

Visitor Management

SEASON REVIEW 2021

The logo for National Park Ranger is displayed on a dark background. The words "NATIONAL PARK" are in a smaller, yellow, sans-serif font at the top. Below them, the word "RANGER" is written in a large, bold, yellow-outlined font with a stylized, blocky design.

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1. Executive Summary

Following the visitor management challenges of 2020 with lockdown easing at the height of summer and a significant increase in visitor numbers to the National Park resulting in a number of visitor pressures, extensive preparation went into supporting responsible visiting and managing impacts in 2021.

As a result of continued disruption to international travel, this season once again saw the majority of visitors coming from Scotland and the UK, with large numbers of people enjoying the outdoor recreation opportunities and connections to nature offered in the National Park.

The weather also played a part with Scotland experiencing one of its hottest summers on record.

The National Park Safe Recovery Action Group (NPSRAG) established in 2020 continued this year and a Joint Response Visitor Management

Plan (JRVMP) was developed ahead of lockdown restrictions easing in April 2021.

There was also a greater level of coordination on visitor management at a national level and funding made available to priority locations, including Loch Lomond & The Trossachs National Park, to support this.

The JRVMP covered three work streams:

- ▶ Information and Engagement
- ▶ Services and Infrastructure
- ▶ Regulation and Enforcement

INFORMATION & ENGAGEMENT

The National Park Authority website was the main hub for visitor information, providing up to date advice on COVID-19 guidance, information on the availability of visitor facilities such as car parks and toilets, and advice for enjoying the National Park responsibly.

The website saw a 5% increase on the same period last year with UK-based visitors making up over 90% of all website visits. The most popular pages were those providing information on camping, walking routes and other outdoor activities. The camping section of the website saw a 3% increase in traffic with over 500,000 page views in total.

A live car park status service was provided at weekends. This webpage was visited nearly

106,000 times (an increase of 17.64% this season) and the combined reach of social media posts on car parks was over one million.

We ran a series of campaigns to inspire responsible visiting and these covered the key themes of planning ahead, litter and responsible toileting, water safety, alternative destinations and sustainable travel.

Proactive media coverage was sought through a series of press releases at peak times to encourage planning ahead and to share advice on camping, fire safety, litter and water safety. Over the course of the season, Park Authority representatives conducted 26 TV and radio interviews and partners also conducted media interviews.

Water safety was a significant topic for communications this year, particularly following the series of tragic drownings in late July. Water safety advice posts on social media had a combined reach of over one million people and over 50,000 engagements across all platforms. An updated water safety web page had over 4,500 page views in the summer months and a series of media releases, statements and interviews were carried out.

There was further emphasis on stakeholder engagement this season with monthly email newsletters, pre-season and mid-season stakeholder briefing sessions and information packs as well as a number of place-based meetings including four new local visitor management groups established.

All NPSRAG partners increased staff resources and deployment within the National Park this season ensuring a greater presence and more face to face engagement with visitors.

For example, the National Park Authority increased its Seasonal Ranger deployment from 32 in 2020 to 56 in 2021 and recruited three dedicated Environment Officers to tackle litter and flytipping. Forestry and Land Scotland recruited eight seasonal wardens, while Argyll and Bute Council and Stirling Council both recruited additional parking enforcement staff.

Through national funding streams, Community Wardens and Seasonal Rangers were also recruited by Cashel Forest Trust, Strathfillan Development Trust, and Arrochar Community Development Trust working with the Friends of Loch Lomond and the Trossachs.

Volunteer Rangers contributed 1660 hours to visitor management tasks including lifting 512 bags of litter over the course of the season.

There was an increase in the amount of litter recorded and removed this season. More litter (1,591 bags) was removed by the National Park Authority in 2021 than in the previous two years combined (1,230). It should be noted that this includes the shorter 2020 season.

There was greater coordination with partners on litter collections this year but litter continued to be an issue at many popular locations and further strategic collaboration is needed longer term.

The National Park Authority invested £156,000 to provide temporary toilets and extra cleaning to support the high volume of visitors.

The 'What to do when you need to poo' campaign was expanded this season to provide interventions and information to encourage responsible toileting in the outdoors, particularly at camping permit areas. The number of trial sites increased from three in 2019 to ten sites in 2021. And 90% of campers who responded to targeted surveys on this indicated the intervention on site was easy or very easy to use.

Pressures caused by significant numbers of vehicles at popular destinations, particularly hillwalking locations, resulted in irresponsible parking and congestion.

Variable Message Signage was installed at key locations to advise people in advance of parking availability and road closures.

Two new car parks, at Forestry and Land Scotland's Rowardennan site and a new Luss Estates operated car park in Luss, provided extra spaces at pressured sites on East and West Loch Lomond.

As well as communications campaigns to encourage people to try alternative walks and public transport options, a new [Journey Planner app](#) was launched in September 2021 to make it easier for people to see all travel options in one place and the carbon impacts of each journey.

The Duncan Mills Memorial Slipway in Balloch saw 1,507 new registrations with 2,931 re-registering their craft for loch use.

2021 was the busiest season for camping and motorhome permit areas since the introduction of the Camping Management Byelaws in 2017. Since then, camping permit area bookings have increased by 142% (8,751 more bookings), and people using permit areas increased by 131% (19,565 more people).

A higher number of people responded to camping satisfaction feedback surveys, with 93% of those responding indicating they would be likely or very likely to recommend camping in a permit area. A significant 99% said they would be likely or very likely to recommend Loch Chon campsite and 97% likely or very likely to recommend Loch Achray campsite.

Forestry and Land Scotland's Stay the Night scheme allowing motorhomes to stay overnight in their car parks continued in 2021 at seven locations within the National Park. More than 900 campervans and motorhomes were observed in these sites between May and October, with Ardentinnny being a particularly busy site accounting for over 430 vehicles.

A National Park water safety project continued into 2021 with the introduction of a water safety policy and installation of new signage and public rescue equipment.

The National Park Authority and partners accelerated their joint work on water safety following a series of tragic deaths on the water in July, resulting in a number of additional measures and actions undertaken including further signage and PRE, increased awareness raising activity and training for partner staff.

REGULATION AND ENFORCEMENT

Between April and September National Park Rangers carried out 1,378 regular patrols and 198 focused patrols on land and water, up from 364 patrols over the shorter 2020 season.

Additional staff resources enabled further targeted patrolling in hotspot areas at South Loch Venachar, St Fillans and Luss, as well as additional patrols in the Cowal and Strathard areas.

Rangers were also particularly active on Loch Lomond, carrying out 240 loch patrols with resources also allocated to 38 focussed patrols around Luss Bay.

Joint patrols with partners, particularly Police Scotland and Scottish Fire and Rescue, were carried out throughout the season. For example, joined up patrolling with Scottish Fire & Rescue provided fire safety advice to more than 400 people.

Rangers took details from 1,379 people in relation to Camping Management Byelaw

contraventions between March and September 2021, a significant increase on previous years (2019 – 733; 2020 – 481). This may be linked to a rise in new visitors to the Park, as well as the overall volume of visitors, rather than deliberate non-compliance.

As in previous years, the vast majority of those whose details were taken went on to comply. A total of seven cases were identified for report to the Procurator Fiscal for alleged contraventions by the National Park Authority, up from four in 2020.

There was a significant increase in violations of the Loch Lomond Byelaws this year with boat patrols recording 403 alleged contraventions, the majority relating to speeding, display of annual marks and registration numbers or failure to register.

Police Scotland deployed additional resources in 2021 across the three divisions

within the National Park with targeted operations carried out in Forth Valley and West Dunbartonshire.

A number of temporary clearways and traffic measures implemented in 2020 to prevent verge parking remained in place at key locations on trunk roads and local authorities increased deployment of traffic enforcement officers.

Argyll & Bute Council issued 2,612 Fixed Penalty Notices in relation to parking with an increase noted in those given out around Luss. Stirling Council issued a total of 695 Parking Charge Notices within the East Loch Lomond area, and a further 90 within the Trossachs area around Loch Achray and Loch Venachar.

In the first half of the season, Police Scotland helped implement road closures due to high volumes of traffic at East Loch Lomond. However closures were not required later in the season and practices and communications improved between partners.

Looking ahead

The 2021 season has been considered the busiest the National Park has ever seen and the trend for increased visitors to rural areas is expected to continue. Therefore adequate preparation and planning needs to be undertaken to ensure that this tourism is sustainable.

Support from the Scottish Government for sustainable visitor management is expected to continue and the NPSRAG partners will continue to build on the actions and partnerships developed and established over the last two seasons.

Particular challenges remain with the volume of visitors, transport habits and pressures on hotspot locations, as well as varying resources and capacity across partner organisations to address these.

The partners will continue to work together in 2022 to improve current practices and undertake short-term actions whilst also developing longer-term sustainable solutions.

This will be done in collaboration both at national level and with communities of place and interest within the National Park.

A 2022 Joint Response Visitor Management Plan will be developed in tandem with longer term plans including a Five Year Visitor Infrastructure Investment Plan and Sustainable Visitor Transport Plan.

2. Introduction and Context

Building on the experiences and partnership working from the 2020 visitor season, a significant amount of work by a range of partners and stakeholders went into preparing for the 2021 season.

This work was primarily driven by the National Park Safe Recovery Action Group (NPSRAG) led by the National Park Authority in partnership with Police Scotland, Forestry and Land Scotland, Transport Scotland, West Dunbartonshire Council, Stirling Council, Perth and Kinross Council and Argyll & Bute Council.

There was also a greater level of coordination on visitor management at a national level and a number of initiatives led by local communities and stakeholders within the National Park.

In preparation for the easing of Covid-19 restrictions in spring 2021, the NPSRAG partners prepared a Joint Response Visitor Management Plan (JRVMPP) setting out a range of actions to be undertaken by partners to help alleviate the expected visitor pressures. These actions and the progress made against them during the season can be found in Appendix 1.

The NPSRAG met on a weekly basis throughout the season to share information and intelligence, while wider monthly strategic meetings looked at broader partnership working and issues-focused discussions. This allowed NPSRAG partners to be better equipped to respond to changing visitor pressures throughout the season.



This report reviews the delivery of this plan and provides a look ahead to planning for 2022 and beyond. It covers the impact of and measures undertaken across the three workstreams of:

- ▶ Information and engagement
- ▶ Infrastructure and services
- ▶ Regulation and enforcement



2.1 CONTEXT

Loch Lomond & The Trossachs National Park continues to be one of the most popular visitor destinations in Scotland. Easily accessible by millions of visitors and the majority of Scotland's population, the area provides multiple audiences with the opportunity to enjoy recreational activities and engage with nature.

The National Park is therefore well placed to support people's mental and physical wellbeing and visitors are welcomed and encouraged to enjoy the area responsibly.

However, high volumes of visitors, and the irresponsible behaviour of some, does create pressures and at times negative impacts on the environment for those who live, work and visit.

Working alongside partners, communities and businesses, the National Park Authority has a key role to play in balancing the enjoyment of visitors with the need to protect the environment and the communities of the National Park. The majority of this visitor management activity is seasonal, running from the Easter weekend until the October school holidays.

The trend of increasing outdoor visits prior to 2019 was accelerated by Covid-19 in 2020 and the first lockdown restrictions easing.



With COVID-19 restrictions continuing into early 2021, Scotland's lockdown began to ease in spring in time for the UK Easter schools holidays. International travel was severely disrupted leading to the majority of visitors coming from the UK, particularly Scotland, with a higher number of day visits and staycations.



Similar to 2020, the timing of the exit from another national lockdown impacted the beginning of the 2021 visitor season and shaped the nature of the following months. Large numbers of people, both new and returning visitors, were keen to enjoy the many outdoor recreational activities available in the National Park such as hillwalking, camping, paddle-boarding and open water swimming.

The weather during the visitor season was predominantly dry and sunny, particularly in the peak of the summer, with Scotland seeing one of its hottest summer of record. This sustained period of good weather also contributed to increased and sustained visitor numbers this season.

Extensive preparation was undertaken through the Joint Response Visitor Management Plan and with increased Scottish Government funding made available to the National Park Authority and partners, including community organisations.

This enabled a significant increase in the recruitment and deployment of field staff across all partners, as well as additional temporary facilities and services.

These measures, in particular the increased 'boots on the ground', helped to alleviate many of the impacts before they escalated further, supporting a more positive experience for both visitors and those who live and work in the National Park.

However, whilst these extensive measures had a significant positive impact, the sheer volume of visitors, arriving predominantly by car, resulted in persistent pressures in peak times at some of the most popular areas of the National Park.

Challenges also remain in terms of the capacity and sustainable resources available across partners to address these issues and a strategic collaborative approach is required long term.



3. Information and Engagement

Communication is a key component of visitor management, with a need for updated information and guidance for visitors, alongside engagement with partners and stakeholders, to ensure consistent messaging and up to date information are shared.

A joint NPSRAG Communications Plan was prepared at the start of the 2021 visitor season to support the delivery of the Joint Response Visitor Management Plan. The communications plan outlined four key strands of activity:

- ▶ Providing practical information
- ▶ Inspiring responsible behaviour
- ▶ Showing our working
- ▶ Stakeholder Engagement



3.1 PROVIDING PRACTICAL INFORMATION

The continued impact of COVID-19 meant information had to be updated regularly and shared with a wide range of audiences. This information was tailored to and targeted at the UK-based, primarily Scottish, visitor audience to ensure people planned in advance and were appropriately prepared for their visit, especially those new to outdoor activities.

The National Park Authority website was the central hub for information with all partners using social media channels, media and PR. Face to face engagement on the ground was also essential for providing visitors with information.

To reach a wider audience this year, paid-for social media posts were used as well as working with online bloggers and influencers. Key areas of information for visitors were car park updates, camping, fires and collection of deadwood, toilets and facilities and Covid-19 measures.

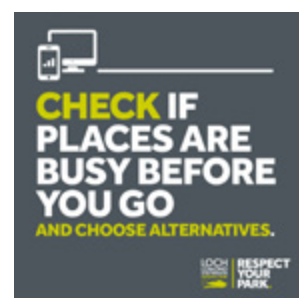
Throughout the season, website traffic climbed to over 1.6m page views, a 5% increase on the same period last year with UK-based visitors making up over 90% of all website visits. The most popular webpages were those providing information on camping, walking routes and other outdoor activities. The camping section of the website saw a 3% increase in traffic with over 500,000 page views in total.

A car park status update service, first introduced in July 2020, operated again from April to September, providing real time information on how busy car



parks were at weekends. Updates provided by volunteers, rangers and partners on the ground were published on a dedicated webpage with regular social media promotion. The page was visited nearly 106,000 times (an increase of 17.64% this season) and the combined reach of social media posts on car parks was over one million, showing this to be a well-used resource for visitors.

Regular reminders were issued on the need to book camping permits and campsites in advance to avoid disappointment, with advice on how and where Camping Management Byelaws apply as well as how to camp responsibly.





26 TV & RADIO INTERVIEWS TRAFFIC • CAMPING • FIRE SAFETY • WATER SAFETY

Proactive media coverage was sought at peak times such as ahead of Bank Holiday weekends to share information on traffic, camping, fire safety and water safety with 'plan ahead' messages running on Central Belt TV and radio. Regular press releases were issued by the National Park and NSPRAG partners. Over the course of the season, Park Authority representatives conducted 26 TV and radio interviews, as well as a number of partner interviews.

Water safety was a significant topic for communications this year, particularly following the series of tragic drownings in late July. Water safety advice posts on social media had a combined reach of over one million people and over 50,000 engagements across all platforms. An updated water safety web page had over 4,500 page views in the summer months and a series of media releases, statements and interviews were carried out.

**WATER SAFETY
ADVICE**
ON SOCIAL MEDIA
COMBINED REACH
OF OVER 1 MILLION




3.2 INSPIRING RESPONSIBLE BEHAVIOUR

Complementing the range of information provided for visitors, a series of themed campaigns ran to inspire responsible behaviour, working with partners, stakeholders, outdoor enthusiasts and online influencers where appropriate to reach a wider audience. There was a deliberate shift to highlighting positive behaviours as much as possible rather than showcasing negative examples. The National Park Authority worked with local, national, print and broadcast media to amplify responsible visitor messaging, with dozens of pieces of coverage appearing during the season.

Key behaviour themes included travel and transport, camping, responsible toileting, litter and water safety.

A new series of imagery featuring local residents and visitors demonstrating responsible behaviours was used in campaign materials both on the ground through signage and posters and in social media. A suite of materials was shared with partners and stakeholders to use throughout the season on their own channels.





For Mental Health Awareness Week, a series of stories was shared online and in the media from people who feel more connected to nature through outdoor activities such as camping, hillwalking and cold water therapy and as a result have a greater respect for the environment.

'A Different Adventure' encouraged visitors to consider alternative hills and walks to help address overcrowding on and around popular walking locations. This was promoted through a series of blogs and videos by outdoor 'influencers' and downloadable route cards. This campaign also encouraged use of public transport wherever possible.



These posts had a collective reach of over 230k and engaged over 9,000 users across all digital platforms.

The successful 2019 'What to do when you need to poo' campaign was expanded this year to encourage responsible toileting in the outdoors. The bold and engaging approach to this tricky topic used in this campaign was adopted by several partners



both within the National Park and around Scotland in 2021. You can read more on this campaign and the associated interventions in the Infrastructure and Services section below.

The National Park Authority also helped shape and share national campaigns coordinated by Visit Scotland, including 'Respect Protect Enjoy'.



3.3 SHOWING OUR WORKING

It was also recognised that keeping people informed on the work of partners was vital in our engagement.

This was done in various ways, such as a responsible visiting video, highlighting the role of all partners and visitors, regular social media updates and imagery from staff on the ground, as well as proactive PR stories including a joint press release on the launch of the Joint Response Visitor Management Plan, and a combined A82 litter clean up.

Regular stakeholder engagement on the work of the NPSRAG, as outlined further below, was also key to this strand of our Information and engagement.

3.4 STAKEHOLDER ENGAGEMENT

The NPSRAG partners regularly liaised with key stakeholders including communities, businesses, land managers, local and national recreation groups and representative bodies.

A more consistent approach to stakeholder engagement was taken with a monthly email newsletter to all groups. Virtual stakeholder briefing sessions were held at the pre and mid-season points allowing stakeholders to hear from NPSRAG partners first hand on the delivery of the Joint Response Visitor Management Plan and to raise any questions.

Following each briefing, Stakeholder Information Packs were published, one before and one during the season. Feedback from stakeholders was also used to inform visitor management approaches and information.



A Feedback inbox was used and monitored seven days a week to gather information from stakeholders which was then used to inform partners.

In addition to these broader engagement opportunities, four place-based Visitor Management Groups were established with key stakeholders in some of the most popular visitor locations, as well as the existing National Park Destination Group, to work together to find longer term solutions to visitor management challenges.

In areas where more support was required, a series of localised discussions took place. For example, in Luss, where significant anti-social behaviour pressures were seen during the summer and South Loch Venachar where irresponsible parking and camping concerns were raised.

Partnership Approach to Water Safety (PAWS) Groups were established around the National Park. These partnerships were an invaluable tool to ensure that coordinated engagement with key partners was undertaken to respond to the fatalities this summer. More can be read on water safety in Section 4.7 on page 19.



4. Infrastructure & Services

Ahead of the anticipated high volume of visitors, there was a significant increase in recruitment, as well as a series of infrastructure and service improvements to help manage visitor pressures.

The National Park Authority worked with partners, communities and businesses to implement measures including additional car parking, temporary toilets and signage, increased litter uplifts and more staff on the ground, while ensuring sites and visitors centers could reopen with COVID-19 safety measures in place.

4.1 STAFFING AND VOLUNTEERS

All NPSRAG partners increased staff resources and deployment within the National Park this season ensuring a greater presence and more face to face engagement with visitors.

The National Park Authority recruited 56 Seasonal Rangers in 2021, up from 32 in 2020, enabling greater deployment across the National Park. Between April and September Rangers carried out 1,378 regular patrols and 198 focused patrols on land and water, compared to just 364 patrols over the shorter 2020 season.

Ranger Service priorities were patrolling the Camping Management Zones and hotspot areas, public engagement, byelaw enforcement, site inspections and litter picking.

The greater resource available this year meant targeted patrolling could be carried out in hotspot areas at South Loch Venachar, St Fillans and Luss, with additional patrols in the Cowal and Strathard areas.

An example of Ranger Service deployment during the Glasgow Fair Weekend can be found in a case study infographic in Appendix 2.



MORE BOOTS ON THE GROUND



56

NATIONAL PARK
SEASONAL RANGERS*

3

NATIONAL PARK
ENVIRONMENT OFFICERS

+ MORE PARTNER STAFF & COMMUNITY WARDENS

*32 Seasonal Rangers recruited in 2020 (57% increase)

Rangers were also able to take part in various events, joint patrols and campaigns with partners. This included joined-up patrolling with Scottish Fire & Rescue to give fire safety advice to over 400 people; water safety information with RNLI, Open Water Rescue and Police Scotland; supporting the Go Swim event on Loch Lomond; community engagement with the Boots and Beards group and delivering dog safety advice at Balmaha.



As in previous years, a staffed information point at the entrance to Three Lochs Forest Drive helped to manage this area and relocate campers turning up without permits to other areas in Camping Management Zones.

Rangers were particularly active on Loch Lomond carrying out 240 loch patrols with resources also allocated to 38 focussed patrols around Luss Bay.

In addition to Rangers, the National Park Authority recruited three dedicated Environmental Officers to help tackle litter and flytipping on Park Authority sites and across the wider Park supporting partners, communities and landowners.




NPSRAG partners also recruited additional dedicated staff to manage visitor pressures this season. For example, Forestry and Land Scotland employed eight seasonal wardens, while Argyll and Bute Council recruited seasonal wardens as well as deploying staff on additional targeted patrols for litter and parking.

With Better Places funding made available from the Scottish Government and administered by NatureScot, Seasonal Rangers and wardens were employed by Cashel Forest Trust, Strathfillan Development Trust, Luss Estates and Arrochar Community Development Trust working with the Friends of Loch Lomond and the Trossachs.

Community wardens reflected that it was an extremely busy season but noted that there was more positive engagement with visitors, local businesses and communities, and that they were better resourced to clear litter and provide responsible visiting advice.

After volunteering was restricted in 2020 due to social distancing measures, April 2021 saw the return of 60 Volunteer Rangers. They contributed 1,660 hours this season engaging directly with visitors, providing live updates on car parks, and reporting on and carrying out light maintenance on the West Highland Way and four other mountain path routes. Other duties included supporting educational visits with schools, events such as Go Swim, Cashel Bash and Summershine festival, and trialing e-bike routes.



 Area covered	 Number of regular patrols	 Number of focussed patrols
Breadalbane	262	25
Trossachs	256	42
Three Lochs Forest Drive	182	22
East Loch Lomond	217	n/a*
West Loch Lomond	221	Cowal Luss 33 38
Loch Lomond	240	Luss Bay 38

*Focused patrols not undertaken due to smaller geographic size of area





4.2 LITTER

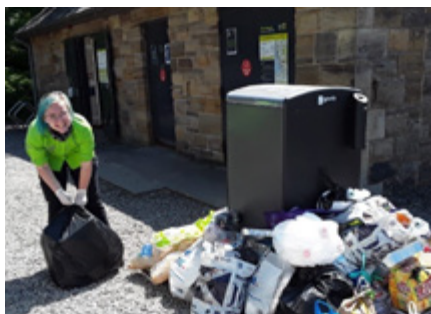
The greater presence on the ground, combined with the increase in visitor numbers and longer visitor season, saw an increase in the amount of litter being recorded and removed overall.

More litter (1,591 bags) was removed by the National Park Authority in 2021 than in the previous two years combined (1,230), though this includes the shorter 2020 season.

Compared with 2019, the most recent full season and busiest year, there was a 32% increase (837 bags) in the total amount of litter recorded, but also a 111% uplift in the amount removed (800 bags).

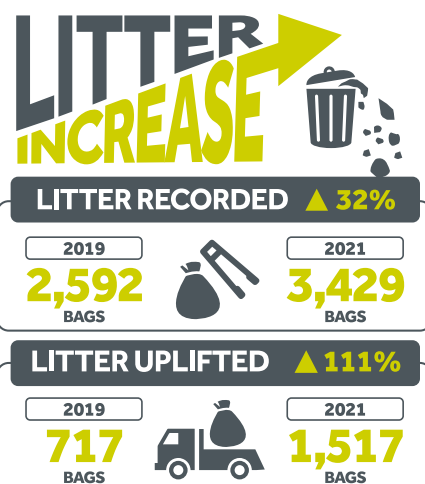
In the peak months of July-September, Rangers recorded 10% more litter compared to the same period last year. However 50% (1,551 bags) of this was removed, compared to 13% (102 bags) in 2020.

In addition, volunteers gave the equivalent of 512 hours helping to litter pick sites and lifted 512 bags of litter over the season.



Partners in Forestry and Land Scotland, local authorities and communities also reported placing more resources into litter picking and collection this year. In April, a coordinated push on litter removal with partners saw 1,203 bags of rubbish collected in one month. Friends of Loch Lomond and the Trossachs (together with the local community) ran a litter bin pilot scheme which involved the installation of 20 bins, emptying services and monitoring activities.

However litter continued to be an issue at popular locations and much more litter was recorded than in previous years. The National Park Authority and Local Authority partners continue to work together to address litter management longer term and improve the coordination between partners.



4.3 TOILETING

There was additional investment in temporary toilet facilities and interventions tackling irresponsible outdoor toileting this season.

The majority of National Park Authority and NPSRAG partner owned and managed toilets opened on 1st March ahead of travel restrictions being lifted, with COVID-19 measures and signage in place.

The National Park Authority invested £156,000 in the hire of temporary toilets and extra cleaning. To supplement existing toilet provision, 30 temporary toilets were installed to increase capacity at Tarbet, Rowardennan, Balmaha and Luss from mid-April. A further 12 temporary toilets were added at Firkin Point and Inveruglas in July, when the extended period of dry weather impacted the burn-fed toilet systems at these sites.



30 EXTRA TOILETS AT KEY LOCATIONS

An enhanced cleaning regime was put in place during the peak months but unfortunately some instances of vandalism, misuse and abuse of facilities did occur, resulting in unforeseen expenditure on repairs and replacement. However, overall solutions were undoubtedly effective in response to the increased footfall.

Through NatureScot funding, the Friends of Loch Lomond & the Trossachs were also able to install additional toilets at Duck Bay, Arrochar car park and at the Cobbler footpath, managed by a community warden. These were successful in alleviating some of the pressures witnessed in 2020.

The successful 'What to do when you need to poo' campaign and interventions to tackle human waste was expanded in 2021 from three trial sites to ten. Trowel giveaway boxes for visitors to dig a hole and bury waste were installed at six locations, and poo bins to enable visitors to bag and dispose of their waste put in place at four sites.



Feedback surveys were sent to campers who stayed at these sites:

- ▶ 88% of respondents found the pre-stay email with information on responsible toileting useful
- ▶ 90% indicated the intervention on site was easy or very easy to use.
- ▶ 39% saw no evidence of poo related litter at their camping site, 41% saw a little and 20% saw lots.

The trial sites were monitored by Rangers, reporting any issues to environmental officers for clean-up. Environmental Officers were also responsible for managing the poo bins at trial sites, while also undertaking toileting clear-ups as part of their deployment.

Following the success of the trial, this approach has been shared with local and national partners who have installed similar interventions and messaging in other parts of Scotland.

Although no camping permit sites were closed as a result of toileting issues, it is recognised that irresponsible toileting remains an issue. However, giving visitors the means to do the right thing, backed up with responsible messaging, can make a difference.

4.4 PARKING & TRAFFIC MANAGEMENT

The vast majority of visitors continued to travel to the National Park by car, resulting in traffic and parking pressures at popular visitor destinations.

While this is not a new issue, it was exacerbated by the increased numbers of people visiting as well as COVID-19 guidance on avoiding car sharing and public transport in the first half of the season. In collaboration with partners a number of additional measures were implemented this year to try to mitigate these pressures.

Variable Messaging Signage (VMS) was installed at strategic points on trunk roads on the way to key visitor locations. These VMS signs advised of road closures or car park capacity to allow visitors the opportunity to change their destination. They were located on the A811 at Drymen for visitors to East Loch Lomond, on the A821 at Kilmahog and Aberfoyle, for the Trossachs and Loch Ard areas, and at Callander for the Loch Earn area. Linked to the VMS, visitors were helped to plan their visit in advance using the car park status service (outlined in section 3.1).

Two new car parks provided extra spaces at pressured sites on East and West Loch Lomond.

Forestry & Land Scotland opened an overflow car park close to the foot of Ben Lomond providing 60 spaces, with their Rangers on site to engage with visitors to prevent irresponsible parking on verges. Within Luss village, Luss Estates opened a new 250 space car park.

Despite these additional measures, traffic congestion and irresponsible parking was still an issue at many of the National Park's most popular sites. Traffic management measures and parking enforcement were a key focus for partners as outlined in the Regulation and Enforcement Section below.

Work has begun on shifting the focus away from car-based visits to the National Park and promoting the use of public transport. As well as communications activity, a new [Journey Planner app](#) was launched



in September 2021 (when Covid guidance allowed) making it easier for visitors to research, plan and book trips to the National Park using all the transport options available.

Through successful bids to the Rural Tourism Infrastructure Fund, Smarter Choices, Smarter Places Fund and work with partners, longer term sustainable travels solutions are being explored.



4.5 DUNCAN MILLS MEMORIAL SLIPWAY

The slipway opened on 23rd April and operated as it had in 2020 with appropriate COVID-19 protection measures such as a one way system and holding areas in place to help keep visitors and staff safe. Loch users were encouraged via stakeholder updates, social media and on our website to re-register, or apply for a new-registration before arriving, to help keep wait times to a minimum and reduce pressure on site.

There were 1,507 new registrations in 2021 and 2,931 people re-registering their craft for loch use. Within the loch user community there was a notable increase in the registration of new personal water craft in 2021, almost doubling from 254 in 2020, to 490 in this year. Although the peak months of July to September saw fewer launches of craft than 2020 (2,181 v 2,224), the two preceding months of May and June saw much more craft being launched resulting in a long period of high numbers of launches for the slipway team to monitor and ranger.

More information with relation to Loch Lomond Byelaws can be found within the Regulation & enforcement section on page 21.

4.6 CAMPING

National Park Authority camping permit areas and campsites opened in line with restrictions on tourism and hospitality lifting. With the restrictions on overseas travel, camping again proved to be hugely popular, resulting in the busiest season since the introduction of the Camping Management Byelaws and associated camping provision in 2017. Despite the slightly shorter length of the camping season, 2021 saw more bookings, increased number of nights camped and higher numbers of people recorded in camping permit areas.



Camping Permit Areas 2017 – 2021

		
Bookings	Adult & children visitors	Likely or quite likely to return
2017 6,137	2017 14,972	2017 86%
2018 9,452	2018 21,658	2018 90%
2019 10,508	2019 23,810	2019 92%
2020 7,865	2020 18,405	2020 92%
2021 14,888	2021 34,537	2021 93%

When comparing the 4.5 operating months of 2021 with 2017 when camping permit areas first opened, permit area bookings have increased by 142% (8,751 more bookings), and people using permit areas has increased by 131% (19,565 more people).

Compared to the previous busiest season in 2019, 2021 saw a 45% increase in people using the camping permit areas and a 54% increase in the number of nights booked.

Although the number of people camping was much higher in 2021 than previous seasons, this hasn't affected visitors' experience of the camping permit areas. More customer satisfaction surveys were submitted by visitors than before and 93% of those responding indicated they would be likely or very likely to recommend camping in a permit area.

Those who had stayed at a camping permit area previously also increased from 37% in 2020 to 41% in 2021, rising each year since 2019. This indicates that more people are returning and using the permit system.




The National Park Authority's Loch Chon and Loch Achray campsites initially opened at a lower capacity, with further pitches opening as the season progressed.

While it was not the busiest year for Loch Chon due to the reduced capacity, it was fully booked most weekends throughout the season. Continuing the positive feedback from campers in recent years, 99% of survey respondents indicated they'd be likely or very likely to recommend Loch Chon campsite, with 50% of respondents stating they had stayed in a National Park campsite before, suggesting people are enjoying the offering and returning.

Loch Achray campsite experienced its busiest season so far with a 32% increase in the number of bookings compared to its first full season of operation in 2019. Of those who returned a satisfaction survey, 97% said they would be likely or very likely to recommend the campsite, the highest score since it opened in 2019.

Having been closed for the 2020 season due to difficulties around transport to the island and cleaning of facilities, the smaller Inchcailloch campsite reopened again mid-June and as with other camping areas, saw high demand compared to previous years.

Campsites 2021

	 Bookings	 Likely or very likely to recommend	 Stayed before
LOCH ACHRAY	32% ▲ from 2019	97% ▲ from 94% (2019)	33% ▼ from 37% (2019)
LOCH CHON	12% ▼ from 2019*	99% ▲ from 96% (2019)	52% ▲ from 34% (2019)

*Campsite capacity reduced in 2021 due to COVID-19 pandemic

In 2020 many of the private campsites in the National Park opened but with a reduced capacity for tents and campervans/motorhomes and in some cases few facilities on offer. Despite the relaxation of Covid19 measures, this continued into 2021 for many private campsites (and National Park Authority campsites) meaning provision for camping was reduced in some parts of the National Park.

Motorhome permit areas also had their busiest season since 2017. For much of the season motorhome areas saw occupancy rates above 90%, with the peak months of July to September seeing this most acutely.

Forestry and Land Scotland's Stay the Night scheme, piloted in 2020 to allow self-contained motorhomes and campervans to stay overnight in their car parks, ran again in 2021. This provided further safe overnight parking at seven locations within the National Park at Ardentinn, Jubilee Point, Honeymoon Bridge, Ardgarten, Garadbhan, Braeval, and Leannach. Just over 900 campervans and motorhomes were observed in these sites between May and October, with Ardentinn being a particularly busy site accounting for over 430 vehicles. While irresponsible behaviours such as littering, fire damage and human waste were noted on site visits, the scheme has also been well received by users.

However, there is a recognised need for further motorhome infrastructure for users across the National Park, as sites like Tarbet saw many people using the car park overnight which often impacted on car and coach parking spaces.





4.7 WATER SAFETY

This year saw more people enjoying activities on or around the water in the National Park, building on the increase last year in people taking up open water swimming, cold water therapy, paddleboarding and kayaking.

As an Access Authority a key element of the National Park Authority's remit is to support and encourage safe responsible access.

The National Park Authority operates as part of a multi-agency incident response for Loch Lomond, coordinated by Police Scotland. In February 2021 the West Dunbartonshire Partnership Approach to Water Safety (PAWS) group was formed, with groups in Argyll and Bute, and Stirling and Clackmannanshire forming shortly afterwards. The aim of all PAWS groups is to provide a consistent approach to water safety across local authority areas, as well as key stakeholders like Water Safety Scotland and the Royal Society for the Prevention of Accidents (RoSPA) to ensure policies are in line with national guidance.

Over the course of 2020/21 the National Park Authority began a water safety project identifying and working through a programme of actions including a new water safety policy and the installation of new signage and public rescue equipment (PRE) at National Park Authority owned or managed sites. Through the PAWS groups, the Park Authority also worked to influence other local authorities and land owners to assess land adjacent to water.

Throughout the summer Rangers patrolled shorelines and lochs promoting responsible behaviour and where necessary enforcing the Loch Lomond byelaws. Water safety events were delivered at Loch Lomond and the River Leven, with Police Scotland, RNLI and Open Water Rescue. Water safety messaging and signage was also a key element of the Information and Engagement workstream.



Unfortunately water safety was brought into further focus when a series of tragic incidents occurred in July. The National Park Authority and partners accelerated their joint work on water safety with a number of additional measures and actions undertaken. This included:

- ▶ Upgrades to, and additional, PRE as well as new signage in key locations.
- ▶ Through the PAWS group working with West Dumbartonshire Council to assess an area of Balloch Castle Country Park along the River Leven, resulting in the installation of several PRE stations.
- ▶ Additional posters warning of hazards in and around the water placed at several popular visitor and camping sites.
- ▶ A new [water safety advice webpage](#) and increased social media messaging raising awareness of the potential dangers.
- ▶ National Park Authority risk assessments, signage and messaging was shared with a wide range of partners locally and nationally to adopt a consistent approach.
- ▶ Training took place with Scottish Fire and Rescue on submerged vehicle rescue and riverside rescue.
- ▶ RNLI provided 'Train the Trainer' throwline training to National Park Rangers to allow them to educate and train the public at water safety events, as well as riparian owners, businesses and communities. The RNLI will provide throwlines to distribute to businesses once they complete the training.
- ▶ National Park Authority Rangers also took part in an event organised by Education Scotland to provide water safety advice to education practitioners.

The National Park Authority's water safety project and work with partners through PAWS groups continues with a number of actions planned ahead of and during the 2022 visitor season, including further visitor risk assessments, PRE and signage at key visitor sites around the National Park, education activity with schools, communications campaigns, water safety events, further partnership training and the provision of training to stakeholders and businesses.



5. Regulation & Enforcement

The National Park Ranger Service in partnership with Police Scotland undertook the enforcement of the Camping Management Byelaws and Loch Lomond Byelaws, while local authorities led on parking enforcement and targeted additional resources in relation to their duties under the Environmental Protection Act 1990.

The increased staff on the ground throughout the season and at peak times allowed National Park staff and partners to carry out more focussed patrols, helping to reduce visitor management related pressures and engage with higher numbers of visitors on the ground. The work carried out by NPSRAG partners over the winter of 2020 to 2021, building on lessons learnt during 2020, helped ensure a better preparedness prior to this season starting.

5.1 NATIONAL PARK RANGER SERVICE

In keeping with the increase in the number of bookings at permit areas, there were also more details taken of people in relation to alleged Camping Management Byelaw contraventions. A total of 1,379 people's details were taken for alleged contraventions of the byelaws by Rangers between March and September 2021.

This was a significant increase on previous years (2019 – 733; 2020 – 481) which may be linked to a rise in new visitors to the Park, as well as the overall volume of visitors, rather than deliberate non-compliance.

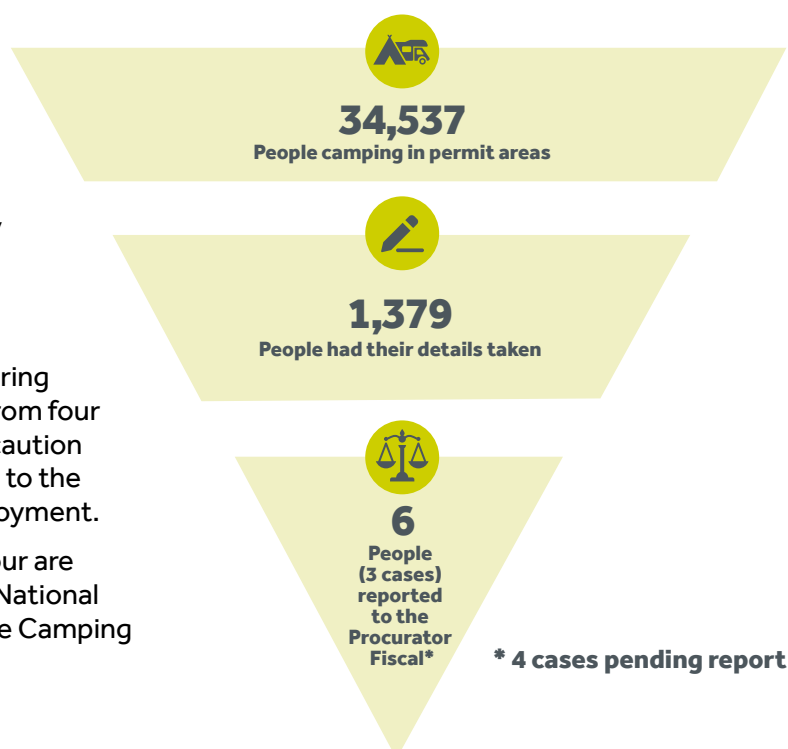
The peak months of July to September saw an increase of 36% in those who had their details taken (an increase of 168) compared to the previous year. As in previous years the vast majority of those whose details were taken engaged positively with the Ranger Service and went on to comply with the byelaws voluntarily, with only a few cases submitted to the Procurator Fiscal.

Seven cases were identified for report to the Procurator Fiscal for alleged contraventions during this period by the National Park Authority, up from four identified for reports in 2020. However, some caution should be noted in comparing recent years due to the variation in resources and time periods of deployment.

To date, three cases have been reported and four are pending report to the Procurator Fiscal by the National Park Authority for alleged contraventions of the Camping Management Byelaws.



National Park Camping Management Byelaws Number of contraventions

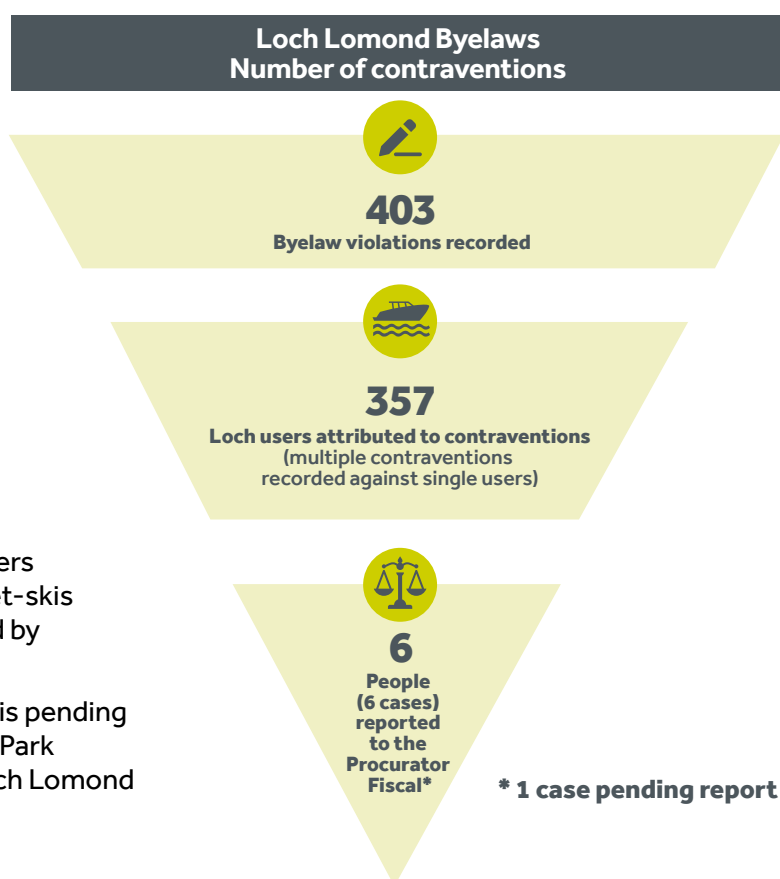


National Park Rangers also noted an increase in loch users in 2021 and while the majority of people visited and used Loch Lomond for recreation responsibly, those operating on the loch logged an increase in contraventions of the Loch Lomond Byelaws in 2021.

Rangers recorded 403 alleged byelaw contraventions against 357 registered loch users (in some cases multiple contraventions were alleged against a single user). This was a significant increase – the highest number was previously 247 contraventions recorded in 2018.

The majority of offences related to speeding, display of annual marks and registration numbers or failure to register. Personal water craft like jet-skis accounted for 44% of contraventions, followed by motor cruisers (17%) and speedboats (15%).

To date, six cases have been reported and one is pending report to the Procurator Fiscal by the National Park Authority for alleged contraventions of the Loch Lomond Byelaws.



5.2 POLICE SCOTLAND

Police Scotland deployed additional resources in 2021 across the three divisions within the National Park. This included officers on the ground, two dedicated National Park Police Officers, one of whom was part-funded by Forestry & Land Scotland, and targeted operations at specific locations. Divisions engaged weekly with the National Park, Forestry & Land Scotland and local authorities to discuss issues and trends, as well as working alongside Community Councils, on how best to deploy efficiently within the National Park boundary.

Joint bids were submitted by each division, successfully securing the services for specialist resources of the Mounted Branch, Marine Unit and Force Flexi Unit to increase the policing footprint and capability across the National Park.

Within Forth Valley Division, Operation Elms was implemented in anticipation of increased visitor numbers and saw more police resources in the rural areas over the weekend and bank holiday periods. Officers worked closely with partners and stakeholders to manage and minimise disruption caused by increased visitor numbers.

Officers were also tasked in tandem with the local authority so that resources were used effectively and provided the greatest coverage at key locations.

In Argyll & West Dunbartonshire Division, Operation Ballaton was carried out to engage with repetitive and severe instances of youth anti-social behaviour at Balloch Country Park and Luss village, with a focus around Balloch Railway Station. Weekly multi-agency meetings with British Transport Police, Scotrail, West Dunbartonshire Council, National Park Authority and Scottish Fire and Rescue ensured a coordinated approach and response to incidents.



Tayside Division worked in partnership with the National Park Authority, Scottish Fire & Rescue and Perth & Kinross Council focusing efforts at St Fillans and Lochearnhead, and a multi-agency day at the start of the season was designed to encourage responsible visitor behaviour in the area.

Police Scotland noted many visitors to the National Park were responsible and acted in a considerate and respectful manner with a notable decrease in community concerns and tensions raised on anti-social behaviour. Whilst there remained some pockets of anti-social behavior, there were felt to be less than in the previous year.

In partnership with The National Park Authority and other relevant partners, Police Scotland launched the Loch Lomond and The Trossachs National Park Partnership Against Rural Crime (PARC) in October 2021. The local initiative aims to prevent and tackle rural crime in and around the National Park and is part of a national multi-agency drive to address the issue. It will focus on crime which affects rural communities in the area, including offences such as poaching, flytipping and theft of plant and machinery.

5.3 PARKING ENFORCEMENT

Regulation and enforcement to tackle parking and traffic issues was a key focus for partners this season. Temporary clearways and traffic measures implemented in 2020 to prevent verge parking remained in place at key locations on trunk roads;

- ▶ Falls of Falloch A82, Clearway
- ▶ Arrochar/Succoth A83, Clearway and single yellow lines
- ▶ East Loch Lomond B837, Variable messaging signage and road closures when required
- ▶ Ben A'an A821, Clearway
- ▶ South Loch Venachar, Clearway
- ▶ Bracklinn Falls, Clearway
- ▶ Loch Lubnaig A84, Clearway

Local authorities recruited and deployed more dedicated traffic enforcement officers in the National Park between March and September. Argyll & Bute Council issued 2,612 Fixed Penalty Notices in relation to parking with an increase noted in those given out around Luss. Stirling Council issued a total of 695 Parking Charge Notices within the East Loch Lomond area, and a further 90 within the Trossachs area around Loch Achray and Loch Venachar.

The road network around the A821 and Trossachs area, which saw significant disruption last year, continued to require enforcement action and regular patrolling to avoid verge parking and congestion.

Unfortunately there were reports of some officers receiving abuse by members of the public leading to patrols having to double up for their safety. In addition, some visitors indicated they were happy to accept a fine for parking having already travelled to their chosen destination.

Police Scotland helped implement road closures due to high volumes of traffic at East Loch Lomond in the early part of the season but as working practices and communications improved between partners, road closures were avoided here in the latter part of the season.



6 Looking Ahead

For many involved in visitor management, the 2021 visitor season is considered 'the busiest the National Park has ever seen'. In looking ahead to future seasons, there are two important questions to consider: will the return of international visitors reach pre-Covid levels and will the increased number of domestic visitors enjoying day visits and staycations be sustained?



Whilst the answers to these questions are unknown, it is likely that the domestic trend of the last 10 years will see significant numbers of people continue to visit rural Scotland. Although this is welcome, adequate preparation and planning needs to be undertaken to ensure that this tourism is sustainable.

The importance of sustainable visitor management has been recognised and supported by the Scottish Government over the last two seasons and this is expected to continue in 2022.

Much of what has been achieved this year in terms of additional boots on the ground and temporary facilities was only made possible due to the additional Covid19-related funding available within the National Park Authority budget. In order to sustain this level of service and operation, a similar budget settlement is required, supported by national funding such as Better Places, Green Recovery or equivalent.

In the National Park, the joint approach to managing visitor pressures took significant strides and the National Park Safe Recovery Action Group continues to build on the actions and partnerships developed so far.

Challenges do remain, including the volume of visitors, transport habits and pressures on particular hotspot locations, coupled with varying resources and capacity across partner organisations to address these.

We will continue to work together in 2022 to improve current practices and undertake short-term actions whilst also developing longer-term sustainable solutions. These actions will be undertaken in collaboration with communities and align with our commitments to tackling the Global Climate Emergency and restoring biodiversity across the National Park.











ACTIONS WILL INCLUDE

- ▶ Continuing to work with Scottish Government and partners, including Visit Scotland and NatureScot, to ensure a consistent and sustainable approach to visitor management across Scotland.
- ▶ Evolving the NPSRAG and developing a 2022 Joint Response Visitor Management Plan and Communications Plan.
- ▶ Developing relationships and joint working with communities of place, establishing Visitor Management Groups where appropriate.
- ▶ Work with partners and communities to ensure that there continues to be a coordinated and effective deployment of seasonal staff for the purposes of prevention, regulation and reassurance.
- ▶ Further develop place-based Visitor Infrastructure and Service Plans that will help identify and prioritise projects that inform a Five Year Visitor Infrastructure Investment Plan.
- ▶ The targeted provision of facilities (permanent and temporary) to reduce the instances and impact of littering, irresponsible toileting and fire lighting and dangerous car parking.
- ▶ Increasing the number of safe overnight parking opportunities for campervans and motorhomes and identifying priority locations for waste disposal facilities.
- ▶ Continued working with Transport Scotland and local authority partners on traffic management measures, including speed limit reductions, low carbon and active travel improvements, parking restrictions and congestion reduction.
- ▶ Developing a Sustainable Visitor Transport Plan alongside pilot interventions such as park and rides with visitor-focussed shuttle bus services at congested locations.
- ▶ Undertaking multi-faceted plans to pre-emptively tackle anti-social behaviour at Luss and Balloch.
- ▶ Begin the process of reviewing the Loch Lomond Byelaws and undertaking procedural improvements for the 2022 season.
- ▶ Continue to develop the use of technology for the purposes of providing live visitor information and monitoring data to enable evidence based decision making and to measure the effectiveness of new infrastructure and services.





Detail of these actions will be included in the 2022 Joint Response Visitor Management Plan to be presented to the National Park Authority Board in March 2022 following engagement with all key stakeholders and partners.

Joint Response Visitor Management Plan - Actions








1. Communications

1.1 Digital Communications	Status	Notes
The NPA website will be used as a hub for advice and information for visitors and will be signposted by all of the NPSRAG partners.	 COMPLETE	Website updated throughout season with up to date advice
All partners will use their social media channels to share visitor messages, promote ongoing developments, highlight campaigns and share images throughout the season.	 COMPLETE	Content shared regularly between partners across season
A monthly Blog/ Vlog will be produced featuring each of the NPSRAG partners progress on visitor management actions across the National Park	 COMPLETE	Blogs written and shared between April & September
A series of 'responsible visiting videos' will be created around the key themes of; car parking, litter prevention, responsible camping, fire safety and the protection of woodlands, responsible toileting and water safety	 COMPLETE	Videos, signage/posters and graphics created and distributed around National Park
Car park capacity monitoring will be undertaken and promoted to visitors via the NPA website using a traffic light system to help reduce congestion and irresponsible parking	 COMPLETE	Monitoring ran every weekend from April to September
1.2 On the ground	Status	Notes
Rangers, Environment Officers, Police Officers, other field staff and volunteers provide socially distanced information and advice to visitors during their visit at key locations or when asked. All partners (and key stakeholders) will be provided briefing packs to ensure consistent messages are given to visitors.	 COMPLETE	Undertaken as part of day to day operations
Pop up information stations will be provided and staffed by NPA volunteers and staff. They will provide in person information and advice to visitors at heavily visited locations.	 COMPLETE	Pop-up information stations used at Balmaha and Three Lochs Drive
Existing printed materials and leaflets promoting behavioural messaging will be distributed at key visitor locations such as visitor centres and toilets, and by field staff where appropriate.	 COMPLETE	Leaflets printed and made available to staff and distributed where required
A new NPA staff role introduced to increase capacity for providing up to date visitor information using social media, managing feedback from communities and visitors and taking camping bookings.	 COMPLETE	Resource in place for start of season
1.3 Media and Public Relations	Status	Notes
Joint Public Relations will be undertaken and issued at agreed times (such as public holidays). Opportunities will be sought to use broadcast media to promote responsible visitor behaviour, highlight issues and share examples of good practice.	 COMPLETE	Media coverage undertaken on TV and radio and regular press releases issued

1. Communications (continued)










1.4 Stakeholder Engagement	Status	Notes
Stakeholders will be updated monthly by email throughout the season to share progress and gather feedback to improve service delivery.	 COMPLETE	Monthly email issued since March 2021
Stakeholder communication toolkits will be developed and made available. They will include campaign messaging, articles and designed materials that stakeholders can use to ensure that visitor information is clear and consistent.	 COMPLETE	Campaign toolkit available on website
Specific stakeholder groups will be engaged with on themed campaigns designed for particular audiences such as water safety or responsible toileting.	 COMPLETE	Specific audience groups engaged during summer campaigns
A programme of area based stakeholder events will take place at key points throughout the year to allow the NPSRAG to update and gain insight from communities, businesses and landowners.	 COMPLETE	Place-based VM groups established and are ongoing and Park-wide events took place in March, July, with next one planned for Jan/Feb instead of Nov

2. Infrastructure & Services

2.1 Parking & traffic management	Status	Notes
Car park expansions have been proposed for development for the peak visitor season.	 COMPLETE	Bochastle & Rowardennan car parks completed; Additional car park at Luss
Temporary car parking capacity increases will be investigated and if suitable enacted at key traffic hotspots for the peak season	 IN PROGRESS	Work has begun and is ongoing within 5 year infrastructure and service plans
New fixed and temporary signage will be installed to help provide information to visitors on restrictions and alternative parking opportunities. Variable Messaging Signage will be deployed at key locations throughout the season.	 COMPLETE	VMS went in at 4 locations - Drymen, Kilmahog, Callander & Aberfoyle
The FLS 'Stay the Night' scheme will be introduced at 6 locations providing additional overnight parking capacity for motorhomes away from the busiest car parks	 COMPLETE	Scheme operated at all six locations from April until October
Partners will investigate additional overnight parking opportunities for overnight parking for motorhomes and associated service points	 IN PROGRESS	Work has begun and is ongoing within 5 year infrastructure and service plans
Following final agreement between partners a trial of remote car park and traffic sensors will be tested in Stirlingshire to explore options for providing live car park capacity information to visitors and partners	 IN PROGRESS	Sensors and counters are being installed and work is ongoing
Further investigation of longer term, more sustainable transport and travel initiatives will be investigated and progressed. Focus on integrated public transport services to support visitor journeys to and within the National Park	 IN PROGRESS	Development has begun and work is ongoing














2. Infrastructure & Services (continued)

2.2 Toilets, Visitor Centres and Slipways	Status	Notes
Toilets will be opened with increased capacities and opening times where possible, including 24hr access at some sites. Additional temporary toilet installation will be investigated and opened for times of peak demand at key locations.	 COMPLETE	Toilets open across park opened from 1st March, with additional portaloos at various sites following in-season
Visitor Centres and Information Centres will be re-opened when COVID-19 restrictions allow.	 COMPLETE	Balmaha Visitor Centre opened on 27th June, and Lodge visitor centre opened on 26th April
The Duncan Mills Memorial Slipway public boat launching facility at Loch Lomond will be opened when restrictions lifted, with social distancing restrictions in place including controlled access to the site. Liaison will be undertaken with other slipway operators and their status will be shared through the NPA website.	 COMPLETE	Slipway reopened on 23rd April
2.3 Litter and Management of Responsible Toileting	Status	Notes
Litter management will be undertaken by all partners on sites they are responsible for. Additional uplifts and bin capacity will be considered to meet demand.	 COMPLETE	Additional resources dedicated to litter management and uplift
NPA and Local Authority partners will liaise and progress more coordinated approach to litter and flytipping management	 COMPLETE	Liaison took place, litter management approach is ongoing
The 'What to do if you need a Poo' trial campaign will be re-launched and expanded to help reduce irresponsible toileting. This will include trowel loan systems and direction on bagging and binning waste where appropriate.	 COMPLETE	Trial ran throughout season and approach adopted by partners across Scotland
2.4 Camping Management	Status	Notes
The National Park Camping Permit Scheme will operate when the easing of restrictions allow providing opportunities for tent based camping and overnight parking for motorhomes in designated areas. Additional support for the bookings line will be put in place for the weekend to help cope with increased demand.	 COMPLETE	Scheme in place and operated from 26th April to 30th September in line with byelaws, and until 30th October at campsites. Additional weekend support in place.
The publically managed campsites at Salloch Bay, Loch Achray and Loch Chon will operate when the easing of restrictions allow with all three extending opening into October. Liaison will be undertaken with private campsite operators and any capacity issues will be relayed on the NPA website.	 COMPLETE	All campsites reopened in April
2.5 Development of Sustainable Infrastructure	Status	Notes
A 5 year capital infrastructure and service enhancement programme will be developed and prioritised with partners and stakeholders.	 IN PROGRESS	Infrastructure & service plans in progress



3. Regulation & Enforcement

3.1 Sharing and Awareness of Roles and Responsibilities	Status	Notes
All public facing staff in the partnership will be provided with a briefing sheet on roles and responsibilities to ensure that consistent information is relayed to visitors and those who live and work within the National Park	 COMPLETE	Action undertaken via training and communication shared between partners
3.2 National Park-led Enforcement and Regulation	Status	Notes
The Camping Management Byelaws will be enforced by the National Park Ranger Service with support from Police Scotland.	 COMPLETE	National Park Ranger Service patrolled from 20th March until end of October, with support from Police Scotland during shift and on joint patrols
The Loch Lomond Byelaws will be enforced by the National Park Ranger Service with support from Police Scotland.	 COMPLETE	National Park Ranger Service patrolled from 20th March until end of October, with support from Police Scotland during shift and on joint patrols
A Code of Conduct for loch users will be reintroduced at Loch Earn and promoted as part of a suite of measures designed to help reduce the irresponsible and unsafe use of Powered Water Craft	 COMPLETE	Leaflet created and distributed around Loch Earn
New Partnership Against Rural Crime launched with the Scottish Rural Crime strategy to help tackle issues such as reducing flytipping, reducing livestock worrying and increasing the use of Rural Watch.	 COMPLETE	Partnership launched in October 2021
3.3 Local Authority-led Enforcement and Regulation	Status	Notes
Traffic enforcement will be undertaken by local authority Enforcement Officers and will be directed to key visitor locations using an intelligence led approach. This will support a number of traffic management measures that were started in 2021. Additional measures will be considered with input from local stakeholders	 COMPLETE	Local authority traffic enforcement officers in place for season
Littering and Flytipping offences will be enforced by local authority Enforcement Officers using powers given under the Environmental Protection Act	 COMPLETE	Undertaken by officers daily duties as required
Where appropriate local authorities will consider the expansion and type of alcohol byelaws that cover visitor destinations throughout the National Park.	 IN PROGRESS	Ongoing - Stirling Council alcohol byelaw amended
3.4 Police Scotland-led Enforcement and Regulation	Status	Notes
Police Scotland will continue to approach their COVID-19 powers following 'the 4 Es': Engage. Explain. Encourage. Enforce.	 COMPLETE	Undertaken throughout season
Police Scotland will support the National Park Ranger Service and other partners to address safety issues associated with antisocial behaviour related to camping and dangerous parking. This will include additional support from the National Park Police Officer.	 COMPLETE	Undertaken throughout season
Operations such as 'Close Pass' and 'Lose the Blinks' which are designed to increase the safety of cyclists and horse riders respectively will be targeted to key locations within the National Park to assist these vulnerable recreational road users	 COMPLETE	Undertaken throughout season

CASE STUDY

This case study illustrates one part of the wider Ranger deployment undertaken every week throughout the visitor season.

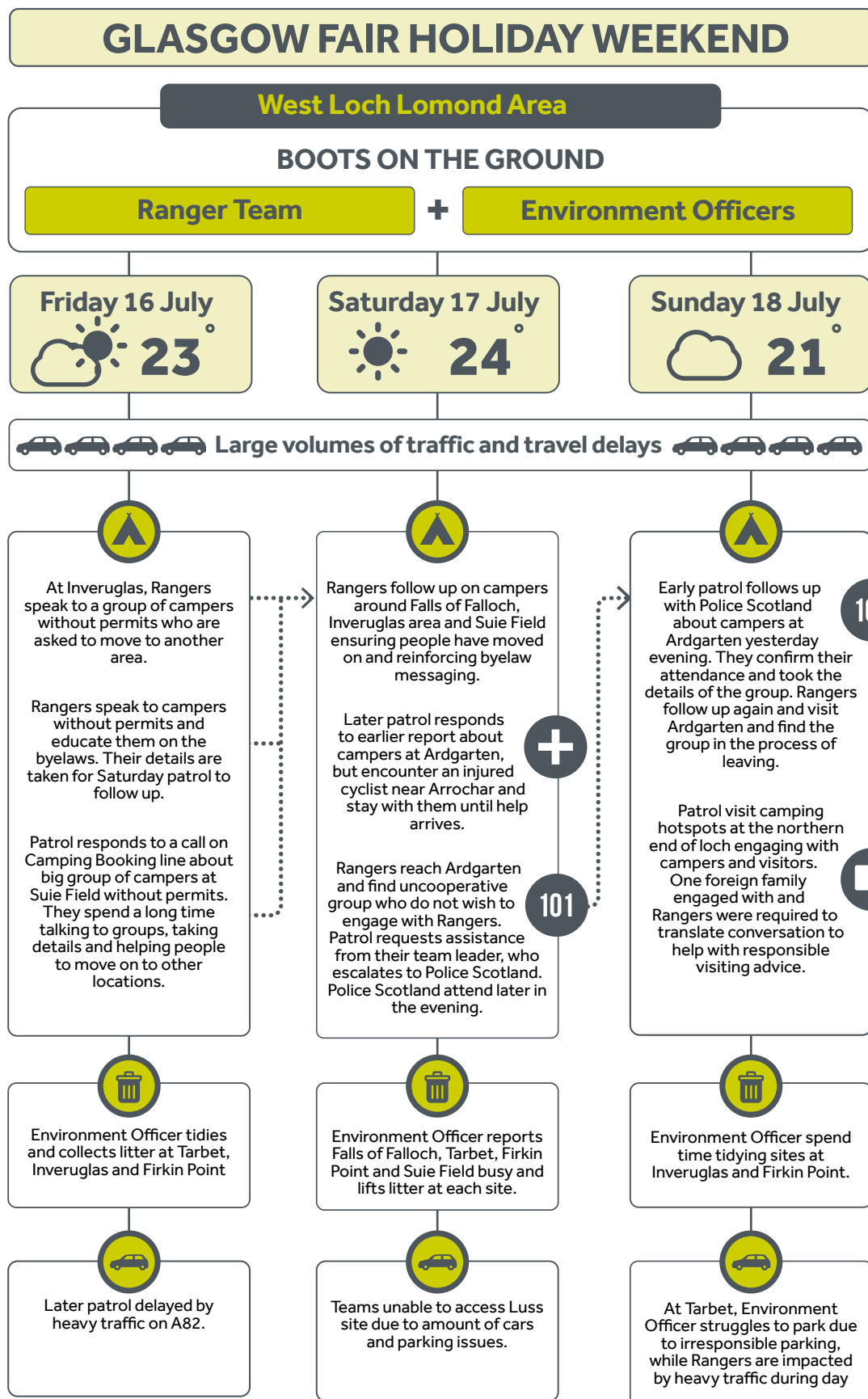
In this example eight Rangers and one Environment Officer were deployed on early and late shifts over the weekend.

Across the Glasgow Fair Weekend in addition to the West Loch Lomond patrol a further 81 members of the Ranger Service were deployed across the Friday, Saturday and Sunday.

Each member of the Ranger service undertook similar duties across Loch

Lomond both on land and water, at our visitor centre in Balmaha and on patrols across Strathard, the Trossachs and Breadalbane.

On this weekend, as they do every week throughout the season, Rangers worked in partnership with Police Scotland, Forestry & Land Scotland, community wardens and enforcement officers from Local Authorities.



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