

# South West Scotland Transport Study - Initial Appraisal: Case for Change

January 2020

## CONSULTATION REPORT



## Quality information

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# 1. Introduction

In April 2018, AECOM/Stantec were commissioned to carry out the first stage in the Scottish Transport Appraisal Guidance (STAG) process, researching the case for investment in transport interventions in the South West of Scotland through an Initial Appraisal: Case for Change study.

In the 2017/18 Programme for Government, the Scottish Government committed to commence work for the second Strategic Transport Projects Review in the Dumfries and Galloway area. The South West Scotland Transport Study examines the rationale for improvements to road, rail, public transport and active travel on the key strategic corridors including those served by the A75 and A77 as well as the railway corridors to Stranraer and Carlisle via Dumfries, with a focus on access to the Ports at Cairnryan.

The project steering group comprised Transport Scotland, Dumfries and Galloway Council (D&GC), the Ayrshire Roads Alliance<sup>1</sup>, SWestrans and Strathclyde Partnership for Transport (SPT).

The aims of this study were:

- **Analysis of Problems and Opportunities:** Establish evidence for problems and issues linked to transport on key corridors and across the South West of Scotland – key sources of evidence include data and engagement with stakeholders and the public.
- **Objective Setting:** Develop initial Transport Planning Objectives to clarify the aims of any interventions, and to guide the development of solutions.
- **Option Generation, Sifting and Development:** Develop a long list of multi-modal options to tackle identified problems and/or realise opportunities, option sifting and recommendations for progression towards Preliminary Appraisal / subsequent appraisal.

This report provides a record of the Public and Stakeholder Engagement Programme for the Study. A summary of results are presented in [Section 3](#).

## 2. Approach to Consultation

An extensive engagement and consultation programme based on the approaches set out in [Figure 2-1](#) was undertaken to ensure that the public and key stakeholders had an opportunity to provide input into the study.

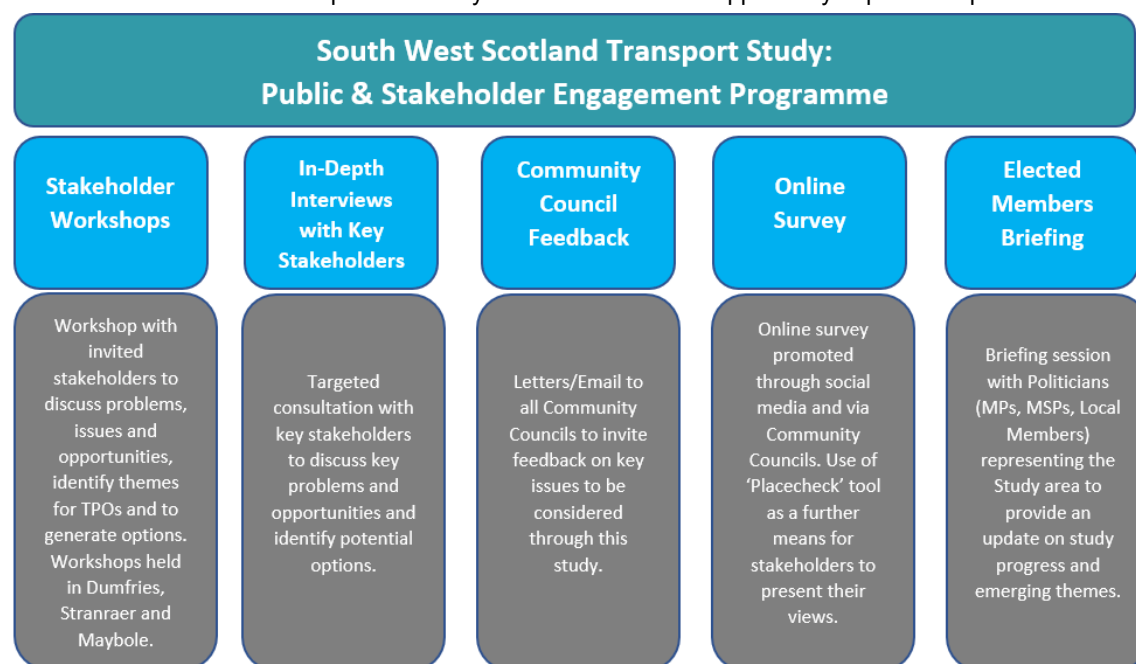


Figure 2-1: Public & Stakeholder Engagement Programme

<sup>1</sup> The Ayrshire Roads Alliance – comprising East and South Ayrshire Council – delivers shared Council roads and transportation services to communities across East and South Ayrshire.

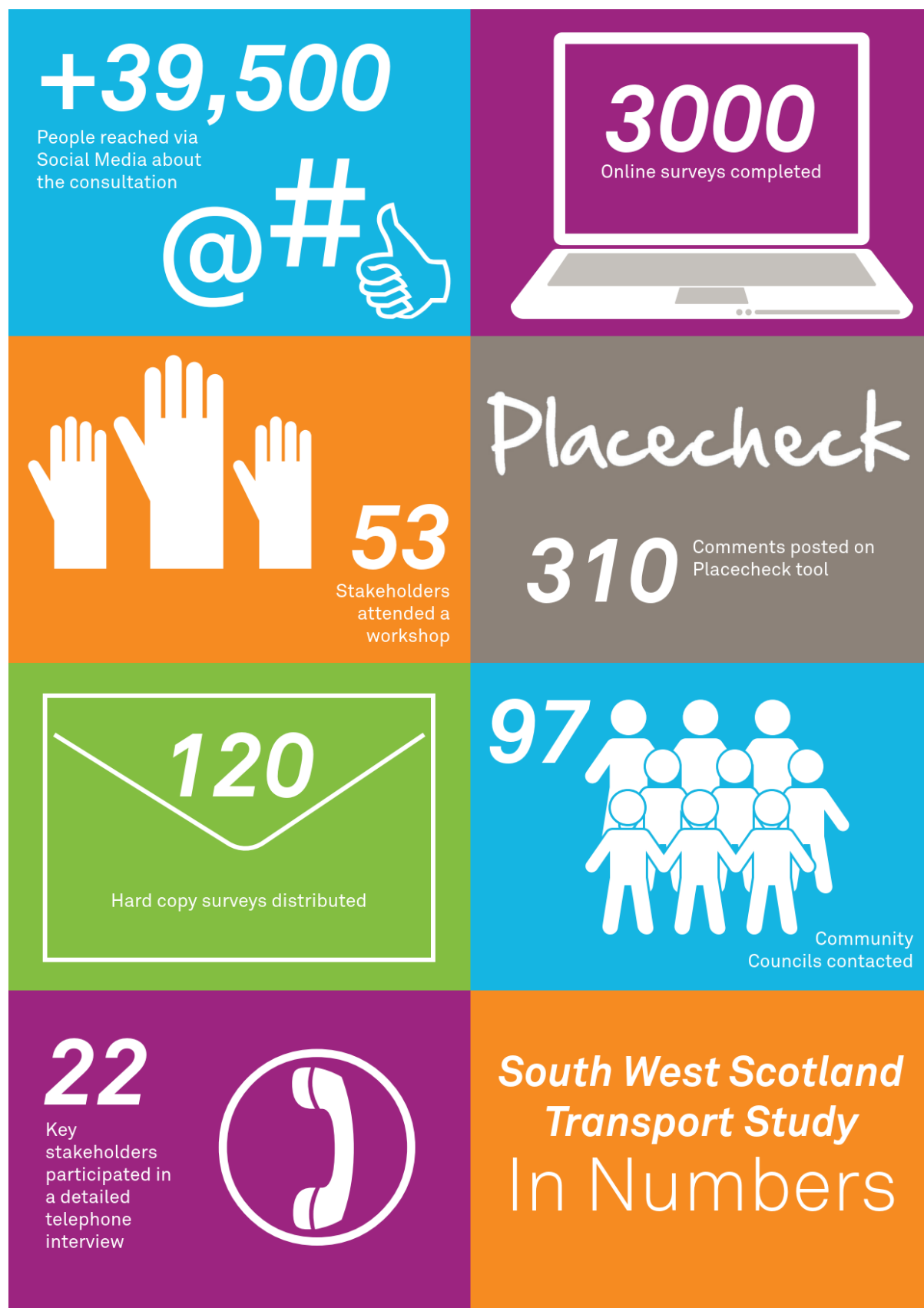
A short summary of each of the approaches listed is presented in Table 2-1.

**Table 2-1: Summary of Approach**

Approach	Description	Reference
<b>Stakeholder Workshops</b>	<p>Three workshops with invited stakeholders to discuss transport-related problems and opportunities in the study area and identify improvement options with briefing notes circulated in advance to aid discussion.</p> <p>Workshops were attended by over 50 stakeholders representing a range of organisations and were held on:</p> <ul style="list-style-type: none"> <li>• 09 October 2018, North West Castle Hotel, Stranraer</li> <li>• 30 October 2018, Cairndale Hotel, Dumfries</li> <li>• 01 November 2018, The Carrick Centre, Maybole</li> </ul>	Section 3.1
<b>In-Depth Interviews</b>	<p>Detailed discussions with 22 key stakeholders using a semi-structured interview format to identify transport-related problems and opportunities in the study area and identify potential improvement options.</p> <p>In addition to phone interviews, a number of other stakeholders were contacted by email and invited to provide direct response to the study.</p> <p>Interviews took place during November and December 2018.</p>	Section 3.2
<b>Community Council Feedback</b>	Email and letters inviting response to the consultation were issued to all 97 Community Councils in the study area. Support for promotion of Online Survey and Placecheck tool was also sought. A limited response was received.	Section 3.3
<b>Online Survey</b>	Online Survey available at <a href="http://www.surveymonkey.co.uk/r/South-West-Scotland-Transport-Study">www.surveymonkey.co.uk/r/South-West-Scotland-Transport-Study</a> designed to understand the travel patterns and transport-related problems facing residents of South West Scotland and the improvements sought by those who regularly travel throughout the study area. The survey was launched on 19 September and closed on 16 November 2018 and was promoted via press releases and social media. Hard copies of the survey were also located in libraries throughout the region. Over 3000 surveys were completed.	Section 3.4
<b>'Placecheck' Tool</b>	Interactive mapping tool at <a href="http://www.placecheck.info/maps/southwestscotland">www.placecheck.info/maps/southwestscotland</a> to allow the public and interested stakeholders to record things they like, dislike and that need to be worked on in terms of transport provision in the study area. The Placecheck tool ran from 19 September to 16 November 2018 and was also promoted via press releases and social media; notably respondents to the online survey were automatically taken to the online Placecheck tool on completion of the survey. Over 300 individual comments were received.	Section 3.5
<b>Elected Members Briefing</b>	Briefing session with elected members (MPs, MSPs, Local Members) representing the study area to provide an update on study progress and emerging themes as well as an opportunity for elected members to provide their input to the study. Meetings were held on 26 November 2018 in Dumfries and 03 December 2018 in Ayr.	Section 3.6
<b>General Correspondence</b>	Throughout the study, a number of emails and letters were received by the study team from individual members of the public and lobby groups, for consideration as part of the formal Public & Stakeholder Engagement Programme.	Section 3.7
<b>Press and Promotions</b>	The Online Survey and Placecheck tool benefited from a considerable level of promotion via press releases and social media pushes on the respective Facebook and Twitter accounts of the Working Group partners. This in itself has generated feedback which has been reviewed.	Section 3.8
<b>Feedback Survey</b>	Alongside publication of the draft Initial Appraisal: Case for Change Report, a feedback survey to capture views on the draft report was promoted to members of the public and organisations between 27 June and 20 September 2019. Approximately 340 survey responses were obtained.	Section 4

Overall, there was a strong response to the consultation, as indicated in the infographic presented in Figure 2-2. These responses have informed the development of the study including the identification of problems and opportunities, the development of Transport Planning Objectives and the generation of a long list of options.

**Figure 2-2: South West Scotland Transport Study – Consultation in Numbers**



## 3. Summary of Findings

The following sections present a summary of key findings from the Public and Stakeholder Engagement Programme used to inform the Initial Appraisal: Case for Change report. Feedback on the draft report is summarised separately in Section 4.

### 3.1 Stakeholder Workshops

Three stakeholder workshops were organised in Stranraer (09 October), Dumfries (30 October) and Maybole (01 November), the purpose of which was to:

- Identify transport problems and opportunities and to identify any additional evidence;
- Identify themes to inform the development of Transport Planning Objectives; and
- Discuss potential interventions.

Ahead of the workshops, invited stakeholders were given a Briefing Pack to provide further information about the purpose of the day and background to the study, while an 'Additional Comments' Form was included in the Pack enabling stakeholders to provide any further comments following the workshop, if required.

The Workshops took the form of presentations followed by structured break-out group discussions; generally comprising 8-12 stakeholders. Just over 100 stakeholders were invited with 53 stakeholders attending across the three workshops. (It is to be noted that a number of invited stakeholders who did not attend a workshop were subsequently contacted directly and invited to participate in the consultation – either by email response or via 1-2-1 phone interview).



Figure 3-1: Dumfries Stakeholder Workshop

A summary of the key findings across the stakeholder workshops are presented below.

- **Perception of area as the 'forgotten' part of Scotland:** There is a perception that other parts of Scotland have benefited from investment in infrastructure, e.g. A9 Dualling, A96 Dualling and Queensferry Crossing, whilst the South West of Scotland has not benefited from any large scale infrastructure projects (though it was noted that some improvements have been undertaken e.g. overtaking lanes on A75).
- **Road infrastructure issues – classification, carriageway quality:** Concerns relating to the quality of road surfaces were frequently highlighted, including pot holes and faded white line markings. It was suggested that given the status of the roads in the area (e.g. the A75 is part of the Trans European Road Network) and their importance as freight corridors, routes are not 'fit for purpose'.
- **HGV platoons and lack of overtaking opportunities:** Platoons are often experienced on the A75 and A77, coinciding with ferry arrivals. These are coupled with frequent bends, which result in a lack of overtaking opportunities.
- **Perception of safety issues:** Although analysis of accident data indicates that overall, accident rates (2012 – 2016) are lower in the study area than the equivalent national rate, when accidents do occur they tend to be more serious in nature. This supports the perception that many routes are unsafe.
- **Connectivity, impacting potential investment, e.g. at the Ports:** It was noted by some attendees that there is some reluctance for individuals / businesses to invest in the area, particularly at the Ports, if connectivity to / from other parts of the UK is not improved. The A75 and A77 were noted as key connections which need to be improved and a lack of investment has the potential to severely hinder economic opportunities in the area.
- **Resilience – long diversionary routes in the event of road closures:** There is a lack of alternative routes in the study area, particularly for journeys along the A76 and A77. As such, in the event of road closure due to

an accident or maintenance works, diversionary routes are often long and journey times significantly increased.

- **Rail issues – long rail journey times, access to rail network:** Whilst there was generally a desire by attendees to use rail, journey times, particularly to the Central Belt, were noted to be too long. This therefore deters commuters and visitors alike. It was also commented that access to rail is difficult in some areas, particularly where there are long distances to travel to a station e.g. at Thornhill and Beattock.

## 3.2 In-Depth Interviews

To supplement the Stakeholder Workshops, a number of key stakeholders were identified and agreed by the study Working Group for follow-up discussion by telephone interview. A structured interview form was developed, designed to enable a fuller understanding of problems and issues in the study area, as well as to obtain any additional data to usefully inform the identification and appraisal of options. Details of the stakeholders targeted by phone interview and email are shown in Table 3-1 and Table 3-2 below alongside a summary of key comments received.

### 3.2.1 Telephone Interviews

22 interviews were held with key stakeholders identified for this study, with a summary of feedback received presented in Table 3-1.

**Table 3-1: Feedback via Telephone Interviews**

Consultee	Comments
<b>Action Groups (Road)</b>	
Dual the A75 Group	<ul style="list-style-type: none"> <li>• The Group's ultimate objective is for the A75 to be fully dualled, though in the short term they support the implementation of additional overtaking lanes; particularly eastbound given the high volume of HGVs travelling in platoons following disembarkation from ferries.</li> <li>• 'Soft measures' such as painting white lines along the route were also supported to make the route safer.</li> <li>• Further key issues identified include sub-standard diversionary routes; poor route maintenance; poor access to key facilities, e.g. health, education and employment; economic issues; and safety issues.</li> </ul>
The A77 Action Group	<ul style="list-style-type: none"> <li>• The Group campaigns for significant improvements to the A77, with a particular focus on dualling the route between Whittlett's Roundabout in Ayr to Cairnryan and onto the A751.</li> <li>• The Group described problems with long journey times and poor route resilience between South West Scotland and key economic centres; causing a feeling of isolation, restricting accessibility, and preventing economic development.</li> <li>• The Group noted that platoons, associated with high traffic flows in short time periods following ferry disembarkation, combined with limited overtaking opportunities, result in driver frustration and driver stress.</li> <li>• The Group reported safety issues resulting from the geometry of the route and the lack of overtaking opportunities which lead to driver frustration and risky overtaking. The A751 junctions with both the A77 and A75 were also considered to be dangerous.</li> </ul>
Springholm Road Safety Campaign	<ul style="list-style-type: none"> <li>• Citing the A75's importance, and its position as an international freight route, the Group supports the bypassing of the villages of Springholm and Crockettford. As an interim measure a 20mph speed limit through the villages is supported.</li> <li>• The Group does not support improvements to other sections of the A75 without a bypass around the villages.</li> </ul>

- The Group has major concerns related to the high speed at which HGV platoons pass through the village, which cause noise pollution and vibration, and fears that they could lead to accidents. The high volume of traffic also precipitates health concerns.

#### Action Groups (Rail)

Beattock Station Action Group	<ul style="list-style-type: none"> <li>• The Group supports a new rail station at Beattock so access to/from major economic centres in Glasgow, Edinburgh and Carlisle are opened up.</li> <li>• The Group suggests there is potential for a timber storage freight facility at Beattock to help facilitate moving timber off the road to reduce road congestion and road maintenance.</li> <li>• It was noted that re-opening Beattock station would not be in competition with Lockerbie station, but in addition to it. There would be very few track changes needed to implement the station itself with the additional opportunity of providing a Park &amp; Ride element to the station.</li> </ul>
Thornhill Station Action Group	<ul style="list-style-type: none"> <li>• The lack of a rail station in Thornhill and poor current timetable at other stations in the area was felt to have a major impact on local people's ability to travel further afield and limit the use of rail for education, retail and social activities.</li> <li>• The Group noted opportunities which would arise from a new station including economic, tourism, social and environmental opportunities.</li> <li>• It was felt that there was much greater capacity for rail freight, with the current high level of freight traffic on the road, and through the village, having a major impact on local residents.</li> <li>• The Group reports that multiple bus services have been cut, exacerbating difficulties in terms of accessing key services. Re-opening the rail station is the Group's main focus, but improved integration between bus and rail services was noted as a key improvement area.</li> </ul>
Eastriggs Station Action Group	<ul style="list-style-type: none"> <li>• The Group describes its major drive in supporting the re-opening of the railway station in Eastriggs as the current economic challenges that the area faces, following the closure of Chapelcross nuclear power station and Pinneys of Annan. The Group supports improved access to key services (particularly employment).</li> <li>• Travel between Eastriggs and Carlisle and Dumfries each take around an hour by bus and the Group feels that travel by rail could significantly reduce the journey time.</li> <li>• The Group reports that bus times to both Gretna Green and Annan are not integrated with rail times.</li> <li>• The Group notes that the busiest section of the A75 is between Gretna and Dumfries and feels that any work to improve access to the Ports should focus on this stretch of road, also supporting improvements for the A709.</li> </ul>
South West Community Rail Partnership	<ul style="list-style-type: none"> <li>• One of the main priorities of the Partnership is to encourage timber transportation to travel by modes other than road.</li> <li>• The Partnership submitted two applications to the Local Rail Development Fund; appraising a timber hub at Barrhill and a rail hub at Girvan. These are considered to be the key solutions to address timber transportation issues in the study area. The high number of HGVs travelling on roads makes routes dangerous to travel on and deters potential visitors.</li> <li>• The A77 was noted to need significant improvement. Bypasses were seen as necessary to stop HGVs driving through settlements.</li> </ul>
Pinwherry and Pinmore Community Development SCIO	<ul style="list-style-type: none"> <li>• Connectivity and poor accessibility are considered to be major issues. In particular, it was noted that there are few rail and bus services which allow access to employment and education before 9am north of Girvan.</li> </ul>

- The Group supports the installation of a new rail halt at Pinwherry. It was also stated that additional rail services are not required and should a new station be a railway request stop only, this would sufficiently meet the needs of residents.
- The potential for a timber railhead at Barrhill was noted, which it was felt could reduce the number of logging lorries using the A714.
- The Group noted that there is sufficient room for a bus turning circle to be installed at the 2 Pins Car Park, allowing buses to access the village and thus improving accessibility and connectivity. Additional bus services would also be welcomed as a short term measure, particularly if they improved access to employment and education.

## Bus Operators

Stagecoach	<ul style="list-style-type: none"> <li>• Stagecoach partially operates under tender in the area, though this model is not seen as sustainable due to Council budgets reducing and costs increasing, calling into question the viability of services. Generally, there is a concern over the commercial viability of the network and what the future service will look like.</li> <li>• All three major roads in the area, the A75, A76 and A77, are considered to have inherent problems that negatively impact the bus service; including a lack of diversionary routes which can accommodate traffic.</li> <li>• Stagecoach reports major competition from rail services, particularly on the A77 corridor, which further reduces bus patronage.</li> <li>• A more effective 'Hail-and-Ride' service could operate in Dumfries and Galloway, though infrastructure improvements would be required. Other options include a 'Ring and Ride' service.</li> </ul>
Citylink	<ul style="list-style-type: none"> <li>• The major issue for the service, which operates between the Central Belt and Belfast via Cairnryan, is the long diversionary routes in place when the A77 is closed.</li> <li>• Part of the issue with diversions was felt to be a communication barrier between those carrying out the work and the services reliant on the route.</li> </ul>

## Port Operators

Stena Line	<ul style="list-style-type: none"> <li>• Road infrastructure is felt to be lacking in South West Scotland relative to other UK ports; including Heysham, Liverpool and Holyhead which are connected by dual carriageway. There have also been improvements made to the road network in Northern Ireland, thus improving connectivity to Irish ports.</li> <li>• Stena Line is a key employer in the Stranraer area. Further to this, there are jobs associated with the Ports at distribution centres in the Central Belt. Consistent delays in deliveries may lead to these centres relocating elsewhere, with associated job losses.</li> <li>• Poor route quality on the A75, including frequent bends, is reported to lead to driver frustration. The A77 was felt to have dangerous sections of narrow road with bends and steep drops. It was felt that the roads were not built to accommodate the volume and size of vehicles that currently use them.</li> <li>• Specific areas suggested for improvement include improving road geometry at the A77 Stranraer to Ballantrae, A77 Glenluce to Newton Stewart and A75 Gatehouse of Fleet to Carsluith.</li> </ul>
P&O Ferries	<ul style="list-style-type: none"> <li>• Infrastructure surrounding the Port at Cairnryan is seen as detrimental to the port's success. Cairnryan is the only major port in the UK with single carriageway access; Heysham, Liverpool and Holyhead are all connected by dual carriageway.</li> </ul>

- The significant economic impact of the ports on the local area was noted, with P&O and hauliers both employing local people.
- There would need to be better road infrastructure to help facilitate greater traffic volumes, and further investment in the port, if they were to potentially use greater capacity ships on the Loch Ryan crossing.
- It was reported that both the A77 and A75 suffer from roadworks and accidents and that there are long diversions on poor quality roads when these routes are closed.
- Dualling the A75 and A77 are long term commitments, but P&O supports specific improvements at the following locations in the short term: improving road geometry on the A77 Stranraer to Ballantrae, A77 Glenluce to Newton Stewart and A75 Gatehouse of Fleet to Carsluith and bypasses at Springholm and Crocketford (A75).

## Freight and Haulage

### Road Haulage Association

- The Group's main issue relates to a need to improve access to the Ports at Cairnryan i.e. the A75 and A77. Specific issues highlighted include routing through settlements, discrepancies in the level of Government investment in the road network in the vicinity of the ports and inadequate road signage.
- Other issues highlighted include a lack of viable active and sustainable transport options, thus limiting opportunities for individuals to travel by non-car modes, a lack of suitable locations for lorries to come off the road network, HGVs unable to operate more efficiently due to a 40mph speed limit and issues related to agricultural vehicles towing loads they should not be.
- Potential option to address the identified issues included bypasses around communities on the A75 and A77, improved road signage, improved road maintenance, Average Speed Cameras and an increase in the HGV speed limit.

### Freight Transport Association

- The A75 and A77 are seen as vitally important for the economy, both locally and nationally.
- It is felt that, due to poor road network, Cairnryan is stagnating and losing business to other ferry crossings, particularly for A75 traffic (Dublin / Holyhead and Belfast / Liverpool). The upgraded M1 in the Republic of Ireland is also considered to be helping Dublin.
- Major concerns include the HGV speed limit (40mph, compared to 50mph in England and Wales) and ensuring that Cairnryan can remain competitive compared with other ferry crossings to Ireland.
- Key improvements suggested include more dual carriageway sections, harmonising the HGV speed limit with England and Wales, and bypassing remaining villages on the A75 and A77.

### Hauliers

- The A75 and A77 are the main roads used by hauliers in the region, but they also regularly use other major and minor roads to make deliveries. Major concerns were road safety, congestion, resilience of network to incidents, and the HGV speed limit.
- Key improvements suggested include more sections of dual carriageway, harmonising speed limit with England and Wales, and bypassing remaining villages on the A75 and A77.

## Other Organisations

### Prestwick Airport

- It is felt that Prestwick Airport has good surface access and there are very good connections to the main road network with the A77 and A78. The more problematic connections are considered to be for those originating to the south.
- Although the airport is connected to the rail network, there is a reported issue relating to the early wave of flights, which is the peak demand, being before trains call at the station.

	<p>There is felt to be a lack of rail connections calling at the Airport on journeys from the south / Stranraer.</p> <ul style="list-style-type: none"> <li>Similar to the reported rail problems, the airport has issues that local bus services do not operate early enough in the morning or often late in the evening.</li> <li>Freight movements are noted as a major part of the business at the airport. All freight is moved in/out of the airport by road. Hauliers have not mentioned any issues relating to the A77 and A78, though it is felt that connections to/from the south could be better.</li> </ul>
Scottish Association for Public Transport (SAPT)	<ul style="list-style-type: none"> <li>Low population density results in lower frequency bus services than the Group would hope for. Despite similar characteristics to The Highlands in this regard, it is believed that the South West has been ignored in terms of tourism potential, with lack of transport a contributory factor.</li> <li>Reported problems related to bus services include poor integration with the rail network (particularly between Newton Stewart and Girvan and at Stranraer) and a lack of Sunday services.</li> <li>It is felt that integration of bus and rail services across the region would support tourism and open up access to employment for local people.</li> <li>It is felt that there is potential for new rail stations at Thornhill, South Ayr and close to Dunragit, providing Park &amp; Ride opportunities. The Stranraer to Dumfries line could also be reinstated, though it was acknowledged that this would unlikely be an immediate priority.</li> </ul>
Visit Scotland	<ul style="list-style-type: none"> <li>South West Scotland is a scenic area with many attractions which has the potential to increase the number of visitors it attracts each year. Whilst marketing campaigns and new signage is required to make this aim a reality, transport also has an important role to play.</li> <li>The A75 was highlighted as a dangerous route and rail journeys are not generally considered to meet the needs of users as they are unattractive for commuters and tourists alike.</li> <li>There are opportunities to improve infrastructure, including better integration of services.</li> </ul>
Dumfries and Galloway Council Economic Development	<ul style="list-style-type: none"> <li>There are several key economic opportunities in Dumfries and Galloway; development opportunities at the former Chapelcross Nuclear Power Station site near Annan, the potential for a Freight Park(s) close to Dumfries, Stranraer Waterfront development and ambitions to develop local businesses in Upper Nithsdale.</li> <li>There are two potential sites for a Freight Park; one on the A75 west of Dumfries, which if developed would be a private sector development, and one to the east of Dumfries, also on the A75, which if developed would be a public sector development. Both sites are proof of concept only and no planning applications have been made at this stage.</li> <li>There are two key elements to the Waterfront development in Stranraer; a marina and a development platform. It is envisaged that the marina would be developed and that wider development would be developed side by side.</li> <li>The relatively close proximity of Lockerbie Rail Station to development sites brings economic benefits. Conversely, rail travel on the Dumfries to Glasgow line is seen as slow and provides poor connectivity.</li> </ul>

### 3.2.2 A75 / A77 Freight Consultation with Hauliers

As part of research undertaken in 2017/18, consultation was undertaken with a range of stakeholders, including ferry operators, key trade associations, hauliers and shippers. A summary of findings from consultation with hauliers is provided below.

- Both the A75 and A77 are seen as invaluable to those hauliers operating on them, though the majority of those interviewed considered that the infrastructure on the corridors did not reflect the significance of the trade route and were optimistic that improvements would bring economic benefits.
- The 40mph HGV speed limit was unpopular amongst freight operators. The restriction was seen to add unnecessary journey time and cause frustration for other road users stuck behind slow moving traffic.
- Congestion was noted to be an issue around Ayr and Dumfries during the morning and evening peak, as well as mentions of more severe congestion during the summer months. This contributes to increased risk of poor journey time reliability and higher operating costs.
- The roads were perceived by all to have a poor safety record. Due to the predominantly single carriageway nature of routes, accidents often result in road closures. The road network in the study area is felt to be such that when roads are closed diversions are particularly lengthy and not suitable for HGVs. This can and does have a knock on effect on delivery times and incurs costs to the freight companies.
- Although the A75 and A77 corridors were noted to be better today than 20 years ago, it was generally felt that the infrastructure has not kept pace with the growth in traffic using it.

### 3.2.3 Stakeholder Email / Letters

Emails were sent to stakeholders across a range of sectors, including public transport, neighbouring transport authorities, Council Officers and business organisations to obtain feedback on problems and opportunities in the study area and suggestions for potential improvements. Briefing notes were sent alongside a list of targeted questions to prompt response.

A summary of feedback received via the email correspondence is presented in Table 3-2.

**Table 3-2: Feedback via Stakeholder Email/Letters**

Consultee	Comments
Cumbria County Council	<ul style="list-style-type: none"> <li>• A main barrier with the transport network in South West Scotland is the inadequacy of Junction 45 of the M6. Existing arrangements mean that vehicles, including HGV's, cannot access or exit the junction to the north.</li> <li>• The A75, particularly west of Dumfries currently suffers from long sections of narrow single carriageway which results in low journey times and reliability. The route needs significant enhancement to enable it to support the growth of South West Scotland and the wider UK economy.</li> <li>• It is important that there is high quality access between South West Scotland and Carlisle by road, rail and bus to reflect that Carlisle station acts as the rail interchange for South West Scotland linking it with London, North East England, West Yorkshire and West Cumbria. The delivery of a Masterplan for Carlisle Station will significantly enhance the station's role as a national interchange with the provision of HS2 services from 2026.</li> <li>• There are currently capacity issues on the WCML route through Cumbria which impacts on the speed and frequency of both passenger and freight services operating to and through South West Scotland.</li> <li>• It is important that the transport network in South West Scotland is also able to support the growth of Carlisle Airport which is due to open in spring 2019.</li> <li>• Consideration needs to be given to facilitating cross country public transport journeys through reciprocal arrangements whereby holders of English concessionary fare cards could use them to travel to destinations in Dumfries and Galloway, in return for Scottish card holders being able to travel to England.</li> <li>• The delivery of the Borders Railway between Carlisle and Edinburgh would bring significant connectivity, modal choice and rail capacity benefits and would significantly support economic performance.</li> </ul>

South of Scotland Alliance	<ul style="list-style-type: none"> <li>• The South of Scotland as a whole is challenged in relation to transport infrastructure and options; it was noted that the South West in particular is significantly underdeveloped.</li> <li>• Road connectivity needs to be improved, including a better link between Dumfries and the A74(M). Whilst projects have been taken forward in recent years to improve road connectivity, particularly on the A75 and A77, more improvements are required to improve safety and traffic flow.</li> <li>• Connections to Prestwick Airport and the new Carlisle Airport are very important economically.</li> <li>• Rail services use some of the oldest rolling stock in the country and journey times to Glasgow are long. Although Lockerbie Station is seen to have fewer issues, it is felt that services stop here infrequently and that there is a lack of parking.</li> <li>• Extension of the Borders Railway to Carlisle has the opportunity to improve accessibility in the very eastern part of Dumfries &amp; Galloway.</li> <li>• The local bus network faces a number of challenges which has led to a fragile network. It was suggested that the current model of transport funding in Scotland must be reviewed.</li> </ul>
Paths for All	<ul style="list-style-type: none"> <li>• No problems/opportunities and options specific to the study area were identified; though Scotland wide comments are applicable.</li> <li>• PFA recommend that active and sustainable travel, including walking, be given emphasis to align with the National Walking Strategy, the Cycling Action Plan for Scotland (CAPS) and the Long-term Vision for Active Travel in Scotland.</li> <li>• Significant modal shift to more sustainable options was deemed necessary. Supporting more people to walk and cycle for everyday short journeys was seen as important to improve health, create safer communities and reduce environmental impacts.</li> </ul>
Virgin Trains	<ul style="list-style-type: none"> <li>• The ability of the existing railway to provide long distance connectivity between South West Scotland and England and to support connectivity to employment centres in Glasgow, Edinburgh and Carlisle is felt to be constrained. It was noted that there is a conflict between stopping at Lockerbie and accelerating Glasgow journey times.</li> <li>• Capacity on the Kilmarnock – Gretna line was reported to remain constrained.</li> <li>• The plan for increased line speeds in the Carstairs area was expected to help with reliability and journey times and potentially provide the capacity for a better split between commuter services and long distance services. The theoretical potential to introduce regular stopping services to/from Carlisle that could connect with WCML Glasgow-London services was noted.</li> </ul>
British Horse Society	<ul style="list-style-type: none"> <li>• Scotland has a duty to get horse riders off busy roads, few riders access busy roads by choice (and the horse has as much right to be on the public highway as cars, bikes and pedestrians) - but they often have no choice as that is the only way they can access their safe off-road hacking.</li> <li>• Equestrian road users are vulnerable, that means they are more likely to be involved in a road accident and also more likely to suffer the worst consequences. Horses and their riders (as well as carriage drivers) are vulnerable on the road network. A collision between a horse and a vehicle can have life threatening consequences for the horse, rider and those in a vehicle. There is evidence to suggest that the number of road traffic collisions involving horses is under-reported in casualty data. Horse riding is more prevalent (particularly on roads) in certain parts of the country. Rural areas have larger numbers of horse riders, who make a significant contribution to the rural economy. Yet according to Road Safety Scotland 70% of road accidents happen on country roads.</li> <li>• Level crossings which are currently used by equestrians should not be replaced by alternatives which would preclude the use by equestrians e.g. a footbridge. Similarly, other infrastructure like</li> </ul>

gates, bridges, cattle grids and slippery surfaces should all be installed with equestrians in mind. Access control must always be the least restrictive option.

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A number of other stakeholders were also contacted as part of the engagement programme without a response being secured.

### 3.3 Community Council Feedback

Community Councils were targeted as a further source of consultation to gather feedback from communities and support in promoting the Online Survey and Placecheck Tool. Letters and emails were sent to representatives of the 97 Community Councils in the study area. All feedback was welcomed, though the following questions were specifically asked:

- What, if any, do you see as being the main transport related problems and opportunities in the study area, now and in the future?
- What options or interventions would you like to see considered to improve transport in the study area across all modes? What benefits do you think these improvements would deliver for communities in the South West of Scotland?

Three responses were obtained from Lochmaben, New Luce and Terregles Community Councils; summaries of which are presented below. It is noted that some Community Councils may have chosen to complete the online public survey instead.

#### ***Lochmaben Community Council:***

- The A709 is not currently classified as a trunk road, but experiences high levels of traffic, high proportions of commercial vehicles and HGVs and high levels of non-compliance with the 30mph speed limit at Lochmaben. The Community Council would like to see the 30mph speed limit extended by 100 metres at both the Western and Eastern approaches to the town.
- Lochmaben High Street is a particular area of concern due to its large width and 30mph speed limit; particularly given vulnerable groups such as elderly people and young children need to cross the street to access key services. The Community Council would like to see the speed limit reduced to 20mph in this part of the town, along with two hour parking restrictions in the High Street (except for residents).
- There have been recent fatalities at the A709 eastern approach to Lochmaben at Halleaths, where there is a 60mph speed limit and a series of S-bends. The Community Council would like to see the speed at this section restricted to 40mph. The Community Council would also like to see the speed limit reduced from 60mph to 40mph on the B7020 - Annan Road.

#### ***New Luce Community Council:***

- The A75 and A77 consistently fail to provide high quality service and access to the area for the high volume of commercial and private traffic.
- Although some stretches of the A75 have been dualled, this is not sufficient for the volume of traffic. The Community Council would like to see both routes dualled or, where this is not possible, significantly widened to allow continued flow of traffic in case of an accident or planned road surface improvement. Where road widening is not a feasible option, the Community Council would like to see more passing places to allow opportunities to overtake slow moving vehicles.
- Local communities are seeking to promote tourism, and improved road and rail infrastructure would increase the appeal of visiting the area, and contribute to the local economy.

#### ***Terregles Community Council:***

- Bus and train transport in the area could be improved by providing connected services. At present buses to Lockerbie station do not integrate with train times; people therefore drive to Lockerbie where there is an issue with parking.
- Public transport in the area seldom runs at times when people need transport. For example, buses leave before Hospital visiting times end, many rural services end before most workplaces finish work and there are very few evening services.

### 3.4 Online Survey

An online survey was developed and promoted to communities and other interested stakeholders in the study area to better understand existing transport-related problems and opportunities in the South West of Scotland, and the improvements sought by those who regularly travel throughout the study area. The survey launched on 19 September 2018 running for just over eight weeks until 16 November 2018 and was promoted through press releases and social media. Hard copy versions of the questionnaire were also available for completion at libraries throughout the study area and sent to other individuals upon request.

In total, 3,016 survey responses were received. For the purpose of reporting, analysis has been based on all responses combined, but with results also broken down (according to postcode data) and presented for each of the four strategic transport corridors in the study area (i.e. Gretna-Stranraer, South of Ayr-Stranraer, Dumfries-Cumnock, and Dumfries-Lockerbie/Moffat).

A summary of the Online Survey results is provided below.

#### General Questions

- A wide range of age groups responded to the survey with the majority from the 60+ age group. This was the case across all four individual travel corridors.
- The majority of respondents were employed full time. The next largest proportion were retirees.
- Among all survey responses, the majority of respondents worked in Dumfries followed by Stranraer. In general, people tended to work in areas near to where they lived. Dumfries was the most common place to work for respondents living along the A76, A75 and A74(M) corridors with Stranraer the most popular location of work for those living along the A77 corridor.
- Across all travel corridors, approximately 75% of respondents drove to work. This was followed by people walking.

#### Active Travel

- Across all four travel corridors the number of days that respondents had made a walking trip was evenly spread with approximately 21% not making any trips in the last week and 17% making walking trips every day. Residents along the A75 corridor had the highest percentage of people walking every day, while the A76 had the lowest.
- Very few respondents had made cycling trips in the last week. Respondents living along the A77 had the least number of people cycling with only 5% making cycling trips on one day or more in the last week. The corridor with the most respondents cycling was the A76 with 13% stating that they had made one or more cycling trips in the last week. This was closely followed by residents along the A74(M) corridor.
- The majority of respondents were more satisfied with cycling for leisure purposes in the study area than cycling to key local destinations.
- Across all travel corridors approximately 12% of respondents stated that there were cycling journeys that they would like to make but could not. Of those respondents that wished to make cycling journeys but could not, the most common desired destination was Dumfries.

#### Bus Travel

- The majority of respondents had not used a bus in the last month. Respondents along the A77 used the bus the least with 68% stating that they had not used a bus service in the last month. Respondents living along the A76 used the bus the most with 56% stating that they had not used the service in the last month.
- Overall, respondents were least satisfied with the frequency of bus services, the time of the last bus arrival and fares. They were most satisfied with the location of the nearest stop.
- A number of respondents noted that they wished to make bus journeys that they currently could not. Dumfries was the most desired destination. This was the case across all travel corridors except the A77, where respondents wished to go to Ayr. Other desired destinations included Glasgow, Stranraer, Castle Douglas, Edinburgh and Carlisle. The main reason for these additional bus journeys would be for commuting to work.

## Rail Travel

- The majority of respondents had not used a rail service in the last month. Those living along the A77 had used the service the least with 64% stating that they had not used it in the last month. In comparison, among those living along both the A76 and A74(M), 51% had not used the service in last month.
- Respondents were least satisfied with the bus connections to rail stations. Frequency and fares were also issues noted. Across all travel corridors respondents were most satisfied with the accessibility on trains.
- The majority of respondents wished to make journeys by train that they currently could not. Respondents along the A77 wanted to make the most journeys with 71% stating that they would like to travel by rail to destinations they currently could not travel to. It should be noted that this could have been due to the closure of Ayr Station during the period that the online survey was undertaken.
- Respondents along the A75 and A77 wanted to travel to Glasgow Central station the most, while those living along the A76 and A74(M) corridors wishing to travel to Edinburgh. Respondents along the A76 and A74(M) corridors wished to travel by rail to visit friends and family while those on the A75 and A77 corridors wished to go shopping. Going for holidays/day trips, commuting to work and accessing health care were also common travel purposes.

## Cairnryan Port

- The number of times respondents had used the port at Cairnryan in the last year changed based on which travel corridor they were in. 78% of those living along both the A76 and A74(M) had not used the port at all in the last year. 60% of those living along the A75 had not used the port at all in the last year whereas only 44% of those living along the A77 had not used the port in the last year. Across all four travel corridors respondents were most satisfied with the access to the ports by car, followed by the bus and then the train.

## Car Travel

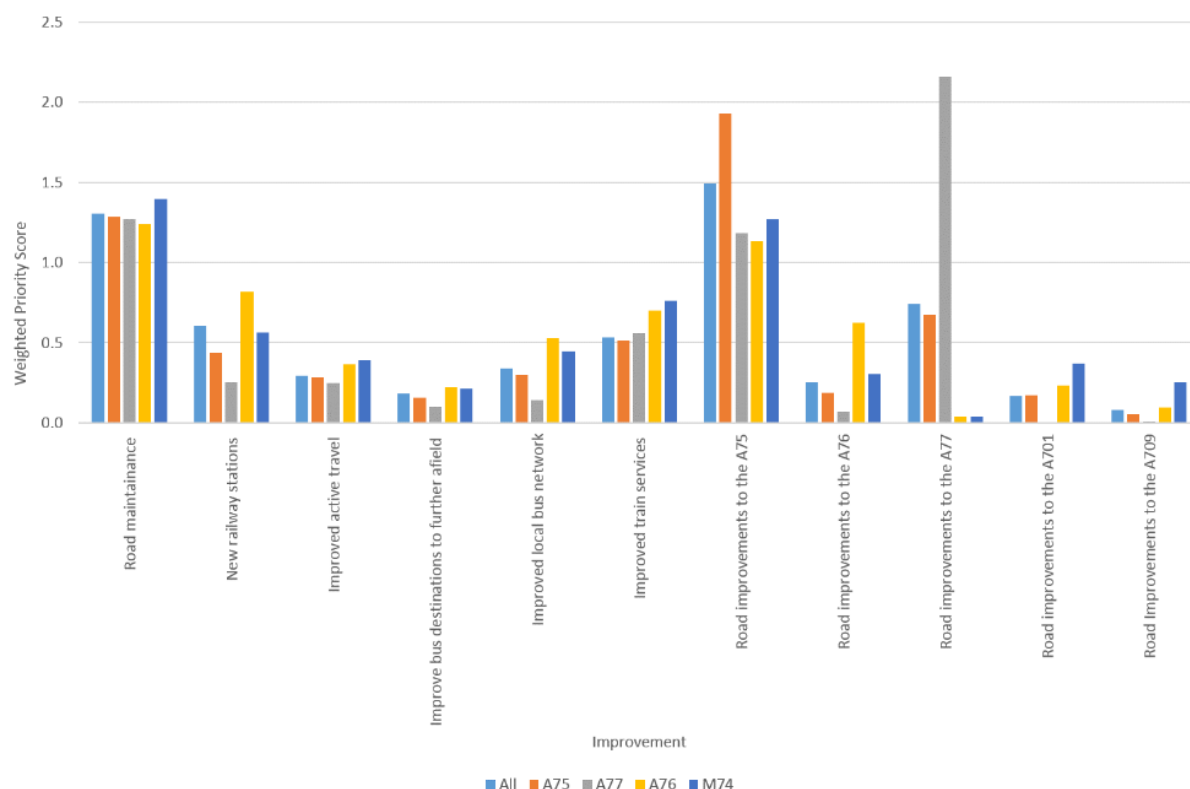
- The majority of respondents made a car-based journey every day. The percentage was similar across the four corridors with those living along the A75 driving slightly more than the other corridors.
- The most regularly used road connections in the study area were the A75 and the A77.
- Across all four corridors respondents were least satisfied with the quality of road surfaces in the area followed by overtaking opportunities.

## Future Priorities

Respondents were asked about the future transport priorities, with Figure 3-2 illustrating the weighted priorities<sup>2</sup> along the strategic corridors, as well as overall within the study area.

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<sup>2</sup> The graph presented has been weighted with three points given to each 1<sup>st</sup> priority, two points to a 2<sup>nd</sup> priority and one point to a 3<sup>rd</sup> priority



**Figure 3-2: Weighted Future Investment Priorities**

In summary:

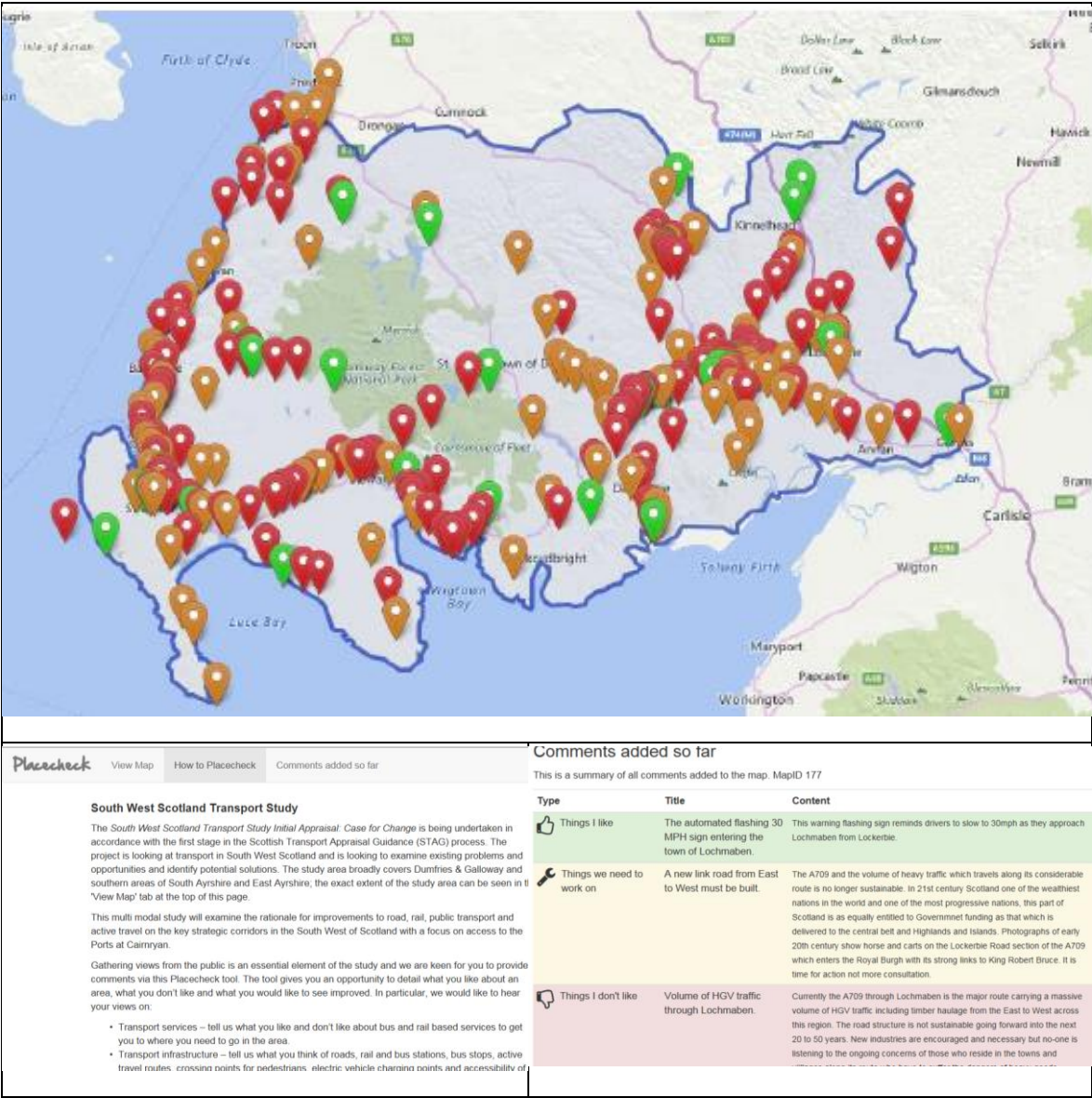
- Road improvements to the A75 was the number one cumulative priority for respondents. This was followed by general road maintenance and improvements to the A77.
- Along the Gretna-Stranraer corridor, the top priority was improving the A75, followed by road maintenance and improving the A77. For respondents living along the South of Ayr-Stranraer corridor, the top priority was improving the A77, followed by road maintenance and improving the A75. Those living along the Dumfries-Cumnock corridor prioritised improving the A75, followed by road maintenance and opening railway stations. Along the Dumfries-Lockerbie/Moffat corridor, the top priority was road maintenance, followed by improving the A75 and opening railway stations.

### 3.5 'Placecheck' Tool

To supplement the Online Survey, Placecheck<sup>3</sup> was also promoted to encourage feedback on transport related problems and opportunities in the study area. An example of the Placecheck tool is presented in Figure 3-3. The tool was launched on 19 September and promoted throughout the consultation period (until 16 November) as part of wider communications for the consultation. Respondents to the online survey were also automatically directed to the Placecheck tool on completion of the survey.

<sup>3</sup> Placecheck is an online tool that allows users to provide comments based on three broad themes; things they like, things they do not like and things that need to be worked on. Respondents are given the opportunity to provide comments on transport services and infrastructure in the study area – location specific -by pinpointing the area they are commenting on.

Figure 3-3: Placecheck Tool for the South West of Scotland Transport Study



In total, 310 comments were received, with the majority of comments focussed on the strategic corridors considered as part of this study, primarily the A75 and A77; though clusters of comments were also received within Dumfries.

In terms of the nature of comments received, as shown in Figure 3-4, over half of all comments received related to something that users “*did not like*” on South West Scotland’s transport network, with the majority of other comments highlighting opportunities for improvements (“*things we need to work on*”).

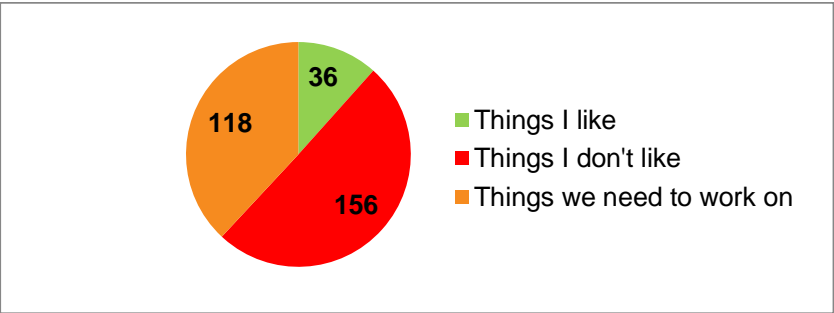
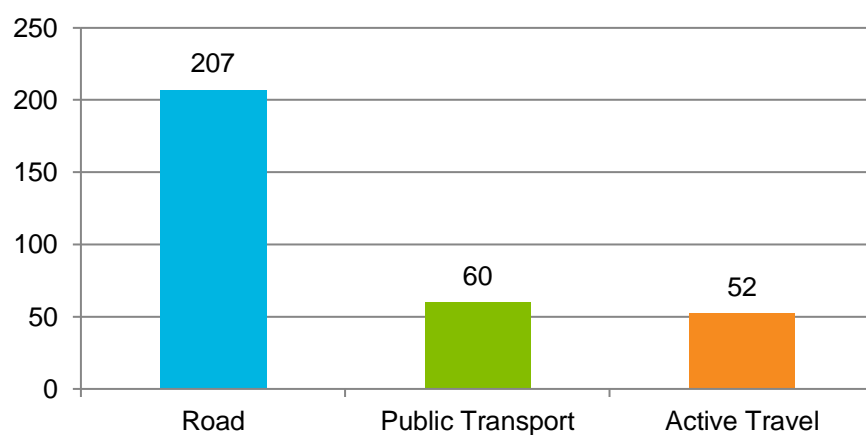


Figure 3-4: Summary of Placecheck Comments

### Problems and Opportunities

Of the 310 comments received, some 263 have been identified as a problem or opportunity and a total of three broad categories were identified from these comments. It should be noted that some comments were assigned to more than one category and therefore the total below exceeds 263.



**Figure 3-5: Problems and Opportunities by Category**

These categories have further been broken down according to a number of common themes identified through the analysis, as summarised in Tables 3-3 to 3-5 overleaf. Examples of the types of problems and opportunities identified by respondents are also provided in Tables 3-3 to 3.5.

**Table 3-3: Active Travel Based Themes**

Theme	No. of References	Example Quotes
Active Travel infrastructure provision (lack of)	22	<ul style="list-style-type: none"> <li>For somewhere so rural, it's remarkable how few recreational maintained walking routes there are. In the Central Belt, the Highlands and Perthshire, woodland parks, and countryside walks are ten-a-penny. It's disappointing how few of these facilities there are in and around Moffat.</li> <li>There is no safe walking and cycling path between Doonfoot (Ayr) and Girvan. The only safe access to communities along the coastal sections of the A719 and A77 roads is by motor vehicle.</li> </ul>
Pedestrian / Cyclist Safety	21	<ul style="list-style-type: none"> <li>No pedestrian footways on A709 in centre of Torthorwald - Dangerous for pedestrians to walk between parts of village either side of A709.</li> <li>Amazing that there is no direct safe way for pedestrians and cyclists between these two places (Amisfield to Lochabriggs). A dangerous bendy 60 mph bit of road.</li> <li>No pedestrian crossing makes it dangerous to cross the road (Crocketford).</li> </ul>
Poor cycle route quality / infrastructure / maintenance	7	<ul style="list-style-type: none"> <li>New cycle lane added when the overtaking lane was constructed, but it doesn't join up to anything - cycle lane parallel to the A75 would be more convenient and safer than the Military Road.</li> <li>Fantastic road cycling - just need to improve the tarmac.</li> </ul>
Poor pedestrian quality / infrastructure / maintenance	6	<ul style="list-style-type: none"> <li>This is a fantastic path to run along, even in the twilight. However, there are a couple of large, deep holes in the path...</li> <li>The public footpath between the Irongray Road and Routin Brig is restricted by a fence...this is massively off-putting to walkers.</li> </ul>

**Table 3-4: Public Transport Based Themes**

Theme	No. of References	Example Quotes
Access to rail (lack of)	31	<ul style="list-style-type: none"> <li>Reopening Thornhill station is critical to supporting the local community, which currently must travel to Dumfries or Sanquhar to access the rail network. This is a major barrier for the economic and cultural health of the local community.</li> <li>Dumfries to Stranraer Rail Link would improve access to education, employment, leisure, and health facilities for young people and those without access to a car. Would encourage freight forwarders and retailers to move across to rail for accessing the Irish Markets.</li> <li>Beattock Station; rail services need to be improved and more accessible in order to get more people using them... I would also be keen to see ScotRail services run on the West Coast Main Line between Gretna and Glasgow Central.</li> </ul>
Public Transport provision (lack of)	12	<ul style="list-style-type: none"> <li>There is no service between 10:30am and 2:30pm (to Edinburgh). This makes it much more attractive to drive to Edinburgh for e.g. a meeting at 3pm. Encouraging more services to stop at Lockerbie should provide minor lengthening of times for passengers while greatly improving connectedness to the capital.</li> </ul>

		<ul style="list-style-type: none"> <li>Introducing a ScotRail commuter service linking the South West to Edinburgh would be preferable to the current Transpennine service which is inadequate (frequency, unreliability, lack of carriages/seats).</li> </ul>
Public Transport connections / integration (lack of)	10	<ul style="list-style-type: none"> <li>This is what happens when the bus service is poor and not integrated with the trains. Everyone drives, and the car park at Lockerbie Station is not big enough to deal with the cars.</li> <li>Very poor bus connections. Some ferries you need to get a taxi to Stranraer then if you're lucky there might be a bus going east but more often than not there is an unacceptable wait.</li> <li>Make sure that buses to and from Dumfries train station arrive with sufficient time to make connections.</li> </ul>
Public Transport infrastructure (lack of)	5	<ul style="list-style-type: none"> <li>Bus stop is not wide enough here (A76 Dumfries) as the left hand lane is often blocked by the parked bus. Extra lane space / road widening towards the roundabout would ease congestion.</li> <li>Upgrade the viaducts to allow trains to proceed at better than walking pace. Replace the ageing Class 156s with something more modern like the Class 170s released from the Glasgow / Edinburgh Service.</li> </ul>
Public Transport reliability (lack of)	2	<ul style="list-style-type: none"> <li>Increase destinations by train to reduce need to change. Younger trains to improve reliability. Bi-modal trains to access electric services beyond Ayr without changing trains and avoiding expense of electrifying the line to Stranraer.</li> </ul>

**Table 3-5: Road Based Themes**

Theme	No. of References	Example Quotes
Poor Road Geometry	28	<ul style="list-style-type: none"> <li>Implement re-alignment of A75 as planned 30 years ago to remove dangerous bends. All improvements should be dual carriageway.</li> <li>One of the few long straights between Newton Stewart and the dual carriageway ruined by a blind summit in the middle.</li> <li>Tight, undulating, bumpy bends. Accident black spots. Road needs straightening, realignment and dualling (A75 Kirkcowan).</li> </ul>
Road Safety	27	<ul style="list-style-type: none"> <li>This junction (A75/A751) should be turned into a roundabout, to allow the traffic flows to merge better. It would make it safer for everyone on the road.</li> <li>The A75 is the main arterial route across the region and it is a disgrace that it has not been upgraded to Dual - Ferry Traffic and associated driver impatience makes it at times dangerous for road users.</li> <li>Whole road from Stranraer to Dumfries needs to be upgraded to dual carriageway as the stretch of road is just an accident blackspot.</li> </ul>
Poor Road Infrastructure	27	<ul style="list-style-type: none"> <li>The whole road (A77) needs updating; it's now not fit for purpose.</li> <li>Both roads (A75/A77) outdated, outmoded and unfit for the modern day function that they serve.</li> <li>Dumfries bypass is more often a car park than a bypass...for a major trunk route it is absolutely appalling.</li> </ul>
Poor Road Quality / Maintenance	21	<ul style="list-style-type: none"> <li>Due to run off from fields in the winter months and flooding along the entire length of the Glencaple road, over the years the verges have gotten wider and the road has narrowed. The result is regularly meeting large vehicles on the wrong side of the road...</li> <li>Road (A712) sinking into the peat. Buckled, rutted and excessively patched.</li> <li>The A75 has numerous dangerous road side trees - someone will be killed one day from a falling tree. Seems to be no systematic inspection for trees.</li> </ul>

Overtaking Opportunities (lack of)	16	<ul style="list-style-type: none"> <li>Often stuck behind trucks heading to/from motorway to/from Dumfries. Very often nowhere to overtake for several miles (A701).</li> <li>Newton Stewart is in a particularly bad place but with only 3 opportunities between Castle Douglas and Stranraer for overtaking safely and none of them between Newton Stewart and Gatehouse where drivers get frustrated...</li> <li>The race starts here (A77 Cairnryan) because if you're not at the front getting off the ferry you have 50 miles of travelling at 40MPH and everyone knows it.</li> </ul>
Poor Road Surface	14	<ul style="list-style-type: none"> <li>A patchwork of unsatisfactory repairs which are constantly breaking up and leaving dangerous potholes.</li> <li>Significant ruts in road surface (A75) catch steering and are particularly tricky in wet conditions as they fill with water.</li> <li>Road surface deteriorating- causes damage to cars.</li> </ul>
Unsuitable Diversionary Route	11	<ul style="list-style-type: none"> <li>Diversion for A75 are too narrow - creates a danger when large vehicles are diverted along this road (A711).</li> <li>A714 as a diversion route - this is not an alternative. Accepted the road needs closing for the safety of the workforce but what about the safety of the road users who are being diverted onto this route; totally not suitable when A77 volume of traffic goes onto it.</li> <li>Creetown to Gatehouse A75 - extremely long detour route if shut at this section.</li> </ul>
Dangerous Junctions	11	<ul style="list-style-type: none"> <li>Very dangerous junction for traffic turning right from the B731 onto the A76. The sight line is appalling for viewing traffic traveling south on the A76 towards the junction...</li> <li>Trucks going to/from ferry terminal DO NOT wait at this junction (A75/A751) and pull across or out in front of other vehicles...</li> </ul>
Congestion	10	<ul style="list-style-type: none"> <li>Every weekday morning there are long delays here (A701 Dumfries).</li> <li>Dumfries bypass is more often a car park than a bypass - the roundabouts are awful and cause terrible delays and it is quicker to drive thru the town centre at certain times of day - for a major trunk route it is absolutely appalling.</li> <li>Horrendous traffic jams at this 6 way roundabout leading to retail parks and major new education facilities (North West Community Campus and The Bridge)...</li> </ul>
Excessive Speeds	10	<ul style="list-style-type: none"> <li>Drivers not heeding 30 mph limit through the villages, particularly truck drivers.</li> <li>The road can be a nightmare for pedestrians, cyclists and horse-riders due to speeding heavy traffic (B723).</li> <li>The traffic calming (in Springholm) has failed to address the chronic issue of speeding, particularly toward the villages exits, but still also present at all parts. Speeds of 40+ remain very common.</li> </ul>
High Volume of HGVs	9	<ul style="list-style-type: none"> <li>Currently the A709 through Lochmaben is the major route carrying a massive volume of HGV traffic including timber haulage from the East to West across this region...</li> <li>A75 needs to be dual carriageway throughout. Journey times are too slow with HGVs (which make up the largest proportion of traffic of any major road in Scotland) limited to 40mph.</li> <li>The village main street (Springholm) carries 350,000 of the largest MGVs and LGVs per annum.</li> </ul>
Flooding	8	<ul style="list-style-type: none"> <li>Dip in road, constantly floods in the winter months (A712 Gibbshill)</li> <li>...prone to flooding in the area of the Rhins of Galloway Hotel, resulting in the closure of the road for lengthy periods...</li> </ul>
Parking	7	<ul style="list-style-type: none"> <li>Due to lack of parking spaces puts me off using the station. Also lack of parking in town. (Lockerbie)</li> <li>Cars and delivery vehicles often parked over crossing areas. Bollards have no effect. (A76 Thornhill)</li> </ul>
High Volume of Traffic (General)	6	<ul style="list-style-type: none"> <li>The A709 and the volume of heavy traffic which travels along its considerable route is no longer sustainable.</li> <li>You've got to hope both ferries aren't unloading at once otherwise you're in problems.</li> </ul>

High Traffic volumes (towns/villages)	5	<ul style="list-style-type: none"> <li>• <i>This road (A709 Lochmaben) seems to be increasingly used by various vehicles travelling west from the M74 rather than the A75 Gretna / Dumfries road.</i></li> <li>• <i>With 3.3M vehicles (at Springholm) per annum there is also a general vehicular run off risk onto pavements, verges, frontage areas and adjacent open spaces.</i></li> </ul>
Long / unreliable journey times	4	<ul style="list-style-type: none"> <li>• <i>A75 needs to be dual carriageway throughout. Journey times are too slow with HGVs (which make up the largest proportion of traffic of any major road in Scotland) limited to 40mph.</i></li> <li>• <i>Crocketford to Glasgow Rd Roundabout, Dumfries. Agricultural traffic is causing serious delays during peak commute time every day.</i></li> </ul>
Rat Running	3	<ul style="list-style-type: none"> <li>• <i>Road used as a rat run - traffic very fast, walking and cycling very dangerous (B732 Thornhill).</i></li> <li>• <i>Village used as a rat run from the Moniaive road to the A712 at the top of Balmaclellan Hill.</i></li> </ul>
Pollution	3	<ul style="list-style-type: none"> <li>• <i>The road through Maybole is a complete bottleneck and is hell for residents and drivers. Lorries are unable to meet side by side in some parts and pollutants are 'trapped' in the high street.</i></li> <li>• <i>Poor surface dressing on Creetown by-pass causes excessive road noise.</i></li> </ul>

Although problems and opportunities relating to travel by a range of modes on each of the strategic corridors in the study area were submitted on the Placecheck Tool, it should be noted that a majority of the comments were focussed on roads-based issues. The following section presents a summary of the main problems identified for each of the Strategic Corridors in the study area.

#### Summary of Problems by Strategic Corridor

The **Gretna–Stranraer corridor** recorded comments related to poor route alignment, HGV platoons (particularly eastbound travel following disembarkation from the ferries) and a lack of safety on the route; though multiple locations were highlighted as safety concerns, a particular clustering of comments centred on the safety of the A75/A751 junction. Opportunities for new rail stations, the bypass of Springholm and Crocketford and dualling the A75 (or at least part of) were also frequently raised comments related to this corridor.

Similar comments were provided for the **South of Ayr – Stranraer corridor**. Comments were received relating to poor route alignment leading to a perception of poor road safety. The road quality of the A77 was generally considered to be poor and there was thought to be a lack of overtaking opportunities. Poor route resilience and long diversionary routes were also highlighted, particularly as a result of landslips. High volumes of HGVs were also commented on, although not to the same extent as the A75 corridor. In terms of opportunities, there were multiple comments related to bypass opportunities around settlements, including at Girvan, Ballantrae and Lendalfoot. Comments related to public transport were also submitted, including improvements to the Ayr – Stranraer Line and the suggestion for a rail link between Stranraer and Cairnryan.

There were limited comments submitted for the **Dumfries – Cumnock corridor**. Those received were primarily focused on Thornhill; with respondents highlighting issues such as poor pedestrian facilities and parking. There was strong support to reopen Thornhill Station, with the lack of a station considered to hinder the economic development of Thornhill.

Fewer comments were submitted concerning the **Dumfries – Moffat corridor** relative to other corridors, though comments were made relating to a lack of overtaking opportunities, poor route geometry and queuing on approach to the A75 junction. Similarly, there were relatively few comments on the **Dumfries – Lockerbie** corridor, though there was a cluster around Lochmaben to highlight safety concerns, including poor route geometry in the town and excessive speeding. A lack of available parking spaces at Lockerbie Station was noted.

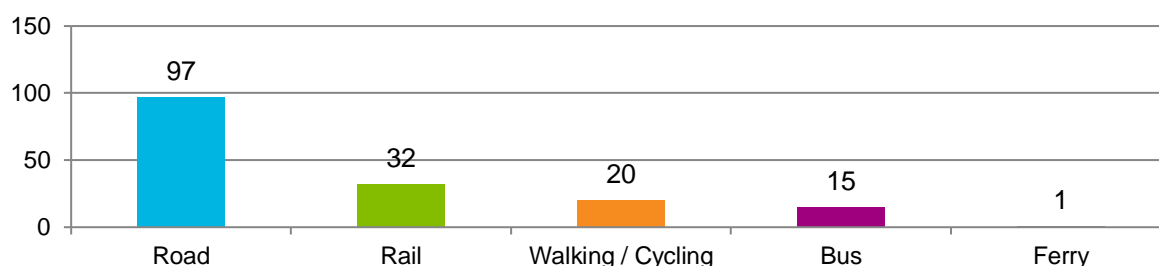
In addition to the multi-modal corridors, consideration has also been given to issues within key hubs/towns in the study area. Notable issues included:

- Dumfries – a mixture of local and strategic comments, including a desire for additional seating at bus stops, comments noting the high quality cycle paths in the town and issues at the A76/A75 roundabout.
- Stranraer – most of the comments received within Stranraer centred on the rail station. There was support amongst respondents for a number of options, including the relocation of the existing station at the pier head into the town centre, whilst others supported retaining the existing station location.

While this study is primarily concerned with strategic transport improvements, it should be noted that a wide range of 'local' issues were raised on the Placecheck Tool. These 'local' comments have been passed to the Project Steering Group (comprising officers from the local authorities and Regional Transport Partnerships that cover the study area) for further consideration.

#### Options

As part of an exercise undertaken to review all comments received, 165 were identified as potential options for consideration as part of this study. A summary of options, broken down by mode, is presented below:



**Figure 3-6: Potential Options by Mode**

Table 3-6 provides examples of options suggested on the Placecheck Tool, split by mode.

**Table 3-6: Summary of Options by Mode**

Mode / Category	Example Quote
Walking / Cycling	<ul style="list-style-type: none"> <li><i>A simple 3 metre raised and kerb protected cyclepath on the northbound side without any dangerous access roads would be a good start to improve Route 74 for cycle touring visitors and locals alike.</i></li> <li><i>... a path from Terregles village to Dumfries (should be considered).</i></li> <li><i>Construct Ayr to Girvan walking and cycling path, The Culzean Way.</i></li> </ul>
Bus	<ul style="list-style-type: none"> <li><i>Ballantrae is the nearest doctor and shop - need daytime bus service to access these.</i></li> <li><i>There is no visible bus stop sign here (A75 Henderland). This results in buses going past without stopping for passengers. A shelter would be even better for bad weather days!</i></li> <li><i>No coach service Dumfries to Edinburgh; morning bus services withdrawn. In any case buses are town buses whereas we need coaches like the ones to Glasgow.</i></li> <li><i>Make sure that buses to and from Dumfries train station arrive with sufficient time to make connections.</i></li> </ul>
Rail	<ul style="list-style-type: none"> <li><i>Thornhill and surrounding communities would benefit greatly from the reopening of a station for social, environmental and economic reasons.</i></li> <li><i>Reopening the rail link West (to Stranraer) will have a huge economic and social benefit to the region.</i></li> <li><i>Reopening Beattock station should be a priority in order to bring about the same kind of success as has been seen in the Borders and Alloa.</i></li> <li><i>...keen to see ScotRail services run on the West Coast Main Line between Gretna and Glasgow Central.</i></li> <li><i>Proposals to re-open Eastriggs Railway Station; crucial for residents from Eastriggs and surrounding area that they have rail link opening up educational, social and economic opportunities.</i></li> <li><i>Cairnryan Rail Link.</i></li> <li><i>We need a faster service to Glasgow, and a direct link to Edinburgh.</i></li> <li><i>We need to see funds made available quickly to progress more parking spaces for Lockerbie Train Station.</i></li> </ul>
Ferry	<ul style="list-style-type: none"> <li><i>In order to improve road safety, vehicles should leave the ferries in the following order: motorcycles, cars, lorries.</i></li> </ul>
Road	<ul style="list-style-type: none"> <li><i>The ferry route from Cairnryan to the M6 at Gretna should be made dual carriageway.</i></li> <li><i>Implement re-alignment of the A75 as planned 30 years ago to remove dangerous bends. All improvements should be dual carriageway.</i></li> <li><i>Springholm and Crocketford; needs bypassing urgently.</i></li> <li><i>Need bypassing (Lendalfoot); Needs a bypass and a dual carriageway one at that (Ballantrae); Needs bypassing with a dual carriageway (Kirkoswald); Bypass required (Girvan); Bypass needs to be dual carriageway (Minishant).</i></li> <li><i>Decent stretch of road for overtaking (A75 Carsluith), but spoiled by trees and bushes at side of road which means visibility is poor. Removing these would help.</i></li> <li><i>Trucks going to/from ferry terminal DO NOT wait at this junction (A75/A751) and pull across or out in front of other vehicles...Introduce traffic lights or a roundabout.</i></li> <li><i>Many businesses have left Dumfries due to poor links to the M74. A fast link between Dumfries and the M74 should be created to stop this from happening.</i></li> <li><i>Southern Dumfries Bypass; needs to be reconsidered given the level of congestion on existing A75 around Dumfries, especially for access to the new hospital.</i></li> </ul>

### 3.6 Elected Members Briefing

Two briefing sessions were organised with elected members (MPs, MSPs and Local Members) representing the study area on 26 November in Dumfries and 03 December in Ayr, to provide a progress update on the South West Scotland Transport Study, including emerging findings from the consultation. The briefing sessions also provided elected members with an opportunity to provide their input to the study. Key comments received at the briefing sessions are presented in the table below.

**Table 3-7: Feedback at Area Committees**

Meeting Details	Key Comments
Dumfries & Galloway Elected Members Briefing, 26 November 2018 (Dumfries & Galloway Headquarters, English Street, Dumfries)	<ul style="list-style-type: none"> <li>• There was strong agreement with initial study findings that the study area is the 'forgotten' part of Scotland; this should be reflected in reporting.</li> <li>• It was noted that although STPR2 will deliver a 20 year plan for transport investment, it is important that South West Scotland does not have to wait the full 20 years to see projects implemented. If possible, any critical problems identified as part of the study should be addressed as soon as possible.</li> <li>• Although there are not a high number of vehicles on the A75 compared to other routes in the country, the high proportion of HGVs causes problems, e.g. driver frustration.</li> <li>• Average Speed Cameras on the A75 should be explored.</li> <li>• Though the importance of the A75 was noted, the A76 should also be a key consideration of the study. Options specific to the A76 were noted, including a bypass between Kirkconnel and Sanquhar and route realignment at multiple locations.</li> <li>• Projects should be evaluated post-completion.</li> </ul>
South Ayrshire & East Ayrshire Elected Members Briefing, 03 December 2018 (South Ayrshire Council Headquarters, County Buildings, Ayr)	<ul style="list-style-type: none"> <li>• It is important to note that results from the Online Survey may be skewed towards investment on the A75 given the higher population on that corridor. It was suggested therefore that analysis should also be undertaken at the corridor-level.</li> <li>• Average daily traffic flows do not show the whole picture and higher than average flows when vehicles disembark ferries must be considered.</li> <li>• It was generally accepted that whilst full dualling of the A77 is desired, short term interventions such as route realignment and additional overtaking opportunities should be taken forward. The A77 South of Ballantrae was highlighted as an area with poor route alignment.</li> <li>• Quick win measures should also be implemented, e.g. improving white line markings and street lighting.</li> <li>• Diversionary routes used in the event of trunk road closures are unsatisfactory. When these routes are used, damage is caused and so consideration should be given to a compensatory scheme whereby Transport Scotland fund road improvements; the A714 was highlighted as a substandard route. Diversionary routes also cause serious issues for the ambulance service.</li> <li>• There are huge economic opportunities in South West Scotland, particularly related to tourism. To aid this, the A74(M) needs to stop being used as a 'bypass'.</li> <li>• There have been multiple surveys undertaken in recent years to identify problems and priorities for investment; it is important that measures actually get implemented.</li> </ul>

	<ul style="list-style-type: none"> <li>• It was strongly felt that improved transport infrastructure is important if young people are to remain in the area and if concerns such as poor mental health are to be tackled.</li> <li>• It was stressed that schemes will not be prioritised as part of this study; each multi-modal corridor will be considered equally and options generated.</li> <li>• Discussions were had relating to a bypass in Girvan; some felt a bypass would have a detrimental effect on the local economy whilst others felt it would allow the local economy to flourish.</li> <li>• The lack of timber transported by rail is the most underutilised asset in the study area. Transport timber by rail will remove HGVs from the road network.</li> </ul>
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### 3.7 General Correspondence

A range of letters and emails have also been received from members of the public and stakeholders, including elected members and government officers. These have been recorded and taken into consideration as the study has progressed.

### 3.8 Press and Promotions

To support promotion of the consultation programme, and specifically the online survey, various press releases were prepared to encourage stakeholder input throughout the course of the consultation period. This included promotion via the respective social media accounts of Transport Scotland and members of the wider Project Working Group.

A review of Transport Scotland's social media pushes indicates that:

- Three posts regarding the consultation on Twitter reached over 24,750 users.
- One Facebook post announcing the consultation launch reached over 12,150 users, with a similar posting on LinkedIn reaching 2,550 users.
- Collectively, over 39,500 people were reached on social media.

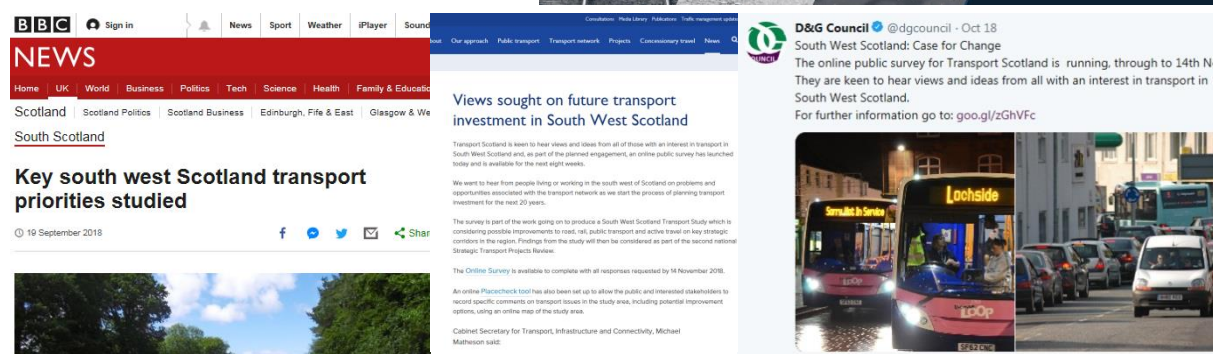


Figure 3-7: South West Scotland Transport Study - Press Coverage and Social Media Promotions

## 4. Feedback Survey Analysis

### 4.1 Introduction

This section presents a summary of the results of the online public survey carried out to provide feedback on the South West Scotland Transport Study Initial Appraisal: Case for Change Draft Report (June 2019).

The survey was open from 27<sup>th</sup> June 2019 until 20<sup>th</sup> September 2019. The survey was open to both members of the public and organisations. In total there were 337 responses. This was after the removal of duplicated or significantly incomplete responses. 92% of respondents were members of public while 8% were organisations.

### 4.2 Public: Responses

#### 4.2.1 Demographics

Just over 20% of respondents were in the 65+ age bracket, with 55% of respondents aged over 50 years old. Only 13% of respondents were under the age of 30. It should be noted that this could impact the responses with under-representation of the younger age demographic. In terms of current employment status, 40% were employed full time, with the next largest proportion of respondents being retirees, at 30%.

Respondents were asked whether they had taken part in the initial appraisal online survey which was carried out between September and November 2018 to inform earlier stages of the study. Nearly 65% of respondents had not taken part in the previous survey. Therefore, this survey captured a significant number of new participants, which was reflected in the nature of much of the feedback received, which to a large extent involved restatement of problems and opportunities previously captured in the draft report.

80% of respondents noted that their main mode of transport was car. 6% said that their main mode of transport was bus, while 3% of respondents said they travelled by rail. Only 5% of respondents noted that their main mode of transport was either walking or cycling.

Of the members of public who responded, over 90% said that they had reviewed the draft report.

#### 4.2.2 Strategic Transport Problems and Opportunities

Respondents were asked how effectively they felt the strategic transport problems and opportunities had been captured. As shown in Figure 4-1, 55% of respondents felt that the problems and opportunities had been captured “well” with a further 20% stating they had been captured “very well”. Further to this, nearly 60% of respondents felt that there were no problems or opportunities that the draft report had failed to capture.

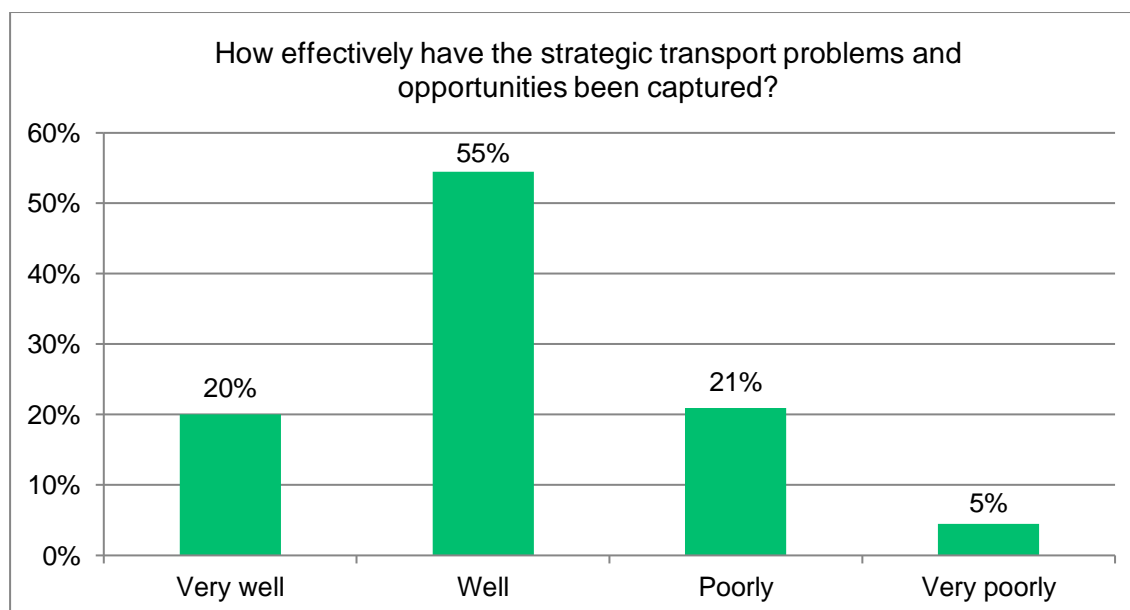


Figure 4-1: Public: Transport Problems and Opportunities

### 4.2.3 Transport Planning Objectives

Respondents were asked how well they felt the Transport Planning Objectives (TPOs) captured what needed to be done in the region. For all TPOs, over 70% of respondents considered the TPOs to capture the issues either “well” or “very well”. This is shown in Figure 4-2.

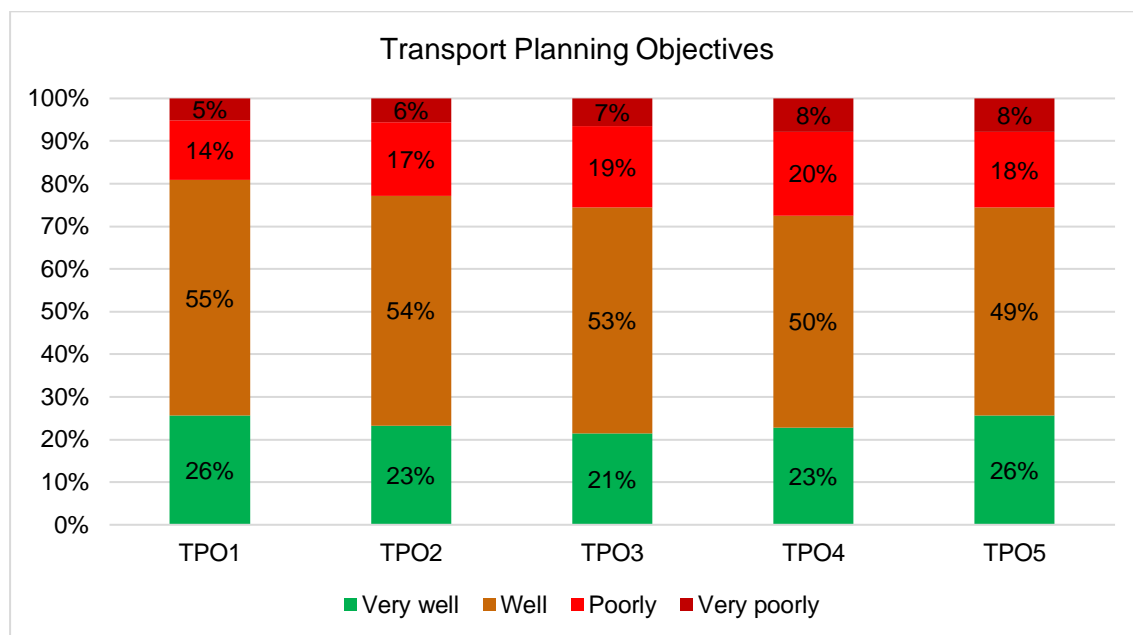


Figure 4-2 Public: Transport Planning Objectives

### 4.2.4 Transport Options

As shown in Figure 4-3, nearly 70% of all respondents felt that the strategic transport options identified in the study addressed the problems, opportunities and objectives of the area either “well” or “very well”.

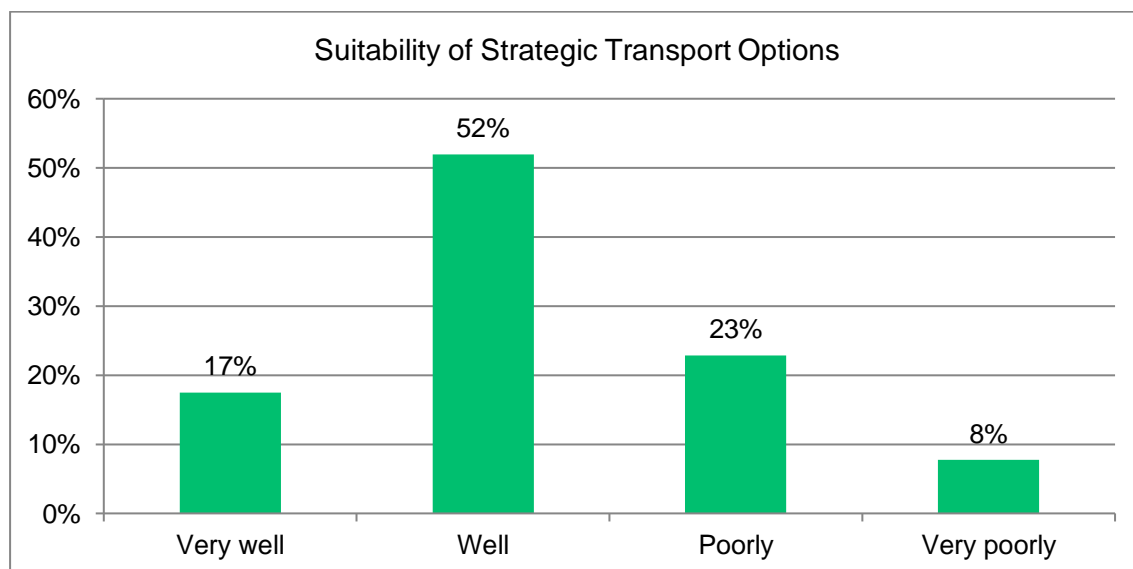


Figure 4-3 Public: Strategic Transport Options

### 4.2.5 Engagement

Members of the public were fairly satisfied with the level of engagement during the study. Over 50% of respondents felt that the study engaged with the public either “well” or “very well”.

### 4.2.6 Expectations

Nearly 55% of respondents felt that the study had met some of their expectations, a further 30% said that their expectations had been fully met while around 15% said that their expectations had not been met.

### 4.3 Public: Open Ended Questions

#### 4.3.1 *Climate Change*

A number of respondents noted that there was no mention in the draft report of the Climate Emergency declared by the Scottish Government in April 2019 and the UK Government in May 2019.

#### 4.3.2 *Active Travel*

It was noted that although the lack of off-road cycling was mentioned in the draft report, the partial and disjointed nature of the cycling network was not fully captured. Some respondents felt that in general the strategic opportunity for active travel was downplayed in the report. Other respondents acknowledged that the geography of the area makes it challenging to develop and promote strategic cycle trips.

#### 4.3.3 *Public Transport*

A number of respondents suggested that there should have been more emphasis on rail investment in the report. The importance of re-opening the Dumfries-Stranraer railway line was highlighted by numerous respondents, while it was also noted that opening new stations would be a great benefit to the region. However, a few respondents felt that unless the Dumfries to Stranraer railway line was extended to the port at Cairnryan, it would be unlikely to make a huge difference to the volume of traffic travelling along the A75. It was also mentioned that the draft report could give greater focus on increasing rail freight.

#### 4.3.4 *Roads*

A number of respondents felt that the draft report failed to capture the problems created as a result of the A75 and A77 being single carriage roads. It was highlighted that dualling these roads was a priority for the area and respondents felt that full-dualling should be the long-term goal.

There were concerns that the negative impacts of traffic on those living in towns along these routes were not captured. These were primarily health and safety concerns. It was felt that these towns should be bypassed for the benefit of the people living in the towns and those travelling along the roads.

There were contrasting opinions regarding raising the HGV speed limit. Some respondents felt that this would encourage drivers to speed, especially through small towns and villages, making the roads even more dangerous to travel along. On the other hand, some respondents noted that one of the main causes of driver frustration is slow moving traffic. These respondents felt that raising the speed limit would allow traffic to move more freely and reduce dangerous overtaking manoeuvres.

#### 4.3.5 *Other Comments*

A number of other comments were received which generally fell out with the scope of this study. For example, a number of comments related to local issues, whereas the remit of the study was to focus on strategic transport issues associated with key multi-modal corridors. Where local issues and options have been identified, these have been recorded and passed to the appropriate local authorities for further consideration. Other respondents noted that the draft report does not make reference to the future changing as a result of Brexit; such considerations were out with the specific remit of the study.

A number of stakeholders also suggested there could have been greater publicity of the survey and that the report was too long and complicated for general members of the public. It is considered that this could be related to the survey taking place during the summer, while in terms of the readability of the report, an Executive Summary was made available online after the consultation went live.

### 4.4 Organisations: Responses

Nearly 80% of the organisations noted that they had taken part in previous stakeholder engagement activities as part of the study. All organisations had read the draft report.

#### 4.4.1 *Strategic Transport Problems and Opportunities*

As shown in Figure 4-4, 55% of organisations felt that the problems and opportunities had been captured “well”, with a further 35% stating that they had been captured “very well”. No organisation felt that they had been captured “very poorly”.

However, over 75% of organisations noted that they felt there were problems and/or opportunities not effectively captured in the draft report. These included: opportunities in terms of the local economy, tourism and international trade; the full impacts on those living in villages along the A75 and A77; the Climate Change

Emergency; insufficient consideration of active travel; and the high equine population in the area and lack of consideration of horse riders in the analysis.

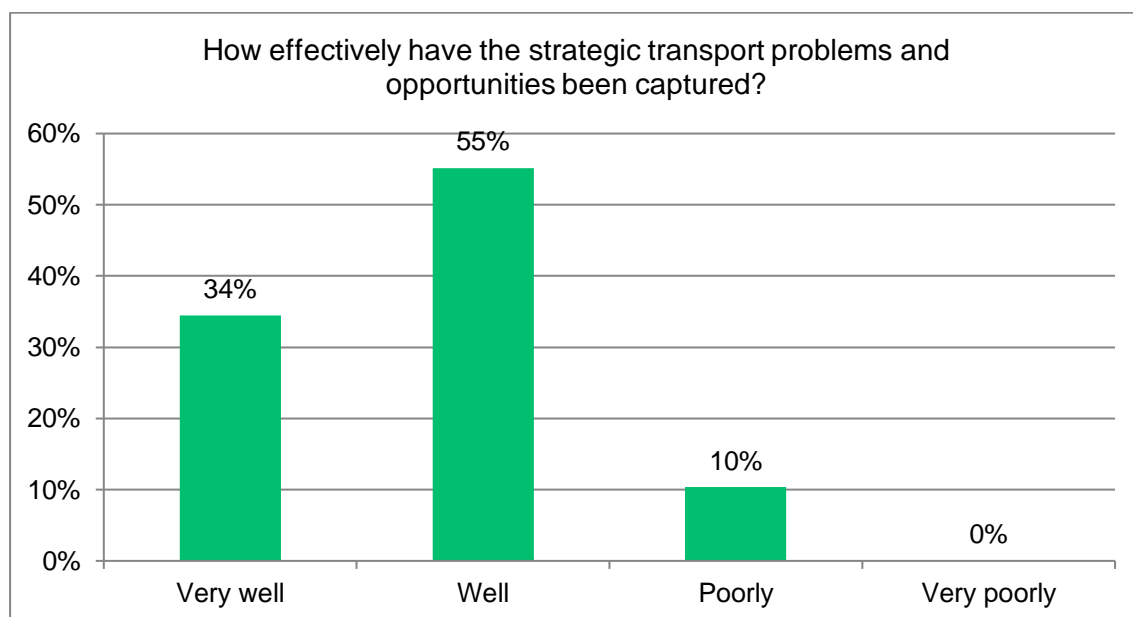


Figure 4-4 Organisations: Strategic Transport Problems and Opportunities

#### 4.4.2 Transport Planning Objectives

As shown in Figure 4-5, over 80% of organisations felt the TPOs captured the needs of the study area either “well” or “very well”. No organisation felt that any of the TPOs captured what needed to be done “very poorly”.

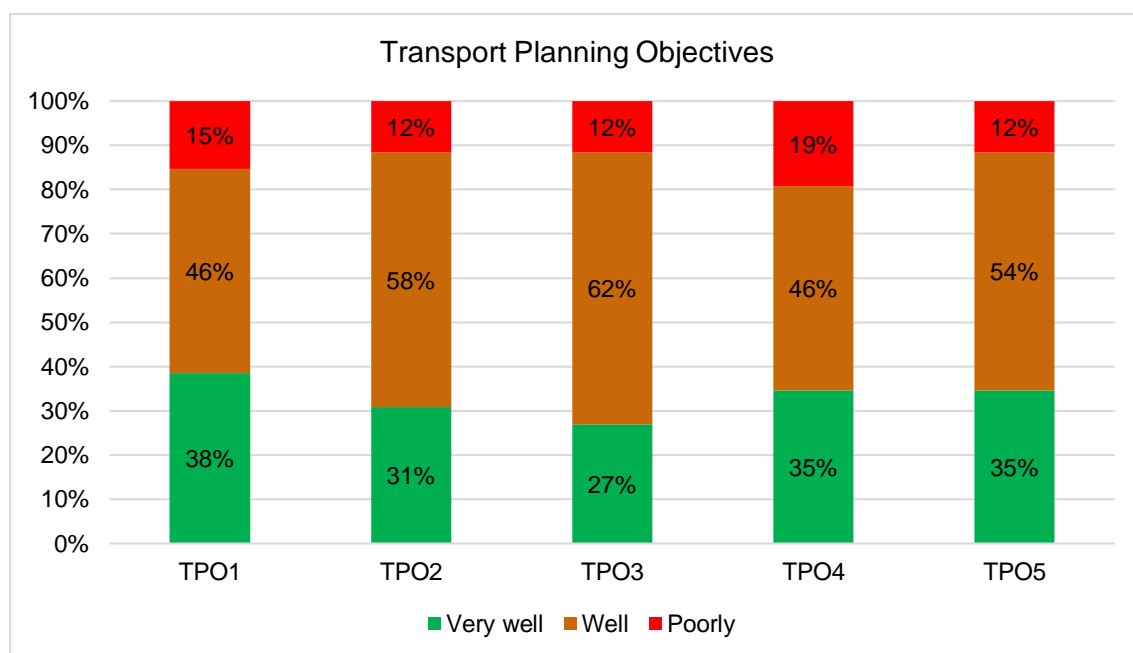
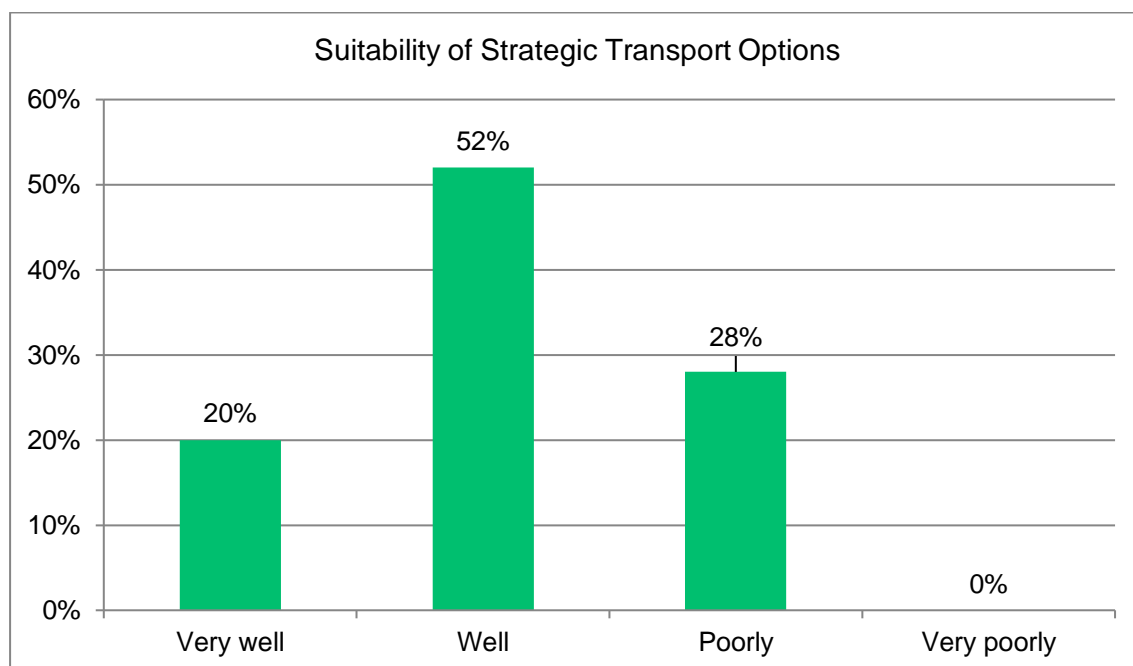


Figure 4-5 Organisations: Transport Planning Objectives

#### 4.4.3 Transport Options

As shown in Figure 4-6, over 70% of the responding organisations noted that the identified transport options addressed the problems, opportunities and objectives either “well” or “very well”.



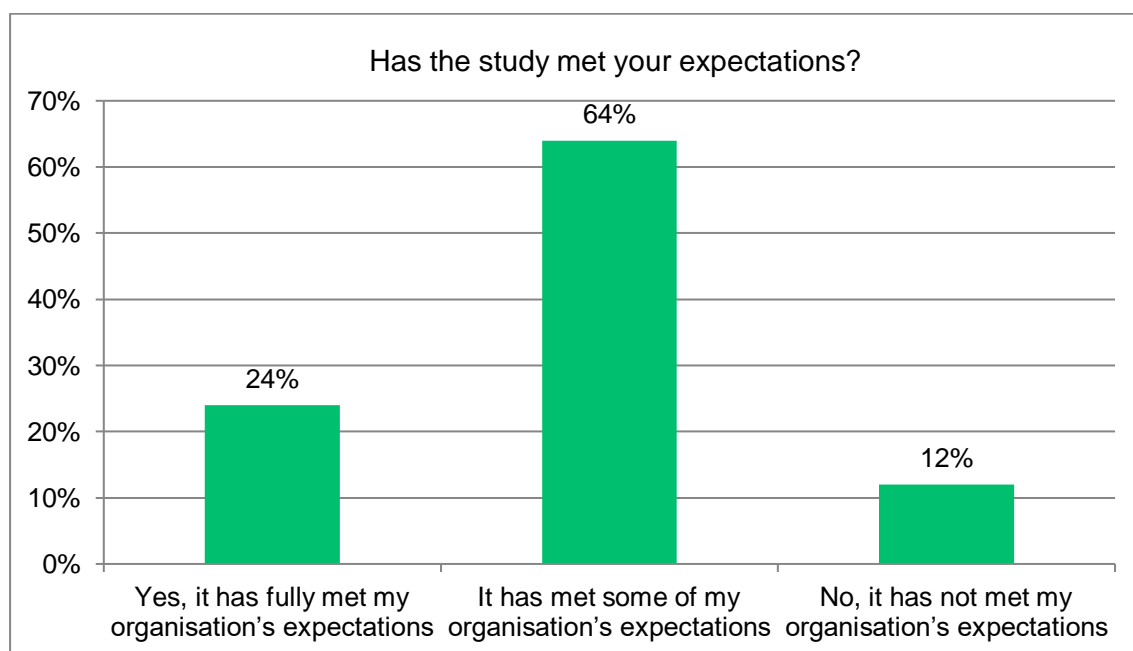
**Figure 4-6 Organisations: Strategic Transport Options**

#### 4.4.4 Feedback on Study Process

Nearly 80% of organisations felt that the study had engaged “well” or “very well” with stakeholders. Many organisations felt that the engagement process was thorough and effective. Three organisations highlighted that the Working Groups worked well, with one of these organisations noting that they appreciated being involved given that they are a relatively small group. Another organisation noted that it was evident that the consultation process was effective as the major concerns were captured and brought forward. Conversely, some organisations identified opportunities for improving awareness of the study, and for greater stakeholder involvement at the option sifting stage.

#### 4.4.5 Expectations

As shown in Figure 4-7, over 60% of the organisations noted that the study had met some of their expectations, with just under 25% noting that their expectations had been “fully met”. Three organisations noted that their expectations had not been met.



**Figure 4-7 Organisations: Expectations**

## 4.5 Organisations: Open Ended Questions

### 4.5.1 **Climate Change**

Organisations also highlighted that there was no mention of the Climate Emergency in the draft report.

### 4.5.2 **Active Travel**

Some organisations suggested that greater emphasis could be given to the opportunities that better active travel infrastructure could bring to the area, especially active travel tourism.

### 4.5.3 **Public Transport**

Some organisations noted that the priority of the area should be to re-open the railway line between Dumfries and Stranraer. It was felt that this would have a transformative effect on public transport across the region, encouraging people to shift from car to rail, reduce traffic along the A75, improve the environment and could reduce the number of accidents.

It was highlighted that there needs to be a comprehensive plan to improve bus services in the area, with a number of organisations stating that consideration should be given to strategic bus improvement packages.

### 4.5.4 **Roads**

A number of organisations commented that the decision not to take forward the option to dual the A75 and A77 was disappointing and short-sighted.

Again, it was suggested that the negative impacts caused by passing traffic for those living along the A75 and A77 routes was not fully considered in the draft report, with some stakeholders outlining the view that these options had been sifted prematurely and should be subject to further study on feasibility and cost.

It was suggested that TPO2, which aims to reduce accident rates, should not just focus on trunk roads but on collisions affecting vulnerable road users, regardless of which roads they are using.

### 4.5.5 **Economy**

Some organisations noted that the opportunities for the local economy, tourism and international trade if significant improvements were made to the transport network were not captured. They highlighted that both the A75 and A77 roads are of huge strategic importance to the economy of the area and Scotland and needed to be upgraded to dual carriageway standard.

### 4.5.6 **Other Comments**

A number of other comments were provided relating to issues out with the scope of the SWSTS. For example, a number of stakeholders highlighted that the anticipated benefits of specific options were not fully considered; the assessment of benefits will be covered through future stages of the STAG process. Similarly, it was highlighted that there had been no specific cost analysis of the potential impacts to the region of losing ferry traffic to alternative crossing routes elsewhere. It is to be noted that providing an analysis of costs is not within the remit of the Initial Appraisal: Case for Change stage.

## 4.6 Additional Responses

In addition to responses received directly through the online survey, a number of organisations and members of the public provided additional commentary. These represent a cross section of opinion and reflect the range of views held with regards to the study.

It was stated by some that although environmental concerns relating to dualling of the A75 and A77 are well documented and understood, this should not result in full dualling options being sifted out at this stage, particularly when a detailed costing exercise has not been undertaken. Respondents sharing this view also generally acknowledge that full dualling of these routes, whilst unlikely in the short term, should be a long-term ambition which can be aided by implementing shorter term measures such as bypasses, dualling sections of the road and realignment / straightening. One response provided detailed 'Top Ten' improvements for the A75 and A77 for consideration, which included these options. It is further stated that any improvements / new infrastructure should be futureproofed to allow full dualling in future. The economic importance of dualling the routes was also highlighted.

Conversely, retaining full dualling options was not shared by all additional responses. Some respondents supported the implementation of a rail link between Dumfries and Stranraer rather than full dualling, whilst other

improvements to rail infrastructure were also highlighted. This includes a rail spur to Cairnryan to facilitate greater use of rail to transport ferry passengers and cargo. Other respondents highlighted their support for investment across a range of modes, including active travel, road and rail infrastructure.

Responses relating to correcting more minor details in the report, such as bus service numbers and rail operating hours, were also highlighted.

## 5. Summary

This report has provided a record of findings from the various elements of the Public and Stakeholder Engagement Programme for the South West Scotland Transport Study. The findings have been used to inform the Initial Appraisal: Case for Change report, and in particular the identification of problems and opportunities, the development of themes to inform the setting of Transport Planning Objectives (TPOs) and the generation of improvement options.

Feedback from a follow-up survey on the draft Initial Appraisal: Case for Change report, undertaken between June and September 2019, has also informed the production of the final Initial Appraisal: Case for Change report.