National Park Place Programme

Agenda Item 5

Appendix 3 – West Loch Lomond Strategic Development Framework

National Park Authority Board Meeting
13th June 2022

Loch Lomond & the Trossachs National Park

West Loch Lomond
Strategic Tourism Infrastructure Development Framework

Prepared by Ironside Farrar on behalf of Loch Lomond & Trossachs National Park Authority

May 2022

Prepared by Ironside Farrar on behalf of Loch Lomond & Trossachs National Park Authority

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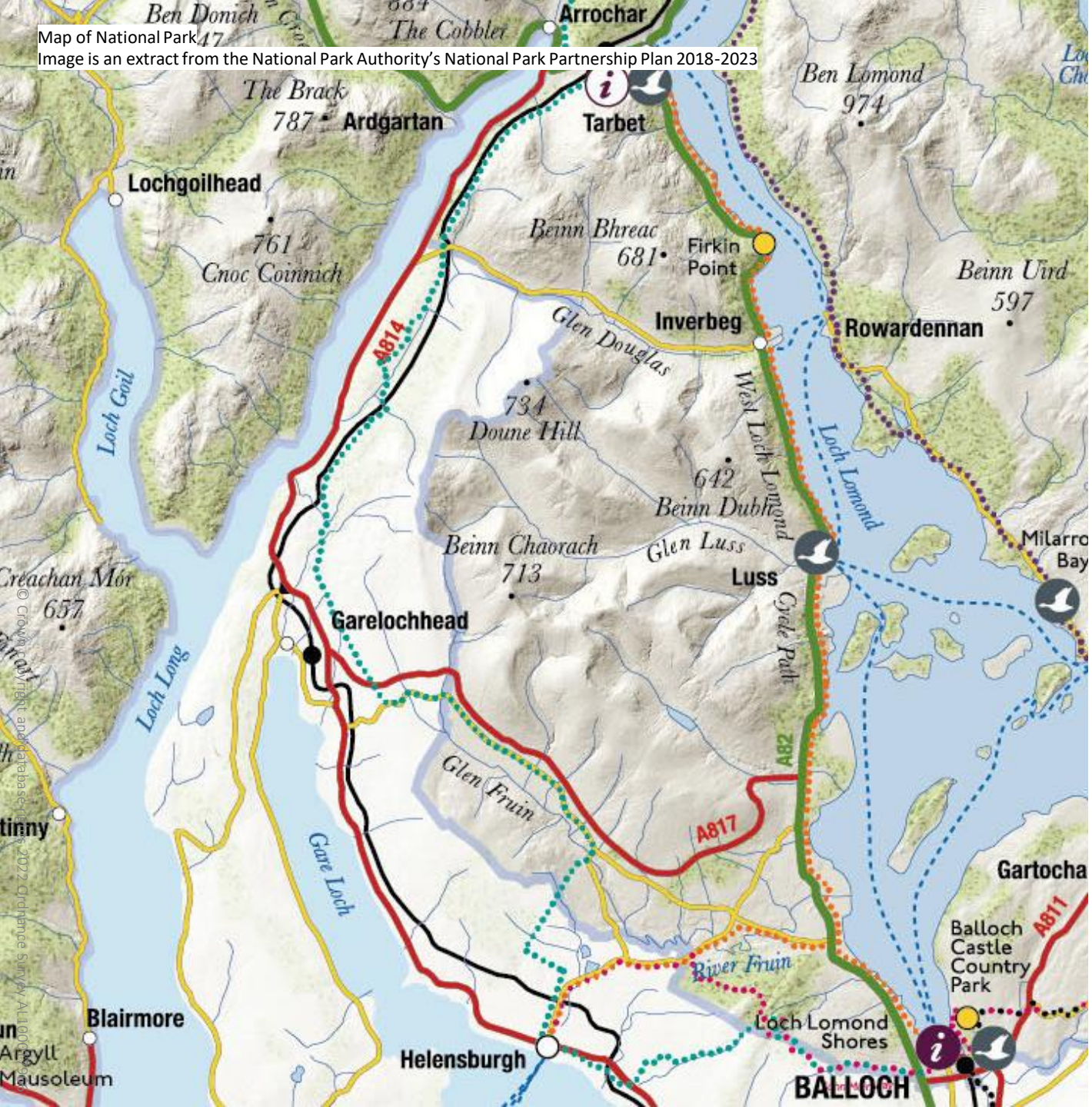
Loch Long from Arrochar



Map of National Park
Image is an extract from the National Park Authority's National Park Partnership Plan 2018-2023

Introduction

The Loch Lomond and Trossachs National Park Authority has commissioned this study to identify high level requirements for strategic tourism infrastructure development in the West Loch Lomond area of the National Park.

This study has been developed through a design-led review of current known information, including existing survey data and a review of current site provision, incorporates infrastructure opportunities identified by the National Park Authority/ Visitor Management Group, and has been informed by previous stakeholder/ community engagement and discussions.

Proposals have been developed through engagement with the West Loch Lomond Visitor Management Group and stakeholders, through a process which will continue beyond this study. Concepts have been developed for all sites identified as being strategic for the National Park Authority & Partners within the area defined as West Loch Lomond.

Timescales have not allowed detailed community engagement at this initial stage. However, having been based upon earlier National Park Authority dialogue on local issues, onward progression will have community engagement embedded in the planning and design process to ensure outcomes fully support local as well as visitor needs.

The study can be described as a live document, which will be reviewed and updated to reflect the findings of ongoing project developments, engagement and respond to the results of studies currently running in parallel. The study will be used as a framework, talking point, and starting point for detailed examination of the projects identified within, and a tool for use in applying for funding

Strategic Tourism Infrastructure Development Study

This Strategic Tourism Infrastructure Development Study is being advanced to identify areas of opportunity and identify actions to strengthen tourism infrastructure supporting place, address the needs of both residents and visitors and create a framework to secure additional funding for projects to support the West Loch Lomond area.

Strategic Plan
Supporting
Sustainable Tourism

The National Park Authority [NPA] with the support of Scottish Government are seeking to develop a 5-year work programme, with capacity to draw-down on the COVID Recovery Task Force Funding delivered through the Rural Tourism Infrastructure Fund (RTIF) administered by Visit Scotland.

Environmental Capacity
Promoting
Place Based Assets

The National Parks have experienced significant additional visitor demand during Covid highlighting challenges to the current provision of visitor infrastructure and creating a range of challenges and risks around environmental stewardship, visitor management and sustainable use of our place assets. This includes marine as well as land-based assets and their management.

Site Audit & Analysis
Based on
Problems/Opp's/Issues/Constraints

The Strategic Tourism Infrastructure Development Study for the West Loch Lomond area has been developed through a Steering Group and with stakeholder partners, closely engaged to capture the problems/opportunities/issues/challenges (POIC) and to identify appropriate and proportionate responses that support the National Park Authority Plan and strategic objectives.

Concept Ideas
Aligned with
Stakeholder Engagement

Concept ideas have been developed to with a focus on Placemaking and protecting place quality, an approach that respects how the landscape, its form, and qualities contribute to 'a sense of place'. Initial engagement with stakeholders explored the fit with wider initiatives and landowner interests. Projects have been prioritised to create a programme of works that, with funding, can be developed and implemented over time.

Concept Development
Feasibility
Cost & Programme

Concepts for priority actions have been developed into Outline Design Briefs sufficient to define the scope of the project and allow budget costs to be defined and projects prioritised and programmed to create a programme of works that can be developed as a basis to bid for funds and advance planning and design in conjunction with local stakeholders.

Integrated Plan & Programme
Consistent with
LDP & Partnership Plan

The National Park Authority will use the Strategic Tourism Infrastructure Development Study as part of funding submissions to assist rural visitor locations and communities make improvements to cope with increased visitors pressure and offer enhanced visitor experiences, promote responsible tourism (land and water based) with carbon conscious approaches supporting partnership programmes.

Context

The study responds to and works within the context of the National Park Partnership Plan and Local Development Plan and wider national/regional /local policies. Visitor management requires close integration with the resident and community needs within settlements building on wider programmes and engagement around Destination Development and Place-Plans.

The following information sets the context for this study:

- Local Development Plan 2017-2021
- Partnership Plan 2018-2023
- Climate Emergency Plan
- Core Paths Plan
- Visitor Experience – Tourism Development Plan
- Design & Placemaking (Scottish Government)
- West Loch Lomond Development Framework (Scottish Government)
- Design & Placemaking Guidance (Scottish Government)
- National Park Biodiversity Action Plan & Programme 2018-2023
- Local Place Plans
- Listed Buildings & Conservation Areas
- Trees & Woodland Strategy
- National Park Website – Project / Action Plan Updates
- National Park Authority Geographic Information System (GIS) Database

Additional references have been taken from wider policy frameworks including:

- Place Principle (Scottish Government) / Place Standard Tool 2020-2030
- Designing for Climate Change (Architecture & Design Scotland)
- Sustainable & Responsible tourism in Scotland (Visit Scotland)
- Other Design & Planning Guidance – National Park Authority & Partners

Alignment with the National Park Partnership Plan

The Strategic Tourism Infrastructure Development Study seeks to align itself with the vision and all the challenges and opportunities, outcomes and priorities as identified within the Partnership Plan. A key element is seeking to secure the 'right visitor facilities' in the 'right place' to ensure visitor activities deliver benefits and are compatible with our visions for place.

Priority Outcomes for Key Elements of Visitor/Tourism Infrastructure

Conservation & Land Management

Outcome 1: Natural Capital

Priority 1.1: Habitats
Priority 1.2: Species

Outcome 2: Landscape Qualities

Priority 2.1: Landscape & Heritage

Outcome 3: Climate Change

Priority 3.1: Climate Change

Outcome 4: Land Partnerships

Priority 4.1: Integrated Land Management

Visitor Experience

Outcome 5: Recreation Opportunities

Priority 5.1: Path Provision
Priority 5.2: Path Maintenance
Priority 5.3: Active Travel

Outcome 6: Water Recreation

Priority 6.1: Water Facilities
Priority 6.2: Waterbus Network
Priority 6.3: Water Recreation

Outcome 7: Visitor Economy

Priority 7.1: Growing Tourism Markets
Priority 7.2: Information & Connectivity

Outcome 8: Visitor Management

Priority 8.1: Visitor Management
Priority 8.2: Public Transport

Outcome 9: Health & Learning

Priority 9.1: Health Improvement
Priority 9.2: Engagement & Learning

Rural Development

Outcome 10: Placemaking

Priority 10.1: Improving Towns & Villages
Priority 10.2: Built Heritage
Priority 10.3: Improved Resilience

Outcome 11: Sustainable Growth

Priority 11.1: Low Carbon Economy
Priority 11.2: Rural Diversification
Priority 11.3: Infrastructure for Business Growth
Priority 11.4: Broadband & Mobile Coverage

Outcome 12: Sustainable Population

Priority 12.1: Skills & Training
Priority 12.2: Affordable Housing
Priority 12.3: Local Services

Outcome 13: Community Empowerment

Priority 13.1: Supporting Capacity of Community Organisations
Priority 13.2: Supporting Community-led Action
Priority 13.3: Supporting Partnership Working

Challenges of Covid-19 and impacts/ implications on visitor use and demand

Study Focus

The study has reviewed existing recreation planning strategies and, through engagement and site assessments, has sought to identify established areas of activity, areas at capacity or where visitor activity levels create significant challenges and areas with potential for development. Infrastructure investment has been focused on areas that can offer sustainable travel accessibility (public transport/active travel).

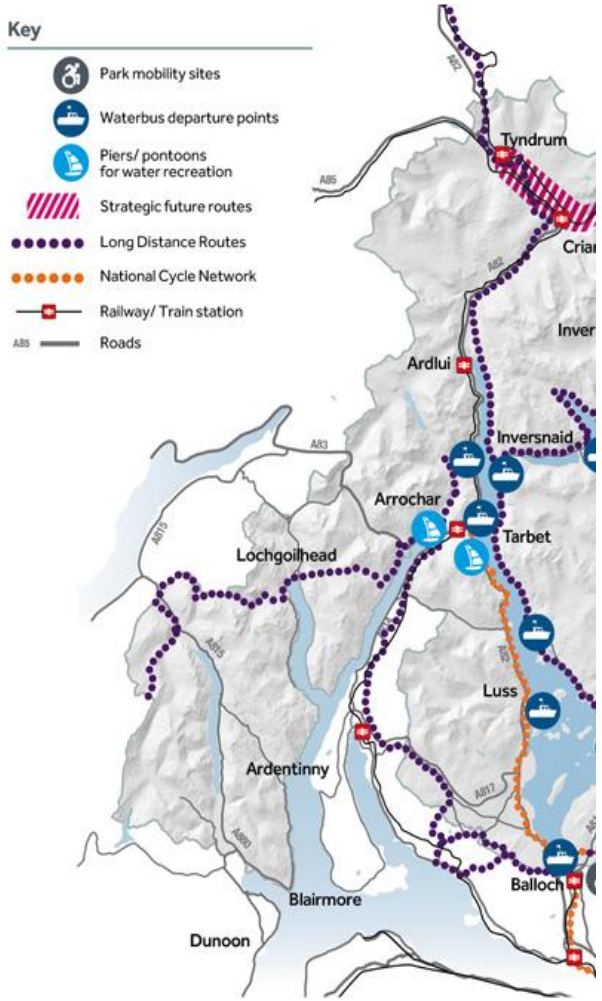
The study builds on the National Park Partnership Plan and Local Development Plan (extracts to right)

Visitor management will promote development of/ greater use of the National Walking and Cycling Network (LDR/ NCR) for recreation and active travel and importantly promote better linkages from existing public transport hubs and services to support sustainable travel choices. On West Loch Lomond rail connections (Balloch / Helensburgh / Arrochar-Tarbet), the A82 Road Corridor / bus connections and the Balloch-Tarbet National Cycle Route all have important roles in supporting travel choice.

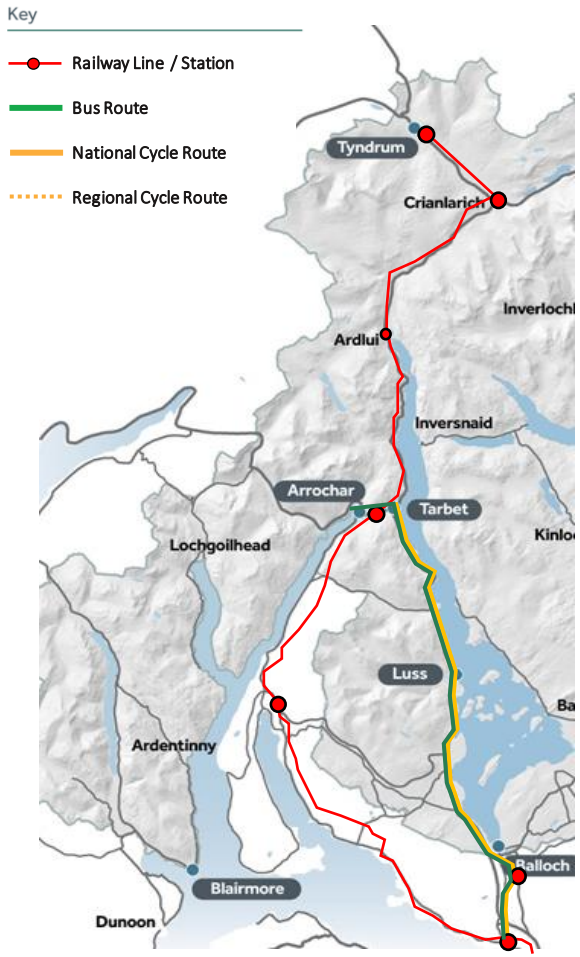
Important in the recreational network and transport network are bus & water-based connections that give non-car-access. Extending travel choice by supporting sustainable modes through comprehensive interlinked sustainable transport system (Shuttle bus/ Waterbus) are proposed by the National Park Authority to help to deliver wider elements of the Partnership Plan and commitment to net zero.

This commitment to offer an attractive alternative mode of transport/ access to support reduction to visitor reliance on car journeys is intrinsic to the development of the Strategic Tourism Infrastructure set out in this study

Strategic Recreational Network



Access & Transport Network



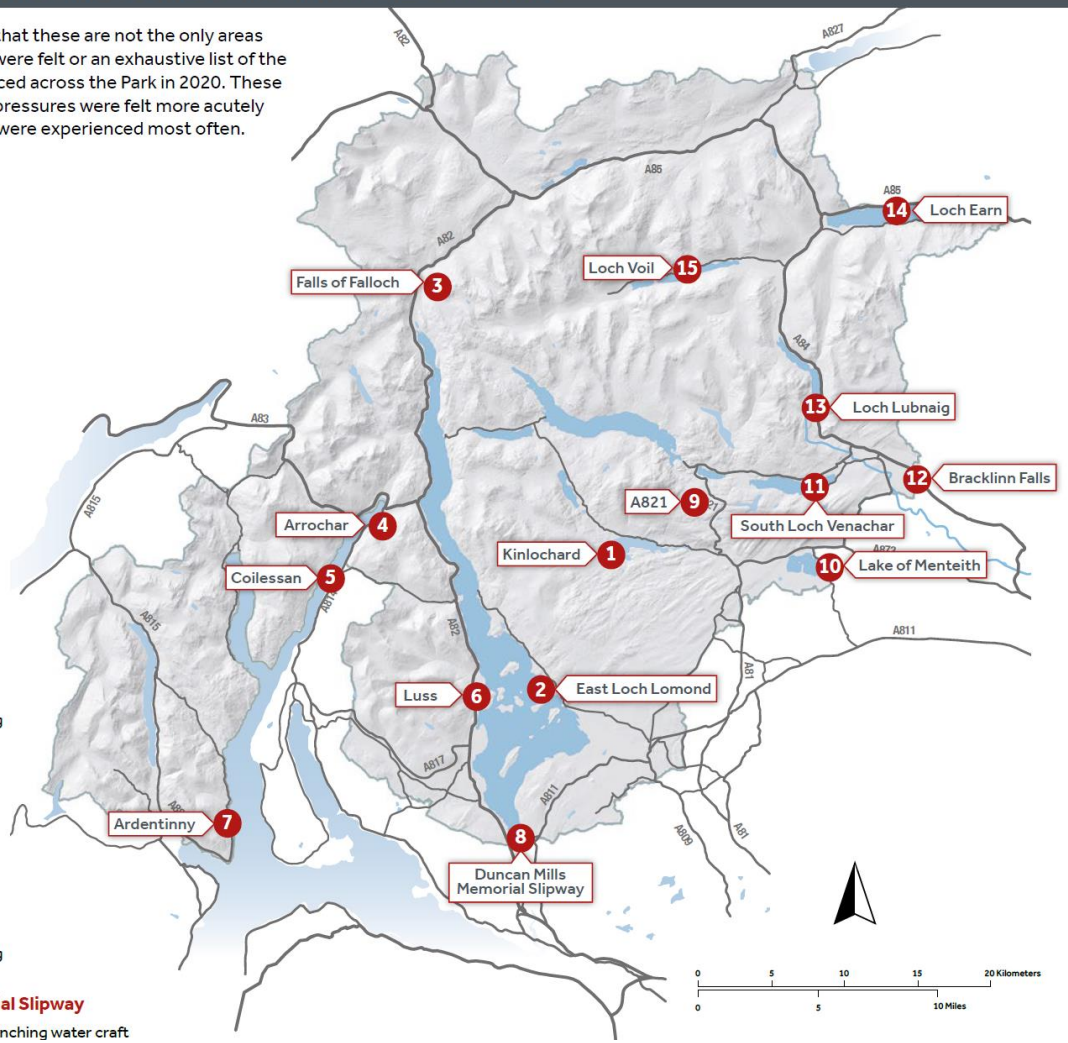
Images are extracts from the National Park Authority's National Park Partnership Plan 2018-2023

National Park Safe Recovery Action Group Covid Response Plan:

Identifies additional pressures and need for improvement

MAP 1: VISITOR PRESSURES EXPERIENCED IN 2020

The NPSRAG recognise that these are not the only areas where visitor pressures were felt or an exhaustive list of the types of issues experienced across the Park in 2020. These are the locations where pressures were felt more acutely and types of issues that were experienced most often.



1 Kinlochard
- Traffic congestion
- Irresponsible parking
- Irresponsible toileting

2 East Loch Lomond
- Traffic congestion
- Irresponsible parking

3 Falls of Falloch
- Irresponsible parking *Risk of high speed Road Traffic Accident*
- Littering

4 Arrochar
- Traffic congestion
- Irresponsible parking *Risk of high speed Road Traffic Accident*

5 Coilessan
- Antisocial Behaviours associated with camping (permit area closed)

6 Luss
- Irresponsible parking
- Inadequate service provision for visitor numbers

7 Ardentinny
- Anti-social behaviours associated with camping

8 Duncan Mills Memorial Slipway
- Reduced capacity for launching water craft

9 A821
- Traffic congestion
- Irresponsible parking

10 Lake of Menteith
- Anti-social behaviour associated with camping
- Irresponsible parking

11 South Loch Venachar
- Irresponsible parking
- Anti-social behaviour associated with camping
- Irresponsible fire lighting

12 Bracklinn Falls
- Traffic congestion
- Irresponsible parking
- Littering

13 Loch Lubnaig
- Irresponsible parking *Risk of high speed Road Traffic Accident*

14 Loch Earn
- Traffic congestion (South Loch Earn Road)
- Irresponsible toileting (Permit Areas & opposite St Fillans)
- Irresponsible parking
- Antisocial behaviours associated with camping (Irresponsible fire-lighting, litter, fly-tipping)
- Antisocial behaviour with Personal Water Craft

15 Loch Voil
- Irresponsible parking
- Anti-social behaviour associated with camping

The National Park Authority, with partners, has established the National Park Safe Recovery Action Group (NPSRAG) to facilitate and coordinate activity and prepare a Joint Response Visitor Management Plan.

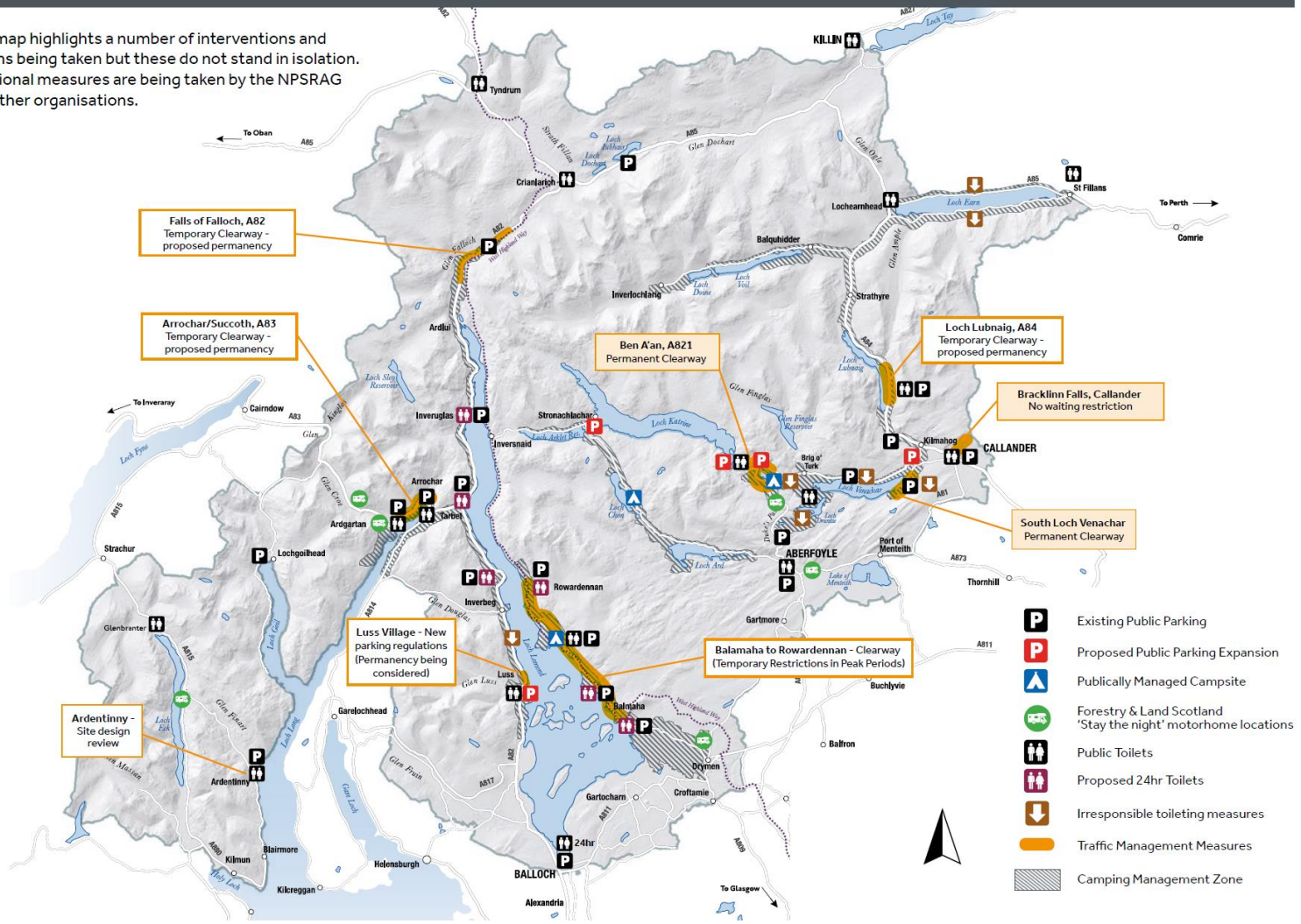
The Plan looks to respond to the Covid global pandemic with its increase in visitor pressures and address local issues and concerns.

The National Park Authority has a duty to balance the needs of visitors with the protection of the environment and quality of life for the people who live and work within the area. Additionally other public bodies that cover the National Park area have related statutory responsibilities to maintain the safety and integrity of the public and public infrastructure networks.

Extracts from the National Park Authority's National Park Safe Recovery Action Group Covid Response Plan , which identifies issue of high visitor pressure for which investment in infrastructure seeks to support sustainable long term solutions.

MAP 2: MANAGING KEY VISITOR PRESSURES IN LOCH LOMOND & THE TROSSACHS NATIONAL PARK

This map highlights a number of interventions and actions being taken but these do not stand in isolation. Additional measures are being taken by the NPSRAG and other organisations.



The study recognises that Covid has had and continues to have a significant effect on the National Park and its communities, local businesses, land managers, visitor facilities and destinations and these impacts are likely to continue for some time.

Creating a sustainable tourism model looks to improve the visitor experience whilst also protecting local amenity and enhancing access and facilities for the wider community. Many sites and locations have come under significant pressure during Covid (levels of activity / irresponsible use / anti-social behaviours congestion / littering / etc). These are not comprehensive and many locally specific issues on West Loch Lomond have also been highlighted and need addressing in planning and developing the visitor infrastructure at specific sites.

Extracts from the National Park Authority's National Park Safe Recovery Action Group Covid Response Plan , which identifies issue of high visitor pressure for which investment in infrastructure seeks to support sustainable long-term solutions.

High-Level Policy

The Strategic Development Study reviewed the vision and challenges and opportunities, outcomes and priorities as identified within the Partnership Plan and engagement with the West Loch Lomond Visitor Management Group. The Visitor Management Group highlighted the critical importance of local engagement in the development of future plans

Problems

- Sustainable management of an environment, and natural landscape of high value and sensitivity (taking into account landscape, place, nature, biodiversity etc) offering quality visitor experiences in an area with increase visitor pressures.
- Challenges of water management. Critical issues associated with use/mis-use and antisocial behaviours
- Avoiding a 'predict & provide' strategy that simply responds to visitor pressure through greater provision and is ultimately unsustainable.
- Need to address Climate Change and Net Zero commitments by reducing car dependency and extending choice, facilitating modal shift and limiting demand
- West Loch Lomond limited public transport access (rail/bus/water) with need to develop 'hubs' based on sustainable modes
- Awareness of wider opportunity (education/facilities) and investment requirements takes time to build a sustainable network
- Sustainable tourism / destination planning avoiding 'demand dictating supply' and align facilities and carrying capacity

Opportunities

- Extend recreational opportunity to offer a more inclusive and diverse range of experiences across the Park
- Grow tourism activity and enterprise support in partnership to ensure high intensity use areas offer complimentary visitor facilities
- Secure greater access by public transport securing Net Zero benefits strengthening service support at Hubs
- Improve quality / diversity and distinctiveness of the visitor experience
- Capitalise on the benefits of nature
- Using good design and better provision, encourage more responsible behaviours
- Secure barrier free / inclusive access meeting the needs of all users
- Develop Active Travel Networks between 'Hubs' allowing circular/integrated routes
- Improved public transport & travel connectivity, with wider and more frequent connections benefiting residents (access to facilities e.g. sports facilities/ pools, education, urban centres, work, recreation)
- Capitalise on water-based transport connection and cross Loch interconnectivity

Issues

- Developing sustainable tourism has many challenges not least impacts on local communities, place quality and residential amenity.
- Sustainable tourism needs to establish a consensus around the balance of activity within individual communities - on how tourism can contribute to or adversely impact on important local issues (employment, social capacity, recreation, health, education, travel) and support stronger communities
- Visitors and communities have a sense of appropriateness relating to scale / character of facility requiring sensitive integration within settlements/sites
- Carrying capacity of sites/ locations (water and land) are not necessarily aligned to visitor demand/ levels of use & mis-use and sustainable management
- Main facilities should focus on settlements and primary road corridors and offer dispersal from these points
- Waterbus arrangements offer a distinctive additional visitor experience but have significant operational and user cost

Challenges

- Engaging and developing locally responsive solutions to visitor management that respond to local resident/business/community needs.
- Visitor demand in the National Park grew by 14% (2014-2017) with consistent growth and additional Covid related uplift – demand is growing faster than capacity and securing new investment in visitor/place infrastructure will be important to reduce conflict.
- Developing and implementing a Sustainable Transport strategy to support modal shift and extend travel choice.
- Extending engagement to ensure local needs and visitor needs are understood is critical to effective management.
- Identifying mechanisms to provide more robust control, enforcement & management of the water-based leisure.
- Developing a visitor infrastructure as a resilient network of facilities, places, & routes needs education/awareness alongside infrastructure provision.
- Revenue costs, operational management and maintenance generated by capital investment in infrastructure

Place-Level Design

The Strategic Development Study reviewed the vision and challenges and opportunities, outcomes and priorities as identified within the Partnership Plan and identified following place & site level issues.

Problems

- Demand exceeds local carrying capacity
- Congestion /De-values visitor hotspots
- Peak day congestion / over-use
- Changing visitor needs
- Inadequate Car Parking
- Need for Motorhome Servicing
- Camping Facilities/Uncontrolled Camping
- Lack of safe road crossings
- Management of Waste Facilities
- Fragmented Active Travel Networks
- Inadequate infrastructure
- Environmental degradation impacting on landscape and nature
- Adverse impact on place quality & community/residential amenity
- Potential conflicts residents / landowners
- Potential conflicts visitor/user groups
- Lack of Signage / Information
- Limits capacity sustainable management
- Limits enterprise & Community Wealth

Opportunities

- Infrastructure that supports a nature- centred approach, green recovery and modal shift (supporting climate action)
- Infrastructure that supports a nature centred approach
- Infrastructure a catalyst for recovery
- Supports additional place capacity
- Extend visitor experiences / value
- Facilitates inclusive access
- Extends unique/special experiences
- Extending Public Access / Trails
- Promotes Health & Well Being
- Promotes Hubs with Public Transport
- Disperse peak visitor numbers
- Improves connectivity/ Active Travel
- Water based Recreation/ Leisure
- Creates/extends local enterprise opportunity
- Developing and A82 road corridor strategy
- Working with Transport teams (Park Authority and Transport Scotland on road-based/active travel measures
- Supports Community Place Plans

Issues

- Local capacity and 'predict & provide' challenges Park Authority Purpose
- Impact of water-based activity on place
- Protecting residential amenity & local communities
- Challenges 'Best Practice' management
- Conflict with Net Zero targets
- Unsustainable without Action
- Creates conflict local communities
- Devalues visitor experiences / value
- Impacts on nature (Environmental Capital)
- Impacts on delivery of The National Park vision
- Increased visitor levels and activities can introduce anxieties for residents
- Increased levels of road traffic and incidents on trunk roads with residents experiencing road closures and detours

Challenges

- Engaging and developing locally responsive solutions to visitor management that respond to local resident/business/community needs
- Meeting visitor needs whist addressing local resident/business and wider community needs together with conserving and enhancing the National Park
- Developing Sustainable Land-use Model that recognises the importance of long-term sustainability built around partnerships with all key stakeholders
- Integration of land and water management that recognises the challenges of use/ mis-use and the problems/challenges of enforcement
- Securing land availability to develop appropriate facilities in the right locations
- Securing funding
- Building on and maintaining agreements with Landowners/3rd Parties
- Integrate wider programmes to ensure projects are aligned with wider partners programmes and initiatives
- Securing investment to ensure problems are addressed and the projects can be advanced within a committed delivery programme

Vision

Promotion of responsible tourism, ensuring local communities meaningfully benefit from visitor activity and adverse impacts of visitors on local communities, amenity and the environment are minimised and mitigated

Infrastructure Investment Vision

The National Park Authority and its partners invest in higher quality, facilities that reflect a sustainable balance between local needs and amenity and visitor demand. A hierarchy of destinations is developed to offer more sustainable capacity providing enhanced facilities that promote sustainable travel and offer improved accessibility, whilst protecting and enhancing natural capital, resident's amenity, place quality and the visitor experience.

Strategy

Investment over the period 2022-2032 needs to focus on sustainable management of resources, support modal shift and promote sustainable transport choice by developing a network of well connected key outcomes for 2032 delivering:

- Stronger infrastructure supporting tourism, rural economy, place & protecting and enhancing local amenity for local residents and communities.
- Dispersal of visitors to reduce pressures on the most sensitive locations and environments to secure a better balance with site capacity and to enhance the visitor experience
- Improved facilities and management of visitor destinations/ locations; mitigate adverse pressures and impacts on local communities in those locations most adversely impacted by intensification of use.
- Secure/pilot better management of land/ water assets and control over visitor activities and investigate further measures to promote control anti-social behaviour
- Well designed infrastructure to support behaviour change, encourage investment and income generation and thereby reduce the need for enforcement by influencing more positive use.
- Operation of Shuttle bus / water bus services from Balloch Primary Hub to other primary/secondary destinations (to be investigated through National Park Authority Sustainable Transport Study)
- Encourage modal shift and greater travel choice with greater uptake of public transport (rail/ bus/ active travel/ boat)
- Enhanced management for habitat conservation & enhancement of biodiversity and landscape character

Strategy

The strategy for development of Visitor Infrastructure seeks to promote responsible tourism & quality visitor experience structured around interventions which support managed dispersal of visitors, encourage modal shift, promote sustainable development and ensure the needs of residents, businesses visitors are addressed in a fully inclusive environment. The key elements of the strategy are:

- **Supporting Visitor Dispersal & Management**
  - ✓ ***Hierarchy of Visitor Hubs/Destinations:*** offering appropriate site capacity & consistency of facilities and services appropriate for levels of use and activity at each location
  - ✓ ***Place Improvements***: promoting quality & appeal, encouraging exploration/ use of wider facilities at destinations/ reduce intensity of use/ increase dwell time where appropriate/ mitigation of damage: erosion, overuse, habitat destruction, harm to biodiversity
  - ✓ ***Signage***: Strengthen Park identity and connectivity, provide consistent suite of Real Time Information/ Area Mapping/ Orientation/ Exploration & Wayfinding seamlessly linked to online information
  - ✓ ***Dispersal –*** identifying additional locations capable of accommodating visitors – wider Park locations/ divert high footfall/ sites away from sensitive landscapes/ sites away from sensitive habitat value areas

- **Supporting Inclusion**
  - ✓ ***Resident Amenity:*** Address needs of local communities to reduce conflicts with visitor activities and create opportunities for local enterprise supporting place resilience - providing better access & connections to local centres/ enhancement of place quality/ mitigating adverse impacts
  - ✓ ***Place improvements:*** Better access & connections to local centre through physical measures
  - ✓ ***Infrastructure:*** Accessible parking/ inclusive & safe routes/ cycle hubs/ inclusive changing facilities/ signage; welcoming and supporting needs of all users
  - ✓ ***Facilities***: Children's play (e.g. natural or incidental play) / seating/ picnic areas for diversity/ multigenerational use & activity

- **Supporting Modal Shift**
  - ✓ ***Shuttle Bus/ Waterbus facilities*:** Fully accessible infrastructure centrally positioned and well connected and integrated into visitor hotspots with turning circles/ layover space/ new piers/ signage/ shelters/ Wi-Fi & Real Time Info
  - ✓ ***Cycling*:** Comprehensive network of safe & appealing routes supported by clear signage/ secure parking & service hubs & repair points
  - ✓ ***Car Park Management***: avoiding significant parking expansion, giving focus to initiatives encouraging modal shift/ Variable Message Signage/ parking monitoring/ network of Electric Vehicle Charge points supporting better travel choice
  - ✓ ***Mitigate loss of private vehicle travel advantages:*** focus given to interventions to mitigate loss of comfort and convenience by providing better quality facilities e.g. changing/shower facilities/shelters; supporting sustainable transport - promotion of quality experiences

- **Supporting Sustainable Development:**
  - ✓ **Low Carbon Development:** adopt simple, low cost, energy efficient approaches to built development, management and maintenance.
  - ✓ ***Reduction of car dependency:*** infrastructure and park management to support access to West Loch Lomond via sustainable transport
  - ✓ **Sustainable Drainage (SuDS):** mitigation of impacts of site development through rainwater catchment/ storage/ treatment and reuse.
  - ✓ **Green Infrastructure/ biodiversity:** enhancing environment & habitat value, promoting maintenance/ management regimes supporting development of species rich green infrastructure/ green roofs/ etc
  - ✓ **Education and Advocacy:** ensure all visitor infrastructure addresses sustainable objectives where viable, include on site advice and information to promote visitor awareness, demonstrate success encourage behaviour change/ identify easy to achieve targets in day to day living.

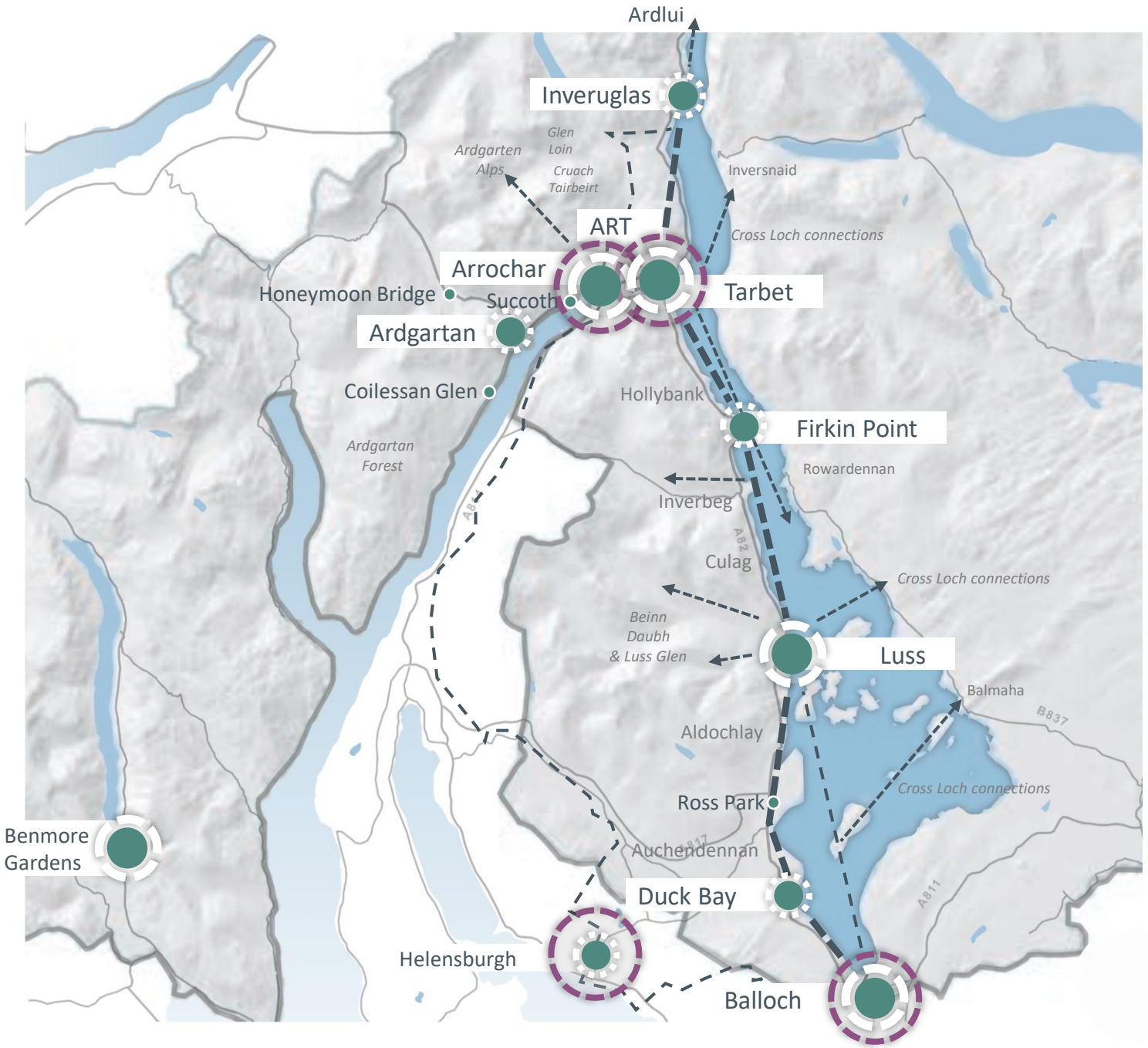
Hierarchy of Visitor Hubs/Destinations:

The strategy establishes the need to develop a hierarchy of destinations structured around strategic position (hubs) and size capacity/ appeal of destination. The following gives a guide to role and facilities that might be expected for each:

Primary Hub : Gateway Facilities/arrival points providing strategic access North/West/South	**Primary Destination:** Capacity for defining & enhancing place quality & improving visitor capacity	**Secondary Destination:** Sensitivity of place moderate capacity/ limits opportunity	**Tertiary Destination:** Places with limited appeal/carrying capacity (laybys)
Transport (Rail/Bus) Interchange	Visitor Centre/ Café/ Rangers		
	24hr Toilets/ Changing	Toilets/ Changing	
	Sustainable Transport Hub	Sustainable Transport Hub	
	Monitored Car Parks & VMS		
National Cycle Route	Cycle Hub & Infrastructure	Cycle Hub & Infrastructure	
	Signage & Visitor Information	Signage & Visitor Information	Signage & Visitor Information
	Shelter		
Hotels /Accommodation	Waste Water Disposal Facility		
	Coach Parking		
	EV charge points	EV charge points	
	Accessible Parking	Accessible Parking	
Food & Beverage	Drinking water supply	Drinking water supply	
	Free Wi-Fi		
Business Infrastructure	Litter/ Recycling	Litter/ Recycling	Litter/ Recycling (including signage)
	Picnic & Play Facilities	Picnic & Play Facilities	Potential Picnic Facilities

Hierarchy of Place

The Strategic Tourism Infrastructure Development Study seeks to develop 'Primary Hubs' with capacity for more intensive use (services/ economy/ etc) and offering public transport accessibility with connected spokes to destinations supporting exploration and lower intensity facilities.



Key

Primary Hubs
ART is the Primary Hub and arrival (only station within West Loch Lomond area), the local centres of Tarbet and Arrochar are Primary Hubs

Primary Destinations
Tarbet and Arrochar are along with Luss are Primary Destinations (local centres) Benmore Gardens is a primary destination capable of taking pressure away from Loch Lomond

Secondary Destinations

Tertiary Destinations

Sustainable Visitor Travel

The Loch Lomond and Trossachs National Park Authority is committed to promoting modal shift and delivery of zero carbon targets. The National Park's Mission Zero policy embeds climate thinking and emissions reduction into the culture of all service delivery. Therefore, integral to planning for future visitor management is the need to promote and develop a sustainable visitor travel system, addressing the specific needs of non-car-based visitor travel within the National Park.

This undertaking is being advanced, by the National Park, through Shuttle Bus trials (summer 2022) which together with a sustainable visitor transport strategy (to be developed) will identify the way forward in delivery/ operation of a shuttle bus/ waterbus. Fully integrated with the area's public transport network the sustainable visitor travel system will seek to promote and support the advancement of modal shift across the full park area, making it the attractive and convenient travel option of choice.

The development of strategic visitor infrastructure therefore has, at its core, the need to put in place infrastructure (piers/road access/ laybys/shelter/ Real Time Information, connections/signage etc) which will support the effective access, operation, convenience and use of sustainable visitor transport on land and across water.

Visitor Infrastructure Investment Priorities

Priority Assessment Outcome 8 Visitor Management Visitor Infrastructure Investment Priorities

The National Park Partnership Plan 2018 – 2023 concluded that the most popular parts of the National Park which experience pressures should be managed to ensure that the quality of environment, visitor experience and community life are protected and enhanced. The Visitor Management proposals focusing on visitor facilities, identified 8 elements of visitor infrastructure which should be prioritised for improvements, and identified the requirement for each across 12 of the most popular locations throughout the National Park.

This strategy recognises the importance of this objective and seeks to build on the 2018 investment priorities by considering a wider range of elements which support visitor dispersal & management, inclusion, modal shift and sustainable development. Additional elements expand the focus to include resident amenity, place improvements, sustainable transport infrastructure (active travel, public transport, water & land), improved toilet/changing facilities, signage and information, and electric vehicle charging.

Extract:
From The National Park Partnership Plan 2018 – 2023 Outcome 8: Visitor Infrastructure Investment Priorities

	V		P				£	
Duck Bay		✓	✓	✓		✓		
Benmore	✓	✓	✓			✓		
Firkin Point	✓	✓	✓	✓	✓	✓		
Tarbet		✓	✓	✓		✓	✓	✓
Inveruglas	✓	✓	✓	✓	✓	✓	✓	✓

Elements from the National Park Authority Visitor Infrastructure Investment Priority Assessment:

- Paths
- Visitor facilities
- Parking
- Motorhomes
- Camping
- Toilets
- Commercial Opportunities
- Loch Access

Proposed Additional Elements for Sustainable Tourism Infrastructure :

- Public Transport/ Shuttle Bus
- Active Travel Infrastructure
- Visitor Signage & Information
- EV-Charge Stations
- Pier (Waterbus Access)
- Shelter
- Changing Room
- Showers
- Wastewater Disposal
- Play
- Water Supply
- Picnic
- Wi-Fi
- Biodiversity improvements

Site Strategies

Site Strategies & Concepts

Recommendations have been developed for each significant destination using information from Loch Lomond & Trossachs National Part Authority GIS data, site inspections, visual inspection of topography, dialogue with National Park Staff, Visitor Management Group and assessment of known/visible site constraints. The following three key elements are considered and described for each:

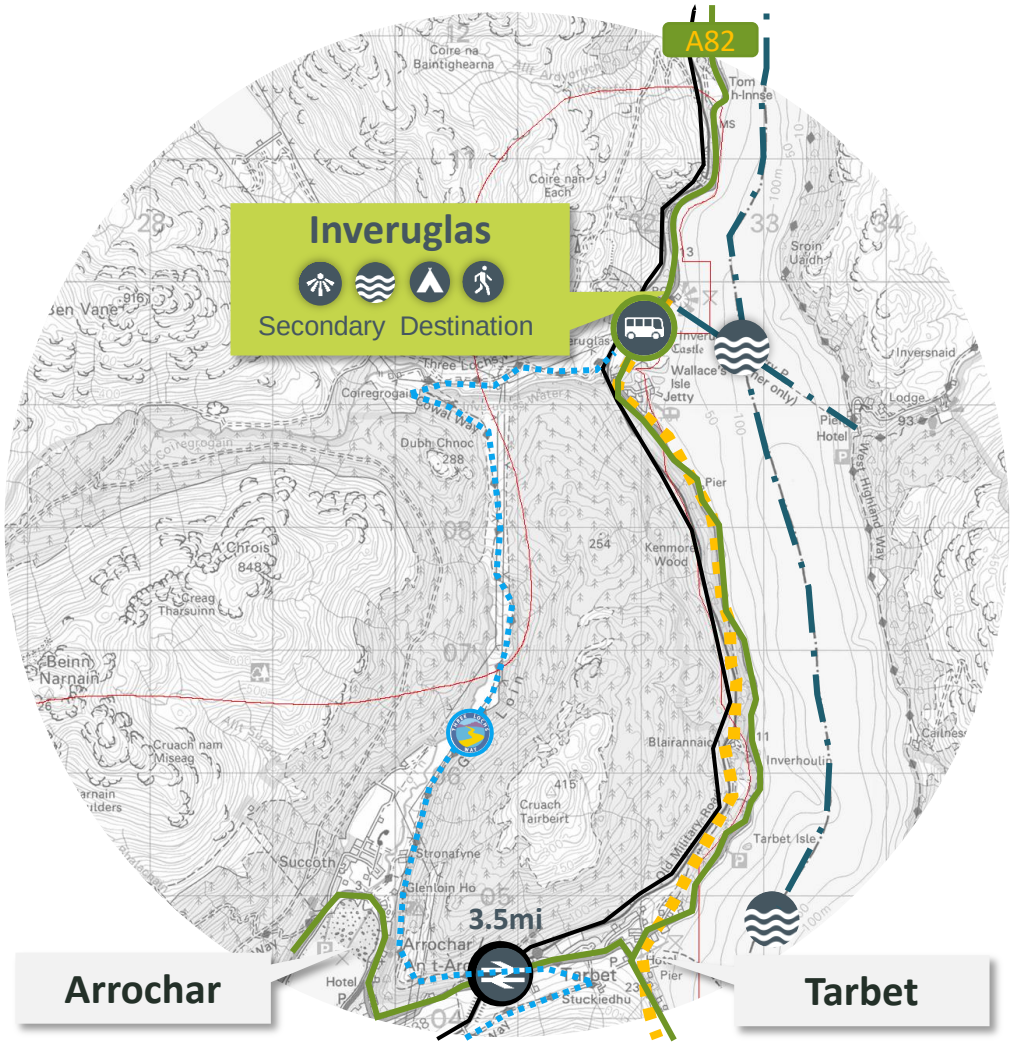
Site Strategy – review of **Pressure Points** informed by assessment of pressure points (National Park Authority collected data/monitoring & management); **Principles for Development** identifying future strategic role of visitor destination & setting out future requirements; **Key Elements** setting out key infrastructure requirements of location to fulfil future role

Concept - site schematic indicating key elements and arrangement.

Prioritisation – assessment of **impact** reviewing benefits (impact to visitors /community/enterprise); **sustainability/climate change** attributes & benefits; **complexity** – reviewing issues/ barriers to delivery. These are considered and inform prioritisation which are then considered alongside order of **cost** and **timescales** for delivery.

Inveruglas

Site Strategy



Visitor Infrastructure Requirements:

✓*	✓	✓*	✓	✓	✓	✓	✓	✓	✓	✓

* Areas for development

Pressure Points:

High Parking Demand / Congestion/ Safety

Recent investment has delivered a quality destination which attracts a high level of use. (Car/ Coaches/ Waterbus) Demand for parking at peak times results in frequent overflow onto A82 creates road safety issues & internal site congestion (cars/people)

Principles for Development:

Role: Secondary Destination

Improve facilities to encourage sustainable transport/ reduce parking demand & better control parking

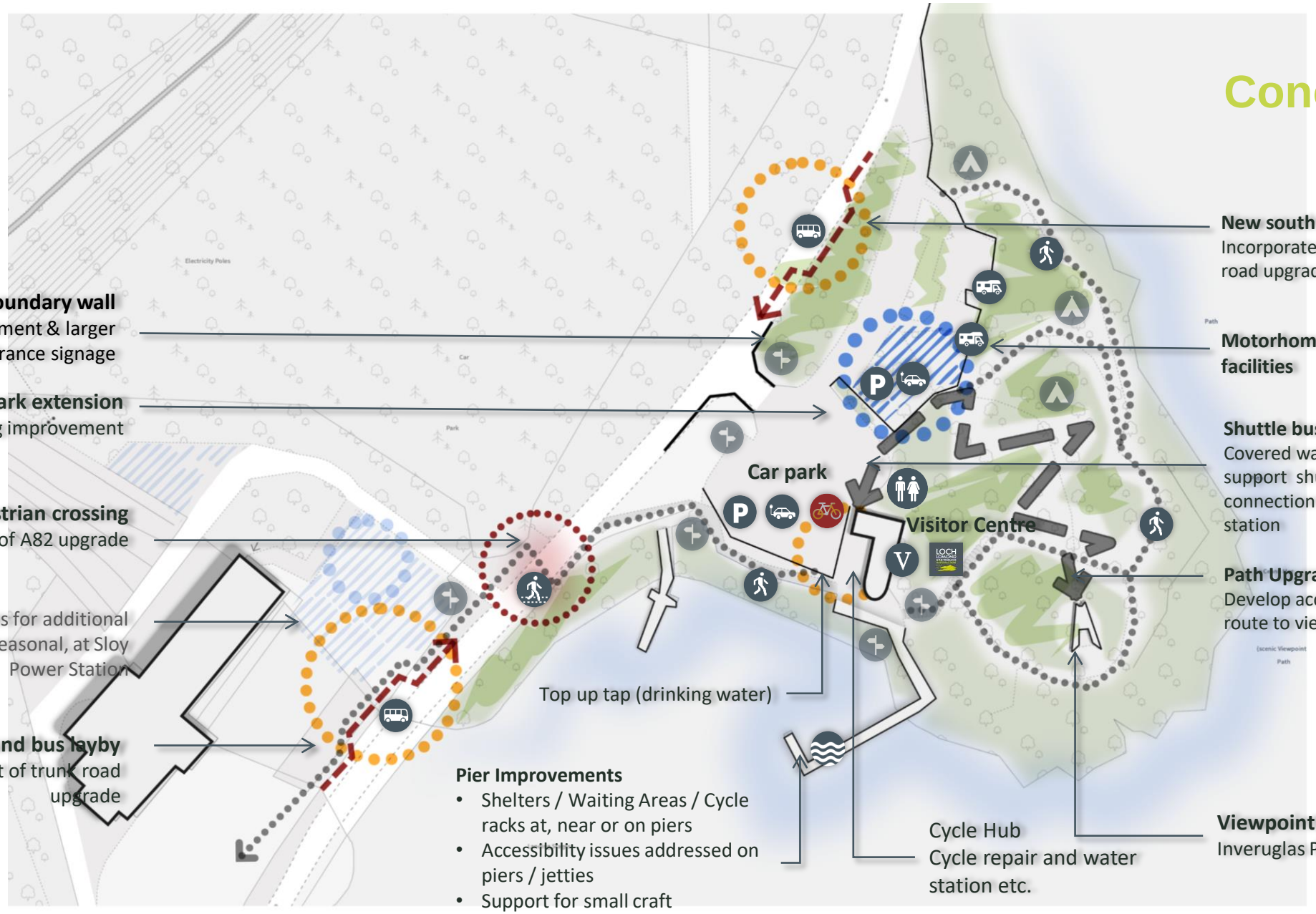
- Integrate shuttle bus access & cycle facilities to promote modal shift, sustainable travel interchange/ access to Waterbus/ PT services
- Increase site carrying capacity in the short to medium term to relieve acute parking pressure
- Parking Management/ onward dispersal

Key Elements:

Facilities supporting high levels of visitor need:

- On-site Variable Message Signage (VMS) to control parking capacity/ directing dispersal
- Shuttle bus infrastructure & Real Time information
- Explore options for additional temporary parking on the Sloy Power Station land (noting complexity, Sloy is a national strategic site)
- New on-road bus laybys as part of A82 upgrade
- Improved internal pedestrian circulation & A82 crossing points
- Cycle facilities to support future cycle route extension e.g. cycle repair station, top-up water, parking
- Full Visitor Signage infrastructure for enhanced knowledge & experience
- Biodiverse screening planting – with attention to maintenance burdens (plant growth and trapped litter)

Concept



Entrance boundary wall
Access improvement & larger entrance signage

Car park extension
& surfacing improvement

Improved pedestrian crossing
As part of A82 upgrade

Investigate opportunities for additional parking, potentially seasonal, at Sloy Power Station

New northbound bus layby
Incorporate as part of trunk road upgrade

Pier Improvements
- Shelters / Waiting Areas / Cycle racks at, near or on piers
- Accessibility issues addressed on piers / jetties
- Support for small craft
- Signage: Digitised waterbus timetables/ Water safety notices

New southbound bus layby
Incorporate as part of trunk road upgrade

Motorhome spaces & facilities

Shuttle bus infrastructure
Covered waiting space to support shuttlebus connection to Tarbet-Arrochar station

Path Upgrading
Develop accessible route to viewpoint

Viewpoint
Inveruglas Pyramid

Inveruglas: Prioritisation

Impact:

Low-Moderate
- Improvements to accessibility/ congestion & safety
- Improved visitor management & quality of experience
- Supports existing site F&B outlet

Sustainability/ Climate Change:
(Mission Zero):

Moderate
- Promotion of sustainable transport (secondary hub)
- Enhanced active travel connections (A82 cycleway)
- Extension of existing porous materials already in use
- Temporary car park removed on uptake of STS

Delivery Complexity
(issues/ barriers)

Low
- Main site within National Park Authority ownership
- Sustainable Visitor Transport Strategy will inform detail design

Moderate:
- 3rd party permission and planning consent for temporary car park development (SSE) (outwith settlement boundary permitted development limited to small scale, however supports visitor management)
- A82 upgrade will change boundary/ entrance/ positioning of signage etc

Timescale :

Short Term
- VMS/ Full visitor signage strategy & Real Time Travel information
- Shuttle bus infrastructure to support future operation
- Car park improvements to facilitate active travel, inclusive access and biodiversity
- Toilet improvements

Medium Term
- Overflow car park

Long Term
- A82 Upgrade - Laybys/Crossing Points/Cycle Paths

Prioritisation Summary :

Impact	2
Sustainability	3
Complexity	3
Priority Score	**8**

Priority Level

Medium

Dependencies
- Delivery of Sustainable Visitor Transport System
- Transport Scotland programme for A82 upgrade
- SSE landowner consent

Delivery Agents

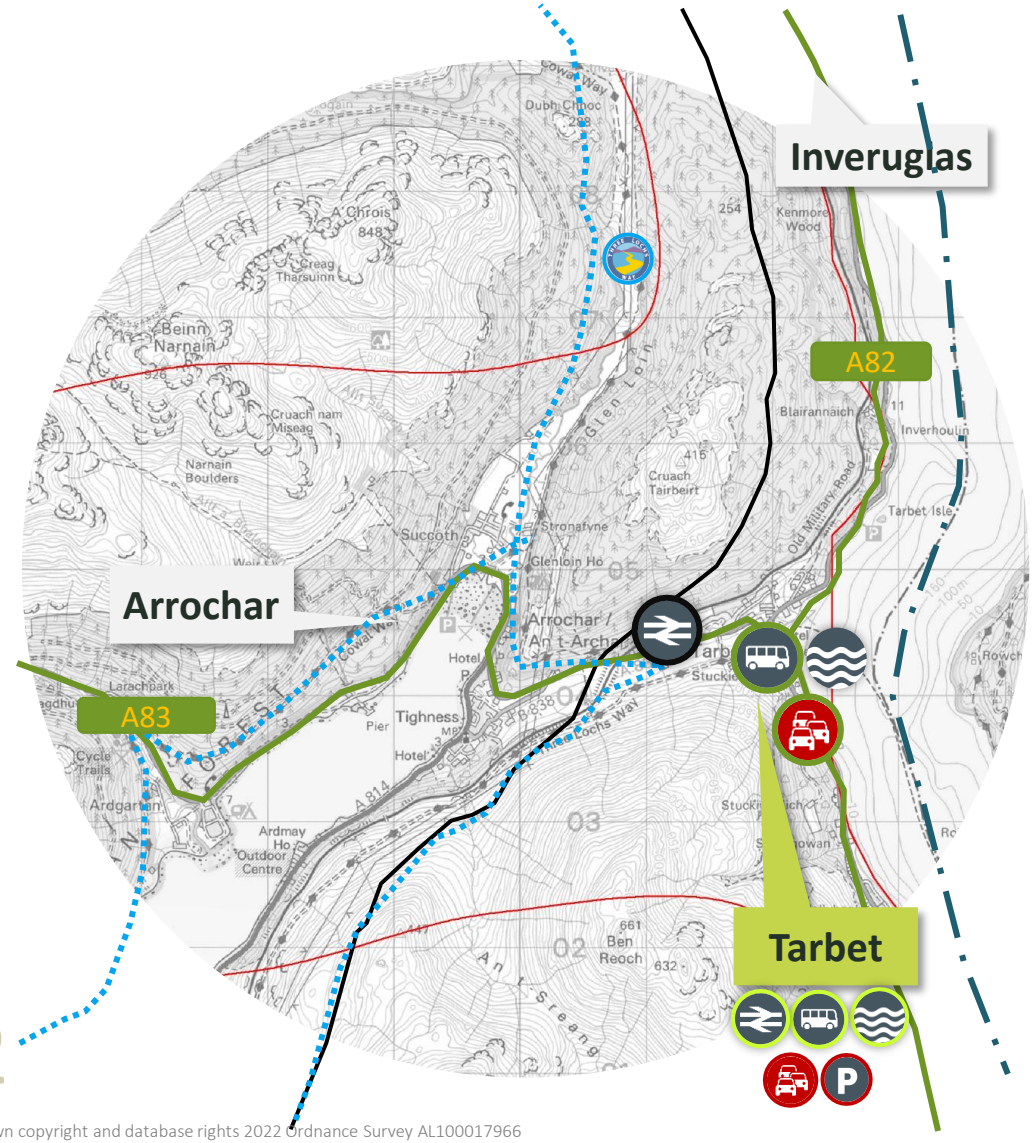
National Park Authority – main site & overspill car park
Transport Scotland - A82 upgrade will deliver Cycle Route, bus laybys, pedestrian crossing improvements and new site access

Note

Prioritisation Scoring is based on	*Impact:*	*1 low - 5 high*
	Sustainability:	*1 low – 5 high*
	Complexity:	*5 low – 1 high*

Tarbet

Site Strategy



Visitor Infrastructure Requirements:

✓*	✓	✓*	✓*		✓	✓*	✓	✓*	✓*	✓*

* Areas for development

Pressure Points:

High Parking Demand/ Footfall & Activity

A large highly popular lochside site attracts significant visitors-cars/ coaches and waterside activity. Scale of built facilities insufficient for peak demand (Parking/café/toilets/ picnic facilities/public realm) Waterside access is limited and authorised motorhome camping occurs. Local concerns at need to control Watersports

Principles for Development:

Develop as Primary Hub/ Destination

Increase site carrying capacity/ place appeal & promote as a sustainable travel hub

- Invest in quality of experience & full suite of visitor facilities
- Develop transport interchange (ART Station/ Citylink/Future Shuttle bus & Waterbus Services)/ place to leave the car
- Promote use of local centre & services
- Increase parking capacity/ & provide motorhome pitches
- Develop as cycle hub with connections north/west/ south

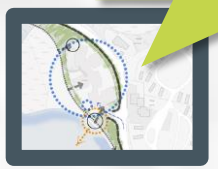
Key Elements:

Facilities supporting high levels of visitor need:

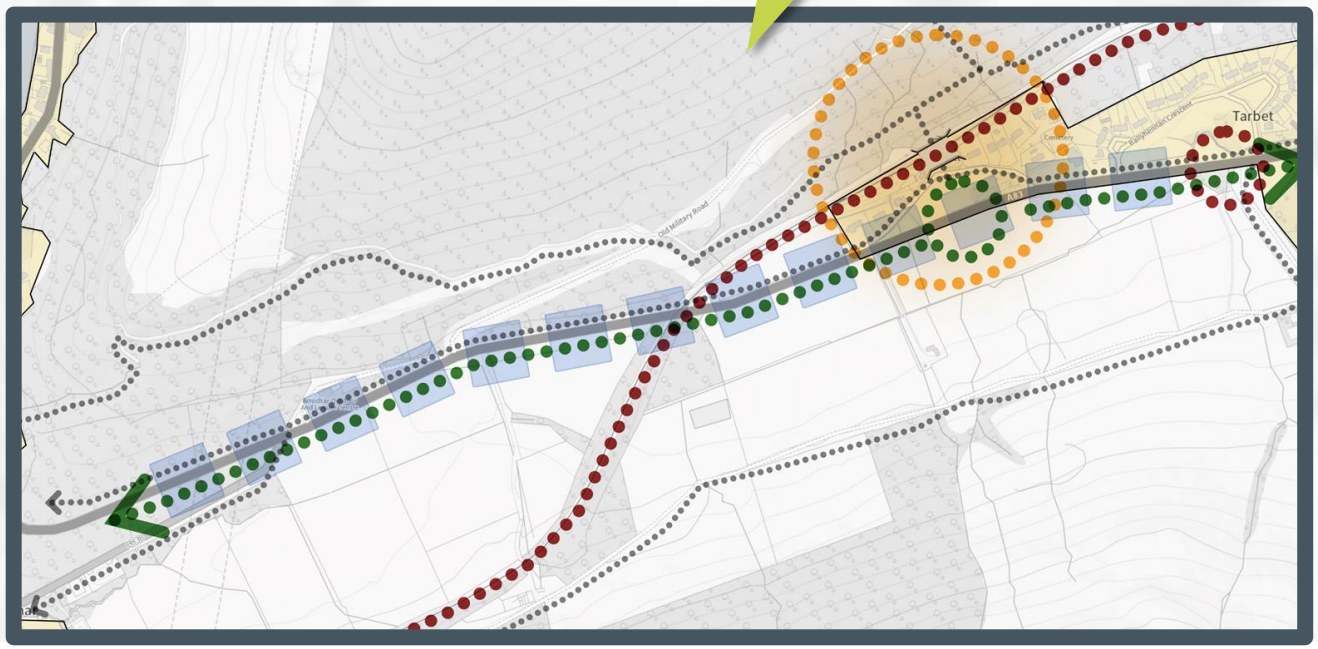
- Improved road & cycle access as part of A82 upgrade
- Additional car & coach parking (including elective vehicle charging) with Variable Messaging Signage to control parking capacity/ encourage dispersal
- Integrated Shuttle bus/ Water bus infrastructure & real time information
- On-road bus laybys as part of A82 upgrade
- New larger/extended visitor building, & public realm externals
- Active travel infrastructure & links to cycle routes (N&W)
- Play (e.g. natural play)
- Motorhome Pitches
- Variable Message Signage/National Park Authority Visitor signage infrastructure
- Local place enhancements

Arrochar West

Arrochar (Head of Loch)



ART

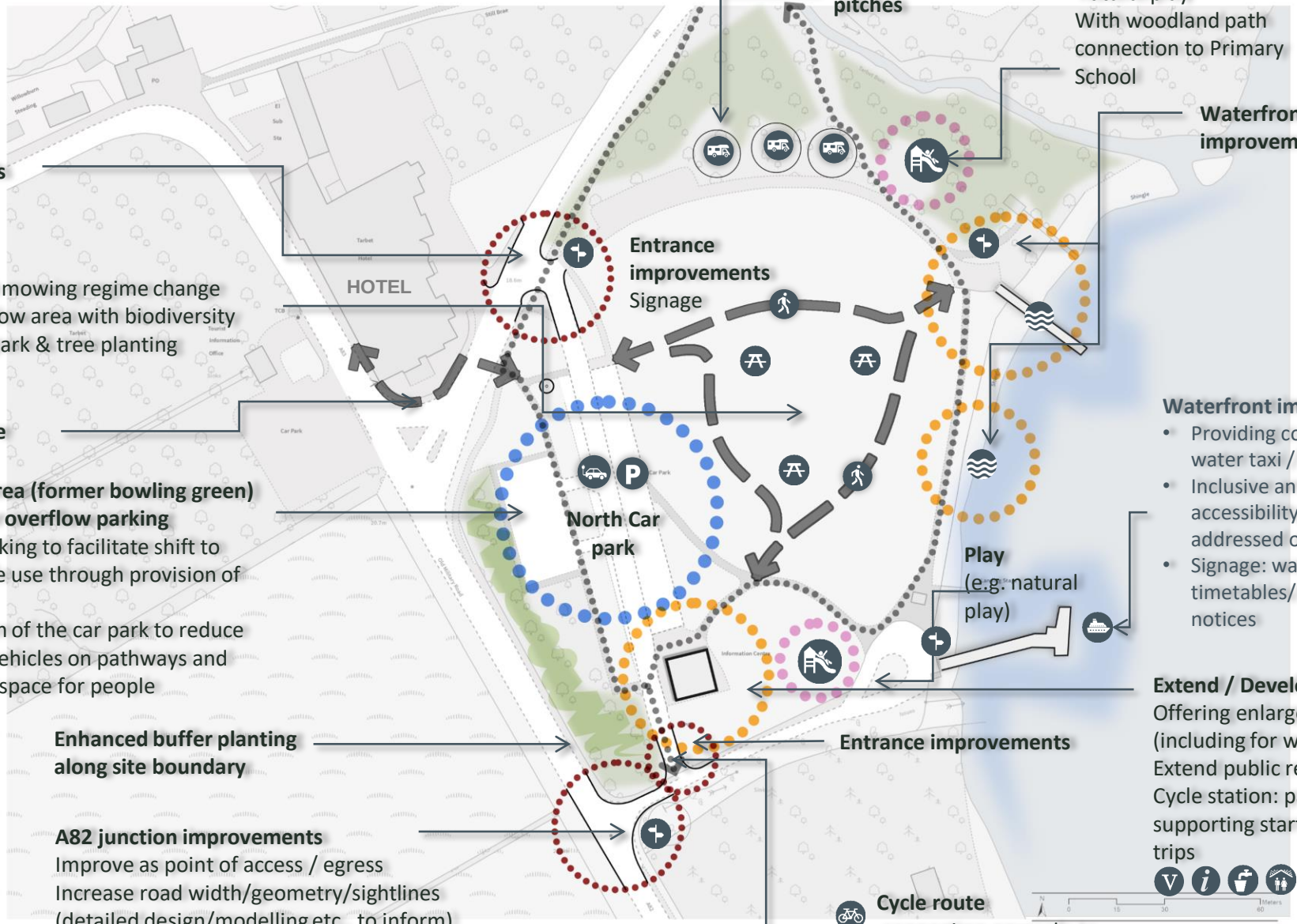


Tarbet

Tarbet Pier, Loch Lomond

Tarbet

Concept



Motor home pitches

Natural play
With woodland path connection to Primary School

Waterfront improvements

Entrance improvements
Signage

Picnic area
Retained with mowing regime change i.e. wild meadow area with biodiversity buffer to car park & tree planting

Entrance improvements
Signage

Links to centre

Existing flat area (former bowling green) developed for overflow parking
Additional parking to facilitate shift to electric vehicle use through provision of charging
Reorganisation of the car park to reduce overhanging vehicles on pathways and create a safer space for people

North Car park

Waterfront improvements
- Providing connections via water taxi / water bus
- Inclusive and accessible, with accessibility issues addressed on approach
- Signage: waterbus timetables/ water safety notices

Play
(e.g. natural play)

Extend / Develop new Visitor Facility
Offering enlarged café /facilities/shelter (including for waterbuses)
Extend public realm for new Frontage / plaza
Cycle station: parking, repair rack, signage etc. supporting starting point for 3 Loch Way/ local trips

Enhanced buffer planting along site boundary

Entrance improvements

A82 junction improvements
Improve as point of access / egress
Increase road width/geometry/sightlines (detailed design/modelling etc. to inform)

Cycle route
connection onwards to Inveruglas

Tarbet: Prioritisation

Impact:
(visitor experience/ responsible tourism)

Very High
- Improved visitor facilities commensurate with level of use, supporting appropriate quality of experience in primary location
- Improved visitor access and support to local centre businesses
- Complimentary to masterplan ambitions to enhance Tarbet local facilities and enterprise opportunities

Sustainability/ Mission Zero:

Moderate-High
Key role in promotion of sustainable transport, with opportunity to form a hub for access & connections linking rail/ shuttle bus & waterbus services, and potential as a key electric charging location. Location also offers opportunity to developed as key Active Travel hub with future connections North (new A82 Cycleway) West (A83 upgrade) linking to existing Core path (South). Coupled with parking expansion would be boundary planting/ screening and biodiversity enhancement.

Delivery Complexity
(issues/ barriers)

Low-Moderate
The site falls within within National Park Authority ownership, with improvements capable of straightforward delivery. Issues of access improvements to wider road network and development of the wider active travel network are reliant on Transport Scotland's programme for trunk road upgrades. There is a low level of 3rd party involvement in built facility (Café & Cruise Operators) – disruption to business during construction will need to be addressed

Timescale :

Short Term
- Roads/ Parking/ Play (e.g. natural play) /public realm/ shuttle bus/ cycle infrastructure

Medium Term:
- Visitor Centre expansion/ redevelopment

Long Term
- A82/A83 Upgrade - Laybys/Crossing Points/Cycle Paths

Prioritisation Summary :

Impact	5
Sustainability	5
Complexity	4
Priority Score	**14**

Priority Level

Very High
As an important destination investment will deliver significant impact and enhanced sustainability/Mission Zero objectives. There are significant early works that can be advance to prepare the site for better future role and connections which will be completed through A82 upgrade.

Delivery Agents

National Park Authority – main loch-side site & Sustainable Transport Strategy
Transport Scotland - A82 upgrade will deliver Cycle Route, bus laybys, pedestrian crossing improvements and new site access

Dependencies
- National Park Authority Commitment to STS
- Transport Scotland programme for A82/A83 upgrade
- Lease arrangements at Cafe

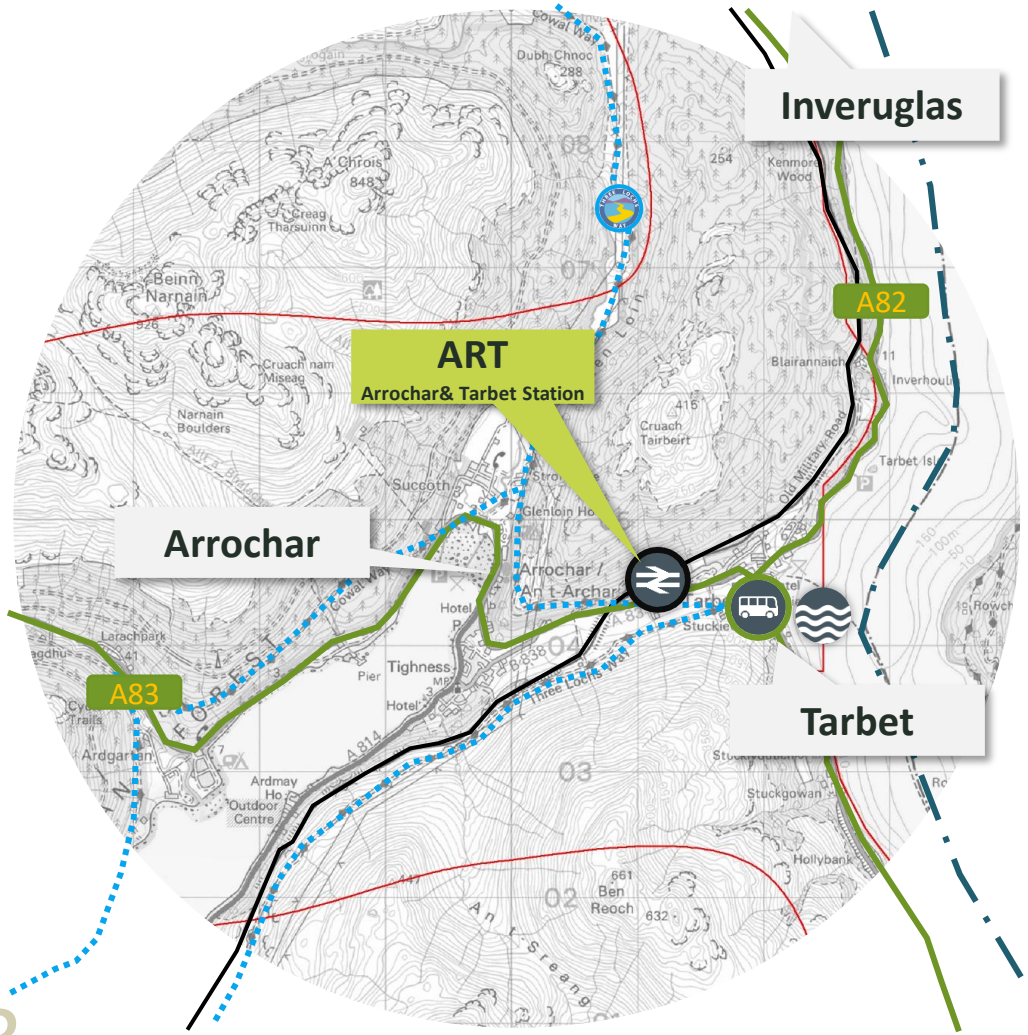
Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Tarbet Pier

ART Arrochar & Tarbet Station

Site Strategy



Visitor Infrastructure Requirements:

					✓*	✓		✓	✓*	✓*

* Areas for development

Pressure Points

Moderate

As the only station within the West area, Arrochar-Tarbet is the point of arrival for all rail passengers. Limited facilities and poor quality of station environment are deterrents for use at a location where Sustainable Transport/ Net Zero objectives and the rail operator's Bike on Trains scheme seeks to grow greater passenger numbers.

Principles for Development:

Primary Arrival Hub/ Interchange

ART becomes more vibrant promoting rail travel as an attractive mode of travel to the Park

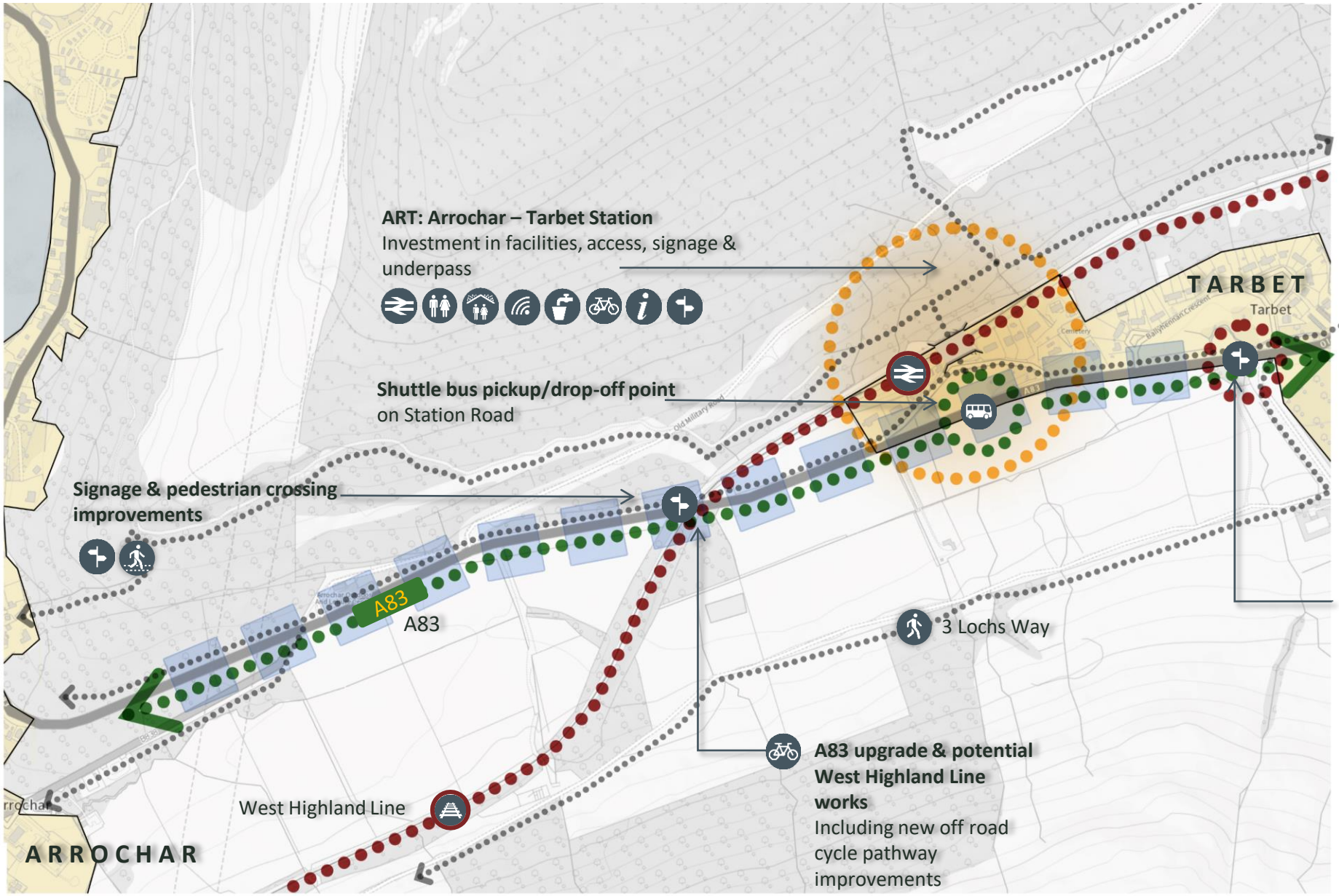
- **Improve quality of passenger comfort & experience** through investment in station facilities and environment
- **Connect to local centres** improve access to both Tarbet and Arrochar local centres (active travel routes/ shuttle bus/citylink/taxi)
- **Promote sustainable visitor dispersal** provide easy and convenient access to Integrated sustainable travel options for onward journey/ exploration

Key Elements:

Supporting user friendly accessibility, convenience & use:

- Investment in Station Buildings/ Toilets/ Underpass/ enhanced Station Rd environs including pick up/ drop off point/ Shuttle bus bay/ taxi bay etc
- Real Time Information – Rail/ Shuttle bus/ Citylink Timetables & access to Wi-Fi
- National Park Signage/Orientation & Wayfinding connecting to local centres as well as Long Distance Paths/ Recreational routes.
- Designated A83 pedestrian road crossing points

Concept



ART: Prioritisation

Impact
(visitor experience/ responsible tourism)

Very High
Improved station services & facilities will help will support appeal & viability of his choice.

Sustainability/ Mission Zero

Very High
Promotion of sustainable travel interchange - shuttle bus /active travel infrastructure for onward journey will support appeal and take-up of rail as a viable means of access to the National Park. Works to provide the necessary infrastructure and facilities to support this are therefore critical to success.

Delivery Complexity
(issues/ barriers)

Moderate- High
Overall high due to involvement/commitment & consents of ScotRail for the station works. Transport Scotland upgrade of A83 also key as will construct cycleway and pedestrian crossing points as part of this work and influence positioning of road signage. Therefore works of lesser complexity are limited to those that can be implemented on Station Road/ are supported by the outcomes of the Sustainable Transport Strategy

Timescale

Short Term:
- Limited to Station Road Environs (part) & NP Visitor Signage

Medium Term:
- Real Time Info/Wi-Fi/ Shuttle bus infrastructure, full adoption of STS Programme required to inform infrastructure investment

Long Term
- Station Works (unless pre-programmed)/ A83 upgrade (cycle route & ped crossings)

Prioritisation Summary

Impact	5
Sustainability	5
Complexity	2
Priority Score	**12**

Priority Rating

Medium: As the only rail arrival point improvement will be critical for the promotion of Sustainable Travel/ modal shift so need and benefit is very high. However, success and ability to deliver dependent on delivery of sustainable visitor transport system and collaboration with the various delivery agents.

Delivery Agents

National Park Authority – Visitor Signage/ Shuttle Bus infrastructure/ Real Time info
Transport Scotland - A83 upgrade will deliver Cycle Route, on road bus laybys, pedestrian crossing improvements
ScotRail: Station improvements/Real Time Info

Dependencies

- Engagement with ScotRail
- National Park Authority Commitment to Sustainable Visitor Transport
- Transport Scotland programme

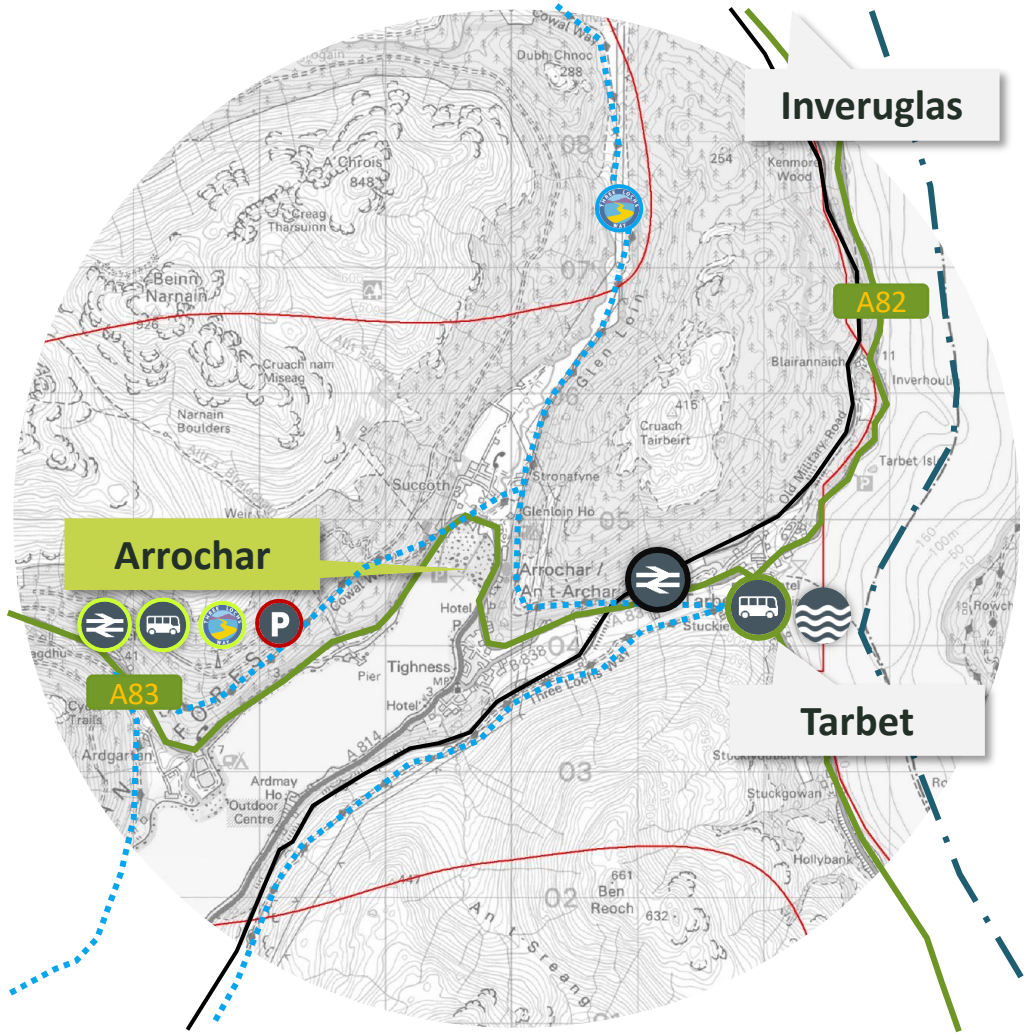
Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Arrochar and Tarbet railway station, view towards Ardlui and Oban

Arrochar Head of Loch

Site Strategy



Visitor Infrastructure Requirements:

✓*		✓*			✓*	✓		✓	✓*	✓*

* Areas for development

Pressure Points

Moderate

A busy location for walking (Arrochar Alps & 3 Lochs Way) car parking capacity is often exceeded in summer months with parking overflowing onto A83 verges to cause congestion and road safety issues. Portaloo toilets insufficient for demand.

Principles for Development:

Develop as Primary Hub & Destination

Increase appeal as a place to visit/ promote as National Park arrival point from the west & as a base for exploration

- Improve access via sustainable transport /active travel
- Enhance connections to local centre to support local businesses/ extend visitor experience
- Improve site facilities to support longer dwell time
- Increase parking capacity to address immediate road safety issues
- Promote as a base to explore to Arrochar Alps/ Arrochar Forest

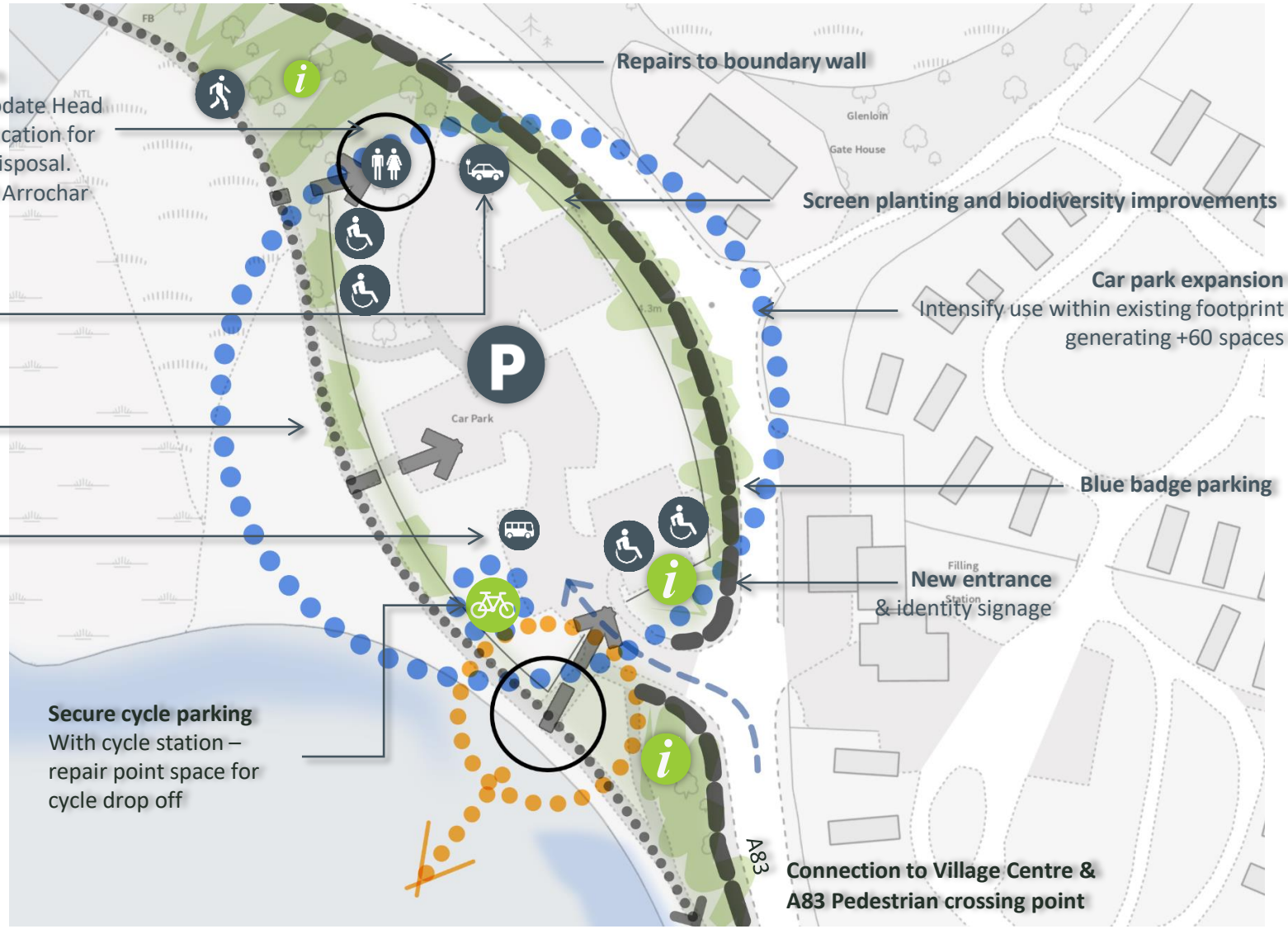
Key Elements:

Facilities supporting visitor needs

- New toilet block/ changing/ information point/ shelter
- Car park expansion to maximise capacity
- Enhancement of waters edge/ views/ picnic area
- Variable Message Sigange/Parking management & National Park Authority Orientation signage
- Shuttle bus infrastructure/ on site pick up/ set down point
- Bus stops/laybys on A83 & improved pedestrian crossing points
- Site screening and strengthening of green infrastructure with attention to maintenance burdens (plant growth and trapped litter)

Concept

Connection to
Succoth Car Park
300m walk



New toilet block/ change room
Larger facility sized to accommodate Head of Loch and Succoth Car Park, location for water top-up point and waste disposal. Potential to share facilities with Arrochar West

E-charge points
positions adjusted

New Seating
along frontage

Shuttle bus access, drop off/ pick up point & shelter

Secure cycle parking
With cycle station – repair point space for cycle drop off

Arrochar Head of Loch: Prioritisation

Impact
(visitor experience/ responsible tourism)

Very High
With potential to increase capacity and become a more significant destination, development can mitigate pressures elsewhere within the park (e.g. on toilets) and support local centre business

Sustainability/ Mission Zero

Low-Moderate
Development is focused on increasing capacity for cars, however this is a site with carry capacity for expansion with minimal adverse impacts. Integration of new facilities will promote sustainable travel as option for access and future cycle path connections will make more attractive for active travel. New car parking will include porous surfaces/SUDs to mitigate impact on drainage and boundary planting to support enhanced biodiversity.

Delivery Complexity
(issues/ barriers)

Low
The Site is owned by Luss Estates who are supportive of sustainable tourism development. The site is an established car park with existing access onto A83, proposed works will enhance the efficiency and capacity of an established site use. Built facility & will introduce new element & significant car park expansion will require consenting/establishment of incoming utilities /sustainable servicing. A83 improvements will have only minor impact/ implication and will help deliver improved Citylink (laybys), cyclepath and improved pedestrian crossing.

Timescale

Short Term:
Car park extension/ planting /paths/ connections & signage
Medium Term:
Shuttle bus infrastructure
Long Term:
A83 cyclepath connection/ bus laybys/pedestrian crossings

Prioritisation Summary

Impact	5
Sustainability	3
Complexity	5
Priority Score	**13**

Priority Rating:

High: A project capable of offering very high impacts to alleviate wider National Park pressures/congestion and support local economy. Delivery is uncomplicated and should be straightforward. Long term success will rely on operation of STS to encourage modal shift and partnership working on site development

Delivery Agents

Opportunity for delivery though partnership
Luss Estates and community – Car parking/Visitor Signage/ Shuttle Bus infrastructure/ Real Time info
Transport Scotland - A83 upgrade will deliver Cycle Route, on-road bus laybys, pedestrian crossing improvements
National Park Authority

Dependencies

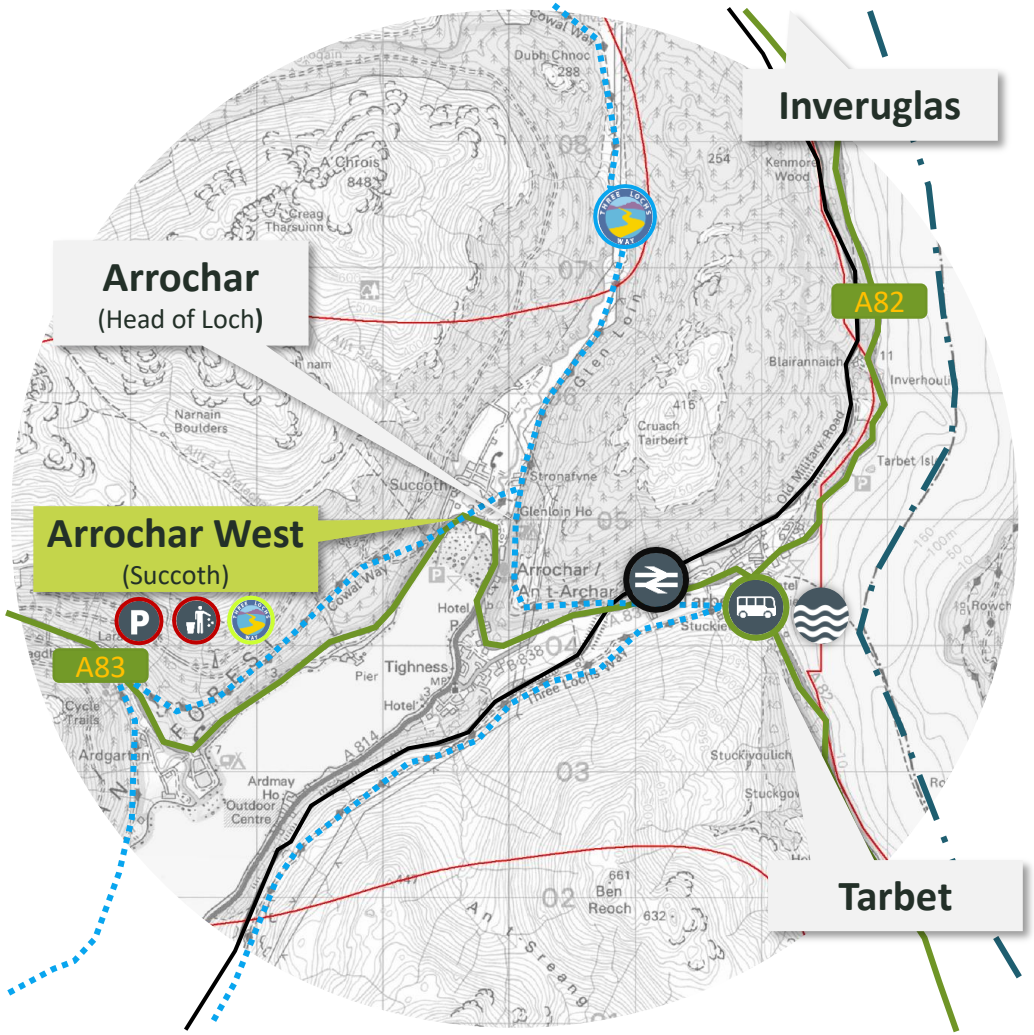
Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Arrochar Village

Arrochar West Succoth

Site Strategy



Visitor Infrastructure Requirements:

Shared with Arrochar Head of Loch)

✓*		✓*			✓*	✓		✓	✓*	✓*

* Areas for development

Pressure Point:

High

The most popular base for access to walking The Cobbler and Arrochar Alps this car park takes the highest parking pressure in Arrochar, when full overflowing onto A83 verges causing congestion and road safety issues. No onsite facilities, visitors make use of nearly portaloos at Head of Loch (site 4)

Principles for Development:

Join with Head of Loch to form single primary destination at Arrochar

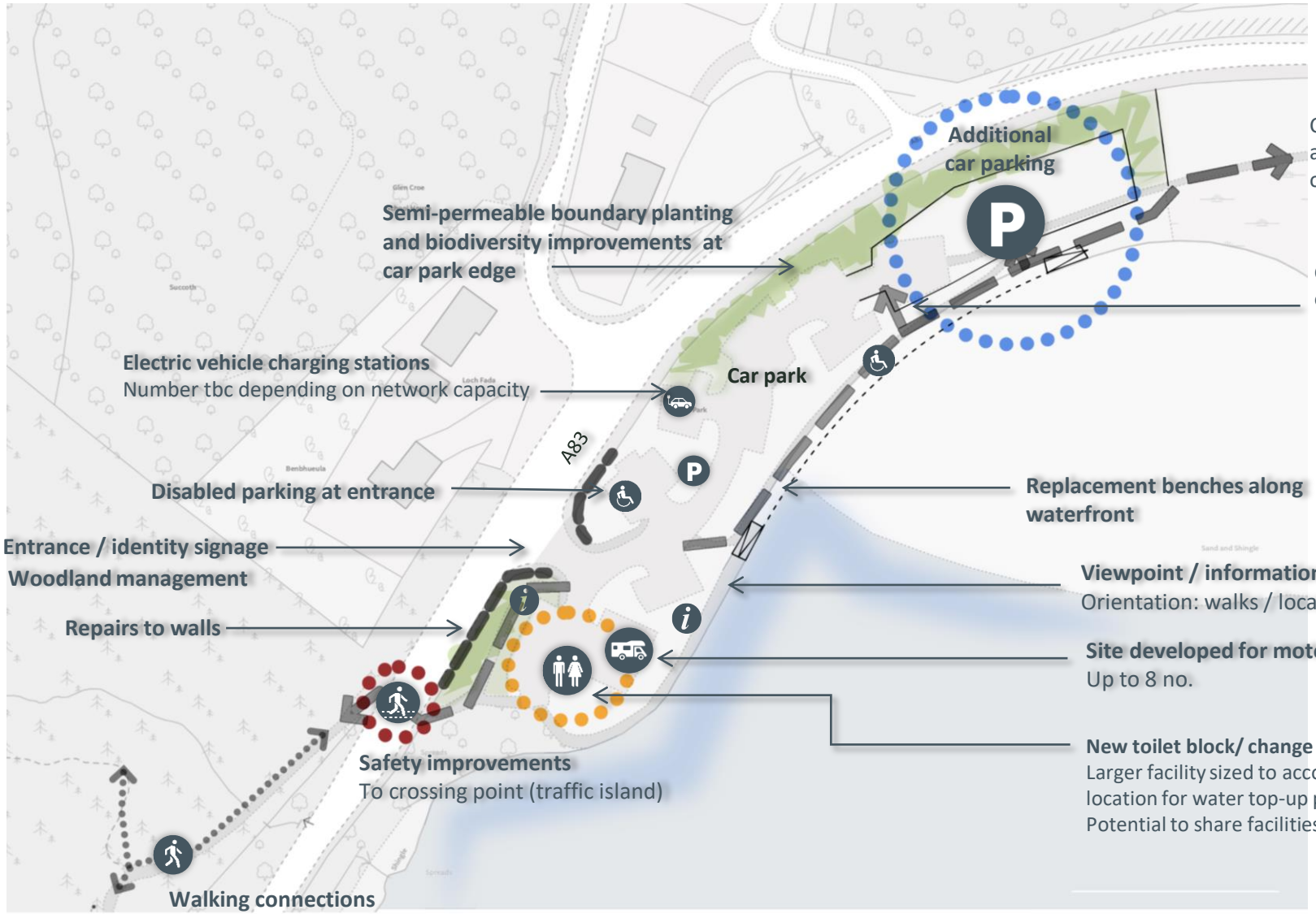
- Increase parking capacity to address immediate road safety issues
- Strengthen connection to at Head of Loch and make shared use of facilities/ improve sense of connection to the Local Centre and in turn the village centre
- Promote as a hillwalking base
- Improve access via sustainable transport /active travel

Key Elements:

Full Facilities supporting high level of visitor needs

- New toilet block/ changing/ information point/ shelter
- Car Parking expansion extending eastwards to maximise capacity and allow for parking of motor homes
- Improved linkages to Head of Loch/ associated shuttle bus infrastructure
- Enhancement of waters edge/ views/ picnic area
- Variable Message Signage/Parking management & National Park Authority Orientation signage
- Improved A83 pedestrian crossing points
- Site screening and strengthening of green infrastructure

Concept



Connections to toilet, drinking water and shuttle bus facilities at the Head of Loch

Car park & connection extended eastwards

Replacement benches along waterfront

Viewpoint / information hub
Orientation: walks / local information / wider National Park

Site developed for motorhomes
Up to 8 no.

New toilet block/ change room
Larger facility sized to accommodate Head of Loch and Succoth Car Park, location for water top-up point and waste disposal.
Potential to share facilities with Head of Loch

Arrochar West: Prioritisation

Impact:
(visitor experience/ responsible tourism)

Moderate-High
Located in a convenient and accessible position, when combined with Head of Loch there is potential to increase capacity and develop a more significant visitor destination at Arrochar. Development can mitigate pressures elsewhere within the park and support local centre business

Sustainability/ Mission Zero:

Moderate
Improvements to facilities for integrated sustainable transport system & facilities can help encourage a modal shift, making travel by train/shuttle bus a more attractive proposition. Future development of A83 cycle route will future support active travel options. New car parking will include porous surfaces/SUDs to mitigate impact on drainage and boundary planting to support enhanced biodiversity.

Delivery Complexity
(issues/ barriers)

Moderate
The site is an established car park with existing access onto A83. Works which enhance the efficiency and capacity of the existing site use not expanding it significantly (small scale).
Built facility & will introduce new element & will require consenting/establishment of incoming utilities /sustainable servicing. A83 improvements will have only minor impact/ implication and will help deliver improved Citylink (laybys), cycle path and improved pedestrian crossing.

Timescale :

Short Term:
Car park extension/ planting /paths & signage
Medium Term:
Shuttle bus services (To Head of Loch)
Long Term:
A83 cycle path connection/ bus laybys/pedestrian crossings

Prioritisation Summary :

Impact	5
Sustainability	3
Complexity	4
Priority Score	**12**

Priority Level:

Moderate-High
Combined with Head of Loch (Site 4) site development will help to mitigate current congestion hotspot and help to strengthen Arrochar in role as Primary Destination. Key works to improve information and capacity can be delivered as early phase and will be uncomplicated to deliver.

Delivery Agents

National Park Authority/ A&BC – all onsite infrastructure & STS
Transport Scotland - A83 upgrade will deliver Cycle Route, on road bus laybys, pedestrian crossing improvements

Dependencies

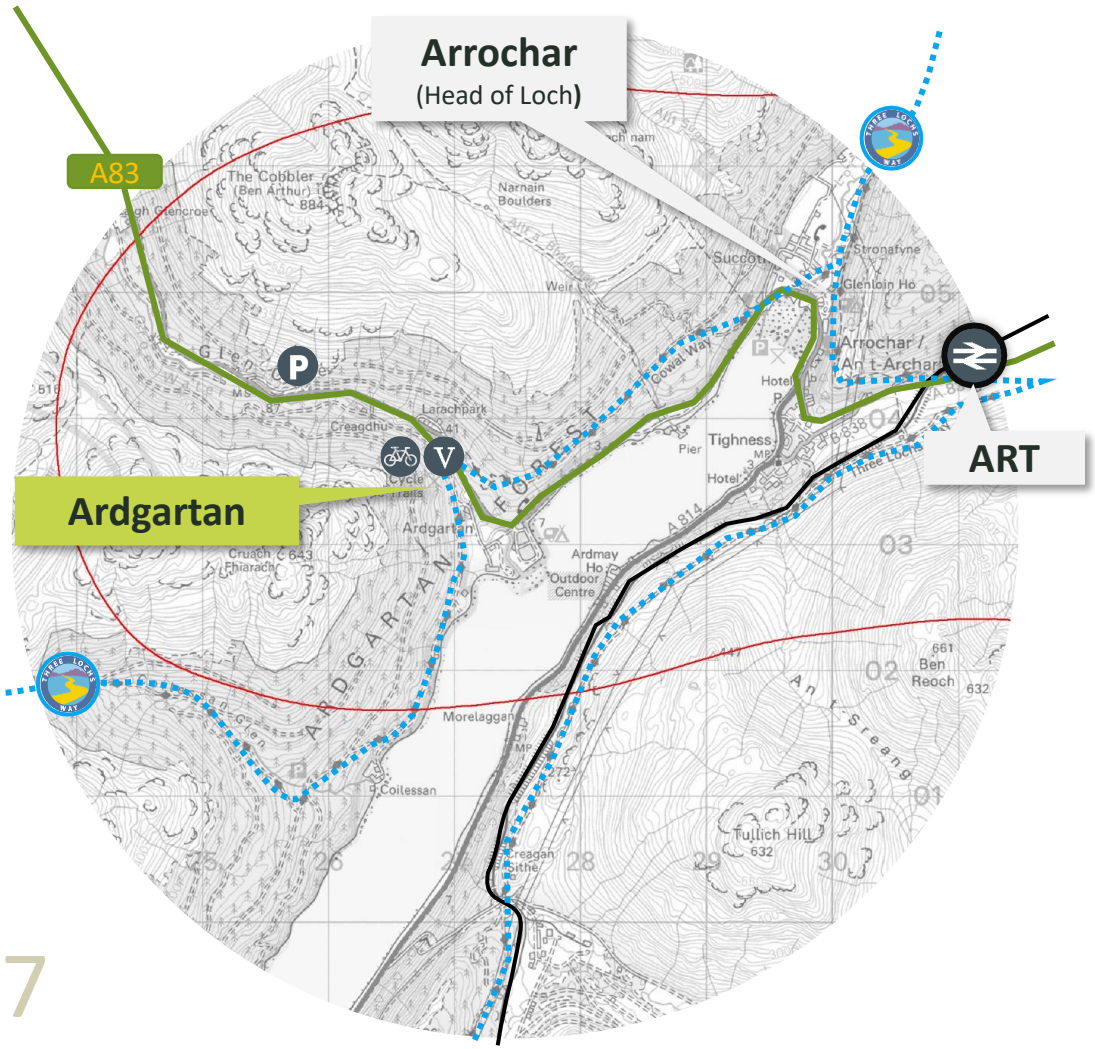
- Transport Scotland A83 upgrade programme
- National Park Authority implementation of Sustainable Visitor Transport System

Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Ardgartan Visitor Centre

Site Strategy



Visitor Infrastructure Requirements:
Shared with Arrochar Head of Loch)

	✓*	✓*	✓*	✓*	✓*	✓*		✓*	✓*	✓

* Areas for development

Pressure Point:

Low
An established, but currently underused visitor site within the Ardgarten Forest (visitor centre closed). This site has capacity to expand and increase its contribution to visitor carrying capacity as a visitor destination in the future.

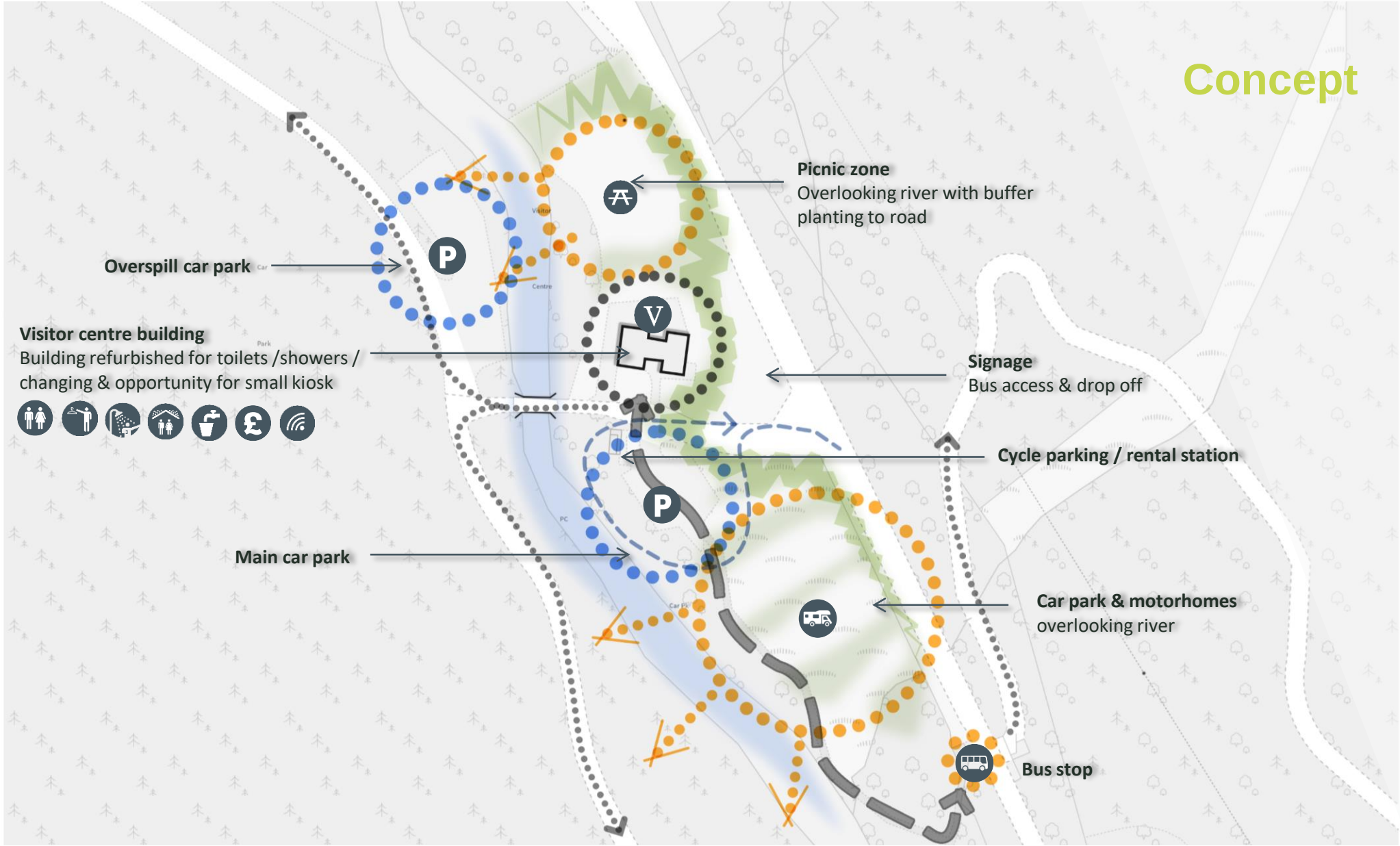
Principles for Development:

Secondary Destination
Promote as gateway to the Ardgarten Forest, mortorhome hub, cycle hub and alternative approach to the Cobbler routes
- Enhance site environment/ screening from A83 to increase appeal as place to camp
- Improve site access and circulation, enhance sense of forest environment
- Improve built facilities & information connecting to wider forest camping sites
- Integrate with sustainable transport and cycle route network

Key Elements:

Improved site amenity & infrastructure:
- Refurbish building for use as camping hub (Information/ toilets /showers/office/seasonal F&B offer)
- Forestry planting to buffer road/enclose site
- Road infrastructure for motorhome/camping pitches
- On site shuttle bus infrastructure/ on road bus layby
- National Park Authority signage/ orientation/forest cycles route signage/ bike hire
- Cycle paths & connections

Concept



Ardgartan: Prioritisation

Impact
(visitor experience/ responsible tourism)

Moderate
Opportunity to address demand for camping within national park/ Ardgartan Forest through redevelopment of an existing site having minimal impact on quality of the environment.

Sustainability/ Mission Zero

Low-Moderate
Potentially on the outer edges of the shuttle bus route the is opportunity to bring sustainable transport options to this location and long term opportunity to connect on site cycle routes with development of strategic A83 core path. New on site woodland planting to enhance biodiversity and development of onsite SUDS to address water management.

Delivery Complexity
(issues/ barriers)

Low:
Owned by F&LS the site is an established car park with an existing building and accessed from A83. Works which enhance the efficiency and capacity of the existing site use. A83 improvements will help deliver improved Citylink (laybys), cyclepath and improved pedestrian crossing.
Medium:
A83 upgrade - Glen Croe final route selection may alter road access/ site boundary conditions

Timescale

Short Term:
Motor home overnighting
Medium Term:
All other on-site works (excluding works to the visitor building)
Shuttle bus operation
Long Term:
A83 Upgrade - new site access, cycle path connection/ bus laybys /pedestrian crossing
Works to the visitor building

Prioritisation Summary

Impact	3
Sustainability	2
Complexity	5
Priority Score	**10**

Priority Level

Medium: Opportunity to develop site infrastructure in short term to establish motor-home overnighting operations alleviating pressure elsewhere within the area.

Delivery Agents

F&LS/ National Park Authority on-site works
Transport Scotland - A83 upgrade will deliver Cycle Route, on road bus laybys, pedestrian crossing improvements

Dependencies

- Transport Scotland A83 upgrade route selection & programme
- National Park Authority implementation of STS
- Availability of the visitor building, planned to be in use for A83 upgrade in the short to medium term

Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Ardgartan Forest
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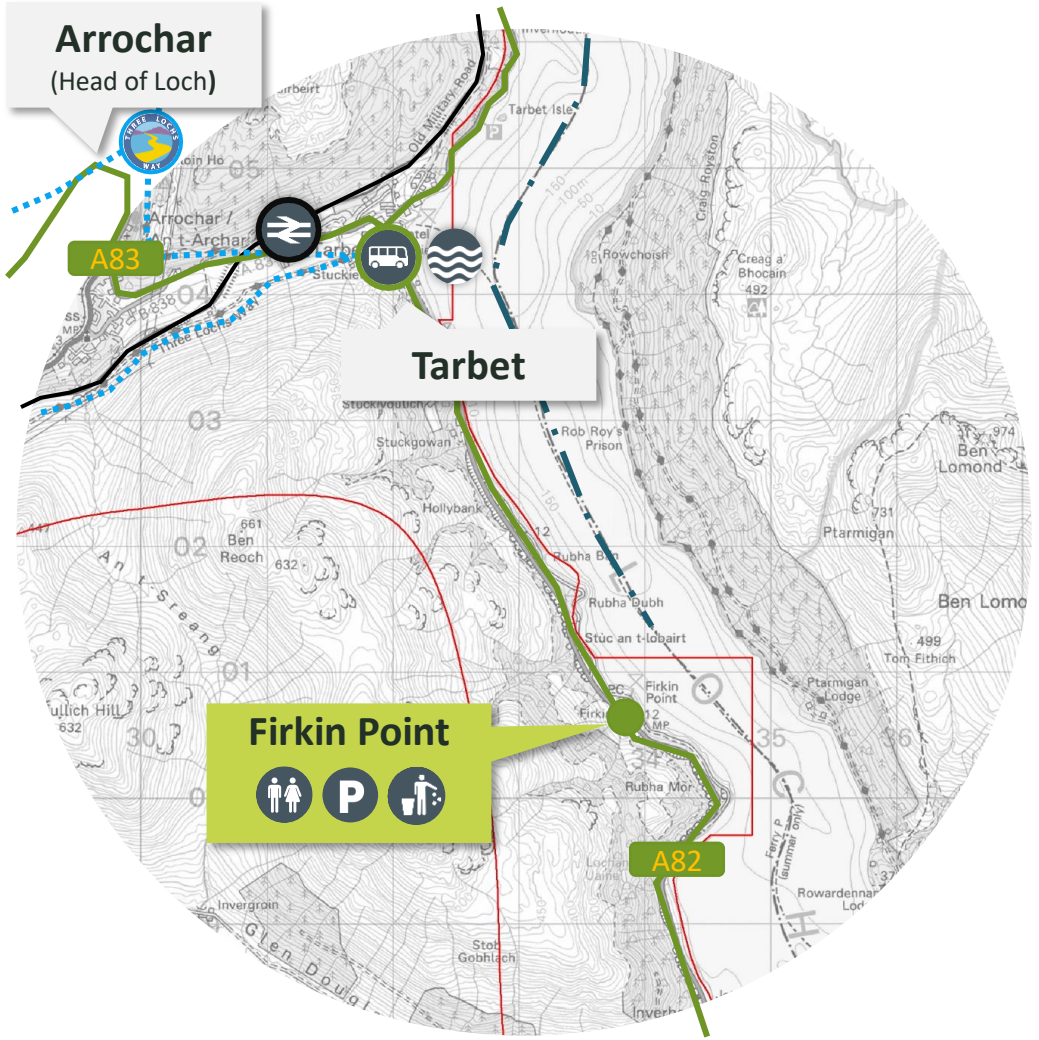
Firkin Point

Site Strategy



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Visitor Infrastructure Requirements:

		✓*	✓		✓*					✓*

* Areas for development

Pressure Point:

Moderate – High

A moderately sized and popular location offering loch-side access for informal watersports, camping, leisure & recreation. Currently only accessible by car or active travel, the site provides an overspill to Tarbet/ Luss. The site's capacity is limited by restricted parking and a small site area

Principles for Development:

Secondary Destination

Develop for camping & lochside leisure/recreation to support visitor dispersal from Tarbet/ Luss

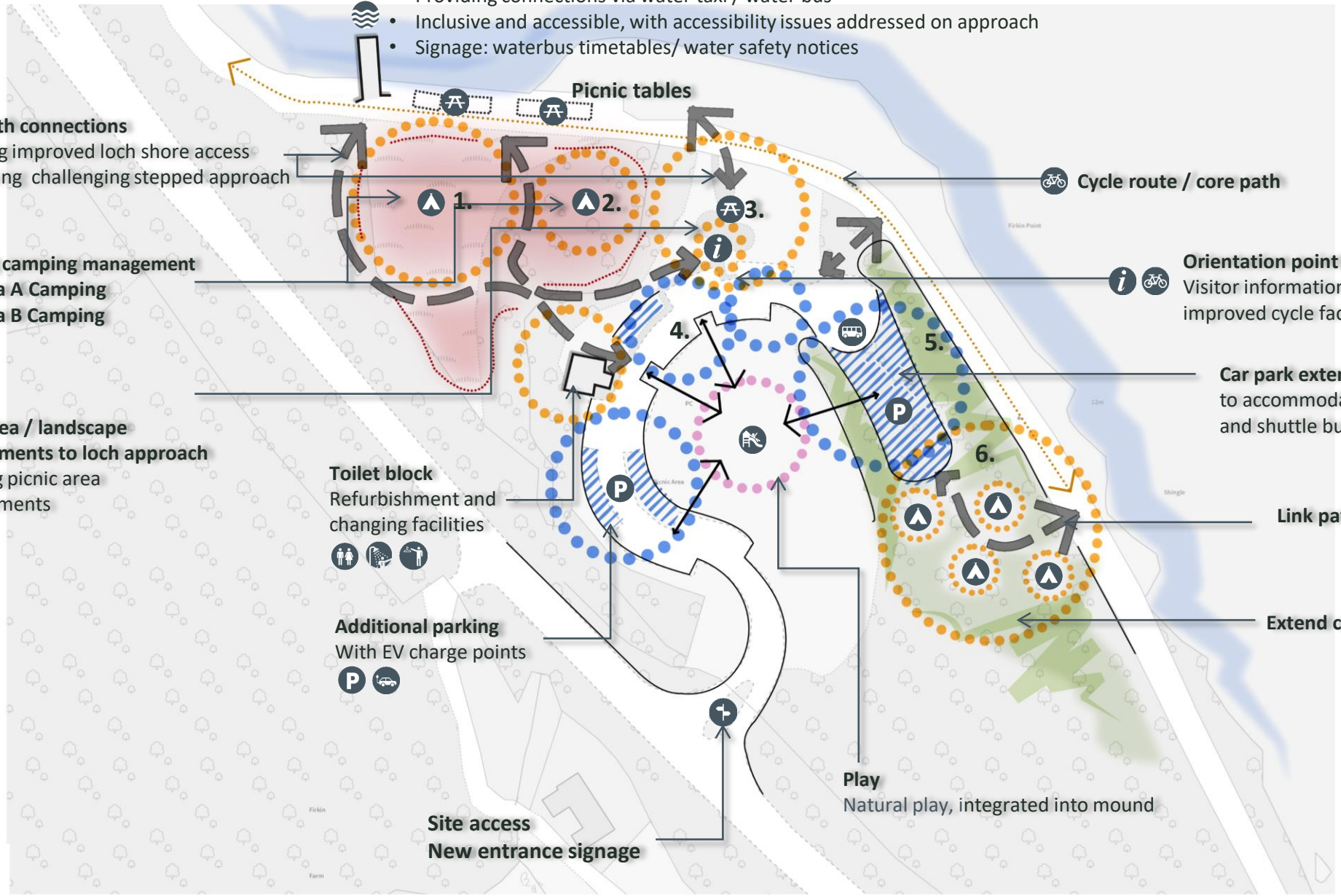
- Maximise access and consolidate & make efficient use of site areas
- Provide Sustainable Transport access & connections

Key Elements:

Make more efficient use of site recognising limitations of area and carrying capacity

- Increase parking capacity maximising intensity of use of existing road layout/feasibility of small extension south
- Extend site area developing access and play (e.g. natural play) / picnic activities on central mound
- Integrate Shuttle bus infrastructure access/ pick up/ drop off
- Build pier for Waterbus access (subject to water depth)
- Refurbish/ extend toilet block/ add changing facilities
- Variable Message Sigange/ National Park Authority signage/ orientation etc

Concept



Firkin Point: Prioritisation

Impact
(visitor experience/ responsible tourism)

Moderate
A moderate increase to site capacity can offer a level of respite to pressures leisure & recreation pressures encountered at Tarbet & Luss and alleviate camping/ motorhome pressures & help promote Active Travel/ use of core path. Wider Village centre investment to improve public realm/ form neew

Sustainability/ Mission Zero

Moderate
Opportunity to bring sustainable transport (Shuttle Bus & Water Bus) to this location offers opportunity to promote modal shift. Improvement of on-site facilities will support active travel/ provide attractive stop off point. New on site planting to boundaries will enhance biodiversity & mitigate noise / air pollution form trunk road

Delivery Complexity
(issues/ barriers)

Low-Moderate
Leased by National Park Authority from Luss Estates, the site is an established car park with an existing building and existing access from A82.
SI works required to determine ground conditions for extension to parking (excavation in rock) and feasibility/viability of new pier construction

Timescale

Short Term:
All on-site works
Medium Term:
Shuttle bus operation
Long Term
Pier

Prioritisation Summary

Impact	3
Sustainability	3
Complexity	4
Priority Score	**10**

Priority Level

Moderate
Modest early action enhancements can bring about an increased capacity enhance facilities and better support sustainable travel.

Delivery Agents

National Park Authority all on-site works

Dependencies

- National Park Authority implementation of Sustainable Visitor Transport System
- Leased by National Park Authority from Luss Estates

Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Peaceful walkway at Firkin Point on the banks of Loch Lomond
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Luss

Site Strategy

Visitor Infrastructure Requirements:

✓	✓*	✓	✓*		✓	✓		✓*	✓*	✓*

* Areas for development

Pressure Points:

Very High

Proximity to Glasgow, attractiveness of environment and direct access to the Loch makes Luss a honeypot for visitors to a point where visitor numbers and water-based activities exceed capacity to cause a nuisance to local community/hazard on the water. Noise/overcrowding/litter/anti-social behaviour/water safety are all consistently critical issues focused around the lochshore/pier during peak season. Pressure on car parking has been alleviated by recent car park development to south of village, however on street parking persists at peak times.

Principles for Development:

Primary Destination

Seek to limit pressures by wider visitor dispersal/ access by sustainable transport and better on-site facilities/ active travel hub

- Resist pressure for parking expansion/promote sustainable travel/ permanent clearway/ parking restrictions
- Improve access and connections to shore and village/ wider area exploration to disperse footfall
- Develop facilities to accommodate visitor activity on-site
- Promote and safeguard quality of place

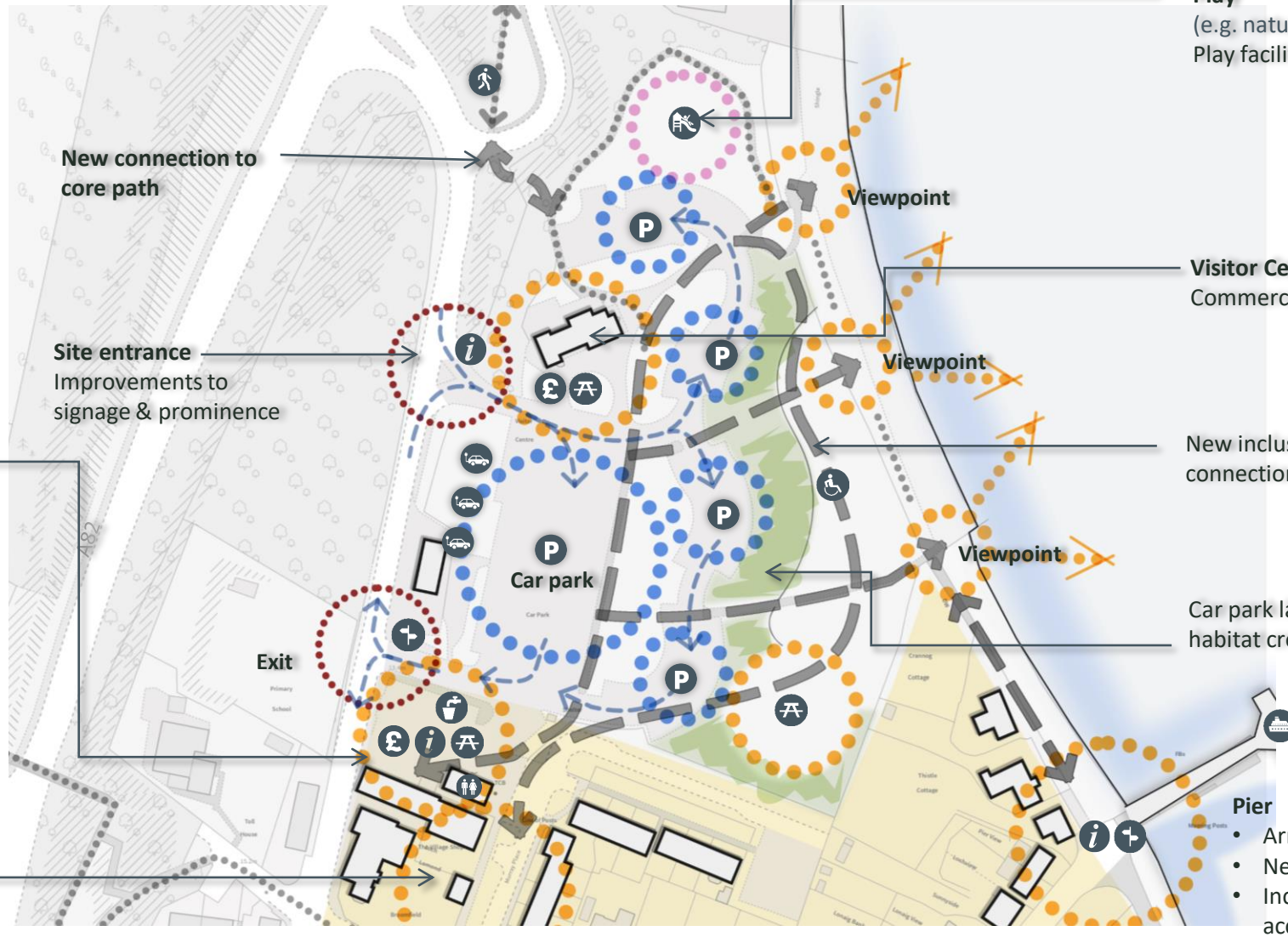
Key Elements:

Improved infrastructure and facilities

- Improve car park site environs to improve appeal/arrival point/ dwell time/ on-site activity
- Network of paths/access/connections expanding access points to loch/village/ wider environs
- On-site children's play (e.g. natural play)
- New commercial occupancy for Visitor Centre
- Variable Message Sigange/ Parking Management/ National Park Authority signage/ orientation etc
- Wider Village Place enhancements

Luss Pier

Concept
Luss North



New Village Square

- Multi-use and events space to accommodate
  - farmers markets
  - craft fairs
  - community uses
  - commercial opportunities
- Setting for village arrival, orientation point and access point to village store
- Drinking water fountain location
- Increased toilet provision & improvements

Village connection

Enhancements to Murray Pl to support footfall & village access
Improved public realm at connection / orientation point / connection to village

Concept
Luss South

Murray Place Streetscape
- Public realm improvements
- Enhancements to Murray Pl to support footfall & village access
- Improved public realm at connection / orientation point / connection from North to village

School Road Streetscape
- Public realm improvements
- Improved connections through village

Pier Road Streetscape
- Public realm improvements
- Improved connections through village
- Improved furniture and enhanced landscaping

Waterfront
- Public realm improvements
- Connections to the North Car Park and viewing areas
- Signage improvements
- Connections along waterfront

Signage & Orientation
- Connections through village and to longer walks to the south

Luss: Prioritisation

Impact:
(visitor experience/ responsible tourism)

Moderate
Actions to control numbers and better disperse visitors throughout both the wider park as well as the village will seek to mitigate overcrowding in the popular concentrated locations and develop an action plan to address & alleviate community concerns

Sustainability/ Mission Zero:

High
Encouraging modal shift/ sustainable transport (Shuttle Bus & Water Bus) to Luss is an attractive proposition, as travel distance are relatively short. Improvement of on-site facilities to include a well integrated shuttle bus/ waterbus interchange will support this objective as will better cycle facilities & active travel hub.

Delivery Complexity
(issues/ barriers)

Low:
Owned by A&BC the car park site has established infrastructure on which to build upon and improve.
Engagement with the local community will be critical to secure support and ensure area wide measures address local needs and concerns.

Timescale :

Short Term:
All on-site works
Medium Term:
Village place enhancements
Shuttle bus operation

Prioritisation Summary :

Impact	4
Sustainability	4
Complexity	4
Priority Score	**12**

Priority Level

High
Modest early action enhancements can bring about an increased capacity, enhance facilities and better support sustainable travel. Detailed engagement to understand local interests developed as early action to identify longer term projects supporting community needs.

Delivery Agents

National Park Authority/A&BC for all car park site works
National Park Authority/A&BC/Luss Estates & Community for wider village actions

Dependencies

- National Park Authority implementation of Sustainable Visitor Travel System
- Local community engagement & support

Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Glebe Bridge (Sapper's Bridge) Over Luss Water
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Ross Park

Site Strategy

Visitor Infrastructure Requirements:

		✓*								✓*

* Areas for development

Pressure Points

Low

A roadside location used for informal parking which provides a low key point of access to Ross Park recreational routes/ Lochside (350m distance). Formalisation of parking and access to loch will improve capacity and appeal as an alternative location to access the Loch / Core Path cycle route as quieter alternative to Duck Bay/Luss hotspots

Principles for Development:

Formalise as a tertiary destination giving access to lochside leisure & recreation

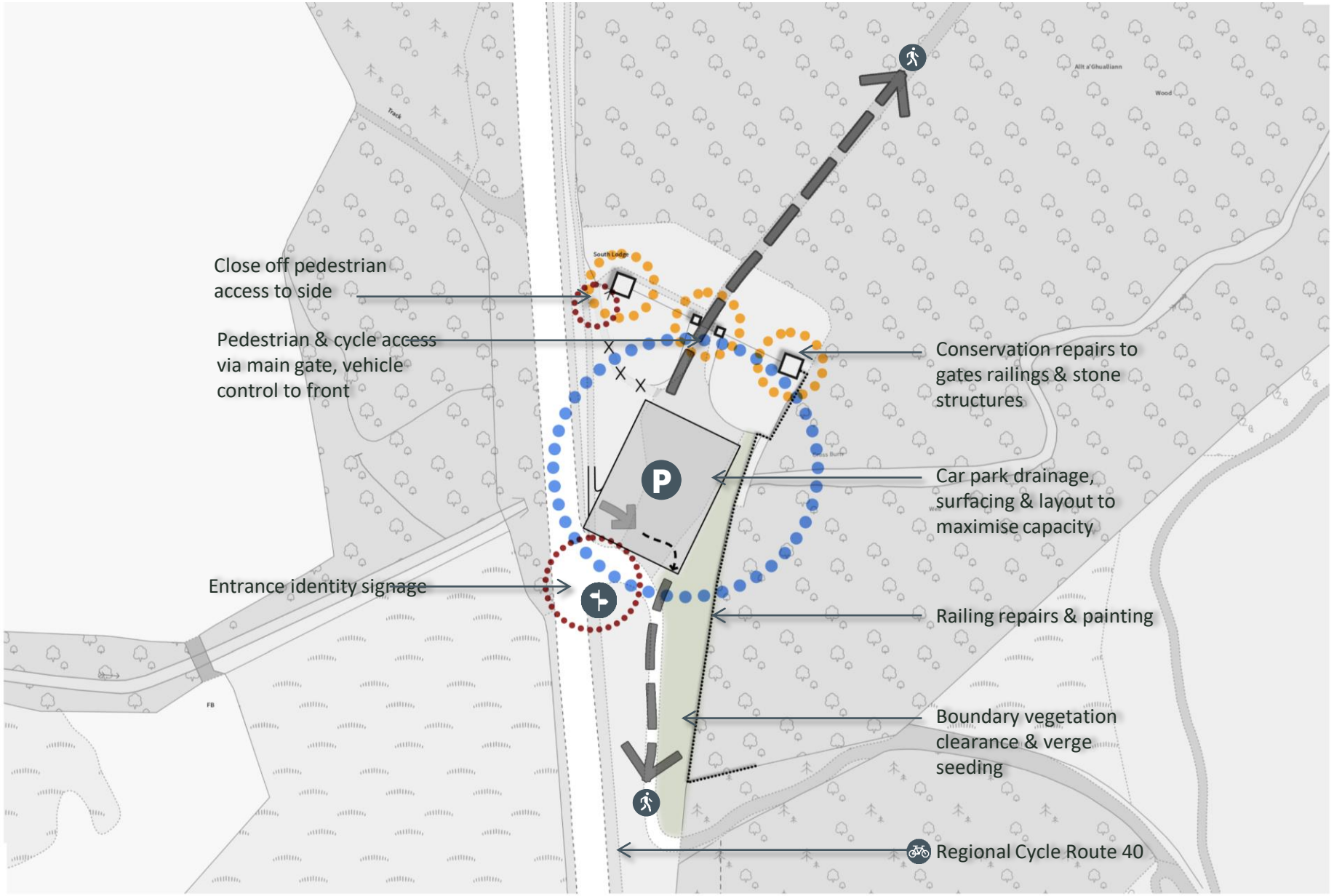
- Signal as a formal point of access to Loch Lomond to encourage use
- Improve pedestrian access /connections / signage to Loch
- Improve road access & safety
- Explore opportunity for walk-in Lochside Camping

Key Elements:

Infrastructure to promote access and use:

- Surfaced car park & drainage to maximise parking capacity
- Vehicle barriers to allow pedestrian & cycle access via main gate
- Repairs to railings/ gatehouses to ensure public safety
- Review road layout to support safe access/egress
- Signage & National Park Authority Branding to aid recognition and encourage visitor use

Concept



Ross Park: Prioritisation

Impact
(visitor experience/ responsible tourism)

Moderate
Provides a quieter and accessible alternative to an attractive lochside location which can take a level of pressure away from Luss/Duck Bay.

Sustainability/ Mission Zero

Low-Moderate
Location relies on car access, as is unsuited for shuttle bus access though positioned on the Core Path & therefore well connected by Active Travel. SUDS design/ porous surfacing will address surface water management associated with formalisation of car park.

Delivery Complexity
(issues/ barriers)

Low:
Access to /from A82 is established. Ownership consent will be required. Development will formalise an existing site use to supporting the planning process to a small/moderate scale . Future development for camping will require more extensive owner dialogue/byelaws and permissions.

Timescale

Short Term:
All on-site works
Medium Term
Campsite development subject to site owner support & consent

Prioritisation Summary

Impact	3
Sustainability	2
Complexity	5
Priority Score	**10**

Priority Level

Medium
An uncomplex and early action project can enhance access and use of this site, making most of existing opportunities/support visitor dispersal away from the bust locations of Luss and Duck Bay

Delivery Agents

National Park Authority/ Site Owner for all car park site works

Dependencies

Landowner approval

Note

Prioritisation Scoring is based on	*Impact:* *Sustainability:* *Complexity:*	*1 low - 5 high* *1 low – 5 high* *5 low – 1 high*

Gates, Rossdhu House
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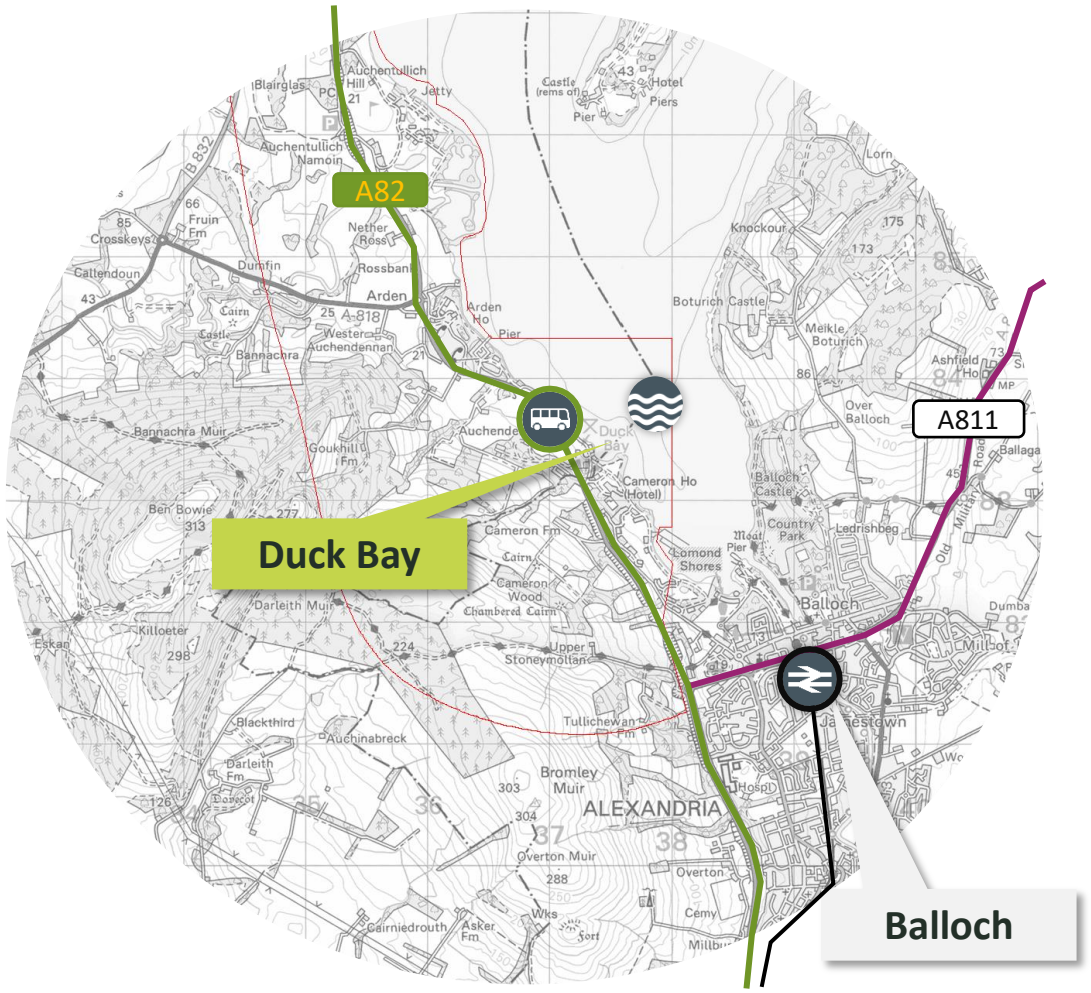
Duck Bay

Site Strategy



Visitor Infrastructure checklist :

		✓*			✓		✓	✓*	✓*	✓*

* Investment priority

Pressure Points:

Very High

The first open water access to Loch Lomond from Glasgow this site is subject to frequent very high levels of occupancy and pressure. Parking proliferation & overcrowded beach/ open spaces often occur resulting in congestion/ antisocial behaviour/ litter and erosion/degradation having detrimental impact on local business/ residents, environment and water safety.

Principles for Development:

Secondary Destination

Develop facilities to make site more robust/ capable of better accommodating activity & accessible by sustainable travel

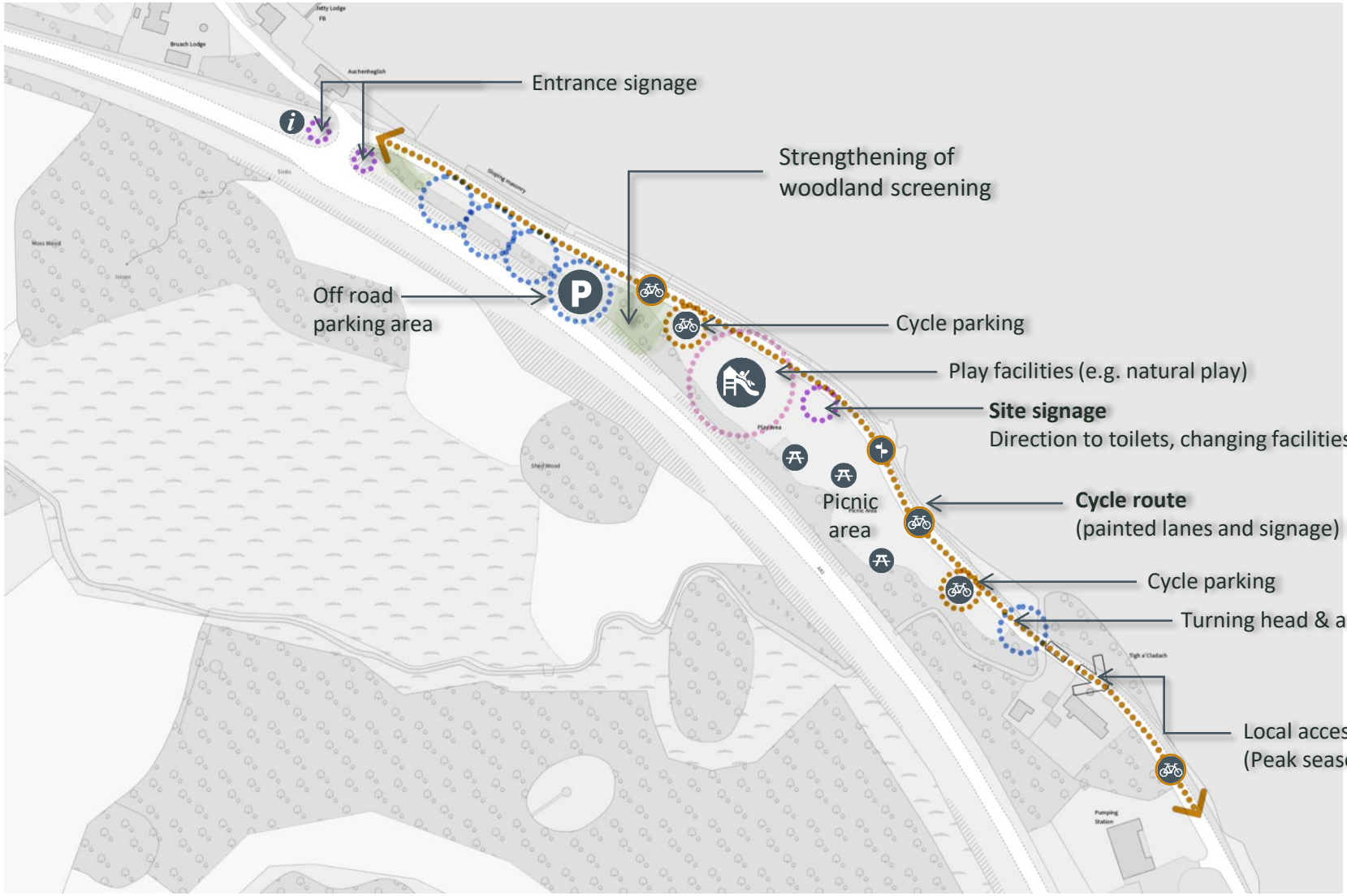
- Increase / better manage site capacity
- Improve amenity & safety
- Promote & facilitate access by public/ sustainable transport

Key Elements:

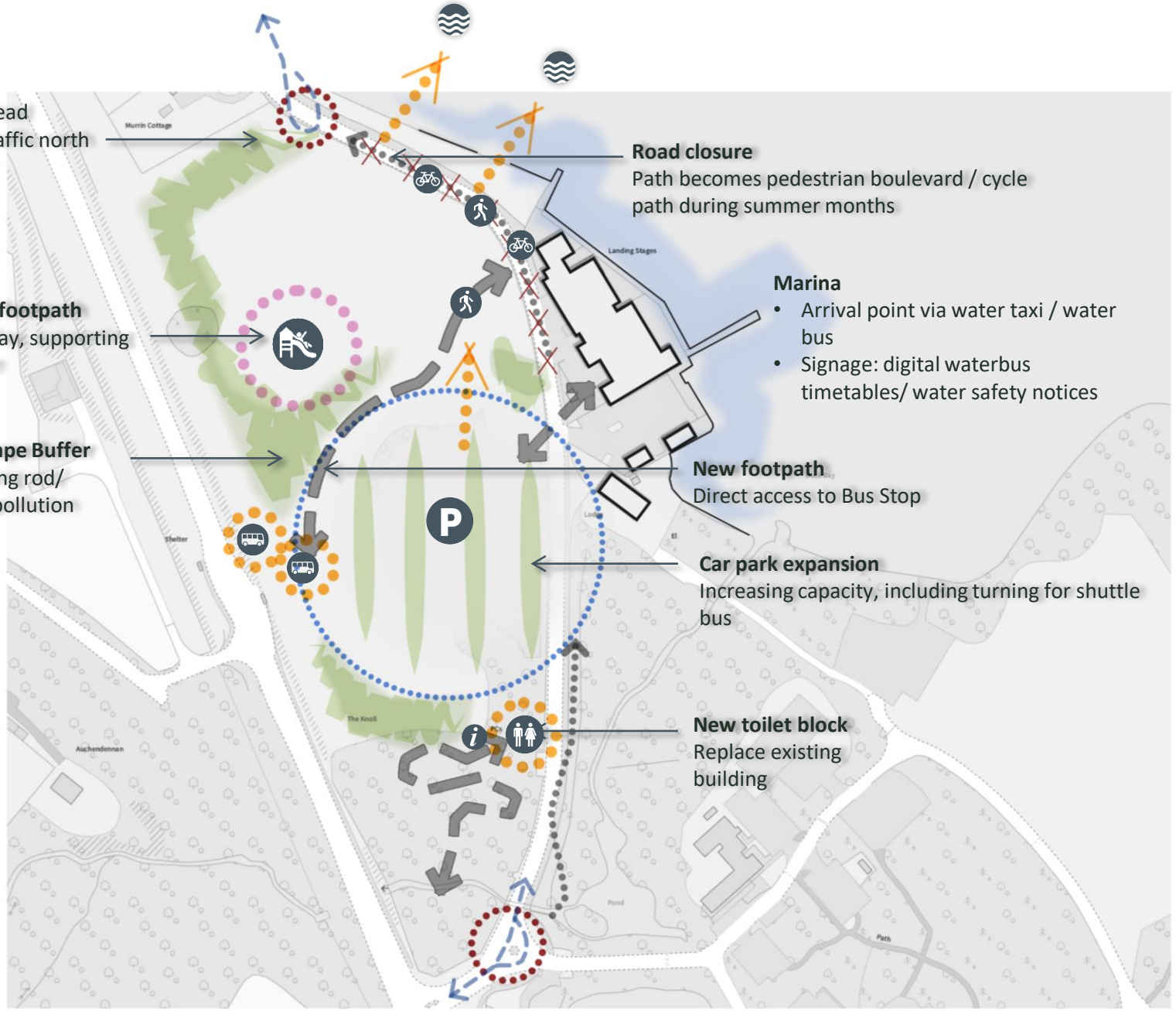
Traffic management & integrated sustainable transport infrastructure

- Additional off road parking (north & south)
- Seasonal closure of local road through route, opening up to pedestrians & cyclists, retaining shuttle bus/ local access only
- Shuttle Bus drop off/pick up points/ Real Time Info (N&S)
- New toilets/changing/ info point
- Variable Message Sigange/ National Park Authority Signage, Orientation & Wayfinding
- Play (e.g. natural play)/ picnic/ BBQ facilities

Concept
Duck Bay North



Concept
Duck Bay South



Duck Bay: Prioritisation

Impact
(visitor experience/ responsible tourism)

Very High
Seeks to address & mitigate severe issues of congestion/ overcrowding/safety by radical change to traffic access/circulation/ management

Sustainability/ Mission Zero

High
Location in close proximity to Balloch Station (3km) is ideally located for access by sustainable transport/ active travel. Improvement to traffic management will address conflicts with Active Travel/ improve safety and appeal. Development opportunities include planting for Biodiversity and SUDs/porous surfacing to address surface water management.

Delivery Complexity
(issues/ barriers)

Moderate
Much of area is in A&B Council ownership, with some southern area in private ownership. Extending existing land use/ replacing existing buildings (toilet block) facilities requires planning approval. Flood mitigation will be required for toilet block design and layout needs to address development constraints associated with INEOS pipelines. Restrictions to parking will require TRO/TTRO procedures.

Timescale

Short Term:
Site works
Medium Term
TTRO associated with seasonal road closures

Prioritisation Summary

Impact	5
Sustainability	4
Complexity	3
Priority Score	**12**

Priority Level

High
Early action can enhance capacity, protect safety and promote take up of sustainable transport to significantly reduce on site pressures

Delivery Agents

National Park Authority/ A&BC/ Site Owner Partnership

Dependencies

- Landowner approval
- A&BC Roads support for Traffic Management/TRO/TTRO changes
- National Park Authority implementation of Sustainable Visitor Transport Service

Note

Prioritisation Scoring is based on	*Impact:*	*1 low - 5 high*
	Sustainability:	*1 low – 5 high*
	Complexity:	*5 low – 1 high*

Flower Filled Boats Duck Bay Pier

A82 Corridor

Site Strategy

The A82 is a major road that runs from Glasgow to Inverness via Fort William. It is one of the principal north-south routes in Scotland and is mostly a trunk road managed by Transport Scotland.

The road serves as a artery for commercial and heavy goods traffic, and because of the landmarks and visitor destination is connects, and its scenery the road is popular with tourists in itself providing a memorable driving experience.

However the road is challenged by congestion, safety and littering issues during peak tourist season.

The experience of arriving at Loch Lomond and travelling between destination is impacted by the quality of the corridor and by the ability to move; therefore a site strategy is required for this corridor, promoting the corridor for all transport types (car, active travel, commercial etc.), all users (resident, visitor, worker etc.) and promoting investment in the corridor quality, particularly in signage & information, clutter, facilities addressing toileting, verge & boundary treatment, fabric and views.

Pressure Points:

Very High

- Congestion
- Signage accuracy & wayfinding
- Clutter and loss of / damage to views
- Toileting & litter
- Layby and stopping locations

Principles for Development:

Develop facilities on corridor to improve both travel and visitor experience

- Increase / better manage layby capacity
- Improve amenity & safety at laybys
- Promote & facilitate public/ sustainable / active transport
- Improve signage & wayfinding
- Identify key views / loss of views and address
- Coordinate Transport Scotland improvements with STID requirements

Key Elements:

- Coordination and partnership with Transport Scotland: Early engagement with Transport Scotland is required to coordinate place concepts with A82 works and avoid missed opportunities
- Layby environmental improvements
- Strategy to identify additional layby and wating locations
- Signage & wayfinding strategy
- Litter management strategy

A former section of the A82 next to Loch Lomond, which is now an A82 layby

Summary of Priorities

Project Priorities

The prioritisation exercise concludes that sites which offer the highest impact, greatest sustainability & climate change benefits and that are capable of delivery in the short/ medium term offer the highest priority for action.

The following assessment identifies **Tarbet, Arrochar** (Head of Loch) and (West) along with **ART** Station, **Luss** and **Duck Bay** to be high priority projects. All are strategically identified as Primary Hubs/ Destinations and as such investment will have significant impact on visitor experience as well as mitigating impact/ bringing benefits to local communities. Duck Bay as a secondary destination suffers from significant congestion which can be mitigated by early action.

Visitor Infrastructure:
Prioritisation Summary

Locations	*Category*	*Evaluation*	*Rank*	*Cost (Low-High)*					*Timescale (Short/Medium/Long Term)*					*Comments*	*PRIORITY*
Inveruglas	Secondary Destination	8	6	£	£				S		**M**		L	Lower cost early actions supporting STS, medium term actions give most benefit	medium
Tarbet	Primary Destination	14	1	£	£	£	£	£	**S**		M		L	Highest cost, maximum benefit in short term, easier delivery as within LLTNP Management	High
ART (Station)	Primary Hub	12	3	£					S		**M**		L	Lower cost early actions, full benefits dependent on STS/partnership funding in medium term	high
Arrochar (Hd of Loch)	Primary Destination	13	2	£	£	£	£		**S**		M		L	Moderate to High cost/high benefit in short term	high
Arrochar (West)	Primary Destination	12	3	£	£	£			**S**		M		L	Moderate to High cost & benefits in short term	high
Ardgartan	Secondary Destination	10	5	£	£				S		**M**		L	Moderate cost, most benefit gained with building refurb/ new, anticipated medium term	medium
Firkin Point	Secondary Destination	11	4	£	£				S		M		**L**	Lower cost/ moderate benefits short term, key cost/benefit would be medium/longer term (pier)	medium
Luss	Primary Destination	12	3	£	£	£	£	£	**S**		M		L	High cost/significant benefits short term	high
Ross Park	Tertiary Destination	10	5	£					**S**		M		L	Low cost/ lower benefits, easy to deliver in short term	medium
Duck Bay	Secondary Destination	12	3	£	£	£			S		**M**		L	Moderate costs early significant benefit, some complexity in delivery of TRO medium/ long term	high

Order of Cost

Budget costs are estimated as follows. A range is given to address the indicative nature of proposals at this time. Costs show are for capital works and exclude all fees and costs associated with design development/consenting etc.

A total investment of between £4.50M - £5.65M ex VAT can be anticipated, spread over a 5yr+ period.

Locations	*Cost Low Range*	*Cost High Range*
Inveruglas	£350,000	£400,000
Tarbet	£800,000	£1,000,000
ART (Station)	£200,000	£250,000
Arrochar (Head of Loch)	£650,000	£800,000
Arrochar (West)	£300,000	£400,000
Ardgartan	£350,000	£450,000
Firkin Point	£350,000	£450,000
Luss	£800,000	£1,000,000
Ross Park	£200,000	£250,000
Duck Bay	£500,000	£650,000
TOTAL (ex VAT)	**£4,500,000**	**£5,650,000**

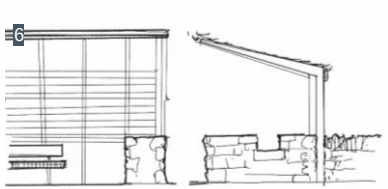
Project elements

Project Elements

The initial thinking and concepts in this study suggest consider how sites could be organised to improve resident amenity, place, sustainable transport infrastructure (active travel, public transport, water & land), toilet/changing facilities, signage and information, and electric vehicle charging. A wide range of project elements therefore support visitor dispersal & management, inclusion, modal shift and sustainable development.

- Camp site improvements
- Toilets
- Parking Reorganisation
  - surface/drainage renewal
  - EV-charge
  - Pre-booking systems & parking controls
- Commercial opportunity: food van location, cycle hire drop off
- Motorhome facilities
  - Parking
  - Water supply
  - Waste disposal
- Loch access: Piers & jetties (waterbus arrival/access)
- Shuttle Bus Infrastructure
  - Drop off and pick up
  - On road bus layby
  - Shelter
- Cycling infrastructure
  - Parking
  - Repair points
- Public realm, setting and gateways
- Signage
  - Visitor Signage
  - Variable Message Signage
  - Digital timetables
- Enhanced Visitor Facilities
- Natural play
- Picnic
- Shelter

1. Campsite fire pit: Photo by Roman Pohorecki
2. Natural Play © Leslie Science & Nature Center
3. High quality building and place improvements - Image from © LLTNPA Live Park Design & Placemaking Supplementary Guidance
4. Loading bikes onto the shuttle bus at the Apgar Visitor Center
5. Scottish Water Top Up Tap
6. Bespoke, place sensitive shelter
7. Branding & Variable Message signage, sensitive to sense of place



Outline Design

Outline Design Briefs

Outline Design Briefs have been develop for priority projects to set the design principles and a broad framework for infrastructure development at each location. Detailed site assessment/ investigation and further detailed development of design briefs are required to develop the specific needs for each location.

Detailed design briefs should be developed and agreed before commissioning of the design process.

Design development needs to be undertaken with a high level of engagement and input from LLTNPA/ Local Authority/Landowners/ Stakeholders/ Operators and Community to ensure all detailed and specific needs and issues are addressed thorough a clearly structured process.

Tarbet

Outline Site Design Brief:

- **Visitor Centre**
  - New built facility offering improved Ticket Office/Café/ Toilets & changing facilities
  - Design appropriate to setting/ with efficient running & maintenance costs
  - Outside shelter and eating area
  - Generous public realm setting with capacity for high levels of footfall
- **Traffic Management/Parking**
  - Improved site access/ exit to A82 Right turn/ left hand filter lanes incorporated within A82 upgrade
  - Advance Road Directional Tourist Signage & permanent advanced Variable Message Signage to indicate car park capacity/ availability
  - Overflow car park on ground west of existing hedge
- **Sustainable Travel Hub supporting Sustainable Transport System - interconnected Shuttle Bus/Waterbus service**
  - Identifiable & direct, dedicated/ free-flowing bus lane/route through site
  - Centrally located Hub - Drop off/pick up point in close proximity with direct connection to/from Visitor Centre & Pier
  - Information Hub: Real Time Shuttle Bus/ Water Bus /ART Train Timetable Information/Wi-Fi hub for online use
- **Public Transport**
  - Laybys and shelters as part of A82 upgrade to support safe access and use, including signage and path connections to site, pier and Visitor Centre
- **Play Area**
  - Adventure /natural play area (toddlers- teens) in close proximity to visitor centre
- **Cycle Hub**
  - Direct off-road cycle path access to/from cycle routes
  - Cycle hub with signage /good visibility and security
  - Equipment supporting rest point/secure parking & repairs
- **Circulation**
  - Path network connecting parking to Visitor Centre/Pier and waterside
  - Pedestrian crossing points improvements as part of A82 upgrade connecting to local centre
- **Accessibility**
  - Accessible routes to all facilities
  - Ensure proportion of disable parking is min 3 spaces/ 6% of capacity whichever greater (for car parks up to 200 spaces)
- **Signage**
  - Clear and consistent site entrance/ identity sisgnage
  - National Park Authority signage supporting visitor experience –connecting to ART Train Station/ Local Centre/ Cycle Routes/ Hillwalks/ wider NP exploration
- **Environment**
  - Existing trees & yew hedge retained (screening overflow car park)
  - New buffer planting along A82 boundary
  - Sustainable grassland management for biodiversity
- **Sustainability**
  - EV change points at ratio 1:10 parking spaces
  - Porous surfacing for new car park and paths
  - Additional planting & changes to grassland management enhance biodiversity

Arrochar (Head of Loch)

Outline Site Design Brief:

- **Visitor Hub**
  - New centrally located built facility providing shelter/ information/ toilets and changing
  - Toilets, overall providing capacity for both Arrochar Head of Loch and West car parks in single building, with 300m separating distance between car parks allowing flexibility & potential to share facilities with neighbouring car park
  - External Drinking Water supply point
- **Traffic Management/Parking**
  - Improved site access/ exit to A83 Right turn/ left hand filter lanes incorporated within A83 upgrade
  - Advance Road Directional Tourist Signage & permanent advanced Variable Message Signage to indicate car park capacities within this site and wider WLL Area
- **Shuttle Bus/ Sustainable Travel Hub**
  - Identifiable, direct, dedicated/ free-flowing bus lane/route through site
  - Shuttle Bus Hub - Drop off/pick up point close to visitor facility building & seating
  - Real Time Shuttle Bus/ART Train Timetable Information/Wi-Fi hub for online use
- **Public Transport**
  - Laybys as part of A83 upgrade to support safe access and use, including signage and path connections to start of walking routes
- **Cycle Hub**
  - Direct off-road cycle path access to/from cycle routes
  - Centrally located cycle hub with signage /good visibility and security
  - Equipment supporting rest point/secure parking & repairs

- **Circulation**
  - Path network connecting Head of Loch to Arrochar West (Succoth) car park and Hill walking routes west/south/ north
  - Improved path connection to local centre
  - Pedestrian crossing point improvements as part of A83 upgrade
- **Accessibility**
  - Accessible routes to all site facilities
  - Ensure proportion of disable parking is min 3 spaces/ 6% of capacity whichever greater (for car parks up to 200 spaces)
- **Signage**
  - Clear & consistent site entrance signage giving clear access from A83
  - National Park Authority signage supporting visitor experience –connecting to Hill walks/ Argarten Forest/ ART Train Station/ Local Centre/ Cycle Routes & wider NP exploration
- **Environment**
  - New buffer planting along A83 boundary
  - Sustainable grassland management for biodiversity
- **Sustainability**
  - EV change points at ratio 1:10 parking spaces
  - Porous surfacing for new car park areas and paths
  - Additional planting & changes to management enhance biodiversity

Arrochar (West)

Outline Site Design Brief:

- **Visitor Hub**
  - New centrally located built facility providing shelter/ information/ toilets and changing
  - Toilets, overall providing capacity for both Arrochar Head of Loch and West car parks in single building, with 300m separating distance between car parks allowing flexibility & potential to share facilities with neighbouring car park
  - External Drinking Water supply point
- **Traffic Management/Parking**
  - Improved site access/ exit to A83 Right turn/ left hand filter lanes incorporated within A83 upgrade
  - Advance Road Directional Tourist Signage & permanent advanced Variable Message Signage/ monitoring to indicate car park capacity
- **Shuttle Bus/ Sustainable Travel Hub (at Head of Loch)**
  - Improved connection (path and signage) giving access to Sustainable Transport System operating at Head of the Loch car park.
  - WIFI for use of Sustainable Transport apps
- **Public Transport**
  - Laybys as part of A83 upgrade to support safe access and use, including signage and path connections to start of walking routes
- **Cycle Hub**
  - Direct off-road cycle path access to/from A83 cycle routes
  - Centrally located cycle hub within site, with signage /good visibility and security
  - Equipment supporting rest point/secure parking & repairs

- **Circulation**
  - Path network connecting West to Head of Loch car park and 3 Lochs Way walking routes and local centre facilities
  - Pedestrian crossing points improvements as part of A83 upgrade
- **Accessibility**
  - Accessible routes to all site facilities and waterside
  - Ensure proportion of disable parking is min 3 spaces/ 6% of capacity whichever greater (for car parks up to 200 spaces)
- **Signage**
  - Clear & consistent site entrance signage giving clear access from A83
  - National Park Authority signage supporting visitor experience –connecting to Hill walks/ Argarten Forest/ ART Train Station/ Local Centre/ Cycle Routes & wider NP exploration
- **Toilets & Shelter**
  - Access to new toilets/ changing facilities at Head of Loch central hub
  - Drinking water supply at cenral hub
- **Environment**
  - New buffer planting along A83 boundary
  - Sustainable grassland management for biodiversity
  - Improvements to waterside edge
- **Sustainability**
  - EV change points at ratio 1:10 parking spaces
  - Porous surfacing for new car park and paths
  - Additional planting & changes to management enhance biodiversity

ART (Arrochar/Tarbet Rail Station)

Outline Site Design Brief:

- **Station Facilities**
  - Investment in station environment/underpass/building fabric to ensure waiting room & toilet facilities are provided and maintained in safe, secure, fit for purpose and user friendly condition.
- **Cycle Hub**
  - Provide bike ramp/access to all platforms
  - On site secure & covered cycle storage
  - Maintenance/ repair points
- **Shuttle Bus/ Sustainable Travel Hub**
  - Integrate shuttle bus pick-up/ drop off point adjacent to station entrance with waiting area/seating & shelter
  - Real Time Shuttle Bus/ Train timetable/Wi-Fi hub for online use
- **Public Transport**
  - Laybys as part of A83 upgrade to support safe access and use and connection to Station
- **Taxis**
  - Designated parking for taxis adjacent to underpass
- **Circulation**
  - Develop public realm/ protected pedestrian circulation space to front of underpass
  - Improve underpass walls, lighting and signage

- **Accessibility**
  - Significant action required to improve station accessibility working with Scotrail to provide step free access to platforms, ramps for train access, wheel chair availability and staff assistance.
  - Provide disabled parking bay at station entrance
- **Signage**
  - National Park Authority signage supporting visitor experience – orientation and wayfinding connecting pont of arrivals with Tarbet and Arrochar Local centres as well as local/ long distance walking routes
  - Signage for station access from A83

- **Sustainability**
  - Sensor operated LED lighting in Station environs

Luss

Outline Site Design Brief:

- **Shuttle Bus/ Sustainable Travel Hub supporting Sustainable Transport System**
  - Identifiable, direct, dedicated/ free-flowing bus lane/route to central drop off/ pick up points (in car park north of Murray Place)
  - Hub to included shelter & seating within open generously sized public realm/ collection space
  - Real Time Shuttle Bus/Waterbus Timetables & Information/ Wi-Fi for online use
- **Traffic Management/Parking**
  - Phase reduction to parking as Sustainable Transport System operation develops to offer viable alternative to car travel.
  - Parking within A&BC car park gradually withdrawn north – south
- **Public Transport**
  - Public transport drop off/pick up within village coordinated with Shuttle Bus/ Water bus locations/ timetables to provide fully integrated and coordinated services
- **Cycle Hub**
  - Direct off-road cycle path access to/from cycle routes
  - Centrally located cycle hub with signage /good visibility and security
  - Equipment supporting rest point/secure parking & repairs
- **Circulation**
  - Improved direct connections to Lochside from North car park and links to pier to promote circuit/visitor dispersal
- Enhancement of wider village environment/ routes south/ to encourage greater exploration/ dispersal away from hotspots at Pier/ Pier Road
- Enhance streetscape along core village streets to promote improved pedestrian safety and retained resident access
- **Accessibility**
  - Accessible routes to all site facilities
  - Ensure proportion of disable parking is min 3 spaces/ 6% of capacity whichever greater (for car parks up to 200 spaces)
- **Signage**
  - National Park Authority signage supporting visitor experience and village exploration
- **Toilets**
  - Extension of facilities addressing high level of demand
  - changing facilities
- **Public Realm & Environment**
  - Village enhancements to improve quality of public realm and environment, with a focus on natural materials/ local vernacular and native species
  - Village civic space/ square established at frontage to village shop for community use and events (parking relocated within main car park)
  - Sustainable grassland management for biodiversity
- **Sustainability**
  - EV change points at ratio 1:10 parking spaces
  - Porous surfacing for new car park and paths
  - Additional planting & changes to management enhance biodiversity

Duck Bay (North & South)

Outline Site Design Brief:

- **Visitor Facility**
  - New Visitor facility (south site) offering toilets & changing facilities, built to be flood resilient
  - Design appropriate to setting/ with efficient running & maintenance costs
- **Traffic Management/Parking**
  - Advance Road Directional Tourist Signage & permanent advanced Variable Message Signage at north bound and south bound access points on A82 to indicate car park capacity/ availability
  - TTRO to restrict through road access during summer months/ peak periods (local access only ie Buck Bay Marine – self catering cottages etc)
- **Sustainable Travel Hub supporting Sustainable Transport System - interconnected Shuttle Bus/Waterbus service**
  - Identifiable & direct, dedicated/ free-flowing bus lane/route to south car park
  - Centrally located Hub –in South car park providing for Drop off/pick up point connected with Pier
  - Information Hub: Real Time Shuttle Bus/ Water Bus /Balloch Train Timetable Information/Wi-Fi hub for online use
- **Public Transport**
  - New paths giving direct connection to North and south bound Laybys and shelters on A82 to support safe access and use

- **Play Area**
  - Adventure /natural play areas (toddlers- teens) in both north and south sites
  - Equipment & Surfacing to be flood resilient
- **Circulation**
  - Path networks connecting parking areas/toilets & waterside, more access / connections along water's edge.
  - Pedestrianisation of road during summer months/ peak periods
  - Clearly defined on road cycle route
- **Cycling**
  - Cycle hub/parking with signage /good visibility and security
  - Equipment supporting rest point & repairs

- **Accessibility**
  - Accessible routes to all facilities
  - Ensure proportion of disable parking is min 3 spaces/ 6% of capacity whichever greater (for car parks up to 200 spaces)
- **Signage**
  - Clear and consistent site entrance/ identity signage at North and South Junctuions
  - National Park Authority signage supporting visitor experience.
- **Environment**
  - New buffer planting along A82 boundary/ car park edges
  - Sustainable grassland management for biodiversity
- **Sustainability**
  - EV change points at ratio 1:10 parking spaces
  - Suds/Porous surfacing for new car park and paths
  - Additional planting & changes to grassland management enhance biodiversity

Recommended Next Steps

Next Steps & Recommendations

This study has identified high level proposals for development of strategic tourism infrastructure in the West Loch Lomond area of the National Park.

It is recommend that this study is continually reviewed and updated to maintain relevance and coordinate with other developing studies and frameworks as they emerge and develop.

In addition to this, the following specific actions are required:

- **Establish the Sustainable Transport Strategy** - the operational strategy and business case for development of sustainable transport is necessary to verify all assumptions made in this study to do with viability, delivery and operational needs of future transport services for which infrastructure is to be provided. This is essential and should be prioritised as an early action.
- **Consider Ardlui -** Whilst A82 upgrade will have impact and bring about change it is important to consider role and future needs as well as not to miss opportunity to shape and inform the detail of the trunk road upgrade.
- **Define the role of Balloch -** the role of Balloch and surrounding area is not included in the West (or East) Study. As the key gateway and arrival point from south Balloch has a pivotal role to play, which needs to be defined and developed to support the assumptions made in this study.
- **Strengthen Partnership Working and extend Engagement** Future success of capital investment relies on participation of stakeholders in delivery, management, operation and maintenance, which confirms critical need and provides opportunity to further strengthen and consolidate partnership working as a priority to support and in some cases pilot the lead in delivery of these projects. VMG is a successful forum for engaging with stakeholders, membership should be expanded wherever possible to maximise participation.
- **Progress Community Engagement** – to date, tight study timescales have precluded ability to conduct any real community engagement. This needs to be given early focus in next steps to secure in principle support and buy-in and progress to ensure that actions are developed in detail to target the detailed of local issues of most concern.
- **Information Sharing & Wider Coordination** - Early engagement with other initiatives and projects will be important to extend the reach of this exercise to inform and shape future actions in a coordinated approach with a focus on delivering identified outcomes. Specifically this study has identifies a particular need for early engaging with Transport Scotland. Engagement to coordinate place concepts with A82 works and avoid missed opportunities