

ABERDEEN CITY COUNCIL

COMMITTEE Environment, Planning and Infrastructure

DATE 1st September
2009

CORPORATE DIRECTOR Gordon McIntosh

TITLE OF REPORT Midstocket and Rosemount Public Transport Review

1. PURPOSE OF REPORT

The purpose of this report is to advise Members of the views of residents on the changes to the bus network in the Midstocket and Rosemount areas of the City. Bus services changed in April 2008, September 2008 and recently in February 2009.

2. RECOMMENDATION(S)

That the Committee, instructs the Corporate Director for Enterprise, Planning and Infrastructure to:

- a) Continue discussions with bus operators with a view to reinstating service 22 or altering the route of service 3 to resolve the difficulties found on Raeden Park Road and the lack of a frequent service along the length of Mid Stocket Road;
- b) Continue discussions with bus operators with a view to establishing an improved bus service between Midstocket, Rosemount and the Broad Street area of the city centre;
- c) Continue to monitor the performance of Service 25 with First Aberdeen;
- d) Further investigate opportunities for introducing a Community Bus Service to augment service 25 in the Mid Stocket area and report back to future Committee with a detailed proposal;
- e) Formally write to First Aberdeen and Stagecoach Bluebird with the findings from this process.

3. FINANCIAL IMPLICATIONS

There are no financial implications contained within this report.

4. SERVICE & COMMUNITY IMPACT

A key aim of the Community Plan is to ensure that all citizens have access to a range of transport options that reflect differing needs of age, gender, disability and income. The Single Outcome Agreement also sets a priority of improving sustainable transport options for the City.

The Vibrant, Dynamic & Forward Looking document sets out a commitment to work to improve public transport in and to our city and the introduction of appropriate bus priority measures

5. OTHER IMPLICATIONS

None.

6. REPORT

1.0 BACKGROUND

1.1 Camperdown Road and Harcourt Road are the main bus routes in the Midstocket area. They provide a path for bus services to link to ARI and the Western end of Union Street from the Western estates in the City.

Residents in the Midstocket area have campaigned Members to reduce the number of routes from Camperdown Road and Harcourt Road.

In February 2008, First Aberdeen and the Council agreed to trial operating Service 3 along Raeden Park Road, which reduced the proposed number of bus movements on Camperdown Road and Harcourt Road.

The local residents on all three affected streets have mixed and conflicting views on this change.

1.2 In April 2008 as part of First Aberdeen's network changes the Service 22 was removed, this resulted in there being no buses serving the western section of Mid Stocket Road. Following complaints from residents and pressure from Aberdeen City Council, First Aberdeen introduced Service 25. This is an hourly bus service which operates between Mastrick and Broad Street. The service travels via the full length of Mid Stocket Road and through Rosemount. Residents in the area were pleased with the introduction of this service but continue to campaign for a service with greater frequency along the western section of Mid Stocket Road.

1.3 In the Rosemount area of the City the bus services have been altered significantly by the network changes introduced by First Aberdeen in April 2008.

The former Service 22 served the Rosemount area travelling directly to Broad Street via Union St. The former Service 13 linked Rosemount to Union Terrace crossing over to Bridge Street and then to Cove.

Since the Network changes in April 2008 the Service 22 was withdrawn and the Service 13 now follows an amended route.

The Service 3 has replaced the route taken by the Service 13 in the Rosemount area following the same path through Rosemount to Bridge Street.

The Service 25 replaces the route taken by the Service 22 in the Rosemount area by providing an hourly link from Rosemount to Broad Street and the Gallowgate via Union Street.

The net impact of this is that Rosemount has lost six out of twenty buses per hour and has a reduced service to the Broad Street area.

The residents in the Rosemount area raised many concerns with regards to the changes in 2008, most commonly:

(i) They would like a link to the Upperkirkgate and Broad Street via Union Street.

(ii) There is also concern in the Rosemount area that many of the retail units have reported a decline in business since the Network changes in April 2008. They believe that this is due to the lack of a frequent link to the main shopping thoroughfare in Aberdeen City Centre.

1.4 Given the wide ranging concerns highlighted in 1.1, 1.2 and 1.3 above, the Council undertook to survey the concerns and aspirations of those affected areas.

1.5 This report sets out the responses from over 4000 questionnaires sent out in the Rosemount and Midstocket areas.

1.6 Questionnaire's were sent out on 08/08/2008 and consultation ended on the 30/09/2008. During the time of consultation there were requests from people outside the consultation area to be included, this was accommodated where possible or where their views were exceptional or in conflict to the feedback previously received within the consultation area.

2.0 Midstocket Questionnaire Results

2.1 The Council received 615 responses from a total of 1241 questionnaires that were posted out to residents in the area.

2.2 Some key stats:

- Approximately 40% of respondents were from households with only one permanent resident and 60% of respondents were from households with 2 or more permanent residents.
- 50% of all the households with one person resident in the area do not have a car and a 25% of all households who responded from the area do not have a car. This is against an average in the Midstocket area of 23.1% (2001 Census Results) and an Aberdeen City average of 33.8% (2001 Census Results). There is greater accessibility to personal motor vehicles in the area compared to the rest of the City however for households with only one resident, 50% of them do not have a car.
- The residents (25% of respondents) who do not have access to a car are the residents who rely upon public transport as their only means of transport and ability to access amenities within Aberdeen City.
- 52% of respondents use a bus on a regular basis (arguably there are 27% of respondents who use the bus in preference to the car). The perception of bus

services by all of those who responded were that 46% felt that the services provided were good or excellent.

- The types of journey by bus in the Midstocket area are primarily for leisure (41%) and for appointments (25%).
- 18% of respondents use the bus to travel to/from work. In Aberdeen as a whole 14.9% (2001 data) use the bus to travel to/from work. Slightly more people within the Midstocket area rely upon buses to access work than the Aberdeen average.
- 63% of respondents stated they had been affected by the Network changes in April 2008.
- 34% of those affected stated this was because they were now unable to travel to destinations without either changing buses or walking and a quarter noted that they now have to use bus services that are further away.

A detailed list of issues from the Midstocket residents can be found in Appendix I.

3.0 Rosemount Questionnaire Results

3.1 The Council received 599 responses from a total of 3200 questionnaires that were posted out to residents in the area.

3.2 Some key stats:

- 50% of all respondents were from households with one permanent resident and 50% were from households with 2 or more permanent residents.
- 75% of all the households with one person resident in the area do not have a car and 57% of all households who responded do not have a car. This is against an average in the Rosemount area of approximately 45% (2001 Census Results) and an Aberdeen City average of 33.8% (2001 Census Results). There is far less access to personal motor vehicles in this area compared to the rest of the City, especially for households with only one person resident.
- The residents (57% of respondents) who do not have access to a car are the residents who rely upon public transport as their only means of transport and ability to access amenities within Aberdeen City.
- 61% of respondents use a bus on a regular basis. The perception of bus services by all those who responded were that 29% believed the services provided were good or excellent.
- The types of journey by bus in the Rosemount area are primarily for shopping (34%) and 21% of journeys are either for appointments or for leisure. 16% of respondents use the bus to travel to/from work. In Aberdeen as a whole 14.9% (2001 data) use the bus to travel to/from work. Slightly more people in

the Rosemount area rely upon buses to access work than the Aberdeen average.

- 66% of respondents stated they had been affected by the network changes in April 2008.
- 47% of those affected stated this was because they could not travel to destinations without changing buses or walking and about 20% were affected because they have to use buses that are further away or they have to spend more time travelling.

The final bullet point is a surprising figure as other than a frequency reduction to Broad Street the area is largely unaffected. However detailed analysis of the survey returns have shown that this may be caused by people from Rosemount having to get off a bus at Union Terrace to walk or change buses to the Broad Street area where they previously had a frequent direct service.

A detailed list of issues from the Rosemount residents can be found in Appendix I.

4.0 The questionnaire offered an opportunity for respondents to suggest changes they would like to see made to bus services in the area. Large proportions of these were very similar in content and have been broken down into the following charts. Where totals exceed 100%, it is because residents have provided more than one comment.

Fig 1 Midstocket Comments relating to new and old bus routes around the area

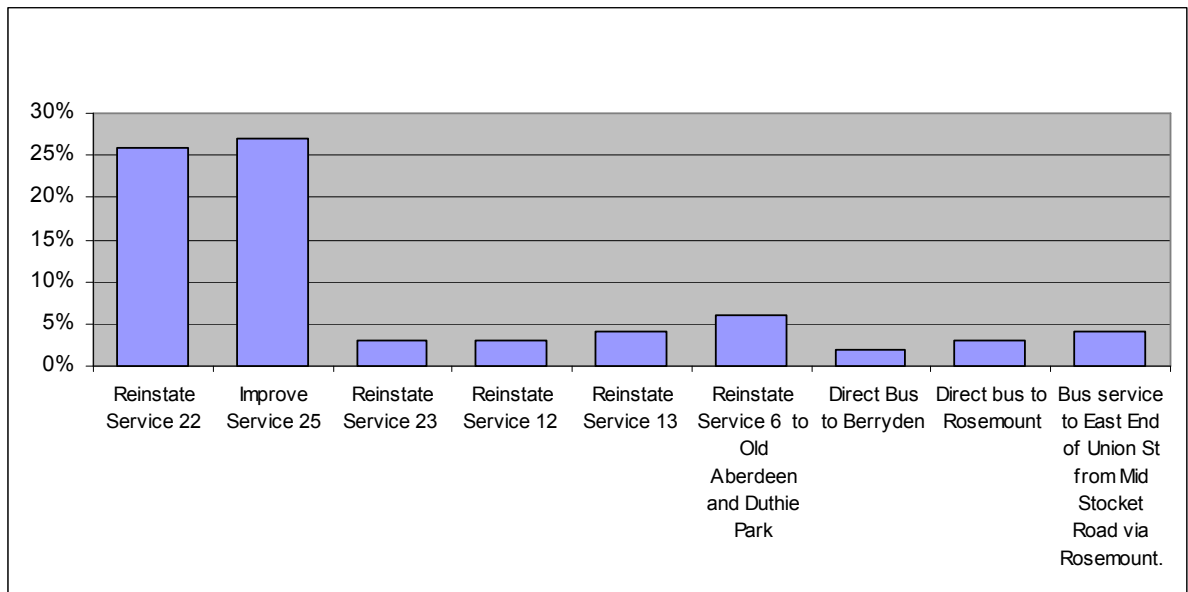


Fig 2 Midstocket Comments relating to the routes and roads used

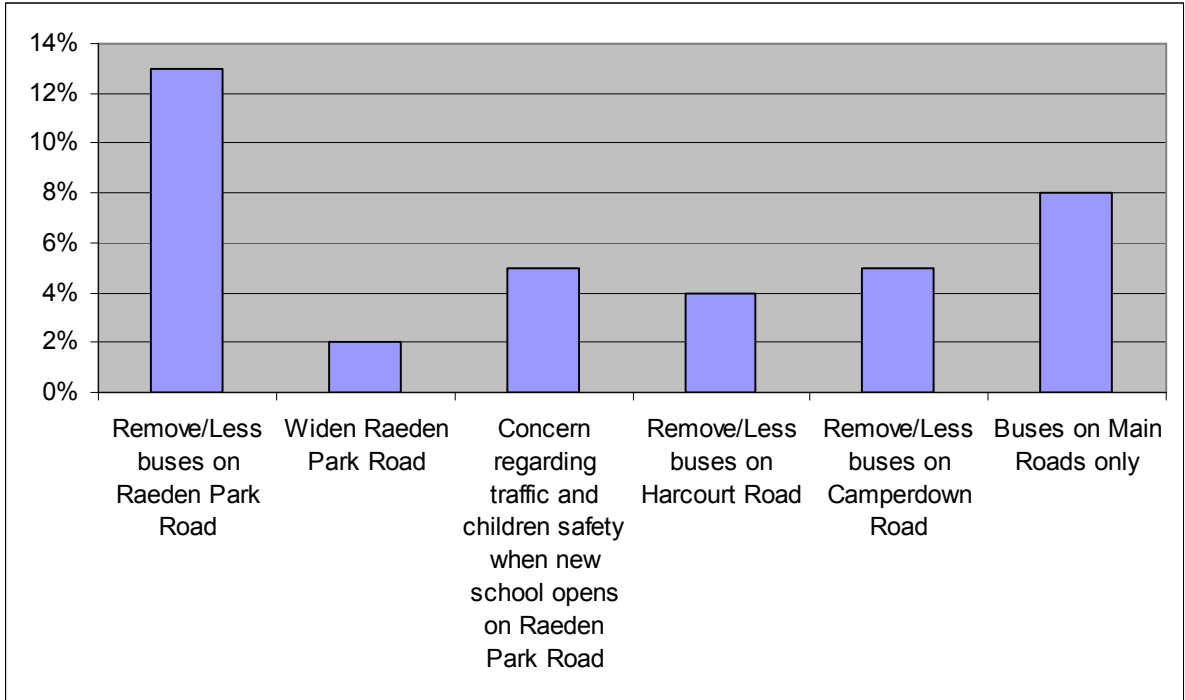


Fig 3 Rosemount Comments relating to new and old bus routes around the area

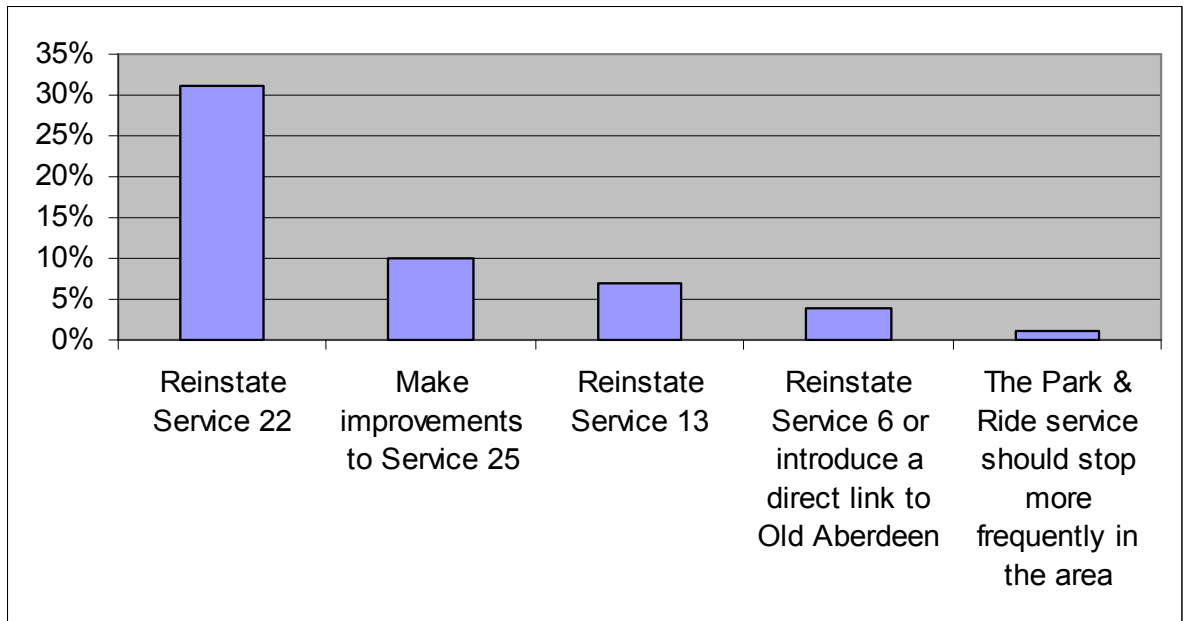
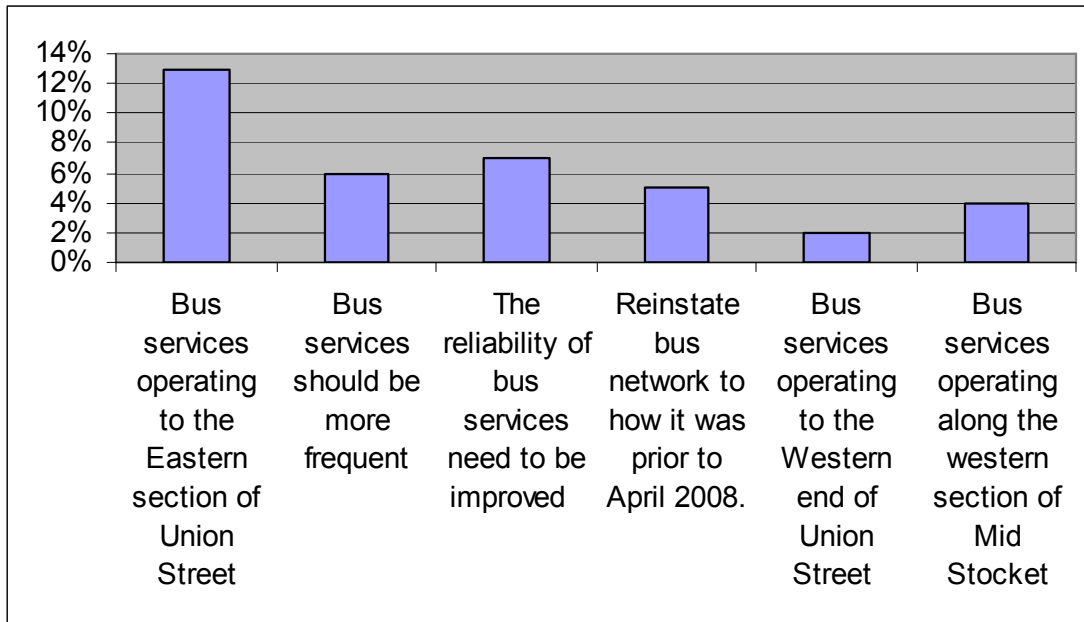


Fig 4 Rosemount General comments regarding bus services.



4.1 The table below sets out the priority changes that people in both areas are seeking and set out what actions can be taken.

Issue	Advantages	Disadvantages	Cost	Conclusion
a) Reinstate Service 22 or a frequent bus service to the East End of Union Street.	Will link Midstocket through to Rosemount and Schoolhill with a 10 minute service.	Will duplicate existing bus routes. First Aberdeen have considered and discarded this as a commercial opportunity.	Estimated at several hundred thousand.	Seek improvements to service 25 as this has largely the route of the Service 22 in this section of the City and will meet the needs set out by respondents.
b) i) Develop 25 to a more frequent service and to expand operating times and days	Will meet the aspirations of the Midstocket/ Rosemount communities. Will link Midstocket through to Rosemount and Schoolhill with a frequent service.	Will likely require financial support as current utilisation of 25 is low.	£50,000	Investigate options for utilising Council's passenger fleet for supplementary journeys. New legislation will allow for the council to operate such a service as a community bus service.
b) ii) Develop a community transport solution for the Midstocket/ Rosemount community.	Will be specifically tailored for the needs of the numerous care and residential homes within the area.	May have a negative impact upon the Service 25. Such a service is unlikely to improve evening or weekend service without volunteer drivers.	Up to a maximum of £25,000 over a full financial year.	Currently undertaking investigations, further report to be prepared.
c) Divert Service 3 onto Schoolhill.	Will link part of Midstocket through to Rosemount and Schoolhill with a frequent service.	Additional running time will be added to the journey of the Service 3.	First Aberdeen has indicated that an additional vehicle would be required and they would be looking for financial input for this.	Discussions have taken place with First Aberdeen who has indicated that they cannot accommodate this change at this time.

Issue	Advantages	Disadvantages	Cost	Conclusion
d) Reinstate Service 6	Will link Midstocket/ Rosemount with Old Aberdeen and the South of the City.	May duplicate existing bus routes. First Aberdeen has previously discarded this as a commercial opportunity.	Estimated at several hundred thousand.	No action at this time, retain for future consideration.
e) Reinstate Service 13	Will link Midstocket and Rosemount with Mastrick, and Cove	Would duplicate existing First Aberdeen services.	Estimated at several hundred thousand.	No action required as there is no gap in service as the Service 3 provides a link from Mastrick to Rosemount and Cove. Also the Service 23 travels the same route as the 13 did through Midstocket.
f) Reinstate Service 12	Will link Midstocket with ARI, Westburn Road and Berryden. Will link Rosemount to ARI, Northfield and Torry.	Will duplicate existing bus services	Estimated at several hundred thousand.	No action required as there is no gap in service; the 59 follows the same route as the 12 previously did from Northfield past ARI, Westburn Road and passing near to Berryden with a frequent service. Service 12 currently travels the same route through Rosemount and links the region to Torry. Additionally the Service 3 also links Rosemount with ARI.
g) Reinstate Service 23	Will link Midstocket with the West End and Union Street and Hilton.	Will duplicate existing First Aberdeen services.	Estimated at several hundred thousand.	No action required as there is no gap in service the existing Service 13 links Midstocket with the West End and Union Street. The current 23 can still be taken from Midstocket to the Hilton area.

Issue	Advantages	Disadvantages	Cost	Conclusion
h) Direct Service to Berryden	Will link Midstocket with Berryden Retail Park	May duplicate existing First Aberdeen services.	Varies to £00,000's	Refer to bus operators for consideration.
i) Direct Service to Rosemount from Midstocket	Will link Midstocket through to Rosemount	Would duplicate existing First Aberdeen services	Varies to £00,000's	See action point b) above.
j) Remove the Service 3 from Raeden Park Road	Will meet the aspirations of the residents of Raeden Park Road.	Most suitable next alternative would be Harcourt & Camperdown Road where residents have campaigned for removal of buses.	Minimal cost met from existing budget.	No action at this time. Continue to monitor Service 3 on Raeden Park Road and liaise with residents over their concerns.
k) Remove/ reduce bus services on Harcourt Road & Camperdown Road	Will meet the aspirations of the residents of Harcourt Road and Camperdown Road	Most suitable next alternative would be Raeden Park Road where residents have largely campaigned for removal of buses. This would also likely lead to increased congestion in the area.	Minimal cost met from existing budget	No action at this time. Continue to liaise with residents over their concerns.
l) Bus services on main roads only	Will meet the aspirations of certain residents in the Midstocket area and prevent buses travelling down smaller residential streets.	Would lead to additional running time on bus journeys. Also would not be providing the community with adequate bus services as they would miss residential housing schemes and result in moving bus services further away, which is of no benefit to the bus using residents of the area.	Minimal cost met from existing budget	No action as would sever many vital community, business and leisure links across the bus network.

Issue	Advantages	Disadvantages	Cost	Conclusion
m) Park & Ride to stop more frequently throughout the area	Will provide Rosemount with a link to Kingswells and the west end of Union Street and also a link to King Street.	Park & Ride is designed to be a direct and limited stop service. Increasing the number of stops will add to the journey running time and may detract from the direct service.	Minimal cost met from existing budget.	Further discussion with First Aberdeen as part of a wider review.
n) Reinstate Network as it was pre April 2008.	Will meet the aspirations of many residents and there will be familiar bus services for the residents.	This is an upheaval given that services have changed. It is highly unlikely that First Aberdeen would agree. It will be too confusing to change services again.	Exceptionally High	No action, discussions on the changes have been ongoing with First Aberdeen who do not intend to make any further alterations at this time.
o) Direct service to West End of Union Street and Holburn Street	Will link Rosemount to the business quarters of Aberdeen city and the Holburn area.	May duplicate existing services and demand for such a service may not be high.	Estimated at several hundred thousand	No action at this time, retain for future consideration.
p) Improve reliability of bus services	Will create a better service for residents and may increase bus usage.	Difficult to achieve as bus services run to time as best as they can and to improve reliability would require undertaking costly priority provision for bus services.	Varies	Ongoing implementation through Local Transport Strategy, Punctuality Improvement Partnership and Bus Action Plan.

5.0 Raeden Park Road and Bus Routes

The use of Raeden Park Road has reduced bus movements on Camperdown Road and Harcourt Road. The increase in traffic due to the bus service is less than 1% on Raeden Park Road. Residents have raised concerns that the use of Raeden Park Road is unsuitable due to on street parking, traffic levels, road safety and the construction of new Mile-End Primary School.

Raeden Park Road does have a high level of traffic in comparison to the other roads that could and have been used for bus routes. Surveys in August 2008 showed the average number of vehicles per day over a 5 day working week was:

- Raeden Park Road 4186 vehicles (partially conducted on a Bank Holiday weekend – likely to be a lower level of traffic than otherwise would have been found over a full working week)
- Camperdown Road 764 vehicles
- Harcourt Road 528 vehicles

6.0 Comparisons between Mid Stocket and Rosemount Consultations

Although the issues raised in both areas are very similar in content these are two distinct communities and their thoughts do differ.

6.1 There were a greater percentage of responses from the Mid Stocket area with approximately 50% responding to the surveys compared to about 20% in Rosemount.

6.2 A larger proportion of responses were from single person households in the Rosemount area in comparison to Mid Stocket. There were far fewer car owners in the Rosemount area and therefore there is a greater dependability on alternative forms of travel. This is made apparent by the fact that a higher proportion of respondents from Rosemount are bus users.

6.3 The perception of local bus services differ significantly between the two areas. Residents in Rosemount appear to be far less contented with the bus services in their area. The number of daily bus users in Rosemount who believe bus services to be good or excellent is half the number of Mid Stocket.

6.4 The reasoning behind how people have been affected by the service changes also differs significantly between the two areas. A higher proportion of respondents in Rosemount have been affected by having to walk to bus services which are further away, or cannot travel without having to change bus, compared to Mid Stocket where there was a more even split between the reasons. Notably however a larger level of respondents in Mid Stocket has been affected for other, more specific reasons.

6.5 The changes residents in both areas would like to see are very much similar. However a higher number of respondents in Rosemount made a request for the Service 22 be reinstated. The main concern for the residents in Rosemount was to have a frequent bus service connecting the area to the eastern end of Union Street.

6.6 In Midstocket however the needs of residents were slightly more specific.

Although they also desire a service to eastern section of Union Street, they are also seeking a frequent service covering the full length of Mid Stocket Road. In the Mid Stocket area also there is a high level of discontentment with the roads used as bus routes; this is not an issue in Rosemount.

7.0 Views of the residents at the Public Drop in Sessions

The Public Transport Unit held 3 Public Drop in Sessions in April 2009 to allow the residents of the affected areas opportunities to provide face to face feedback on the draft report. The sessions also allowed the residents an opportunity to express in detail and in person what actions they would like in the area with regards to bus services and routes.

7.1 Two matters of contention that were predominant were the lack of a service on the western section of Mid Stocket Road and to the Broad Street area; and many were unhappy with the use of connecting roads between Mid Stocket Road and Westburn Road as bus routes.

Residents noted that they were dissatisfied with the Service 25 operating only once per hour and would like a more frequent service with at least a half hour frequency, they felt that quality of life had deteriorated since the change in bus routes and that the Service 25 offers them very little flexibility.

A number of residents indicated that they missed a regular bus link to the eastern section of Union Street and in particular to Broad Street and Schoolhill. A major reason for this is that they find it difficult to walk from Union Terrace which is the nearest bus stop for services to the area.

It was suggested that the Service 40 Park & Ride or the 23 could be re-routed to come down the full length of Mid Stocket Road to provide a desired service.

Residents also raised safety concerns over the need to walk up Mid Stocket Road if using the service 3 especially in the evenings. A number of residents noted they are now more reliant on taxis and finally that their carers find using the bus difficult to fit in with their working hours and this can restrict what they do with residents.

7.2 At the sessions a the majority of attendees noted that they were unhappy with Camperdown Road, Harcourt Road and Raeden Park Road being used as bus routes. There was a high level of discussion on this matter and the views expressed did vary from street to street.

A number of residents from Harcourt Road and Camperdown Road indicated that they were not satisfied with the current situation. What they wanted to see was a reduction of buses on these two streets. They felt the buses on the street had reduced their quality of life and had made the street a less attractive place to live. The residents who sought a reduced number of buses made numerous suggestions as to re-routing bus services.

However the majority of Camperdown Road and Harcourt Road residents who attended the sessions noted that although they are not happy with the number of buses on these streets, they did however indicate that if the position was to remain

how it was now and the number of buses on the streets did not increase then that would be acceptable to them. What was strongly expressed was that as long as there was absolutely no increase in the volume of buses on the streets then they could live with the current situation.

The residents from Raeden Park Road who attended the sessions were quite clear in the view that they wanted buses removed from Raeden Park Road entirely. Their reasoning behind this was that they noted this was a highly congested road, which is very narrow and in the first week of buses using this road there were a number of accidents. They were concerned over the safety on the road and the traffic volume on the road once the new Mile End Primary opens. The residents also pointed out that other traffic gets stuck on the street now and can't get past oncoming buses, this includes ambulances. The residents also noted that Raeden Park Road is much more in need of repair than ever before.

The majority of Camperdown Road and Harcourt Road residents indicated that they would accept if the status quo was kept and no further buses were put onto these streets.

7.3 There were a number of common complaints from all areas, e.g. the buses are very noisy, or that the buses appear to be quite polluting and often there is black fumes coming from the exhaust, many residents find this concerning. A number of residents also claimed that buses often speed on the streets and do not adhere to the recommended 20mph speed limits on these streets. A final point that a number of residents raised was that bus drivers often ignored other motorists in the street and do not give way. These concerns are being monitored and referred onto the appropriate parties.

Residents have also raised concerns about the volume of buses that are not service 3 and are using Raeden Park Road as a rat-run. Officers have discussed with First Aberdeen who have given a commitment to address this.

8.0 Local Transport Act 2008 and Community Buses

Given limited funds available for the provision of local bus services a low cost solution for the Council to improve bus service provision in the Mid Stockert area could be to provide a Community Bus Service.

The Local Transport Act 2008 created changes to the regulatory and licensing system for community transport (including dial a bus type services) which came into effect on the 6th April 2009.

The Council can now provide a community bus service (a registered not for profit local bus service provided for community benefit) and use our own paid drivers with a licence termed a Section 22 permit.

Prior to this legislation the Council would have been unable to do this as there was a restriction on using paid staff with a Section 22 permit.

The Council operates a passenger transport fleet with 25 drivers utilising a range of Mercedes high floor tail lift minibuses and a low floor Optare Alero (the former vehicle used on the Dial a Bus service).

Officers are looking into the practicalities of fare collection and operation and any potential impacts upon driving staff.

This legislation will allow the Council to augment service 25 (Mastrick - Mid Stocket – City Centre) by utilising internal passenger fleet services to provide a regular bus service or community transport service.

A more detailed report will be submitted to a future Enterprise, Planning and Infrastructure Committee.

9.0 Conclusions

It is proposed that the Council works with the local community and transport providers to bring about a community transport scheme to meet the needs of the community in the western end of Midstocket. As no operator feels that there is commercial merit in providing a higher frequency service along the entire length of Mid Stocket Road, this option may meet the needs of those in detriment.

With regards to the concerns over the buses on Raeden Park Road, Camperdown Road and Harcourt Road it should be noted that:

- To ensure bus routes from the west of the City can efficiently cover the entire length of Union Street including Albyn Place and serve ARI that there will likely always be residential streets with bus routes.
- Raeden Park Road is a narrow road, with higher levels of traffic than both Camperdown and Harcourt Road, which are both quite wide with low levels of traffic.
- Camperdown and Harcourt Road are some of the busiest roads in the City in terms of bus use with a bus less than every 5 minutes, prior to service 3 operating on Raeden Park Road it was approximately every 3 minutes.
- Raeden Park Road with a bus every 10 minutes in each direction is comparable to many other streets within the City but is certainly narrower and busier than most residential streets with bus services.

Appendix I

Issues raised in Midstocket and Rosemount Questionnaires.

Issue Raised	Comment	Action
Reinstate Service 22	The report addresses this issue.	See main body of report.
Improve Frequency of Service 25	The report addresses this issue.	See main body of report.
Divert Service 3 onto Schoolhill	The report addresses this issue.	See main body of report.
Reinstate Service 6	The report addresses this issue.	See main body of report.
Reinstate Service 13	The report addresses this issue.	See main body of report.
Reinstate Service 12	The report addresses this issue.	See main body of report.
Reinstate Service 23	The report addresses this issue.	See main body of report.
Remove bus from Raeden Park Road	The report addresses this issue.	See main body of report.
Remove buses from Harcourt Road and Camperdown Road	The report addresses this issue.	See main body of report.
Keep bus services on main roads only	The report addresses this issue.	See main body of report.
Increase number of Park & Ride bus stops.	The report addresses this issue.	See main body of report.
Reinstate Network as it was pre April 2008.	The report addresses this issue.	See main body of report.
Direct services to from Rosemount to West End of Union Street and Holburn Street	The report addresses this issue.	See main body of report.
Divert Service 3 down Union Street onto Market Street	This would link Midstocket/Rosemount to the East End of Union Street, but would result in the service being diverted away from a busy stop on Guild Street and a connection to Aberdeen Rail and Bus Stations.	Has been discussed with First Aberdeen who did not feel it was viable with current resource.
Divert every second Service 3 up the full length of Mid Stocket Road instead of around ARI. This could be the Service 3A	This would provide the residents with a service running the full length of Mid Stocket Road; however this would result in a crucial service to ARI, an important bus port, being removed. Also such split services can be confusing for bus users.	Has been discussed with First Aberdeen who did not feel it was viable with current resource.

Issue Raised	Comment	Action
20 mph speed limit on all residential streets. In particular Camperdown Road and Harcourt Road	This has been introduced in many streets in the City and in the Midsocket area. This is certainly something that could be looked into, but is certainly not possible on all city streets.	Noted and retained for future consideration.
Improve Reliability of services.	Will create a better service for residents and may increase bus usage. Difficult to achieve as bus services run to time as best they can and to improve reliability would require undertaking costly priority provision for bus services.	See main body of report.
Drivers providing an improved customer service.	Comments received stated certain drivers were rude or are poor drivers etc. First Aberdeen and Stagecoach Bluebird has indicated their drivers undergo a programme of customer service based training.	Comments forwarded to bus operators so that they are alerted to the residents views on a number of bus drivers.
Aberdeen should have a Tram network	This is of high aspiration and is very ambitious and is out with the remit of this study.	Noted.
Cheaper bus fares.	First Aberdeen and Stagecoach Bluebird are both commercially run services and the Council has no power over the fares charged.	Ongoing investigations and discussions with bus operators and the industry.
Park & Ride should be directed down Westburn Road onto Argyll Place.	This is not viable as there is no right hand turn onto Argyll Road from Westburn Road; this is why the service is directed around one of the connecting streets.	No action required.
Improved bus service information at all bus stops i.e. timetables, fare info.	All bus stops ideally should be furnished with these.	Comments forwarded to bus operators to update information on their services at bus stops throughout the city. Further work will be undertaken to enforce compliance with minimum standards.
Buses are often too full.	Buses have a legal limit as to the number of passengers they can hold, which is dependant upon the size of the vehicle.	Referred to bus operators.
Less buses on Midsocket Road and more on Westburn Road, Kings Gate or Ashgrove Road West	Moving services off of Mid Socket Road would be to the detriment of the wider community.	No action required.

Issue Raised	Comment	Action
Removal of Stagecoach buses from Midsocket area.	Removing services from the area would be to the detriment of the local community.	No action required.
Service 25 to operate in the evening and at weekends.	This would be beneficial to the local community.	Report recommends developing 25 and community transport options.
Better vehicles to be used on Service 25	Previous the vehicles were double decker, which were reported to be high floored. This made the service difficult to use, particularly for the elderly population.	Discussions with First Aberdeen have resolved this issue.
Widen Raeden Park Road.	This would make for this road to be more suitable for bus services and would reduce the burden felt on other streets in the area.	Noted and retained for future consideration.
Have smaller buses running instead of single decker's and bendy buses.	Comments suggested that buses often run empty and smaller vehicles would be more economically friendly. This would require buses to be changed over to larger sized buses for busier peak times and it would also give bus companies less flexibility in moving buses around their network.	Not considered feasible given significant cost implications and negative impact upon other parts of the routes.
Alter route of the Service 10 to run via Aberdeen Airport.	This service used to link into the airport. Such a change would add running time to the route. This would however provide an additional link to Aberdeen Airport and in particular from the Midsocket and Rosemount areas to the Airport.	Comments forwarded to Stagecoach Bluebird.
Direct bus to Old Aberdeen and Aberdeen University from Midsocket/ Rosemount	Connections can be made with the 14 at ARI or services in the City Centre to the University.	Discussed in body of the report under Service 6. Could discuss options with bus operators; however connections can be made with other services to link to the University.
Better services to Dyce	No direct service currently exists. Connections can be made with other services to Dyce.	Comments forwarded to bus operators for consideration.
Direct link to Altens	The Service 3 provides a link to Altens by passing alongside Altens on Wellington Road; no other service required.	No action required.

Issue Raised	Comment	Action
Buses operating later into the evening/night buses	Certainly this would provide better links from the City Centre into the late evening. This is likely to be a city wide issue and not limited to Midstocket and Rosemount.	Comments forwarded to bus operators.
Not all services should operate via Union Street	Services linking directly from one area to another without travelling via the City Centre may be beneficial for some users. However as the City Centre is the main business and shopping region large demand of services is to travel in to the City Centre.	Ongoing discussions with operators.
Increase frequency of Service 59	The Service 59 currently operates on a 10 minute frequency, which is a high frequency service.	Forwarded onto Stagecoach Bluebird.
Too many buses on Craigie Loanings	Services 23, 40 and 215 use Craigie Loanings this is not considered to be a high number of services in comparison to the volume of traffic and high number of passengers who travel to and from the area.	No action required.
Bus lanes abolished.	Respondent stated these cause congestion and confusion.	No action, Bus lanes are one of the key tools for providing fast, frequent and reliable bus services and are also in place to discourage car use.
No change is given on First services. "Exact Fare Only" currently operates	This would be a decision for First to introduce a system of providing change; however such a system is likely to slow down bus service operating times.	Comments forwarded to First Aberdeen for consideration.
Tickets should have a single value and be valid for a certain time limit.	An example was given that in Oslo a fare of £2 allows for travel anywhere in the City for a period of one hour.	Comments forwarded to bus operators for consideration.
Concerns were raised over the safety of children of the new Mile End School on Raeden Park Road when it opens, giving that there are buses and high level traffic already in existence on this road.	With all school projects road safety plans and provisions are put into place this is a requirement of all 3 R's projects.	Action is already underway with this a 20mph speed limit will be in place on the street. The final decision as to what safety provisions will be in place has not been officially decided yet, but this is likely to be a zebra or puffin crossing.

Issue Raised	Comment	Action
Camperdown Road is in need of repair and resurfacing especially giving the amount of buses using the street.		Noted for inspection. Further work to be undertaken if required.
More regular services required on Bank Holidays.	First Aberdeen are introducing improved frequency on a number of routes for Bank Holidays in 2009.	Comments forwarded to First Aberdeen who can look into increasing more services.
The new bus system is illogical and appears to have been designed at random without prior consultation.		Noted.
Bus drivers regularly put the wrong destination of bus ticket.	This is something that operators and the Council are aware of. Passengers advised to discuss with driver or bus operator directly. Public Transport Unit also will provide support/assistance for passengers if required.	Comments forwarded to bus operators.
The noise level of a large number of buses must be above the acceptable decibel level in Midstocket.	EU Environmental Noise Directive does not require any action in this case as the limit of 6 million vehicles per year is not met. The level of traffic flow is likely to be around 500,000 per year.	No action required at this time.
There are too many buses at Westburn Road and Argyll Place junction for traffic to cope with.	There are currently only 2 bus services using this junction, the Service 59 and 10 both of which are Stagecoach services.	No action required as the number of buses are less than 1% of the total traffic flow.
A circular bus service should be introduced for example, a bus service over the full length of North Anderson Drive direct from the Bridge of Don to the Bridge of Dee.	Council has considered this under various guises and is continuing to work towards such a service.	Investigations ongoing.
A service to access Whitehall Place or Wallfield Place, only the 23 goes near which is insufficient.	The Service 23 operates with a ten minute frequency along Craigie Loanings, the Service 215 runs along here also and the Park & Ride also runs along here, a stop could be introduced. Also the Services 3 and 25 operate nearby. No buses can travel down these streets as they	No action required as these streets are quite well served already.

	are unsuitable given the width of them and the high level of on-street parking.	
Issue Raised	Comment	Action
Would prefer Double Decker's buses to be used.	First Aberdeen have recently introduced more Double Decker's into their fleet, it should be noted Double Decker's are not always suitable on all bus routes.	Comments forwarded bus operators for consideration.
Would like to see bus driver and conductor system set up.	Council aware of this concern which is Citywide.	Comments forwarded to bus operators for consideration.
Improved frequency of Service 13/13A	Currently a 15 minute frequency operates between Scatterburn and Union Street and every 30 minutes from City Centre to the Beach and Bridge of Don.	Comments forwarded to First Aberdeen.
Improved frequency of Service 23	Service 23 currently operates on a ten minute frequency.	Comments forwarded to First Aberdeen.
Make Harcourt Road and Camperdown Road one way for all traffic	There is not thought to be any benefit to the residents.	No action required.
There is no direct service from Northfield through Mid Stocket Road connecting to Rosemount	The Service 59 operates from Northfield along Westburn Road and on the outer boundaries of Rosemount by travelling along Skene Square. This service is accessible both from Midstocket Road and from Rosemount.	No action required as a bus service already operates along the desired route.
An all day service for the Service 5 as before.	The Service 5 operates from 0611am to 2325pm with a 15 minute frequency during most of the day.	No action required as this service already provides a frequent all day service.
Bus Shelters are very dirty	All bus shelters are cleaned on a monthly basis by Aberdeen City Council or by external operators.	Bus shelters are already being cleaned on a frequent basis. Monitoring will continue.
Bus Drivers stop for cigarette breaks delaying journeys.		Comments passed to bus operators.
Improve Service 27 and links to Aberdeen Airport.	The service 27 operates very infrequently between 0550am – 1740pm with up to one and a half hours between services. The Stagecoach 224 provides a relatively frequent link to the Airport.	This is not an issue specific only to Midstocket/Rosemount. The Council with support of other bodies have introduced a bus link from Dyce Train Station to the Airport. Comments will be passed to bus operators to consider improving the frequencies of their services.

Issue Raised	Comment	Action
Introduce an Oyster Card like London	Oyster card is a pre-pay card which allows you to pay as you go and can be used on various forms of transport, the benefit in Aberdeen would be the ability to transfer between buses operated by different operators.	Discussion with Nestrans at an early stage. Operators have indicated a willingness to work with us on this.
Nationalise Bus services and run as a “not for profit” organisation		Noted, however this is out with the remit of this study.
Buses do not always run their full destination due to the service running late.	This notably is an issue with a number of services and does result in services running out with their registrations.	Forward comments on to bus operators. When made aware the Public Transport Unit will liaise with operators and the Traffic Commissioner to ensure compliance.
Buses should be cleaner.		Comments forwarded to bus operators.
This survey is a waste of money giving that many council services have been cut.		Noted.
There should be cheaper travel for School College students.	Bus operators in the area provide discounted fares for College and University students. The Scottish Government has a travel card available for discounted bus travel for all 16-18 year olds. Aberdeen City Council also has a Youth Travel Card providing discounted bus travel available for 16-18 year olds who are in education at an Aberdeen City School.	No action required as discounted travel schemes already exist. However there will be a future review of the Council’s 16-18 year old discount bus fare scheme.
Stagecoach should operate across the City as well as the Shire.		Comments forwarded to Stagecoach Bluebird.

Appendix II

a) Midstocket Questionnaire



ABERDEEN
CITY COUNCIL

Mid Stocket Bus Network Consultation Questionnaire

Please answer the following questions by placing a tick [✓] in the relevant box per question and writing your answer in the space provided.

About You

1) Your details

Name

Address

Town/City

Postcode

2) How many people live in your household?

- 1
- 2
- 3
- 4
- 5+

3) How many cars do you own?

- 0
- 1
- 2+

Perception of local bus services

4) How do you rate the bus services in your area?

- Excellent
- Good
- Fair
- Poor

Methods of travel

5) How do you regularly travel?

- Own car
- Bus
- Taxi
- Bicycle
- On foot
- Driven by friend/relative
- Other (please specify below)

6) How often do you travel by bus?

- Daily
- Most of the week
- Rarely
- Never

If you ticked 'Never' to Question 6, proceed direct to Question 11, otherwise please proceed to Question 7...

Travelling by bus

7) Which services in the area do you use?

- No. 3
- No. 10
- No. 23
- No. 25
- No. 27
- No. 40/41 (Park and Ride)
- No. 59
- No. 210
- No. 215
- None of the above (please state which bus services you travel on)

8) What type of journey do you most commonly make by bus?

- Work
- Leisure
- Appointments
- University/College/School
- Shopping
- Other (please specify below)

Recent changes to the bus network

9) Have you been affected by recent changes to the bus services in your area?

- Yes
- No

If you answered 'Yes', please proceed to Question 10.

If you answered 'No', please proceed to Question 11.

10) How have you been affected by these changes?

- I have to use buses that are further away
- I have to spend more time travelling
- I cannot travel to destinations without changing buses or walking
- Other (please specify below)

Future development of bus services in Midstocket

11) What changes do you want to see to the bus network in your area?

12) Additional comments

Thank you for taking the time to complete this questionnaire.

Please return the questionnaire in the enclosed pre-paid envelope by Monday 29th September 2008.

b) Rosemount Questionnaire



ABERDEEN
CITY COUNCIL

Rosemount Bus Network Consultation Questionnaire September 2008

Please answer the following questions by placing a tick [✓] in the relevant box per question and writing your answer in the space provided.

About You

1) Your details

Name

Address

Town/City

Postcode

4) How many people live in your household?

- 1
- 2
- 3
- 4
- 5+

5) How many cars do you own?

- 0
- 1
- 2+

Perception of local bus services

4) How do you rate the bus services in your area?

- Excellent
- Good
- Fair
- Poor

Methods of travel

5) How do you regularly travel?

- Own car
- Bus
- Taxi
- Bicycle
- On foot
- Driven by friend/relative
- Other (please specify below)

6) How often do you travel by bus?

- Daily
- Most of the week
- Rarely
- Never

If you ticked 'Never' to Question 6, proceed direct to Question 11, otherwise please proceed to Question 7...

Travelling by bus

7) Which services in the area do you use?

- No. 3
- No. 5
- No. 10
- No. 12
- No. 16/16A
- No. 23
- No. 25
- No. 40/41 (Park and Ride)
- No. 59
- No. 210
- No. 215
- None of the above (please state which bus services you travel on)

8) What type of journey do you most commonly make by bus?

- Work
- Leisure
- Appointments
- University/College/School
- Shopping
- Other (please specify below)

Recent changes to the bus network

9) Have you been affected by recent changes to the bus services in your area?

- Yes
- No

If you answered 'Yes', please proceed to Question 10.

If you answered 'No', please proceed to Question 11.

10) How have you been affected by these changes?

- I have to use buses that are further away
- I have to spend more time travelling
- I cannot travel to destinations without changing buses or walking
- Other (please specify below)

Future development of bus services in Rosemount

11) What changes do you want to see to the bus network in your area?

12) Additional comments

Thank you for taking the time to complete this questionnaire.

Please return the questionnaire in the enclosed pre-paid envelope by Tuesday 30th September 2008.

7. AUTHORISED SIGNATURE

Name, job title, email address and phone number

8. REPORT AUTHOR DETAILS

Chris Cormack, Technical Officer, ccormack@aberdeencity.gov.uk, 01224 523920.

9. BACKGROUND PAPERS

Charts and Graphs demonstrating the results from questionnaire.