

# Consultation Findings

<b>Client name</b> Aberdeen City Council	<b>Project name</b> ACC Roads Hierarchy Consultation Support	<b>Date</b> 18 April 2017	<b>Project number</b> 60535517
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## Revision History

Revision	Revision date	Details	Authorised	Name	Position
1	10/5/17	Findings modified to include additional survey.	EG	Emma Gilmour	Associate Director
2	27/7/17	Minor modifications following client comments.	IH	Iain Hamilton	Senior Consultant

## Introduction

This note provides a summary of responses to Aberdeen City Council's 'Travelling around Aberdeen after the AWPR opens' survey. The survey was developed by Aberdeen City Council and was promoted via its own Citizen Space facility. AECOM has been commissioned to analyse the results. A total of 696 responses were submitted between 6<sup>th</sup> February and 31<sup>st</sup> March 2017 and each response has been analysed. Questions 1 to 3 dealt with personal information relating to the respondent and has not been included in this analysis. Questions 4 to 9 have been summarised. These consist of closed questions whereby respondents selected a response from a list. Given the quantitative nature of these questions, graphs have been produced providing a visual representation of results. Questions 10 to 19 are open ended questions, meaning participants were able to make any comments in a text box. As such, these responses have been grouped thematically, allowing broad themes to be ascertained and key conclusions drawn out. For each of these questions, examples have been provided in a table to explain the types of responses included under each theme.

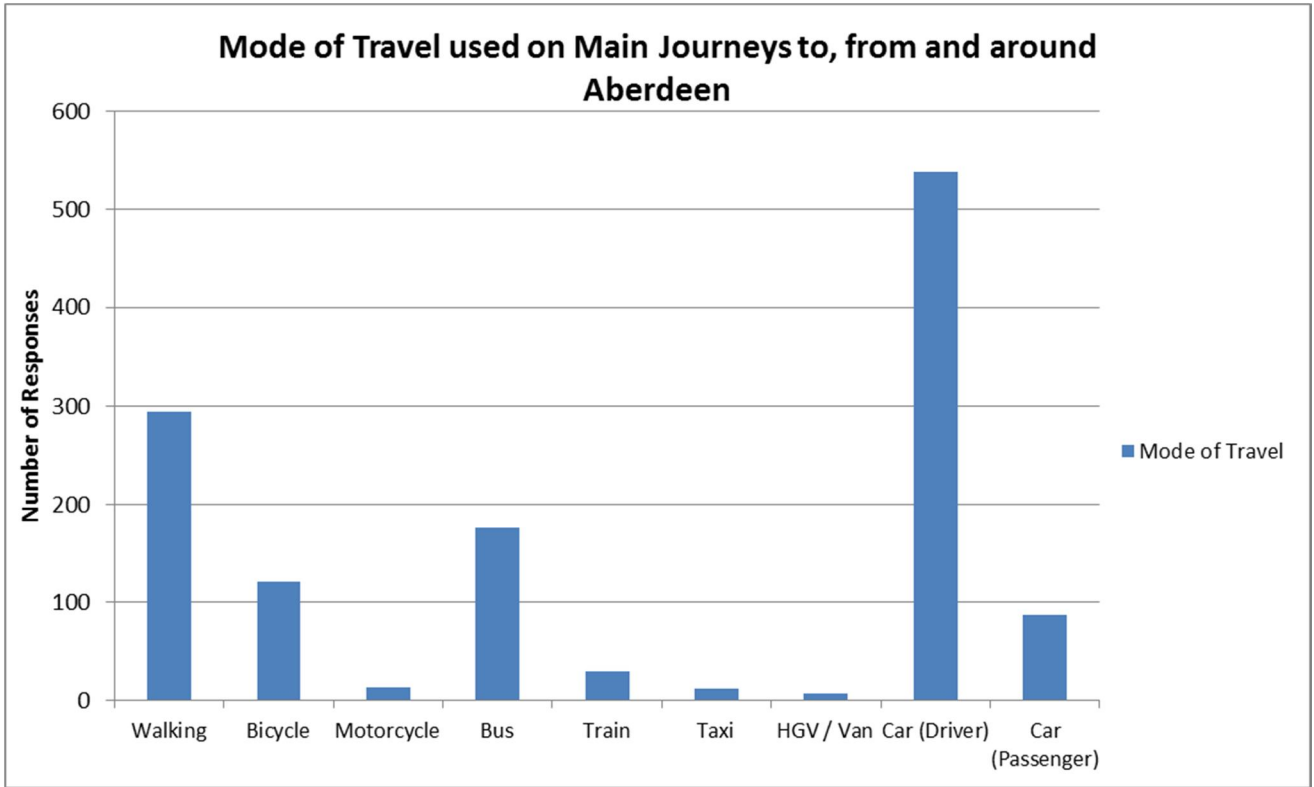
Headline findings can be summarised as follows.

- Most respondents use the car to travel to, from and around Aberdeen.
- The majority of main journeys (90%) take less than one hour, with 47% taking less than half an hour.
- Most respondents (between 65% and 73% depending on the objective) either 'strongly agree' or 'agree' with the six objectives.
- The most important factors affecting choice of mode for each type of travel differ (see Question 9), although safety is the most popular choice for walking/on foot, cycling and motorcycle. Journey time is the most popular choice for Bus (alongside reliability), Train (closely followed by reliability and cost), Driving a Car, Driving a Car (Passenger) and HGV / Van. Cost was the most common factor for Taxi.
- Reduced congestion was either the most common or second most common advantage for four questions (see responses to Questions 10, 11, 12 and 16 for specific advantages), and this appears as a theme for all open ended (advantage) questions, excluding Question 19.
- Increased congestion was either the most common or second most common disadvantage for four questions (see responses to Questions 11, 12, 15 and 16 for specific disadvantages). Cost / expense is the most common or second most common theme for three of the questions (Questions 13, 14 and 17).
- Although only classed as a standalone theme for Questions 11 and 19, a desire to wait for the AWPR to open and to review the situation before making any informed decisions was highlighted by a number of respondents.

## Closed Questions

### Travel Mode

**Q4) Please indicate which mode of transport you use on your main journeys to, from and around Aberdeen.**

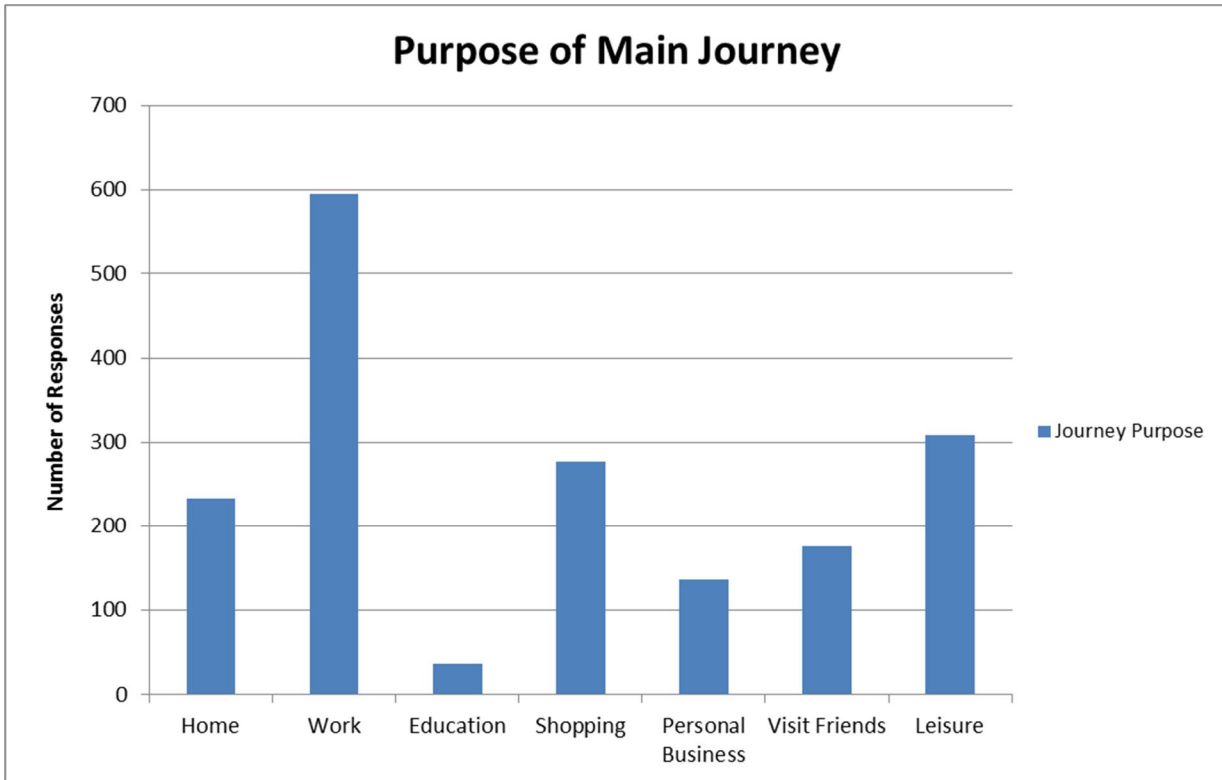


**Figure 1 Mode of Travel Responses**

Figure 1 demonstrates that Car (Driver) accounts for the main mode of travel for the greatest number of respondents (538); when car passengers are included, 625 respondents travel by car. Noticeably, walking is a mode of travel for main journeys for 42% of respondents. Bus and bicycle each account for 25% and 17% of trips respectively.

## Travel Purpose

**Q5) Please indicate the purpose/s of your main journeys.**



**Figure 2 Purpose of Main Journey Responses**

In relation to the responses provided for Question 4, Figure 2 shows that the most common purpose for main journeys is work (596 respondents), followed by Leisure (309), Shopping (277) and Home (233). Education was the least popular purpose (37 responses).

## Origins and Destinations

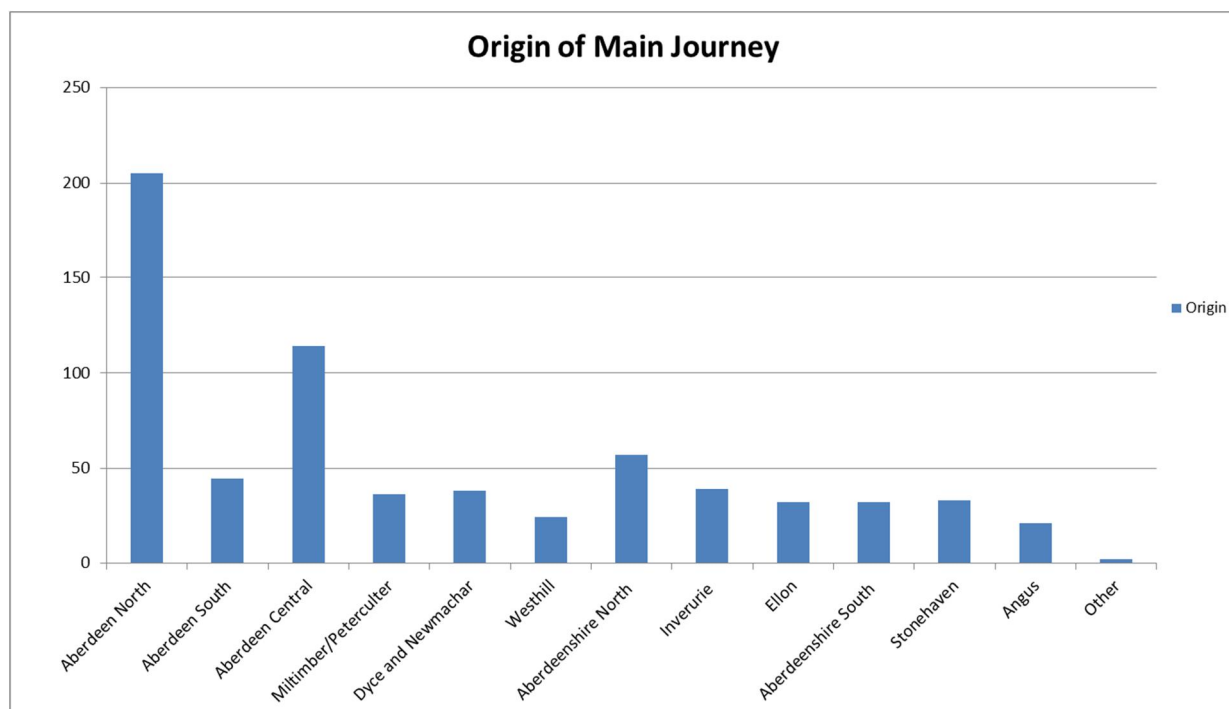
**Q6) Please indicate the place/street name of where you travel from, and your destination for your main journeys.**

Figure 3 and Figure 4 provide an overview of origins and destinations for each respondent. Note that origins and destinations were only provided for 680 and 607 responses respectively; in other cases, details were either not provided, it was not possible to ascertain a postcode based on the details shared or multiple origins/destinations were listed. Where addresses only were provided, postcodes have been obtained using the online sources.

Postcodes have been grouped together to enable a more seamless analysis. Table 1 shows how postcode areas have been grouped together. Areas not included in Table 1 are as defined in Figure 3 and Figure 4, e.g. Westhill constitutes Westhill only. Note that only postcodes which were provided in the survey have been included in the table.

**Table 1 Origin / Destination Postcodes**

Area	Postcodes
Aberdeen North	AB15, AB16, AB22 and AB24.
Aberdeen Central	AB10, AB11 and AB25.
Aberdeen South	AB12.
Aberdeenshire North	AB23, AB33, AB36, AB37, AB38, AB42, AB43, AB44, AB45, AB52, AB53, AB54, AB55 and AB56.
Aberdeenshire South	AB30, AB31, AB34 and AB35.
Angus	Angus postcodes
Other	All other postcodes



**Figure 3 Origin Responses**

Figure 3 shows that the vast majority of respondents (438) have a journey origin within Aberdeen City<sup>1</sup>; of these, most originate in Aberdeen North (205 respondents). This is followed by Aberdeen Central (114).

Figure 4 shows the destinations of main journeys, with Aberdeen Central being the most popular destination amongst respondents. Aberdeen North is also a popular destination (166 responses).

<sup>1</sup> Aberdeen City refers to Aberdeen North, Aberdeen South, Aberdeen Central, Miltimber/Peterculter and Dyce and Newmachar.

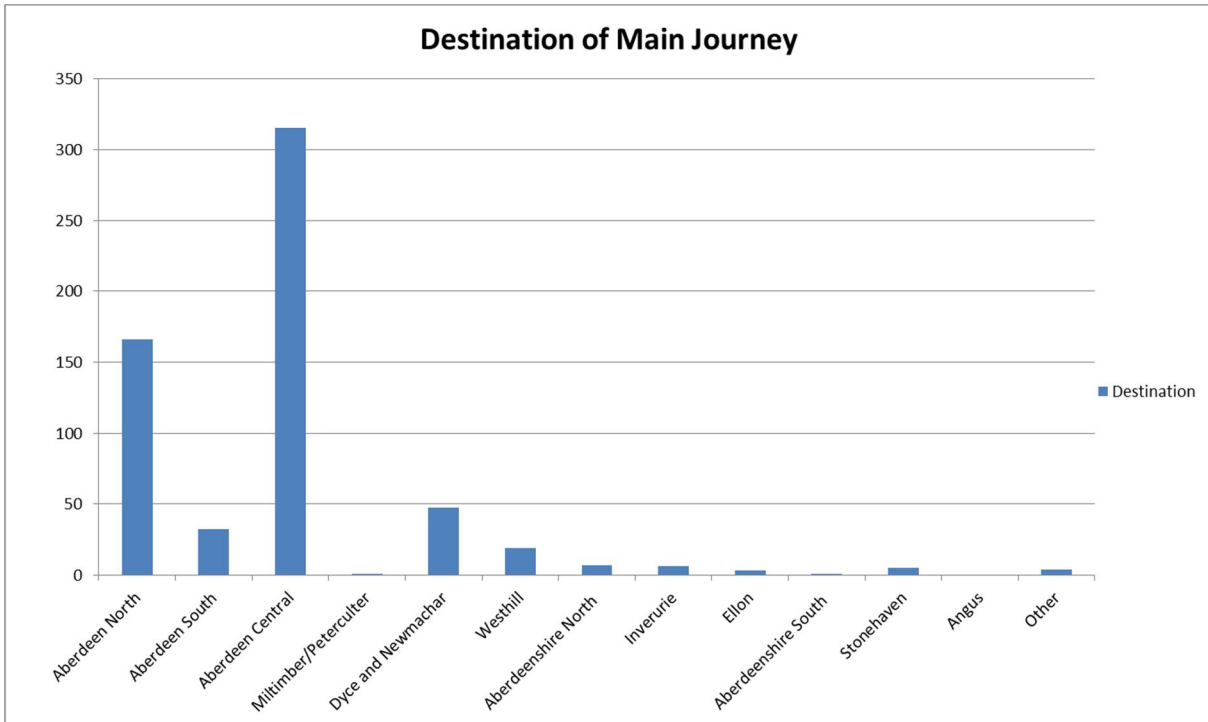


Figure 4 Destination Responses

## Journey Time

Q7) Please indicate your approximate journey time for your main journeys.

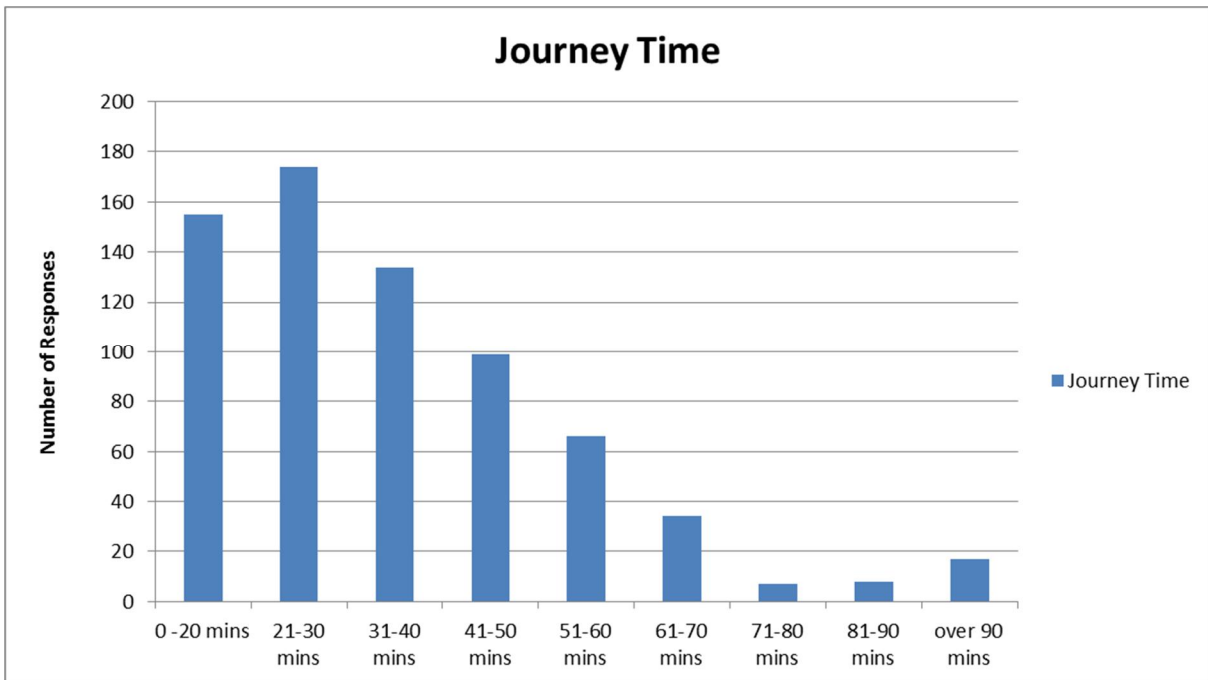


Figure 5 Journey Time Responses

Figure 5 shows that the majority of journeys (95%) take less than one hour; of these, 50% take less than 30 minutes.

## Objectives

### Q8) To what extent do you agree with the following objectives for improving Aberdeen's transport network after the AWPR opens?

Table 2 to Table 7 summarises to what extent respondents agreed with each of the six objectives. The objectives are shown at the top of each Table.

Responses demonstrate that a majority of respondents either 'strongly agree' or 'agree' with each of the six objectives; between 65% and 73% of responses fall into one of these two categories.

**Table 2 - Objective 1**

<b><i>To create a city centre that is better for walking and cycling</i></b>					
<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral / no impact</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
292	194	122	45	35	8

**Table 3 - Objective 2**

<b><i>To reduce bus journey times to make them more competitive with car journey times</i></b>					
<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral / no impact</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
209	247	133	53	45	9

**Table 4 - Objective 3**

<b><i>Improve reliability to make public transport more attractive</i></b>					
<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral / no impact</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
241	222	125	57	40	11

**Table 5 - Objective 4**

<b><i>Increase use of public transport and active travel, such as walking and cycling</i></b>					
<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral / no impact</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
271	179	147	59	33	7

**Table 6 - Objective 5**

<b>To ensure effective and efficient movement of goods to the city centre and access to Harbour</b>					
<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral / no impact</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
175	291	168	32	18	12

**Table 7 - Objective 6**

<b>To reduce the number and severity of road traffic incidents e.g. collisions</b>					
<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral / no impact</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
263	243	118	43	15	14

## Travel Mode Factors

### Q9) What is most important to you for each type of travel?

It should be noted that although the survey states a row should not be ticked if a mode is considered irrelevant, some respondents noted in Question 19 that an answer had to be submitted to progress with the online survey. This therefore may affect the applicability of some responses.

Table 10 and Table 14 demonstrate that the vast majority of respondents (600 and 610 respectively) do not consider motorcycle and HGV / Van to be a relevant mode of travel due to the relatively low number of responses. The most important factors for each type of travel differ, although safety is the most popular choice for walking/on foot, cycling and motorcycle. Journey time is the most popular choice for Bus (alongside reliability), Train (closely followed by reliability and cost), Driving a Car, Driving a Car (Passenger) and HGV / Van. Cost was the most popular factor for Taxi.

**Table 8 - Walking / On foot Factors**

<b>Walking/On foot</b>								
<b>Journey Time</b>	<b>Safety</b>	<b>Comfort</b>	<b>Reliability</b>	<b>Environment</b>	<b>Convenient</b>	<b>Information</b>	<b>Cost</b>	<b>Not answered</b>
179	314	93	46	276	168	13	77	137

**Table 9 - Cycling Factors**

<b>Cycling</b>								
<b>Journey Time</b>	<b>Safety</b>	<b>Comfort</b>	<b>Reliability</b>	<b>Environment</b>	<b>Convenient</b>	<b>Information</b>	<b>Cost</b>	<b>Not answered</b>
118	305	52	31	142	89	21	39	341

**Table 10 - Motorcycle Factors**

<b>Motorcycle</b>								
<b>Journey Time</b>	<b>Safety</b>	<b>Comfort</b>	<b>Reliability</b>	<b>Environment</b>	<b>Convenient</b>	<b>Information</b>	<b>Cost</b>	<b>Not answered</b>
32	49	8	14	13	14	10	16	600

**Table 11 - Bus Factors**

Bus								
Journey Time	Safety	Comfort	Reliability	Environment	Convenient	Information	Cost	Not answered
328	79	117	328	76	222	65	281	176

**Table 12 - Train Factors**

Train								
Journey Time	Safety	Comfort	Reliability	Environment	Convenient	Information	Cost	Not answered
146	45	72	145	37	90	24	143	423

**Table 13 - Taxi Factors**

Taxi								
Journey Time	Safety	Comfort	Reliability	Environment	Convenient	Information	Cost	Not answered
91	31	33	44	7	60	11	142	465

**Table 14 - HGV / Van Factors**

HGV/Van								
Journey Time	Safety	Comfort	Reliability	Environment	Convenient	Information	Cost	Not answered
32	15	5	9	21	6	11	13	610

**Table 15 - Driving Car Factors**

Driving Car								
Journey Time	Safety	Comfort	Reliability	Environment	Convenient	Information	Cost	Not answered
488	238	245	249	101	329	39	180	90

**Table 16 - Passenger in Car Factors**

Passenger in Car								
Journey Time	Safety	Comfort	Reliability	Environment	Convenient	Information	Cost	Not answered
199	115	107	91	42	122	15	66	391



## Open Questions

Tables 17 to 35 provide a summary of responses to Questions 10 to 19 in the survey. As outlined in the introduction, responses have been grouped into themes with examples of each type of issue raised for clarity. Additional broad themes have been included to ensure all responses were captured these being: 'Other', 'Positive Other', 'Negative Other' and 'NA'. 'Other' responses capture any responses which do not fit into a theme and are not considered to be either positive or negative, for example, neutral comments. 'Positive Other' and 'Negative Other' capture comments which do not fit into a theme but can be classed as being either positive or negative. For example, the question may not have been answered but the response includes relevant commentary. Anything classified as 'NA' indicates that the question has been left blank or the respondent was unable to ascertain any advantages or disadvantages. It also includes any instances where respondents did not directly answer the question. . In any instances where one of these four categories is not listed (e.g. Question 10 Disadvantages does not include 'Positive Other'), this indicates zero responses were categorised into this theme.

### Q10) What do you consider would be the main advantages and drawbacks of effectively splitting the city into zones, so that most traffic entering the city centre would be directed to car parks within these areas?

#### Advantages:

Table 17 - Question 10 (Advantages) Summary

Theme	Examples of Issue Raised	Approx. no. of times raised
Less Congestion	Improved journey time reliability, better traffic flows, fewer vehicles on the road network.	164
Environmental (Positive)	Improved air quality, less noise, more attractive landscape.	85
Public Transport (Positive)	Improved bus journey times, improved travel arrangements.	64
Active Travel (Positive)	Benefits to people's health, opportunities for active travel infrastructure for pedestrians and cyclists.	59
Safety		59
General Safety	<i>Safer roads due to fewer vehicles, reduction in rate of accidents.</i>	24
Active Travel Specific	<i>Safer environment for pedestrians and cyclists as a result of improved infrastructure opportunities, fewer vehicles on road network etc.</i>	35
Parking Related	Easier to find parking spaces, car parks may be more affordable.	26
Reduced Journey Times	Improvement in journey times.	22
Lack of Understanding of Zoning System	Not clear what the zoning system would entail, further details required, unable to answer without visual representation.	18
Modal Shift (Positive)	Encourages alternative modes to the car to be used, priority for other modes of transport, less reliance on cars.	14
Lack of Understanding of Question	Do not understand question.	4
Other	Includes an array of other comments.	34
Other Positive	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	26
Other Negative	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	25

NA	No comment, no advantages identified.	159
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Table 17 provides an overview of responses to Question 10a (stated above). Analysis has shown that the most common theme respondents provided is that the main advantage to splitting the city into zones is related to less congestion. In particular, this was thought to be the case in the city centre, which would see a reduction in congestion owing to motorists being directed into designated parking zones. However, it was also noted that less congestion would be dependent on where zones were located. Linked to less congestion was the theme of an improved environment, which would be realised by fewer stagnant vehicles on the roads. This would precipitate the realisation of improved air quality and a general improvement in the health and wellbeing of residents.

The benefits this would realise for active travel (both cycling and walking) was also highlighted by a number of respondents, believing that priority for cyclists and pedestrians would provide an opportunity for Aberdeen City Council to improve infrastructure for these modes. One issue which was raised several times and categorised under 'Other' is that some respondents felt the zoning system would benefit those unfamiliar with the city, rather than residents.

It should be noted that 2.9% of respondents did not understand the concept of the proposed zoning system. As outlined in Table 17, most of these respondents specifically stated that they did not understand the zoning system. Those who stated more details are required before being able to provide a response have also been included within the 2.9% and equate to eight of the 18 respondents included within the 2.9%.

A high number of responses (23 %) could not be categorised into a theme. Included within these responses are respondents who were unable to state any advantages or provided no response.

As noted in Table 17, several respondents provided disadvantages (Negative Other) as part of their response to advantages. This included disadvantages in relation to public transport, parking, the environment, safety and inconvenient routes / car parks.

## Disadvantages:

**Table 18 - Question 10 (Disadvantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Zonal Issues		151
<i>Travelling to incorrect zone</i>	<i>Travelling to incorrect zone, origin/destination not provided in a zone.</i>	27
<i>Multiple zones required</i>	<i>More than one zone required on a single journey, concerns related to being unable to cross zones.</i>	57
<i>Routes will not work / will not be used</i>	<i>Motorists will continue to use existing routes, cars will continue to be preferred method travel, some motorists have a preferred car park.</i>	67
Inconvenient Route and/or Car Parks	Motorists directed 'long way around' the city, restrictions on direction of travel, different pricing structures in car parks, car parks located long distances from final destination.	124
Public Transport (Negative)	Buses currently too expensive, improvements required, motorists would not use buses, lack of orbital routes, buses should not have priority over cars.	82
Increased Congestion / Continuation of Congestion	Less journey time reliability, greater number of vehicles on the road network. Includes comments where number of vehicles remains unchanged.	79
Increased Journey Time	Increase in journey times.	71
Driver Frustration	New system leading to confusion, perception of being forced into a zone.	70
City Centre / Economy (Negative)	People deterred from travelling into city centre with negative impact on businesses, reduced economic activity.	45
Accessibility		
<i>Disability Related</i>	<i>Accessibility, long distances between car park and destination would have a proportionately adverse impact on individuals with disabilities / pram users / the elderly.</i>	24
Environmental Impact (Negative)	Worsening air quality, increase in pollution (particularly around car parks), negative impact on resident's health.	20
Lack of Understanding of Zoning System	Not clear what the zoning system would entail, further details required, unable to answer without visual representation.	13
Active Travel (Negative)	Potential for cyclist and pedestrian infrastructure to be prohibited.	9
Safety (Negative)	Less safe roads due to higher number of vehicles, increase in rate of accidents.	6
Lack of Understanding of Question	Do not understand question.	2
Other	Includes an array of other comments.	38
Other Negative	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	29
NA	No comment, no disadvantages identified.	84

The most common theme identified in relation to the disadvantages of splitting the city into zones was a variety of zonal issues, including multiple zones being required when travelling and the zone system simply not working. This may partially be due to some respondents not understanding how the zone system will work without a visual aid. The inconvenience of predetermined routes and/or car parks was also highlighted as a disadvantage. Statements in relation to this theme include residents' concerns that they would have to travel back out of the city centre if travelling to a destination other than their home. For example it was stated by one respondent that if travelling from Bridge of Don to

the city centre and then onto Dundee, there is a concern motorists will have to drive back to Bridge of Don rather than travelling directly south to Dundee.

A sizeable minority (12%) noted concerns with public transport, with some noting dissatisfaction that under the plans outlined in Question 10, public transport will be permitted to cross between zones. Respondents stated that public transport is too expensive, unreliable and does not serve sufficient routes and so would not be used. 13 respondents noted that further details of the zoning system are required for them to be able to provide a response.

It should be noted that a number of responses (12%) could not be categorised into a theme owing to the respondent not stating any disadvantages to the idea or not providing a response.

Whilst congestion, the environment, safety, active travel and journey time were raised by respondents as advantages and disadvantages, these were to differing extents. For example, (less) congestion was cited as an advantage by 162 respondents, whereas the scheme to split the city into zones was cited as a disadvantage in relation to increased congestion by a smaller number of respondents (79).

Under 'Other', some respondents noted that taxis should not be given priority, splitting the city into parking zones may create the danger of 'ghettos' and it is not possible to comment until the effects of the AWPR are known.

**Q11) What do you consider to be the main advantages and drawbacks of keeping the road network operation the same, after the AWPR opens to traffic?**

**Advantages:**

**Table 19 - Question 11 (Advantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Flexibility / Ease		269
<i>General Flexibility</i>	<i>Flexible car access, ease of knowing existing route, not restricted (i.e. by being in zones), easier, convenient.</i>	127
<i>People don't like change</i>	<i>Change is not favoured, familiar routes are already well known, people are comfortable with existing layout.</i>	144
Less Congestion	Improved journey time reliability, better traffic flows, fewer vehicles on the road network.	106
AWPR Related (Positive)		101
<i>Must wait for AWPR to open</i>	<i>Only once AWPR is operational will more be known and only then can informed choices be made.</i>	52
<i>AWPR will help alleviate issues</i>	<i>Traffic should reduce once AWPR opens, HGVs in particular should use the AWPR.</i>	49
Cost (Positive)	Cheaper option, saves money in the short term.	34
Reduced Journey Times	Reduced journey times.	25
City Centre / Economy (Positive)	Keeps city centre vibrant, deliveries to shops may be easier, greater accessibility, good for the economy.	21
Safety (Positive)	Familiarity maintains safe driving and fewer accidents.	7
Lack of Understanding of Question	Do not understand question.	7
Environmental (Positive)	Less pollution due to free moving traffic.	6
Lack of Understanding of Proposal	Further details of proposal required / insufficient information provided.	5
Active Travel (Positive)	Opportunity to promote active travel	2
Public Transport (Positive)	Inadequate bus service	1
Other	Includes an array of other comments.	29
Other Positive	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	21
Other Negative	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	13
NA	No comment, no advantages identified.	143

Table 19 provides an overview of responses to Question 11a. Analysis has shown that the most common response is in relation to the flexibility / ease associated with keeping the road operation the same after the AWPR opens to traffic. This encompasses a range of factors, including the need to maintain car access, having a strong knowledge base of the existing road network resulting in more seamless travel and respondents simply not wanting to change, opting for familiarity of the existing route.

In total 106 respondents indicated that keeping the road network the same after the AWPR opens would result in less congestion due to fewer vehicles on the road network and thus a positive impact on traffic flows and journey time reliability. Comments were also provided with regards to the AWPR (101 responses), particularly in relation to the need to wait for the AWPR to be operational to enable informed choices to be made about the future operation of the road network. This is also linked to a belief that traffic flows should reduce once the AWPR opens.

Responses related to public transport in particular were far fewer in number for Question 11 in comparison to Question 10 (1 compared to 64).

It should be noted that a high number of responses (21%) could not be categorised into a theme owing to the respondent not stating any advantages to the idea or no response being provided

**Disadvantages:**

**Table 20 - Question 11 (Disadvantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Increased Congestion / Continuation of Congestion	Congestion continues, pinch points remain the same, build-up of traffic.	122
Inflexibility	People won't change routes, loss of access, different driving habits not adopted, confusion.	62
Active Travel (Negative)	Benefits to cyclists and pedestrians unlikely to be achieved, does not encourage use of active travel modes, high traffic volumes will make active travel unpleasant.	53
AWPR Related (Negative)		50
<i>Driver may not use AWPR</i>	<i>Drivers may not use the new road, AWPR does not get used to its full capacity.</i>	35
<i>Must wait for AWPR to open</i>	<i>Unable to comment until AWPR opens, no decisions should be made prior to AWPR opening, AWPR should provide opportunities, AWPR should be monitored to fully understand it's impact</i>	17
Environmental (Negative)	No improvement in air quality, continuing traffic will increase air pollution, vehicles still need to access the harbour.	44
Public Transport (Negative)	No benefit to public transport, does not encourage usage of public transport, development of a good public transport network will be prohibited.	19
City Centre / Economy (Negative)	People deterred from travelling into city centre with negative impact on businesses, reduced economic activity.	15
Modal Shift (Negative)	Modal shift not encouraged, car travel will remain unchanged.	14
Continuation of Problems	Same/similar problems will persist.	13
Increased Journey Times	Increase in journey times.	11
Safety (Negative)		12
<i>General</i>	<i>Continuation / worsening of traffic.</i>	6
<i>Active Travel</i>	<i>Safety issues related to cyclists and pedestrians.</i>	6
Lack of Understanding of Proposal	Further details of proposal required / insufficient information provided.	7
Lack of Understanding of Question	Do not understand question.	6
Cost (Negative)	Expensive, maintenance costs.	6
Other	Includes an array of other comments.	50
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	2
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	39
NA	No comment, no disadvantages identified	219

Table 20 provides a summary of responses to Question 11b. Analysis shows that an increase in congestion is considered to be the most common disadvantage stated by respondents. The remaining themes have a smaller number of

responses aligning with them when compared to responses provided for other questions, suggesting that the degree to which respondents agree with the themes is less pronounced.

It should be noted that a high number of responses (31%) could not be categorised into a theme owing to the respondent not stating any disadvantages or no response being provided.

## Q12) What do you consider would be the main advantages and drawbacks of providing bus priority measures such as bus lanes and bus gates to improve reliability and punctuality of bus services on bus routes into the city centre?

### Advantages:

Table 21 - Question 12 (Advantages) Summary

Theme	Examples of Issue Raised	Approx. no. of times raised
Less Congestion	Greater reliability and punctuality, less traffic, faster speeds.	215
Reduced Journey Times	Reduced journey times	146
Modal Shift (Positive)	Further incentives to travel by bus, general improvements to encourage more people to use buses (punctuality, reliability etc.)	119
Environmental (Positive)	Better air quality, less pollution.	30
Safety (Positive)	Opening bus lanes to other vehicles may improve safety, improved safety for cyclists and pedestrians.	11
Cost (Positive)		
<i>Cost of Bus Ticket</i>	<i>Reduction in ticket cost.</i>	9
Flexibility / ease	Greater convenience, greater choice of routes/destinations	9
Lack of Understanding of Proposal	Further detail required / insufficient information provided.	1
Other Positive	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	64
Other Negative	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	50
NA	No comment, no advantages identified.	171

Consultation responses highlight that the main advantage of implementing bus priority measures in Aberdeen is the possible reduction in congestion (215 responses) and reduced journey times (146 responses).

Responses have shown that bus priority measures could motivate people to use buses more often, hence securing modal shift (119 responses). In addition, responses indicated that such measures should improve air quality, increase safety and provide greater flexibility for buses within Aberdeen in terms of route choice and speed (30, 11 and 9 responses respectively). In total, 64 responses were generally positive about bus priority measures but did not specify any specific positive impacts.

A high number of responses (25%) could not be categorised into a theme owing to no comment being provided or no advantages being identified.

## Disadvantages:

Table 22 - Question 12 (Disadvantages) Summary

Theme	Examples of Issue Raised	Approx. no. of times raised
Driver Frustration	Inconvenience to drivers, frustration (particularly if unable to access bus lanes), worsening driver behaviour, cars get less priority.	154
Increased Congestion / Continuation of Congestion	Congestion continues, traffic may move to other parts of town, creation of bottlenecks.	138
Cost (Negative)		90
General Costs	<i>Expensive to install bus gates, bus companies should contribute towards cost of bus infrastructure, no more money should be spent on bus infrastructure.</i>	14
Cost of Bus Ticket	<i>Increase in cost of bus ticket.</i>	76
Increased Journey Times	Increase in journey times due to diversions caused by bus gates, bus lanes; impact on journey times for cars and active travel.	65
Inflexibility	Barriers to car use, buses do not provide direct routes, bus lanes restrict access to the shops/café in city centre.	49
Environmental (Negative)	Congestion causing increased pollution, reduced air quality, more emissions from buses compared to other vehicles.	19
Lack of Understanding of Proposal	Further details required / insufficient information provided.	3
Other Positive	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	8
Other Negative	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	99
NA	No comment, no disadvantages identified.	129

Consultation responses have demonstrated that the most common disadvantage as a result of implementing bus priority measures is a possible increase in congestion for other vehicles (particularly cars and motorcycles) during the peak period and the impact it would have on car driver's frustration (138 and 154 responses respectively).

Analysis also shows that the public would not look favourably on any increase in the cost of bus ticket cost, with any increase resulting in tickets becoming too expensive (76 responses). In total 100 responses were generally negative about bus priority measures, particularly about the potential for bus gates following the installation of a bus gate on Bedford Road.

Results from Question 12 demonstrate that the introduction of new bus lanes into the city centre may motivate more people to use public transport but at the same time it may cause greater levels of driver frustration. A large number of respondents cannot name any advantages or disadvantages of bus lanes and bus gates. A popular response for both the advantages and disadvantages question is "Congestion", indicating that respondents are split on whether bus priority measures will alleviate or generate further congestion, though a greater number said it would reduce congestion. Overall, the results from Question 12 suggest that respondents do not have a firm opinion regarding bus priority measures.

A sizeable number of responses (19%) could not be categorised into a theme owing to no comment being provided or no disadvantages being identified.



**Q13) What do you consider the main advantages and drawbacks of providing improved cycle infrastructure, such as cycle paths and safer crossing facilities for cyclists on cycle routes into the city centre, to make cycling more attractive?**

**Advantages:**

**Table 23 - Question 13 (Advantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Safety (Positive)	Improved safety for pedestrians and cyclists, keeps cyclists away from cars.	317
Modal Shift (Positive)	Encourages people to travel by bicycle.	172
Health Benefits	Greater bicycle use encourages a healthier lifestyle	133
Environmental (Positive)	Cycling is a more environmentally friendly mode of travel, greater bicycle use leads to reduction of CO2 emission.	110
Less Congestion	Improved journey time reliability, better traffic flows, fewer vehicles on the road network.	57
Lack of Understanding of Proposal	Further detail required / insufficient information provided.	1
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	117
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	16
NA	No comment, no advantages identified.	86

Consultation responses highlight that main advantage of providing cycle infrastructure in Aberdeen is the safety of cyclists (317 responses), which is a likely reason for the high number of respondents (172) which noted modal shift as an advantage.

Results have also shown that cycle infrastructure will motivate people to have a healthier lifestyle (133 responses). In addition it should have a positive impact on the environment and reduce congestion in the Aberdeen city centre (109 and 57 responses respectively). In total 117 responses were generally positive about cycling infrastructure.

Although a smaller percentage compared to other questions, a sizeable number of responses (12 %) could not be categorised into a theme owing to no comment being provided or no advantages being identified.

**Disadvantages:**

**Table 24 - Question 13 (Disadvantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Cycle Related		
<i>Efficiency of Cycle Lanes</i>	<i>Routes need to be coherent, routes may not be a sufficiently high standard, cyclists may not use the targeted facilities, poor weather.</i>	101
Cost (Negative)	Expensive, may not be a cost benefit	76
Safety (Negative)	Cycle lanes pose a danger to motorcyclists, general safety concerns arising from cycle lanes	62
Driver Frustration	Greater difficulty using a car in presence of cycle lanes, inconvenience for motorists, complaints/objections.	59
Increased Congestion / Continuation of Congestion	Greater congestions if number of on road cyclists increases, delays whilst infrastructure is congested.	39
Environmental (Negative)	More pollution due to stagnant vehicles / additional manoeuvres (owing to on road cyclists)	3
Lack of Understanding of Proposal	Further detail required / insufficient information provided.	1
Other	Includes an array of other comments.	47
Negative Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	47
Positive Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	11
NA	No comment, no disadvantages identified.	294

Responses highlight that there are concerns relating to how efficient cycling lanes would be (101 responses), particularly with regards to the need for coherent cycle routes in appropriate locations. The cost of cycling lanes, i.e. whether there will be any cost benefit (76 responses) was a further disadvantage highlighted. The survey has also shown that a greater number of cyclists may cause more safety problems (particularly for pedestrians) and a greater level of driver frustration (62 and 59 responses respectively). In total 39 respondents noted that more cycling lanes may cause an increase in congestion.

A high number of responses (42%) could not be categorised into a theme owing to no comment being provided or no disadvantages being identified. It should also be noted that the 'Other' category includes comments relating to how any provision of cycle infrastructure would have a negative impact in terms of reducing the amount of space available for motorists.

It is apparent from the survey that the main advantage of the improved cycle infrastructure is that cyclists will be safer, whereas the most common disadvantage is related to the efficiency of the cycling lanes.

**Q14) What do you consider the main advantages and drawbacks of providing safer crossing points and improved pavements for pedestrians on routes into the city centre?**

**Advantages:**

**Table 25 - Question 14 (Advantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Safety (Positive)	Safety improvements, pedestrians less likely to take risks.	362
Modal Shift (Positive)	Encourages more people to walk.	107
Health Benefits	Improved health through active travel	50
Environmental (Positive)	Less pollution due to modal shift, reduced noise, more attractive environment.	50
No Existing Issues	Current provision is good, no requirement for further infrastructure.	33
Accessibility  <i>Disability Related</i>	<i>New infrastructure will create a more user friendly environment for disabled users, pram users etc., shorter journey times.</i>	23
City Centre / Economy (Positive)	Keeps city centre vibrant, deliveries to shops may be easier, greater accessibility.	17
Less Congestion	Less traffic owing to modal shift.	14
Reduced Journey Times	Shorter and more reliable pedestrian journey times.	13
Lack of Understanding of Proposal	Further details of proposal required / insufficient information provided.	3
Cyclist Related  <i>Keep Cyclists off Pavements</i>	<i>Keeps cyclists off footpaths.</i>	2
Lack of Understanding of Question	Do not understand question.	1
Other	Includes an array of other comments.	48
Other Positive	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	53
Other Negative	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	3
NA	No comment, no advantages identified.	65

The consultation responses have demonstrated that a majority of respondents (52%) consider safety to be an advantage of providing safer crossing points and improved pavements for pedestrians. This is partially a result of pedestrians being less likely to take risks. Other than comments classified as NA for Question 17 disadvantages, this is the only instance where a majority of responses have been classified under one theme. Modal shift was the next most common response as providing safer crossing points and improved pavements may encourage walking, although only 107 respondents noted this as an advantage.

Other Negative responses include comments related to driver frustration, cost and an increase in journey times.

Although a smaller percentage compared to other questions, a sizeable number of responses (9%) could not be categorised into a theme owing to no comment being provided or no advantages being identified.

## Disadvantages:

Table 26 - Question 14 (Disadvantages) Summary

Theme	Examples of Issue Raised	Approx. no. of times raised
Increased Journey Times (Vehicles)	Longer pedestrian and vehicle journey times (due to more crossings and lights).	111
Cost (Negative)	Expensive to implement.	56
Sufficient Number of Crossings / will not get used	More infrastructure is not required, good standard of infrastructure already in place.	39
Driver Frustration	Complaints from motorists, inconvenience for motorists	33
Safety (Negative)	Increase in accidents, particularly if crossings are in unsuitable locations e.g. close to roundabouts.	29
Increased Congestion / Continuation of Congestion	More congestion, particularly if number of crossings are increased.	24
Design / Location Considerations	Careful consideration required re. design and location, pedestrian facilities should not be at the expense of road capacity, crossings should not be close to roundabouts.	13
Environmental (Negative)	Increased pollution from motorists stopping and starting and being stationary.	10
Cyclist Related	Cyclists may take advantage of pedestrian infrastructure,	2
City Centre / Economy	Town centre will be diminished if vehicular access is more difficult.	1
Lack of Understanding of Proposal	Further details required / insufficient information provided.	1
Other	Includes an array of other comments.	43
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	16
Negative Other	Comments do not fit into a theme but respondent generally unresponsive of the idea or provides negative comments relating to other aspects of the survey.	24
NA	No comment, no disadvantages identified.	333

A high number of respondents (48%) provided no comment or could not identify any disadvantages. In terms of disadvantages noted by respondents, 111 noted that providing safer crossing points and improved pavements would lead to increased journey times, both for motorists and pedestrians. Costs related to the implementation of such measures, existing infrastructure being sufficient and an increase in driver frustration were also seen as negative factors in providing such measures, although these were only mentioned by 8.1%, 5.6% and 4.7% of respondents respectively.

In terms of comparing responses to the advantages and disadvantages, there are very few similarities. Whilst safety was noted as an advantage by 362 respondents, only 29 noted this as a disadvantage. Similarly, an increase in journey times was the most common response in terms of disadvantages (111 responses), with only 13 noting a reduction in journey times as an advantage.

## Q15) What do you consider to be the main advantages and drawbacks of re-routing vehicles away from busy main streets such as Union Street?

### Advantages:

Table 27 - Question 15 (Advantages) Summary

Theme	Examples of Issue Raised	Approx. no. of times raised
Environmental (Positive)	More pleasant/attractive environment, less pollution	259
Safety		168
General Safety	Increased safety, particularly in the city centre.	107
Safety (Active Travel)	<i>Safer environment for pedestrians and cyclists</i>	61
City Centre / Economy (Positive)	Keeps city centre vibrant, greater accessibility, good for the economy, makes city centre more attractive/ friendly, allow for more public events, create a café culture.	115
Less Congestion	Less/no congestion on Union Street.	74
Pedestrianisation	Opportunities to pedestrianise Union Street, more space for pedestrians.	74
Active Travel (Positive)	May increase number of pedestrians and cyclists.	42
Public Transport (Positive)	Quicker bus journey times, decreased need to change buses, improve punctuality of public transport.	29
Accessibility (Positive)	Improved/easier to access city centre.	17
Reduced Journey Times	Shorted journey times, increased reliability, better flow of traffic.	16
Modal Shift (Positive)	Encourages active travel.	12
Lack of Understanding of Proposals	Further details required / insufficient information provided.	1
Other	Includes an array of other comments.	34
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	17
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	18
NA	No comment, no advantages identified.	117

The most common response to Question 15 was the positive impact re-routing vehicles away from busy main streets would have on the environment, particularly in relation to creating a more attractive environment for pedestrians; this is linked to the move having a positive impact on the city centre / economy (115 responses) and responses indicating a need for pedestrianisation (74 responses). Such moves would ensure the vibrancy of the city centre and the potential to create a café culture. Safety was also cited as an advantage by 168 respondents, particularly with regards to general safety in the city centre.

Comments classified under 'Negative Other' include those related to increase congestion in other parts of the city, disadvantages to the city centre / economy and disadvantages to public transport.

A sizeable number of responses (17%) could not be categorised into a theme owing to no comment being provided or no advantages being identified.

## Disadvantages:

**Table 28 - Question 15 (Disadvantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Increased Congestion / Continuation of Congestion	Congestion may increase on other roads, including on roads unable to cope with additional traffic.	161
Accessibility (Negative)	Access to Union Street is required, access is limited for the elderly, disabled people etc., difficulty in making deliveries, less freedom, taxi access is curtailed.	100
City Centre / Economy (Negative)	People deterred from travelling into city centre with negative impact on businesses, reduced economic activity.	98
Lack of Alternative Routes	Longer routes following closure of Union Street, lack of alternative routes which can cope with traffic.	83
Increased Journey Times	Increase in journey times.	53
Driver Frustration	Not favoured amongst car users, inconvenient, creates difficulties when driving around the city.	44
Public Transport (Negative)	Bus provision needs to be considered, concerns related to where bus passengers would be dropped off, adverse impact on bus reliability and punctuality.	24
Environmental (Negative)	Increase in pollution in other areas, creates longer journeys with associated adverse environmental impacts.	21
Safety (Negative)	More likely for accidents if traffic increases on other routes.	12
Active Travel (Negative)	Increase in traffic on other routes may adversely impact cyclists.	2
Lack of Understanding of Proposal	Further details required / insufficient information provided	1
Other	Includes an array of other comments.	39
Other Positive	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	5
Other Negative	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	33
NA	No comment, no disadvantages identified.	143

Consultation responses have demonstrated that an increase in congestion / a continuation of congestion was the most common disadvantage related to re-routing vehicles away from busy streets (161 responses), followed by accessibility (100 responses). In particular, respondents noted that any re-routing of vehicles may cause accessibility issues for the elderly and disabled who require direct access, e.g. to the Music Hall or shops located on Union Street. In comparison to the stated advantages, 98 respondents noted that the move could have a negative impact on the city centre and economy as an inability to directly access shops may act as a deterrent. Further to this, an inability for motorists to view shops whilst driving by may have a negative impact on economic activity.

Although considered a disadvantage for most other questions, cost / expense was not highlighted as a disadvantage in relation to the re-routing of vehicles away from busy streets.

A sizeable number of responses (21%) could not be categorised into a theme owing to no comment being provided or no disadvantages being identified.

**Q16) What would you consider the main advantages and drawbacks of providing bus priority measures such as bus lanes and bus gates to improve reliability and punctuality of bus services within the city centre?**

**Advantages:**

**Table 29 - Question 16 (Advantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Less Congestion	Greater reliability and punctuality, greater efficiency, faster speeds (specific to buses).	204
Reduced Journey Time	Improved bus journey times.	131
Modal Shift (Positive)	Encourages use of buses.	102
Environmental (Positive)	Less pollution, improved air quality,	36
Repetitive Question	Question 16 same as that asked in Question 12.	21
Cost (Positive)	Reduction in ticket cost, comments related to bus operator profits.	20
Flexibility / Ease	Easier for buses to operate, more convenient.	14
Safety (Positive)	Buses would be able to operate more safely.	6
Lack of Understanding of Proposal	Further details required / insufficient information provided	1
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	64
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	32
NA	No comment, no advantages identified.	180

Consultation responses indicate that the main advantages of providing bus priority measures are a possible reduction in congestion (204 responses) and shorter journey time (131 responses); public transport becoming more reliable and punctual has been captured under 'less congestion'. Any improvement to public transport is a likely factor contributing towards 102 respondents indicating bus priority measures would encourage modal shift.

In total 64 respondents were generally positive about bus lanes, believing that the measures would provide better public transport. A further 36 respondents noted that it would have a positive impact on the environment in terms of improved air quality and less pollution. A sizeable number of responses (26%) could not be categorised into a theme owing to no comment being provided or no advantages being identified. It is also noteworthy that 3.0% of respondents stated that this question had previously been asked in Question 12.

**Disadvantages:**

**Table 30 - Question 16 (Disadvantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Increased Congestion / Continuation of Congestion	Congestion continues, traffic may move to other parts of town, creation of bottlenecks.	117
Driver Frustration	Not favoured amongst car users, inconvenient, creates difficulties when driving around the city.	113
Cost		73
Cost of the Project	<i>Expensive, additional maintenance costs.</i>	18
Bus Ticket Cost	<i>Expensive bus tickets</i>	55
Inflexibility	Poor bus service, no alternative routes for cars, access issues.	61
Increased Journey Time	Increase bus journey times, unreliable journeys, increases journey times for other vehicles.	51
Environment (Negative)	Increase pollution, poorer air quality.	20
Repetitive Question	Question 16 same as that asked in Question 12.	14
Lack of Understanding of Proposal	Further details required / insufficient information provided	2
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	7
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	104
NA	No comment, no disadvantages identified.	218

The survey has shown that 31% of respondents provided no comment or could not identify any disadvantages. It is also noteworthy that 2.0% of respondents stated that this question had previously been asked in Question 12.

The most common disadvantage identified by respondents in relation to bus priority measures is the possible increase in congestion (117 responses), partially due to the creation of “bottleneck” routes across Aberdeen. The second most common disadvantage identified is driver frustration (113 responses). This is followed by 73 respondents indicating that cost would be a disadvantage, particularly in relation to the likely increase in bus ticket costs any bus priority measures may incur.

Respondents also mentioned that bus lanes can have negative impact on flexibility as, amongst other factors, it will restrict access for other modes of transport (61 responses).

Congestion was identified as the most common advantage and disadvantage of implementing bus priority measures; 204 respondents stated it would create less congestion for buses, whilst 117 stated it would create further congestion / do nothing to alleviate current congestion, as bus priority measures would simply shift congestion to other parts of the city. However, a reduction in journey times was a more common response under advantages (131 responses) compared to 51 stating bus priority measures would lead to an increase in journey times (51 responses).

Driver frustration is the only key factor to be identified as a disadvantage. Modal shift is the only key factor to be identified as an advantage only.



## Q17) What would you consider to be the main advantages and drawbacks of providing more cycle parking and facilities in the city centre?

### Advantages:

Table 31 - Question 17 (Advantages) Summary

Theme	Examples of Issue Raised	Approx. no. of times raised
Modal Shift (Positive)	Encourages use of bicycles.	265
Safety (Positive)	Safer to store bicycles, less street clutter	109
Health Benefits	Improve health and wellbeing, encourages exercise.	58
Environmental (Positive)	Less pollution, generally better for the environment	48
Less Congestion	Less traffic	36
Repetitive Question	Question 17 same as that asked in Question 13.	4
Lack of Understanding of Proposal	Further details required / insufficient information provided	2
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	103
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	16
NA	No comment, no advantages identified.	163

Survey responses demonstrate that the main advantage of providing cycle parking and facilities is that it would encourage more people to cycle (265 responses). In addition to this are health benefits, a factor identified by 58 respondents. Safety was also commonly identified as an advantage, with 109 indicating cycle provision would lead to increased safety. A positive impact on the environment attributed to less pollution and less congestion was also identified (48 responses and 36 responses respectively).

A sizeable number of responses (23 %) could not be categorised into a theme owing to no comment being provided or no advantages being identified. It is also noteworthy that 4 respondents stated that this question had previously been asked in Question 13.

### Disadvantages:

Table 32 - Question 17 (Disadvantages) Summary

Theme	Examples of Issue Raised	Approx. no. of times raised
Safety (Negative)	Risk of theft, increase in street furniture.	107
Cost (Negative)	Expensive, investment required,	68
Flexibility / Ease	Easy to use, accessible	61
Frustration	Frustration, particularly for pedestrians that are impeded by additional street furniture, drivers may object.	36
Repetitive Question	Question 17 same as that asked in Question 13.	5
Lack of Understanding of Proposal	Further details required / insufficient information provided	1
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	4
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	66
NA	No comment, no disadvantages identified.	375

The consultation has shown that the majority of respondents (375) could not identify any disadvantages or provided no comment. It is also noteworthy that 5 respondents stated that this question had previously been asked in Question 13.

The most common disadvantage identified is in relation to safety (107 responses), although this is a significantly lower figure than the 265 responses provided for the most common advantage identified. The remaining disadvantages identified, cost, flexibility and frustration were highlighted by 68, 61 and 36 respondents respectively. Note that frustration is specific to pedestrians rather than driver frustration identified for other questions.

The only factor identified by a sizeable number of respondents as both an advantage and disadvantage is safety; 109 noted this as an advantage and 107 as a disadvantage. Other factors noted were mutually exclusive to the list of advantages or disadvantages.

**Q18) What would you consider to be the main advantages and drawbacks of reallocating road space to increase pavement size, provide cycle lanes or create pedestrian priority streets such as Belmont Street and Back Wynd, in the city centre?**

***Advantages:***

Theme	Examples of Issue Raised	Approx. no. of times raised
Safety (Positive)	Pedestrians and cyclists feel safer.	171
Flexibility / Ease	Easier for disabled people to move around the City.	107
Environmental (Positive)	Reduces noise and CO2 emission	49
City Centre / Economy (Positive)	A more pleasant shopping experience	48
Modal Shift (Positive)	Encourage more people to walk	46
Less Congestion	Improve traffic flow.	20
Health Benefits	Encourage Healthy Lifestyle	13
Repetitive Question	Question has been asked previously.	11
Lack of Understanding of Proposal	Further details required / insufficient information provided.	4
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	126
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	26
NA	No comment, no disadvantages identified.	184

The consultation highlighted that the most common advantage is in relation to safety; for example, increasing the pavement size may improve safety for pedestrians (171 responses). This may lead to greater flexibility/ease, particularly for those with disabilities / prams (107 responses). A total of 49 respondents indicated that reallocating road space to increase pavement size may have a positive environmental impact by reducing noise and CO2 emissions. This was closely followed by the positive impact such a move would have by providing a more attractive environment for shoppers (48 respondents).

A sizeable number of responses (26 %) could not be categorised into a theme owing to no comment being provided or no advantages being identified. It is also noteworthy that 11 respondents stated that the question had been asked previously.

**Disadvantages:**

**Table 34 - Question 18 (Disadvantages) Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
Increased Congestion / Continuation of Congestion	Create traffic bottlenecks, alternative routes are not available	88
Inflexibility	Less convenient for cars, no room for cars and public transport	67
City Centre / Economy	Delivery drivers would have problems along with tradesmen who need to use their vehicles.	59
Driver Frustration	Such changes may lead to an increase in complaints from motorists.	51
Cost		
<i>Cost of the Project</i>	<i>Costs associated with the project.</i>	33
Safety (Negative)	It would not be safe or pleasant if taxis are still allowed to use these streets.	15
Environment (Negative)	Increased Pollution	10
Repetitive Question	Question has been asked previously.	15
Lack of Understanding of Proposal	Further details required / insufficient information provided.	7
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	6
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	92
NA	No comment, no disadvantages identified.	298

The consultation has shown that 46% of respondents did not provide any comment, were unable to identify any disadvantages or required further details to provide a comprehensive response. This is reflected in the lower number of respondents who stated the themed advantages. For example, only 88 respondents identified increased congestion or a continuation of congestion as a disadvantage, followed by 67 respondents identifying inflexibility as a disadvantage, 59 respondents identifying a negative impact on the city centre or economic vitality of the city and 51 identifying driver frustration.

A high number of responses (43 %) could not be categorised into a theme owing to no comment being provided or no disadvantages being identified. It is also noteworthy that 15 respondents stated that the question had been asked previously.

Many of the respondents could not name any specific advantages or disadvantages in relation to reallocating road space to increase pavement size. Whilst similar issues were identified (e.g. congestion, flexibility / inflexibility, environmental impact and city centre / economic impact), these were to varying degrees. For example, safety was identified as an advantage by 171 respondents, whilst only 15 respondents identified safety as a disadvantage.

**Q19) Please add any other opinion you wish to express about travelling around Aberdeen after the AWPR opens.**

**Table 35 - Question 19 Summary**

Theme	Examples of Issue Raised	Approx. no. of times raised
AWPR	ACC should review how the AWPR operates before making any changes.	38
Lack of Understanding of Question	Further details required / insufficient information provided	1
Other	Includes an array of other comments.	220
Positive Other	Comment does not fit into a category but response generally supportive of the idea or provides positive comments relating to other aspects of the survey.	205
Negative Other	Comments do not fit into a theme but respondent generally unsupportive of the idea or provides negative comments relating to other aspects of the survey.	108
NA	No comment, no disadvantages identified.	164

Table 35 provides a summary of responses to Question 19. Given the open ended nature of the question, grouping responses into distinct themes was determined to not be beneficial given the wide spectrum of responses and thus the long list of themes. Responses have therefore been categorised into the broad themes of ‘Other’, ‘Positive Other’, ‘Negative Other’ and ‘NA’; although the frequency at which comments regarding the AWPR and how ACC should postpone making any changes until the impact of the road is known means these comments have also been categorised. For consistency with other questions, Table 35 also states how many respondents required further details to provide a response.

The responses demonstrate that in broad terms, there is a higher number of ‘Positive’ responses compared to ‘Negative’ responses. However, given the open ended nature of this question the totals outlined in Table 35 should be treated with extra caution.

Issues under ‘Positive Other’ includes journey times made quicker once the AWPR opens, journeys being more convenient and a generally welcoming attitude towards the AWPR. ‘Negative Other’ comments include the high cost of public transport (which was a frequent response), the lack of safe crossing points for pedestrians and cyclists across the AWPR and a belief the AWPR will not have any noticeable impact on the road network.

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## Summary

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This note has summarised the 696 responses submitted as part of Aberdeen City Council’s Travelling around Aberdeen after the AWPR opens survey. It has categorised responses into themes where appropriate and has found wide ranging views covering all aspects from the impact of proposals on public transport and active travel to the impact on levels of driver frustration, congestion and accessibility.

Headline findings can be summarised as follows.

- Most respondents use the car to travel to, from and around Aberdeen.
- The majority of main journeys (90%) take less than one hour, with 47% taking less than half an hour.
- Most respondents (between 65% and 73% depending on the objective) either ‘strongly agree’ or ‘agree’ with the six objectives.
- The most important factors affecting choice of mode for each type of travel differ (see Question 9), although safety is the most popular choice for walking/on foot, cycling and motorcycle. Journey time is the most popular choice for Bus (alongside reliability), Train (closely followed by reliability and cost), Driving a Car, Driving a Car (Passenger) and HGV / Van. Cost was the most common factor for Taxi.

- Reduced congestion was either the most common or second most common advantage for four questions (see responses to Questions 10, 11, 12 and 16 for specific advantages), and this appears as a theme for all open ended (advantage) questions, excluding Question 19.
- Increased congestion was either the most common or second most common disadvantage for four questions (see responses to Questions 11, 12, 15 and 16 for specific disadvantages). Cost / expense is the most common or second most common theme for three of the questions (Questions 13, 14 and 17).
- Although only classed as a standalone theme for Questions 11 and 19, a desire to wait for the AWPR to open and to review the situation before making any informed decisions was highlighted by a number of respondents.