024 4:26 PM
3	We opened our Boutique on 1st December and have been disappointed with the level of footfall on Union Street and people entering the shop.	1/22/2024 11:24 AM
4	Drop in footfall and drop in turnover - 9%. Our service department which relies on passing trade has seen a noticable drop it turnover.	1/22/2024 11:21 AM
5	Reduced footfall in city centre.	1/20/2024 10:37 AM
6	Decrease of number of guests coming through our doors. Guest count down 10%.	1/19/2024 10:48 AM
7	we recieve phone calls and emails consistently from people saying that they don't want to come into the centre and they don't know how to get down to the shop with the bus gates being in place	1/19/2024 10:29 AM
8	I've had a number of customers complaining. Plus a few email have been sent to Mackie's of Scotland complaining about access to the shop. In general you can see there are fewer people in the town. It's easier and cheaper for people to go to Union Square.	1/18/2024 2:14 PM
9	20% down on pre-enforcement footfall	1/18/2024 8:46 AM
10	Both footfall and revenue has drastically been down and if it continues to be down these measures alone we will be force us to close the venue.	1/17/2024 11:30 PM
11	Drop in footfall as recorded at 10% with this impact building from the point of the introduction	1/17/2024 5:08 PM
12	Avoid going to see clients in certain parts of town. Colleagues report confusion about where	1/17/2024 4:46 PM

## Aberdeen Inspired – New Bus Priority Route Levy Payer Survey

they can go and when. And, from a personal point of view I now try to avoid coming into town at weekends.

13	YES my business has not hit monthly targets since last July. YTD sales worst in my district, Inverness and Perth stores perform better than my store since all of these changes have happened.	1/17/2024 4:38 PM
14	Yes. Much less footfall. I can't express how much it has made such a negative effect. We are really trying to keep positive but it's difficult.	1/17/2024 4:13 PM
15	Clients visiting drive and allow more time	1/17/2024 4:12 PM
16	The Aberdeen hotel room sales market is declining year on year. Anecdotal evidence that cannot be attributed to the ETRO.	1/17/2024 3:48 PM
17	Our furniture orders for the month to date are down from £55,849.00 last year to £11,472.00 this year!!! This is a disaster for us. There are so few customers actually coming into the shop. There was a day last week we counted 10 customers all day!	1/17/2024 3:46 PM
18	we have seen a significant impact on our car park occupancies with October to December numbers showing 25% decrease in usage	1/17/2024 3:32 PM
19	Mostly anecdotal. Customers telling us they are making fewer trips into the city centre because they are 'scared' of fines. We have just started recording footfall as general data is not provided by Aberdeen Inspired	1/17/2024 12:18 PM
20	We are seeing slower growth vs the stores surrounding the city - around 2ppts lower vs the rest of the North. Prior to the introduction our YoY growth was equal to the rest of the region. East. Some franchises such as Stonehaven have now had to start 6 day a week late trading due to their increase in demand, being driven in part from patients not wanting to travel into the city centre	1/17/2024 11:18 AM
21	Yes footfall down 50% as a result we have had to close our shop	1/14/2024 6:46 AM
22	negative	1/12/2024 3:47 PM
23	Footfall in the Upperkirkgate/Schoolhill has dropped due to the negative road closures. If there is no work imminent, leave the vehicular access open. Upperkirkgate has had NOTHING done since it was closed.	1/12/2024 12:54 PM
24	Lots of customer commentary whether it be in-store about apprehension coming in and limiting their visits to Aberdeen or online seeing general public's opinions of the bus gates and not wanting to travel to Aberdeen as well as customer calls asking us about the new road changes and being worried about being fined if they come to shop with us	10/30/2023 10:48 AM
25	I've had customers tell me they will stop coming into the city centre as its "impossible to navigate around the closures", or they have said that they will choose to shop in the outlying towns. I've had suppliers request that I collect goods rather than them being delivered as they found it difficult to get around the city centre now. I've seen shop revenue drop compared to previous years although online has increased - supporting customer comments about avoiding the city and choosing alternative shopping modes.	10/17/2023 4:26 PM
26	As above as we are regularly travelling between sites, access into Hadden Street area (from the East) is restrictive due to no right hand turn to Market Street for local access	9/28/2023 5:18 PM
27	less and less people keen to come and visit us at our office as they dont trust the road network	9/18/2023 10:56 AM
28	reduction in Turnover and Footfall	9/15/2023 2:44 PM
29	Regular complaints from visitors to the city about how difficult it is to navigate in the city both generally, and to the hotel.	9/15/2023 2:43 PM

## Q6 Any additional comments?

Answered: 22 Skipped: 14

#	RESPONSES	DATE
1	Taking away direct routes has made it very confusing for the general public, making it clearer of where they can and cannot drive would be very helpful. Buses are also very inconsistent.	1/22/2024 8:30 PM
2	The bus gates are a hugely neagtive message. The poor communication and interaction from the council before they implemented of this major change to the city centre has created another downturn in the city centre.	1/22/2024 11:21 AM
3	Signing is insufficient and I personally have not visited the Union Square area for months as I don't wish to drive now in the city centre - I now shop in out of town stores or the likes of Inverurie. Union Street and the surrounding area seems dead now in terms of footfall.	1/19/2024 1:18 PM
4	real time feedback from our customers, employees and 3rd party contractors is that since the installation of the bus gates they avoid the city centre whenever they can due to the confusion and hassle of trying to get to a car park. Feedback from our staff coming to work by public transport is that buses are still delayed as other areas in Aberdeen are still congested so defeats the purpose of trying to improve public transport. You can see from footfall that people are showing their feelings on the bus gates by shopping elsewhere and this is certainly evident with people in the shire. We should be doing everything we can to make the city centre as accessible for everyone and this includes people wanting to visit via car. If bus gates remain I believe it will be the end for many businesses in the town as without people making visits to the town centre it will die.	1/19/2024 10:48 AM
5	People have been used to taking their car into Aberdeen from outlying areas, they don't feel confident about coming into Aberdeen and would rather avoid it. They would sooner take a trip to Dundee, Edinburgh or Glasgow and spend their money there. People are telling us stuff like this all the time and we have to reassure customers that it is possible to get into us and talk them into coming in.	1/19/2024 10:29 AM
6	It's evident with all the business closing down in the city center that people need to be encouraged into town and not put off by one way systems, bus gates and roads closed. Carparking prices also need to come down in town. People will just go to Union Square in the evening for the cheap parking. More people would use the bus if the fares were cheaper. In Edinburgh you can jump on the bus for £1.30 it costs me £5 return from Berryden into Aberdeen.	1/18/2024 2:14 PM
7	We all understand what the council is trying to do here, but these measure are further hurting city centre businesses outside of large shopping centres. Its hard enough at the moment with no rates relief, energy costs and staff costs - hospitality needs footfall and this is hurting it	1/18/2024 8:46 AM
8	Of the experimental implementation has not proven positives to businesses over the past 6 month it should not be implemented. Getting people into the city centre is not a positive if there are no people wanting to go into the city centre due to closures.	1/17/2024 11:30 PM
9	Sally lease is up Dec 2026. The 2015 masterplan is still in progress meaning another 2 years of construction and this will again impact footfall even further. Only the people whom live within the city centre are the footfall on Union St, we are lucky to put more than 20 sales through the till daily. Our weather is also really bad, so again no one wants to stand and wait for public transport when the weather is bad. Union terrace is currently closed again until the 2nd Feb, so again the bus gates on bridge street are not being used - and no one has communicated that to the public as people are still standing at the stops daily waiting for buses (they don't know they need to go to Guild St to get to Cove and Torry) and there is no signs at the bus shelters either, so people standing waiting for buses that are not even coming down from union terrace.	1/17/2024 4:38 PM
10	No	1/17/2024 4:14 PM
11	We are at risk of losing a business that has taken 30 years to build. Do the planning department care at all? Why are they intent on destroying our once beautiful city?	1/17/2024 3:46 PM

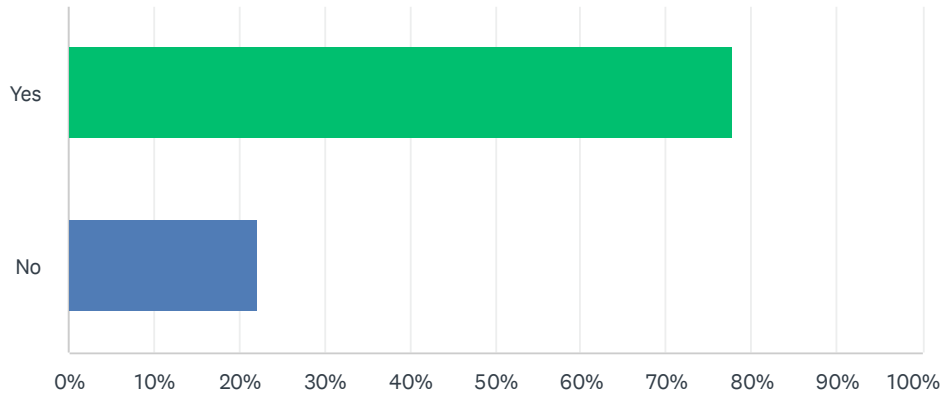


## Aberdeen Inspired – New Bus Priority Route Levy Payer Survey

12	In summary to the introduction of the new city centre road layout, we feel that the city is being divided and segregated into unbalance travel chaos for not only local residents who has extensive knowledge of travel variants to traverse throughout the city and the options available to them, But to the visitors that we are striving to attract into our city these measures are portraying a narrative of the City Centre is closed to vehicles. We should embrace the culture of creating a better city centre scape for the benefit of all, but it has to be exactly that the benefit of all. If we cut out the option for customers and visitors to travers with relative ease, we will not create an environment where we can create a street scape for us all we will be pushing our customers and visitors elsewhere. These measures cannot be implemented successfully without a robust plan for culture change.	1/17/2024 3:32 PM
13	The execution has been poor. Communication to the public dismal. The battle of public opinion is well and truly lost and just adds to the negative perception of the city. Until there are cheap, reliable and plentiful public transport options for Aberdeen’s catchment population to access the city centre, punitive traffic measures should not be in place.	1/17/2024 12:18 PM
14	There is insufficient signage on wapping street underneath the bridge where you turn left at the lights. The lane priorities have changed and due to the very small signs, most cars in the right hand lane incorrectly merge over to the left before they are fully around the corner. Better signage indicating lane priority changes needs to be implemented for this to safely work as only the minority seem to notice. I no longer drive home this way due to too many close calls with other drivers almost crashing into me.	1/17/2024 11:18 AM
15	Again I’m really disappointed this was introduced without prior consultation, it’s evident by all the social media posts the public have not welcomed these changes and have stopped visiting the city centre, remove these measures before you loose anymore businesses	1/14/2024 6:46 AM
16	All promotion seems to target hospitality at the expense of retail. The continued development plans for non city centre expansion eg the Beach, extending Union Square all pulls possible revival of the city centre out of reach. Supporting the night time sector is all very well, but what about daytime ie. Retail???	1/12/2024 12:54 PM
17	Email: thakuryashhh@gmail.com Sending digital reward gift card🎁	1/12/2024 11:31 AM
18	While i’m sure the new road changes were implemented with good intentions, it has been poorly rolled out and communicated which has led to reduced visits to the city and more retail customers going to places like Inverurie etc where they can get cheap parking and no hassle road layouts to spend their money. While i apprecaite that there’s a push for eco friendly and nett zero, we must face the reality that the majority of general public still want to use their car to visit the city centre to go shopping, cinema, restuarants etc., this is despite horrific parking charges, the LEZ and now bus gates etc. The councils push to move people from cars to buses & cycling has been to extreme to quickly and we need to think of more gradual steps to change the transport mindset of general public as current thinking is just going to stop people coming into city centre rather than converting to more eco friendly methods.	10/30/2023 10:48 AM
19	Under the Experimental Traffic Order are there guidelines on how it will be judged to have been successful or unsuccessful?	10/17/2023 4:26 PM
20	No	9/28/2023 5:18 PM
21	I understand the requirement to reduce emissions and a sustainable transport option but with the alternative out of town shopping options the City centre will unfortunately continue its demise	9/15/2023 2:44 PM
22	NA	9/15/2023 2:43 PM

## Q7 I would/would not be happy to be contacted to discuss my responses further.

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.78%	28
No	22.22%	8
TOTAL		36