

## APPENDIX A – Draft Local Transport Strategy Consultation Report

Pre-Consultation was carried out through Ward Forums across the Highland Council area to help inform the development of the Highland Council draft Local Transport Strategy. A summary of the comments made is appended in this section. In addition individual consultation meetings were held with officers across the Highland Council.

The draft Local Transport Strategy was then issued for full public consultation before being further revised following feedback and comment from other organisations and the wider public. Summary details of all the comments and responses received are also appended in this section.

### Pre – Consultation Meetings

Location/Date	Comments	Attendees
Aird & Loch Ness Ward Forum Fort Augustus  17/11/08	<ul style="list-style-type: none"> <li>• Timber Lorries/HGV's are a safety hazard on narrow roads</li> <li>• People have been left at bus stops including some school children</li> <li>• Forestry extraction at Stratherrick/Foyers is damaging roads</li> <li>• Different fares on different bus services for the same journey between Fort William and Inverness</li> <li>• What is integrated transport?</li> <li>• Difficulty in booking bus journeys due to variety of different bus operators</li> <li>• Young person's concession card not accepted by some bus drivers</li> <li>• Why do Ross's minibuses operate from Drumnadrochit to Invermoriston but not to Fort Augustus?</li> <li>• Need all year round bus services</li> <li>• Late night bus services required but these need Council support</li> <li>• Need a better quality of vehicle on bus services</li> <li>• Bus services should be re-regulated</li> <li>• Skye – Glasgow bus service should be re-routed through Fort Augustus</li> <li>• Buses should stop at all stops</li> <li>• Timetable information should be more readily available at bus stops</li> </ul>	
Dingwall & Seaforth Ward Forum, Dingwall	<ul style="list-style-type: none"> <li>• Need adequate car parking at rail stations</li> <li>• Bus services should link with rail services</li> <li>• Need disabled access at bus stops</li> <li>• Concern over condition of roads</li> <li>• Timetable displays should be made more legible for</li> </ul>	

<p>19/11/08</p>	<ul style="list-style-type: none"> <li>partially sighted people</li> <li>• Muir of Ord railway bridge needs replacing</li> <li>• Need funds for cycle routes</li> <li>• Need enforcement of traffic order in Dingwall pedestrian precinct</li> <li>• High cost of bus fares - £17 return fare for family Dingwall to Inverness</li> <li>• Transport for young people - recent issues raised: <ul style="list-style-type: none"> <li>○ National entitlement card</li> <li>○ Cycle proficiency</li> <li>○ Trains good</li> <li>○ Raise standards of school buses</li> <li>○ Bus drivers not accepting entitlement cards</li> <li>○ Need late evening buses</li> <li>○ Need free transport</li> <li>○ Need child fares on flights</li> <li>○ Need car/motorbike clubs to promote road safety</li> <li>○ Pass plus scheme good</li> <li>○ Need to improve motorbike safety</li> </ul> </li> <li>• Community transport and dial – a – bus should be mentioned in your strategy</li> <li>• HITRANS bus shelter at Station Road Conon Bridge should have opening at other side</li> <li>• Stagecoach buses sometimes don't appear</li> <li>• Need accessible buses/good timetable information</li> <li>• Need a system of taxi vouchers/taxi cards</li> <li>• Need accessible taxis</li> </ul>	
<p>North, West and Central Sutherland Ward Forum, Invershin</p> <p>22/11/08</p>	<ul style="list-style-type: none"> <li>• All very well having consultation, but what will you do with the feedback?</li> <li>• Inverness-centred provision of transport</li> <li>• Start services on west coast and take them in to Inverness</li> <li>• School transport needs to be registered</li> <li>• Need to be able to get to/from Inverness in a day using public transport</li> <li>• Single track roads are inadequate</li> <li>• Why has winter maintenance been downgraded on the Struy road? Can a survey be done to assess the need?</li> <li>• Can get from Ardgay by train to connect with the 0755 London train but cant get back in the evening</li> <li>• Scrabster – Inverness bus now goes through all the villages and is slow – why is this?</li> </ul>	<p>20</p>

<p>Thurso Ward Forum Thurso</p> <p>8/12/8</p>	<ul style="list-style-type: none"> <li>• Disappointed with Regional Transport Strategy treatment of Caithness issues</li> <li>• Trains not clean or warm</li> <li>• Need community consultation on timetables</li> <li>• Lack of planes at Wick airport</li> <li>• Need a 21<sup>st</sup> century transport system</li> <li>• Make the case for A9 improvements</li> <li>• Need to cut journey times on the trains and transfer freight to rail</li> <li>• Ask about extending the Tesco freight service from Inverness to Caithness</li> <li>• Need a Thurso by-pass</li> <li>• Concern about lack of turning area for buses at new development at Mount Pleasant</li> </ul>	<p>13</p>
<p>Cromarty Firth Ward Forum Ardross</p> <p>11/12/8</p>	<ul style="list-style-type: none"> <li>• Integration of public transport</li> <li>• Buses meeting ferries</li> <li>• Invergordon Stagecoach buses need to link up</li> <li>• Review provision of subsidised taxi at Strath Rusdale to meet local needs</li> <li>• Bus services and train services are generally good and improving</li> <li>• Inverness bus station is inadequate</li> <li>• Need a pedestrian crossing for Alness Academy at the war memorial</li> <li>• When will Saltburn lights be fixed?</li> </ul>	
<p>East Sutherland &amp; Edderton Ward Forum Dornoch</p> <p>15/12/8</p>	<ul style="list-style-type: none"> <li>• A9 needs improved at Cambusavie bends</li> <li>• Need cycle routes and cycle stands for Dornoch</li> <li>• Difficult to walk between Portgower and Helmsdale</li> <li>• Need to walk adjacent to trunk roads as they are the only links between communities</li> <li>• Need improved bus services</li> <li>• Integrate bus and train services</li> <li>• Can buses heading north be timed with working hours at Drumuie?</li> <li>• Dornoch dial a bus is not always available</li> </ul>	
<p>Sutherland Partnership Golspie</p> <p>7/1/9</p>	<ul style="list-style-type: none"> <li>• Need to take account of Sutherland Partnership's comments on the Regional Transport Strategy</li> <li>• Also need to take account of the transport vision for Sutherland</li> <li>• Need sustainable communities</li> <li>• T2E needs to continue</li> </ul>	

<p>Landward Caithness Ward Forum Halkirk 12/01/09</p>	<ul style="list-style-type: none"> <li>• No major investment North of Inverness identified in STPR</li> <li>• General problems of road condition especially potholes</li> <li>• Schemes identified by Caithness Transport Forum not progressed even though A99 one of most dangerous in UK</li> <li>• Some maintenance which had been carried out was of poor standard resulting in problems not long after completion</li> <li>• Bclass from Halkirk-Thurso in need of upgrade.</li> <li>• Realignment of the A9 at Berriedale.</li> <li>• Lack of public transport in the Bower area</li> <li>• Community Transport schemes in operation they have proved not to be reliable.</li> <li>• Poor state of the Thurso-Glengolly-Halkirk road</li> <li>• Poor quality of rail services to Caithness.</li> <li>• Need to encourage more goods by rail beyond Inverness taking advantage of facilities at Georgemass.</li> </ul>	<p>20</p>
<p>Nairn Ward Forum Nairn 28/1/9</p>	<ul style="list-style-type: none"> <li>• Concern at timings of traffic signals at the Lochloy Road/A96 junction</li> <li>• Concern at road surface condition</li> <li>• Planning and transportation studies requested for future growth scenarios</li> <li>• Queried how much is spent on bus services.</li> </ul>	
<p>Badenoch and Strathspey Ward Forum Kincaig 11/2/9</p>	<ul style="list-style-type: none"> <li>• Need buses to be able to carry bikes</li> <li>• Can there be a bus stop at the Newtonmore Folk Park</li> <li>• The views of Visit Scotland should be sought when preparing the strategy</li> <li>• Concern about Grantown on Spey – Aviemore bus service</li> <li>• Need real time information at bus stops.</li> </ul>	
<p>Tain &amp; Easter Ross Ward Forum Fearn 26/2/9</p>	<ul style="list-style-type: none"> <li>• Need A9 and A96 dualling</li> <li>• There should be no overtaking of buses when dropping off school children</li> <li>• Safety concerns about the B9175 in view of Nigg Masterplan proposals, fast road, speeding cars</li> <li>• Concern over the capacity of the single track railway line to handle passengers and freight</li> <li>• Can buses and trains integrate their timetables to provide a combined service which is better overall</li> <li>• Balintore needs to be better served by buses</li> <li>• Concern about time to change trains in Inverness</li> <li>• Integrated transport in the Highlands is difficult</li> </ul>	

	<ul style="list-style-type: none"> <li>• Need dualing of the A9 and crawler lanes over the Black Isle if the aspirations of the Inner Moray Firth ports are to be realised</li> <li>• Many people find themselves on Priority 4 gritting routes and this needs to be reviewed in the Tain area</li> </ul>	
<p>Lochaber Transport Forum</p> <p>27/2/9</p>	<ul style="list-style-type: none"> <li>• How is funding divided for road maintenance compared to rest of Scotland?</li> <li>• Many roads built on peat in Highlands which creates problems</li> <li>• The Scottish Ferries Review is wide ranging</li> <li>• Corpach boat yard could handle ferry maintenance</li> <li>• Mallaig - Lochboisdale ferry service is needed</li> <li>• Need better ferry service for Small Isles schoolchildren</li> <li>• Community car schemes are important</li> <li>• Need wheelchair accessible taxis</li> <li>• Coaches need to be DDA compliant</li> <li>• Drivers should be trained for dealing with the disabled and this should be incorporated in the taxi licence requirements</li> <li>• Long term future of Fort William – London sleeper is extremely important and ScotRail don't appear to promote it and the booking system is faulty</li> <li>• Need to engage with Visit Scotland to find out what the views on transport are of visitors to the area</li> <li>• Local Transport Strategy consultation should be publicised through the Community Councils</li> <li>• Need improved bus infrastructure</li> <li>• Need up to date information at bus stops</li> <li>• Need to publicise integrated ticketing in Lochaber</li> <li>• Need better booking systems for bus and train tickets</li> <li>• Sea plane should call at Portree</li> </ul>	
<p>Inverness City Forum</p> <p>18/5/9</p>	<ul style="list-style-type: none"> <li>• Need strong links between the Development Plan and the Transport Strategy</li> <li>• Need better bus services to New Craigs hospital in the evening</li> <li>• Concerns over disabled parking provision</li> <li>• When can we get park and ride for Inverness?</li> <li>• Road maintenance needs to be improved</li> <li>• Need flights to Heathrow from Inverness</li> <li>• Need to pay attention to street furniture so that this does not present a hazard</li> <li>• Harbour extension important for Inverness</li> <li>• Can trunk link road be paid for by roof tax?</li> <li>• Need a forward looking vision for Inverness</li> </ul>	

	<ul style="list-style-type: none"> <li>• New developments need to be accessible by public transport</li> <li>• Stephen's Brae should have a smooth strip for wheeled luggage</li> <li>• Need to progress west Inverness canal and river crossings</li> <li>• Car park charges are a burden to Fort Augustus</li> <li>• Need A96/A9 link road before rest of Trunk Link Road</li> <li>• Need a better bus service to Ardness Place</li> <li>• We should have a system of helicopter pads throughout the Highlands</li> <li>• Traffic Wardens need to check for abuses of the Blue Badge system</li> <li>• Need equality for blind persons using rail services</li> <li>• Need a pedestrian crossing on the A82 at Glenurquhart Road</li> <li>• The Trunk Link Road needs a fixed link over the canal</li> <li>• Academy Street surface is very poor</li> <li>• Need places for tour buses to pick up and drop off passengers</li> </ul>	
<b>Further Comments received following publication of Draft Local Transport Strategy</b>		
<p>Ward 6 Wester Ross, Strathpeffer &amp; Lochalsh Members &amp; Community Councils</p> <p>4/10/10</p>	<ul style="list-style-type: none"> <li>• A890 Lair- Strathcarron needs upgrade fro Kishorn Yard to benefit</li> <li>• A832 (Slattadale to Kerrysdale needs upgraded</li> <li>• Need continued support for SW Ross Car Scheme (Torridon/Sheildaig/Lochalsh)</li> <li>• Need continued support for Wester Ross Car Scheme (Gairloch/Aultbea)</li> <li>• Need to monitor Patient Transport Provision Wester Ross &amp; Lochalsh</li> <li>• Winter Maintenance - Remote Routes needs prioritised especially where there mountainous terrain. E.g. Diabaig</li> <li>• Concern over provision of suitable passing places and emergency barriers Inverbroom – Loggie</li> <li>• A832 Moy Bridge Improvement required</li> <li>• Roads and Bin collections are all we get up here and now that is being downgraded!</li> <li>• Planes and Train services. We need miles of road before we even get to them</li> <li>• Road maintenance above all else is key. (Winter maintenance must be revised upward in outlying communities)</li> <li>• Tourism relies on a competent road network. Few other employment opportunities.</li> <li>• Public transport to remote areas must continue to be</li> </ul>	

	<p>reviewed.</p> <ul style="list-style-type: none"><li>• Lack of Bus Shelters - where there is public transport!</li><li>• Annoying to see cycle paths being constructed where there is ample public transport and yet where there are very few services the roads are falling apart.</li></ul>	
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## Organisations / Individuals providing responses to draft Local Transport Strategy

Name	Organisation/Address	Date
Liz MacDonald	The Nairnshire Partnership	28/10/09
D Oliphant	Raasay Community Council	03/11/09
Alice MacLennan	Shieldaig Community Council	06/11/09
Anthony Moore	Broardford & Strath Community Council	07/11/09
Caroline Eccles	Avoch & Killen Community Council	09/11/09
R J Ardern	The Friends of The Far North Line	09/11/09
Graham Hewitt	Kyle	10/11/09
Irene Brandt	Ullapool	12/11/09
Bryony Chamberlain	Stagecoach Bluebird & Highlands.	16/11/09
Marion Turner	Ardgay	17/11/09
Philips Aitchison Limited	Golspie	Nov 2009
John D Macinnes	Sleat Community Council.	24/11/09
Douglas Forson	Transport Directorate	24/11/09
Myra Carus	The Highlands & Islands Branch Of The Scottish Green Party.	29/11/09
Maggie Lawson	Badenoch & Strathspey Community Transport Company.	Dec 2009
John Grierson	Aviemore & Vicinity Community Council.	Dec 2009
Kenneth Morrison	Lochbroom Community Council	07/12/09
Hugh Ross	Emailed response	08/12/09
Stewart Nicol	Inverness Chamber Of Commerce.	09/12/09
Hector Douglas	Kiltarlity Community Council	03/12/09
George Hogg	Scottish Natural Heritage	07/12/09
John L Anderson	Kincraig & vicinity Community Council	10/12/09
Dr Julian Thomas	Portree Community Council.	09/12/09

E M Brown	Fortrose & Rosemarkie Community Council.	08/12/09
Neil Hornsby	Westhill Community Council	08/12/09
Kenneth MacKenzie Hillcoat	Laid Grazing Committee	Dec 2009
Alan Davidson	Kingussie & Vicinity Community council.	12/12/09
Ann Macleod	The Coigach Community Council	Dec 2009
Anne Ford	Golspie Community Council.	11/12/09
Frank Bardgett	Boat of Garten	Dec 2009
Brian Stewart	Nairn west Community Council.	13/12/09
Dr Patrick Zentler Munro	Emailed response	13/12/09
Mrs Janice A Broun	Alness	10/12/09
Mary Scanlon MSP	The Scottish Parliament	17/12/09
W M Sutherland	The Sutherland Partnership	17/12/09
Anne Howe	Badenoch & Speyside Community Council	17/12/09
Tony Jarvis	Highlands & islands Enterprise	18/12/09
Kenneth MacKenzie Hillcoat	Sutherland	03/02/10

# Summary of Public Consultation Issues raised in responses to Draft Local Transport Strategy

## Walking & Cycling

- More investment in walking & cycling routes
- Cycle Hire schemes
- More space for cycles on trains
- Invest in Core Path network
- Safeguard and promote Green Networks
- Develop Golspie Cycle Trails
- Focus of investment should be in urban areas where potential highest
- Invest in sustainable transport rather than Inverness Trunk Link road

## Public Transport

### General

- Improve integration of public transport
- Improve integration of public transport ticketing
- Improve waiting facilities
- Re-regulate public transport
- Improve public transport information
- Redevelop Rail & Bus stations in Inverness to provide attractive transport interchange

### Bus

- Consistent fare pricing
- Park & Ride
- More Demand Responsive transport (Dial a bus, subsidised taxis etc)
- Need to reinstate or replace Postbus services
- Improve bus services on Black Isle
- Improve bus services in Sutherland
- Improve bus services in Skye
- Improve bus services in Inverness
- Improve bus services at Inverness and Wick Airports
- Suitable buses for road network
- Journey time reliability
- Bus priority

### Rail

- Increased capacity / frequency / Journey times on all Highland services
- Far North line Improvements
- Highland Mainline improvements
- Mallaig & Kyle line improvements
- Identify corridors for future rail use
- Inverness-Aberdeen line improvements inc new station at Dalcross
- Support for Dornoch Firth rail link
- Opposition to Dornoch Firth Rail link
- Build on success of Invernet
- Rail link needed at Campus

## **Air**

- Reinstatement of Heathrow service from Inverness
- Airport Skye
- Seaplane for Skye & West Coast
- No more airport development

## **Ferry**

- Mallaig – Armadale ferry upgraded and increase frequency
- All year Nigg – Cromarty ferry if development at Nigg

## **Roads**

### **General**

- Availability of fuel in rural areas
- Lifeline Road Maintenance
- A96 and Nairn Bypass
- A87 upgrade
- A9 North of Inverness
- A9 South of Inverness
- A95 upgrade
- A835 improvements
- Complete Inverness Trunk Link Road
- Delays caused by Clachnaharry Road Bridge (A862)
- Pressure on B970 as result of An Camas Mor

### **Traffic Management**

- Use parking charges to encourage modal shift
- Provide more car parking Inverness
- Provide more disabled parking
- 20 mph residential zones
- Provide more parking in Aviemore
- Provide more parking in Ullapool

### **Freight**

- Provide rail freight terminals at strategic locations
- Explore opportunities for ferry freight

### **Road Safety**

- Danger of level crossings
- Reduce speed on trunk roads
- Set tougher road safety targets
- More assessment of implications of road accidents
- Reduce speed and traffic volumes
- Reduce speed on single carriageway roads

## **Transport Policy / General**

- Importance of transport to local economy in rural areas
- Strategy is Inverness centric
- More homezone housing developments
- Set ambitious road traffic reduction targets
- Increase monitoring
- Decentralisation of development
- More consideration for disabled users
- Travel Plans for major employers
- Not strategic enough
- More Consultation needed
- More reference to Cairngorms National Park needed
- More reference to transport issues in Wester Ross
- More reference to transport issues on Black Isle
- More reference to transport issues in Inverness
- Maintain / enhance landscape when delivering new infrastructure
- Minimise impact on important habitats & natural heritage
- Lower fares to encourage public transport
- Monitor roadkill of protected species
- Consideration of 2005 Transport Needs & Feasibility Study
- More clarity over use of developer contributions
- No assessment of key economic, social & environmental issues in Highland
- Links to National Transport Strategy unclear
- No reference to reduction of carbon emissions
- No specific consideration of transport requirements for key economic sectors such as Tourism and Commerce
- Consideration of Low Carbon Vehicles (LCV's)
- Parking policy should address out of town retail centres and public transport v car usage