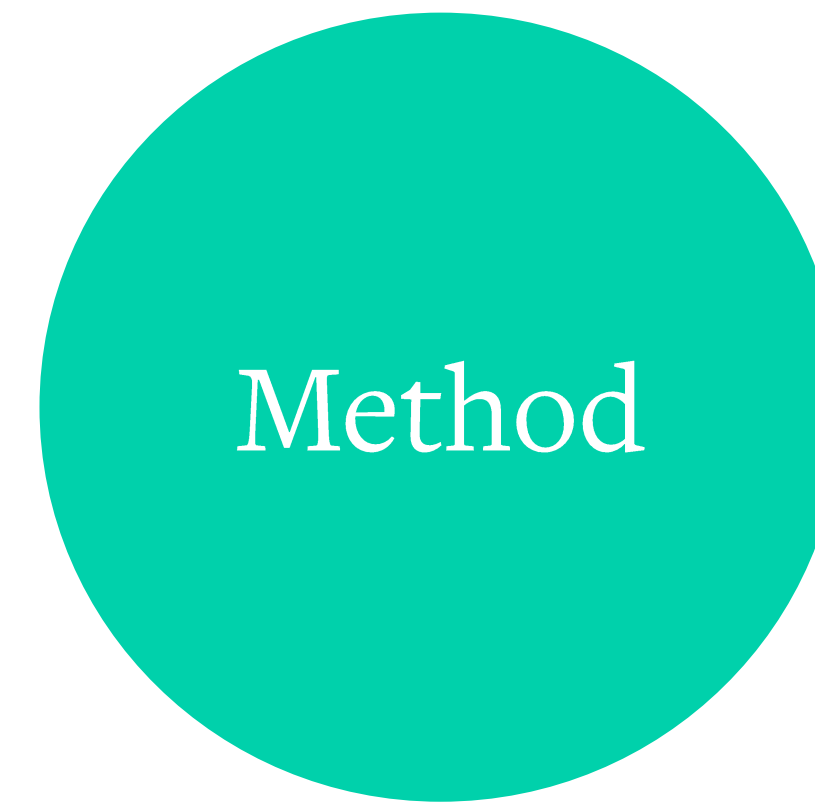
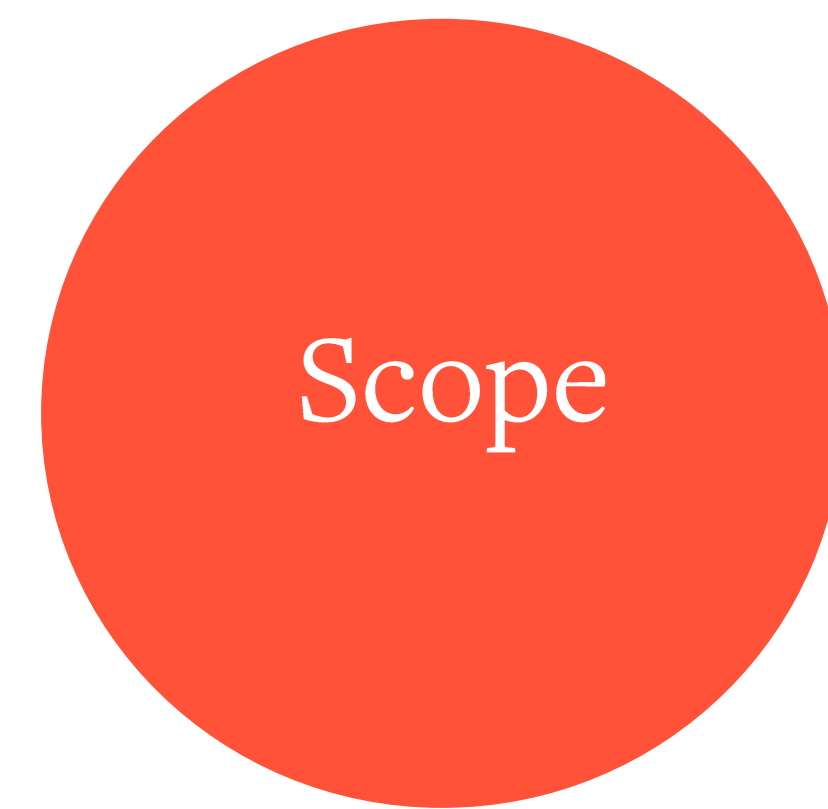


Glen Urquhart and Strathglass Transport Feasibility Study



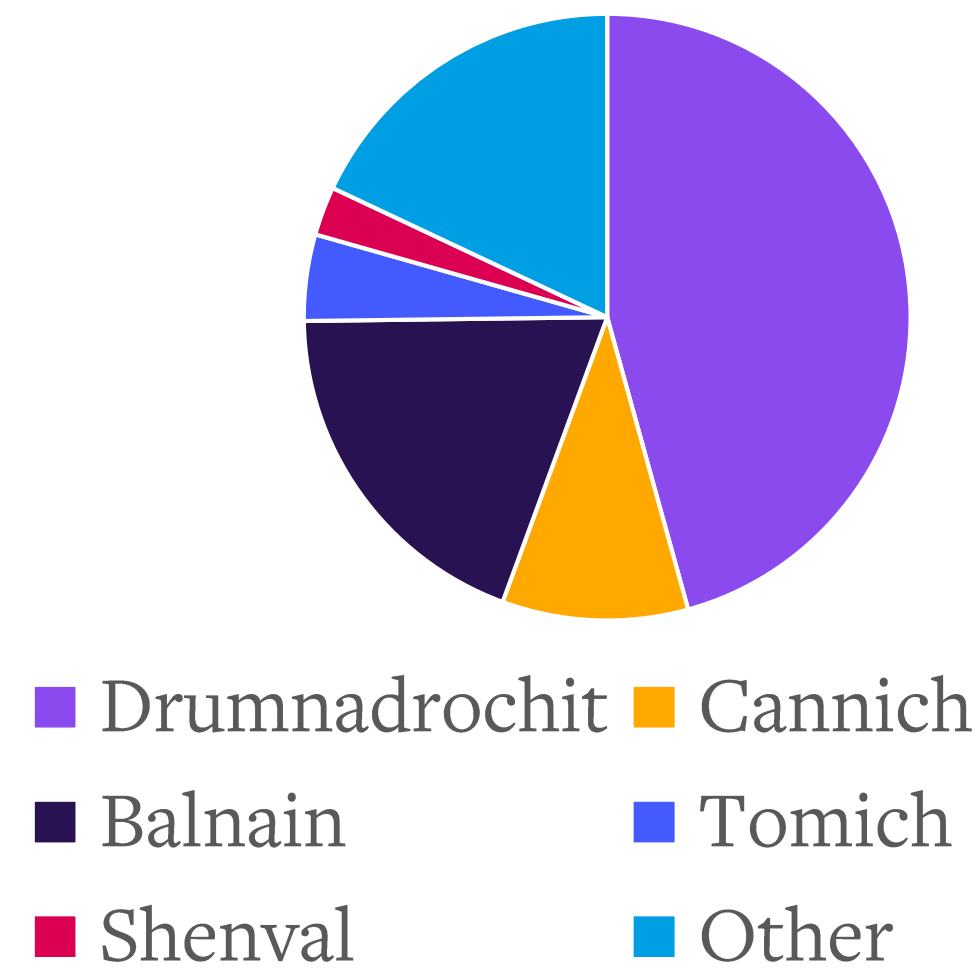
- To understand the current transport provision in Glen Urquhart and Strathglass
- To understand the transport needs of residents and visitors
- To understand which transport options could enable these needs to be met

- Stakeholder **interviews** from community groups across Glen Urquhart and Strathglass
- Residents **travel surveys** for adults and 10-18 year olds to understand travel patterns
- **Workshop** with key stakeholders

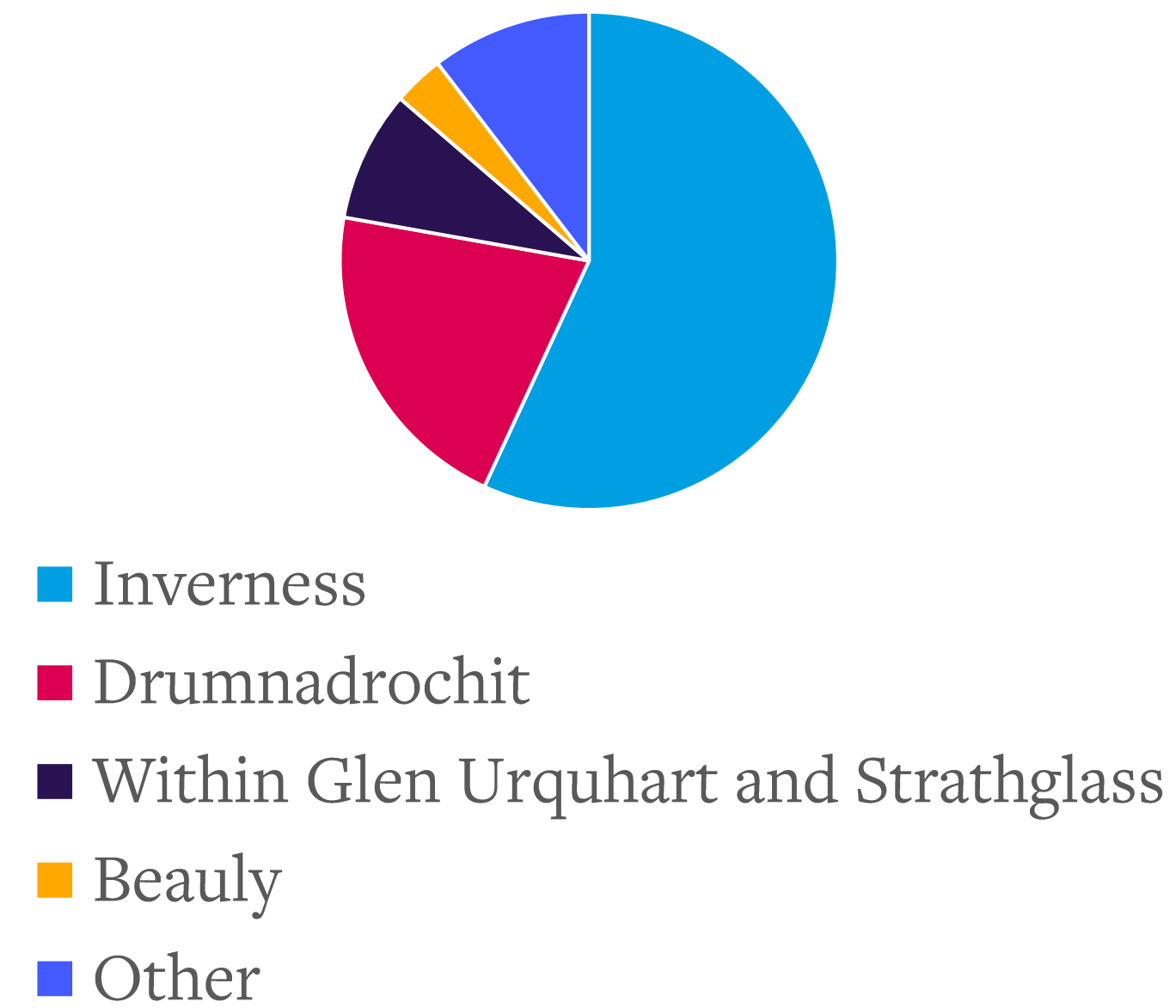
- Transport challenges identified for residents and visitors
- Options assessed to understand which challenges they meet
- Options refined and implementation plan developed

What you said to us

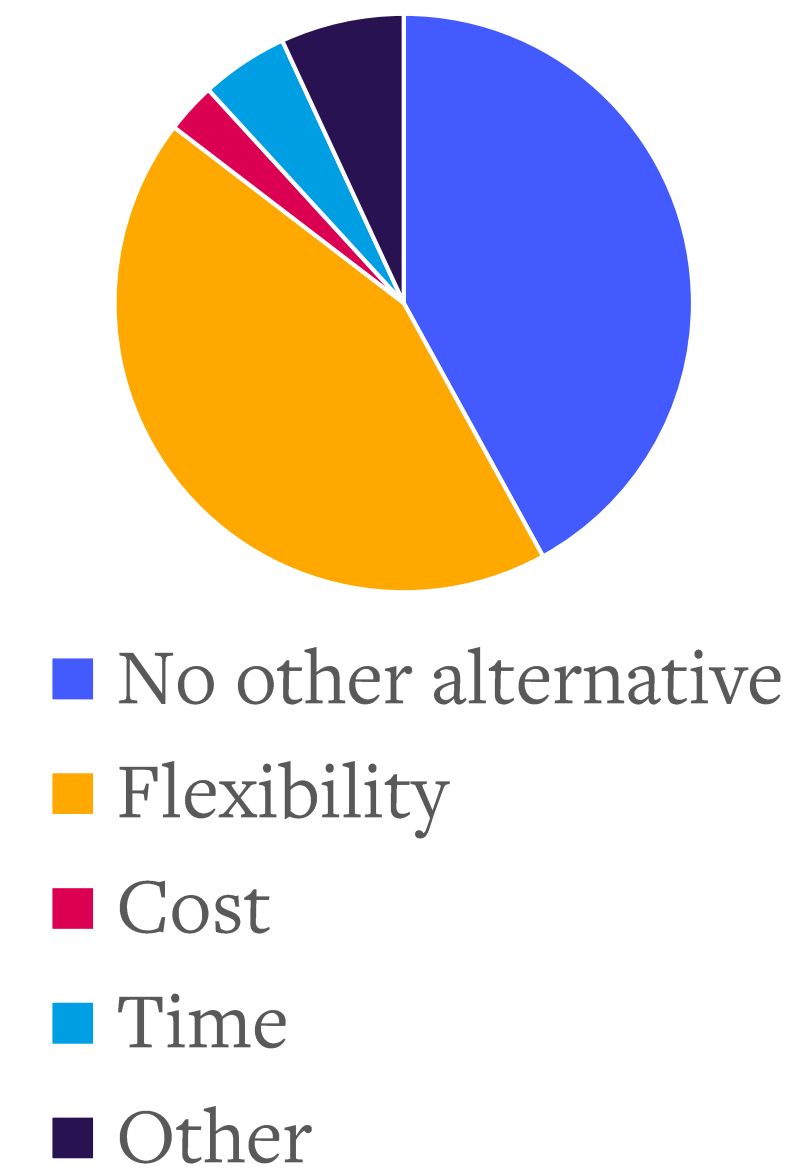
Where do you live?



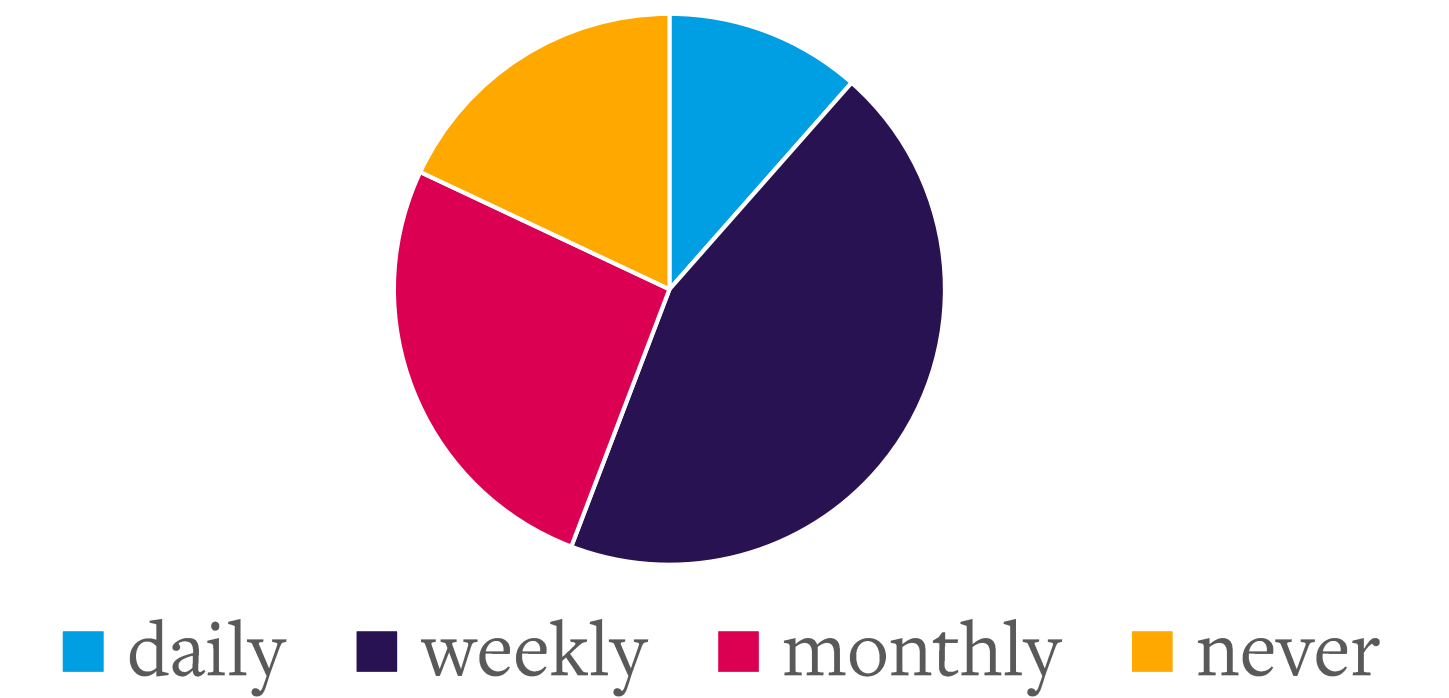
Where do you most frequently travel?



Why is your car your main mode of travel?



How often do you cycle?



Key takeaways:

92.9% of respondents said that car is their main mode of transport

33.3% of respondents are considering buying an EV

46.7% do not currently use bus service citing, more frequent services, wider range of routes, more reliable service as reasons they would use the bus service more

Challenges Identified

Residents Challenges

1. Taking children to school within Drumnadrochit without a fossil fueled car

2. Taking children to school in Drumnadrochit from outside the village without a fossil fueled car

3. Commuting to Inverness without a fossil fueled car

4. Leisure travel to Inverness and around Glen Urquhart/ Strathglass without a fossil fueled car

5. Travelling between Cannich and Beauly without a fossil fueled car

6. Funding transport for School trips

7. Attending community groups without a fossil fueled car

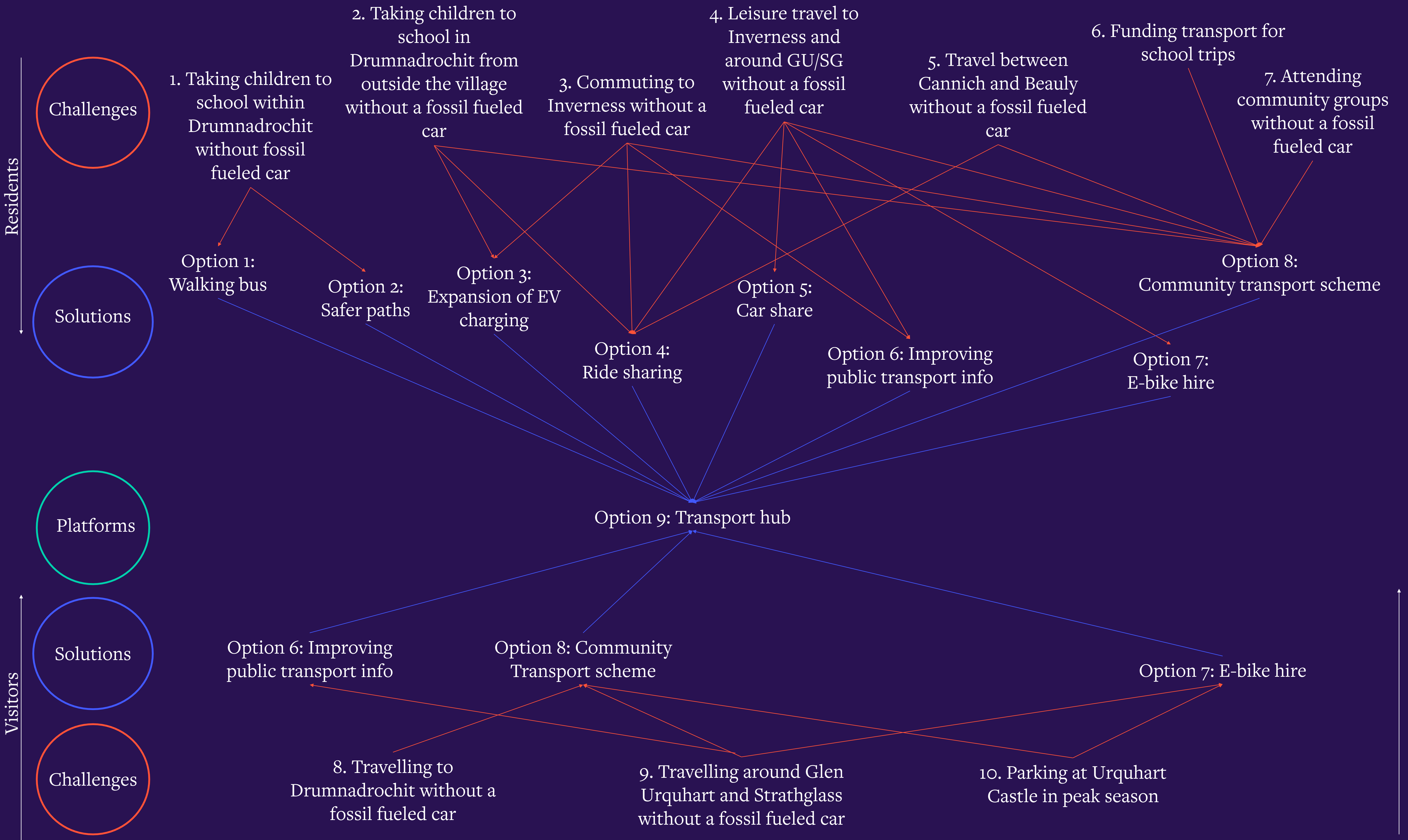
Visitors Challenges

8. Travelling to Drumnadrochit without a fossil fueled car

9. Travelling around Glen Urquhart and Strathglass without a fossil fueled car

10. Parking at Urquhart Castle in peak season

Key Challenges and Potential Solutions

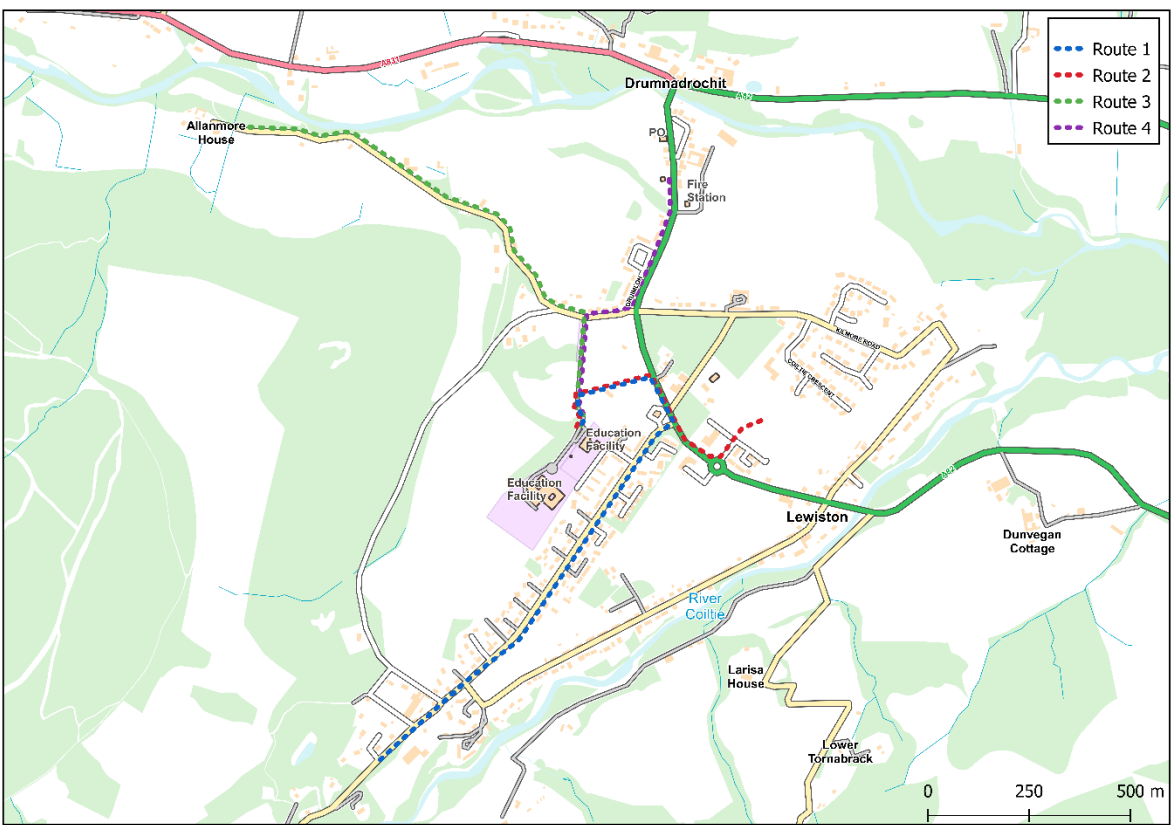


Option 1: A Walking Bus within Drumnadrochit



Scope

- Designed for younger children who are still in need of supervision.
- Requires a min. of 2 adults, one that leads the group at the front and a ‘conductor’ at the rear.
- Convoy walks along a set route, picking up children from their houses and/or set locations in the village at specific times (e.g. a timetable).
- Can ease congestion at the primary school during drop off/pick up times, also reducing car dependency in the village.
- A 6 week pilot will give an indication of parents buy-in and understand how the different routes could operate



Challenges Addressed

1. Taking children to school within Drumnadrochit without a fossil fueled car

Challenges and Dependencies

- Could either be operated through the Active Schools Co-ordinator at High Life Highland or the proposed Transport Hub
- Would need a minimum of one adult for every six children for the safety and wellbeing of the children
- Need parent buy-in and support from the schools to encourage uptake.

Best Practice

- Becoming more common across the country as there is a shift towards active travel,
- E.g. Fraserburgh in Aberdeenshire have successfully implemented a walking bus that increased walking rates in the school from 36% to 52%.
- 5-day or month-long walking challenges can motivate children to continue to walk to school each day.
- It should be recognised that families living in outlying villages and hamlets are excluded from Walking Bus schemes.

Associated Costs

- Low cost but would require time and commitment for initial implementation.
- Set-up costs of coloured high vis jackets (different colours for each route) would need to be covered as well as promotional information and the cost of PVG checks for volunteers (approximately £59 per volunteer).

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?

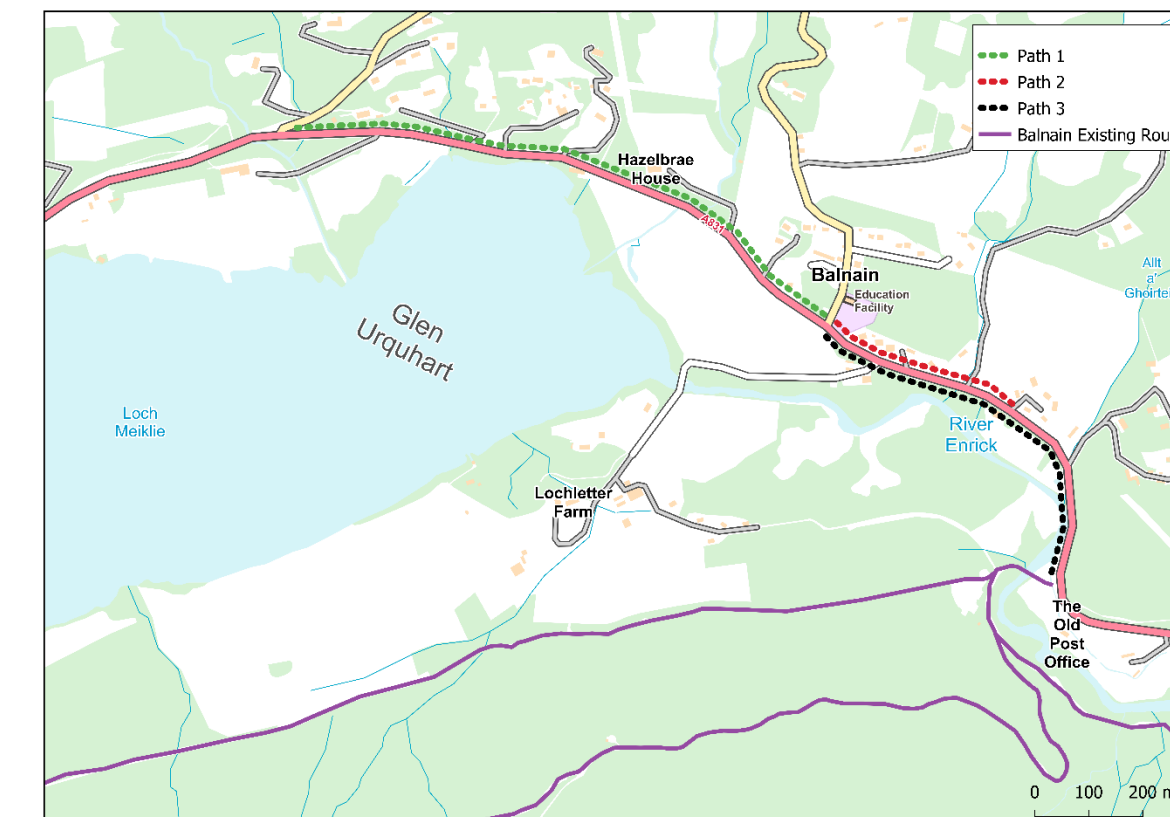
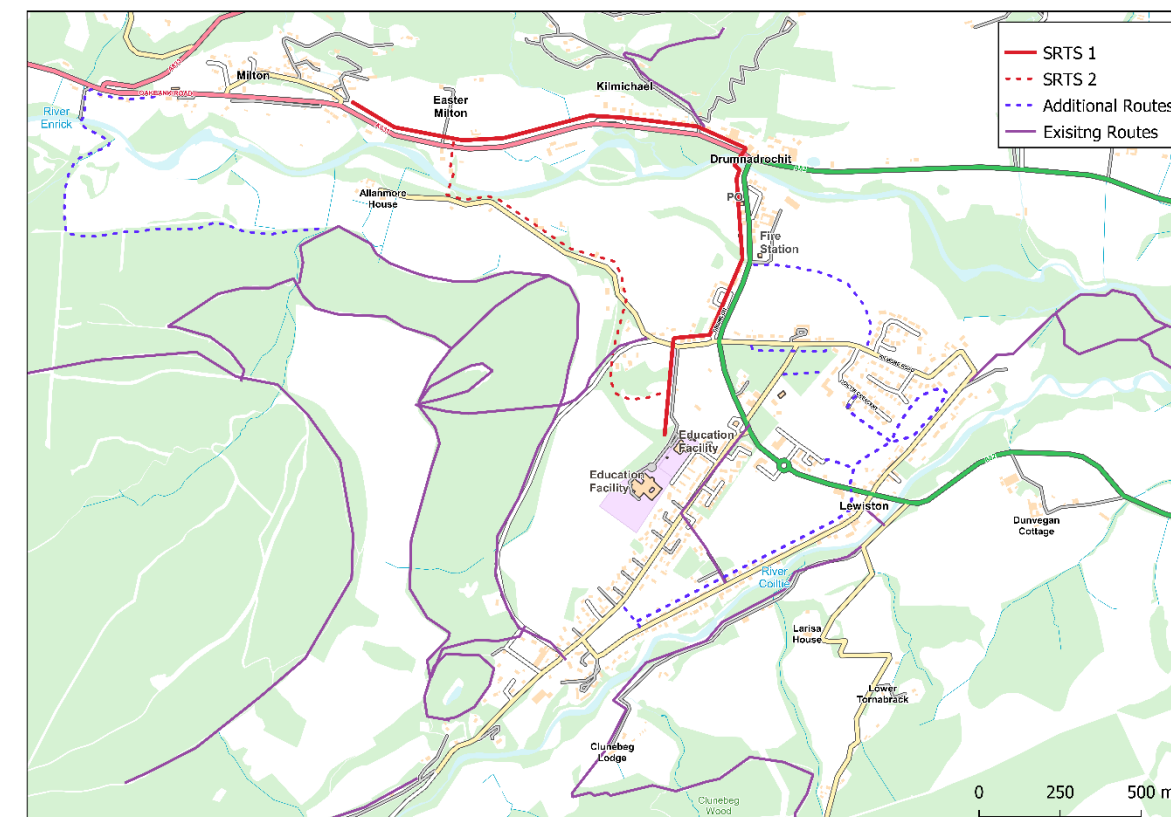


Option 2: Developing paths in Drumnadrochit and Balnain



Scope

- Develop better paths, and better crossings through Drumnadrochit.
- Residents voiced concerns about several points in the village where it is particularly unpleasant or unsafe to walk/cycle. These include the zebra crossings on the A82, the pinch points at the bridge on the A82, and the lack of proper crossing at the new development (at present there is only a dropped curb).



Challenges Addressed

1. Taking children to school within Drumnadrochit without a fossil fueled car

Challenges and Dependencies

- A82 comes under the responsibility of the trunk road authority) rather than Highland Council.
- Because the traffic is not necessarily speeding, but the issues concern volume and type, traffic calming measures such as speed bumps, rumble strips, live speed signs would not necessarily help.
- Acquisition of land or the permission from land owners to develop paths.

Timeline

- A long-term plan that needs long-term community commitment.
- Will require a dedicated number of individuals to work on this
- Could also be opportunities to improve paths in conjunction with other works that are carried out in the relevant areas, e.g. when flood maintenance measures are installed.

Associated Costs

- Highly variable and dependent on whether land needs to be acquired or whether permission can be sought from the land owner, the costs of developing paths, and/or the cost of installing infrastructure such as a footbridge.
- None of the options for path development are mutually exclusive, therefore several of these options can be pursued at once.

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?



Option 3: Expansion of the EV charging network



Scope

- Installing Electric Vehicle charge points in Drumnadrochit and Cannich, thereby expanding the charging provision could encourage EVs to be adopted by locals and would encourage tourists in EVs to stop in either location.
- Fast charge points encourage tourists to explore the local area while the vehicle charges, typically charging an EV will take approximately 2-4 hours on a fast charger, whereas, rapid charge points will charge an EV in approximately 30 mins to 1 hour.
- 38% of residents surveyed indicate that they are contemplating purchasing an EV. Concerns over range, infrastructure provision and initial vehicle costs are key barriers to purchase for local residents.
- Currently one rapid charger in the tourist information car park in Drumnadrochit.
- In Cannich there is potential to place a charging point beside the community hall which already has a power supply with solar panels installed on the roof.. Also a disused toilet block on the A831 in Cannich or layby.

Challenges Addressed

2. Taking children to school in Drumnadrochit from outside the village without a fossil fueled car

3. Commuting to Inverness without a fossil fueled car

Challenges and Dependencies

- To date most of the publicly charge points in Scotland have been funded by Transport Scotland.
- The Highland Council would need to support and take into account in relation the need of wider strategy and whether there was potential to expand the network as proposed here

Associated Costs

Component

1 x Rapid charger + average installation cost

2 x 22kw + average installation cost

Solar Panels on roof of Tourist Information:

6 x 310W (all black, mono crystalline panel) = 1.9kW

Battery solution:

10kWh capacity domestic-style system

Approximate Capital Cost

£35,000 (not including DNO costs)

£20,000 (not including DNO)

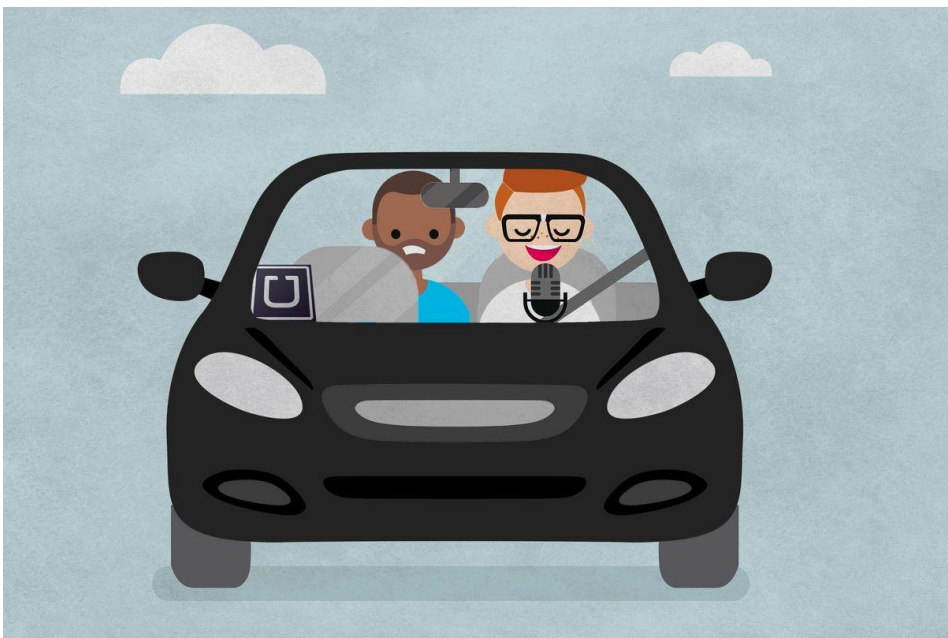
£6,250.

£10,000-£20,000

- Charging tariffs can be used to offset the cost of maintenance. At present most charging points are free to use, but tariffs are being introduced.
- For example, 35p/kWh plus 50p connection fee, in this scenario the revenue for the charging point in Drumnadrochit in 2018 would have been £2,690.50.

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?



Option 4: Formalising and expanding the Ride Sharing Provision

Scope

- Ride sharing (often referred to as carpooling) is the offering of lifts to other people who need to go to the same location at approximately the same time.
- Often happens informally to some degree, but formalising elements of this can widen the offering to a larger proportion of the local residents.
- By formalising ride sharing through a dedicated platform such as a closed Facebook page a large number of the community could access the site and the membership of the page could be regulated.
- Raigmore Hospital in Inverness subscribes to LiftShare. There are opportunities for employees from the Glen Urquhart/ Strathglass region to take advantage of this service.
- Could be a separate ‘carpool+’ scheme specifically for elderly/young/vulnerable people. To give lifts to this group of people, the driver would need to be PVG checked.

Challenges Addressed



Challenges and Dependencies

- Changing public behaviour and attitudes. Needs to be culturally acceptable to ride share for it to be adopted on a large scale.
- Local champions who are seen to be participating will give credibility to the scheme.
- Encouraging change of habits can take time.

Best Practice

- The Mull and Iona Sustainable Transport project was developed to encourage uptake of sustainable transport solutions in a rural island community.
- Commercial schemes proved too expensive and too inflexible to meet the needs of a rural, sparsely populated island location.
- Members of the community created a platform themselves through a “closed” Facebook group.
- A free online calendar tool, TeamUp is used for bookings and matching lifts with requests.

Associated Costs

- Costs to implement the basic ride share scheme are minimal. This would essentially require a dedicated person to manage the Facebook page and market the basic scheme.
- The logistics and cost of implementing a Carpool+ scheme will be greater, requiring time for logistical management from the Transport Hub.

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?



Option 5: Develop a car share scheme



Scope

- Car share (often referred to as car clubs) allows residents or tourists to book/rent a vehicle on a per hour or daily basis. These vehicles are usually collectively owned by a company who operates the booking and maintains the vehicles. Car share schemes aim to assist people who do have low utility of a vehicle, often only using a car sporadically, and therefore can avoid second car ownership in a household.
- Enterprise are looking at rolling out a number of vehicles in Inverness with the possibility of extending the scheme to Drumnadrochit. Highland Council are currently in discussion with Enterprise around developing this in Inverness.
- The other option is for the community to purchase vehicles which they can have for a community car share scheme. These vehicles could be hired out to locals and visitors, potentially at different rates, as a revenue stream to the community.

Challenges Addressed

3. Commuting to Inverness without a fossil fueled car

4. Leisure travel to Inverness and around Glen Urquhart/ Strathglass without a fossil fueled car

Challenges and Dependencies

- Deciding where the cars can be located
- Would need consideration as to whether vehicles were placed primarily in Drumnadrochit so that people arriving on public transport could then use them to continue up the Glens, or whether vehicles were located in Strathglass.

Best Practice

- Moray Carshare is a community-based car club based in rural North-east Aberdeenshire. The car club aim to provide inexpensive and convenient access to mainly low emissions vehicles to local community.
- Has introduced two EVs, with charge points.
- Currently the car club has 200 members and a fleet of 17 cars and 2 e-bikes placed across 9 different locations in and around Forres, Findhorn and Kinloss.

Associated Costs

- If the community decided to buy their own vehicles then this would need to be operated through the Transport Hub. For the service to be cost neutral there needs to be adequate utilisation.
- Potential to charge different rates for residents and visitors.
- Worth noting that this is a challenging business model to sustain.

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?



Option 6: Improving Public Transport Information Availability



Scope

- Information on routes, ticket prices, and delays needs to be simple and straightforward to access - cost of fare information and clear guidance on which bus route to use to arrive at the required destination.
- Static information boards across Glen Urquhart and Strathglass (and/or hand outs in the transport hub) would tell tourists what to see and how to get there.
- Can include maps of the villages, indicating main attractions and points of interest further afield.
- Dynamic information boards would give information on, e.g. when buses were arriving, if they were delayed or if they were cancelled.
- Buses that operate up the Glen function on a hailing basis.
- The transport hub can inform people further up the Glen when the bus is leaving Drumnadrochit so that they are aware if the bus is late or cancelled.
- An online app would be a beneficial addition.

Challenges Addressed

4. Leisure travel to Inverness and around Glen Urquhart/ Strathglass without a fossil fueled car

9. Travelling around Glen Urquhart and Strathglass without a fossil fueled car

Challenges and Dependencies

- Need to ensure that signage stays up to date and is properly maintained.
- Dynamic information boards is dependent on the Highland Council and their engagement with the bus operator.
- A text service would need to be organised by the transport hub unless this could be built into the online app.

Timeline

- Need permissions to implement static information systems at ideally placed locations.
- Minimum deployment can be introduced within a short time scale, including up-to-date bus timetables at the bus stops.
- The timeline of implementation for dynamic information boards is currently under discussion with the Highland council. Similarly, the development of an online app is dependent on the roll out of dynamic information boards.

Associated Costs

The costs associated with dynamic signage would not necessarily stem from the community. Because the software is already installed on the buses, the costs of implementing dynamic signage would ultimately lie with the council.

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?



Option 7: Introducing e-bike hire to Glen Urquhart and Strathglass



Scope

- Electric- bikes are a more accessible option for many locals and visitors who would find the distances and gradients in the area a challenge a normal pedal bike.
- Could be hired on an hourly/daily basis to both locals and visitors.
- Could be located in Cannich at the campsite where there is already a bike hire service. in Cannich at the camping site. In the interests of local business, the campsite could be supported in expanding their offering.
- Another option is a Tourist route to from Drumnadrochit, but at present there is no safe route available.
- In the long term there is the scope for developing a safe cycle route to the castle, so visitors could park in the village and cycle.

Challenges Addressed

4. Leisure travel to Inverness and around Glen Urquhart/ Strathglass without a fossil fueled car

9. Travelling around Glen Urquhart and Strathglass without a fossil fueled car

10. Parking at Urquhart Castle in peak season

Challenges and Dependencies

- Need to ensure they are maintained and serviced regularly. Additionally, information on suggested cycling routes would need to be provided. There would also need to be restrictions on taking the e-bikes on the A82.
- At present, there are no safe cycle routes for tourists from the tourist information in Drumnadrochit without passing onto the A82.

Best Practice

- Totnes, a rural community in South-West England, have developed a community e-bike sharing scheme.
- Comprises of 7 e-bikes
- Membership of the scheme is open to all, and each bike is “owned” by a cluster of 3-5 members for a small annual fee.
- One of the members in each cluster “hosts” the bike in a suitable accessible place for others in the cluster to use. Access is arranged through a coordinator in each cluster.
- Regularly serviced and fully kitted out with panniers and lights.

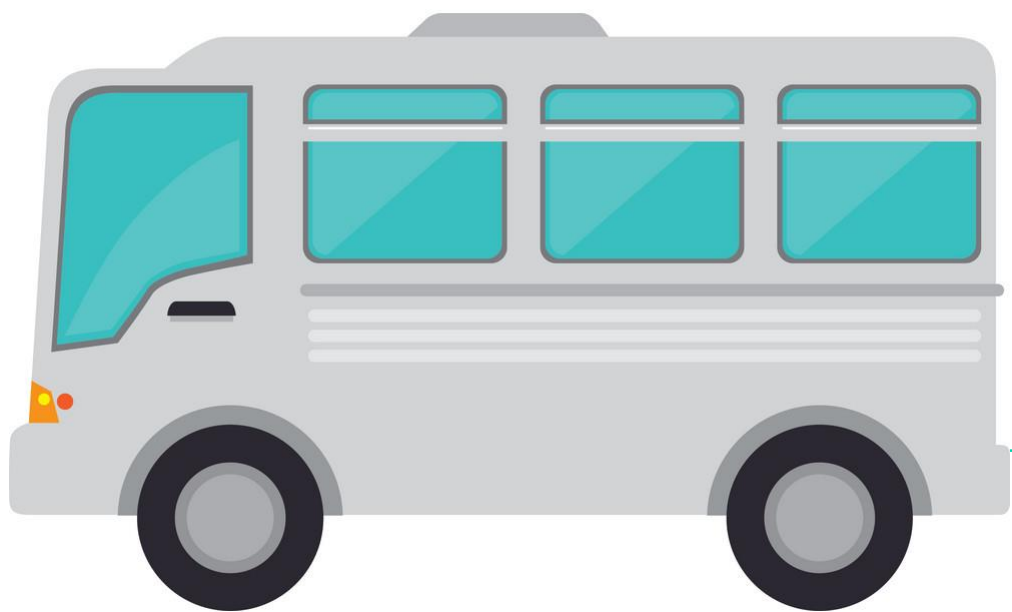
Associated Costs

Depends on scope but the costs for this scheme would be approximately:

Type	Cost
Capital	£1000-1500
Running cost	Assuming approximately 0.5 kWh this would cost 7p per charge which would assist riding for approx. 50 miles

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?



Option 8: Introducing a Community Transport Scheme

Scope

- A community transport scheme is a transport service that is operated by the community for the community. It uses vehicles (cars, MPVs (Multipurpose Vehicles) and/or minibuses) that are community-owned to improve mobility for those for whom the current system is not meeting their needs.
- Could complement the existing public transport service, enabling those who currently do not have access to a private car to move more freely (e.g. children and the elderly) as well as shifting those dependent on cars to using public and shared transport more.
- Ideally, this would take the form of a dial-a-bus service connecting people to the bus service on the A82.
- Could also be shuttle services to Glen Affric for visitors to the area, and to Inverness in the evenings/weekend. There is also scope to introduce a park-and-ride shuttle bus to Urquhart Castle from the centre of the village.
- Current minibuses/community vehicles in the community could be shared by different community groups, and potentially used for the services detailed above.

Best Practice

From engaging with other community transport schemes, several pieces of advice were given. It is important to identify the needs and the potential users. It is important to ensure there is a group to manage the project. A scheme should start small with a few volunteer drivers and evolve in time. Volunteer drivers should be adequately trained in emergency first aid, safe moving and handling, disability awareness, minibus driver awareness, use of wheelchairs. Finally, booking services are important to initially set up, and must be easy to use.

The communities of Badenoch and Strathspey’s Community Transport Scheme (BSCTS) was established in November 1999. It started as a small-scale community car scheme but expanded following grants from the Highland Council and the Big Lottery Fund. Today the scheme consists of a vehicle sharing service, with a pool of 130 volunteer drivers who used their own vehicles to take passengers to and from their destinations on demand.

Challenges Addressed



Please leave your feedback here

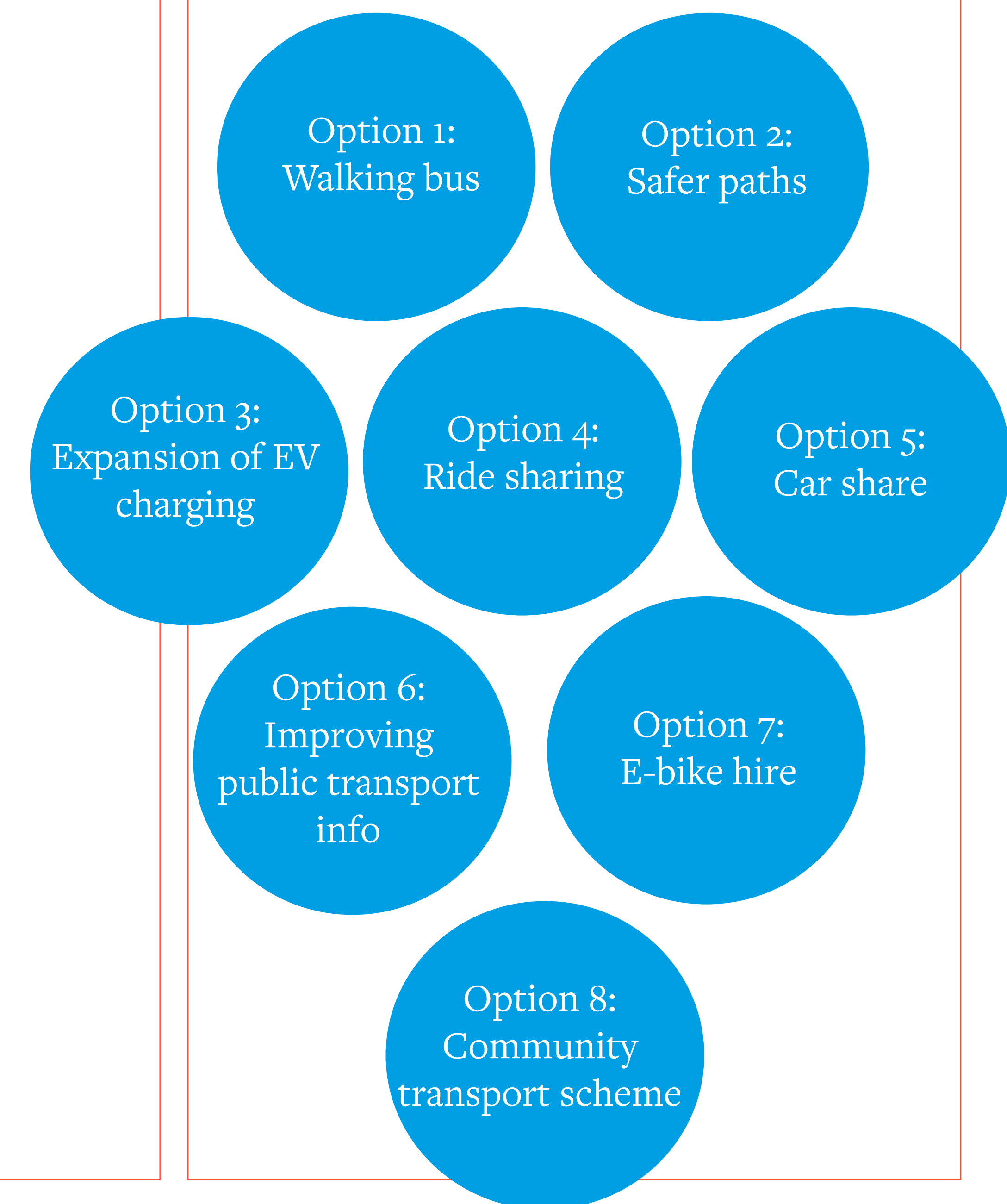
E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?

Option 9: Establishing a Transport Hub

Scope

- A transport hub is a place can from which a range of transport services can be managed. Also a key node in the provision of those services and communicates information about transport services.
- Many of the services described in the other options could operate as stand-alone measures, but the introduction of a transport hub can tie all these strands together supporting the roll out of these different options in the long term.
- A transport hub has both physical (e.g. vehicle hire) and digital (e.g. website) aspects.
- Would centrally manage assets (although assets would not be centrally located). The roles the hub could play in supporting the different options described here include central organisation of:
 - Section 19 permits for all community groups using the minibuses;
 - permission slips from parents for transport hub minibuses to transport children;
 - minibus drivers;
 - driving licence register and PVG checks; minibus booking and maintenance;
 - e-bike maintenance checks;
 - booking of car share scheme; maintenance of vehicles for the car share scheme; information service for public transport links;
 - the Facebook page for the informal ride share scheme;
 - public transport signage around the village;
 - the dial-a-bus service
- The hub must have a phone and a person to interact with who can manage these services. Ideally this would be located at the tourist information office which would be in the centre of Drumnadrochit. At present the Glen Urquhart Community Council (GURCA) are looking at a community transfer of the Tourist Information Centre from the Highland Council. In addition, they are looking at the options of purchasing an established local baggage transfer business. This baggage transfer business could also operate out of the hub providing a revenue stream for the community.

Options which feed in



Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?

Option 9: Establishing a Transport Hub

Challenges and Dependencies

- Needs to have a key person in charge who is available to answer phones and deal with operations. - a paid position potentially full time in summer and part time winter.
- Volunteer staff could be used for tasks which are not time critical.
- If Glen Urquhart Community Council are successful in their purchase of the baggage transfer business then there is the potential to utilize the same staff for both the hub and the transfer management.
- A 'Master planner' needs to be used for community vehicles and drivers. This system needs to be easy to use and should be operated by the transport hub. The UHI could develop software, this provides an education link with the potential for partnerships with UHI/apprenticeships.

Best Practice

- Taxistop are a Belgian company trialling a new concept in rural area of Flanders, called Mobihubs.
- The principle is to create an intermodal transport hub with travel information available in one place. Mobihubs have been designed specifically to provide simple, clear information for passengers looking to use a variety of sustainable travel modes.
- Each Mobihub includes a bus stop with information to connecting rail services (if applicable), bike storage facilities, spaces for car club parking, electric vehicle charge points, seating areas and some also include accessible public toilet facilities and changing spaces. The aim is for the community to take care of their Mobihub and ensure it is kept clean, tidy and pleasant for use by the local community and visitors to the area.
- A toolkit has been designed for local authorities seeking to establish a Mobihub, and additional information for local residents on the benefits of the Mobihub to promote community engagement. Feedback is also regularly gathered from local residents on continuous improvement of the spaces.

Associated Costs

- Transport Scotland's Low Carbon Travel and Transport Challenge Fund was launched in the Summer of 2019. This fund allows Public Bodies, Community Groups or 3rd Sector Organisations to apply for funding to support the development of low carbon travel hubs, active travel hubs or development of paths, with an application deadline of 25th October 2019.
- Each project must be over £250,000 with no upper limit (although funding will reduce for projects over £2million) and can attract up to 80% grant funding through a combination of ERDF and Transport Scotland funding, any match funding must be in place by February 2020.

Please leave your feedback here

E.g. What other considerations are important? Who should be involved in taking this forward? What problems do you envisage?

Next Steps...

1-3 months

Establish the Transport Hub organisation, including:

- Operating model;
- Organisational design;
- Ownership and governance;
- Funding model;
- Branding and communications;
- Role specification;
- Establish team.

Explore and pursue funding opportunities in relation to the Transport Hub or any of the interventions.

3-6 months

Implement the Walking Bus service, starting with a pilot on a particular route and managed by the Transport Hub team.

Establish ride sharing platform for the region, including:

- Agreeing most appropriate method for the community;
- Promotion;
- Pilot and evaluation.

Introduce 'soft' improvements to the provision of public transport information, i.e. improving on-line information and the dissemination of paper-based timetables, etc.

6-24 months

Set-up the Transport Hub as a physical centre for transport services, including:

- Redevelopment of the Tourist Information building;
- Realignment of parking provision and signage.

Implement a car club scheme at the Transport Hub.

Introduce dynamic infrastructure for public transport information.

Implement a Community Transport service centred around the Transport Hub

Deliver Safer Paths in Drumnadrochit.

Deploy new public EV charging infrastructure in the region

Establish an e-bike cycle hire scheme in Cannich.