

# **Caledonian Maritime Assets Limited**



## **Port Ellen and Kennacraig Terminals Business Case Development**

**Consultation Summary Report**

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**Halcrow Group Limited**

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**Contents Amendment Record**

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1		Draft Final Report	15/1/09	MR
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# 1. Introduction

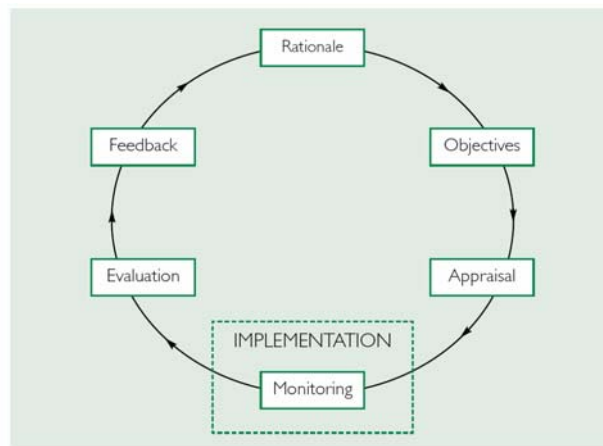
1.1 This summary report is prepared for Caledonian Maritime Assets Limited (CMAL) by Halcrow Group Limited to outline the key Problems, Opportunities, Issues and Constraints highlighted in the consultation exercise undertaken as part of the ‘Port Ellen and Kennacraig Business Case’. The report includes background information on the methodology employed, details key findings from the consultation exercises undertaken and explains the next stages in the development of the business case.

# 2. Background

2.1 The ‘Port Ellen and Kennacraig Business Case’ study methodology outlined follows the best practice traditional appraisal approach set out in the HM Treasury ‘Green Book’ Appraisal and Evaluation in Central Government and has been tailored specifically for the purposes of analysing the impact of infrastructure improvements at Port Ellen and Kennacraig. The approach will ensure that the Business Case for development at Port Ellen and Kennacraig can be established.

2.2 The analysis of impacts during appraisal informs the Rationale stage of a broad policy cycle that the Scottish Government formalise in the acronym ROAMEF (Rationale, Objectives, Appraisal, Monitoring, Evaluation and Feedback). This is shown below:

## 2.3 ROAMEF Cycle



2.4 The appraisal provides an assessment of whether the proposals for Port Ellen and Kennacraig are worthwhile and will clearly communicate the conclusions and recommendations for both.

2.5 The essential technique is options appraisal, whereby government intervention is validated, objectives are set, and options are created and reviewed, by analysing their costs and benefits.

Within this framework, cost-benefit analysis is recommended, with complementary best practice techniques to be used for weighing up those costs and benefits that remain unvalued.

### **Participation and Consultation**

2.6 The participation and consultation with key stakeholders is central to the development of the Port Ellen and Kennacraig Business Case. To ensure that the participation and consultation activities are effective and contribute positively to the study the following attributes outlined below have been adopted:

- (a) Explain the study process, avoiding the use of technical terminology where possible;
- (b) Explain the roles and responsibilities, encouraging shared ownership of the work being undertaken;
- (c) Be open so that those taking part understand the process and can see how their views are being taken into account;
- (d) Be proportionate in relation to the identification of problems, opportunities, issues and constraints being undertaken and to be addressed; and
- (e) Provide feedback to contributors wherever possible.

2.7 The Client Group and Halcrow identified the following groups of stakeholders for the participation and consultation activities:

- i. Adjoining property/land owners;
- ii. Residents;
- iii. Local community groups/representatives;
- iv. Local businesses;
- v. Tarbert Harbour Authority;
- vi. Port Ellen Harbour Association;
- vii. Argyll and Bute Council and HITRANS;
- viii. Caledonian Maritime Assets Limited (CMAL);
- ix. CalMac Ferries Limited (CFL);
- x. Highlands and Islands Enterprise (HIE);

xi. Scottish Government Ferries Division

2.8 The consultation programme undertaken included a series of telephone interviews, face to face interviews and three public drop-in sessions held in Tarbert, Bowmore and Port Ellen respectively. In addition, an online survey, accessible through the CMAL website ([www.cmassets.co.uk](http://www.cmassets.co.uk)), was utilised during the consultation period to open the process out to a wider audience. The programme is summarised below.

**2.9 Summary of consultation programme**

Consultation Exercise	Start Date	Finish Date	Location(s)	Venue
Telephone interviews	03/11/2008	09/12/2008	Various	-
Face to Face interviews	24/11/2008	28/11/2008	Various	-
Public Drop-in Session	24/11/2008	24/11/2008	Tarbert	Templar Arts Centre
Public Drop-in Session	25/11/2008	25/11/2008	Bowmore	Bowmore Hall
Public Drop-in Session	26/11/2008	26/11/2008	Port Ellen	Ramsay Hall
Online Survey	17/11/2008	12/12/2008	<a href="http://www.cmassets.co.uk">www.cmassets.co.uk</a>	-

2.10 The participation and consultation exercises sought views and information on problems, opportunities, issues and constraints, the outcomes sought and any other additional issues to be considered for the developments at Port Ellen and Kennacraig. The questions and information gathered regarding the existing facilities and their operation will include but are not limited to:

- a. Current level of travel between Port Ellen and Kennacraig;
- b. Passenger facilities;
- c. Parking;
- d. Marshalling;
- e. Capacity;
- f. Berthing;
- g. Impact of service reliability on residents, visitors and businesses;
- h. Traffic in and around Port Ellen;
- i. Access to Islay;

- j. Integration of transport between Port Ellen and Port Askaig;
  - k. Travel to/from Port Ellen and Kennacraig, Port Ellen and Port Askaig;
  - l. Opportunities created by any development;
  - m. Potential future demand for services and facilities by residents, visitors and businesses in absence of improvements and if improvements were made.
- 2.11 Additionally, all stakeholders were given the opportunity to discuss general views on the existing facilities and aspirations for the future including objectives and outcomes sought.
- 2.12 CMAL and CFL will continue to work closely with Halcrow as part of the study Steering Group.

### 3. Problems, Opportunities, Issues and Constraints; Key Findings

- 3.1 During the consultation process views were harvested through a series of telephone and face to face interviews, a series of drop-in sessions and through an online survey accessed through the CMAL website. This section outlines the problems, opportunities, issues and constraints highlighted during this process.
- 3.2 The key points are separated into those relating to Port Ellen and those specific to Kennacraig. This approach has been taken to clearly separate the key issues, where possible, on a site specific basis whilst recognising a number of points common to both locations.

#### **Key issues – Port Ellen**

##### **Access to / from Port Ellen harbour**

- 3.3 Poor vehicular access to and from Port Ellen terminal was raised as a key concern by the vast majority of stakeholders consulted. Concerns centred upon the proximity of the entrance to the terminal at Frederick Crescent.
- 3.4 The vehicular access issues largely relate to the lack of adequate marshalling, particularly for unaccompanied commercial vehicles and drop trailers. Lack of adequate parking and drop off areas are further contributory factors. These issues are discussed in further detail in this section.
- 3.5 It was noted that access to the harbour was frequently challenging due to the regular parking of trailers and commercial vehicles (CVs) along the section of Frederick Crescent directly outside the harbour and up to the junction with Charlotte Street. The main impact of trailers and CVs parking in this area was a reduction in the available passing space for cars and commercial vehicles attempting to access or exit the harbour area.
- 3.6 Access is further constrained by the width of the road at end of Frederick Crescent / the entrance to the terminal. Consultees noted that this problem was most acute at the bottleneck between the B&B accommodation at number 40 Frederick Crescent and the war memorial.
- 3.7 Congestion at the junction between Frederick Crescent and Charlotte Street was also highlighted, particularly at times when the ferry is in port and vehicles are arriving at and departing from the terminal.
- 3.8 The prevalence of the access problems cited above was perceived to increase the safety risk for private and commercial users, pedestrians and cyclists travelling in this area due to the conflict of movement between competing users. This situation was further witnessed by the consultation team.

### **Marshalling**

- 3.9 Inadequate marshalling space was recognised as a key contributor to the access problems experienced at Port Ellen. It was noted that this constraint can, at times, result in a conflict of movement between freight vehicles, private cars and even passengers to some extent.
- 3.10 Discussions with CFL highlighted the current size of the marshalling area at Port Ellen. Specifically, it was suggested that an appropriate marshalling area should represent at least 100% of the capacity of the vessels berthing at Port Ellen. CFL indicated that the current marshalling area at Port Ellen does not meet this requirement and was therefore inadequate for modern Ro-Ro ferry service operations.
- 3.11 It was further highlighted that due to the current capacity constraints of the marshalling area at Port Ellen, some vehicles wishing to board the vessel were often forced to queue outside the harbour area along Frederick Crescent. This problem was seen as being most acute on busy sailings and particularly during the peak summer period.
- 3.12 The layout of the limited marshalling area was noted as being generally poor. In particular, several respondents raised concerns about the lack of segregation for different vehicle types (commercial vehicles, cars and vehicles carrying dangerous goods) and the need for drivers and passengers to cross lines of traffic if they wished to reach the main terminal building.
- 3.13 A commonly held view amongst consultees was that marshalling areas need to be enlarged, improved, and more clearly marked, in order to service the growing traffic flow experienced at Port Ellen. Better separation of traffic types within the marshalling areas and additional space for dangerous loads was also highlighted.
- 3.14 A significant number of respondents indicated that improving the current marshalling area at Port Ellen was urgent due to the perceived safety risk linked to vehicle and passenger movement constraints and the current level of traffic flows.

### **Parking**

- 3.15 The related issue of parking at Port Ellen harbour was another key concern consistently raised during the consultation process. Generally, it was felt that parking at the harbour was inadequate / non existent both for cars and commercial vehicles.
- 3.16 More specifically, an absence of official parking at the harbour for ferry service customers was cited as a key reason for parking related problems outside the entrance to the harbour. Such problems were seen as being most acute along Frederick Crescent up to the junction with Charlotte Street.
- 3.17 It was also noted that the lack of official parking has encouraged unofficial parking in particular on the gravel covered area in front of the Harbour Association pontoons. This was noted for further perpetuating the access problems detailed above.

- 3.18 Provision of further dedicated ferry car parking space was viewed by many as an opportunity to relieve pressure from parking and the resulting bottlenecks in Frederick Crescent and at the junction with Charlotte Street. It was felt that parking should be provided to allow for adequate short term 'pick up and drop off' parking and longer term parking provision for those wishing to travel on the ferry as foot passengers.
- 3.19 It was also felt that additional parking would support further development of the yachting pontoons operated by Port Ellen Harbour Association.
- 3.20 Lack of space for lorry parking in and around the harbour was highlighted by a number of respondents. This included inadequate space for the parking of vehicles carrying freight in general and dangerous goods in particular. A lack of short-term laydown areas was also raised.
- 3.21 A further concern was the noise pollution currently created by refrigerated HGV's servicing the local shellfish sector. It was explained that such vehicles were occasionally left overnight in and around the harbour area.
- 3.22 A number of residents expressed the view that any new development should mitigate the impact of noise pollution created by overnight refrigerated HGV storage where possible. Provision of reefer points at the terminal was suggested as a partial solution.

### **Drop off and pickup area**

- 3.23 In terms of passenger access, the lack of any 'pick up and drop off' area at Port Ellen was highlighted by a number of respondents. It was further noted that provision of such a facility would be particularly desirable during periods of inclement weather.
- 3.24 It was particularly felt that vulnerable groups including the elderly and disabled would benefit from provision of a 'drop off and pickup' area through improved access. Current informal arrangements were viewed as further contributing to the general access and congestion problems highlighted above and also added to the perceived safety risk.
- 3.25 Lack of space for local bus access was also raised. In particular, it was highlighted that there is un-sufficient space for the local bus to easily manoeuvre and park onto its stopping area located outside the main terminal building.

### **Berthing**

- 3.26 The current berthing capacity at Port Ellen was highlighted as a constraint on the potential for scheduled ferry services to dock at the pier during a combination of certain weather conditions and berthing utilisation.
- 3.27 In particular, it was noted that berthing difficulties can occur at Port Ellen during strong south-westerly winds and relatively adverse sea conditions. Such weather conditions have often resulted in diversions to Port Askaig at the discretion of the vessel captains.

- 3.28 To serve the Islay Maltings factory in Port Ellen, a grain vessel regularly docks at Port Ellen, often alongside the ferry. It was highlighted by a number of respondents that the frequency of grain boat landings had increased in recent years in line with an increase in output of the local whisky industry.
- 3.29 More specifically, CFL indicated that grain boat landings had increased in the last couple of years from a frequency of approximately once every two to three months, to approximately once a fortnight. It was further explained that the more regular presence of the grain boat made berthing the ferry at Port Ellen increasingly difficult, particularly in poor weather and sea conditions due to the length of the existing pier.
- 3.30 It was further noted that the length of the grain vessel had generally increased in recent years. A CFL representative explained that the longer grain vessel effectively reduces the area available for the ferry to manoeuvre into and out from its berth. It was again suggested that such problems were exacerbated during periods of poor weather and sea conditions.
- 3.31 In general it was suggested that a combination of local sea and weather conditions coupled with the increasing presence of the grain boat had increased the number of diversions from Port Ellen to Port Askaig on the other side of the island. However, despite its limitations, the majority of respondents highlighted the importance of the continued operation of Port Ellen in order to maintain service reliability.
- 3.32 A number of respondents highlighted the fact that many of the other islands served by the CalMac network also have at least two ferry access points (examples cited included Arran, Mull and the Western Isles). It was suggested that Islay should similarly retain two functioning ferry access points as this was perceived as important to maintain route flexibility and support service reliability.
- 3.33 An overwhelming majority of respondents expressed the view that Port Ellen should continue to be operational (alongside Port Askaig) to allow for such weather conditions and berthing constraints to enable the current levels of service reliability and flexibility to be maintained. This suggests that the berthing capacity offered by Port Ellen and the resulting high levels of service reliability may be highly valued by the local community.

### **Service operation**

- 3.34 Discussions with stakeholders generally and CFL specifically highlighted the growing number of sailings on the Kennacraig – Port Ellen route. Table 1 below shows that sailings have grown from 479 per annum in 2001/02 to nearly 900 in 2007/08.
- 3.35 CFL explained that the general growth in services can largely be attributed to the introduction of a two vessel service in 2005. This has resulted in an increased number of sailings particularly in the winter timetable schedule.

- 3.36 Generally, the quality of the service between Islay and the mainland was highly praised for its reliability, flexibility and dependability, particularly during adverse weather conditions. This view was common amongst local businesses, community groups and individuals interviewed during the consultation exercise.
- 3.37 The growing number of diversions over the last couple of years on sailings destined for Port Ellen to another port (often Port Askaig) was consistently highlighted by a majority of respondents. It was explained that this can create problems for deliveries to local businesses, onward transportation of foot passengers and increased uncertainty for travellers planning their onward journeys.
- 3.38 Statistics supplied by CFL, displayed in Table 1 below, show that in the financial years 2006/07 and 2007/08, 13.89% and 15.36% of all departures from Kennacraig were diverted from Port Ellen to other locations (often Port Askaig). This compares unfavourably to the period 2001 – 2006 in which diversions (and sailings) were relatively lower and ranged from 0.18% to 2.04% of all sailings.

**Table 1: Kennacraig – Port Ellen Sailings Data**

Port	Destination	Fiscal Year	Total Sailings	% Cancelled	% Diverted
Kennacraig	Port Ellen	2001/02	479	0.42	0.42
		2002/03	491	0.81	2.04
		2003/04	555	1.08	0.18
		2004/05	628	0.80	0.48
		2005/06	597	1.01	0.50
		2006/07	612	1.14	13.89
		2007/08	892	1.23	15.36

- 3.39 It has been suggested by CFL that the increase in diversions at Port Ellen is directly related to the increased number of grain boat landings at Port Ellen and the associated berthing problems for the vessels operating the route, discussed in detail above (see 3.28).
- 3.40 Planned departures from Port Ellen have also been affected by diversions. Table 2 below shows that in the fiscal years 2006/07 & 2007/08 diversions reached 13.73% and 14.51% respectively. This shows that a significant proportion of sailings which were scheduled to leave from Port Ellen, in practice departed from Port Askaig, which is to be expected if the incoming boat was diverted there.
- 3.41 Diversions in terms of departures from Port Ellen have increased significantly from the 2001 – 2006 period where they peaked at 2.04% in 2002/03 to 13.73% and 14.51% in 2006/07 and 2007/08 respectively. Similarly, it was suggested by CFL that the increased number of departures switched from Port Ellen to Port Askaig may be directly related to an increase in the number of grain vessel landings at Port Ellen.

**Table 2: Port Ellen – Kennacraig Sailings Data**

Port	Destination	Fiscal Year	Total Sailings	% Cancelled	% Diverted
Port Ellen	Kennacraig	2001/02	477	0.42	0.42
		2002/03	491	0.81	2.04
		2003/04	556	1.08	0.18
		2004/05	629	0.95	0.48
		2005/06	600	1.33	0.50
		2006/07	612	1.63	13.73
		2007/08	896	1.56	14.51

- 3.42 Notably, cancellations of services to and from Port Ellen remain relatively low. It was consistently highlighted during the consultation process that the availability of two operational ports on Islay supported the reliability of the service. This view is further supported by the diversion and cancellation figures.

### **Passenger Facilities**

- 3.43 Generally, the passenger facilities at Port Ellen were viewed as inadequate, cramped and not suitable for the passenger volumes experienced at the terminal.
- 3.44 In particular, it was commonly stated that size of the waiting room was inadequate and that the seating area should be increased and improved. Some individuals also noted that there was limited space for those wishing to bring luggage into the terminal building.
- 3.45 The toilet facilities at Port Ellen were highlighted as being particularly cramped and limited to only one male and one female toilet. Several respondents praised the upkeep and cleanliness of the facility, but in general it was felt that the toilet facilities were inadequate.
- 3.46 Currently there are no vending machines or catering facilities at Port Ellen. A number of respondents commented on the lack of vending & catering facilities. Generally it was felt that even the minimal provision of such services would improve the passenger experience.
- 3.47 The office space available for CFL staff providing information and other passenger services was viewed as being cramped, inadequate and not conducive to an effective working environment. The lack of a separate staff toilet was also raised.

### **Pedestrian access to / from the vessel**

- 3.48 A number of consultees highlighted the lack of covered pedestrian access both to and from the terminal building to the vessel. It was noted that such a facility would be particularly desirable during periods of inclement weather and would particularly benefit vulnerable groups including the disabled and elderly.
- 3.49 A further point was consistently raised concerning passenger access to the terminal building. It was noted that due to the current set up of the port, conflict of movement between passengers, cars and commercial vehicles was almost unavoidable due to the constraints on the marshalling area (discussed above), the narrow exit route for vehicles exiting the vessel and the lack of a segregated pedestrian walkway from Frederick Crescent to the terminal building.
- 3.50 The consultant engineers highlighted that there are existing Disability Discrimination Act (DDA) compliance issues at Port Ellen and access to and from the ferry from the terminal building pose a number of challenges for vulnerable travellers.

### **Pedestrian access to / from Port Ellen terminal**

- 3.51 Pedestrian access both to and from the harbour was generally rated as poor by a majority of respondents. It appears that this problem is further exacerbated by the vehicle access, parking and marshalling issues discussed above. A number of respondents highlighted

perceived safety issues in relation to pedestrian access and the conflict of vehicle movements experienced at Port Ellen.

### **Additional Considerations**

#### **Neighbouring Properties;**

- 3.52 Residents from the neighbouring properties in Frederick Crescent have raised a number of issues about any further development of Port Ellen. The key issues commonly raised by these individuals is summarised below;
- 3.53 The issue of commercial vehicles and trailers regularly parking on Frederick Crescent, as they await movement to and from the terminal, was highlighted by residents. It was noted that this frequently meant that the forward looking views from these properties were negatively impacted by parked commercial vehicles and trailers.
- 3.54 Residents also expressed perceived safety fears when entering or exiting the street by car, linked to the associated problems with commercial vehicles and trailers being regularly left on a residential street.
- 3.55 A further common concern amongst neighbouring property owners was that any potential new development at Port Ellen would negatively impact on the views from the rear of the properties on Frederick Crescent. In particular most residents were keen to preserve aspects from the rear of their properties out towards the nearby lighthouse.
- 3.56 Concern was raised about any potential new development becoming a 'lorry park'. Such views were linked to the perceived potential negative visual impact of wagons and trailers parked in the harbour area.
- 3.57 Further concerns linked to any further development of Port Ellen are that soil erosion currently caused by the sea at gardens to the rear of the properties in question would become worse. Concern over increased build up of rubbish and debris from the sea was also raised.

#### **Grain landing agreement;**

- 3.58 Port Ellen is regularly used by grain vessels who supply the local maltings factory which is a short distance from the port. The drinks firm Diageo has an agreement with CMAL in connection with arrangements for unloading grain at Port Ellen which runs until 2023. The main impact of this agreement is that any potential redevelopment of Port Ellen will have to continue to incorporate facilities for grain landing alongside the ferry terminal.

#### **Supporting Key Industries;**

- 3.59 The maltings factory, supplied with grain landed at Port Ellen, is owned and operated by Diageo who are a major employer on Islay and have a pivotal role in the local economy by supplying malted barley to distilleries throughout the island (including those operated by rival producers).

- 3.60 The consultation highlighted the fact that demand for premium whisky produced on Islay has grown steadily over recent years and its produce represents a key Scottish export. The success of the whisky industry has naturally increased the local demand for grain, leading to greater volume and more regular shipments being landed at Port Ellen.
- 3.61 Port Ellen is the only port on Islay where grain is imported via a dedicated grain vessel. A number of consultees suggested that if Port Ellen did not provide berthing for the grain vessel, the number of HGV's using the ferry service would need to increase to service the demand for grain.
- 3.62 It was also highlighted that a significant quantity of additional and specialist grains were currently imported to Islay by HGV via the ferry. Generally, it was felt that two operational ports, incorporating grain landing facilities at Port Ellen, were required to support the operational effectiveness of the whisky production facilities based on Islay. Several respondents indicated that they felt the whisky industry would suffer if the island only had one operational port.
- 3.63 A number of respondents also cited the example of recent additional road freight deliveries of oil via the ferry as a justification for having the flexibility and service reliability of two ports which can effectively service the local distilleries. Additional road tanker deliveries of oil have been necessary in recent years due to oil tanker vessel berthing difficulties at Bruiclaidich pier on Islay and the success of the local whisky industry in general.
- 3.64 The growing tourist industry was also highlighted by several respondents. It was noted that the tourist season in Islay was much longer than on many other Scottish islands due to the almost year round whisky tourism and bird watching opportunities. Some suggested that this provides further justification for the ongoing provision of two ports on Islay and the associated service reliability benefits.

### **Phasing of construction;**

- 3.65 The potential phasing of any development options to keep Port Ellen operational during construction and help maintain service frequency was highlighted during the consultation process. It was commonly suggested that, if possible, Port Ellen terminal should be kept operational during any planned new development construction.

### **Key issues – Kennacraig**

#### **Access to / from Kennacraig terminal**

- 3.66 Poor access to and from Kennacraig harbour was raised as a key concern by a significant number of consultees. The main terminal 'island' is linked to the road network via a relatively narrow single lane causeway.

- 3.67 Respondents explained that they often had to stop at either side of the causeway to allow for the safe passage of oncoming vehicles. It was suggested that the result of such actions frequently cause traffic bottlenecks at either end of the causeway restricting the flow of traffic in the terminal and the A83 trunk road.
- 3.68 In terms of vehicles attempting to enter the causeway from the A83, the single lane width of the causeway was cited as a constraint on access to the main terminal island. For vehicles exiting from the main terminal island at Kennacraig onto the causeway, the single lane width of the causeway was cited as a constraint on access to the A83 and beyond.
- 3.69 Respondents noted that access constraints, caused by the bottlenecks at the causeway, were most evident when the ferry was docked. At such times, it was suggested that conflict was much more likely between those vehicles exiting the terminal and those attempting to enter the terminal.
- 3.70 It was further highlighted that the causeway was often subject to flooding during high tides. Respondents noted the obvious dangers this presents for vehicles and passengers attempting to access the main terminal island. It was suggested that any future developments at Kennacraig consider raising the height of the causeway further above sea level to reduce this problem.
- 3.71 Potential access for emergency services vehicles to the main terminal island via the causeway was also raised as a concern by CFL. It was recognised that the congestion and bottleneck problems on the causeway could potentially restrict access by the emergency services in the event of any incident.
- 3.72 Several consultees also highlighted the potential opportunity to widen the causeway to allow for two lanes of traffic to pass freely. Generally it was felt that this would reduce the common bottlenecks at either end of the causeway.
- 3.73 The prevalence of the access problems cited above was perceived to increase the safety risk when travelling in this area for private and commercial users, pedestrians and cyclists. This was related to the regular conflict of movement between competing users, restricted traffic flows and the general condition of the causeway.

### **Marshalling**

- 3.74 A commonly held view amongst consultees was that marshalling areas need to be enlarged, improved, and more clearly marked, in order to service the growth in traffic volumes experienced at Kennacraig.
- 3.75 Discussions with CFL highlighted the size of the marshalling area at Kennacraig. Specifically, it was suggested that an appropriate marshalling area should represent at least

100% of the capacity of the vessels berthing at Kennacraig. CFL suggested that the current marshalling area at Kennacraig may not currently meet this requirement.

- 3.76 Improved separation of traffic types within the marshalling areas and additional space for dangerous loads was also highlighted. Generally it was felt that provision for dangerous goods was not adequate given the volume of traffic experienced at Kennacraig.
- 3.77 A number of respondents raised concerns that the inadequacies of the marshalling area may pose a safety risk linked to vehicle and passenger movement constraints and current level of traffic flows.
- 3.78 Inadequate marshalling space was recognised as a key contributor to the access problems experienced at Kennacraig. It was noted that this constraint can, at times, result in a conflict of movement between freight vehicles, private cars and even passengers to some extent.

### **Parking**

- 3.79 Parking at Kennacraig was generally viewed as inadequate both for cars and commercial vehicles alike. Common views often related to the parking area being unclearly marked out, poorly surfaced and lighting being insufficient.
- 3.80 Unofficial parking of commercial vehicles and trailers at the exit and entrance to the causeway was further highlighted by respondents. The presence of commercial vehicles and trailers in these areas often further exacerbates the access problems discussed above.
- 3.81 A number of respondents highlighted the need for overnight commercial vehicle parking at Kennacraig. The lack of overnight CV parking was cited as contributor to problems linked to such vehicles parking in the nearby village of Tarbert.
- 3.82 The car parking area at the rear of the terminal building was highlighted as being particularly poor. It was noted that unofficial parking on the rough ground in this area had developed as traffic volumes at Kennacraig had increased over time.
- 3.83 CFL noted that demand for car parking at Kennacraig had grown alongside increasing ferry services. They suggested that demand for parking had increased both amongst visitors to Islay wishing to leave their vehicle at the terminal area and by residents of Islay who wish to use their vehicle on return to the mainland. It was noted that the current capacity, layout and quality of the parking facilities were not adequate to satisfy this demand at all times.
- 3.84 The safety of vehicles parked at Kennacraig was raised by a number of consultees in connection with a spate of recent break-ins and vehicle thefts from the car parking area. Generally it was felt that the layout, poor lighting, quiet /remote location and lack of suitable CCTV may have been contributory factors in these crimes.

3.85 Lack of staff parking at the terminal was highlighted by CFL. It was felt that a separate area should be allocated at the terminal with enough capacity to accommodate shore based staff and the vessel crews.

3.86 In addition to the general condition of the parking area, several respondents noted that layout of the car parking area was poor. Generally, it was felt that this aspect could be improved to make the terminal more user-friendly for local travellers and visitors alike.

### **Drop off and Pick up**

3.87 In terms of passenger access, the lack of any 'pick up and drop off' area at Kennacraig was highlighted. It was further noted that provision of such a facility would be particularly desirable in periods of inclement weather.

3.88 It was specifically felt that vulnerable groups including the elderly and disabled would benefit from provision of a 'drop off and pickup' area through improved access. Current informal arrangements were viewed as further contributing to the general access and congestion problems highlighted and also carry a further perceived safety risk.

### **Passenger Facilities**

3.89 Generally, the passenger facilities at Kennacraig were viewed as inadequate, too small and not suitable for the passenger volumes experienced at the terminal. However, in comparison to the passenger facilities at Port Ellen, Kennacraig was generally regarded as a marginally better facility.

3.90 The toilet facilities, waiting room and seating area were generally viewed as being of better-quality than those found at Port Ellen, but not totally suitable or adequate for a modern ferry terminal. A number of respondents suggested that Kennacraig should be upgraded to incorporate retail space, passenger facilities and further tourist information provision.

3.91 Most respondents were content with the vending facilities at Kennacraig. However, it was generally felt that the provision of food and drinks could be improved through a better and increased range of vending facilities. Many respondents also suggested that the provision of an outlet serving hot food and beverages would be welcomed.

### **Pedestrian Access to / from Ferry**

3.92 A number of consultees highlighted the lack of covered pedestrian access both to and from the terminal building to the vessel. It was noted that such a facility would be particularly desirable during periods of inclement weather.

3.93 A further point was consistently raised concerning passenger access to the terminal building. It was highlighted that due to the current set up of the port conflict of movement between passengers, cars and commercial vehicles was likely due to the constraints on the marshalling area. Concern was raised about the need for vehicle passengers and drivers to cross lines of unsegregated and potentially oncoming traffic if they wish to access the terminal building.

3.94 The current position of the existing terminal building was raised as a concern by CFL in terms of pedestrian access. It was suggested that the terminal building was not located in the optimal position resulting in the need for drivers and passengers to cross the marshalling area and potentially oncoming traffic should they wish to access the terminal building.

3.95 It was further suggested by CFL that any redevelopment of Kennacraig should include the relocation of the terminal building to a more appropriate position on the site which minimises the potential for conflict of movement between pedestrians, cars and commercial vehicles.

### **Berthing**

3.96 During the consultation process, concern was raised that the new vessel ordered for the Kennacraig – Islay route (currently under construction in Poland) would face certain difficulties when attempting to dock at Kennacraig due to the relatively wider berth and depth of the new vessel.

3.97 In particular a submerged barge close to the linkspan was highlighted as a hazard which would be of increasing concern due to the greater dimensions of the new vessel. It was strongly suggested that the barge should be removed or moved, in order to allow the new vessel to dock safely at Kennacraig.

3.98 It was further suggested that redevelopment of Kennacraig should involve moving the linkspan into deeper water. Similarly it was indicated that this would allow for much easier berthing of the new vessel and also increase compatibility with other vessels in the fleet.

### **Additional Considerations**

#### **General storage;**

3.99 It was highlighted during the consultation that storage facilities at Kennacraig for items utilised onboard the vessel(s) including provisions, consumables, vessel shop supplies, machinery, spare parts, paint, oil etc, was currently insufficient for the level of traffic experienced on the route. It was suggested that any new development should incorporate a more substantial storage area.

#### **Waste storage;**

3.100 The size of the general waste storage area at Kennacraig was noted as being inadequate by CFL. It was felt that the waste storage facility should be of a suitable size to accommodate the growing amount of waste generated by current ferry services.

3.101 The growing need to recycle general waste linked to environmental concerns was further noted. Similarly, it was felt that any new development should be able to incorporate appropriate recycling facilities and that any such facilities should be easily accessible by local service vehicles.

3.102 Inadequate provision of waste oil disposal facilities was further highlighted by CFL. It was suggested that any further development at Kennacraig should incorporate improved waste oil storage / disposal facilities.

**Gateway to Islay concept;**

3.103 A shared view of several respondents was that the facilities at Kennacraig should be upgraded to reflect its position as a gateway to Islay, both for residents and visitors to the island alike. It was further suggested that the terminal should be used to promote local businesses including the whisky and tourist related industries.

**Phasing of construction;**

3.104 The potential phasing of any development options to keep Kennacraig operational during construction and help maintain service frequency was highlighted during the consultation process. It was commonly suggested that, if possible, Kennacraig terminal should be kept operational during any planned new development construction.

**Redevelop Kennacraig first;**

3.105 A number of consultees suggested that any potential redevelopment of Kennacraig should commence ahead of any potential redevelopment of Port Ellen terminal. It was noted that the potential phasing options for any future development at both Kennacraig and Port Ellen will be subject to a separate detailed study and report.

3.106 Common reasons put forward to support this suggestion include;

3.107 The availability of Port Askaig as an alternative to Port Ellen,

3.108 The apparent existence of fewer, while still significant, issues at Kennacraig compared to Port Ellen.

3.109 The presumed existence of fewer planning and development issues at Kennacraig due to the relatively remote secluded location, compared to the village location of Port Ellen terminal.

## 4. Problems, Opportunities, Issues and Constraints; Online survey findings

- 4.1 This section summarises the findings of the online survey undertaken as part of the consultation process. The aim of the online survey was to open out the consultation process to a wider audience. It was specifically designed to investigate the problems, opportunities, issues and constraints pertaining to Port Ellen and Kennacraig, and support the face to face and telephone interviews undertaken.
- 4.2 The online survey was available to the general public and businesses alike through the CMAL website ([www.cmassets.co.uk](http://www.cmassets.co.uk)). Access to the survey was available from the 17<sup>th</sup> of November 2008 until the 12<sup>th</sup> of December 2008.
- 4.3 The results shown below further contributed to the key findings discussed earlier in section 3. It should be noted that the relatively small online survey sample, described in more detail below, was taken into consideration by the consultation team in assessing contribution towards the aforementioned key findings.

### Background on the online survey sample;

- 4.4 A total of 26 people responded to the online survey. This consisted of 10 visitors to Islay, 6 residents of Islay, 5 mainland residents, 3 business representatives and 2 residents of Jura. The survey sample is summarised in Table 1 below.

Table 1: Survey sample by user type

		Frequency	Percent
Valid	Business	3	11.5
	Individual (resident on Islay)	6	23.1
	Individual (resident on mainland)	5	19.2
	Individual (visitor to Islay)	10	38.5
	Individual (resident on Jura)	2	7.7
	Total	26	100.0

- 4.5 Through the online survey ratings were sought on various aspects of the current facilities including usage patterns, passenger facilities, travel to and from Islay and the potential impacts of port facility improvements. A summary of the key findings is provided below.

### Usage of Port Ellen & Kennacraig

- 4.6 At both terminals, a small number of respondents indicated that their usage of the facilities had increased in recent years, with a more significant number of respondents indicating their usage had stayed the same over the same period. At both terminals there was some suggestion that respondents would like to make greater use of the facilities at Kennacraig and Port Ellen in the future, with a significant proportion replying 'maybe' and a smaller number

responding ‘definitely’ to greater future usage. Generally, the results collected appear to indicate that usage of Port Ellen and Kennacraig is not expected to increase significantly amongst those sampled.

### **Passenger facilities**

4.7 In terms of passenger facilities at Port Ellen a number of elements generally received a negative rating including the waiting area, toilets and vending facilities (non existent). Generally positive ratings were given to information Provision and Ticket Sales. Notably, parking provision, or lack of it, was given the poorest rating of all passenger facilities at Port Ellen.

4.8 At Kennacraig, a number of passenger facilities also generally received a negative rating including the waiting area and toilets. More positive ratings were given to elements including vending facilities, information provision and ticket sales. A small majority of respondents also rated the parking capacity at Kennacraig positively. In general, the ratings of the passenger facilities at Kennacraig displayed a greater spread than those received in connection with Port Ellen. This suggests a greater strength of feeling about passenger facilities at Port Ellen compared to Kennacraig amongst those sampled.

### **Travel to and from Islay**

4.9 With a focus on travel to and from Islay respondents were asked to rate the level of congestion they had experienced at Port Ellen and Kennacraig. The results show mixed experiences of congestion at Port Ellen and a leaning towards congestion being insignificant at Kennacraig. These results are somewhat surprising given the findings of the telephone and face to face consultations which suggested congestion was a problem close to sailing times at both locations.

### **Port facility improvements**

4.10 Respondents indicated that their highest preference for investment priorities included development of the waiting facilities and parking capacity at Port Ellen. These two investment priorities were recommended most frequently in both the first and second most important investment priorities highlighted by the respondents. Other priorities for investment included Port Ellen - Berthing capacity / Port Size, Kennacraig - Covered Passenger access to vessel, Kennacraig - Causeway Widening and Both Ports – Waiting Areas.

4.11 Under the assumption that there was no investment at Port Ellen and Kennacraig, a range of views on the potential negative impact on factors including business activity, visitor numbers, employment and the local population, were sought. The results show a wide range of ratings from insignificant to extremely negative, with no clear trends in either extreme. This suggests that, amongst the sample, there were no strong consistent views that no further investment would have a negative impact on business activity, visitor numbers, employment and the local population.

## 5. Conclusions

- 5.1 The aim of the consultation exercise was to harvest opinions and highlight the perceived key problems, opportunities, issues and constraints at Port Ellen and Kennacraig. A number of consistent themes emerged which are pertinent, to differing degrees, at both locations including vehicular and passenger access issues, vessel berthing constraints, insufficient marshalling and parking, and inadequate passenger facilities.
- 5.2 Notably, the majority of the issues raised have grown in significance following service enhancements and the introduction of a two vessel service on the Kennacraig – Islay route. This has coincided with growing traffic on the route and growing commercial trade with the island of Islay.
- 5.3 The evidence collected through the face to face and telephone consultations has been further supported by online questionnaire results. Specifically, the need to improve vehicular and passenger access, vessel berthing capacity, marshalling, parking, and passenger facilities at both locations was further supported by the online survey results.
- 5.4 The next stage in development of the Port Ellen & Kennacraig business case will be to clearly set out the desired outcomes and objectives (possibly supported by a set of sub-objectives) for the developments in order to identify and present the full range of options that are available to these developments.
- 5.5 A key part of this stage is the generation and definition of objectives to address the problems, issues, opportunities and constraints highlighted during the consultation exercise. The generation and definition of options will further draw upon technical expertise and understanding of the sites in question whilst using the results of the consultation exercise to inform the development of appropriate options. The options developed will further seek to realise the key opportunities highlighted, whilst taking cognisance of related issues and constraints.

