



Image credit: John Davidson

Inverness City Active Travel Network

Engagement Report

The Highland Council

1st June 2017

Project Client Inverness City Active Travel Network
The Highland Council

Document Status Date Reference
Engagement Report
Final version
1st June 2017
101322/17-007.745

Project code Project Leader Project Director
101322
Rachael Cox
Martijn Akkerman

Author(s) Checked by Approved by
Amanda Gregor
Rachael Cox
Rachael Cox

Initials

Address
Witteveen+Bos UK Ltd.
24-26 Great Suffolk Street
SE1 0UE Bankside
London
United Kingdom
+44 (0) 77 71 454 947
www.witteveenbos.com

© Witteveen+Bos UK Ltd.

No part of these contract documents/printed matter may be reproduced and/or published in any form, electronic, mechanical or digital, by photocopying, recording, placing it on the internet or any other method, without the prior written permission of Witteveen+Bos UK Ltd., nor may it be used for any work other than that for which it was manufactured without such permission.

TABLE OF CONTENTS

1	INTRODUCTION	5
1.1	What is engagement?	5
1.2	Our approach to community and stakeholder engagement	5
1.3	Community Links PLUS competition	6
1.4	Inverness City Active Travel Network	6
1.5	Background to the engagement work	6
1.5.1	Behaviour Change Design Workshops	6
2	ENGAGEMENT PROGRAMME	7
2.1	Methods of engagement	7
2.1.1	Promotion of the engagement event	7
2.1.2	'Pop up shop'	7
2.1.3	Online approach	8
2.1.4	Press coverage	8
3	ENGAGEMENT RESPONSES	9
3.1	Process for applying engagement feedback to the design process	9
3.2	Key findings from engagement programme	9
3.2.1	Engagement in numbers	9
3.2.2	Key findings from survey	10
3.2.3	Survey responses (illustrative)	10
3.2.4	General remarks on existing situation	11
3.2.5	General remarks on the concept designs shown during the engagement programme	12
3.2.6	Academy Street Route	12
3.2.7	Millburn Road Route	12
3.2.8	Turbo Roundabout	12
3.2.9	Buses	12
3.2.10	Conflict with different users	13
3.2.11	Cycle parking	13
3.2.12	Greening	13
3.2.13	Ideas	13
3.2.14	Maintenance	13
3.2.15	Pavements	13
3.2.16	Segregation	13
3.2.17	Traffic and Capacity	13
3.2.18	Vision Impairment	14

3.2.19	Wayfinding	14
4	DETERMINING NEED FOR ACTIVE TRAVEL USING PLACE STANDARDS	15
4.1	Place Standards	15
4.1.1	Key findings from East Inverness' Place Standards Assessment	15
5	DESIGN DEVELOPMENTS ARISING FROM ENGAGEMENT RESPONSES	17
5.1	Process	17
5.2	Network Performance	17
5.3	Bus and parking provision	17
5.4	Safety concerns: vehicles crossing the cycle tracks	18
5.5	Modelling and numbers	18
5.6	Academy Street	18
5.7	Millburn Road	18
	Last page	19
	APPENDICES (attached separately)	
I	Engagement feedback event and survey	2
II	Engagement feedback collated from survey only	9
III	Additional feedback received	18
IV	Engagement feedback collated from social media	36
V	East Inverness Place standards - key findings related to active travel	38
VI	Press coverage	43
VII	Engagement notifications prior to pop up event	45
VIII	Photos during engagement event	48

1

INTRODUCTION

This report focuses on the engagement programme for the Stage 3 Community Links PLUS: Inverness City Active Travel Network, the responses received and actions to be taken from those responses. The engagement process is a key element of The Highland Council's submission. This is a process driven approach and the feedback collated through this programme will feed directly back into the development of the designs. Through the engagement programme we want to maximise the opportunities for stakeholders and individuals to be part of the development of the concepts and plans for the Inverness City Active Travel Network.

1.1 What is engagement?

Engagement is a process that involves a range of stakeholders, community groups and individuals who build up a relationships for the purpose of applying a collective vision for the benefit of a community. Different levels of engagement are appropriate for different situations and no one technique is 'better' than the other. The community engagement framework defines community engagement as incorporating a range of following activities:

- Informing.
- Consulting.
- Involving.
- Collaborating.
- Empowering.

Our goal through this engagement process is to work collaboratively with the local community and stakeholders to make Inverness a place for people through forward thinking co-design.

1.2 Our approach to community and stakeholder engagement

To deliver a successful project it is crucial to engage with the local community and stakeholders in an ongoing cumulative process. This is a vision-led project and it is based upon the iterative feedback which has been given throughout the engagement programme. This programme will help collect and carve out the ideas that will lay the foundations of the vision that is to create the Inverness City Active Travel Network. By determining this vision collectively, it will assist in creating a path towards a common goal that we can all work towards.

Using the concepts and designs that were developed last year as a springboard, the project this year focuses on reaching out to the wider community to develop creative co-operative designs. We have purposely undertaken the engagement programme at an earlier stage of the process to collect as much feedback as possible. Using this participatory approach we will collate the views and ideas and directly feed these back into the redesign of concepts and proposals. The engagement programme, at this stage, is not a consultation of the preferred design between two options - we are asking the community to be a part of creating these options that will become the Inverness City Active Travel Network. The feedback received from the engagement programme will be used to develop and revise the existing plans and concepts.

1.3 Community Links PLUS competition

Community Links PLUS is a design competition hosted by Sustrans Scotland and the Scottish Government. The competition is now in its second year. In 2016, The Highland Council was shortlisted for the concept to create 'A City Fit and Active for the Future' through the Inverness City Active Travel Network. Although commended by the awarding body for the people oriented concept, the funding was awarded elsewhere. The Highland Council have been invited to take part once again this year and to further develop their 2016 concept. The drawings and concepts presented during the 2017 engagement programme are the 2016 concept proposals; these are not detailed proposals which will come later once the funding situation is known.

The aim of the competition is to encourage:

- The delivery of more ambitious cycling and walking infrastructure across Scotland.
- An increase in the number of aspirational projects being submitted to Sustrans Scotland's Community Links grant programme.
- Greater understanding of what high-quality cycling and walking infrastructure looks and feels like amongst families, communities, and decision makers and
- A demonstration of the wider benefits that cycling and walking brings, including positive impacts on health and wellbeing, the quality of the environment and public realm, strengthened local economies and increased road safety.

1.4 Inverness City Active Travel Network

The proposal for the Community Links PLUS competition is to create an active city fit for the future which will promote active travel, improve community health and reduce congestion. This will be achieved by creating the Inverness City Active Travel Network.

The Inverness City Active Travel Network combines Dutch cycling infrastructure design fit to the local context with the historical identity of the Gaelic language and the Ogham alphabet. The Highlands unique landscape has been incorporated to create a visual identity and wayfinding to be used across the entire network. The ambitious proposal plans to strengthen the Inverness City Active Travel Network that connects all of the city's communities with the centre, as well as developing seamless and segregated cycle-friendly routes along Millburn Road, Academy Street and the Raigmore Interchange.

1.5 Background to the engagement work

In 2016, the initial designs were primarily developed through internal co-design workshops with local stakeholder groups and The Highland Council/

1.5.1 Behaviour Change Design Workshops

We undertook a series of design workshops with the Highland Council's traffic engineers. One activity included getting the team on bicycles and cycling the proposed routes. Through this activity we were able to highlight common misconceptions through experience and introduce new concepts on how to design with another road user in mind.



2

ENGAGEMENT PROGRAMME

2.1 Methods of engagement

The key to a successful engagement programme is communication, inclusivity, transparency and flexibility. We have created a multi-faceted approach to our engagement using both online and traditional methods to include as many potential participants as possible. People had the option to come in and talk to our specialists one-to-one, look at project details online, complete surveys both online or offline (on paper and tablet) and/or engage through social media. The following chapter details each of these approaches.

2.1.1 Promotion of the engagement event

Evidence of the promotional material can be found in the appendices section of this report. Promotional activities included:

- Two adverts published in the Inverness Courier.
- Event and survey were advertised before and during the event through Twitter and Facebook.
- Specific stakeholder groups were invited by the Highland Council to have a one-to-one meetings during the mornings and afternoons of the pop up shop event.
- There was a leaflet drop with a specific leaflet to Millburn Road businesses and residents.
- Flyers were handed out in and around the station during the days of the 'pop up' shop.
- Flyers were left in local venues (i.e. velocity cafe, university campus and the hospital).

2.1.2 'Pop up shop'

The 'pop up' shop was held in the Victorian Market on Tuesday 11th April and Wednesday 12th April. Poster explaining the concept, branding and plans were pinned to the wall with decorations on the street and in the stall to give a sense of the event and encourage people to 'pop in' as they passed by.

Activities included:

- Drawing activities for children - 'my dream street would be...' This encourages younger generations to take ownership in how they want their streets to be in the future. It is creative and provides a space that is welcoming to young children and adults. It also gave parents the opportunity to engage in conversation about the project while their children were occupied during the fun activity.
- 'Pin your place' - community mapping to understand how people move around the city and input their views in a visual way.
- Paper surveys (same version as the online to ensure consistency across data collection).
- Specialists there to answer questions and talk through the ideas behind the concept designs.
- Public drop ran from 11am - 4pm.
- Stakeholder meetings ran from 9-11am, 4-5pm.

Date	Time	Stakeholders Invited	Attended
Tuesday, 11th April	09.30	Velocity Cafe and Bicycle Workshop	✓
	10.00	Highland Cycle Campaign	✓
	10.30	Business Improvement District	✓
	11.00-16.00	Public drop in	
	16.00	THC Community Services (area)	✓
	16.30	THC Development & Infrastructure	✓
Wednesday, 12th April	09.30	Stagecoach	✓
	10.00	Taxi Alliance	X
	10.30	Living Streets	X
	11.00-16.00	Public drop in	
	16.00	THC Community Services (traffic)	✓

2.1.3 Online approach

- Blog - a wordpress blog was created with the same information that was displayed during the 'pop up shop' event. This also had a link to the survey
<https://invernessactivetravel.wordpress.com/>
- Survey - a short 6 question survey to determine existing travel behaviour and what kind of improvements people would like to see in Inverness
<https://invernessat2017.typeform.com/to/TucTiG>
- Dedicated email - a dedicated email account was set up for people who wanted to respond in more detail
invernessactivetravel@gmail.com
- Twitter - a twitter account was set up to communicate information throughout the engagement programme
[@InvernessAT2017](https://twitter.com/InvernessAT2017)
- Facebook - facebook page was set up to communicate information throughout the engagement programme
[InvernessActiveTravel](https://www.facebook.com/InvernessActiveTravel)

2.1.4 Press coverage

During the engagement event we received positive interest from the media, resulting in three articles, these are shown in the appendices. The articles are:

- 'Dutch designers could help city win 3million'- Friday 14th April 2017, The Inverness Courier.
- 'Joined- up walking and cycling scheme for city'- Thursday April 18th The Press + Journal.
- 'Inverness makes a bid to become a city on the move'- Thursday April 20th 2017, Highland News .

3

ENGAGEMENT RESPONSES

3.1 Process for applying engagement feedback to the design process

Following the successful 'pop up' shop event all feedback was collected, photographed if on post it notes, collated and fed into an excel workbook. Once the engagement programme online window closed, the remaining feedback was collected from the online portals, emails and surveys and added to the excel workbook.

At this point, the Witteveen+Bos project team (engineers, transport planner, landscape architect and urban designer) engaged in a collaborative workshop to review all feedback and identify common themes. The themes identified include:

- Segregation.
- Conflict of users.
- Buses.
- Cycle parking.
- Greening.
- Ideas.
- Maintenance.
- Pavements.
- Traffic.
- Vision impaired.
- Wayfinding.

This was further categorised by determining if the comments were considered, applied or out of scope. The following section gives a summary of the key feedback received during the engagement programme.

3.2 Key findings from engagement programme

3.2.1 Engagement in numbers

Pop up shop	150 attendees (2 days)
Twitter	13.3K tweet impressions
	238 profile visits
	329 engagements
	30 followers
Facebook	1,626 people reached
	189 actively engaged

	81 page views
	37 page links
Blog	489 views
	178 visitors
Survey	62 responses
Additional feedback received	8 additional responses (does not account for repeated responses from the same individual)
Press	3 articles

Definitions

Tweet impressions - number of times users saw the tweet on Twitter

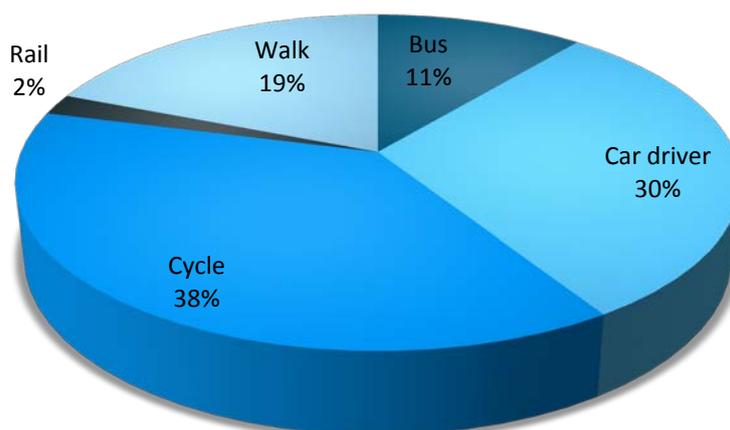
Twitter engagements - total number of times a user has interacted with a Tweet. This includes clicks anywhere on the Tweet (including hashtags, links, avatar, username, and Tweet expansion), retweets, replies, follows, and likes.

3.2.2 Key findings from survey

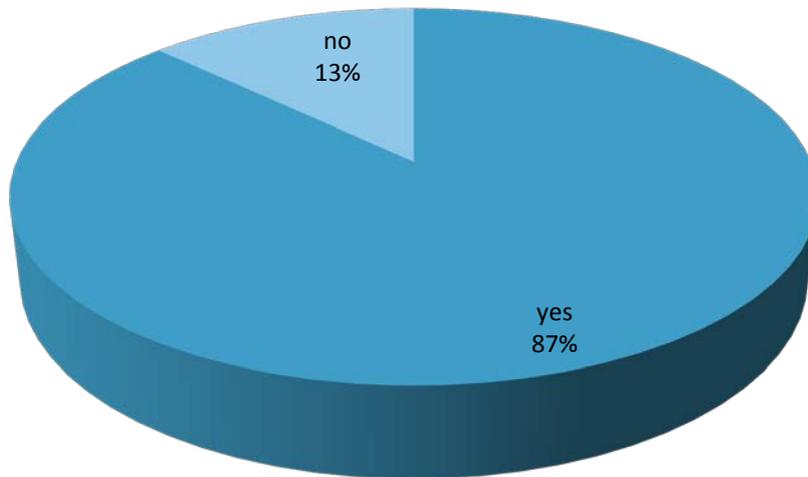
- Just under **a third of people** responding **are car drivers**.
- Just over **a third are cyclists**.
- The remaining use a mixture of walking, buses and rail as their primary mode of transport.
- **87%** of people would **cycle or walk more** if Inverness had **improved pedestrian and cycle space**.

3.2.3 Survey responses (illustrative)

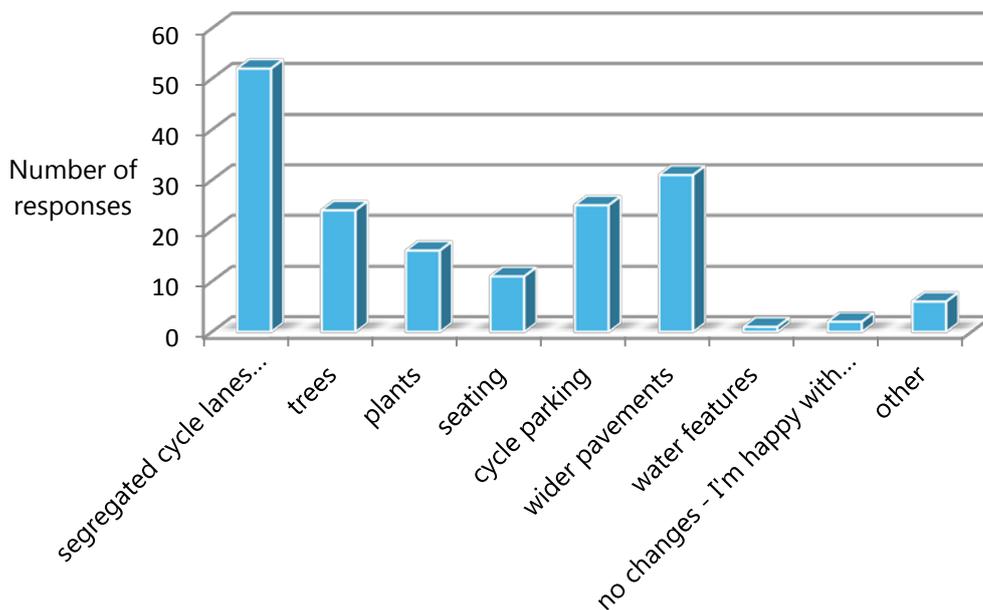
What mode of transport do you use the most?



If Inverness had more dedicated space for cyclists and improved pedestrian space would you cycle / walk more?



What improvements would you like to see on Inverness' streets?



3.2.4 General remarks on existing situation

- **88%** of the comments given on people's current experience of their journey in Inverness **were negative**.
- These related to **conflict** between users between **cyclists, pedestrians and drivers**, pedestrians not feeling safe, pollution and lack of visibility.
- The positive comments about people's experience relate to the surrounding environment and how rich it is in scenery and nature.

3.2.5 General remarks on the concept designs shown during the engagement programme

Selected general remarks on the approach and proposed Inverness City Active Travel

Happy to see the plans which will improve life for residents

Nice that someone is bothering to make positive change

It would be great for the grandkids

This will be of benefit to town centre businesses and tourism

I welcome it. Anything to encourage more people to cycle and walk instead of taking the car has to be good

Great to see infrastructure that promotes a strong sense of ownership and permission to travel actively

Just what Inverness needs

Good to see active travel genuinely being prioritised

Very worthwhile, engaging and progressive- just what Inverness needs

Excellent idea with an inclusive feel that should appeal to anyone whatever their preferred form of transport

Interesting approach. Good opportunity for feedback

This is an excellent project which respects that not all citizens own, or have access to, a motor vehicle. Every effort should be made to maximise active travel with the existing infrastructure whilst existing problems precluding active travel must be designed out of future infrastructure projects

3.2.6 Academy Street Route

- Just under one fifth of the responses were about the designs on Academy Street Route.
- Numerous comments were made about **creating a sense of place/a sense of arrival** along Academy Street for when people **arrive off the bus or train** and move towards the city centre. Some of the ideas to achieve this include greening, tree planting, building facade cleaning and wayfinding.
- **Widening pavements** was mentioned six times under this category.

3.2.7 Millburn Road Route

- Proposed Millburn Road designs attracted more detailed responses than any other junction design.
- **Key concerns** related to proposed **removal of loading bays** on the southern side, increase in car traffic due to reallocation of road space and access to the existing shopping centre.
- **Positive responses** from **greening** and **segregated cycle lanes**.

3.2.8 Turbo Roundabout

- The turbo roundabout received the least comments.
- Positive responses to a new concept.
- Concerns raised about the bus shelter on a narrow footway.

3.2.9 Buses

- Majority of comments about buses were in relation to slow moving traffic and service (out of scope for this project).

- A few comments requested more bus stops for example along Old Perth Road and opposite Morrisons on Millburn Road.

3.2.10 Conflict with different users

- We received eight comments highlighting concern about cyclists using pavements and there being a **lack of signage** on shared contraflow cycle ways. **Mixed messages** were highlighted by pedestrians, cyclists and vehicle drivers.

3.2.11 Cycle parking

- Five comments were received requesting increased cycle parking that is secure and well located.

3.2.12 Greening

- A high percentage of the comments received were **positively commenting** on the increased **greening** shown in the plans. Some of these comments highlighted specifically their appreciation for the identity and landscaping strategy that ties in with the theme of using native trees and a colour palette of the Highlands.

3.2.13 Ideas

- 15 % of the comments received were ideas on how to improve Inverness.
- Some of these ideas include: having hire bikes in centre city, electric bikes hire, creating a piazza on Falcon Square, pedestrianising city centre, using solar panels for lighting, information plaques about history and nature.

3.2.14 Maintenance

- Four comments were made in reference to maintenance of the road surface to ensure the road surface is sufficient and how this will be maintained over time.

3.2.15 Pavements

- Six comments were made requesting wider pavements for pedestrians.

3.2.16 Segregation

Five comments on segregation highlighted mixed responses between '**segregation is key**' to '**do we need segregation if we lower speeds?**'

3.2.17 Traffic and Capacity

- 23 responses on traffic highlight concerns from all users: drivers, cyclists and pedestrians.
- These concerns focus on wait times, movement of traffic, pollution from cars and taxis idling, traffic speeds (reduce to 20mph) and safety.

3.2.18 Vision Impairment

- We received six comments on design details for vision impaired users these include decluttering of pavements (including bollards on high street), highlighting the importance of using kerbs.

3.2.19 Wayfinding

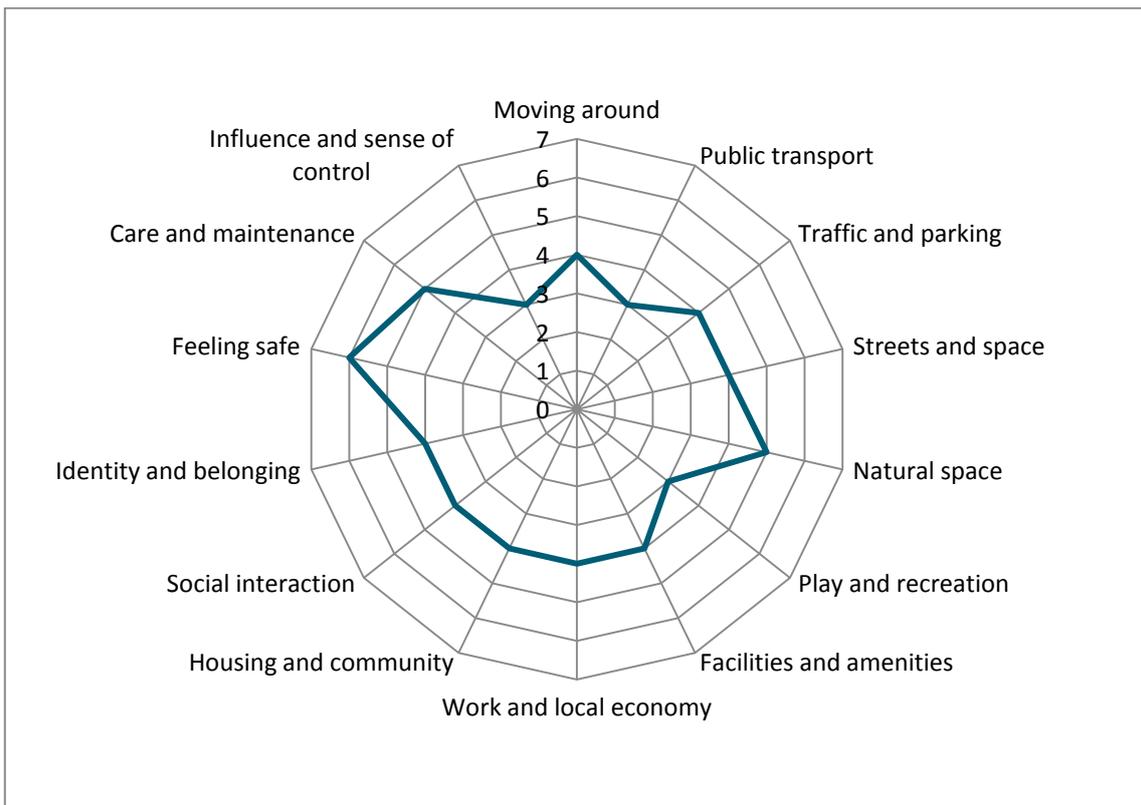
- Comments were given on creating **a stronger link** between transport hubs and city centres to help tourists.
- Also better road signage to help give a clearer message in regards to different road users.

4

DETERMINING NEED FOR ACTIVE TRAVEL USING PLACE STANDARDS

4.1 Place Standards

Place Standards is a tool that provides a simple framework to structure conversations about place. The tool identifies assets of a place as well as areas that can be improved. The Place Standard exercise was undertaken for East Inverness online by The Highland Council between 06 October 2016 and 30 November 2016. Forty-one people took part supplying 354 comments to the online portal. Further to this, a Place Standards Workshop was held on 16th November 2016 at Inverness College to which 70 attended. The Place Standards exercise has been included because the findings provide a valuable contribution about the physical and social aspects that can improve the quality of place and help create an active city fit for the future to promote active travel, improve community health and reduce congestion.



4.1.1 Key findings from East Inverness' Place Standards Assessment

The overview is detailed below specifically highlighting findings related to active travel. The full findings can be found in the appendices.

- Roads are too narrow in some places to effectively share with cyclists. Upkeep of paths an issue.
- More wayfinding and better lighting needed for popular routes.
- Need for a separated off-road cycle network.
- Priority segregated junctions and underpasses needed.
- Cycle routes seem to be an afterthought in development.
- HC should narrow roads to provide wider pavements & cycle paths.
- Shared pedestrian/cycle paths reduce cycle speeds and decrease safety making cycling less effective.
- At Barn Church Rd, cyclists have to give way at every junction.
- No direct route from Cradlehall to Retail Park.
- Concerns about the safety of the Resaurie rail bridge gap.
- Culloden Road lacks pavement.
- Too much traffic to feel safe cycling at Inshes roundabout.
- Old Perth Rd and railway underpass an issue for cyclists.
- Need lower speed limits, traffic calming and landscaping to re-prioritize cycling and walking.
- A prohibition of traffic turning right into UHI from Caulfield Road N would increase cyclist safety.

5

DESIGN DEVELOPMENTS ARISING FROM ENGAGEMENT RESPONSES

5.1 Process

Stakeholders were invited to email invernessactivetravel@gmail.com with detailed feedback following review of the concept designs during the engagement programme. Following the collection of engagement feedback, the project team worked together in a collaborative workshop to review all feedback and identify the common themes in responses. Some of the themes were positive comments which were acknowledged but did not require further action in terms of design developments. The following groupings below emphasize the key design developments that have been addressed following concerns highlighted across different themes. Updated drawings are being prepared with a view to be available before the City of Inverness Area Committee meeting on the 19th June 2017.

5.2 Network Performance

To provide optimum service level to all users designs will be modified to reasonable concerns regarding capacity whilst maintaining the principle of the redistribution of space and time to vulnerable road users. These changes will still encompass The Highland Council's overarching vision.

Concerns about stop line and carriageway capacity expressed by transport consultants appointed by stakeholders along Millburn Road and Academy Street will be addressed. Our first-pass concept designs were created for the purpose of the 2016 bid and are intended to provide a general idea of the indicative layout that might be expected with the introduction of a fully separated walking and cycling route on the south side of Millburn Road.

Changes we mention below also need to be tested for capacity and flow; however they are responsive to stakeholder concerns and will result in an increased turning capacity giving access to retail premises including Morrison's and Falcon Square. The required capacity will be considered and accommodated as far as possible in the next more detailed stage, taking into account the reasonable operational and customer requirements of the retail premises. The next design stage will begin after the funding decision is known.

5.3 Bus and parking provision

Noting that a key criteria for this project is to redistribute some road space in favour of active travel, the design will be amended to include as much parking and loading as possible in its present or nearby alternative locations. In some cases this may lead to an increase in loading capacity and an overall improvement in traffic operation. For the time being these are assumptions subject to further design and modelling.

We responded to support from the bus company for a bus lane (a long term ambition) by providing a westbound bus lane to enable passengers to bypass queuing traffic and make public transport more attractive. This also relates to some of the recorded supportive comments received from attendees who said they would use buses more often if the option was were made more attractive.

5.4 Safety concerns: vehicles crossing the cycle tracks

The potential for conflict between motor vehicles and cyclists is noted and would be addressed in a more detailed phase and through safety audits.

5.5 Modelling and numbers

Mention was made of various statistics relating to footfall and traffic capacity. The first-pass concept design does not, at this stage, consider capacity and flows. Feedback has, therefore, been particularly useful to us in identifying changes that are likely to have a positive effect on capacity.

Further development of the concept to a feasibility stage will make full use of existing data to inform future iterations of the designs including new information as required. Depending on the outcomes, the designs may change slightly or radically in order to address specific issues raised whilst retaining the strategic intentions and principles established.

5.6 Academy Street

A revised concept is to be developed for Academy Street and this will take into account the key points made about taxi and coach access and the need to make space for walking and take into account other proposals.

A number of concerns were raised regarding the segregated tracks on Academy Street. In response, this section will be completely reviewed with only a short section of track being specified in order to connect the two halves of the east-west route. A developed concept is to be prepared for this location taking into account specific comments including the need to retain taxi and coach access.

Concern was raised about the removal of yellow boxes. There are no plans to remove any yellow box measures or any other feature designed to maintain traffic flows through the city centre. For the purposes of the concept and to build public understanding these features (including yellow line marking) were omitted from the design but would be introduced in a detailed phase.

5.7 Millburn Road

Right turn at Morrison's Junction: We have amended the first-pass concept in order to respond to the need for a right turn queuing lane for westbound traffic turning into Morrison's supermarket and petrol filling station.

Eastgate Shopping Centre and Millburn Road / Crown Road junction: We have amended the first pass concept to respond to requests to increase the capacity of the junction and retain the slip road access. The changes are:

- In response to concerns about HGV access to the Eastgate Phase 1 undercroft and capacity for general traffic we have reintroduced the slip road into the design and curved the cycle track around it in order to provide for a new signal stop line. A slip road with one lane instead of two would be acceptable, with some additional queuing capacity in the main carriageway if possible. This would provide space for the continuation of the two way cycle track.
- In response to concerns about capacity for traffic entering the northern car parks (Eastgate phase 2) and the safety of cyclists going to the station we have introduced a right turn queuing lane for traffic and removed the western cycle track crossing. A two way cycle crossing is introduced on the eastern side of the junction to provide access to Morrison's.
- A loading bay is proposed to serve a local restaurant and takeaway. In response to concerns from businesses on Millburn Road about loading bays, we confirm that there is plenty of flexibility to provide for their needs. Where possible (including where this would not obstruct access to premises), loading

bays will be provided to a 2.6m minimum width along the length of Millburn Road between Falcon Square and Morrison's roundabout including serving a furnishing and household shop. If possible these would be wider in order to accommodate disabled customers. A bus stop will also be provided to enable passengers to visit the businesses.

- In response to concerns about HGV and collect-by-car access to Marks and Spencers we propose to review the turning radius into Crown Road and direction of traffic through the Marks and Spencers collection yard, which we have retained to the existing layout for safety reasons.

Appendices

I	ENGAGEMENT FEEDBACK FROM EVENT AND SURVEY	2
II	ENGAGEMENT FEEDBACK COLLATED FROM SURVEY ONLY	9
III	ADDITIONAL FEEDBACK RECEIVED	18
IV	ENGAGEMENT FEEDBACK COLLATED FROM SOCIAL MEDIA	36
V	EAST INVERNESS PLACE STANDARDS - KEY FINDINGS RELATED TO ACTIVE TRAVEL	38
VI	PRESS COVERAGE	43
VII	ENGAGEMENT NOTIFICATIONS PRIOR TO POP UP EVENT	45
VIII	PHOTOS DURING ENGAGEMENT EVENT	48



APPENDIX: ENGAGEMENT FEEDBACK FROM EVENT AND SURVEY

Theme	Comment	In reference to this specific plan during engagement	Action (applied/ consider/ out of scope)	Comments for evaluation
bus	Buses: Academy Street - so slow, we've been putting in extra buses which causes more congestion which isn't sustainable	Academy Street route	consider	Address in Academy Street eventual scheme
bus	Get rid of bus station and green over; car park on top	Academy Street route	out of scope	
bus	Pull bus traffic out from union street	Academy Street route	out of scope	
bus	Bikes on buses never seems to work; too much salt corrodes bike racks	General	out of scope	
bus	Bus station needs redesign - move behind library?	General	out of scope	
bus	Buses need to be more reliable. More services from town to Milton of Leys, direct rather than around other areas.	General	out of scope	
bus	Buses not being in streets decimated the shops business	General	consider	
bus	Add inbound bus stop here (Old Perth Road)	Millburn Road route	consider	Accepted: amend drawing
bus	New bus stop opposite Morrisons - will cause people to cross road not at crossing	Millburn Road route	consider	Rejected - bus stop is as close as possible
bus	Bus shelter on narrow footway	Turbo Roundabout	consider	
conflict	Conflict of pedestrians & cyclists where there is one way for cars and two way for cyclists i.e. shared contraflow cycle way	Current journey - Dislike:	consider	
conflict	Cyclists on pavements	Current journey - Dislike:	consider	
conflict	Cyclists too fast when I'm a pedestrian on the High Street	Current journey - Dislike:	out of scope	
conflict	Ness Walk: conflict with 2 way cycle along 1 way for cars	Current journey - Dislike:	out of scope	
conflict	Ness Walk: conflict with traffic	Current journey - Dislike:	out of scope	
conflict	West Link last bit not done yet - most dangerous bit!	Current journey - Dislike:	consider	Additional quote ATN4
conflict	cycle routes going the wrong way down one way streets in inverness are dangerous and also create a bad reputation for cyclists. i suggest less parking spaces on these streets (huntly street for example) would create more space for cycling and walking.	General	consider	
conflict	Cycle routes should follow direction of all traffic eg Stop Contraflow cycling in eg Stephen's Brae, Ness Walk Academy Street is so congested it is not safe route for Active travel. With improvements being made to station alternative safe route can be from pavement/unused parking area beside Morrisons store over a bridge across rail tracks to Railway Terrace and link with proposed route through existing underpass to Innes Street leading to connect with riverside.	General	consider	

conflict	There's inadequate signage to alert motorists to cycle zones particularly in areas where cyclists are entitled to ride against the flow of one-way traffic. This makes it potentially hazardous for riders using them. The best example is Huntly Street. It's a one-way street for motorised vehicles and two-way for bicycles. But motorists are left unaware of this unless they join at one of the junctions - i.e. Greig Street - where there is a tiny sign to indicate cycles are excepted from one-way use. As a regular cycle user of this route, I would like to see markings applied to the road surface as a safety issue, alerting drivers that it's two-way for cycles and to give them room to pass.	General	consider	Signage and ambiguity over shared space needs to be cleared up with consistent standards
cycle parking	Not enough cycle parking	Current journey - Dislike:	consider	
cycle parking	Cycle parking needs to be well places and thought out	General	consider	
cycle parking	More bike parking	General	consider	
cycle parking	More secure cycle parking and casual parking	General	consider	
cycle parking	Want people to be able to cycle to bus stop and then commute in via bus. Therefore need cycle parking	General	consider	
greening	If temporary solutions, put trees in boxes	Academy Street route	consider	
greening	More green area around train station	Academy Street route	consider	
greening	Distributor roads boring, polluted, little vegetation to mitigate	Current journey - Dislike:	consider	
greening	New bridge near West Link - create rat run? Ruin beautiful area	Current journey - Dislike:	out of scope	
greening	Walking - green, take dog out. Rare birds and wildlife	Current journey- Like:		
greening	Certainly like the greening up of Inverness	General		
greening	I like the route identity linking to the surrounding habitats	General	applied	
greening	Motorists want the green routes too!	General	applied	
greening	Permeable grass isn't suitable for urban centre	General	consider	
greening	The theming idea of native trees and Gaelic colours is very appealing	General	applied	
greening	Whats missing about Inverness is greening - oop(?) in the City Centre	General	applied	
greening	Bringing in greenery - great!	Millburn Road route	applied	
ideas	Create a piazza in Falcon Square	Academy Street route	consider	
ideas	Pedestrianise Station to Falcon Square	Academy Street route	consider	
ideas	Ashdown Road/ A9 Stone circle connect cultural - near Golden Bridge	Current journey - Dislike	out of scope	
ideas	Fill this gap with a cycle path	Current journey - Dislike	out of scope	
ideas	S. East corner crossing of slip road and Raigmore Interchange	Current journey - Dislike	out of scope	
ideas	Safer route to town from Keswick Bridge	Current journey - Dislike	consider	
ideas	As resident in Cradelhall better cycle provision from the "golden bridge" to town along Milburn Road would be brilliant. Improvements also need to be made between Raigmore and Crown via Kingsmills as the road isn't very suitable for children meaning that cutting across town to the likes of Bught Park isn't a very attractive options for family cycling. Finally nearby visitor destinations such as Fort George and Culloden Battlefield need cycle paths making them more attractive for families to cycle too.	General	consider	
ideas	Cycle path/road above the railway - with shops, cafes etc along it. Places to sit and enjoy	General	out of scope	
ideas	Do not spoil the river	General	applied	
ideas	Good initiative - keep going and extend the work further. Make sure you design for bikes and feet when doing ALL road improvements	General	applied	
ideas	Grant Street - charming area; needs a leg up	General	out of scope	
ideas	Hire bikes (like in Glasgow) on streets and bike stands	General	out of scope	
ideas	If there are dedicated cycle lanes will cyclists use them? Dores road path is ignored / not used	General	consider	
ideas	Info boards on nature i.e. birds you can see, what time of year, what kind of trees	General	out of scope	

ideas	Learn from past mistakes.... Make sure cycle paths are created before the road infrastructure is put in	General	consider	
ideas	Less cars. Less diesel, all electric, cycle path above the rail (not steam)	General	out of scope	
ideas	Look at capacity of network, especially over Christmas	General	consider	
ideas	More electric bikes!	General	out of scope	
ideas	More placques with historic information	General	out of scope	
ideas	Old Perth Road - King Duncans Well and burial site: neglected and forgotten	General	out of scope	
ideas	Quickest routes to places with access	General	applied	
ideas	Solar surfaces - glow at night?	General	out of scope	Consider lighting and solar power paths to heat and melt ice
ideas	Southern side cycle path for mill burn road would be great to encourage less confident cyclists to cycle	General	applied	
ideas	We want to capture ways to change behaviour especially for people who don't normally cycle!	General	consider	
ideas	Don't put cycle path on the northern side	Millburn Road route	applied	
ideas	Put cyclists on other side to protect loading bays	Millburn Road route	consider	Rejected - conflicts and indirect route
ideas	We must be willing to take space away from cars. That principle is important as trying to accommodate everyone does not work. For example, if you look at the roundabouts on Sir Walter Scott Drive, a cyclist has to negotiate traffic from both sides and manage their passage from the islands in the middle of the road. It's dangerous. Reduce Millburn Road to one lane for traffic in each direction and use the space for bikes. Sort out the south bound slip road onto the A9 at the Raigmore Interchange. It's a death trap!	Millburn Road route	applied	
ideas	Raigmore - access through needs to be better	Turbo Roundabout	out of scope	
maintenance	Building owners should maintain and clean their buildings	Academy Street route	out of scope	
maintenance	Road surfacing e.g. Old Perth Road opposite entrance to Ambulance station	Current journey - Dislike	out of scope	
maintenance	Road surfacing needed	Current journey - Dislike	out of scope	
maintenance	How is it going to be maintained	General	consider	
pavements	2.5m pavements for Academy Street	Academy Street route	consider	
pavements	Pavements already not wide enough	Academy Street route	consider	
pavements	Pedestrians too squashed on narrow pavements	Academy Street route	consider	
pavements	Wider pavements	Academy Street route	consider	
pavements	Wider pedestrian path along from train station entrance along to Strothers Lane	Academy Street route	consider	
pavements	Cyclists on the pavement (but I love your ideas!)	Current journey - Dislike	consider	
pavements	Focus needs to be on improving academy street for all users, utilising narrow widths as much as possible	Academy Street route	consider	
positive	8 miles on cycle path - good length of exercise	Current journey- Like:		
positive	In car, going of Keswick Bridge - dramatic	Current journey- Like:		
positive	All the proposals described in the current plans gain my full support and are very commendable. I really hope that some, at least, can and will come to fruition. Recent attempts at providing improved cycle pathways across the city have however been rather disappointing - the current link with the Golden Gate Bridge and eg Millburn Road isn't very satisfactory. As an experienced and confident cyclist, I'm fine with using existing road networks, but far less happy for my young daughters (8 and 11) to do the same, for obvious safety reasons.	General	applied	

positive	Excellent idea with an inclusive feel that should appeal to anyone whatever their preferred form of transport	General	applied
positive	Good luck	General	applied
positive	Good luck! We need more of this. The so-called "safe cycle path" between the city centre and the campus is a joke, neither safe nor cycle nor path. So doing it properly, with a better flow to Raigmore than the tight hill at present, is great. All major roads should be Dutch-style. If there's no room for car lanes, so be it! I'm an occasional cyclist but would do it heaps more if not so dangerous.	General	applied
positive	Good to see active travel genuinely being prioritised.	General	applied
positive	Good to see things improving	General	applied
positive	Good to see things improving	General	applied
positive	Great project - good luck	General	applied
positive	Great to see infrastructure that promotes a strong sense of ownership and permission to travel actively.	General	applied
positive	Happy to see the plans which will improve life for residents	General	applied
positive	Hope more people get involved	General	applied
positive	I don't see anything I don't like	General	
positive	I think it's really worthwhile	General	applied
positive	I welcome it. Anything to encourage more people to cycle and walk instead of taking the car has to be good.	General	applied
positive	If it comes to flourish like the plans it would be great .	General	consider
positive	Interesting approach. Good opportunity For feedback	General	applied
positive	It would be great for the grandkids	General	applied
positive	Just what Inverness needs	General	applied
positive	Let's inspire the nation	General	out of scope
positive	Supports inbound bus lane, extra stops and bus shelters: strong support for concept	General	applied
positive	THC are spending money in the wrong place - Do this solution!	General	consider
positive	The project is really positive and can only bring good things for Inverness streets and its people.	General	applied
positive	This is an excellent project which respects that not all citizens own, or have access to, a motor vehicle. Every effort should be made to maximise active travel with the existing infrastructure whilst existing problems precluding active travel must be designed out of future infrastructure projects.	General	applied
positive	Very worthwhile, engaging and progressive- just what Inverness needs!	General	applied
positive	Visuals are really appealing and sell the project!	General	applied
positive	Millburn Road design is amazing - just whats needed	Millburn Road route	applied
positive	We're all for it!	Millburn Road route	applied
positive	Brilliant. Can we have one at the A96 interchange too?	Turbo Roundabout	out of scope
positive	I like the concept; see all the pluses. Benefits everyone	Turbo Roundabout	applied
positive	Good luck, great idea! I always think folk cycle in Inverness in spite of the infrastructure, not because of it!	General	applied
positive	Nice that someone is bothering to make positive change	General	applied
positive	This will be of benefit to town centre businesses and tourism	General	applied
segregation	Academy Street doesn't necessarily need segregated lanes - bring the speed down, widen pavements & have shared car & cycle lanes	Academy Street route	consider
segregation	Does Academy Street need segregation if lower speeds?	Academy Street route	consider
segregation	Not much better than what is there already - segregation is Key!	Academy Street route	consider
segregation	Fully segregated Dutch style cycle paths and priority for bikes	General	applied
segregation	Segregation on all major roads and access points	General	applied
segregation	Keep cyclists and pedestrians separate	General	applied
taxi	Taxi rank up station lane to alternative entrance	Academy Street route	consider
taxi	Taxis park all along	Academy Street route	consider
traffic	Eastgate: need to consider left and right turns out of car park	Academy Street route	consider
traffic	Get rid of all cars on the fronts	Academy Street route	consider

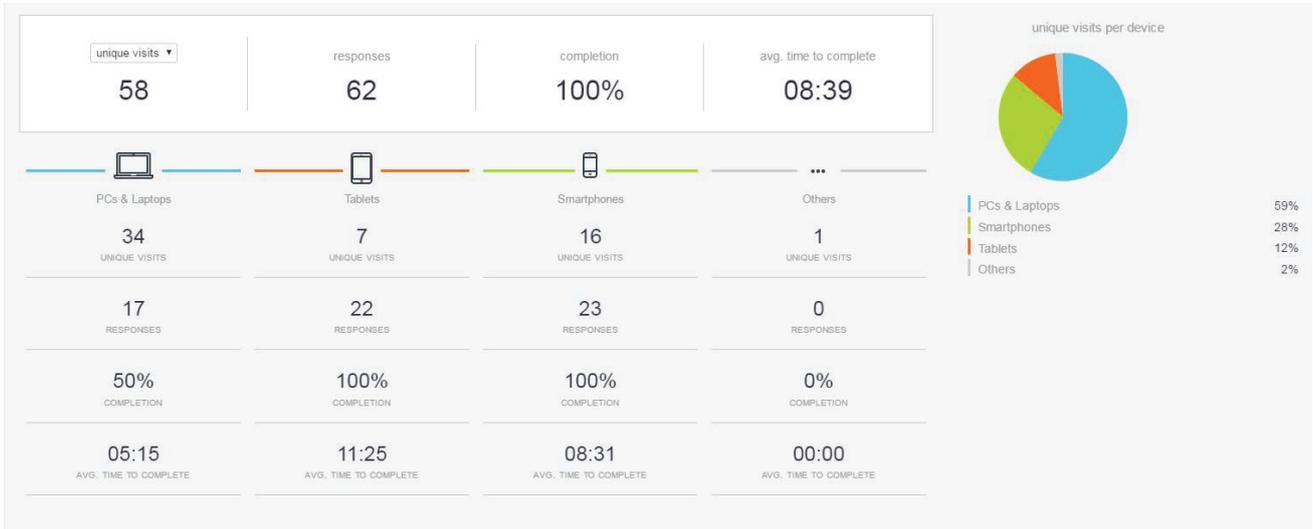
traffic	Green lights for pedestrians across Academy Street - currently wait for ages!	Academy Street route	consider	Traffic signals need to be addressed; mention in Bid doc
traffic	More room for cyclists; traffic give way	Academy Street route	consider	
traffic	Pedestrian crossings too long - car given too much priority	Academy Street route	consider	Traffic signals need to be addressed; mention in Bid doc
traffic	Reduce car traffic through central Inverness. Prioritise walking/ cycling	Academy Street route	applied	
traffic	Taxis waiting with engines on - stinks!	Academy Street route	out of scope	
traffic	Too many cars of Academy Street to cycle safely	Academy Street route	consider	
traffic	Car still King in Inverness	Current journey - Dislike:		
traffic	Close passes by vehicles	Current journey - Dislike:	consider	
traffic	Impatient drivers	Current journey - Dislike:	out of scope	
traffic	Ness Bank - can't cyce northbound legally	Current journey - Dislike:	out of scope	
traffic	People are scared to cycle on the road	Current journey - Dislike:	applied	
traffic	Everything so far is pretty poor quality and travel by car is still the priority	General	consider	
traffic	I am very against the demonisation of the car which seems to be the main purpose of this project. It's difficult enough to get round Inverness in a car now, particularly in the town centre. Many older motorists are not comfortable walking any distance	General	consider	
traffic	I would like the project to look at prioritisation of traffic signals, and shift the priority more towards pedestrians rather than motor traffic. People would be encouraged to walk if they didn't have a 2-5 minute wait at signalled crossings, particularly near the city centre. This would also slow the flow of traffic, perhaps discouraging people from using cars for short journeys.	General	consider	
traffic	Unsure that proposals as presented will ever be reality. Attitude of councillors etc will likely lead to compromise and more priority for the car.	General	consider	
traffic	5 Millburn Road - can't take away loading from ironmongers, vet, H+B as in constant use	Millburn Road route	consider	Loading bays to be included
traffic	Carpet Shop: loading bay wider access as load on street	Millburn Road route	consider	Adjustment to drawing
traffic	Eastgate: illegal parking at Chutneys can cause delays	Millburn Road route	consider	Adjustment to drawing (add loading bay)
traffic	Eastgate: land on east side of Falcon Square is private; cycle track should be on Morrison's side	Millburn Road route	consider	Adjustment to drawing (move cycle track)
traffic	Eastgate: requires at least one lane of slip road to CP	Millburn Road route	consider	Adjustment to drawing (move cycle track)

traffic	Hi, Thank you for giving the public the opportunity to comment on these plans and sustainable transport in Inverness in general. As I do quite a bit of cycling, I write mostly from the point of view of a cyclist. I think that the work carried out thus far and the proposed plans are very good, congratulations, and I very much hope the money will be available to carry out the work proposed. However, I don't believe this work addresses the fundamental problem in Inverness, and that problem is that Car is King. The first example to show that Car is King is along the Millburn Road cycle/pedestrian path (which, I must say is a good improvement to what was there before) - cyclists and pedestrians need to give way to motorised traffic at every single intersection; this is particularly evident on the stretch between the Millburn Rd/Harbour Rd and Old Perth road roundabout through to the A9/A96 roundabout, cyclists (and pedestrians) have to stop the traffic to cross Old Perth Road, then give way to both streams of traffic going into and out of King Duncan's road and again both streams in and out of the KFC/Tyre City entrance. Where the cycle/pedestrian paths intersect these side entrances this, of course, puts the onus on the more vulnerable form of transport to give way. The knock-on effect of this is that if there are any unfortunate conflict situations, blame is immediately placed on the more vulnerable user. In a cycling/walking city this absolutely should not be the case: the more vulnerable should have priority and be protected legally so in any conflict	Millburn Road route	consider	
useability	Bouncy bridge dismount?	Academy Street route	out of scope	Should consider alternative route
useability	Create a nicer first impression on arrival to Inverness	Academy Street route	consider	
useability	Create a sense of place at bus station & train station	Academy Street route	consider	
useability	Crossing Church Street jinks (not practical: and end at bottom is barrier and tight space)	Academy Street route	consider	
useability	First impressions on arriving in Inverness - make safer for cyclist, pedestrians - for locals and tourists	Academy Street route	consider	
useability	Queensgate Street not great for cyclists	Academy Street route	consider	
useability	Respect desire lines from station to Victorian Market and Union Street	Academy Street route	consider	
useability	5&7 Millburn Road (Farm and Household shop) - nobody walks	Current journey - Dislike	consider	
useability	Bottom of Academy Street is a crunch point	Current journey - Dislike	out of scope	
useability	Don't travel into town much as its not so nice. Used to a lot more	Current journey - Dislike	consider	
useability	Hate using Millburn Road provision as can't get on it safely at roundabout	Current journey - Dislike	consider	
useability	Important to be able to get out of town safely (with young child)	Current journey - Dislike	consider	
useability	It's like the 60s again with one way systems in the town centre	Current journey - Dislike	out of scope	
useability	Not happy with half hearted approach to current Millburn Road cycle provision	Current journey - Dislike	applied	
useability	Problem cycling down High Street	Current journey - Dislike	out of scope	
useability	Visibility along Victoria Road is poor	Current journey - Dislike	consider	Victoria Drive not Victoria Road
useability	Choose to walk locally; cycle further afield e.g. Acquadome	Current journey- Like:		
useability	Convenience	Current journey- Like:		
useability	A large proportion of the traffic in Inverness is those of us who live outside the city - we all travel to Inverness for shopping, hospital, leisure facilities, onward travel etc etc. There needs to be more investment in our travel options for getting to Inverness so that use of the private car is not the only practical option. I am actively trying to reduce my carbon footprint but again and again I find I have to drive to Inverness as the public transport options are so limited and so poorly timed. This needs attention at least as much as the other things mentioned in the survey.	General	applied	
useability	A lot of tokenistic done for cyclists	General	consider	
useability	Boats on canal - no mooring near city centre	General	out of scope	

useability	Great ideas and many possibilities to improve the journeys for cyclists and pedestrians. Increase reliability on public transport outside of the centre. Important to decrease / discourage personal vehicle use in the centre to make it safer and more pleasant for those not using motorised transport. Recognise funding is key.	General	applied	
useability	Hopefully this project will give the town back to the People	General	applied	
useability	Just too see Inverness improve access better for disabled people	General	consider	
useability	Keep desire lines clear from permeable paving	General	consider	
useability	Kerbs - black (interesting choice)	General	consider	
useability	More cycling provision	General	applied	
useability	No Masterplan for Inverness; only mismatched local plans	General	out of scope	Consideration given to bringing strands together
useability	The Council needs to make it harder for people to drive in Inverness	General	out of scope	
useability	The designs images being shown as clearly wrong, They do not match up correctly with the design drawings that can be seen. Please update the page with clearer drawings.	General	consider	Presented drawings were Concept designs. Amendments were made subsequent to the visuals and drawings presented based on feedback from Hitrans and THC. Visualisations will be updated to reflect the final situation.
useability	We could do with better collaboration between groups interested in this stuff. There's limited communications between: Council; Cycling UK Highland; Highland Cycling Campaign; Pedal on Parliament Inverness; Inverness cycling clubs. A single public database of active travel projects would be good - with links to progress, timelines, status etc.	General	out of scope	
useability	Wouldn't come into town unless necessary. Wardens on duty until 10pm - ridiculous. Don't even come in to town at night (illegible)	General	out of scope	
useability	would have skateboard parks	My Dream Street..	consider	
useability	Cyclists use this crossing!	Turbo Roundabout	consider	
vision impaired	Vision impaired users - no provision at pedestrian lights on Academy Street	Academy Street route	consider	
vision impaired	200 bollards on High Street and Eastgate - nightmare for visually impaired	General	out of scope	
vision impaired	Provide cycle parking with edge detail - better for visually impaired	General	consider	
vision impaired	Visually impaired - too much clutter on the pavements	General	consider	
vision impaired	Visually impaired need kerbs! Guide dogs, cane users need it	General	consider	
vision impaired	Visually impaired on tandem shared paths, not good!	General	consider	
wayfinding	Clearer link between rail & bus stations would be great. Tourists don't know where to go	Academy Street route	consider	
wayfinding	More signage to high street	Academy Street route	consider	
wayfinding	Conflicts with pedestrians and cyclists (shared space)	Current journey - Dislike	consider	
wayfinding	Cycling - unclear signs	Current journey - Dislike	consider	
wayfinding	Improve visibility on sightline West to East i.e. mirror	Current journey - Dislike	out of scope	
wayfinding	It's not clear where we can cycle and where we can't (shared space)	Current journey - Dislike	consider	
wayfinding	Mixed messages i.e. cyclists on pavement vs shared space	Current journey - Dislike	consider	

II

APPENDIX: ENGAGEMENT FEEDBACK COLLATED FROM SURVEY ONLY



What mode of transport do you use the most?	segregated cycle lanes (separated from the road)	trees	plants	seating	cycle parking	wider pavements	water features	no changes - I'm happy with how it is	Other	If Inverness had more dedicated space for cyclists and improved pedestrian space would you cycle / walk more?	Have you heard about the Inverness Active Travel project before today?	Do you have any comments on the Inverness Active Travel project?	What is your postcode?
Bus	segregated cycle lanes (separated from the road)				cycle parking	wider pavements			Better roads -potholes etc, better signage	1	0		iv2 6wt
Bus									Town centre parking or park and ride	1	1		iv2 3tx
Bus		trees	plants			wider pavements	water features			1	0	Just too see Inverness improve access better for disabled people	iv3 8sx
Bus		trees	plants		cycle parking					1	0	Happy to see the plans which will improve life for residents	iv3 8ns
Bus	segregated cycle lanes (separated from the road)	trees				wider pavements				1	0	Less cars. Less diesel, all electric, cycle path above the rail (not steam)	IV18 0AX
Bus	segregated cycle lanes (separated from the road)	trees	plants							1	1		iv1 1nd
Bus	segregated cycle lanes (separated from the road)	trees	plants	seating		wider pavements				1	0	If it comes to flourishen like the plans it would be great .	IV17 0SH
Car driver	segregated cycle lanes (separated from the road)	trees	plants	seating						1	1	Nice that someone is bothering to make positive change	IV2 7NH
Car driver	segregated cycle lanes (separated from the road)					wider pavements				0	1	Wouldn't come into town unless necessary. Wardens on duty 10pm - ridiculous don't even come into town at night cos young are out	iv2 4ex
Car driver	segregated cycle lanes (separated from the road)	trees	plants	seating		wider pavements				1	1	Unsure that proposals as presented will ever be reality. Attitude of councillors etc will likely lead to compromise and more priority for the car.	iv27lr
Car driver	segregated cycle lanes (separated from the road)		plants			wider pavements				1	1	As resident in Cradelhall better cycle provision from the "golden bridge" to town along Milburn Road would be brilliant. Improvements also need to be made between Raigmore and Crown via Kingsmills as the road isn't very suitable for children meaning that cutting across town to the likes of Bught Park isn't a very attractive options for family cycling. Finally nearby visitor destinations such as Fort George and Culloden Battlefield need cycle paths making them more attractive for families to cycle too.	IV2 5GJ

Car driver	segregated cycle lanes (separated from the road)	plants			wider pavement	1	1	George and Culloden Battlefield need cycle paths making them more attractive for families to cycle too.	IV2 5GJ	
Car driver	segregated cycle lanes (separated from the road)	trees	plants	seating	cycle parking	1	1		IV16 9YT	
Car driver						no changes - protect loading	0	1	Put cyclists on Millburn road on other side to	IV2 3PX
Car driver	segregated cycle lanes (separated from the road)				wider pavement	1	0	It would be great for the grandkids	IV10 8UY	
Car driver	segregated cycle lanes (separated from the road)						1	0		IV2 6TR
Car driver	segregated cycle lanes (separated from the road)			seating	cycle parking		1	0	Buses need to be more reliable. More services from town to Milton of Leys, direct rather than around other areas.	IV2 6Dg
Car driver	segregated cycle lanes (separated from the road)	plants			cycle parking		1	1	Great ideas and many possibilities to improve the journeys for cyclists and pedestrians. Increase reliability on public transport outside of the centre. Important to decrease / discourage personal vehicle use in the centre to make it safer and more pleasant for those not using motorised transport. Recognise funding is key.	IV8 8PL
Car driver	segregated cycle lanes (separated from the road)				cycle parking		1	1	More cycling provision	Iu3 5qI
Car driver	segregated cycle lanes (separated from the road)						1	1	This will be of benefit to town centre businesses and tourism	iv2 5eg
Car driver	segregated cycle lanes (separated from the road)				cycle parking		1	0	Good luck, great idea! I always think folk cycle in Inverness in spite of the infrastructure, not because of it!	IV10 8UL
Car driver						The streets need to be made more car friendly not less	0	1	I am very against the demonisation of the car which seems to be the main purpose of this project. It's difficult enough to get round Inverness in a car now, particularly in the town centre. Many older motorists are not comfortable walking any distance	Iv3 5lh

Car driver	segregated cycle lanes (separated from the road)	trees	cycle parking	1	1	I welcome it. Anything to encourage more people to cycle and walk instead of taking the car has to be good.	IV6 7QZ
Car driver				0	0	The designs images being shown as clearly wrong, They do not match up correctly with the design drawings that can be seen. Please update the page with clearer drawings.	Iv23qt
Car driver	segregated cycle lanes (separated from the road)			1	0	Cycle routes should follow direction of all traffic eg Stop Contraflow cycling in eg Stephen's Brae, Ness Walk Academy Street is so congested it is not safe route for Active travel. With improvements being made to station alternative safe route can be from pavement/unused parking area beside Morrisons store over a bridge across rail L tracks to Railway Terrace and link with proposed route through existing underpass to Innes Street leading to connect with riverside.	Iv2 3NZ
Car driver	segregated cycle lanes (separated from the road)		seating	1	1	If there are dedicated cycle lanes will cyclists use them? Dores road path is ignored / not used	Iv3 5jr
Cycle	segregated cycle lanes (separated from the road)			1	1	Great to see infrastructure that promotes a strong sense of ownership and permission to travel actively.	Iv2 4aw
Cycle	segregated cycle lanes (separated from the road)		cycle parking	1	1		Iv2 4hf
Cycle	segregated cycle lanes (separated from the road)	trees	cycle parking	1	1	Just what Inverness needs	IV5 7PD
Cycle	segregated cycle lanes (separated from the road)	seating	cycle parking	1	1	Focus needs to Be on improving academy street for all users, utilising narrow widths as much as possible	Iv3 5rl
Cycle	segregated cycle lanes (separated from the road)		wider pavement s	1	0		IV1 1HS

Cycle	segregated cycle lanes (separated from the road)	trees plants	cycle parking	wider pavement s	1	1	Great project - good luck	IV6 7TX
Cycle	segregated cycle lanes (separated from the road)				1	1	cycle routes going the wrong way down one way streets in inverness are dangerous and also create a bad reputation for cyclists. i suggest less parking spaces on these streets (huntly street for example) would create more space for cycling and walking.	iv3 8hw
Cycle	segregated cycle lanes (separated from the road)	trees			1	0	Good to see active travel genuinely being prioritised.	IV2 6tr
Cycle	segregated cycle lanes (separated from the road)	trees	cycle parking	wider pavement s	1	1	Good initiative - keep going and extend the work further. Make sure you design for bikes and feet when doing ALL road improvements	IV2 4LT
Cycle	segregated cycle lanes (separated from the road)				1	0	The Council needs to make it harder for people to drive in Inverness	IV3
Cycle		trees plants seating	cycle parking	wider pavement s	1	1	Very worthwhile, engaging and progressive- just what Inverness needs!	IV2 5fn
Cycle	segregated cycle lanes (separated from the road)	trees	cycle parking	wider pavement s	0	1	Excellent idea with an inclusive feel that should appeal to anyone whatever their preferred form of transport	IV57pd
Cycle	segregated cycle lanes (separated from the road)				1	1	Good to see things improving	IV3 8ta
Cycle	segregated cycle lanes (separated from the road)	trees			1	0	Hope more people bet involved	IV1 1nd
Cycle	segregated cycle lanes (separated from the road)		cycle parking		1	1	Good luck	IV12 4sn
Cycle				All roads in Inverness to be cycle priority roads	1	0	Let's inspire the nation	IV3 8pe

We must be willing to take space away from cars. That principle is important as trying to accommodate everyone does not work.

For example, if you look at the roundabouts on Sir Walter Scott Drive, a cyclist has to negotiate traffic from both sides and manage their passage from the islands in the middle of the road. It's dangerous.

Reduce Millburn Road to one lane for traffic in each direction and use the space for bikes.

Sort out the south bound slip road onto the A9 at the Raigmore Interchange. It's a death trap! IV2 4DX

I would like the project to look at prioritisation of traffic signals, and shift the priority more towards pedestrians rather than motor traffic. People would be encouraged to walk if they didn't have a 2-5 minute wait at signalled crossings, particularly near the city centre. This would also slow the flow of traffic, perhaps discouraging people from using cars for short journeys. IV2 5JG

All the proposals described in the current plans gain my full support and are very commendable. I really hope that some, at least, can and will come to fruition. Recent attempts at providing improved cycle pathways across the city have however been rather disappointing - the current link with the Golden Gate Bridge and eg Millburn Road isn't very satisfactory. As an experienced and confident cyclist, I'm fine with using existing road networks, but far less happy for my young daughters (8 and 11) to do the same, for obvious safety reasons. IV2 3TG

We could do with better collaboration between groups interested in this stuff. There's limited communications between: Council; Cycling UK Highland; Highland Cycling Campaign; Pedal on Parliament Inverness; Inverness cycling clubs.

A single public database of active travel projects would be good - with links to progress, timelines, status etc. IV3 8TA

Cycle	segregated cycle lanes (separated from the road)			1	0
-------	--	--	--	---	---

Cycle	segregated cycle lanes (separated from the road)	cycle parking	wider pavement	1	1
-------	--	---------------	----------------	---	---

Cycle	segregated cycle lanes (separated from the road)	cycle parking		1	1
-------	--	---------------	--	---	---

Cycle	segregated cycle lanes (separated from the road)	cycle parking	wider pavement	1	1
-------	--	---------------	----------------	---	---

Cycle	segregated cycle lanes (separated from the road)	trees plants seating	cycle parking	wider pavement	1	1
-------	--	----------------------	---------------	----------------	---	---

Cycle	segregated cycle lanes (separated from the road)	cycle parking	1	1	There's inadequate signage to alert motorists to cycle zones particularly in areas where cyclists are entitled to ride against the flow of one-way traffic. This makes it potentially hazardous for riders using them. The best example is Huntly Street. It's a one-way street for motorised vehicles and two-way for bicycles. But motorists are left unaware of this unless they join at one of the junctions - i.e. Greig Street - where there is a tiny sign to indicate cycles are excepted from one-way use. As a regular cycle user of this route, I would like to see markings applied to the road surface as a safety issue, alerting drivers that it's two-way for cycles and to give them room to pass.	IV3 8AG
Cycle	segregated cycle lanes (separated from the road)		1	1		IV3 5LG

Thank you for giving the public the opportunity to comment on these plans and sustainable transport in Inverness in general.

As I do quite a bit of cycling, I write mostly from the point of view of a cyclist. I think that the work carried out thus far and the proposed plans are very good, congratulations, and I very much hope the money will be available to carry out the work proposed. However, I don't believe this work addresses the fundamental problem in Inverness, and that problem is that Car is King. The first example to show that Car is King is along the Millburn Road cycle/pedestrian path (which, I must say is a good improvement to what was there before) - cyclists and pedestrians need to give way to motorised traffic at every single intersection; this is particularly evident on the stretch between the Millburn Rd/Harbour Rd and Old Perth road roundabout through to the A9/A96 roundabout, cyclists (and pedestrians) have to stop the traffic to cross Old Perth Road, then give way to both streams of traffic going into and out of King Duncan's road and again both streams in and out of the KFC/Tyre City

Cycle	segregated cycle lanes (separated from the road)	trees plants	wider pavements	1	1	Hopefully this project will give the town back to the People	IV2 3EX
Rail		trees	wider pavements	1	0		IV12 4RB

Walk	segregated cycle lanes (separated from the road)			wider pavements	1	1	Keep cyclists and pedestrians separate	IV2 3nl
Walk	segregated cycle lanes (separated from the road)				1	1	Everything so far is pretty poor quality and travel by car is still the priority	IV2 4ts
Walk	segregated cycle lanes (separated from the road)	trees		cycle parking	1	0	Good luck! We need more of this. The so-called "safe cycle path" between the city centre and the campus is a joke, neither safe nor cycle nor path. So doing it properly, with a better flow to Raigmore than the tight hill at present, is great. All major roads should be Dutch-style. If there's no room for car lanes, so be it! I'm an occasional cyclist but would do it heaps more if not so dangerous.	IV1 1ns
Walk	segregated cycle lanes (separated from the road)			wider pavements	1	1		IV2 4DP
Walk	segregated cycle lanes (separated from the road)	plants	seating	wider pavements	0	1	The project is really positive and can only bring good things for Inverness streets and its people.	IV3 5NE
Walk				wider pavements	1	1	Kerbs - black (interesting choice)	IV2 3TG
Walk	segregated cycle lanes (separated from the road)	trees	seating	wider pavements	1	0	Interesting approach. Good opportunity for feedback	IV1 1NP

Walk	segregated cycle lanes (separated from the road)			wider pavement s	1	0	Southern side cycle path for mill burn road would be great to encourage less confident cyclists to cycle	IV2 7HG
Walk	segregated cycle lanes (separated from the road)	trees plants		wider pavement cycle parking s	1	1	This is an excellent project which respects that not all citizens own, or have access to, a motor vehicle. Every effort should be made to maximise active travel with the existing infrastructure whilst existing problems precluding active travel must be designed out of future infrastructure projects.	IV2 4TA
Walk	segregated cycle lanes (separated from the road)	trees plants		wider pavement cycle parking s	1	0	A large proportion of the traffic in Inverness is those of us who live outside the city - we all travel to Inverness for shopping, hospital, leisure facilities, onward travel etc etc. There needs to be more investment in our travel options for getting to Inverness so that use of the private car is not the only practical option. I am actively trying to reduce my carbon footprint but again and again I find I have to drive to Inverness as the public transport options are so limited and so poorly timed. This needs attention at least as much as the other things mentioned in the survey.	IV54 8LU
Walk	segregated cycle lanes (separated from the road)				0	1	Cycle lanes which stop cyclist cycling on pavements	Iv24ta
Walk	segregated cycle lanes (separated from the road)	trees		wider pavement cycle parking s	1	1		

III

APPENDIX: ADDITIONAL FEEDBACK RECEIVED

Direct Engagement Feedback Received

From	About	Received Date	How	Source
Mick Heath - Cycling UK Highland	General email of support	12/04/2017	Email body text	Email - direct
Mick Heath - Cycling UK Highland	Blog response	14/04/2017	Blog comment	Blog
Ivor Souter - THC	Morrison Bus Stop	18/04/2017	Email body text	Email - invernessactivetravel@gmail.com
SW Jack - Farm & Household Stores Ltd	Feedback on Millburn Road	21/04/2017	Email body text	Email - invernessactivetravel@gmail.com
Brian MacKenzie - HCC	General email of conversation with Mike Smith BID	26/04/2017	Email body text	Email - via THC
Brian MacKenzie - HCC	HCC general feedback	27/04/2017	Email body text	Email - direct
Jackie Cuddy - Eastgate Centre	Notification of formal representation	10/05/2017	Email body text	Email - via THC
Mike Smith - BID	Proposals for Junction and Route Designs - Millburn Road and Academy Street	11/05/2017	Email body text	Email - invernessactivetravel@gmail.com
Stuart Harrow - Dougall Baillie Associates (DBA)	Consultants appointed by Eastgate Shopping Centre	12/05/2017	Letter attachment	Email - invernessactivetravel@gmail.com
Stuart Harrow - Dougall Baillie Associates (DBA)	Consultants appointed by Eastgate Shopping Centre - Summary Cover Letter	12/05/2017	Email cover letter	Email - invernessactivetravel@gmail.com
Roy Goddard - Bryan G Hall	Transport Consultants appointed by Wm Morrison Supermarkets plc	19/05/2017	Email body text	Email - via THC

Mick Heath [redacted]

Re: Bike stuff - Inverness

12/04/2017 20:04

Hi Rachael,

Good to meet you today. And great to see that council staff are engaging with a consultancy with such great experience in cycling infrastructure. I do hope they'll pay attention!

They certainly need help with designing continuous flow bike paths. At the moment they force cyclists to give way to any joining route - farm fields, private drives, very minor roads etc. They haven't read up on best practice. Here's to a better future!

Our Facebook group "Cycling UK Highland" is where we share and discuss our rides and thoughts - feel free to introduce yourself there.

Mick

Mick Heath MBE



Mick Heath [redacted]

to me ▾

Name: Mick Heath

Email: [redacted]

Website:

Comment: It was good to see the active travel plans in the pop up shop this week. Especially good to see that council engineers are being exposed to best european practice in street design. There's been a distinct lack of such good practice in some earlier work. We could do with better collaboration between groups interested in this stuff. There's very limited communication between: Council; Cycling UK Highland; Highland Cycling Campaign; Pedal on Parliament Inverness; Inverness cycling clubs. A single public database of active travel projects would be good - with links to progress, timelines, status etc.

Time: April 14, 2017 at 1:19 am

IP Address: 81.155.84.0

Contact Form URL: <https://invernessactivetravel.wordpress.com/contact/>

Sent by an unverified visitor to your site.

Apr 14   

From: "Ivor Souter" <ivor.souter@highland.gov.uk>

Date: 18 Apr 2017 4:45 p.m.

Subject: Proposed position of bus stop inbound Millburn road

To: "Invernessactivetravel@gmail.com" <Invernessactivetravel@gmail.com>

Cc: "Neil Young" <Neil.Young@highland.gov.uk>, "David Summers" <David.Summers@highland.gov.uk>, "Robin Pope" <Robin.Pope@highland.gov.uk>, "Malcolm MacLeod - Planning" <Malcolm.MacLeod@highland.gov.uk>

Thanks for talking me through the plans for the proposed cycle route Academy street out to Millburn and beyond.

I am writing to confirm my concerns as to the proposed location for the bus stop inbound on Millburn road opposite Morrison's store

While I can understand your reasoning for having the proposed inbound bus stop opposite the outward stop location I am concerned that the narrowing of the road to 3 lanes at that point will tempt people to cross the road at a point where there is no safe crossing point.

Anyone rushing to catch a bus would likely rush across the road to the risk of being hit by a motorist. This location not close to a safe crossing and is mid way between the two proposed safe crossings and would risk people taking a rash judgement to cross and risk injury and I feel leave the Council exposed to claims for compensation should anyone be injured or heaven forbid killed.

I would agree a bus stop is required along that length of road I would seriously ask that this proposed bus stop is moved closer to a safe crossing point no left on a built out section at the proposed location to avoid tempting people to make rash decisions

Thanks

Ivor

Ivor Souter

Senior Transport Officer

Community Services

Council Headquarters

Glenurquhart Road

Inverness

IV3 5NX





to me

Dear Sirs,

I have received your circular depicting a suggested revised cycle route on Millburn Road and would like to make the following points which may not be apparent. Firstly the Council have already spent approximately £1.4 million on providing an enlarged pedestrian / cycle pavement to facilitate cyclists. This also meant the replacing the street lamps in order to widen the existing pavement.

They also installed a special 'Two Can Crossing' so that cyclists can take advantage of the wider pavement on the other side (although the signage could be improved). They also have the option to move onto the carriageway.

The point that I wish to make is that the main provision currently provides a continuous loading bay facility covering articulated delivery vehicles to Farm & Household Stores, cylinders to the Eastgate Vets, furniture to the Lochgorm Warehouse and also provides a drop-off facility for tour buses etc. The yellow lines are therefore to deter other vehicles from blocking commercial loading / unloading access to these premises.

It seems that it is the yellow lines that has raised the possibility of space being available rather than their function.

There are bound to be better uses for the money than currently envisaged especially as the Council has spent so much in this area already.

Yours Faithfully

S W Jack - Director.

Farm & Household Stores (Inverness) Limited
7 Millburn Road,
Inverness
IV2 3PX.

Tel:

Fax

Visit our new e-commerce website at www.fhstores.co.uk

Subject: RE: Inverness Active Travel Plan

From: Jackie Cuddy <manager@eastgate-centre.co.uk>

Date: 10 May 2017, 17:08

To: Malcolm MacLeod - Planning <Malcolm.MacLeod@highland.gov.uk>, Richard Gerring <Richard.Gerring@highland.gov.uk>
Malcolm

Thank you for your response and as you say we can discuss further when we meet on Friday.

However I have been asked by Scoop to formally inform you that they intend to make a formal representation based on technical observations once they have had the opportunity to give the proposals proper consideration. They envisage that it will take between 7 – 10 days for this process to be undertaken. As a major landowner and business in the immediate area we are disappointed Highland Council never consulted with us for our input and requirements. We feel that it is essential that we now provide our input into the process prior to any recommendations or reports going forward.

Kind regards
Jackie Cuddy
Centre Manager
[cid:image001.png@01D2C9AB.C9324070]
Centre Management
Eastgate Shopping Centre
11 Eastgate
Inverness
IV2 3PP

Subject: PROPOSALS FOR JUNCTION AND ROUTE DESIGNS - MILLBURN ROAD and ACADEMY STREET, INVERNESS

From: Mike <BIDmanager@inverness.uk.com>

Date: 11 May 2017, 18:24

To: Malcolm MacLeod - Planning <Malcolm.MacLeod@highland.gov.uk>

Dear Mr MacLeod

PROPOSALS FOR JUNCTION AND ROUTE DESIGNS –

MILLBURN ROAD and ACADEMY STREET, INVERNESS

I am writing on behalf of the Directors of Inverness BID Limited, which represents 900 businesses within Inverness City Centre, on the proposals for major “Concept Junction and Route Designs” in Millburn Road and Academy Street.

As the Businesses in the area only recently became aware of the implications of the proposals, a meeting was arranged by Inverness BID on the evening of 4th May 2017 at The Royal Highland Hotel, Inverness, attended by Richard Gerring and Neil Young, Highland Council.

In recognition of the major concerns contained within our submission, and in order to ensure full transparency and integrity in the consultation process we would like we wish these to be acknowledged and included within the final Consultation Document and the Full Report to Highland Council.

In summary, we wish to make the following points regarding our submission,:

∅ There was no direct contact or consultation with the major businesses, namely Eastgate Centre, Marks & Spencer, Morrisons Superstore, and Royal Highland Hotel nor the many others in the Area, to provide them with an opportunity to engage or input. It was only when BID called the Meeting that the businesses became aware of the proposals.

∅ The Concept Design Proposals fail to take account of existing business requirements in respect of public access, service areas, loading bays and other related considerations.

∅ The proposals to reduce road lane capacity will have a major effect on local businesses. They will restrict access to the City, as well as curtail through traffic across the city to all other major arterial routes out of the City, leading to increased congestion, slower movement of traffic, leading to increased journey times and driver frustration.

∅ The proposals will have a major adverse effect on the City Centre Trading Economy, and in particular the adjacent businesses due to the increased difficulty in accessing the City Centre for the majority of users. This will lead to a reduction in commuters and footfall entering the City for parking, shopping, and business, pushing them to utilise out of City Retail and Business Parks.

General Issues

In general, the Business Representatives present at the meeting, accepted the desire to grow Active Travel in principle, and to ensure that the 20mph speed limits are observed within the City Centre.

However collectively, the Businesses are strongly of the opinion that the Concept Design Proposals (creating a new two-way cycle path, re-prioritising the multi-vehicle inside lane into the City to a dedicated “Bus Lane” and the retention of 2 metre wide pavements on either side of Millburn Road as currently published) are unworkable as they do not take into account public access and the business service needs of the adjacent Businesses.

Comment was made that the Highland Council's Consultant admitted that he was unaware of the existence of the very important Eastgate 1 Goods Delivery Service Area.

The Businesses affected are major players in the City Centre economy accounting for more than a 1500 jobs. In terms of the overall footfall and customer base of the major businesses including Eastgate Centre, Morrisons and Marks & Spencer, it should be noted that they attract some 300,000 customers per week.

The point was also made that the proposals disproportionately favour the 6% of the population currently involved in Active Travel Cycling, pedestrians and those who use public transport as opposed to the vast majority of people who use other means of transport, particularly the car and road freight. It is useful to note that Morrison's is visited by thousands of people per day, the vast majority of which travel by private transport.

The disparity in favour of Active Travel, extends not only in terms of the lack of consultation with businesses and lack of understanding or consideration of their needs but the reality being that the proposals would see 66% of the available finite road width given over to minority modes of travel, leaving only a single carriageway in either direction available for all other motorised transport, including ALL deliveries to Eastgate, M&S, Morrisons, all users of Morrisons car park, Eastgate car parks and railway station customers, taxis and, coaches when required.

They were also unanimous in their opinion on the likely impact that the redesign of the junctions along the route together with the 50% reduction in available lane space and filter lanes, and the need for single direction traffic light sequencing would have on traffic flow, particularly on right turns, which would see increased congestion and journey times for road traffic along the route, which would be exacerbated at peak commuter periods.

Business Specific Issues

Eastgate Centre, which hosts over 60 separate business premises raised a number of specific issues that the proposals would result in, the main concerns being:

- The proposed provision of the designated two-way cycle lane will continue across the access to Eastgate Carparks exposing the cyclists to the dangers of vehicles accessing or egressing from the carparks.

- The proposed redesign of the Eastgate 1 Carpark entrance by removing the left hand slip lane and replace it with a sharp 90° turn, has given no consideration to the shared access to the ground level goods entrance, which services 32 retail outlets and would require articulated and large goods vehicles to negotiate the 90° left turn then immediately thereafter a sharp 90° right turn which they would find difficult if not impossible to complete.

- The removal of the right filter lane at the junction for Eastgate phase 2 car park and Inverness Railway Station will severely restrict the flow of traffic. Articulated and large goods vehicles deliver to 36 retail outlets in Eastgate and share this access route with customers to Eastgate phase 2 car park, deliveries to The Royal Highland Hotel, the Railway Station, as well as taxis, private vehicles and coaches who are customers of the railway station. Vehicles waiting to access this right turn will hold up all other traffic with exception of buses which will use the designated bus lane.

- The Eastgate Centre as a business entity in itself has a remit to increase footfall into the Shopping Mall and increased use of both Car Parks and they are concerned that the proposals would have an adverse effect on their ability to attract customers due to the anticipated congestion and increased journey times that will drive people to shop at out of town retail and business parks.

Marks and Spencer, which operates independently from the Eastgate Centre, which owns its own

building, has severe concerns regarding the Projects including:

- Marks and Spencer are concerned at the lack of forethought in the design proposals for the removal of left hand filter lane into Crown Road, making the 90° left turn more difficult for large goods vehicles requiring access to Crown Road Loading Bays servicing Eastgate Centre or to Loading Area for Marks and Spencer accessed via the underpass on Crown Road.
- They also are of the opinion that no consideration has been given to the 1000 “Collect by Car” transactions that take place every week which requires customers to pick up goods, often large and bulky, from the Service Area Collection Point at the same location.
- That the stated Concept Proposals will lead to greater congestion due to the proposed reduction in road lanes in both directions and the removal of filter lanes at the redesigned junctions which would reduce traffic flow and restrict access to and egress from the city centre, increasing journey times.
- The assumption that the 6% of Active Travel cycling commuters would benefit city centre business is flawed as most are travelling to and from work and not for shopping. The business experience to date is that it is getting more difficult to attract customers into the City Centre due to a variety of reasons which would only be exacerbated by these proposals.

Morrisons Superstore, the largest City Centre grocery and food store, which attracts thousands of people per day, have legitimate concerns regarding the impact of the concept proposals, in the main:

- Morrison’s had reservations regarding the removal of the filter lanes at their main entrance from the Millburn Road junction, which would restrict and delay the free flow of customer vehicles and direct access into and out of the store carpark. This would lead to excessive tail-backs on the single access and exit road which is shared with the filling station, which would result in congestion, delays getting through the junction.
- That their current market share of retail grocery and food customer base would fall dramatically as a result of the perceived increase in congestion and journey times that would cause customers to visit competitor stores at out of town retail parks.
- Whilst they welcomed the proposal of a bus stop on the South side of Millburn Road opposite the store, they were anxious that this would not provide for the loss of customer base that they anticipate, the majority of which visit the store in private transport, and they were genuinely concerned about how such potential customers using public transport would negotiate crossing the extremely wide section of road at that location.

The Royal Highland Hotel, situated in Station Square off Academy Street, were equally concerned regarding the effects of the perceived congestion and longer journey times, particularly:

- On vehicular access to their premises by private vehicle or taxi for drop off and pickup, but more concerning large coach parties which is an increasing side of their business.
- They were also concerned about the lack of detail as to how these proposals and that for the Active Travel cycle paths on both sides of Academy Street linked in to the recently announced multi-million pound Scotrail upgrade of Inverness Railway Station and the ongoing Academy Street Heritage Project.

Farm & Household Stores (F&H) and Lochgorm Furnishings, together with several other business premises on Millburn Road (South side) are long established significant businesses in this location. Both F&H and Lochgorm when they were belatedly made aware that the Consultation was taking place at the Victorian Market, attended almost immediately to express their concerns regarding the proposals. These concerns with the majority of the general issues identified earlier

in this report, but also include:

- There were major concerns from the large businesses on the Southside of Millburn Road, namely Farm & Household and Lochgorm Furnishings, regarding the loss of existing Loading/ Unloading Lane with the co-existing Parking Restriction (Double Yellows) which were put in place to prevent indiscriminate parking in that area to prevent obstruction of the loading lane which services the need of all businesses along the area.
- This existing loading lane from Farm & Household to Lochgorm Furnishings was to be replaced with a single loading bay in the vicinity of Lochgorm, which does not provide equivalent proximity to the larger businesses to enable bulk and heavy deliveries to be conducted.
- There was also concern raised regarding the removal of the yellowbox at the junction, which was added to the existing junction layout following representations by businesses to alleviate congestion and allow access and egress from private parking areas.
- Further concern was expressed that all deliveries would require service operators to negotiate a path across the two-lane cycle lane whilst carrying or manoeuvring large or heavy objects, which would be a hazard for them and cyclists.

The point was also made that all delivery vehicles servicing the High Street and the core of the City Centre access by Millburn Road and these will be severely disrupted if greater congestion is created as envisaged by the Highland Council's Consultant under these proposals.

Academy Street is an integral part of the City Centre transport infrastructure utilised by those accessing the city, commuters and road freight travelling through to other arterial routes out of the city, and by a large volume of public transport, both bus servicing city centre routes and accessing the Bus Station and taxis who operate at ranks on both sides of Academy Street. We believe the main issues in regard to this area are:

- Whilst detailed plans are not available for Academy Street, the concept proposals seek to introduce a single designated Active Travel Cycle path in each direction. The proposal indicates the provision of Loading Areas but no mention of but no provision for bus and taxi requirements or Disabled or Car Club Parking areas.
- The proposal lacks detail and other than depicting a single lane in each direction for the entire length of Academy Street, and the apparent removal of filter lanes as exist today. There is no information on how this area will accommodate the large volume of buses, goods vehicles, and general traffic that require to access to the City Centre Streets off this thoroughfare, or utilise this main arterial route into and out of the city.
- The Concept Illustration also shows removal of existing Taxi Ranks but provides no solution as to where these would go. All roads off Academy Street will continue as is currently prescribed.

Conclusion

These Concept Proposals have raised major concerns amongst the business community in this area. They all require good access for their business customers and for servicing their businesses. Indeed they are looking for improved measures to generate footfall.

From our discussions we feel that the lack of active consultation with businesses prior to embarking on the design proposals was an opportunity missed to include adequate provision within the Concept Proposals that reflects the current business requirements.

Equally there appears to be a serious under-estimation as to the actual effects of the restrictions in traffic flow in and out of the city, particularly at peak periods, increasing congestion, journey times leading to a heightened risk of driver frustration, potential for increased road traffic collisions, all of which will further exacerbate the problems identified

We consider that in their current form the Concept Design Proposals are unworkable and that they will result in an increase in the exodus both of the public and businesses to out of town retail and business parks who currently benefit from Government rates incentives and free accessible parking.

As you are aware BID has a mandate from City Centre businesses, and given the scale and importance of the Businesses involved and supporting this submission, we seek confirmation that these views will be clearly referred and reflected in any report to a Highland Council Committee.

Mike Smith

Manager

Inverness Business Improvement District (BID)

111 Academy Street

Inverness

IV1 1LX



From: **Stuart Harrow** <stuart.harrow@dougallbaillie.com>
Date: Fri, May 12, 2017 at 5:22 PM
Subject: Community Links Plus 2017
To: "invernessactivetravel@gmail.com" <invernessactivetravel@gmail.com>
Cc: "Richard.Gerring@highland.gov.uk" <Richard.Gerring@highland.gov.uk>, "Neil.Young@highland.gov.uk" <Neil.Young@highland.gov.uk>, Jackie Cuddy <manager@eastgate-centre.co.uk>, Andy Wade <operations@eastgate-centre.co.uk>, graham <graham@scoop-am.com>, "[BIDmanager@inverness.uk.com](mailto: BIDmanager@inverness.uk.com)" <[BIDmanager@inverness.uk.com](mailto: BIDmanager@inverness.uk.com)>, Alastair Macfarlane <alastair@aamacfarlane.co.uk>

Richard,

DBA have been appointed by the management of the Eastgate Shopping Centre to review the Cycletrack scheme proposals for the Millburn Road corridor.

In this regard, please find attached a letter noting the findings of our review. The review identifies that the reduction in capacity along the corridor that would result could prove a disincentive to shoppers visiting the centre. In addition, the layout of the proposed alteration to junctions adjacent to existing service yards would be such that it would be difficult, if not impossible, for heavy goods vehicles to access these yards.

This is a situation that cannot be accepted by our client and on the grounds covered in this letter our client objects to the proposals as they currently stand.

Regards,

Stuart Harrow | Associate | Transportation



3 Glenfield Road | East Kilbride | G75 0RA

3 Glenfield Road, Kelvin, East Kilbride G75 0RA
t: 01355 266480
f: 01355 221991
e: enquiries@dougallbaillie.com
www.dougallbaillie.com



SH/17881Let01a

12th May 2017

The Highland Council,
Glenurquhart Road,
Inverness,
IV3 5NX

Attention: Richard Gerring

Dear Sir,

**Community Links PLUS 2017
Inverness Active Travel Network Proposals**

The operators of Eastgate Shopping Centre have commissioned DBA to undertake a review of the Inverness Active Travel Network Proposals as contained in the Council's 'A City Fit and Active for the Future' document to investigate the impact that they may have on the operations of the shopping centre.

The review of the proposals indicate that they would significantly reduce the existing capacity of the Millburn Road / Academy Street corridor while impacting directly on the ability of visitors and service vehicles travelling to and from the shopping centre. On this basis, we cannot advise our clients to support the proposals. We set out the reasoning for this position below.

Millburn Road - Existing Arrangements

Millburn Road, to the north and east of the Eastgate Shopping Centre is currently 4 lane single carriageway (2 lanes in each direction) flaring out to three lanes on both approaches to the signalised Morrisons supermarket access and the southwest approach to the junction with Falcon Square. Millburn Road is subject to waiting restrictions along its length. These arrangements are indicated in Images 1 and 2 enclosed with this letter.

As well as providing visitor and service access to the Eastgate Centre and Morrisons supermarket, Millburn Road is one of the main city centre arterial routes to and from the A9. Given this, Millburn Road is subject to congestion during peak periods.

The Design Manual for Roads and Bridges TA 79/99 Traffic Capacity of Urban Road provides a range of link capacities for typical urban road widths and types. For the purposes of this assessment it is considered that the existing road link type corresponds to the UAP2 classification designated as Urban All Purpose road of a 'Good standard with frontage access and more than two side roads per km and subject to restricted parking and loading with pedestrian crossings at-grade'. It is assumed that the existing lanes are 3.65m wide and on this basis Table 2 of TA 79/99 indicates that the link capacity of Millburn Road would be 2100 veh/hr in the busiest direction.

Directors: F Adams, R Duncan, N MacLean
Associates: A Ferns, S Harrow, S Macphail
Consultants: J Ashwood, D Thaw, A Thomson

Members of the Association for Consultancy and Engineering
Registered in Scotland Number: 198294

Registered Office: 3 Glenfield Road, Kelvin, East Kilbride G75 0RA Quality Assured ISO:9001: 2008



In addition to the through traffic arrangement noted above, the Eastgate Mall, containing 635 parking spaces and a service yard, is provided with a lane, flaring to 2 lanes, accessed directly from Millburn Road (southeast bound). Data provided by the centre management indicates that over the weekday period 10th to 14th April, the number of deliveries to the Eastgate Mall service yard averaged 41 per day. The data indicates that deliveries at the weekend are lower.

Traffic exiting the Eastgate Mall carpark and service yard is provided with dedicated left and right turning lanes onto Millburn Road. The Falcon Gallery car park, also serving the Eastgate Centre, and accommodating 700 parking spaces is accessed from the access route noted as Falcon Square on the proposals plan. This route also serves a second Eastgate Centre service yard. It is understood that in the eventuality of rail service interruptions bus replacement services would also use this route.

A loading bay is provided on the southern side of Millburn Road, from the Morrisons access junction, for approximately 180m towards the junction with Falcon Square. This loading bay serves the numerous small businesses along this section of Millburn Road including Lochgorn Furniture. The loading bay is illustrated in Image 3.

Millburn Road / Crown Road / Academy Street - Existing Arrangements

This junction accommodates 3 lane single carriageway including 2 westbound and 1 eastbound. The left turn traffic movement from Millburn Road onto Crown Road is provided by a left turn filter separated from the through movement by a traffic splitter island. This arrangement facilitates the entry of delivery vehicles into the service yard located on the west side of Crown Road. Again, all junction approaches are subject to waiting restrictions. Access to the M&S service yard / customer collection point is taken from Millburn Road to the west of this junction. The layout of this junction is illustrated in Images 4 and 5.

Millburn Road - Proposed Arrangements

The proposed scheme indicates Millburn Road reduced to 2 lanes southwest bound, 1 of which is a dedicated Bus Lane, and 1 lane northeast bound. Lane widths are noted as 3.25m and are separated by a 1.00m central reservation. A 3.5m two-way cycle track is provided on the south side of Millburn Road.

TA 79/99 does not include link capacity figures for single lane dual carriageway however, from the information included in Table 2 of TA 79/99 it can be anticipated that a 3.25m lane would have a link capacity of approximately 1200 veh/hr. This would represent a 43% reduction in the link capacity of Millburn Road compared to existing.

As noted previously, Millburn Road is subject to congestion at peak times. It can be anticipated therefore that existing queues and delay would be exacerbated by the proposals.

The proposals indicate Millburn Road northeast bound being reduced to a single 3.25m wide lane separated from the opposing carriageway by a 1m central reservation. It is our experience that all-purpose single carriageway would be need to be a minimum of 5m in width. This allows vehicles to pass in the eventuality of a breakdown. Should a breakdown occur on the proposed layout the northeast bound carriageway of Millburn Road would be blocked. It is our view that the cross section indicating a single carriageway width of 3.25m is not practical and an additional 1.75m would need to be accommodated to account for real works eventualities.

Millburn Road / Morrisons Junction

The arrangement of the Millburn Road: Morrisons Junction gives no indication of the staging of the junction required to accommodate the various user demands. The layout would suggest that, due to the potential for conflicts with pedestrian or vehicular traffic, cyclists leaving the cycletrack and joining the main carriageway would require a dedicated stage. Assuming this is the case, this is likely to represent a significant amount of lost time to vehicle traffic over and above that currently allocated to the pedestrian crossing movements. The inevitable consequence of this additional lost time would be a further increase in delay and queueing experienced by vehicle traffic and a worsening of existing congestion during peak periods.

The proposed scheme indicates an 'access to loading' to the west and opposite the Morrisons access. This is currently used as a car park serving the Farm & Household store which we would anticipate is within private control. Given this, the scheme proposals omit to make any allowance for the existing loading arrangements associated with the numerous businesses on Millburn Road. This is considered a significant oversight not only for the continued viability of these businesses but also the operation of the proposed scheme. It can be anticipated that the proposed scheme could result in unauthorised loading occurring from the proposed bus lane resulting in buses being required to join the general traffic flow. This in turn would result in disruption to the flow of general through traffic. Should this occur during peak periods, the single lane allocated to general traffic would be required to allow these buses to merge, disrupting the flow of traffic in this lane further exacerbating peak period congestion.

Millburn Road / Falcon Square / Eastgate Mall

While a detailed layout of the Millburn Road / Morrisons access junction has been prepared, no such detailed plan has been produced for the Millburn Road / Falcon Square / Eastgate Mall access junction. This is surprising given that the proposals would require far more fundamental alterations to the existing Eastgate Mall carpark entry and exit arrangements than are proposed at the Morrisons access.

The proposed layout indicates a single flare lane providing access to the Eastgate Mall carpark and service yard. The scheme proposals also indicate a single lane exiting the car park and service yard. The proposed entry and exit arrangements would represent a significant reduction to entry and exit capacity when compared to the existing arrangements. In addition, given the type of vehicles making deliveries to the service yard, it is questionable if a route with suitable geometry to accommodate these vehicles could be provided.

Whether the lack of detail is an omission, or is not considered to warrant any detailed consideration, is a concern to our client who could rightly have assumed that amendments to their development access, as significant as those being proposed, would have been subject to discussion prior to any public consultation.

Given the extent of the proposed alterations it is reasonable to assume that they would have a significant impact on the ability of visitors to enter and exit the car park efficiently and to the detriment of the centres ability to attract shoppers. As noted it is considered that the alterations, as proposed, would be unable to accommodate the types of vehicle using the service yard.

Millburn Road / Crown Road / Academy Street - Proposed Arrangement

The proposed layout for this junction removes the left slip lane from Millburn Road onto Crown Road. In addition, an elongated central splitter island is indicated on Crown Road separating north / south carriageways. The two-way cycle track incorporated on

Millburn Road to the north and east splits at this junction with separate west and eastbound tracks on either side of the Academy Street.

As noted previously, the existing left slip from Millburn Road onto Crown Road enables delivery vehicles to access the service yard on the west side of Crown Road. The proposed removal of the left slip would have the effect of tightening up the left turn radius and together with the introduction of the central reserve could prevent delivery vehicles accessing the service yard from Millburn Road.

Deliveries to this service yard could alter their route to the service yard travelling via Crown Road however, this would result in an intensification of delivery vehicle traffic through the predominantly residential area along this route. It is also unclear if, given the introduction of the elongated splitter island, HGV's would be able to enter or exit the service yard.

As noted, the proposed two-way cycle track splits at this junction to take up positions on either side of Academy Street. This split would require cyclists to travel across the junction and would therefore require all other traffic to be at a halt. It is acknowledged that the layout would permit cyclists to travel through the junction during the pedestrian stage. It is unknown however, if a pedestrian stage is called every cycle at present. The proposed arrangement would require that a pedestrian stage every cycle to accommodate cycle movements with the result that capacity through the junction could be lost resulting in increased delay and queueing.

In concluding this review, we would note that our client is not against the principle of improvements to pedestrian, cycle or public transport accessibility throughout the city. It is the case however, that they cannot support measures that would reduce the attraction of the Eastgate Centre as a destination for shoppers.

By its nature, the scheme reassigns road space from road traffic to cycles which as we have noted would significantly reduce the link capacity of Millburn Road. Accommodating cycle specific movements at the junctions along the route would reduce time currently available to traffic, further reduce route capacity. The combination of reduced road space and increase in lost time would have the inevitable consequence of exacerbating existing congestion during peak times. Given this, shoppers would experience longer journey times to and from the Eastgate Centre with the potential that they divert to other shopping destination.

As far as we are aware, no analysis of the effects of the proposals have been undertaken to establish the impact on the operation of the road network. We are also unaware of any swept path analysis having been undertaken to investigate the impact of the proposals on the ability of vehicles entering and exiting the Eastgate Mall carpark or the Eastgate Mall and Crown Road service yards. It is our view that the impact of the geometric alterations proposed to the Millburn Road / Falcon Square / Eastgate Mall and Millburn Road / Crown Road junctions would significantly impact on the ability to access these existing service yards.

While through traffic could potentially redistribute onto the surrounding road network, to avoid the increase in congestion caused by the proposals, shoppers and deliveries to the Eastgate Centre would have no option but to endure the increased delays resulting from the scheme. The logical consequence of this is that shoppers could divert to alternative destinations. This is a situation that cannot be accepted by our client. On the grounds covered in this letter our client therefore objects to the proposals as they currently stand.

DBA Letter Ref 17881Let01a, 12th May 2017
Page 5 of 5

We trust that the issues identified in this letter are clear however, should you require clarification on any aspect of the content we would be happy to discuss.

Yours faithfully,
for Dougall Baillie Associates



Stuart Harrow
stuart.harrow@dougallbaillie.com



C.c	Neil Young	The Highland Council (e-mail)
	Jackie Cuddy	Eastgate Centre Management (e-mail)
	Andy Wade	Eastgate Centre Management (e-mail)
	Graham Cole	Scoop Asset Management Limited (e-mail)
	Mike Smith	Inverness Business Improvement District (e-mail)
	Alastair Macfarlane	AAMA (e-mail)

From: Roy Goddard [RoyGoddard@bryanghall.co.uk]
Sent: 18 May 2017 09:17
To: Richard Gerring
Cc: Andrew Martin (andrew.martin2@morrisonspc.co.uk)
Subject: Inverness Active Travel

Richard,

I refer to our telephone conversation on Tuesday afternoon in connection with the above.

As we discussed, Bryan G Hall are transport consultants acting on behalf of Wm Morrison Supermarkets plc and we have recently been asked by their head office to find out more about your proposals on Milburn Road following concerns raised by the store manager. I appreciate that we are late to the table in relation to this first stage of your public engagement exercise however this is because the store manager was unaware of the proposals until he was alerted to them by Mike Smith of Inverness BID. I note the comments you made about the coverage of the engagement event in the local media and the time constraints you are working under, however I am still surprised that the Morrisons store were not directly notified of the event in view of impact of the proposals on the store access junction.

I only have the information in front of me that has been provided by the store manager. As you are in the process of preparing your report for the 19 June Committee I thought it was important to send this email to you as soon as possible rather than searching your website to try to get a better understanding of the proposals. In any case you indicated that the scheme is only conceptual at this stage and that there has been no technical assessment to quantify its impact on highway capacity.

I know that the active travel project aims to improve conditions for those travelling by the sustainable modes of transport and that this accords with current policies. I would however contend that highway capacity cannot be ignored and that a balanced view must be taken. Presumably at some stage in your bid for funding to the Scottish Government you will need to demonstrate that the proposals produce an overall benefit and represent value for money.

It is clear from a simple comparison of the current layout at the Morrisons store access junction and the conceptual scheme layout included in the Community Links PLUS 2017 document that the scheme is likely to have a significant impact on the capacity of the junction.

Currently Millburn Road is a two-lane dual carriageway and on both approaches to the traffic signal junction in addition to the two lanes (straight ahead/left turn and straight ahead) there are separate right turn lanes of appropriate length to the Morrisons access and the Farm and Household Stores premises. The Morrisons access also has a two lane approach (separate left and right turn lanes). There are staggered pedestrian facilities across the westbound approach on Millburn Road and on the Morrisons access.

My understanding of the conceptual scheme layout is that to create the off-carriageway two-way cycle lane to the south side of Milburn Road, the dual carriageway will be reduced to a single lane in the eastbound direction and in the westbound direction the nearside lane will become a bus lane. Whilst there will still be two lanes at the traffic signal stop lines the second lane will only be available for a short distance before and after the junction (and will therefore have limited capacity) and there will be no separate right turn lanes. The width of the lanes on the Morrisons access approach will also be restricted by the introduction of a cycle feeder lane. Straight across pedestrian facilities are also proposed on all approaches to the junction.

In the absence of any technical assessment, I can only conclude that these modifications will significantly reduce the capacity of Milburn Road itself and of the traffic signal junction for vehicles

using both Milburn Road and the Morrisons access. Morrisons have major concerns about the impact on their customers travelling into and out of Inverness and gaining access to and from the store. Feedback from customers is that access to the store is already difficult and reducing junction capacity can only make matters worse and impact on trade. On their behalf, we wish to register a strong objection to the proposals and trust that this will be reported to your Committee .

We appreciate that the scheme is only conceptual and that it has been prepared in order to submit a bid for funding to the Scottish Government. We understand that there will be further consultations and opportunities to object as the scheme is developed, nevertheless we consider that it is imperative that we register the objection from Morrisons at this early stage. As a registered objector, I trust that we will be kept abreast of progress on the scheme and will be given ample opportunity to make our views known.

Regards,

Roy Goddard

Consultant

Please note my normal working days are Monday to Thursday.

Suite E15 Josephs Well, Hanover Walk, LEEDS LS3 1AB



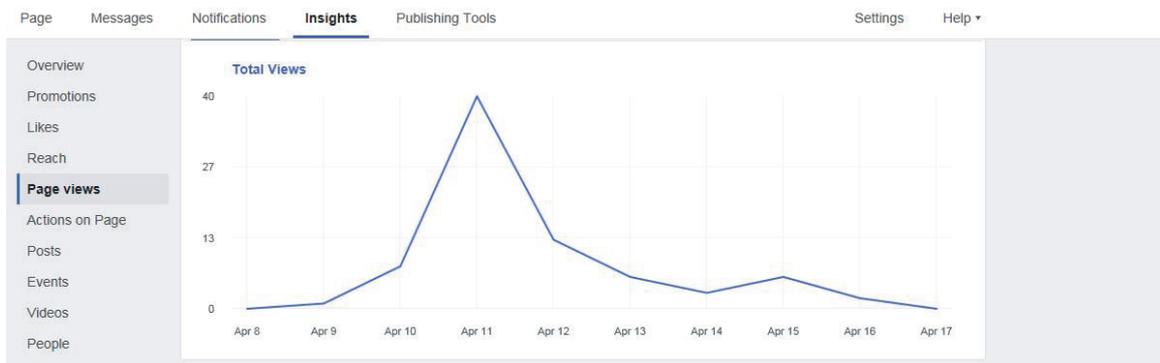
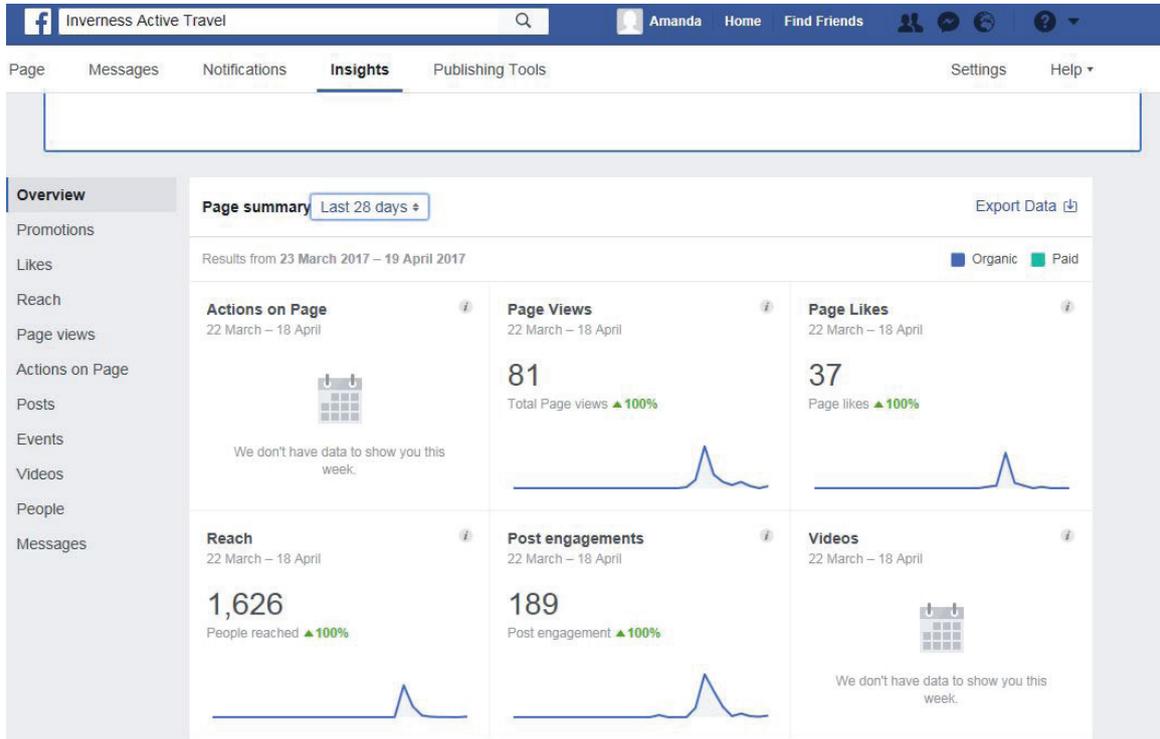
E roygoddard@bryanghall.co.uk

W www.bryanghall.co.uk

Registered in England and Wales

Company Number 

APPENDIX: ENGAGEMENT FEEDBACK COLLATED FROM SOCIAL MEDIA



Tweet activity

Apr 3 - Apr 19, 2017

Export data

Your Tweets earned 13.3K impressions over this 17 day period



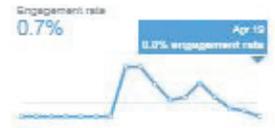
YOUR TWEETS
During this 17 day period, you earned 784 Impressions per day.

Tweets Top Tweets Tweets and replies Promoted Impressions Engagements Engagement rate

Tweet	Impressions	Engagements	Engagement rate
InvernessActiveTrav @invernessAT2017 · 19h Did you have a good Easter? We did! There's still plenty time to give your feedback Invernessactivetravel.wordpress.com @HighlandCouncil @velocitylove View Tweet activity	68	1	1.5%
InvernessActiveTrav @invernessAT2017 · Apr 12 Thank you #inverness for your insightful feedback. If you missed us, go to invernessactivetravel.wordpress.com to see more! More feedback welcome there. View Tweet activity	1,158	16	1.4%
InvernessActiveTrav @invernessAT2017 · Apr 12 It's been a busy morning here at the #invernessactivetravel pop up shop - what would you like to say about it? pic.twitter.com/dFbbzSOyN8 View Tweet activity	882	15	1.7%
InvernessActiveTrav @invernessAT2017 · Apr 12 Don't worry if you can't make it by 4pm...check out our blog for more info and you can feedback your comments there invernessactivetravel.wordpress.com View Tweet activity	944	7	0.7%
InvernessActiveTrav @invernessAT2017 · Apr 12 We are here until 4pm. Would be great to see you and get your feedback. Unit 13B - next to the joke shop at Victorian Market! pic.twitter.com/1SnJzBxPUI View Tweet activity	1,012	22	2.2%
InvernessActiveTrav @invernessAT2017 · Apr 12 Ready for another day of stimulating ideas and conversation! #invernessactivetravel View Tweet activity	73	0	0.0%
InvernessActiveTrav @invernessAT2017 · Apr 11 Amazing day today, thanks for your feedback and ideas Inverness!! See you tomorrow! View Tweet activity	92	1	1.1%
InvernessActiveTrav @invernessAT2017 · Apr 11 Great conversations happening here! Come on down to the Victorian Market and have your say... pic.twitter.com/nX7oAoJlar View Tweet activity	118	8	6.8%

Engagements

Showing 17 days with daily frequency



On average, you earned 2 link clicks per day



On average, you earned 2 Retweets per day



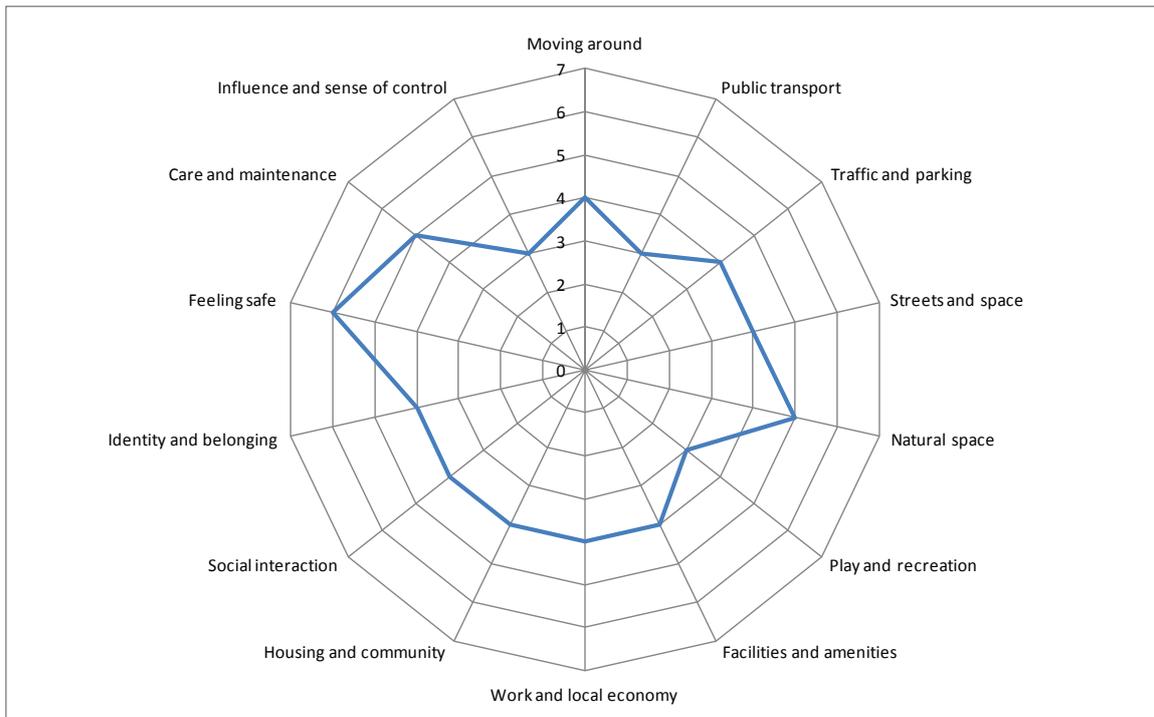
On average, you earned 2 likes per day



On average, you earned 1 replies per day



APPENDIX: EAST INVERNESS PLACE STANDARDS - KEY FINDINGS RELATED TO ACTIVE TRAVEL



The Place Standard exercise was undertaken for East Inverness online by The Highland Council between 06 October 2016 and 30 November 2016. Forty-one people took part supplying 354 comments to the online portal. Further to this, a Place Standards Workshop was held on 16th November 2016 at Inverness College to which 70 attended.

MOVING AROUND

General comments

- Roads are too narrow in some places to effectively share with cyclists. Upkeep of paths an issue
- More wayfinding and better lighting needed for popular routes
- Need for a separated off-road cycle network
- Roads generally quiet and safe
- Priority segregated junctions and underpasses needed
- Cycle routes seem to be an afterthought in development
- HC should narrow roads to provide wider pavements & cycle paths
- Shared pedestrian/cycle paths reduce cycle speeds and decrease safety making cycling less effective.

Specific place based comments

- At Barn Church Rd, cyclists have to give way at every junction
- No direct route from Cradlehall to Retail Park
- Concerns about the safety of the Resaurie rail bridge gap
- Culloden Road lacks pavement

- Too much traffic to feel safe cycling at Inshes roundabout
- Tap into old A96 and provide safe underpass under A9 at Raigmore Interchange
- Beechwood Campus a positive example
- Pedestrian crossing to Simpsons Garden Centre needed
- Should link Southern Distributer with UHI campus
- Old Perth Rd and railway underpass an issue for cyclists
- Lighting needed for Culloden Avenue
- Better crossing to Arturlie needed

PUBLIC TRANSPORT

General comments

- Bus timetables not suitable
- Not enough bus service at non-peak times
- Service not reliable
- Road congestion constrains bus times
- Need for suburban rail to city centre
- Expensive
- More direct service to town needed
- Better bus shelters with digital displays needed
- Need to ensure bus timetables match with trains/planes

Specific place based comments

- Bus routes in Culloden great
- Hard to get from Westhill, Cradlehall to Retail Park
- No route from one end of southern distributor to Beechwood/Inshes Retail Park
- Circular route needed from Clachnaharry via Scorguir and Bught to Hilton, Raigmore Culloden and back via town centre and Merkinch every 20 mins

TRAFFIC AND PARKING

General comments

- Abandon East Link & 20 mph max on residential roads
- Too many houses with narrow road access
- Cars parked on bends and pavements
- Need lower speed limits, traffic calming and landscaping to re-prioritize cycling and walking
- Need for more park and ride opportunities
- Paid parking in town centre driving up usage of retail parks
- Overprovision of parking vital to ensure no anti-social parking
- Traffic queues at peak times dangerous

Specific place based comments

- Difficult to park by Raigmore Hospital
- Inshes roundabout congestion
- Barn Church Road roundabout congestion
- Difficulty turning right at A96 Barn Church Road at Balloch during rush hour
- Limited parking at Cradlehall Primary
- Inshes/UHI junction arrangement queues excessive
- Dangerous bottle neck at primary near Inshes
- Traffic to Inshes retail park should be fed to General Wade Road
- A9/A96 link road shouldn't come out at Tesco roundabout
- A prohibition of traffic turning right into UHI from Caulfield Road N would increase cyclist safety

STREETS AND SPACE

General comments

- Grass cuttings should be done more frequently
- Need for a District Park
- Natural landscaping should be used
- Need for a larger well kept play park
- Buildings should be lower than 1 storey to preserve views
- Houses should be distinctly different in appearance
- Retain as much green space as possible
- Need for greenspace and employment to break up housing
- Area seen to be "commuter area" rather than a distinctive place
- Needs more signs in Gaelic

Specific place based comments

- Footpaths between Moraypark Lane and Moraypark Terrace need surveillance, vandalism issues
- UHI good example
- Inshes Park positive
- Does not want prison in area
- EastLink should go through boundary between existing development and new sites, rather than bisecting new development area

NATURAL SPACE

General comments

- Removal of existing trees/greenspace not acceptable
- Building on farm land = reduction of natural space
- Important to safeguard woods and fields as much as possible
- Need to plan a large scale parks because of loss of open space
- Could better utilise greenspace with better paths/signage/bins

Specific place based comments

- Culloden Woods positive example
- More paths in the south side of Culloden Wood
- Campus positive example

PLAY AND RECREATION

General comments

- Few activities for pre-school children beyond parks
- Need for high quality larger scale playpark
- Major sports/leisure facility needed
- Need for community hub for young and old
- Not enough facilities for adults
- Good facilities for youth (Culloden Youth Forum)
- Poor facilities for youth
- Dog walking areas needed

Specific place based comments

- Playpark behind Moraypark Lane gets too boggy
- Sports Pitches in Maxwell Park poor quality
- Balloch with no playparks

FACILITIES AND AMENITIES

General comments

- Schools not on commuting routes or over capacity
- Too many houses, not enough amenities
- Most community facilities religion-based
- More restaurants/pubs needed
- More community shops needed
- Current facilities will not meet future demand
- Create a multi-use campus with schools, sports provision, active travel links

Specific place based comments

- Parking issues at Culloden Academy and Culloden Shopping Area
- Inshes Park could use outdoor gym and better lighting
- Coffeeshop needed on campus
- Facilities at Culloden only available outwith school hours
- Culloden Library an asset
- Westhill in need of library

WORK AND LOCAL ECONOMY

General comments

- Economy could be strengthened by district park/sports centre
- Job opportunities seasonal/part time/zero hour contracts
- Need to create jobs in local area to justify housing
- Need for more flexible office space and small local businesses

HOUSING AND COMMUNITY

General comments

- Private rent high and lack of social housing
- New council housing should be higher quality (including street environment)
- Houses should not be identical, better placemaking
- Antisocial behaviour an issue
- Multi-occupancy flats where generations can mix
- Alternative technologies for heat and electricity should be considered

Specific place based comments

- Drakies a good mix of people

SOCIAL INTERACTION

General comments

- Churches are good outlets, limited to religious
- Difficult due to lack of facilities
- Important to mix affordable and market housing
- District park and sports facilities/playpark would improve options for social interaction
- More local cafes/a pub would improve social interaction
- People that cannot drive are socially isolated
- Need to target fitness and social activity for retirees
- Community groups should work together

Specific place based comments

- Culloden Academy & Library good places to meet for youth
- Safety concerns with school near railway

IDENTITY AND BELONGING

General comments

- General positive comment
- Can be transient
- No sense of community
- A community hub/more facilities would increase sense of belonging
- Issues around dog fouling, fly tipping

Specific place based comments

- Smithton Green Hall, Smithton Free Church and Barn Church increase sense of belonging

FEELING SAFE

General comments

- Generally safe
- More visible police force needed
- Community police station needed
- Bus journeys can be intimidating
- Neighbour watch scheme may help feeling of safety
- Better lighting throughout area needed

Specific place based comments

- Teenagers drinking in Drakies and Inshes District Park reduces sense of safety

CARE AND MAINTENANCE

General comments

- General positive comment
- Issues around factoring agreements not being renewed
- Ownership and management of all open spaces should be managed by the council rather than private companies
- Allow community based workers to care for common spaces instead of centralised council works
- Issues around vandalism with benches, dog fouling and litter.
- Pitches flooded
- Cycling routes not well maintained
- Overgrown trees and paths

Specific place based comments

- Broken glass and litter at Smithton rail overbridge, dangerous for cyclists

INFLUENCE AND SENSE OF CONTROL

General comments

- General positive comment
- Community councils are positive
- Young people have voice, little contact with community council
- The Council doesn't listen to views
- Council should provide webcast for local debate
- Consultations frustrating because it's hard to tell what kind of impact comments make



NOTEWORTHY: Richard Gerring, of Highland Council, with some of the plans for Academy Street and Station Square. Photograph: Sandy McCook

Joined-up walking and cycling scheme for city

Travel: Council plans route from Culloden to South Kessock

BY DAVID KERR

Plans to improve travel across Inverness for cyclists and pedestrians have been unveiled.

Highland Council is planning to create a dedicated route from Culloden to South Kessock, joining up existing infrastructure and improving the streetscape.

The council is bidding for up to £3million in funding from the Scottish Government to help deliver the scheme.

Transport bosses at the local authority want to create what they describe as an "active travel route" across the city for those who are energetic enough to venture out from behind the steering wheel.

The east to west corridor will join up Inverness High School, the city centre, Millburn Academy, Inverness Campus and Culloden Academy.

Richard Gerring, transport planning manager at the council, said the aim was to drive down the number of single occupant

"We've got to link up existing infrastructure and that's what this tries to do"

car journeys made across the city.

He said: "We've given it some thought. We believe if people learn to walk and cycle to school and then move on to further educa-

tion or a career then they will sustain that for the rest of their lives.

"That's why this west to east route is very important for us and that's probably our main focus, which does include Millburn Road and Academy Street."

Much of the infrastructure is already in place - but the funding would be used to join up elements such as the Millburn Road cycle route and the city centre.

Elements such as tree planting would also be used to improve the appearance of routes.

Stuart Black, the council's director of planning and infrastructure, said: "To encourage a step change in people cycling in Inverness we've got to link up existing bits of infrastructure and that's what

this is trying to do. There's also new bits of infrastructure. We've had investment for example in Millburn cycle route and that's proved very popular.

"The figures for the first three months of the year are 14% up on last year which is very encouraging.

"So what we have to do now is make sure that the Millburn cycle route joins better into the city centre.

"That's one of the early things we want to do.

"You get to Morrison's at the moment and it becomes a bit unclear so we're trying to encourage a joining up of some of the existing bits of infrastructure.

"It also focuses on routes which bring people into the city centre, we want to try and help people think

about getting into the centre in different ways."

TRAGEDY Service for Louisa skipper

A memorial service is to be held tomorrow for the skipper of the worst fishing disaster off the Outer Hebrides in half a century.

The minister conducting the service says it is an attempt by the family of Paul Alliston - known locally as Paul MacMillan - to get "some closure" and comes at a time when the official report into the tragedy is due within days.

The service will mark around the first anniversary of the sinking of the Louisa at anchor off Mingulay with the loss of three lives on April 9 last year.

The bodies of Chris Morrison, 27, of Harris, and Martin Johnstone, 29, of Halkirk, Caithness, were found following the tragedy.

Only new father Lachlann Armstrong, 27, of Stornoway, survived.

Skipper Mr Alliston, 42, a non-swimmer from Lewis, remains missing despite a massive search. His memorial service takes place at Martin's Memorial Church in Stornoway tomorrow at 1.30pm and will be conducted by the minister, the Rev Tommy MacNeil.

"The service is at the request of Paul's family and is an attempt to get some closure," he said.

IN BUSINESS TODAY



Jobs to be slashed as part of Dounreay decommissioning

PAGE 35

Highland Council hoping to net major grant for cycle route investment

Dutch designers could help city win £3 million

By Nicole Webber
newsdesk@pp-group.com

HIGHLAND Council has gone Dutch in an attempt to win millions of pounds' worth of investment that could turn Inverness into a more cycle-friendly city.

Thanks to a £40,000 grant from UK walking and cycling charity Sustrans, the council has enlisted the help of a Dutch engineering company Witteveen+Bos, and successfully reached the final in a competition that could see up to £3 million become available for new cycling infrastructure in the city.

The aim is to promote active travel, improve community health and reduce congestion in the city.

The council has hired the Netherlands-based firm in recognition of the fact that Holland is well ahead of other countries in bike use, being such a flat country crisscrossed with canal-side paths.

For two days the consultants from Witteveen+Bos were on hand alongside Highland Council staff in the city's Victorian Market to answer the public's questions. Current plans include segregated cycle-friendly routes along Millburn Road, Academy Street and the Raigmor Interchange.

The city wide active travel network also plans to create a ramp from the Raigmor Interchange to the Golden Bridge that would improve a cycle and pedestrian friendly route to the Inverness Campus.

Director of development and

infrastructure for Highland Council, Stuart Black, visited the drop-in alongside his team. He was pleased with the high levels of public engagement.

He said: "There was over 70 people through the door yesterday and it has been very busy again today."

"If we win the Sustrans Community Links plus funding bid then it will be a big boost. We will be able to create additional cycle routes and create lots of connections with the city centre that would help people get to work and help tourists access the city without cars."

"The money we would win would be used alongside other investments and hopefully create safer routes across the city so that children can cycle to school. It would be part of a whole package of improvements for the city and local area."

As part of West Link improvements the council currently is looking to improve cycle connections along the River Ness as well as those linking the canals and the city centre.

Eventually it hopes funding would help roll out cycle paths right across the city.

Transport and planning officer for the council, Neil Young, added: "Inverness is a city of cycling, six per cent of people in 2015 cycled to work and that is a higher percentage than any other city in Scotland."

"That number has probably risen since the installation of the Millburn cycle route which more



Richard Gerring and Stuart Black (both from Highland Council) with Richard Lewis from Witteveen+Bos.

Pictures: John Baikie 037300

than 20,000 people used in the first three months."

Richard Lewis, a consultant for Witteveen+Bos, attended the two-day sessions. He said: "It might look like there is a lot of detail in these plans and drawings but this is just the start. We have been asked by the council to bring a Dutch feel to these designs - to make walking and cycling in these areas a really amazing experience."

"We want to create a welcoming and beautiful gateway using local plants and heather in the barriers

between the road and the cycling lanes."

"In the end it will mean less cars taking up less space. These changes aren't just going to help cyclists. We are also looking at a possible bus lane and more bus stops to benefit businesses. It would all increase footfall in the city centre."

But already one of the suggestions for cycling improvements has led one businessman to declare: "On your bike."

Bill Jack says that a proposal to "improve" the controversial

Millburn Road cycle route could mean the loading bay being removed at his busy Farm and Household family firm. Current plans show a cycle lane covering the bay outside of his business. He also has concerns about current cycle routes which he will be bringing to planners attention.

The consultation is open until May 1 online at InvernessActiveTravel.wordpress.com in the run up to the later stage of the competition. The winner will be announced this summer.

10 Thursday, April 20, 2017

Highland News Group

Inverness makes a bid to become a city on the move

BY NICOLE WEBBER

PLANS to get the Highland capital fit for the future have reached the final round of a £3 million competition.

Highland Council is up against Edinburgh and Glasgow's local authorities for the large sum of money to promote active travel, improve community health and reduce congestion in a city where parking is a controversial subject. Council officials have enlisted the help of Dutch engineering company Witteveen+Bos to draft up plans that could see segregated cycle-friendly routes along Millburn Road, Academy Street and the Raigmor Interchange.

News of the council's place in the final comes as green cycle lanes appear in Culduethel and Drummond Road as part of the Slackbuie Cycle Route.

The developments have been paid for with money the council won during last year's Community Links Plus Competition. Although they missed out on the final prize



Council staff on Culduethel Road.

they received smaller grants for making it into the final.

Brian MacKenzie of the Highland Cycle Campaign hopes that this year will be the year that Inverness comes out on top of the design competition. He said: "The new lanes are advisory so they are not perfect but they are certainly a step in the right direction."

"Inverness deserves to win, the segregated lanes would mean that there would be no conflict with pedestrians or motorists. It

would make people feel safer."

For two days the consultants from Witteveen+Bos were on hand alongside Highland Council staff in the city's Victorian Market to answer the public's questions.

The city wide active travel network also plans to create a ramp from the Raigmor Interchange to the Golden Bridge that would improve a cycle and pedestrian friendly route to the Inverness Campus.

Director of development and infrastructure for Highland Council, Stuart Black, visited the drop-in alongside his team. He was pleased with the high levels of public engagement.

He said: "If we win the Sustrans Community Links plus funding bid then it will be a big boost. We will be able to create additional cycle routes and create lots of connections with the city centre that would help people get to work and help tourists access the city without cars."

"The money we would win would be used alongside other investments and hopefully create



Richard Gerring, Stuart Black (both HC) with Richard Lewis from Witteveen+Bos.

Pictures: John Baikie, Image No. 037300

safer routes across the city so that children can cycle to school. It would be part of a whole package of improvements for the city and local area."

As part of West Link improvements the council currently is looking to improve cycle connections along the River Ness as well as those linking the canals and the city centre.

Eventually it hopes funding would help roll out cycle paths right across the city.

Transport and planning officer for the council, Neil Young, added: "Inverness is a city of cycling, six per cent of people in 2015 cycled to work and that is a higher percentage than any other city in Scotland."

"That number has probably risen since the installation of the Millburn cycle route which more

than 20,000 people used in the first three months."

Richard Lewis, a consultant for Witteveen+Bos, attended the two-day sessions. He said: "It might look like there is a lot of detail in these plans and drawings but this is just the start. We have been asked by the council to bring a Dutch feel to these designs - to make walking and cycling in these areas a really amazing experience."

"We want to create a welcoming and beautiful gateway using local plants and heather in the barriers between the road and the cycling lanes."

"In the end it will mean less cars taking up less space. These changes aren't just going to help cyclists. We are also looking at a possible bus lane and more bus stops to benefit businesses. It

would all increase footfall in the city centre."

But already one of the suggestions for cycling improvements has led one businessman to declare: "On your bike."

Bill Jack says that a proposal to "improve" the controversial Millburn Road cycle route could mean the loading bay being removed at his busy Farm and Household family firm. Current plans show a cycle lane covering the bay outside of his business. He also has concerns about current cycle routes which he will be bringing to planners attention.

The consultation is open until May 1 online at InvernessActiveTravel.wordpress.com in the run up to the later stage of the competition. The winner will be announced this summer.

VII

APPENDIX: ENGAGEMENT NOTIFICATIONS PRIOR TO POP UP EVENT

The Inverness Courier

whatson

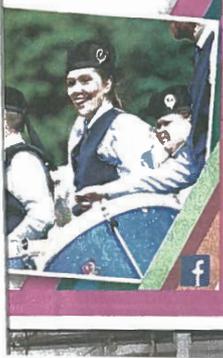
www.inverness-courier.co.uk/Whats-On

GENERAL NOTICES



**MMERS
WORLD
NSHIPS**

World class pipes and
1000 performers and
no other.
Live with the
European Pipe Band
out!



ACTIVE IN...
WALK IN...
CYCLE IN...



INVERNESS
ACTIVE TRAVEL NETWORK
INBHIR NIS SIUBHAL GNÌOMHACH LÌONRA

Come along to our pop up shop (Unit 13B) in the
Victorian Market and chat with us
about the project

WE WANT
YOUR IDEAS AND FEEDBACK!

Tuesday, 11th April & Wednesday, 12th April
11AM-4PM

Online surveys and project blog will be
available from 10th April-1st May 2017
Details to follow.



The Highland
Council
Comhairle na
Gàidhealtachd

UNIT 13B
VICTORIAN MARKET
ACADEMY STREET
INVERNESS
IV1 1JN



**INVERNESS &
DIABETES SCOT**

AGI

Spectrum Cent
Thursday 6th
at 6.30

Speaker; Alistair B
Invern

For further information
01463 73
Email: invernessdiat
www.inverness-di

DIABETES UK
CARE. CONNECT. CAMPAIGN.

ATLANTIC C

Presented
THE INVERNESS
with
MIRANDA EVAN

In Crown C
Kingsmills Road
WEDNESDAY 5TH
AT 7.30

Admission by pr
(students and c
available from: The Music
choir members; and at the C
evening of th

E

Your Adv
The In
ads@cla:

PUBLIC NOTICES



Scottish Government
Riaghaltas na h-Alba
gov.scot

THE TOWN AND COUNTRY PLANNING (ENVIRONMENTAL
IMPACT ASSESSMENT) SCOTLAND REGULATIONS 2011

PLANNING PERMISSION APPEAL: CONSTRUCTION AND
OPERATION OF A WIND FARM OF UP TO 30MW INSTALLED
CAPACITY ON LAND 1810 METRES SOUTH OF BLAIRMORE FARM,
KILTARLITY, BLAIRMORE INVERNESS, IV4 7HT
NOTICE UNDER REGULATION 24

Notice is hereby given that additional information in relation



**Sc
Ri-
go**

NOTICE OF PUB

TOWN AND COUNT
PLANNING PERMISSION
OF 13 WIND TURBINES
AND ONE UP TO 132M 1
DEVELOPMENT AT CUL
NEWTOWN, INVERGAR

ACTIVE IN...
WALK IN...
CYCLE IN...



INVERNESS
ACTIVE TRAVEL NETWORK
INBHIR NIS SIUBHAL GNÌOMHACH LÌONRA



The Highland
Council
Comhairle na
Gàidhealtachd

Come along to our 'pop up shop' and chat to us
about improving our streets for people, walking and cycling.

Tuesday 11th April & Wednesday 12th April 2017
11am - 4pm
at
Unit 13B in the Victorian Market

Online survey and project blog available from
10th April - 1st May 2017 at
InvernessActiveTravel.wordpress.com



Drawing activities for children



'Pin your Place' and see plans and ideas so far



Specialists there to answer your questions



@InvernessAT2017
#InvernessActiveTravel



InvernessActiveTravel



InvernessActiveTravel@gmail.com



Dear Resident/Business owner,

Last year we were shortlisted to receive funding from the Scottish Government through the Sustrans Community Links PLUS design competition to deliver our Inverness City Active Travel Network. We have successfully been invited to take part once again this year and would like your input to help develop our ideas further.

The aim is to restore Inverness' streets in favour of people, walking and cycling. One of our proposed designs includes improvements on Millburn Road. As a resident / business owner we would like your input into how you would like to see this street improved. There are lots of ways you can get involved!

-  Come along to our **pop up shop** at Unit 13B in the Victorian Market on Tuesday 11th April & Wednesday 12th April 2017, 11am - 4pm
-  To get more information on the project so far, check out our blog: **InvernessActiveTravel.wordpress.com**
-  Complete our short survey to give your feedback on the project. Available on the blog from 10th April - 1st May 2017: **InvernessActiveTravel.wordpress.com**
-  Email us: **InvernessActiveTravel@gmail.com**
-  We are also on **social media**

 [InvernessActiveTravel](https://www.facebook.com/InvernessActiveTravel)

 [@InvernessAT2017](https://twitter.com/InvernessAT2017)
[#InvernessActiveTravel](https://twitter.com/InvernessActiveTravel)

We look forward to hearing from you!



VIII

APPENDIX: PHOTOS DURING ENGAGEMENT EVENT





Witteveen + Bos