

APPENDIX E – Questionnaire Results

Responses

Out of 391 questionnaires distributed 164 were returned, a rate of 42%.

Of those returned, compared to 2001 census:

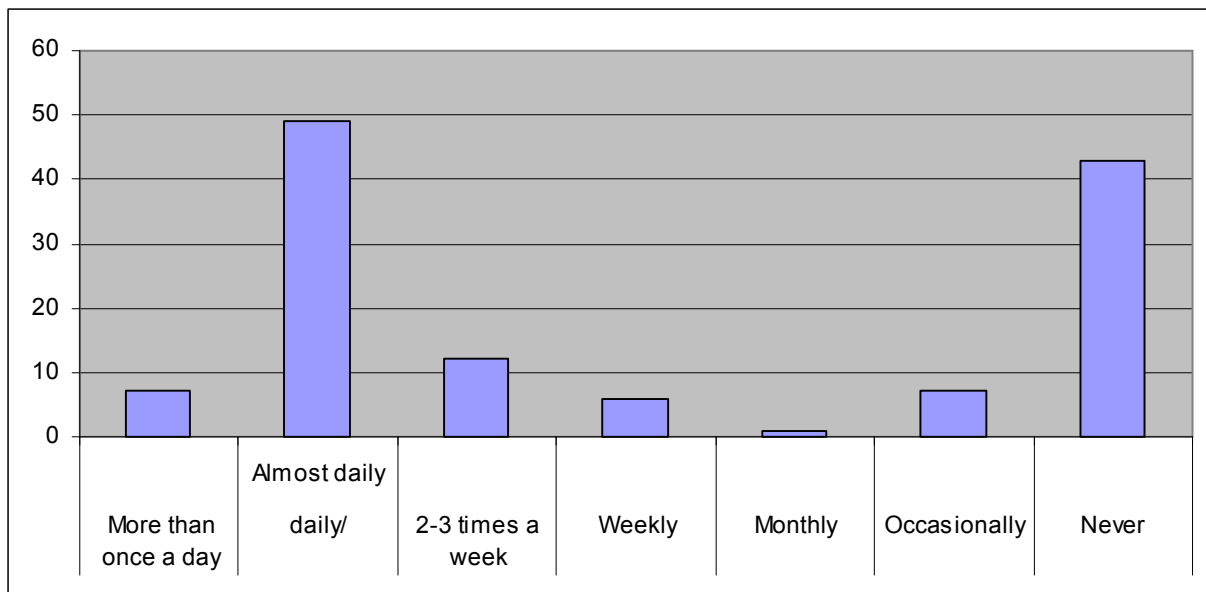
Category		Responses*	Census 2001**
Gender	Male	47%	53%
	Female	50%	47%
Age	11-19	16%	
	20-29	7%	
	30-44	19%	21%
	45-59	27%	23%
	60-74	24%	14%
	75+	7%	8%
Employment Status	Employee FT	33%	29%
	Employee PT	10%	8%
	Self-Employed	14%	7%
	Student FT	16%	
	Student PT	1%	
	Retired	27%	11%
	House Person	4%	5%
	Volunteer	1%	
	Unemployed	1%	2%
Registered Disabled		6%	

* Total may not add up to 100% because some responses unspecified.

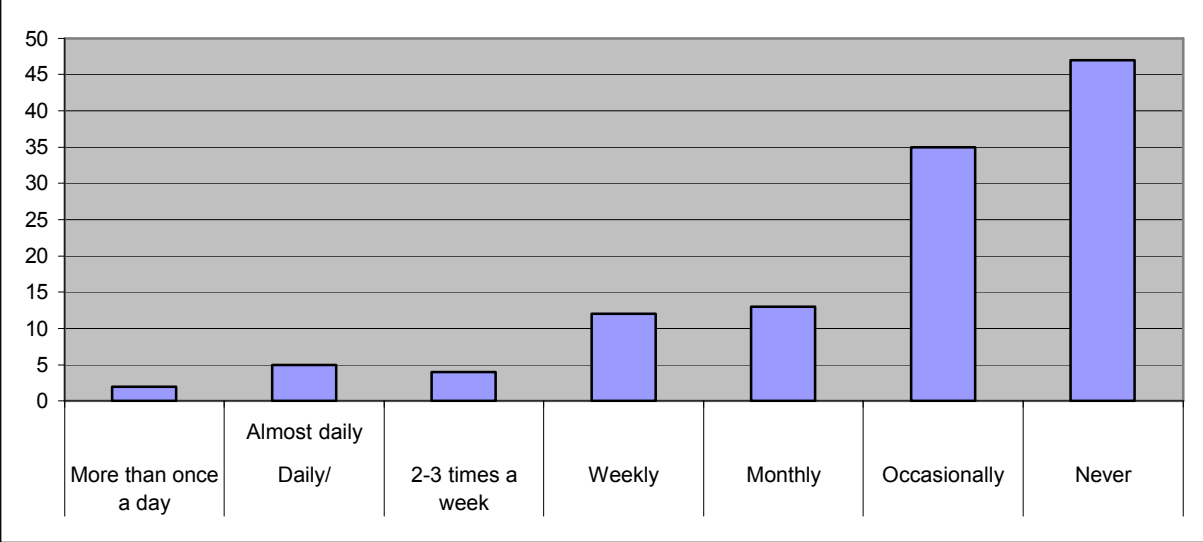
** Some figures missing as categories were not like for like.

1. What do you use the ferry for and how often (return trip) in an average week?

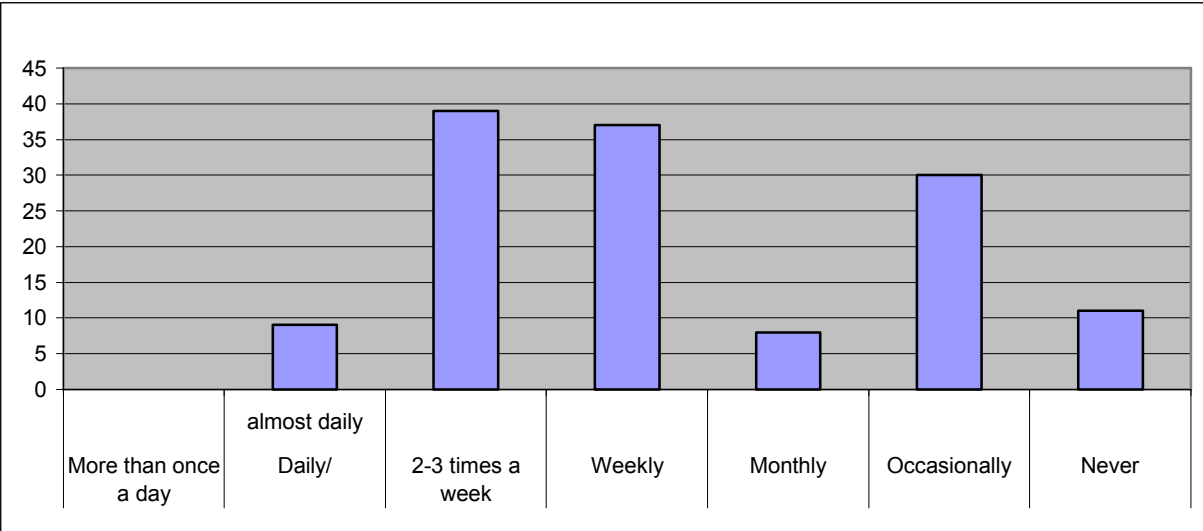
Commute to Work



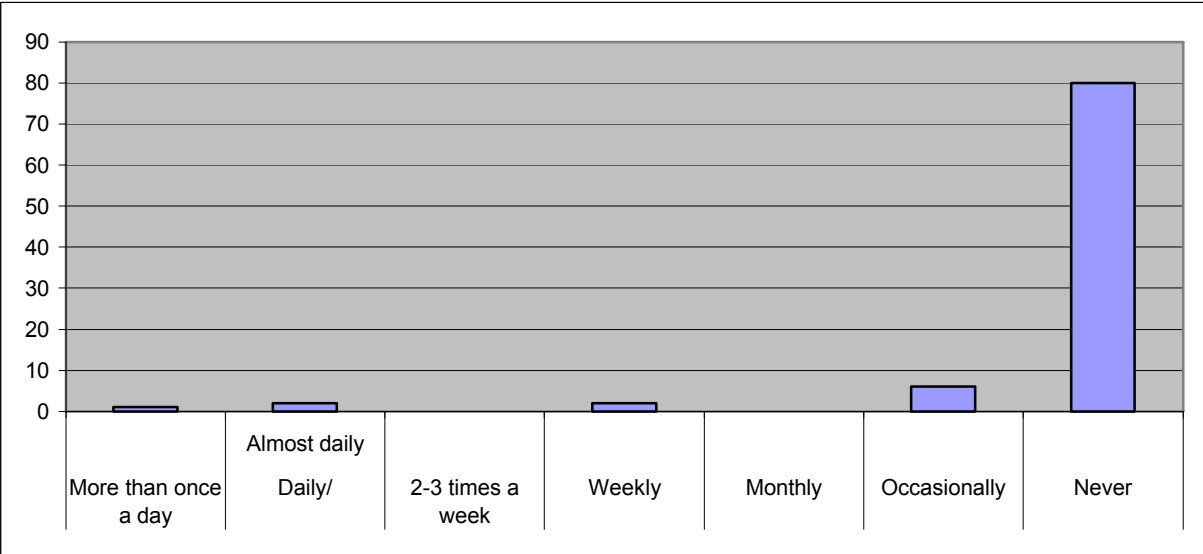
Business Meetings



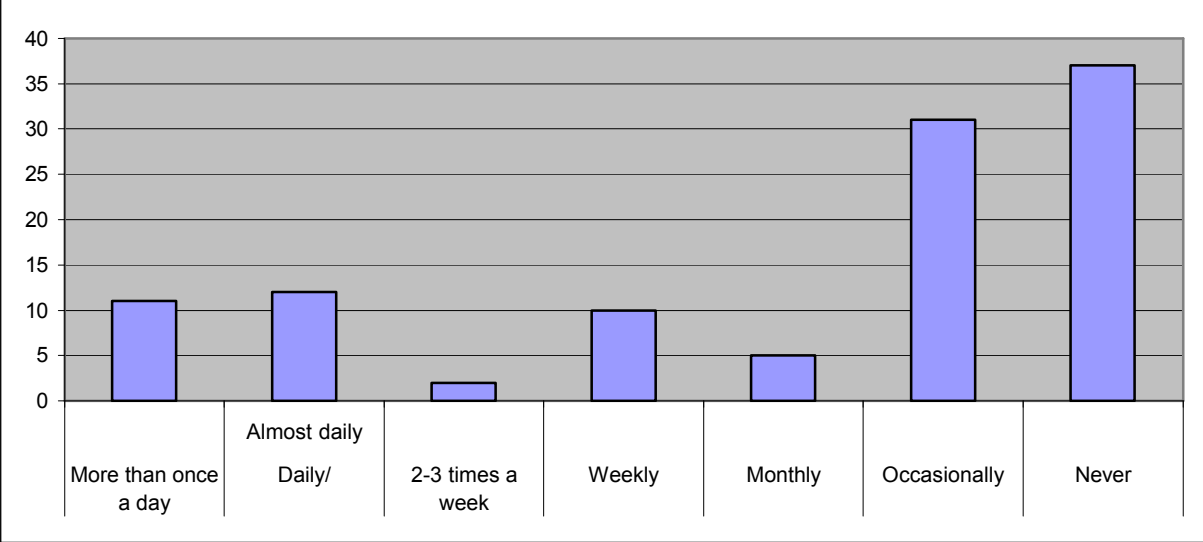
Participate in Sport and Leisure Activities



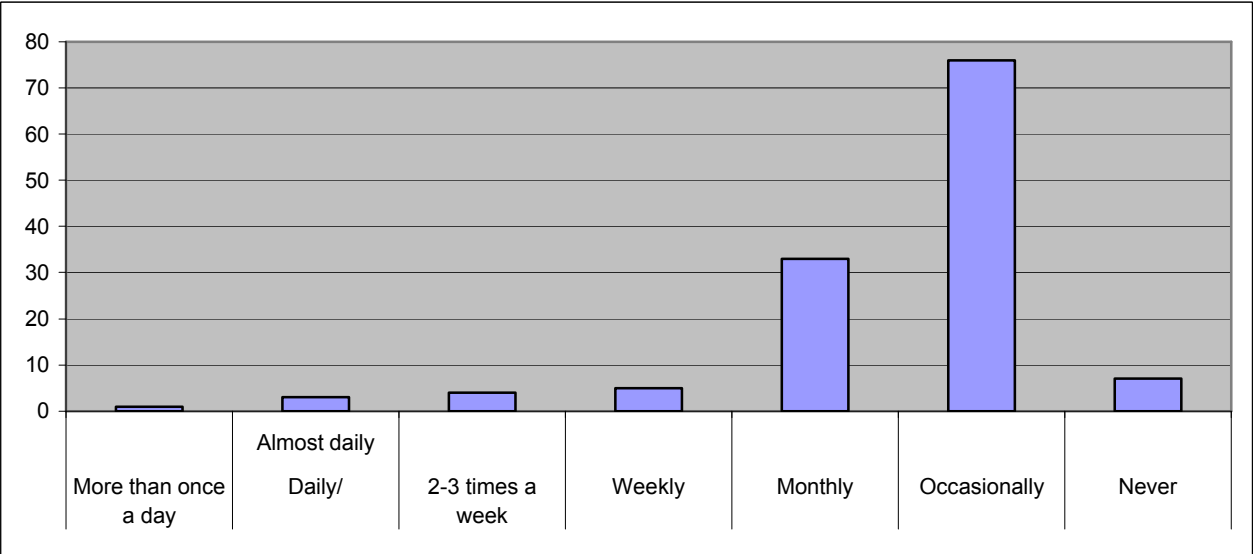
Access Childcare



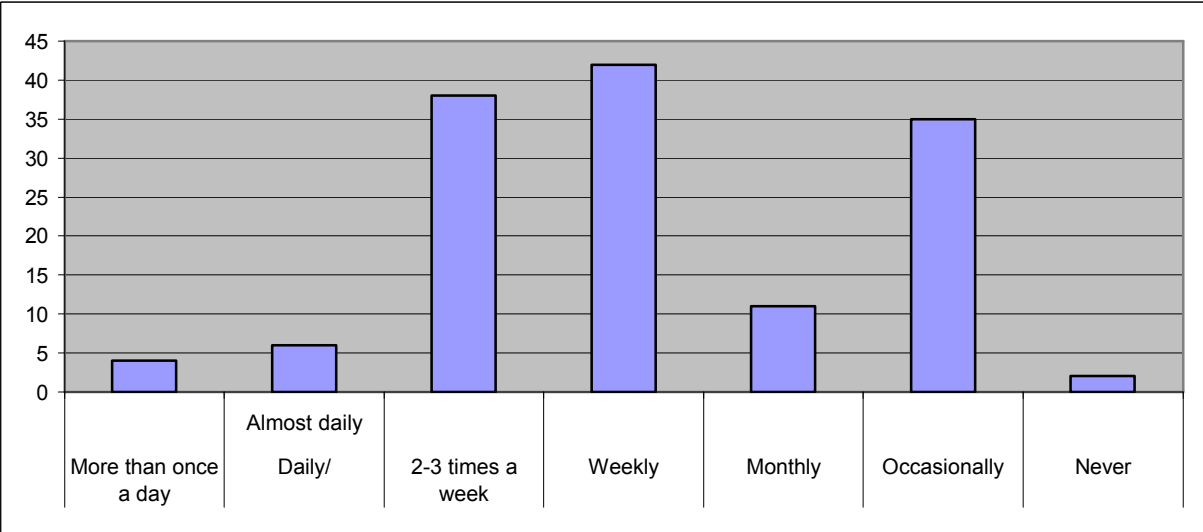
Education and Learning



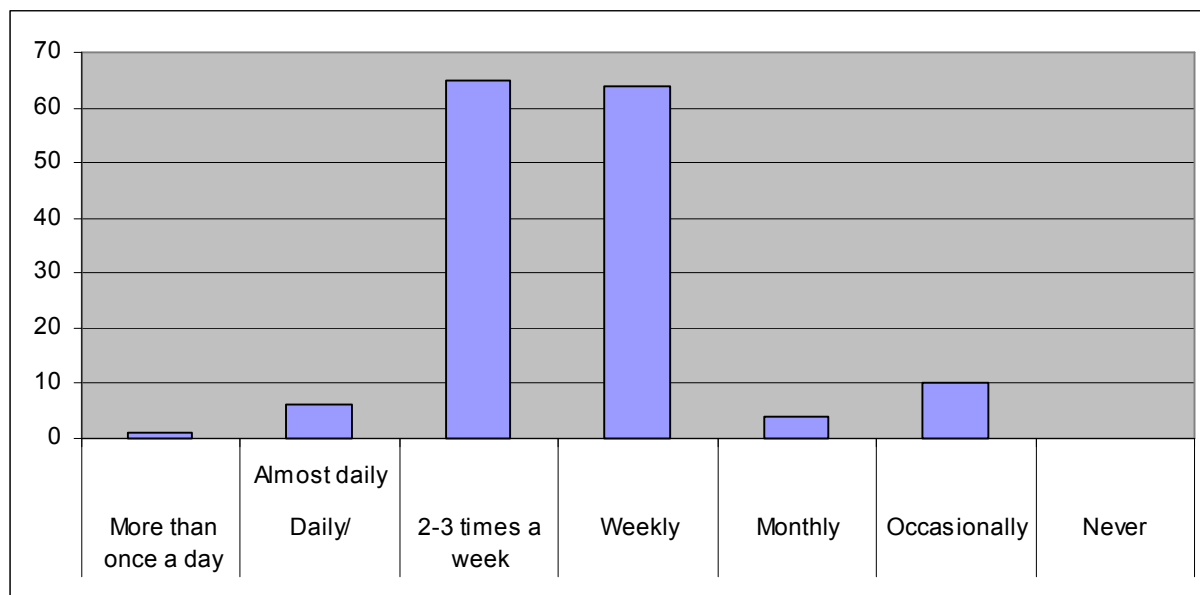
Health Care



Visit Family and Friends



Shopping



Other reasons for using the ferry service were stated including socialising, going to concerts and the cinema, taking people around Shetland, vet, sightseeing and visiting places outside Shetland.

2. What do you like about the service?

- Direct to Town Centre
 - o Can walk or cycle rather than taking car: 'Most people living on Bressay (even those without a car) can walk into town and back.'
- Reliable
 - o Always on time
 - o Runs in most weather
- Community cohesion
 - o Socialise with people from and out with the isle: 'Were not for that enforced 7minutes of conversation to stop there being an awkward silence on the ferry, I wouldn't know or be half as friendly with the number of people that I am.'
 - o Notice board keeps people informed on community events
- Friendly and helpful crew
 - o Friendly conversation
- Frequent service
- Nothing
- Provides Jobs
- Protects from crime and other community safety issues (joy riders)
- Relaxing
 - o Offers a chance to unwind after a stressful day
- Affordable
 - o Current fares are affordable
- Plenty of capacity
- Physical break between work and home

- Free to over 60s

3a. Are there any improvements you could recommend to its operation, in terms of timings of sailings, links with other transport services, affordability, for example?

82.5% of those who responded felt improvements could be made, 13.75% did not and 3.75% did not comment.

- Lower fares, reducing living costs and making it easier to access Lerwick and other opportunities on the mainland. Suggestions included:
 - o Student concessions
 - o Remove pensioner car fares: 'They discriminate against less able pensioners who have no option but to travel by car.'
 - o Free fares at weekend
 - o Free fares all the time
 - o Free for foot passengers
 - o Islander discount on car fares
 - o Road equivalent tariff
 - o Pay both ways rather than one
 - o Offer yearly and monthly ferry passes at discount rates
 - o Offer multi-journey tickets in blocks of 5 as well as 10
- Earlier sailing times, tying in with first Sumburgh flights and easier for commuters
 - o Could be a bookable service: 'If I want to catch a cheaper early flight I have to stay overnight in Lerwick so it doesn't really work out to be cheaper.'
- 24 hour, or near 24 hour service, improving access, and providing more job opportunities
 - o Shift work is difficult at the moment
- Integrate with bus times, helping with need to use own car less
 - o Allow more job opportunities out with town centre: 'My past experience has been to find it impossible to get to work on time utilising public transport exclusively. An hour early or 15-20 mins late but never on time.'
 - o Easier access to leisure activities in the country
- Later weekday and weekend services, enabling people remain at events without having to stay away from home
- Shuttle service, for example every 15 minutes, improving access, making it easier for people to live on the Isle, not such a long wait if a ferry is missed
- Sunday service same as Monday to Saturday
 - o Lot of uncertainty about Sunday timetable
 - o Maintenance could be done at night rather than Sunday
- Change unloading, letting passengers off before cars, enabling them to catch buses and not being further delayed by traffic coming off in Lerwick.
- Traffic lights at Lerwick terminals, operated by crews, to enable faster off-loading
- Free parking at Lerwick terminal: free parking at all other mainland terminals
- Enlarge timetable print
- Include sailing times on electronic sign
- No passenger buses in centre lane of ferry, as better access and safer
- Better bus services to ferry on the Bressay side

- Pay by credit card
- Reduce crew to 3/4 per shift, reducing costs and lengthening service
- Tie up ferry overnight in Lerwick improving access for emergency services and enabling maintenance to be carried out at night rather than on Sunday
- Cut down on administration at Sella Ness by 50% by the paper work being done by skippers and chief officers
- Employ better crews
- Stop it and give us a fixed link

4a. Are there any opportunities that you miss out on as a direct result of the current ferry service? For example, for travel, access to leisure activities, healthcare or business.

57.5% of those who responded felt they missed out on opportunities as a direct result of the current ferry service. 35% did not and 7.5% did not comment.

Examples given were:

- Early flights
 - o Have to stay overnight in Lerwick if you want to catch one
- Social events cut short
- Access to health care
 - o Delays on emergency services
 - o Difficult to fit appointments with timetables
 - o Must pay fare to access healthcare
- Leisure outings
 - o Costs too much with large family
- Work opportunities
 - o Cannot do shift work
 - o Difficult to commute to jobs outwith Lerwick
- Education/nightclass opportunities
- Business meetings cut short
- Weather restricts service
- Business expansion in Bressay
- Spending time with family
 - o Expensive to regularly visit family on the mainland
 - o Flexibility of when able to see them
 - o Difficult if family member on the mainland has an emergency overnight
- Bressay has no police service
- Delayed delivery of parcels

a. A continued ferry service

What do you think would be the advantages and disadvantages to you and the wider community of Bressay?

Advantages

- Maintain island community and way of life on Bressay, rather than it becoming an extension of Lerwick
 - o Ferry is important social meeting place: 'It helps us to keep up to date with what's going on in the community.'
 - o Island life is also an attraction for tourists
- Retain employment of ferry crews
 - o Bressay could potentially lose the crew members and their families

- There are no advantages
- Service is direct to centre of Lerwick
 - o Can walk or cycle
 - o Can run a quick errand in town and still catch the next ferry
- Safe and reliable
- Ensures services such as the shop, post office and school are retained
- Protects Bressay from crime and community safety issues: 'Having a ferry makes it much easier to find out who's responsible.'
- Keeps carbon emission down as a good example of Park and Ride
 - o The Government is trying to cut down on car use and the ferry is a good way of promoting this
- Quick route in case of an emergency: quicker than the proposed fixed link route
- Able to drive with a provisional license
 - o Learner drivers don't need a passed driver with them in the car

Disadvantages

- Cost of fares, and becoming increasingly significant
 - o Costs a lot for those with large families
- Cost of maintaining a ferry service. Is national funding currently required guaranteed?
 - o Without funding the service may go downhill when it already needs improvements
- Young people are leaving the island and the population is ageing rapidly: 'It's becoming more and more like an open air care centre for the elderly'
- Restricts access and delays emergency services
- Makes it difficult for people to move to Bressay with a knock on effect on the population
- Excludes people from accessing services and employment on Mainland Shetland
- Little or no economic investment in Bressay
- Building/construction costs 15% more on Bressay
 - o Freight charges add significantly to the costs
- Falling property prices

b. An altered ferry service, explaining what you think would work - What do you think would be the advantages and disadvantages to you and the wider community of Bressay?

- Better integration with other transport in Shetland, so access to other areas of Shetland is easier
- Earlier sailing times
- Female crew members
- Change to crewing patterns

c. Bridge - What do you think would be the advantages and disadvantages to you and the wider community of Bressay?

Advantages

- Travel Flexibility

- Can come and go anytime
- More affordable
 - No longer have to pay ferry fares
- Easy access for emergency services
- Attract more people to Bressay
- Opportunity for better road structure
 - Bressay would benefit from better roads, fixed link would encourage this
- Attract business to Bressay
- Opportunity for better bus service
- Greater social opportunities
- Potential expansion of Bressay harbour
 - Possible jobs for ferry crew?
- Greater access for tourists
- No risk of disruption
 - Such as breakdowns or strikes
- Design already costed and ready to implement
- Aesthetic quality
 - Could be a potentially iconic structure
- Access to taxi service
 - Less likely to drink drive

Disadvantages

- Proposed road route
 - Long distance from both town centre and most highly populated areas of Bressay
- Weather
 - High probability of closure during high winds
- Build up of commercial and housing buildings
- Loss of jobs
 - Ferry crew lose jobs and potentially leave Bressay
- Non-drivers
 - Must now rely on bus service that is unlikely to be as frequent as the ferry
- Increase in traffic
 - Boy racers in Bressay could be road safety risk
 - More traffic in Lerwick may contribute to congestion
- Cost of building up road structure
 - Bressay roads are inadequate to handle increases in traffic
- Increase in crime
- Potential closure of school/post office?
- Disruption of harbour
- Eyesore
- Environmental/wildlife impacts
- Limited parking in Lerwick
- Rise in house and insurance costs

d. Tunnel - What do you think would be the advantages and disadvantages to you and the wider community of Bressay?

Advantages

- Travel flexibility, 24 hour access
 - o Not tied to timetables
- Weather, not affected by
- Affordability
 - o No more ferry fares
- Encourage more people to move to Bressay, enhancing the community
- Attract business to Bressay, increasing local employment
- Would not look so imposing on the island as a bridge
- Potential expansion of harbour, increasing employment opportunities
- Would not provide constraints on Lerwick harbour

- Excavated stone can be used to upgrade roads

Disadvantages

- Proposed road route
 - o Long distance from both town centre and most highly populated areas of Bressay
- Loss of jobs
 - o Ferry crew lose jobs and potentially leave Bressay
- Increase in traffic
 - o Boy racers in Bressay could be road safety risk
 - o More traffic in Lerwick may contribute to congestion
- Cost of building up road structure
 - o Bressay roads are inadequate to handle increases in traffic
- Increase in crime and community safety
- People psychologically insecure about tunnels

- Cost – expensive to build
- Where would it start? Where would approach road be?
- Rise in house costs and insurance costs
- Take too long to progress

e. Other options, please provide details of any other options you think may be worth exploring - What do you think would be the advantages and disadvantages to you and the wider community of Bressay?

- Chain Ferry
- Causeway, possibly able to generate power with tidal generators
- Fixed link for vehicles and small passenger ferry
- Swing Bridge

** Ranked in order of frequency of times mentioned in questionnaires