

**Community Consultation Annex**  
Regional Transport Strategy

Shetland Islands Council  
April 2006

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# 1 Introduction

## 1.1 General Introduction

Between 31<sup>st</sup> of October and the 30<sup>th</sup> of January 2006, an extensive consultation exercise has been undertaken to investigate the key transport issues, problems and opportunities that should be considered in the preparation of Shetland's Regional Transport Strategy (RTS). The consultation programme has spanned the length and breadth of Shetland – from Fair Isle in the south to Unst in the north, and from Skerries in the east to Foula in the west.

Consultation has taken place with a range wide variety of groups, including Community Councils, SIC departments, public service providers, transport operators, the health sector, voluntary groups, schools, and key industries.

## 1.2 Consultation Reports

The consultation process had been recorded in three complementary reports, as set out below.

- Summary Consultation Report
- Community Consultation Annex
- Stakeholder Consultation Annex

This Community Consultation Annex presents the notes of each meeting held in each community. A summary document provides the outcomes of the consultation process, including both community and individual stakeholder discussions.

## 1.3 The Community Consultation Programme

The community consultation programme involved meetings with each of the 19 Community Councils in Shetland. In addition, public meetings were undertaken on each of the remote smaller Shetland isles of Fair Isle and Foula. On Papa Stour, meetings were held with some individual households, and a questionnaire was also distributed islanders.

This report collates the minutes of meetings from each of these meetings.

## 2

# Mainland Community Councils

### 2.1

#### Burra and Trondra Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Burra and Trondra Community Council</b>	Date held:	<b>23<sup>rd</sup> January 2006</b>
Held at:	<b>Hamnavoe Primary School</b>	Made by:	<b>Richie Fraser</b>
Present:	Burra and Trondra CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>Passenger-wise it was stated that the NorthLink ferry is superb. However, there are said to be capacity problems, but this is a popularity problem. There are also said to be problems over the left luggage arrangements at Aberdeen although this is believed as an issue currently being looked at.</p> <p>The vast majority of freight to Shetland used to come from Leith. It was only since the introduction of the ro-ro ferries that Aberdeen Harbour became more important. Therefore, the logic of using a new port, in Rosyth for example is not absurd as Shetland's main ports have changed in the past. It was stated that Rosyth probably would not be a problem for most Shetlanders. Another advantage of using Rosyth is that the roads between Aberdeen and the Central Belt are quite heavily congested, and thus if the NorthLink ferries were to continue onto Edinburgh, this would relieve much of this congestion.</p> <p>It was suggested that within the Council, there is a desire to retain Aberdeen as Shetland's main port, although there is an increasing dissatisfaction with Aberdeen Harbour, and the number of times that Shetland ferries are left to lie off shore. Therefore, there is a strong possibility that Rosyth could come into the reckoning as a new port.</p> <p>It was also pointed out that many Orcadians prefer making the 2 hour crossing between Scrabster and Invergordon and driving the rest of the way. Perhaps there is greater opportunity for this if the A9 were improved.</p> <p>With regards to freight transport, it was suggested that the Scottish Executive and Council are always emphasising that they consult with 'everyone' but they rarely do. For example, it is thought that the NorthLink tender only consulted with the main freight haulers (Shetland Transport, JBT, StreamLine and Northwards). These companies are just the middle men and there should be more of an effort to talk to the smaller, everyday, real customers that use the freight services.</p> <p>In reference to Smyril Line, it was said that the main benefits of this service is tourism related, and not much else, as there is very little freight carried on the ships from Shetland. Whilst it is a nice service to have, it was said that the amount of subsidy that Shetland has put into the service is believed to be questionable. The Smyril Line is more of a lifeline service for the Faroes and Iceland than for Shetland, and it is believed that if the Smyril Line was really in big trouble, these countries would have stepped up their efforts to support it. There is a feeling that</p>	

Shetland was to quick to jump in with subsidy to support the service.

The main comment made in regards to air transport is that it is very expensive. If booking flights early, prices can be reasonable, but the example was stated where a late booking to Aberdeen was made at the cost of £350 return. The timetable was said to be excellent however.

It is believed that PSOs may be able to bring down air fares (estimated by as much as 30%). Taxes are believed to be a significant part of the air fare. For example, new EU regulations mean that air operators must look after passengers if there flights are cancelled etc, (i.e. by providing accommodation costs) and these costs will be built into air fares.

### **Inter-island Links**

The inter-islands air and ferry services are believed to be excellent services. There is a general feeling that Shetland has a rolls-royce inter-islands ferry service, which the island communities cannot sustain. It was stated that the islanders themselves should be the main consultees on the future of the service. However, this was countered with one CC member stating that since all Shetlanders support the inter-islands service, they too should have a say in how the inter-islands ferry service evolves in the future. Then again, it was realised that the way Shetland Mainlanders view some of the outer islands as peripheral is the same way that many people in Scotland Mainland could view Shetland.

Bridges were said to have helped Burra and Trondra in many ways i.e. population increases etc, but there is very little employment in Burra or Trondra, and it was agreed that the community spirit of the area has been dramatically lost since the introduction of the bridges. This is something that should be born in mind in the development of fixed links to other islands.

### **Internal Links**

Walking is popular in the Burra and Trondra CC area, although it is fraught with difficulties. For example, the Council's verges policy does not fit with people wanting to walk, especially parents with young children and prams.

The CC would be in favour of some type of hard shoulder that would make it easier for people to walk. Cyclists could also make use of a hard shoulder type of surface. Recent roadworks were said to have made the verge conditions worse.

The road between Scalloway and Burra and Trondra is being developed to make it a two lane road. There has been talk of implementing some remote footpaths, but there was a feeling that this would be a needless expense – all that walkers are looking for is a solid, even surface that makes it easy to walk on, not a full-blown footpath.

It was pointed out that there are numerous facts pointed out in the consultation sheet about the need to improve transport services to health centres etc, but what really needs to be looked at are the source issues that create health problems – the Council's hindrance of walking was pointed as one such issue.

It was thought that for the size of Burra and Trondra, the traffic density was very high. This is due to the high number of households that own more than one car, and the dominance of the area as a commuter settlement for Lerwick and Scalloway. There is a proposal to create a 20mph zone throughout Hamnavoe (i.e. outside the school) and this would be welcomed by the CC. There were said to be no problems with school transport.

There are a number of people who cycle in Burra and Trondra. Jogging is also popular throughout the area. Again, the unsuitability of verges was highlighted as a problem for joggers. It was said that it is difficult to see cyclists on the bridges,

as drivers tend to watch out for cars rather than cyclists.

With regards to public transport, it was stated that an improved bus service had just been introduced to the south of Hamnavoe. Although this has not been well-used thus far, it is hoped that it will be better used in the summer. The shopper service for Hamnavoe has now been incorporated into the scheduled bus service.

There have been some complaints about the bus stop at Toogs. It is believed to be on the opposite side of the road for the vast majority of school pupils who use the bus. It was suggested that the stop be relocated to the other side of the road.

The junctions at Meal and Couldhain were both believed to be dangerous. Meal junction is a very fast and blind junction. There is a bus stop at the junction which adds to the danger.

Winter maintenance is okay, although there are sometimes problems in that the gritter arrives before the school bus. This problem is worst in the south end of Hamnavoe. It was revealed that the Council are currently working on a new winter maintenance programme.

Access to health is generally fine, especially since an improved bus service has been introduced from the area. There is also a surgery twice a week in Hamnavoe which is useful.

It is concerning however that there are no facilities for older people in the community.

There is a feeling within the community that Burra and Trondra are discriminated against by virtue that they have bridges and are able to commute to Scalloway and Lerwick relatively easily. It was pointed out for example that there are no Council services (i.e. leisure facilities, care home) in Burra or Trondra. As an aside, it was said that local elderly people requiring care home assistance have been put into homes as far away as Yell, which is not fair on them nor their families. Bridges were introduced to Burra and Trondra in 1971 and since this time there has been no development of community facilities. Outer islands, i.e. Yell and Unst have much better facilities than Burra and Trondra, and it looks like fixed links might be on the agenda in these areas soon as well. It would have perhaps been better if Burra and Trondra's bridges had been built 30 years later so that the area too could have benefited from better community facilities such as leisure centres. Overall, Shetland has enviable facilities. It is just a pity that none are in Burra and Trondra.

The question was asked, at what point will the Burra and Trondra bridges be renewed? It was stated that it would like to be thought that the Council had a policy on this, although that this was very much doubted. There is a feeling that the Council are slow to respond to the communities requests in Burra and Trondra. For example, the idea of painting the kerbs on the bridge white had been suggested to make it easier to see the dimensions of the footpath, although the Council are yet to do anything on this.

It was stated that when the Burra and Trondra bridges were built, they were done as quickly as possible in order to capitalise on the benefits of the emerging oil industry. However, they were built to a high technical standard at the time, although the use of mesh has left them looking like a mass of rust. It was said that there are frequent dangers with the bridges and the question was asked if the introduction of traffic lights had been considered to improve safety. The CC said that they would not be in favour of traffic lights at the bridge.

The CC posed the question as to whether the Council had an emergency plan for the bridges if anything was ever to happen to them i.e. structural damage if a boat ran into them. This could easily happen and it was suggested that the Council should have a plan B in place.

Parking in Lerwick is generally deemed to be adequate. There are problems at the Aberdeen ferry terminal caused by the fact that passengers on NorthLink are now no longer able to park at the ferry terminal and head into the town.

**Delting Community Council**

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Delting Community Council</b>	Date held:	<b>17<sup>th</sup> November 2005</b>
Held at:	<b>Brae Community Hall</b>	Made by:	<b>Iain Hamilton</b>
Present:	Delting CC Joanne Casey Iain Hamilton	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>Introduction</u></b></p> <p>This was the evening consultation meeting with Delting Community Council. In total eight members of the Community Council attended the meeting.</p> <p>Joanne Casey gave a presentation to the meeting outlining the process that Shetland Islands Council (SIC) and Faber Maunsell were undertaking. The meeting then split into two parts, to allow discussion about the issues affecting the area.</p> <p><b><u>External Links</u></b></p> <p>With regard to the NorthLink ferries between Shetland and Aberdeen there are not enough cabins. The reason for this is thought to be that the ferry was restricted in size due to the design of Aberdeen Harbour. The NorthLink boats are more comfortable than the P&amp;O boats, however the allocation of cabins is a problem. There is also a need for more integration between the planes, boats and cars. The price of a walk on ticket, with no cabin, to the ferry is fine. Later departures from Lerwick of the ferries for Aberdeen would also be good. The space on the ferry could also be used better. Aberdeen Harbour also should be redesigned and rebuilt so that it can handle longer ferries. In addition, the 2011 contract for the link should be discussed now so that the harbour is ready for larger ferries that could be introduced under this contract. In general the ferry links are better now than when the route was operated by P&amp;O. There have been problems booking tickets on the NorthLink ferry through travel agencies on the mainland. One particular experience was relatives in Swansea unable to book tickets through a local travel agency. The islander fare is only available if the booking is made online.</p> <p>The Smyril Line services are very good. The general consensus at the meeting was that people might want to use them at some point. They have the potential to bring in a lot of tourists from Norway and the Faroe Islands. It is good to make Shetland the hub of ferry links across the northern North Sea.</p> <p>If there were direct links by ferry to Rosyth would be a good idea. However, there would be a need for direct onward links from Rosyth to Edinburgh and Glasgow airports. Such a link would also be beneficial for bringing people from the central belt to Shetland for the purpose of weekend breaks. It would also be good for having direct links to the Rosyth to Zeebrugge ferry, and better links to cheaper air fares from Edinburgh, Glasgow International and Glasgow Prestwick airports. An alternative destination could also be Invergordon as this would allow faster links the rail network on mainland Scotland.</p> <p>There was also thought to be potential for a link to either Zeebrugge or Rotterdam. It was thought that the current Smyril Line services could be extended to provide this link, or that Smyril Line could provide a direct link to the continent from Lerwick.</p>	



Current air services from Sumburgh to mainland Scotland are very expensive. There is a problem with the weekend timetable not offering enough flights. Further to this the timetable is thought to be run to the benefit of Loganair and not to the benefit of the people of Shetland. There is also a difficulty in getting cheap seats on board the aircraft. If people are travelling onward from Aberdeen, Glasgow or Edinburgh after flying from Sumburgh, then the flights from Sumburgh have to be booked a long time in advance. The Shetland to mainland Scotland services are very susceptible to weather and technical disruption which can lead to flights being cancelled and travel difficulty for people. The flights are good for the business community. A further problem is the level of baggage allowance on the Shetland to mainland Scotland flights. This is less than the rest of the British Airways network, on other types of planes. The flights to Norway are thought to be good, as they offer more choice in destinations. In addition, the proposed Atlantic Airways flights to London Stansted are thought to be good and it is thought that they will be used. The people of Shetland want people to be able to get to Shetland for weekend breaks and flights to London will open a new market. There has been a problem promoting links to Shetland in the past.

Overall there is an identified need to get more people to visit Shetland.

### **Inter-island Links**

The inter island links are seen to be the cheapest and best in the UK. Fixed links would offer an improvement. These would be best across the Bluemull Sound, Yell Sound and to Bressay. The cost of the ferries is thought to be acceptable and the timetable offers regular links between islands. It was thought that the signage at the ferry terminals should display positive messages to people to try and encourage people to go to the outer isles. They also need to contain better information for people visiting the islands. The waiting rooms and facilities need to be improved, and café's should be provided at all the waiting rooms. The air links aren't much use to the Delting area, but it is thought that they provide a good service to the outer isles.

There is a strong desire to keep Scatsta airport open. It provides local employment to approximately 80 – 90 people. It is thought that it could be used as an alternative to Sumburgh airport in times of bad weather. It is also thought that Tingwall airport should be the main airport for Shetland rather than Sumburgh.

### **Internal Links**

In terms of the internal bus links, the timetables are centred around the peak times. Buses outwith these times are bad. Links to places other than Lerwick are very difficult. The timetables of buses from the north don't match with buses to the south so it is very difficult to be able to take a bus from the Delting area to the south without having to wait for an amount of time in Lerwick. There are no services in the Mossbank area to link with Brae for people to be able to access services such as the health centre, school or leisure facilities. In addition, the young people can't get to Brae for services or activities in the evenings. Buses in the evenings would therefore be desirable. Better services at the weekends would also be desirable. The bus services need to integrate with each other, and with other external links. The costs at present are acceptable at approximately £2.20 return to Lerwick. If the times and frequencies of the buses were to improve, then day tickets would be a better idea. At present there is really only one north to south bus service, and the rest of the services are feeder services to this. Problems with the timetable mean that it is possible to get to Brae Health Centre, but it is not easy to get back.

School bus transport is very good in the area. There used to be a walking bus in the area, but it is thought at present that this no longer operates. There is a lack of taxi services in the area. It is possible to book taxis from Lerwick, but they will

charge for the run from Lerwick to the Delting area to pick people up. The lack of taxis encourages people to drink and drive. It is thought that cycling is safe as the National Cycle Network Route 1 passes through the area. It is also thought that it is safe for people to walk in the area. There are small areas that could be improved. Some people in the area consider that there is too much street lighting and that it causes excessive light pollution. Others say that there is not enough and that safety would be improved by increasing the provision. There is also the issue of speed limits through Brae and Mossbank. There is no footpath to the new houses that have been built at the south of Brae. The old footpath to Voe is not maintained. Between Firth and Mossbank, some young people walk on the main road where there is no footpath or lighting. The alternative footpath is not desirable as it starts by going in the wrong direction, meaning that people have to double back on themselves. In addition there is no access for wheelchair users.

Timetable information for public services is thought to be good for locals, but bad for visitors. The electronic information signs should be better. There are bus stop timetables, but these are often out of date. There are also lit bus shelters. However, as these cause light pollution, it was thought to be a good idea if they operated on a push button system, so that if there was anyone waiting at the bus stop then they could push a button to get light, and if there is no one there, excessive light pollution is not being caused.

There needs to be a bus service that suits the community. There is also a need for good quality roads. At present there is thought to be too much heavy transport on the roads. The roads don't drain very well in the wet, and A968 has a high accident toll. It is also considered that road clearing in bad weather is not good first thing in the morning. The gritting services are expensive, but these alone are not enough to clear the road, an element of traffic has to pass over the road in combination with the grit to clear the road of ice and snow. It is unknown if there is heavy weather clearing equipment available.

### **Other Issues**

There are a number of other issues affecting transport in the Delting area. The Muckle Roe area needs better access. It is not possible to get home visits from specialists in the area, necessitating trips by public transport. There is Red Cross and Patient Transport available to Lerwick, and a similar service to Brae Health Centre would also be good. Environmental issues are not a major concern in the area. However, it was thought that more attempts need to be made to reduce carbon emissions. Hydrogen powered buses were thought to be a good idea. In order to do this effectively the Hydrogen needs to be produced from renewable sources. The critical issue to reducing car use is to provide better public transport services.

It is considered that fuel costs are too high. In the past this has been blamed on the cost of transporting fuel to Shetland. However, some local residents have been told that this is not the case as the fuel for Shetland does not come from Grangemouth, as does the rest of Scotland, but from a source further north, and so the transport costs are not higher.

## Dunrossness Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Dunrossness Community Council</b>	Date held:	<b>24<sup>th</sup> January 2005</b>
Held at:	<b>Dunrossness Primary School</b>	Made by:	<b>Richie Fraser</b>
Present:	Dunrossness CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>The meeting began with reference to a report on the Northern Maritime Corridor that had been mentioned on Radio Shetland. The report suggests that the Northern Isles ferries are very inefficient. They were designed for the inner harbour at Aberdeen but they should have been developed larger and designed for the outer harbour at Aberdeen. If the vessels are made slightly bigger and faster, the report suggests that they would be much more efficient and savings could accrue to £500 million over the lifespan of the ferry. Predicated savings of this magnitude must be looked at seriously.</p> <p>It was stated that Aberdeen Harbour Board have never taken dredging seriously and only do this twice a year, which therefore limits the ability of the NorthLink ferries to enter Aberdeen Harbour. Using Rosyth two or three times a week would reduce the time it sat in Lerwick Harbour, which would thus reduce docking costs.</p> <p>Although it is too late to consider other terminal and vessel options for the upcoming ferry contract, it is believed that this report gives the SIC some ammunition to start thinking about other options for inclusion in future tenders.</p> <p>Some of the disadvantages of other ports were pointed out, such as that the Peterhead road is very poor, whereas it is not entirely easy to get into Edinburgh from Rosyth.</p> <p>The NorthLink ferries were said to be a great improvement on the old ships, but suffers from a lack of capacity during peak periods. Inefficient use is made of existing capacity, such as the use of a 4 berth cabin by one person. Some members suggested that they would be willing to share a cabin with others for a reduced fare. It was highlighted that many children who take the NorthLink ferry sleep on the floor because it is cheap - £18. It was also said that many children sleep on the floor instead of the reclining chairs because the chairs do not recline properly. Nevertheless the fares for youths are very reasonable – i.e. for a student travelling to Edinburgh, it costs just £36 for a return ticket, with an additional fare of £1 for the Megabus from Aberdeen to Edinburgh.</p> <p>It was suggested that replacing the cinema with couchettes would increase the vessels capacity.</p> <p>With regards to the Noronna, it was stated that there are sometimes accommodation problems, and the rooms are never ready, with passengers boarding at Lerwick left to wait half the night before their rooms are ready. This is a big problem if school are using the Noronna for class trips.</p> <p>In the summer, the Noronna is full, but this is not the case in the winter. Weather problems can sometimes (i.e. once or twice) mean that the Noronna bypasses Shetland. It runs to too tight a schedule. This is a big problem for those wishing to dock in Lerwick i.e. if the ferry cannot get out of Aberdeen, passengers have the</p>	

chance to catch a flight home but if stuck on a boat, passengers have to wait a few days before they can get back to Shetland.

It was generally viewed that the Noronna was an "added extra" form of transport for Shetland – but a very important source of tourism money. The fact that there has been a delay in confirming the boats schedule is a problem, especially for the tourism industry.

The transport of freight by sea was said to be expensive. The transport of livestock is a big issue and needs to be made cheaper.

It was also said that there are parking problems at the Lerwick ferry terminal.

In relation to the air links to and from Shetland, cost of flights was identified as the main problem. If booking in advance, cheaper tickets are available. However, one fare for everyone would be welcomed – there is a large variance in flight costs. If Loganair dropped their fares, it is believed that more people would fly and eventually the operator would make more profit.

The new timetable was commended, although it was suggested that an improved service to Inverness would be welcomed. It was also said that when on flights to Shetland that stop off in Orkney first, the time sitting in Kirkwall is too long.

There is a strong commitment to Sumburgh. It might have been nice if the runway extension could have been made slightly longer, although it is said to be the optimum length it can be for its breadth – if it was to be made even slightly bigger, it would cost a few extra million pounds.

The introduction of flights to Stansted was welcomed. It is thought that these flights will be used more so by holiday makers rather than business men.

### **Inter-island Links**

Fiona Mitchell, who is the Fair Isle representative for the Dunrossness CC, was also in attendance at the meeting and the CC were informed that meetings had already taken place on Fair Isle, and the communities views on the inter-islands transport network had been gathered. In particular, the importance of retaining the ferry on the island, and the importance of the inter-islands air service as a lifeline link were the key issues emphasised.

On another issue, it was said that it is important to realise that an incident on one route affects the other islands. For example, as a result of an incident on one of the Yell ferries, the Fair Isle crew had to attend more training off the island, which has a knock on-effect for all the other island residents.

The desire to see some sensible development of Grutness pier was also raised as an issue.

### **Internal Links**

There should be less street lighting in rural areas according to members of the CC. There have been some issues regarding soft verges raised in the past, but it is generally accepted that they live in the countryside and full footpaths would be unsuitable. It was also said that there are some areas where the SIC won't cut verges which is a problem for walkers. However, it should be realised that cutting verges can help to increase biodiversity.

Speeding is believed to be an issue everywhere and not just in Shetland. The Council do as well as they can to stop this, but speeding will continue.

There is no bus shelter on the 'high road'. One member said that one of her colleagues shield from the wind by standing behind an old hut etc and then has to

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rush to stop the bus on the other side of the road. Standing at the side of the road waiting for a bus heading north is very dangerous in the dark where there are no bus shelters.

It was generally agreed that there is a good public transport network in the area with buses travelling between Lerwick and Sumburgh Airport. The south end of Shetland is much better off in terms of bus provision than other parts of Shetland.

The Bigton bus collects passengers late in the afternoon to take them to Lerwick, but this does not give them much time in the town. It was suggested that one of the airports shuttle buses is altered to allow for a trip into Bigton.

With the exception of Fridays, there is a need for late night buses. The last bus is often too early. There were question marks whether or not a late night Saturday bus ran from the area. Although it was finally asserted that a service did run, it was said that there is a need for continual marketing of late buses.

There are sometimes problems with buses not integrating with the Fair Isle ferry from Grutness, especially if the Fair Isle ferry runs on a different day.

It is desirable to attract more tourists to some of the local tourist attractions, such as Quendale Water Mill. These tourist attractions are usually located off the beaten track and thus an occasional bus link to suit tourists was recommended.

There is a dial-a-ride service that takes patients to Levenwick surgery. The area is also served by a shopper service on Fridays.

With regards to roads maintenance issues, the CC said that the Council are well aware of their issues.

A speed limit of 30mph was recently introduced in Levenwick and there are proposals to introduce a 20mph zone past the school in the near future. It was stated that there is a parking problem around the school whenever a special event is being staged. This problem is heightened by the narrow road leading up to the school.

Many of the children travelling to Dunrossness PS use the school buses, which arrive to pick up the pupils at the same time. There is nowhere for the buses to go except the road and this is good as it prevents parents from parking close to the school.

**Gulberwick Quarff and Cunningsburgh Community Council**

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>	
Purpose:	<b>Community Consultation – Gulberwick, Quarff and Cunningsburgh Community Council</b>		Date held:	<b>20<sup>th</sup> December 2005</b>
Held at:	<b>Cunningsburgh Club Room</b>	Made by:	<b>Richie Fraser</b>	
Present:	Gulberwick Quarff and Cunningsburgh CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:	

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>With regards to NorthLink, it was stated that the vessel is good although there are too few cabins. It was suggested that the travel times should be adjusted at peak times to cope with the capacity problems.</p> <p>It was thought that NorthLink have recently changed the booking system which enables passengers to book a single berth, which is better. However, there are still some crazy procedures, such as that it can be cheaper for 2 people to book a 4 berth cabin with no window, than it would be for them to book a 2 berth cabin with a window. This essentially leads to the loss of two beds. It is believed that the vessels were designed with the tourist market in mind whereas most Shetlanders are not concerned with a lot of the facilities and just want to get away. If travelling without a cabin, there are no showers, which is a problem.</p> <p>There was dissatisfaction about the parking provision in Aberdeen. It was stated that there should be a short term parking area for passengers to use whilst waiting to board the boat. Passengers can only check in one hour before, which only offers them a one hour window to get their car parked. This lead to people arriving earlier to deliver to the boat, but this is no longer allowed as there are security concerns about this. There is also dissatisfaction concerning left luggage arrangements on the NorthLink ferries.</p> <p>The night sailings are viewed as good and something that Shetlanders would like to keep.</p> <p>It is believed that the Smyril Line service is beneficial for tourism and Shetland should strive to keep it coming to the island, although it was accepted that it is difficult to keep it coming all year round. It was stated that it is better for it just to exist in the summer than to go bankrupt by travelling in the winter when there are fewer passengers. However, there is a concern that the lack of contingency in its timetable could increase the chance of Lerwick losing the Smyril Line in the future. A smaller freight vessel in the winter was recommended.</p> <p>There was support for retaining Aberdeen as the main port because the city also has good air and rail links, whereas there are lots of delays in Edinburgh. The only complaint about Aberdeen Harbour is the number of times which the ferry cannot get in to the harbour in the winter. Using Rosyth or Invergordon as a diversionary port on such occasions may be a worthwhile option.</p> <p>With regards to air travel, it was said that the inflexibility of Loganair in terms of ticket refundability is a problem. It is believed that there is an urgent need to increase competition and PSOs were seen as the way to do this. It was stated that the timetabling of some of the flights to Sumburgh may need to be looked at, particularly the 6.20am flight from Aberdeen, which has to circle the airport</p>	

because it usually arrives before the airport opens. The Atlantic Airways flights to Stansted were welcomed.

### **Inter-island Links**

The inter-islands ferries are believed to provide a very good service. Whilst they are believed to be cheap for the user, it is acknowledged that they are a huge drain on the Council's finances. Therefore, the group agreed that there is a lot of sense in developing fixed links across the islands. Specifically, it was suggested that the 'iconic' Bressay Bridge idea should be abandoned in favour of a tunnel. It was also suggested that fixed links to Unst and Yell make more sense.

The internal air service is believed to be a community service of critical importance to the small islands, especially during times of emergency. It was also stated that the inter-islands air service attitude to timetabling should be commended. For example, one of the members works for Scottish Water and required to be on one of the smaller island for a half hour job. However, for such a small job, it would not have been worthwhile chartering it and so he asked Loganair if they could wait for him to finish, which they did. This emphasises the flexibility of the air service.

### **Internal Links**

Road safety is said to be an issue in Quarff with the main spine road running through the settlement.

In Gulberwick, there is little continuous footpath, and this is becoming a problem with more and more houses being built in the area. It was stated that a full footpath would not necessarily be what the locals were after, just a hard surface or 'French drain' so to provide walkers with a safe pedestrian refuge on a surface that retains the rural feel of the area.

The spinal road through the settlements is only busy twice a day during the two main commuter periods. It is thought that the layout of the road and the absence of trees etc encourages speeding on this road. There are said to be some dangerous junctions on the main spinal road around Quarff.

It is believed that a lower speed limit (i.e. 20mph) could be introduced on a part-time basis in Cunningsburgh around the school and village hall area.

There are not many cyclists seen in the area, although racing cycling is a popular sport in Shetland.

Children travelling to the primary school in Cunningsburgh are normally bussed in.

There are some complaints that street lighting is too bright and many locals are anti-street lighting in order to retain the area's rural feel.

Winter maintenance is generally good.

With regards to public transport, it was stated that the area is served well by buses as there is an excellent service between Sumburgh and Lerwick. However, it was highlighted that there is no service through the lower parts of Cunningsburgh.

There are some bus stops that require better lighting. Whilst solar panels are a good idea, there were said to be some bus stops where the solar panels do not work.

There is a high level of car ownership in the CC area, and rising fuel costs are concerning. It was suggested that the Council should push for differential fuel taxation. Fuel is more important in the Shetland context than elsewhere since it is

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not just used for driving but also for heating houses.

It was stated that there used to be dedicated airport buses. However, it is only scheduled buses that are in operation now, which means that there is no provision for passengers whose flights arrive late. This is why more people take their cars to Sumburgh.



Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Lerwick Community Council</b>	Date held:	<b>19<sup>th</sup> December 2005</b>
Held at:	<b>Lerwick Town Hall</b>	Made by:	<b>Richie Fraser</b>
Present:	Lerwick CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>It is felt that the lack of competition of operators at Sumburgh Airport is a problem. It was stated that when Business Airways operated flights to Shetland, BA flights were cheaper. Therefore, more competition would be welcomed.</p> <p>The question was asked why is there a flight that departs Aberdeen at 6.20am even though it arrives early and ends up having to circle Sumburgh Airport until the airport opens at 7.30am. One member explained that this was because the airport would have to employ extra staff so to open for extended hours and this would be too expensive. Nevertheless, it was agreed that leaving Aberdeen at 6.20am is quite inconvenient and should perhaps be slightly later.</p> <p>The Chairman of the Federation of Small businesses in Shetland said that from the point of view of businesses in Shetland, the increased frequency of flights from Sumburgh was welcomed. There is also support for the introduction of Atlantic Airways flights to Stansted in the summer.</p> <p>It was suggested that there should be better integration between bus and flight timetables. The last bus leaves the airport at 7.40pm which means that if the last flight into Sumburgh is late, passengers getting off of this flight need to get a taxi. It was said that BA used to provide a complementary minibus, but Loganair do not offer such a service.</p> <p>The Chairman of the Federation of Small businesses in Shetland said the he feels that Aberdeen is a waste of time as Shetland's main port. It is believed to be too small and there was said to be a preference for Rosyth amongst small businesses in Shetland. It was highlighted that historically Leith was Shetland's main port, and whilst Leith may no longer be ideal, Rosyth would be a good option. Furthermore, it was stated that current ferries are a lot faster and so could make this journey in similar times to that at present.</p> <p>It was stated that the NorthLink ferries are not big enough and do not have enough cabins. It was suggested that floors are often covered with sleeping bags not long after the ferry departs by those who are not booked into a cabin. It was suggested that this scene was like going back to the way things were 50 years ago. There was also dissatisfaction raised about the left luggage arrangements on the NorthLink ferries and the parking arrangements at Aberdeen.</p> <p>There was also discussion on the reconfiguration of the external ferry service to and from Shetland. One option suggested could be a dedicated service for Shetland only. It was also suggested that supplementary day time links could be provided to Orkney from Shetland. This could cut down running and crew costs and there would be no need for staff accommodation on the ferries if there were just two crews.</p> <p>With regards to Smyril Line, it was stated that this service will no longer be</p>	

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running to Lerwick in the winter. The Smyril Line service is however seen as very important to Shetland's tourism industry. From a small business point of view it was stated that there is a need for a yearly freight service to Scandinavia, and it was disappointing that Smyril Line were no longer sailing to Lerwick in the summer. It was stated that the Faroese receive cargo from Denmark every week and it would be useful to have this service stop in Lerwick during the summer.

### **Inter-island Links**

The inter-islands ferry service is believed to be first class. It is accepted that these services are expensive to provide, but they are generally seen as a good service.

The Chairman of the Federation of Small businesses in Shetland stated that there was support for fixed links (especially to Unst and Yell) amongst small businesses in Shetland.

One member stated that the cost of ferries as opposed to fixed links is becoming more and more onerous. It was estimated that a fifth of Shetlanders Council tax (i.e. approx £200) goes to the ferries. The ferries provide economic benefits with salaries to crew but, at the same time, they are very expensive to replace. Therefore, fixed links are proposed as the answer.

It is hoped that if fixed links are decided for implementation to Yell and Unst, it does not take as long to progress these options as the Bressay Bridge.

### **Internal Links**

Cycling was said to be dangerous in Lerwick and there is a need to increase driver awareness of cyclists.

In reference to speeding vehicles, it was considered that young drivers need to be the main target group for the police as they are believed to be the most serious offenders.

There was support for the establishment of 20mph zones outside schools. The CC is trying to introduce this at Sound PS amongst other schools. It was also said that 20mph limits in certain areas will not work in the absence of traffic calming.

There appears to be congestion around schools as some parents drop off their children at school. It was suggested that the Transport Strategy should look at methods to get parents to use other modes to take their children to school.

The principal road system is believed to be very good. However, it is felt that the surface in Lerwick is poorer than elsewhere in Shetland. The criticism was raised that there appeared to be a lack of co-ordination over the digging up of sections of road in Lerwick. For example, it was believed that Scottish Water recently dug up a section of road not long after this had just been done by another body.

The road to North Roe was highlighted as one in urgent need of improvement. On the whole however, it was felt that roads in Shetland are excellent, especially in comparison to anywhere else in Scotland.

In reference to parking in Shetland, it was said that the introduction of the disc parking system has been beneficial to the town, and overall parking has improved, although there will probably never be as much parking spaces as are desired.

Discussion then centred on public transport. It was felt there is a need for more evening buses. The buses used in Lerwick are modern and fares are believed to be cheap. However, it was said that guessing the timetabling of buses must be a mystery for anybody who is not used to taking the bus. There is a need to ensure that every bus stop has a timetable, along with maps. One member stated that this finally appears to be done, but agreed that the absence of timetables in the

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past was a big problem. It was stated that when planning buses consideration must be given to tourists as not everyone travelling to Shetland hires a car.

The South Mainland bus service was well appreciated. However, it was pointed out that, for example, Whalsay residents do not have a shopper service, although the Bressay residents do, even though they just live across from Lerwick. There is a mismatch here. One member stated that they would like to see feeder services or dial-a-ride services introduced from every small area. There is poor provision for those without access to cars so feeder services onto the excellent spine road could help to increase the accessibility of these groups.

## Nesting and Lunnasting Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>	
Purpose:	<b>Community Consultation – Nesting and Lunnasting Community Council</b>		Date held:	<b>30<sup>th</sup> November 2005</b>
Held at:	<b>Lunnasting Primary School</b>	Made by:	<b>Iain Hamilton</b>	
Present:	Nesting and Lunnasting CC Paul Finch Iain Hamilton	Faber Maunsell Faber Maunsell	Distribution:	

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>It is considered that at present it is too expensive to get to Shetland from mainland Scotland. It can be cheaper to get to Glasgow than to Aberdeen, which is considered odd as Glasgow is further. Flying can be ok as long as it can be booked months in advance. There is then the problem that people then can't get a refund if they buy a cheap ticket. This is not a problem for oil workers as they can take cheap flights and can still make changes if need be. The service is considered to be very bad for what people pay. There is no back up from the airline if the flight is cancelled. They don't provide passengers with a hotel. Also, the change in plane from the ATP to the Saab 340 is not liked. The planes are viewed as too noisy. It is also not understood why Sumburgh Airport is being expanded. The flights that operate from Scatsta airport to Aberdeen are thought to be better than the flights that operate to Sumburgh in that they have better flight times and speeds. People who live in Unst require to leave the day before and find somewhere near Sumburgh airport to spend the night if they wish to catch the early morning flight. If people are travelling for the purpose of going to hospital, then they have to travel the day before to ensure getting there. In addition a connecting bus service that meets people from Shetland at Aberdeen Airport and takes them to the hospital in Aberdeen would be a good idea.</p> <p>The potential Atlantic Airways link from Sumburgh to Stansted is thought to be good. The competition that this would provide on flights out of Shetland would be good for the islands. Car parking at Sumburgh is very bad. People are not allowed to leave their cars at the front door of the terminal building. They must park some distance away. In addition, buses do not meet every flight to Sumburgh. The first bus leaves Sumburgh at approximately 07:40. The first flight from Aberdeen arrives at approximately 07:30. There is therefore not much time for people to get from the plane to the bus, particularly if they have to collect luggage or the flight is delayed as the bus will not wait. The plane is not allowed to land any earlier than 07:30 due to restrictions imposed by HIAL. So even if it is early, it must circle overhead until it is allowed to land.</p> <p>There are no facilities at the NorthLink terminal in Aberdeen to leave luggage prior to boarding the ferry. This is particularly problematic as it costs money to use the left luggage facility in Aberdeen train station. As a passenger the NorthLink service is thought to be ok. It is very difficult to get a cabin on the ferry, and bookings have to be made months in advance in order to ensure getting one. When people travel without cabins, it is often the case that people lie on a number of seats to sleep, and therefore there are not enough seats for everybody. In addition the bar area is used for sleeping. There is a definite need for more cabins. The journey is described as horrendous without a cabin. Generally the NorthLink service is seen as better than the P&amp;O service. However, there is confusion due to the changing times that the ferry leaves in the evening, depending as to whether or not the service is travelling via Orkney or not. If this was simplified then this would be better. The freight service is also not thought to be very good. The boat quite often breaks down, and it is expensive. If the boat</p>	

doesn't run then this causes problems. In this instance, perishable goods will be the first to be taken off the island when the boat is operational again. Further problems are caused as hazardous freight cannot be taken on the passenger ferry. Should the freight ferry be cancelled and the perishable goods are taken away first when it is operational again, then the other goods are left sitting waiting to be taken away

It is not understood why higher fares are payable on the NorthLink ferries during the summer months when compared to the winter months. It is not thought that this is fair when the service is a lifeline service. People shouldn't have to pay more to travel in peak seasons in such circumstances.

Streamline are also perceived to mishandle goods on the Lerwick to Aberdeen service resulting in them being damaged in transit.

It is cheaper to travel to Norway on Smyril Line than to Aberdeen on NorthLink. The Smyril Line ships are too big to be used on this route and the ship is under used. It is a good tourist link in both directions. The level of support that Shetland Islands Council give to Smyril Line is not thought to be a good idea, and the money could be better spent, for example by reducing air fares to Mainland Scotland or supporting local industry. The Smyril Line link needs to be able to stand on its own and the level of support should be less if any at all.

### **Inter-Island Links**

The internal ferries to the islands of Shetland are thought to be too expensive to Shetland to run, and the service is over the top. The new ferries that have been introduced recently are thought to be over the top with the level of equipment that is on board. The ferry jobs have all been given to people from outside Shetland, and these people are overpaid. In addition there are too many staff on each boat. The idea of a floating dock in the middle of Bressay Sound was not thought to be a good idea and was a waste of money. The ferry services should be more efficient.

It was considered that the information signs that are displayed around the islands informing people about the status of the ferries were a waste of money. There are not enough crew on board the ferries in the event of an emergency. In addition the staff that are there are not sufficiently well trained.

The idea of providing fixed links to the outer islands is thought to be good. These should have been implemented instead of the purchase of new ferries. The Yell Sound should be the first to have a tunnel as this is the shortest route. Following this Bressay Sound would be next. The same ferry could also be used to provide services to Foula and Papa Stour in order to save money.

### **Internal Links**

It is considered that very few people walk in the area. When people do walk, they tend to walk on the road as there are no verges or paths to walk on. Vidlin is more concentrated than Nesting, but there is still little provision for pedestrians. There is a recognised health benefit to walking, but the lack of infrastructure for pedestrians means that this is being discouraged.

There are no barriers to stop vehicles from driving off the edge of the road, and in places this could mean a very steep fall. There were in the past verges along the side of the roads, but these have eroded away by trucks making use of the narrow roads that are not wide enough for them to negotiate properly. The bus struggles to get along the road, but it is believed that the Council are aware of this problem. Attempts have been made to get the road widened in places, as it is felt that at the moment it narrows on the wrong places. The road width needs to be considered as part of the pier replacement program.

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Most people rely on cars to get about, and it is even necessary to have a car to be able to get to the nearest bus stop. The bus only stops where there is a cluster of houses, and at the Hall. The bus is however well used, as it meets the Whalsay ferry when it arrives. Most people seem to manage to sort out a lift if they need to. In addition most houses have 3 or 4 cars. The school bus takes children to school who live far enough away. If there is room the bus will also collect children who live closer to the school than automatically makes them eligible. However, if there is no room on the bus, these children are reliant on being driven to school.

There are shops in Vidlin and in Nesting. However, generally a car is thought necessary to reach Lerwick. There are no feeder services to the bus that operates along the main road. A few people take the morning bus to Lerwick. There is a problem with not being able to take a lot of goods on the bus if shopping. There is also a shopper bus that operates to the area. If there was sufficient provision, i.e. footways, then it might be possible to walk to the bus services, but at present it is not considered safe. There are plans for a footpath at the school, but these have been deferred, possibly until the next financial year. This is Council scheme. There are however a number of problems with the footpath such as light pollution and the width of the path amongst others. Another area where there is concern is the application by Blackwoods to open a distillery in the area and the amount of additional traffic and lorries that will be operating in the area.

Speeding is also an issue considered to be a significant problem in the area. In addition to this the speed limit on the main road at Girlsta is at present 60mph. It is felt by the people that live locally that this should be reduced.

The last bus to leave Lerwick does so at approximately 5pm. This is not good for people who are some distance from the bus stop.

## Northmavine Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Northmavine Community Council</b>	Date held:	<b>8<sup>th</sup> December 2005</b>
Held at:	<b>Ollaberry Hall</b>	Made by:	<b>Richie Fraser</b>
Present:	Northmavine CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>Introduction</u></b></p> <p>Northmavine is an Initiative at the Edge (latE) area and a Development Plan has been produced for the area. This plan outlines a number of projects which latE will be looking to develop in the coming months.</p> <p>As some background, historically much employment in Northmavine has been crofting and fishing, and these are still important industries today.</p> <p><b><u>External Links</u></b></p> <p>The NorthLink ferry service is believed to be a reliable service that is not too badly priced, unless travelling in a single cabin. Some 4 berth cabins are often taken up by just two people, which would suggest that there is a need for more two berth cabins. Another criticism of the ferry is that they stop serving food quite early and do not always announce last orders.</p> <p>It is felt that ordinary travellers lose out because commercial operators buy up cabins, even just for one person. It is felt that the cinema and bar are directed towards making money, whereas it would be more productive to replace these facilities with more cabins. It was pointed out that the end bar is closed during the winter and the idea of converting this space to cabins was raised.</p> <p>There was support for Smyril Line as it is seen as a good way of getting people into Shetland. The idea of putting on a smaller boat in the winter was raised. In light of the media speculation about the amount of money that was potentially going to be invested into the Smyril Line, there were calls for greater dissemination of Council decisions to the public. The question was asked, why not put a tenth of the money proposed for investment into the Smyril Line into some of the initiatives that Northmavine have proposed as part of the latE project. There is a lot of negative reporting in Shetland and the public need to be better informed.</p> <p>With regards to air transport, it was stated that the operator of Scatsta Airport would like to sell more of the spare seats that they can offer, although SIC are stopping this because of the policy that Sumburgh is Shetland's main airport. Cheaper fares would be welcomed.</p> <p>Not only are flights from Sumburgh expensive, people from Northmavine have additional costs of travelling the length of the island to Sumburgh. Unless getting up very early, it is very difficult to catch the first flight from Sumburgh. Therefore, travelling 5 or 6 miles to Scatsta would be a much more attractive airport than Sumburgh. Cost of flights from Shetland is a major concern, especially if travelling as a family.</p> <p>PSOs would be welcomed if the right type of PSO were to be implemented (i.e. with an established top price). However, at the same time, it was stated that the current service is better than it used to be. If flights were cheaper, people would fly</p>	

more often.

Finally, there was enthusiasm about the introduction of flights from Shetland to Stansted. It is believed these will be well-used.

### **Inter-island Links**

The CC is in favour of tunnels, but not if this is a move to increase the centralisation process towards Lerwick. Whilst there are fears that tunnels could just encourage longer distance commuting, some members accepted that tunnels could work in reverse and attract people to the islands.

It was stressed that there is a need for long-term planning. Tunnels or bridges cannot just be built without a wider strategy for regenerating an area.

### **Internal Links**

There are few footpaths throughout Northmavine. However, there are not believed to be too many issues with this since serious walkers who come to the area will be the type who will use their right to roam across the fields.

However, there are some concerns raised by the lack of footpaths linking to Hillswick School and also to Ollaberry shop, for example. It is believed that if there was a footpath to the shop in Ollaberry children would use it. At present, many parents would not allow their children to walk to the shop given the lack of footpath and the use of the single-track roads by vans.

At the latE meetings held in the past, children had raised the limitations of walking and cycling, especially in Hillswick. It was said that when the school was built, it was constructed in the centre of the village but there was no other construction of footpaths etc so to allow walking to the school. This case was used to highlight a lack of structured thinking by SIC. To overcome this problem, it is suggested that the laying of some tarmac (as opposed to a full pavement) would suffice. Even filling in the ditches with chuckies would help to facilitate more walking in the area. The main priority for establishing a series of footpaths should be within the settlement areas in Northmavine.

It was then suggested that SIC engineers should work out a simple footpath spec (i.e. possibly wooden path filled in) and then pass this onto local contractors so that there was some local economic benefits collected during the construction phase. Trying to share the benefits of an initiative is all part and parcel of trying to regenerate an area, which is the main goal of the Northmavine latE.

There are some concerns about the speed limits on roads in the area. Specifically, two schools in Northmavine (Urrafirth and Ollaberry) have raised the speed outside the schools as a problem. The introduction of 20mph zones outside the schools as well as traffic calming would be welcomed. It was stated the Urrafirth had temporary traffic calming implemented outside the school for a short spell and this was thought to be a success. A request has been made for a 40mph zone to be introduced between Urrafirth to Hillswick although it is expected that it is more likely that a speed limit of 50 mph will be introduced. It was pointed out that with the exception of the Council housing zone in Urrafirth, all roads in Northmavine have a speed limit of 60mph.

There are no real problems with HGVs in the area. There are occasional lorries in the area carrying fish feed. It was stated that if the fish factory was to expand, there would be a need for some of the local road junctions to be upgraded.

It was also highlighted that the main road to Sullom quarry is only single track.

Winter maintenance is a service which has deteriorated over the years. It was said that it can be touch and go whether the gritter makes it to Northmavine before the



school buses leave. This is an issue that must be addressed. The majority of people are travelling out of Northmavine in the morning to work elsewhere on the Mainland, which stresses the importance of gritting the local roads as early as possible.

Non vehicle drivers in Northmavine are reliant on buses. However, there is a poor level of public transport service in Northmavine, with people travelling to Lerwick on the morning bus having to wait in Lerwick until the only return bus which departs Lerwick at 1710. There is also no Sunday service. Furthermore, due to the timetable it is impossible to travel from Lerwick to Northmavine and back on the same day since the only service from Lerwick to Northmavine is the 1710 service. Therefore, this restricts the opportunity for visitors to come to Northmavine on day trips etc. In short, the bus service only suits those who work 9 to 5 jobs in Lerwick. However, it was even pointed out that for those who finish at 5pm it is questionable whether they will catch this only return bus or not. The bus timetable restricts the type of jobs Northmavine commuters can take if they have to use the bus (i.e. they cannot take a job that finishes later than 5pm).

Furthermore, it was said that the bus to Lerwick is very uncomfortable and is not suitable for the type of run it is making. However, the freight services from Viking Station are believed to be good, although it was noted that there would be an outcry from commuters if the bus was to stop to let freight on and off at every stop. This could add an extra 15 minutes onto journeys. If the freight service is not overused it is a very good service, but if there is too much freight taken on board it can cause problems.

In short, it is believed that the public transport network seems geared towards getting people out of Northmavine in the morning and then back. It must be recognised that there are other people in Northmavine that have to use public transport. It is acknowledged that it is difficult to provide a good frequent public transport service to rural areas like Northmavine, but some type of solution should be sought to cater for those without their own car and who have wider needs other than that of 9 to 5 commuters to Lerwick.

If travelling to the fisheries college in Scalloway, or anywhere else other than Lerwick, it is very difficult to do so other than by car as the only direct bus service from Northmavine is to Lerwick.

One of the CC members stated that she runs a feeder service, which is quite successful with tourists.

The idea of experimenting with a dial-a-ride scheme in Northmavine, including pooling drivers and services onto one database was raised to try and service the transport needs of the local community. If this service was properly advertised it is believed that it would be used. There is also potential for such a service to be used by tourists.

It was stated that it is essential to have a car in Shetland because this is the only way of keeping jobs. Many families also must have two cars to remain socially included, as if there was only one car in the family, it would be likely that the main earner would use this to get to work, leaving the rest of the family in rural isolation and exclusion. Opportunities to socialise in Northmavine are limited by the fact that there always has to be one designated driver as there are no late night buses and the nearest pubs are miles away. It is also difficult for youths to participate in concerts in Lerwick or Brae due to transport restrictions. Late night buses, particularly on Fridays and Saturdays would be very useful for the local youths of Northmavine.

The idea of promoting a selective fuel tax for the people of Shetland (and other islands such as the Western Isles) was raised. It is feared that oil prices will eventually make cars so expensive that areas like Northmavine will empty. The idea of only allowing community owned vehicles on the road (i.e. making it illegal

to run private cars) was also suggested. It is also believed that there should be greater promotion of bio-fuels.

There is a lack of public transport information in Northmavine. Given that there are 2 or 3 different transport operators running buses from Northmavine, locals are often unsure who runs which service.

It was stated that, hopefully, the Transport Strategy could be used to explore the potential for more innovative or radical transport schemes, such as a monorail system.

### **Other Issues**

The wider debate about whether SIC has the policy to centralise or decentralise was raised. Given the Scottish Executive's policies in support of sustaining rural peripheral communities like Northmavine, surely SIC should be putting more effort into decentralising some of their operations. Despite the Executive's policies, it is not believed that SIC have the same drive for this. One CC member said that he feels the SIC only views Northmavine as just a group of 800 people and therefore they do not care. It was stressed that there is a need to get the centralisation/decentralisation debate onto the Council's agenda. Even getting it onto the agenda would be seen as a huge achievement.

School transport (i.e. buses) generally works well, as long as the pupils start and finish at the correct times. Problems occur when children have to attend after-school clubs. There is a conflict in that schools are encouraged to hold after-school clubs, but transport does not always allow this. For example, if only one child from Eshaness wants to stay on, yet two others want to go home, there would be a need for a second bus to be provided, which is very expensive. Therefore transport acts as a barrier to social inclusion.

Northmavine is served by a mobile library, which is believed to be a good service. There is not a mobile bank.

Bus services are provided once a week to each of the main settlements in Northmavine to take patients to the Health Centre. This service was started up by the CC although eventually SIC have taken over the running of this service. Drivers travel to each of the settlements on specified days, take them to the health centre, where they wait, before taking them back home. Each of the people in the area are aware of the dedicated days the bus visits them, although the problem with this is that you need to be ill on the right day! However, there is some flexibility with the drivers, as if they have no patients to pick up from a certain settlement on that designated day, they will pick up a patient from elsewhere.

Very few tourists visiting Northmavine stay in the area. The closure of the St. Magnus Hotel was pointed to as a reason for this. Those who do visit the area come for the wildlife and open space, and therefore they are not big spenders. Those who visit are either back-packers or country gents. Therefore, there is a need to try and attract those people in between. There is a desire to see rock-climbers come to Northmavine, although it is realised that there is a need for more accommodation if more tourists are to be attracted. It is also hoped that doing up Collafirth pier could attract more cruise liners and yachts to the area. However, if Northmavine is going to actively encourage tourism, this has to be tied up with transport and accommodation provision.

One member of the CC raised the idea of building a major landmark development at the Hillswick junction (i.e. a major tourist centre) that could attract people beyond Brae, and then provide them with the information at this centre to entice them to explore Northmavine further. It is believed that such a centre could create a countervailing centre of gravity away from Lerwick which is necessary if Northmavine and other rural areas on the periphery are to become sustainable.

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One CC member stated that despite expectations continuing to increase, it feels as if there is a desire in Northmavine not to change the quality or character of a place. However, without change there are concerns that Northmavine will depopulate. On the other hand, another member stated that Northmavine has changed remarkably since the 1970s yet has managed to retain its key strength – its community spirit.

## Sandness and Walls Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Sandness and Walls Community Council</b>	Date held:	<b>13<sup>th</sup> December 2005</b>
Held at:	<b>Gruting Community Centre, Bridge-of-Walls</b>	Made by:	<b>Joanne Casey</b>
Present:	Sandness and Walls CC Joanne Casey	Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>With regards to the NorthLink ferry service, it was stated that links to Aberdeen are vital for Shetlanders. It was not thought that Rosyth would be as good a destination as Aberdeen. However, it was stated that problems with Aberdeen Harbour hindered the service and that dredging is required.</p> <p>The lack of cabin space and difficulties related to the transport of livestock were further problems raised by the group. On the other hand, it was said that the timings of the ferry departures were good. There would be no support for any proposals to change to a departure time of 3pm from Aberdeen, as speculated by the group.</p> <p>The stopping of the Smyril Line service was said to be disappointing. The benefits of the service for tourism were highlighted and it was reminded that the tourist season does not end in September. It was emphasised that the benefits of tourism need to be recognised and encouraged through improved transport links.</p> <p>The Noronna was said to be too big and the introduction of a smaller vessel would make more sense. Smaller cargo vessels would also help Shetland's industries including pony sales, and lamb sales.</p> <p>The summer timetable was believed to be okay but again it was emphasised that a winter connection must be provided. Links to Denmark were seen as beneficial – but these should be direct links. It was also pointed out that, on occasion, the Smyril Line service experiences problems getting into Lerwick.</p> <p>With reference to air links, the group stressed that PSOs are required, as the air service is too expensive. It was said that advanced booking is necessary to get a competitive rate but even then it is too expensive. Luggage restrictions are also seen as a problem. It was also said that the SAAB aircraft has more restrictions than the ATPs ever did.</p> <p>It was also felt that public information at the airport is poor. The walkway was said to be useless and people can end up soaked walking from the car park to the airport.</p> <p>The links to Standsted were welcomed although it was noted that links to Heathrow would offer greater opportunity for onward travel. Air links to Norway were said to be good although it was reported that there have been problems experienced getting booked onto these flights.</p> <p><b><u>Inter-island Links</u></b></p> <p>(Papa Stour and Foula both fall under the Sandness and Walls area – both islands have had a separate consultation which has provided more information about issues specific to both islands).</p>	

With reference to Papa Stour, it was stated that the ferry service has been improved since the introduction of the ro-ro ferry. However, some people would like to see more trips made during the week. It was said that the ferry service is more vital than the air service to the island. Accordingly it was suggested that, whilst it would not be ideal, a trade-off providing more ferry trips during the week but fewer flights on and off the island may be acceptable.

With reference to Foula, it was stated that the ferry tendering process was continuing.

Concern was raised about the costs of providing fixed links to Bressay, Yell and / or Unst. Whilst some of the benefits for developing fixed links to these islands were appreciated, it was felt that the development of fixed links could eat into the capital budget and in turn may preclude the upgrade of roads to the Westside.

### **Internal inks**

Sandness and Walls CC stated that they would like two-lane roads provided to Walls, West Burrafirth and Sandness. It was said that whilst there have been big improvements made to roads all over Shetland over the years, the Westside has not been included in this. There have been plans to upgrade the roads in the area but these plans seem to get knocked off the capital programme as funding runs out before the work is begun.

The provision of footpaths in residential areas would be welcomed. It was said that some new houses have been built in an area with poor visibility for motorists and thus footpaths would ease safety concerns where visibility is poor.

It was said that there is an adequate public transport service between the Westside and Lerwick and it is important that this remains. There was however criticism of the service due to the amount of time lost driving around Lerwick itself. It was also pointed out that there was a placing run in the morning when the bus operates. However, this service is "not in service" and does not pick people up. It was questioned if this could be changed to allow passengers to travel on this service. It was also said that the area is not so well provided with public transport in the evening.

There is a feeder service that takes people from Sandness to the Lerwick bus but this does not provide the return service. It was also said that there is a dial a ride link to the Papa Stour ferry, but there is a desire for more dial a ride services across the whole area.

Furthermore, there is a taxi that travels into Sandness, taking people to the bus. However, this does not travel in the reverse direction. It was also stated that taxis should not be allowed to charge a placing charge – i.e. if a taxi is called to Scalloway to take someone to Lerwick, they should not be charged for the taxi travelling to Scalloway in the first place.

With regards to winter maintenance, it was stated that main roads are given priority. In general it was felt that the council do respond to winter weather issues.

The view was expressed that IT should be developed on Shetland to reduce people's need to travel and to permit home working, which has many advantages including allowing young mothers to continue working while nursing infants if they wish.

### **Other Issues**

There is a health centre in Walls and Bixter. Whilst local health centres are a good idea, they are limiting because there is nobody there after 5 p.m. Many of the group travel to Lerwick themselves for health care. NHS 24 was regarded as a poor service by the group.

Concerns were raised about the air ambulance, as the new proposals have not been tested and it is feared that there could be a delay in assignment of the helicopter. There was also concern about the internal layout of the helicopter.

The view was expressed that people in the Sandness area believe that they are quite remote and that travel across land is difficult for emergency vehicles. Accordingly, it was suggested that a helipad should perhaps be considered for the area, or any other remote area in Shetland.

In closing, it was said to be important that Shetland attempts to attract external funding due to Shetland's status as a peripheral area. It was also said that encouragement should be given to people wishing to move to Shetland and that planning regulations should not hinder this.

## Sandsting and Aithsting Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>	
Purpose:	<b>Community Consultation – Sandsting and Aithsting Community Council</b>		Date held:	<b>6<sup>th</sup> December 2005</b>
Held at:	<b>Bixter Hall, Aith</b>	Made by:	<b>Richie Fraser</b>	
Present:	Sandsting and Aithsting CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:	

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>The cost of getting off and on Shetland is believed to be the main problem of the external links. There is a big difference between the top and bottom prices. It was suggested that if fares were reduced and the market grows, this could encourage more people to travel by plane.</p> <p>It is felt that the newer planes are better, as they are quieter, smoother and less prone to technical faults.</p> <p>It was also said that parking is a problem at peak times (i.e. the summer) at Sumburgh Airport. There are not enough parking spaces and people end up parking on the grass.</p> <p>With regards to external ferry transport links, it was stated that Shetland is losing tourism and visitor trade because of booking problems associated with the NorthLink ferries. A lack of cabins is a problem and whilst some people will settle for travelling without a cabin, it is feared that many visitors who have travelled a long way (i.e. from England) will not settle for this. If tourists are left without a cabin this gives a negative impression that could have knock on effects for attracting future tourism to Shetland. In short, it was said that the ratio of cabins to passenger capacity is totally wrong.</p> <p>The current NorthLink timetable is believed to be quite good and a big improvement from the past. It was also said that Shetland has most of its main links to Aberdeen and thus the ferry service should remain to Aberdeen.</p> <p>In reference to Smyril Line, the opinion was raised that it arrives in Lerwick at ridiculous times. Whilst it is seen as an important link to Shetland's Scandinavian neighbours, it was stated that recent press reports on the amount of tourism money the service brings to Shetland's economy were viewed sceptically because it is very difficult to get correct figures. It was also very difficult to see what benefits the service brought to the Wastside. It was felt that the service needs to pay for itself.</p> <p><b><u>Inter-island Links</u></b></p> <p>Some questions were raised about the future of the inter-islands air service given the recent media reports that SIC were to purchase their own plane. It was explained that Loganair were the only group to submit a bid for the inter-islands air service but that, as a result of losing the air ambulance contract, Loganair's tender bid was very high. Therefore, SIC have proposed to buy their own plane in the hope of opening up the tender to more operators.</p> <p>It is felt that the SIC have provided a first class inter-islands ferry service and it would be difficult to take this away from the islands. However, it was accepted that</p>	

the costs of the service were very high and that if people are prepared to choose to live on an island, they should be prepared to pay for the service. It was stated that the public do not appreciate the costs involved in running a ferry and they also do not understand the legislation i.e. the need for more crew which makes the service more expensive.

The Yell ferries are believed to be excellent. It is very rarely that you can not get on them.

It was stated that fixed links should have been built years ago. However, it is never too late to build a fixed link according to the group. In terms of fixed links priorities, it was suggested that Yell to Shetland Mainland and Yell to Unst should be done before anywhere else.

### **Internal inks**

There is a degree of dissatisfaction with parking provision in Lerwick and it was suggested that there is a need for some more parking. Saturday is when the problem is at its most severe.

It was suggested that establishing a one-way system around Lochside could improve congestion in Lerwick.

School kids in the area use buses for school transport. It was acknowledged that for a rural area, the Wastside has a relatively good public transport service with three buses per day. The buses are used by a wide variety of people. It was suggested that apprentices in the area find the buses useful and regularly use the 7am bus from Walls to Lerwick. The only criticism of the public transport services was a lack of late night buses. It was also suggested that in the next 20 years or so, there will be a need for more buses as transport gets more expensive, and as people get older.

Although not as well used as in the past, the dial-a-ride services in the area are pretty well used and are useful for tourists in the summer season.

In reference to roads, there was dissatisfaction about the time it takes for some sections of road improvements to be made. It is believed that many of the deficient sort sections of roads which the CC have complained about will be addressed soon.

It was suggested that there is a need for a clear direction from SIC and a clear prioritised plan for the road network in Shetland. When all the developments took place in Shetland decades ago, excellent roads were provided between Sumburgh and Unst. However, the west has missed out on this and this must be addressed.

Many HGVs use the single track roads in the area carrying salmon feed. These lorries often cause damage to the verges. Whilst the salmon trade has dropped across the whole of Shetland recently, and half of the salmon feed is transported in by barge (weather dependent), it was still estimated that many lorries use the local roads. There is also a processing plant in the area which results for up to 6 lorries per day, whilst the mussel farms account for 2/3 trucks per day.

It was suggested that Shetland's roads are busier than ever and this is particularly noticeable at commuter periods. The school and leisure centre are also major car generators in the area. In addition to school buses, there are also many pupils in the area who travel to Anderson High in Lerwick. Public transport takes these pupils to a dedicated school bus which takes them the rest of their journey.

Levels of walking and cycling in the area are dependent on the weather. There are several footpaths in the area that are not great and which the CC is hopeful will be improved. It was also stated that the average single track road does not have any



pavement provision for pedestrians (i.e. those getting off of buses) and that a hard shoulder along one side of the single track road throughout the area would be welcomed.

Winter maintenance is not an issue in the area and generally works well.

### **Other Issues**

Some concerns were raised about the air ambulance contract. Specifically, there are concerns that if the helicopter is on an oil field it could take a while before getting to the scene of the emergency.

There is lots of reliance on friends to transport to the health centre. There are no longer branch surgeries in the area, which forces locals to travel further afield.

The question was asked, what does the future hold for the Sandsting and Aithsting CC area? Most jobs in the area are in the service sector, with the suggested industry being the salmon industry. In terms of future prospects, a number of initiatives were suggested such as renewable energy initiatives, although it was accepted that there would only be major employment benefits in this during the construction phase. It was also said that the future of rural areas and rural economies like that of Sandsting and Aithsting would only really be boosted by any entrepreneurs coming in and working 20 hours a day. Again it was acknowledged that these people are few and far between.

It was said that there are lots of obstacles to people setting up something new in the area. The case was cited of SEPA trying to stop a new distillery from setting up in the area. It was suggested that some type of revamp agency in Shetland to help people to start up new businesses would be useful.

Whilst there is some employment in the tourism industry with a few B&Bs in the area, this is just a short, seasonal income.

In closing, the CC suggested that the public are much more in the dark than ever about the strategies held by SIC. For the Shetland Transport Strategy, there is a desire to keep the word length down and avoid jargon, such as that in the NHS 2020 report.

## Sandwick Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Sandwick Community Council</b>	Date held:	<b>7<sup>th</sup> December 2005</b>
Held at:	<b>Sandwick Junior High</b>	Made by:	<b>Richie Fraser</b>
Present:	Sandwick CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>The main comment made in regard to the NorthLink ferries was that the vessels do not have enough passenger capacity. The cost is also a problem. The timetable is believed to be good for Shetlanders i.e. 7pm departure from Aberdeen arrives into Lerwick at 7am.</p> <p>Freight transport on the NorthLink vessels generally works well. There is some concern over any competition to Royal Mail, as they offer an excellent service as opposed to specialist delivery services i.e. DHL.</p> <p>There was not much support for using Rosyth as the main destination port for Shetland's ferries instead of Aberdeen. It was stressed that Aberdeen if the main hub for all things to Shetland but that Aberdeen Harbour Board should improve their entrance.</p> <p>The Smyril Line service is believed to be very important for tourism. It was stated that the visitor centre in Sandwick receives many visitors travelling on the Noronna.</p> <p>There was some concern about the use of the smaller SAAB planes, especially during the peak periods. Larger 50 seater aircrafts leased in during the summer months would be welcomed. One problem highlighted about the SAABs is that they have a lack of locker space. However, on the whole it is believed that the air service to the Scottish Mainland is a lot better than it used to be.</p> <p>There was enthusiasm about the introduction of Faroese flights operating from Shetland to London Stansted. This will make a big difference to Shetlanders, and Stansted was believed to be a good destination since it is possible to get lots of cheap flights elsewhere from here. It is believed that there is a need for promotion of the Shetland – Stansted service down south.</p> <p>The flights to Edinburgh which allow Shetlanders to fly back and forth on the same day were noted as a success. It is believed that Inverness will be the next destination which will allow Shetlanders to travel to and back on the same day, although there were some question marks over how successful these potential flights would be.</p> <p>The cost of flying from Shetland is very expensive and it was stated that the cost of flights reflects the fact that people are penalised for living in Shetland. One person said that if they were to book a last minute flight to travel tomorrow, they would have to pay around £300. It is felt that the only way to decrease flight costs could be to introduce competition at Sumburgh Airport.</p> <p>There are believed to be parking problems at Sumburgh Airport, especially during the peak summer period. It was suggested that Scatsta may be a better option than Sumburgh for Shetland's main airport, although it was acknowledged that</p>	

SIC's policy is that Sumburgh will remain Shetland's main airport. It was also noted that Sumburgh Airport is very important to the South Mainland's economy.

### **Inter-island Links**

The costs of inter-island flights are believed to be quite reasonable. The recent drop in fares has made a big difference.

There was unanimous support for tunnels to be built. It was also stated that the Bressay Bridge debate has been going on for too long.

### **Internal Links**

It was generally thought that there were no real safety concerns with walking in and around Sandwick. This is an issue which the CC have looked at before. It was accepted that it was economically unfeasible to expect lights to put up on every road in the area. It was even noted that many people are against the introduction of additional street lighting due to concerns over environmental pollution. It was suggested, however, that there may be a need for extra lighting at Swinister Bridge.

It was stated the National Cycle Route travels through the area and there are occasional cyclists viewed in the area. There were said to be no problems with cycling in the area. School pupils receive cycling proficiency training.

In relation to speeding concerns, it was suggested that the straight stretch of road between the school and Brentfield suffers speeding. It was thought that one driver had been clocked speeding at 80 mph on this stretch.

The blind corner at Hillside is one area where improvements would be welcomed. This corner is not safe, especially with turning buses.

The single track Seagate road to Leebitton was also noted as a fast road (60mph). Whilst there are some 30 mph zones in Sandwick (i.e. by the school), it was acknowledged that it would not be practical to have 30 mph repeater signs every so often. It was also stated that it would be very difficult to police a wide variety of 30 mph zones. Therefore, there are not believed to be too many problems with having a consistent 60 mph speed limit in the area.

Roads maintenance in Shetland is believed to be very good, especially winter roads maintenance.

With regards to public transport, it was said that Sandwick is generally well served by public transport services, which is largely due to its location on an airport. There was a question mark over why the first Saturday bus from Sandwick to Lerwick runs almost an hour later than the normal weekday service to Lerwick. It was also stated that the Sunday service is even later. It was pointed out that just because it is the weekend, many people still need to travel to Lerwick for work purposes yet it seems that the bus timetable from Sandwick does not take this into account.

There was also dissatisfaction related to the adequacy of buses serving Levenwick health centre. It was stated that many elderly people in Sandwick prefer to go to Lerwick Health Centre instead because the bus travels directly past the health centre, whereas not all buses go past Levenwick Health Centre.

At weekends, there are no mid evening buses. For example, on Saturday the last bus from Sandwick to Lerwick departs at 1730. Surprisingly, there is even a latter bus than this on a Sunday at 1805. Therefore there is a desire for more evening/night buses to and from Sandwick. The extra mid-evening bus on Fridays is believed to be a good service. On another positive note, it was said that the evening bus times have recently been changed so that they tie in with the Junior

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Youth Club times and Sandwich CC would not like to lose these service times.

On a more general note about public transport, the comment was raised that the Sandwich to Lerwick buses are very busy and that it is not believed that the buses used on the route are designed for the country roads.

Within Lerwick, the lack of evening town service was viewed negatively. Parking problems at Holmsgarth ferry terminal were also highlighted. There were also believed to be parking problems at Anderson High with lots of parents dropping off and picking up pupils. A similar situation exists at Sandwich Junior High where there is believed to be a shortage of parking at the school. Sandwich is quite a scattered community and thus whilst some pupils are able to walk to school, many are given lifts, which causes congestion around the school.

It was pointed out that there is a mismatch between the plane and bus schedules. Whilst better integration would be desirable, it was accepted that buses cannot be expected to wait for services given weather delays etc.

#### **Other Issues**

The area used to have a mobile bank service although there was uncertainty as to whether this was still running. One CC member thought that the Clydesdale Bank still operated a mobile bank in the area, although given the level of uncertainty, it was suggested that if this is the case there is a need for better communication and wider availability of the mobile bank timetable.

## Scalloway Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Scalloway Community Council</b>	Date held:	<b>1<sup>st</sup> December 2005</b>
Held at:	<b>Scalloway Hall</b>	Made by:	<b>Iain Hamilton</b>
Present:	Scalloway CC Paul Finch Iain Hamilton	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>Internal Links</u></b></p> <p>Mill Brae is going to have the issue of widening the pavement looked at by the Council. In addition to this there is thought to be the requirement for more pavements at East Voe. The rest of the area is thought to have sufficient pedestrian infrastructure. However a walkway to Tingwall and the Tingwall Valley would be beneficial. At the moment this is a busy single track road. There is historical interest in the area for tourists. In addition there is fishing, boating and walking for locals. Visibility for trucks is also bad in the area, and the trucks are causing damage.</p> <p>It is thought that there isn't much that could be done with Main Street as it is busy. This street is not good for buses and trucks. There is a lot of access taken from this street and parked cars cause a problem. If the bus can't get along the road it sometimes diverts to Chapel Lane. Generally there is satisfaction with the amenity improvements that are coming in. There could be some restrictions in parking, but these would have to be self enforcing as it is unlikely that the Police would be able to visit to enforce the regulations. This may also impact on the viability of the local shops. There is also the possibility of putting more parking spaces in where the bollards are; currently this is space that local skateboarders use.</p> <p>The bus works for people who live in Scalloway, and recently the day service has improved. It is however not great for people travelling from Lerwick to Scalloway in the morning and back at night. In addition the night services are not good. There is a big gap between the bus at 4.30pm and 7.00pm. There is also a later bus that doesn't stop in Scalloway on its way to Lerwick, but it is thought that this bus could call in past Scalloway. In addition, the last bus from Lerwick leaves at 11pm. This service is not advertised enough, and it is not late enough for young people.</p> <p>A shopper's bus may also be a good idea. The service bus calls at the Coop and Safeway, but a shopper's service would be better. A taxi fare from Lerwick can cost approximately £8 to £8.50. To travel from Scalloway to Lerwick by taxi, a taxi has to come from Lerwick, or possibly Burra. It is not thought that there is enough business for a service to operate based in Scalloway.</p> <p>There are road safety issues at East Voe and Mill Brae. A cycle path along East Voe and Tingwall Valley would be beneficial for leisure use. Money would have to be found for this though. There are a number of safety features that could be installed at these locations. East Voe is the main place in the area for housing growth at the moment.</p> <p>The transport system is not good now for accessing healthcare. The local health centre may be moving to near the Castle, and as such there may be a need for a dial a ride service in order to access it. At present it is fairly central.</p> <p>The fish processing lorries on Castle Street are an issue when the industry is</p>	

operating at maximum capacity. The speed of the lorries can be an issue at any time. Car parking on Castle Street is meant to be in place to benefit the people who live there and people visiting to see the Castle. There is a definite requirement for more parking in this area. Tourists coming to the area seem to manage to access Scalloway, and the bus service suits them. The lack of Sunday service is a problem, and at the moment makes the whole service seem less effective. A minibus operating on a Sunday would be enough. It would also be good for patients trying to get to hospital. A lack of timetable information is also seen as not encouraging people to use the bus. In the past timetables have been delivered to people through their doors, but this has not been done recently.

The NorthLink service is seen as too expensive. For a car and a cabin it can cost in the region of £330 - £360. In addition to this, there are not enough cabins, considerably less than when P&O operated the service. As such, the cabins are difficult to book. It is felt that what is a lifeline service is being treated as a tourist ship. The system used by NorthLink to allocate cabins is also not understood. The biggest problem relating to number of cabins is the physical size of the ferries having to be limited in order to make use of Aberdeen Harbour. It is thought that some of the leisure facilities could be taken out in order to have more cabins installed. There are further problems caused by bad weather. It is seen as essential that freight, especially fresh produce, can leave the islands. In times of bad weather, when ferries are cancelled the freight is left on Shetland and can't get away. There can also be a problem getting into Aberdeen harbour in Aberdeen. It is considered that a link to Rosyth would be good. It would be good for cargo and for passengers travelling to the central belt. The service to Rosyth would have to be in addition to any service to Aberdeen. There are also timetabling concerns. It is considered inconvenient that the ferry leaves early to sail via Orkney. The only link required to Orkney is four tourists and to transport rubbish for burning. There is no benefit to locals on Shetland at all.

There is a recognised need to have a tourist market. However, at present, the general public get no benefit from the tourists. In particular, cruise liner passengers have the least benefit to the islands. It is thought that quite often tourists only come to Shetland once. As such, there is a need to get fares right.

The air fares are seen as being too expensive. Most tickets are non refundable, making it even more expensive for people who need to make changes to their arrangements. There is no public transport connection to the airport, making it difficult for people who are trying to get access to the airport without the use of a car. The majority of people using the plane are travelling on business or to the hospital. The reason for this is that the flights are too expensive. To this end, the people of Shetland are hoping for a PSO to come into operation on the flights to make them cheaper. However, the very cheapest flights can be competitive with the ferry. It is also thought that if the price of the flights came down then this would lead to more people making use of them and a subsequent reduction in the number of people that would use the ferry and so the problems with capacity on the ferry would also be solved. It is thought that the link to Stansted would be good, especially for bringing holiday makers to Shetland. It is understood that there is a concessionary scheme operating on links to mainland Scotland for the benefit of elderly people.

The subsidy for the Smyril Line service is thought to be under review, and therefore nobody is sure as to whether or not the link will be continuing. It is thought that it is important to have this link for freight and for passengers. The passenger link is definitely used more in the summer and may possibly be less important in the winter months. The inter island ferries services are used occasionally by people in the area, and the level of service is thought to be good. It is possible to get to Fetlar and back in a day.

## Tingwall, Whiteness and Weisdale Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>	
Purpose:	<b>Community Consultation – Tingwall, Whiteness and Weisdale Community Council</b>		Date held:	<b>22<sup>nd</sup> November 2005</b>
Held at:	<b>Tingwall Hall</b>	Made by:	<b>Richie Fraser</b>	
Present:	Tingwall Whiteness and Weisdale CC Joanne Casey Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:	

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>Many of the CC members stated that they had used the NorthLink service in the past and that the boats are pretty good and reliable. A drawback of the ferry is that it is time-consuming. It was stated that the ferry travels quite fast and has to be travel above 16 knots to keep up with timetables. It was suggested that a 14 hour sailing would be adequate during the night. The ferry is also good as it allows travellers to take their car to Scotland Mainland. It does not take long to get on and off the ferries. The fact that people can also stay on the boat for breakfast on arrival at Aberdeen is also said to be a benefit of the NorthLink ferries, as people do not want to be kicked off the boat and onto Union Street at 7am.</p> <p>Accommodation on the NorthLink ferries was believed to be good, although it is believed that the four person berths are around the same size as the 2 person berth. This is not suitable for a family travelling with suitcases etc. The decline in the number of cabins is also believed to be a drawback of the NorthLink service. It was suggested that in the peak season, it is a waste of resources to have the ferries sitting in the harbour all day. Given that there are capacity problems, it has been suggested to run the ferries during the day as well as the night.</p> <p>There was some discussion on the amount of fuel that the NorthLink ferries use up. It is believed that the new NorthLink ferries use the same amount of fuel in one trip as the old boat would have used in one week. This builds up and is very expensive. It is believed that this may be one of the main reasons that NorthLink have required so much subsidy. There was a general agreement amongst the CC members that the amount of subsidy that the Scottish Executive has had to put into NorthLink is a disgrace.</p> <p>Some cases where there was a lack of communication between NorthLink and its users were cited, including the need for confirmation on the regulations related to dogs. One member also criticised NorthLink stating that every time he phoned the booking office in Lerwick his call would be answered by a machine. Whilst there is a booking office in Lerwick, it is believed that it is only manned for a limited number of hours. There were also concerns over booking confirmations. It was pointed out that whilst younger people are able to book tickets and receive confirmation using the internet, many older people do not know how to book tickets over the internet. The fact that many of the members stated that they would not know how to book tickets for the NorthLink ferries suggests that there could be a need to simplify this procedure.</p> <p>Slight concerns were raised about leaving luggage on the ferry, with some members stating that they would prefer lockers.</p> <p>There was not much support for the prospect of using Rosyth as an additional port. Aberdeen was stressed as the traditional and historical transport hub for</p>	

Shetland, and the group would not like to see this changed. The fact that there are good public transport connections in Aberdeen was another reason cited on the benefits of retaining Aberdeen as the main harbour for ferries from Shetland.

There was some debate about the benefits of the Smyril Line service. Some of the group stated that the Smyril is a brilliant service and very valuable, especially in terms of tourism and restoring Shetland's links to Scandinavia. On the other hand, some of the members stated that the amount of subsidy proposed for investment by SIC was ludicrous. One member stated that he would be happy if the Smyril Line made a loss of £500,000 each year as long as it kept coming to Shetland. It was also stated that Shetland are not getting a great deal of benefit out of the Noronna – i.e. it is sailing to Peterhead and not Lerwick on the week before Christmas. It was also suggested that the ferry does not stay long enough in Lerwick for the area to reap any significant benefit. The fact that there are several different timetables was also criticised. It was recommended that the service which involves a round trip taking in every port be adopted all year. It was stated that in the peak season, the Noronna operates to a very tight schedule and this cannot be good for the boat.

It was stated that freight costs on the Noronna are a problem. A local shop in Shetland was looking at servicing a Faroese shop although it was estimated that it would cost around £60 to send goods via the Noronna.

In short, it is thought that given the amount of money that SIC is investing into the Noronna that they should receive greater benefits and should have more of a say. It was also said that Shetlander's cannot get jobs on the service and this is ridiculous. The group generally thought that most of the money coming into Shetland from the Noronna was going to Lerwick Port Authority and a few shops. It had been estimated that £4-7 million was injected into Shetland's economy through Smyril Line although it is believed that is almost impossible to tell how much tourists are spending.

Discussion then moved onto external air services. The time savings of using the plane over the ferry was noted as the main advantage over the ferry. However, the high costs of using the plane was criticised. It is not believed that there is any justification for the ridiculous costs that Shetlander's are currently paying. It is believed that if fixed prices were introduced on the Shetland flights, this would allow Loganair to sell more seats. There is too much permeation of fares and this is too complicated. It was also stated that nine times out of ten it is cheaper to get a return flight than a single service.

It was said that it is almost impossible to get a cheap seat if booking less than 3 days in advance. It is also very frustrating when those people who have paid a lot of money for their seat find that their flight is half-empty. Making fares cheaper at the expense of the drinks service was suggested. There was also some scepticism that when flights are called off at the last minute with a technical fault, it is because there are not enough people to make the service worthwhile to the operator.

The extension of the runway at Sumburgh is believed to be a good idea.

Another criticism was that it is not believed that the scheduling of the Sumburgh flights ties in with other connecting flights.

Some members of the group stated that they were happier with the SAAB planes rather than the old ATPs.

It used to be the case that the BP could sell flights on the Scatsta planes for very low prices (i.e. £50), although this is not longer the case.

Despite some of these criticisms, the current service from Sumburgh is seen as a good, such as the day return service to Edinburgh. Some of the members said



that they would like a better service to Orkney, although some were glad that the Wick trip is back.

Within the cost of Shetlander's taking a holiday abroad, it was thought that the largest expense is spent on flights to and from Sumburgh. The introduction of package holidays from Sumburgh would be welcomed.

Flights to Norway were viewed as positive. The group were also glad to hear that flights will be operating to Stansted by the Faroese company. It is hoped that if these flights are successful that it could encourage Easyjet and Ryanair to start flying from Shetland. Given Shetland's central location, the group were keen to see Shetland be more of a transport hub.

### **Inter-island Links**

Overall, the group, tended to use the inter-island ferries very rarely although it is good to know that they are there. It was stated that the subsidies SIC pay to keep the ferries going is one of the best things that SIC do. It was said that the two Yell ferries are a bit over the top although the improved ferry service is good for industries. In general, there was a feeling that the SIC provide an excellent ferry service and that most Shetlander's realise this. Those who do not only need to look at the ferry services on Orkney to realise how lucky they are.

Reference was made to the Faroese and the rapid progress they have made tunnelling between islands (even islands with 6 houses on them!). Fixed links are generally seen as a logical step. It is realised, however, that it may be slightly more difficult to build tunnels given Shetland's geology.

Of all the fixed links, there was support for tunnels to the North Isles. The idea of a causeway across the Bluemull Sound using tidal generators was also thought to be a good idea. A number of comments were expressed on the Bressay Bridge. It was said that the bridge is being built more because it is an icon rather than a fixed link. A tunnel is believed to be better because a bridge is less reliable on windy days.

Despite the benefits of fixed links, the group were also aware that there could be negative implications of such. For example, the case of Burra and Trondra was given as an area which lost its status as an island when bridges were built, and have subsequently suffered from a loss of community spirit.

The inter-islands air service is believed to be a fantastic service. Many expressed that they were disappointed to learn that Loganair will be losing the air ambulance contract. Just like the inter-island ferries, the group are happy for SIC to subsidise the air service (although not to the same extent) and think that fares should be set at a limit within reach of the people who use it.

It is stated that Tingwall must remain the inter-islands airport.

### **Internal Links**

Local roads are believed to be fantastic, with the group agreeing that Shetland is lucky to have such good roads given the size of the island. The question was asked, who will pay for all the roads maintenance in 50 years time. At the moment, maintenance of the roads is believed to be good, although there did appear to be issues in Lerwick where it was stated that the SIC are constantly digging up roads.

There are believed to be some junctions that are not suitable for larger vehicles. It was said that if engineers had artic licences, it would be interesting to see how they built junctions and roundabouts i.e. it is felt that small roundabouts are built by people with small cars.

Driver's use of roundabouts was also criticised by the group. Instances where drivers wave people around or where drivers go round the roundabout in an anti-clockwise direction were offered. Although most drivers are very polite at roundabouts in Shetland, this is only because most of them do not know how they work. If building roundabouts, there is a need to make sure that everyone knows how they work.

One member stated that he would like to see a speed limit of 40mph enforced on all of Shetland's single track roads. 60mph is believed to be too fast for many of the roads in Shetland. However, some other members of the group disagreed with this. 40mph for HGVs is believed to be a problem as this causes delay and creates a queue of anxious drivers always looking to overtake. It was said that HGVs could easily travel at 50/60mph.

One member also raised the idea of Lochside in Lerwick being treated as a one way by pass to Lerwick. Despite recent press coverage, 40 mph on this stretch of road was thought to be suitable. The idea of putting an underpass to the Clickimin Centre was suggested.

At Whiteness School, lights are meant to be installed a year ago, but nothing has happened. The road that travels in front of the school is very fast and should be looked at.

Speeding traffic is also a problem past the Weisdale shop. It is believed that a 50mph limit past the shop is too fast, especially since people cross this road from the bus stop and given that there is a blind bend on the road. It was suggested that a car was clocked speeding at 106mph when the speed camera was established here earlier in the year. The frowning and smiling faces sign is believed to be an invitation to youngsters to see how fast they can go.

There are some areas where it is believed that the roads are in too good a condition. It was said that boy-racers and motorbikes often speed on the straight sections of road. The group felt that the better roads are made, the more likely people will speed. The idea of chaos being the best form of traffic management was raised.

It was stated that several junctions would benefit from the introduction of solar lighting. It is believed that there is great potential for renewable energy initiatives in Shetland. At the same time, it was pointed out that SIC seem to have an obsession with lighting everywhere. The rural nature of Shetland and the darkness it receives in the winter is a major attraction of the area. This is seen as pollution and an extravagant waste. There should be a trend towards down lighters, but these are few and far between.

In terms of winter maintenance, it is thought that SIC do a very good job in clearing snow. However, it was said that snow clearing efforts can sometimes lead to a loss of side parking, which is a problem.

With regards to public transport, most of the group stated that they never used public transport as they believed it to be non-existent. It was acknowledged that in order to encourage an increase in public transport use, there is a need to change mindsets and this is a significant challenge. The Transport Strategy is up against the mindset that even though many people live on a bus route, they would rather jump in their car rather than a bus. It was also acknowledged that Shetland is too rural to have a good service for everyone.

It was said that between 8am and 9am, commuter cars often only contain one person. This is very unsustainable.

The group stated that one of the public transport operators in the area, Graham Robertson, has pointed out the need for a Friday night service from Lerwick.

The shopper service to Weisdale and Whiteness shops is believed to be well used, although the old people using it are believed to be getting too old to use it.

### **Other Issues**

The group stated their concern about a rumour that transport to the playgroup will be removed. Without school transport, this will increase the amount of cars on the road, which is dangerous, especially around schools.

Also, there are issues with adults and children on the same buses. This is just a sad issue of today.

There are also problems related to a lack of bus drivers. It can be difficult to get drivers willing to step in for 30 hours of work per week. One of the CC members trains new bus drivers and uses the space at the Anderson High multicourt. However, there are concerns that given Anderson High is set to be rebuilt, the teacher must find somewhere else to train the learner drivers and so far there does not appear to be any suitable locations emerging. He is also no longer able to use Scatsta airport for training purposes. It is feared that if they are unable to find a suitable location soon, new drivers will have to be sent to Aberdeen to do their driving test, which it is believed will put people off. This debate was said to be going on for the last 50 years.

The type of bus used to travel between Lerwick and Walls is believed to be unsuitable for this route. This is a low floor bus, with no arms, and slidey seats. It is believed that these buses are a disaster waiting to happen. On late buses, people stand up on the buses which is believed to be a big problem. It is believed that it will take a bad accident before anything is done and this should not be the way.

In terms of access to health, the majority of people take the car whilst others get a lift. Fifteen years ago the CC were involved in providing a health clinic at Weisdale, with the main motivation to provide provision for women and mother with no transport in the area. However, despite building the health clinic, over time, the doctors have used the service more and more sparingly and now there is only a doctor at the clinic one morning a week. In rural areas, the locals have come to become very dependent on their private cars, and therefore access to services is not too big a problem unless you do not have a car – and even these people mostly receive lifts.

Although Scalloway is the local health centre, it is believed to be easier to get to Lerwick for health appointments. It is doubted that those who decided to make Scalloway the new clinic for the area took into account transport links to Weisdale in making this decision. It is believed that there is a move towards the centralisation of practices – pushing people towards using centres rather than rural clinics and it is not believed that the people who decided this take into account transport considerations. In short, the argument was made that if services are to be centralised, there is a need to provide public transport.

It is strongly believed that there is a need to bring down fuel costs in Shetland to those similar to the national level.

# 3

# Island Community Councils

## 3.1

### Bressay Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>	
Purpose:	<b>Shetland Consultation – Bressay Community Council</b>		Date held:	<b>21<sup>st</sup> December 2005</b>
Held at:	<b>Bressay Public Hall</b>		Made by:	<b>Richie Fraser</b>
Present:	Bressay CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:	

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>It was stated that now that Shetland has a status as a Regional Transport Partnership, it should be looking to have a stronger say at national level.</p> <p>With regards to the NorthLink ferries, it was stated that these are not big enough nor flexible enough. The pricing policy is viewed as a problem. For instance, it was said that there are vastly different prices between booking through the website and booking through a travel agent. Prices should be consistent according to the CC. In addition to the ferry being too small, it was also said that Aberdeen Harbour is too small. It was believed that dredging work is required, but that Aberdeen Harbour Board were reluctant to do this. Discussion therefore turned to the possibility of using an additional ferry port with Leith and Rosyth both raised as possible alternatives. One CC member noted that it is interesting how links can be changed overtime i.e. Leith used to be Shetland's main hub, but since the 1960s, Aberdeen has taken on this role. Therefore, it was not out of the question that Shetland's main transport hub changes again in the future. However, it was recognised that there are many benefits with Aberdeen. In sum, it was stated that whilst not wanting to lose Shetland's close links with Aberdeen, using Leith or Rosyth as an alternative port when the ferry was unable to get into Aberdeen Harbour (i.e. due to the problematic easterly winds) should be considered. In the future, a larger ferry will be required on the route and therefore Aberdeen Harbour will need to expand, or the Shetland ferries may have to look for a new Mainland port elsewhere.</p> <p>Since the NorthLink ferries were introduced, there has been a push to make the service more tourist orientated with operators such as Marine Leisure making block bookings. However, it was informed that the company is now planning on increasing cruiser tours, which should mean there will be more cabins for normal passengers.</p> <p>The main issue related to flights from Sumburgh south was stated to be price. However, it was pointed out that it is possible to get cheaper tickets if passengers are prepared to catch the first or last flights. The monopoly of BA on Sumburgh is believed to be the main problem leading to the wide variety of costs at Sumburgh. When Business Air operated out of Sumburgh, there were cheaper flights. BA's dominance is not healthy.</p> <p>It was generally agreed that the current service with smaller planes but</p>	

greater frequency is better than previously.

### **Inter-islands Links**

It was pointed out that, contrary to details in the Bressay consultation pack, the ferry crew would not be left unemployed if a fixed link is built to the island. Instead the jobs could probably be ringfenced as the Council have a redeployment policy for these jobs.

The possibility of better integrating the Bressay ferry with other transport service, and specifically the first flight out of Sumburgh in the morning has been discussed. For example, to get the 7.30am flight from Sumburgh requires catching the 6am bus in Lerwick. The current timetable does not allow for this. However, it was stated that ferry crew would be willing to operate the service 15 minutes earlier on days when there are bookings so to enable people from Bressay to catch the early morning Sumburgh flights. There was support for this proposal.

A restricted service operates on Sundays and the CC stressed the need for a more frequent service.

There were also said to be integration problems with the ferry and the bus service. For example, the 8.30am Lerwick town centre bus service leaves just as the Bressay ferry arrives in Lerwick.

Bressay is a commuter island and lots of people take their car on the ferry because they work elsewhere in Shetland. However, many people do not take their car on the ferry because of cost, which lead some CC members to suggest that there should be cheaper fares on the Bressay ferry. For example, it was estimated that it costs around £1400 per year for a person on Lerwick to commute to Lerwick 5 days a week. Therefore, it is important that the Bressay ferry integrates with the Lerwick bus service. Since both the ferry service and the bus service is operated by SIC, there should be no excuses for them not linking. It is felt that the Yell ferry integrates well with public transport and the Bressay ferry is still playing catch up on this front.

Whereas many people who commute to the mainland from other islands in Shetland are able to have a mainland car in addition to their island car because they have free mainland parking, it was stated that it is not possible for Bressay people to do this because it costs to park at Victoria Pier. It was pointed out that Bressay residents would not have to pay if they chose to leave their car overnight in Lerwick, it was unlikely anybody would take this option due to fear of vandalism.

It was suggested that a road equivalent tariff should be used to set ferry fares. For instance, the Bressay ferry costs the same as the Whalsay ferry which some CC members thought was unfair. People from Bressay have to share schools and leisure facilities with Lerwick, whereas other communities have their own. Therefore, transport costs from Bressay should be set in light of the island's dependence on Lerwick. However, it was pointed out that Bressay people have the advantage that they can walk from the ferry terminal whereas those from Whalsay require additional transport just to get to Lerwick.

The idea of having concessionary fares for island residents only was raised, although it was acknowledged that there were also many services that come into the island and thus such a fare system may not work.

Some examples of the extra costs that go with living on an island were then discussed. For instance, it was estimated that construction costs are approximately 10% more on Bressay than Shetland Mainland, with one member of the CC stating that he bought a load of stones etc for £14, but

that the truck hire and ferry fare cost £120. Such high costs were explained as a reason for people leaving the island.

*MV Leirna* is believed to be very efficient. If for any reason Bressay was not to get a fixed link, it was estimated that *MV Leirna* would need replaced in 2020. Any new ferry would need to be more powerful, or more wind resilient so that it would not be affected by weather stoppages. Ferry stoppages caused by the weather are viewed as a big problem on the island.

Concerns were raised about the potential effects of the ferry service being tendered. It was suggested that it would become inevitable that the ferry services across Shetland would have to be tendered at some stage in the future, and concerns largely surrounded the possibility of cheaper foreign labour taking the jobs of local crew.

The fixed links arguments on Bressay have been well debated and the CC did not wish to use the Transport Strategy consultation to discuss this again. However, it was said that the main concern is that people from outside the island will make decisions for the island following the implementation of the fixed link, but the CC want insurance that the local community will have the greatest say on how the island develops. There is a big concern that the fixed link would lead to an explosion of housing on the island.

With reference to the inter-island air service, it was said that flights cost more than the inter-islands service in Orkney. It was also seen as important that the air link to Unst is established.

#### **Internal Links**

It was stated that the Bressay CC have established good links with the SIC roads department. An annual report is put together on the status of roads on the island and improvements required i.e. potholes and this is usually undertaken by the roads department. However, there were still some sections of the road which require upgrading, such as Bankview (Boside to the Marina) which narrows from a 2 lane road to one lane.

At the Trowells, there is a sharp bend uphill (90 degrees!) and improvements to this bend have been on the capital plan for years without any action. This was viewed as an especially dangerous bend during the winter.

Levels of walking have declined over the years, although it was believed that cycling is becoming more and more popular. Bressay has gradually seen its footpath provision extended but there are still areas where footpaths are required. For example, there should be a footpath from the ferry terminal to the Maryfield Hotel. There is no lighting on this stretch of road which makes it very difficult to see people walking on the road. This is a major problem and it was stated that there was a serious accident on this stretch of road around 4 years earlier. This stretch is often used by large groups walking from the ferry to the hotel.

The need to maintain grass verges for pedestrians was stressed. Voe Head to the Public Hall was highlighted as one area where children would potentially walk more if there was a safe pathway for them.

Whilst it was accepted that it would be unreasonable to expect full footpaths in Bressay, it is believed that some type of hard footpath could help encourage walking. On the other hand, it was said that drivers may just treat the hard footpaths as extensions to the road.

It was stated that many of the ditches on the island are very deep and, thus, dangerous. East Ham was specified as one area where ditches are

extremely deep and have no guarding.

It is believed that because there are no policemen on the island, speeding can be a problem.

There are some areas on the island, such as Noss Side and the Lighthouse, where there are parking problems. Cars park in these areas and make it difficult for other vehicles to turn. It was suggested that establishing designated no parking zones here would help resolve this problem. One member stated that tour buses experienced this problem and subsequently SIC put up no parking signs.

It was estimated that around 95% of the population on Bressay have access to a car, but for the other 5%, isolation and exclusion is a very real problem. Those who do not have access to a car are heavily reliant on neighbours for lifts.

Winter maintenance is felt to be okay, although it was pointed out that there are still no salt bins on the island. Sometimes the snow ploughs, in clearing the roads, actually block driveways.

The SNH boat to Noss is believed to be popular, with tourist numbers increasing over the years. The track to the Noss boat is believed to be very slippery and is not easy for older people. It was stated that SNH should look to improving this pathway with a wooden walkway and ensure that it is maintained.

Discussion then turned to public transport provision on Bressay. There is one bookable taxi service, although this is only bookable at certain times. There is a post bus service, although this does not really operate to a scheduled timetable. There is no bus service, although there is a shopper service to Lerwick twice a week. This experiences a low level of usage, but it is believed it would be used more if it travelled to the peripheries of the island. At present, it only stops at the two main settlements. It is expected that a better bus service will be provided to the island once the fixed link has been implemented but it was stressed that in the meantime a better bus service is required on the island.

Overall, the provision of passing places on the island has improved, although the CC have identified some extra areas where passing places are required.

Within Lerwick, it was stated that speeding problems at areas such as Lochside were overstated. Some sporadic policing would help solve any potential problem. There is support for the smiley face signs. It was noted that the CC have been offered these for implementation in Bressay, although there were concerns over their maintenance.

Parking was cited as a problem in Lerwick, specifically the lack of parking at Victoria Pier and Holmsgarth and the problem of cars encroaching on the pavement on Church Street. It was stated that some local entrepreneurs are capitalising on the lack of parking spaces by offering parking at their premises.

Car parking was also cited as a problem at Sumburgh Airport, although it was accepted that there are parking problems at every airport.

The bus service to the airport is a scheduled service and is therefore inflexible for those who arrive on delayed flights etc. It was suggested that a smaller bus dedicated to wait on incoming flights to Sumburgh should be introduced.

## Fetlar Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Fetlar</b>	Date held:	<b>12th December 2005</b>
Held at:	<b>The Community Hall</b>	Made by:	<b>Joanne Casey</b>
Present:	Fetlar CC Joanne Casey	Faber Maunsell	Distribution:

No.	Item	Action By
	<p>This meeting was originally supposed to have taken place on the evening of 14<sup>th</sup> November 2005, in Fetlar Community Centre. Due to adverse weather conditions the last two ferries from Gutcher, Yell to Hamers Ness, Fetlar were cancelled, and on board these ferries were ferrymen who are members of the community council. This resulted in there only being present the chairman of the community council. The comments recorded from the meeting with the chairman have subsequently been included in the minutes from the rescheduled public meeting, which is discussed below.</p> <p><b><u>External Links</u></b></p> <p>It is sometimes difficult to get cabins on the NorthLink ferry as they are often all booked. It is also difficult to sleep in the cinema. When P&amp;O operated the ferries it was possible to get a cabin. This is seen as a backward step. Ticket prices are seen as very expensive. The eating facility is a little better than in the P&amp;O days, but is still expensive. It was considered that there would be little desire to sail further than Aberdeen. It was also considered that the service leaves too early when it is travelling via Orkney. The Smyril Line service was said to be well used, however it was thought that the link to the UK was more important than the link to Scandinavia.</p> <p>The current air links off Shetland are too expensive. The proposed Atlantic Airways flight to London Stansted for £154 return would be good. Generally there was thought to be a pretty good air service link to Shetland. It was reported that there has been an increase in air travel amongst Shetlanders.</p> <p>It was also thought that links to Europe may work if they are via Rosyth. Due to the distance, people may prefer to fly. Most people would like to see Shetland have better links with the EU.</p> <p><b><u>Inter-island Links</u></b></p> <p>The main concern during discussions on the inter-island services was regarding the ferry to Yell. At the weekend only one ferry operates on the route, and as such there can be a long time between sailings. This means that potential weekend visitors to the island are put off by the lack of options for getting back off the island, and if they had the choice to leave the island earlier, then more would come in the first place (and possibly still get the later ferry). It was said that the local museum has seen a considerable reduction in visitor numbers mainly due to a reduced service at the weekend, resulting in increased waiting time, which has been found to be unsatisfactory to visitors. In order to solve this problem a second ferry would be required to operate on this route, which would mean that there would have to be a gap of up to 1.5 hours between ferries operating between Yell and Unst. It was said that although the changes made to the winter timetable were an improvement, these would need revisited because there is still a 6 hour gap between some sailings.</p> <p>It was stated that the winter timetable had been altered and that the ferry</p>	



that used to go from Yell to Unst then Fetlar was changed from leaving at 18.10 to 18.50. The majority of people were not happy with this.

The 7.50am sailing from Fetlar and the 6.50pm sailing from Yell were said to be the most important services to the people in Fetlar. Currently the crew of the second ferry deployed on Bluemull Sound are based on Fetlar, but the boat is based on Yell. The crew leave on the first ferry from Fetlar, to travel to their boat on Yell. They then wait until they are due to make their first sailing of the day. At the end of the day they tie up their boat in Yell and travel back to Fetlar on the last ferry. The Fetlar crew operate the ferry 5 days a week. In the past 2 crews used to operate this ferry and so the service could run 7 days a week, with each crew working on a week on week off rota basis. It was also thought that the Fetlar crew could do an extra run to Fetlar between the time that they arrive on their own ferry on Yell and the time they make their current first sailing if the ferry was based on Fetlar. The islanders believed that they could supply a second crew for the ferry service. The question of who is responsible for school children when waiting either in Lerwick or Gutcher for a ferry still remains an unresolved issue. Concerns were also raised that SIC are not taking on trainees but only cadets.

It was considered that this service limits the opportunity for working off the island and that this in turn will not address population issues. Evening meetings cannot be held until 8pm but have to finish by 9.30pm due to ferry restrictions.

It was considered that the Unst service is disproportionately better with 8 services per day compared with Fetlar's 3 services per day.

The lack of a breakwater at Hamars Ness was also said to be a major factor in the ferry service. The original plans for the ferry terminal showed there to be provision for a breakwater. This was later removed for reasons that were not made clear to the residents on the island. It was however assumed that these were for budgetary reasons. The reason for moving the terminal from its previous position to Hamars Ness was that it was thought that fewer ferries would be cancelled. However, in the last year more ferries have been cancelled than in previous years. It was however considered that this may be due to weather conditions that are different from the norm. In the instances that ferries are cancelled there are very few places for people to stay on Yell. People are usually forced to stay with either friends or relatives, if available. It was felt that when this happens there should be more help available to provide people with accommodation and information about what is happening.

It was reported that the depopulation of Fetlar is more extreme than published. It was thought that there are currently only 64 or 65 people left on the island. The big concern is that the island may not recover. It is a concern that this weakens the case for the construction of a breakwater. Fetlar remains the only populated island in Shetland with no pier.

The Hamars Ness terminal was designed in order that it could be expanded in the future should the need arise. During 2004, the Chair of the Community Council met with both the Chief Executive and the Convener of Shetland Islands Council. They recognised the need for a breakwater, and indicated that as long as a simple design was what was desired, then this was likely to be able to be achieved. Although the breakwater at Hamars Ness is back on the capital plan and will therefore be delivered in time, unless removed from the capital plan again, as happened before, Fetlar Community Council feel that progress is too slow, and information is lacking. The Chair and Vice-Chair's understanding at the informal meeting in 2004 was that progress would be much more rapid.

With regard to the removal of fares on the ferry to Yell, this was considered a

positive move, but concern exists as this will cost SIC approximately £250,000 annually, which will result in there being no provision for a breakwater.

It was noted that with the discount tickets that were available the Bluemull Sound was effectively free and the removal of the fares has a limited impact on the cost of travel. Although the advantages are recognised for getting petrol.

It was believed that the main reason behind removing the fares was due to the decision to close the RAF base on Unst. It is believed that at the moment all the benefits are being sent in the direction of Unst because of the RAF closure and that these result in no particular benefit to anyone. If there was a definite commitment to building a breakwater, then the people of Fetlar are likely to accept the reintroduction of fares on the same basis as they previously existed. Consideration was given as to whether visitors to the island could pay the fares.

The current use of the electronic information boards was said to be very poor as they give very little information. The telephone number that can be used to obtain information about services is constantly engaged when people really need to get through to it and very often has out of date information. It does not work when people really need it to work. Often more accurate information is obtained through the booking office rather than the help lines. However tourists and visitors do not know to phone this number for the most up to date information. It was thought that the service would be better if the information and booking lines were the same.

The possibility of a fixed link between Yell and Unst was considered to be a good thing by the people of Fetlar as this may mean that they would get a better ferry service, and an increased possibility of the ferry being based on Fetlar. Old *MV Fylga* was not considered adequate to cope with the amount of tourists making use of the service. The new boat is better for this but is not good in bad weather. There is a problem with capacity on the 8.50 sailing which can be full of tourists. If locals can not get on board this service then it is not possible for them to make a return trip to Lerwick in one day. The introduction of a bigger vessel (*MV Bigga*) to Bluemull Sound has improved previous problems experienced when making bookings; this has been mainly due to increased vehicle capacity. Problems could re-occur during the summer when the *MV Bigga* is used as the "spare" boat during re-fits, etc. This could have an impact on the number of visitors and tourists travelling to the island in addition to residents, resulting in vehicle deck space constraints during the summer months.

The possibility of an air link to Fetlar was considered to be good, but there was doubt as to how much it would be used. It was thought that it would be good to be able to fly directly to Sumburgh (as opposed to Tingwall) to connect with flights to the rest of Scotland. This would be good for holiday purposes. It was thought that in order to reach the Tingwall area, the ferry would be better than the plane. It was felt overall, however, that the inter-islands ferries were a more important priority than air links. Air links could be preferable for school children returning and going to hostel on a weekly basis.

### **Internal Links**

The only public transport offered on Fetlar at the moment is the PostBus. This is tied to the timings of the mail deliveries. The through bus from Gurcher to Sumburgh which connects with the ferry to Fetlar was considered to be good. However, people on Fetlar will need a lift in order to access the ferry at Hamars Ness from the rest of Fetlar. There is a taxi based on the island that belongs to RJ Jamieson and is used to ferry school children from

around the island to the school. If this could be used to offer a dial a ride service during the rest of the day in order to transport people to the terminal at Hamars Ness then this would be good. However, there are not many people that don't have cars on Fetlar.

One significant gap in the transport provision is for those people trying to get to Mid Yell – which is where the local doctor and dentist are based.

It was said that the road network is very poor and unsatisfactory. Recent road ditching has resulted in some roads being undermined. There is a conflict of interests between cutting the grass verges to allow greater visibility on the roads, and allowing the flowers in these verges to seed. A balance has to be sought for this. Visibility at the shop/post office at the top of Aithbank and the junction going to the hall are considered as blind spots. There is also a problem with speeding in the summer months in the vicinity of the shops. The school road was considered blind with a considerable drop on one side. In the summer the school children sometimes walk from the school to the main road. A footpath and/or a barrier would be good to make this safer and it was said that the Council had agreed some time ago to provide a footpath although this has not been done yet. Following previous proposals for the installation of road barriers, the Council agreed that there was not a sufficient volume of traffic to merit the construction of road barriers in the area. In the winter this road gets very icy, and a car would struggle to stop or get out of the way in order to avoid a child in the road.

It was thought that cycle routes would not be a great advantage, as not many locals cycle. The weather and the topography put them off. Some tourists cycle in the summer.

#### **Other Issues**

The doctor travels to Fetlar every second Friday, and has consultations at the Nurse's house close to the shop. A weekly service would be preferable. There is no transport offered to meet with the doctor for consultation. There is one nurse who lives on the island, but no paramedics. The fire brigade, ferry men and the nurse's husband are all however first aid trained. The air ambulance is very good when it is needed. There is a problem having to go to Yell for the doctor. However, people work around this to get there. The dentist being in Yell seems to be working quite well. Generally taxis are taken to get to the hospital. Taxis are provided by Jamiesons and refunded by the NHS.

## Skerries Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation - Skerries</b>	Date held:	<b>31<sup>st</sup> October 2005</b>
Held at:	<b>Community Hall</b>	Made by:	<b>Joanne Casey</b>
Present:	Skerries CC Paul Finch Joanne Casey	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p>Paul Finch introduced himself and Joanne Casey to the group of 26 islanders.</p> <p>In his introduction Paul covered the following aspects.</p> <ul style="list-style-type: none"> <li>• Faber Maunsell have been appointed to assist Shetland Islands Council with the development of new transport strategy;</li> <li>• Paul and Joanne were here to listen to the views and opinions of the group on existing and potential future transport problems and opportunities.</li> <li>• The consultation included issues on Skerries, on the inter-island links, on Shetland Mainland, and links to UK and Europe.</li> <li>• Paul emphasised the work had to be robust, balanced and realistic.</li> <li>• Any proposals from Skerries would face potential competition from other areas in Shetland, Scotland, and potentially other European countries. Any transport expenditure also faced competition from other services, including Education, Health and Social Work.</li> <li>• The process to be followed was well-defined. It includes assessment of data and trends, community and stakeholder consultation on transport issues, the development and appraisal of different options, further consultation, and reporting.</li> </ul> <p>Paul then explained that the group would be split into two groups for a structured discussion around the consultation topics.</p> <p><b><u>External Links</u></b></p> <p>The key issue raised by the group was in relation to air fares to UK Mainland, with full fare flight prices described as “absurd” and “ridiculous”.</p> <p>Related to this problem is the wide variation in fares, depending on time in advance booked, and also availability on the plane. Other queries were in relation to singles costing more than returns.</p> <p>The difficulty of changing tickets on the flights was also a problem.</p> <p>The fact that children aged 13 are classed as an adult and an adult fare is required is regarded as being unfair, when normally adult fares aren't required until aged 16.</p> <p>Concern was expressed about the lack of coordination between flights and bus transport – the service bus can not afford to wait for a delayed flight whereas the previous airport bus could. A taxi is from Sumburgh to Lerwick is £30.</p> <p>Smyril Line was heavily criticised – it is felt that Shetland have put a lot of money into the operation and are not seeing anything in return.</p>	

### Inter-Island Links

The previous *MV Filla* had capacity for 12 passengers and 6 cars. Dispensations were historically gained to allow a passenger capacity up to 20 passengers, but towards the end of her deployment on the Skerries route this dispensation was no longer permitted.

The age of the boat, and her limited capacity, were the main reasons behind her replacement with the current *MV Filla*.

The size of the older vessel meant that she was able to use both the "South Mouth" and the "Northeast Mouth" on the approach to the pier. This meant that there were always two options for the approach to Skerries. Accordingly, more often than not, if the vessel could sail to Skerries, she would be able to enter the harbour at Skerries.

The larger *MV Filla* currently only uses the "Northeast mouth". This is principally due to her length. With winds that reach around force 5 or 6, in a North East or Easterly direction, it is considered unsafe to use the Northeast Mouth. A large sea swell in this approach also can prevent safe approach to the harbour.

When the community was consulted on the new *MV Filla*, the community raised issues about the difficulty that the new vessel would have negotiating the South Mouth. It was the community's understanding that the Council would "get the boat sorted out first, and then get the south mouth sorted."

It was the understanding also that initial consultation on ferry design would be followed up with further consultation. The community expressed surprise when they got to see the final size of the vessel, as it was 15 foot longer than the initial plans they had seen. It was believed that this could have been due to a change in design from diesel-electric propulsion, to conventional propulsion. The community expressed that they felt let down by the continued lack of action and progress on the south mouth.

The problem with the additional unreliability of the service was felt to be a problem all the year round, and is not restricted to the winter months. Considering the number of cancelled bookings would not provide the full picture because if the weather looks unfavourable then folk will not book the crossing, and the ferry would not run in any case. It was noted that the service was a "bookings only" service, with bookings having to be made at 5pm the night before if the service was to run, or 11am for sailings after 3pm.

When considering their travel patterns, islanders not only had to consider the forecast for the day of travel, but also for their intended return trip. This also affected trip making patterns to the Mainland.

A further problem was the distress caused when the ferry set out in "border-line" conditions, only to reach Skerries, and then having to turn back to the Mainland due to conditions in the Northeast Mouth.

The community perceived there to be a lack of flexibility and commitment to the island by the ferry crew, who along with the vessel, were based on Whalsay. On the Tuesday prior to the consultation the ferry was cancelled. However, instead of endeavouring to make a trip for the island on the Wednesday (the crew's rest day) the crew spent a short amount of time on a charter delivering smolts for a salmon farm.

The community also noted that when services were cancelled, they could also be cancelled for the whole day. However, a more flexible approach could see the sailing made at a time later in the day.

The observed lack of flexibility and commitment to the local community contrasted

with the Loganair pilots, who were able to try and be flexible for the sake of the community. For example, they were able to take some boxes of Scallops on the plane last Tuesday. This would not be possible when the organic Salmon began to be processed.

When arrangements were cancelled due to the weather, islanders often were put up by friends or relatives, but this option was not always possible. It was commented that if SIC were to pay compensation due to additional accommodation costs, there would be much higher priority put on sorting out the south mouth.

The main option for resolving the south mouth issue was believed to be a dredging operation. Previous delays had been put down to archaeological remains on the bottom of the channel, but recent dives and surveys had apparently found no trace of the wreck.

It was considered that it would be "nice" to have later ferries, as other islands currently benefit from.

Typically, any meetings on the Mainland required at least a 1.5 to 2 day trip.

When the Whalsay service was diverted to Vidlin, the community expressed anger that the Whalsay ferry was frequently given priority over the Skerries service, leading to delays for Skerries folk.

The point was raised that it was believed that existing crew arrangements were based around the "slower" old *MV Filla*. The new *MV Filla* was a faster vessel, and this could provide the opportunity to increase existing operational sailing hours.

The longer term priority was for the ferry and crew to be based on Skerries, to assist with the future economic and social prospects of the island.

The islanders complained that they were no longer allowed to sit in their cars on the sailing. There was anger that this situation was caused by Ferry Services approaching the MCA and alerting them to the fact, rather than the other way around. It was also a problem that the passengers were required at all times to be in the Saloon, and could not go onto the vehicle deck when conditions permitted.

The chairs in the saloon were widely commented on as being unsuitable and uncomfortable. Many folk lay down in the saloon to prevent sea sickness, but this was not possible when the ferry was moderately busy, with people having to lie on the floor instead.

Many islanders do not use the plane due to expense. Typically, this was most often used by either tourists, or SIC or other public sector officials.

It was noted that all out-patient appointments were in Lerwick. The doctor covering Skerries was based in Whalsay, and made it out to Skerries roughly once every 6 weeks. This is a traditional link from when there used to be a ferry service to Whalsay. The flight can be undertaken for £10.50 single.

A nurse was available on the island, but the current post was being filled with temporary staff.

Arrangements for out of hours ambulance cover were a big concern. The new arrangements were for a King Air plane based in Aberdeen to fly to Tingwall. Patients would then have to be transferred from Skerries to Tingwall by BP helicopter, or exceptionally the Coastguard helicopter. This would lead to delay, and would be worse than the current arrangement with Loganair.

There are concerns that the Bressay Bridge / fixed link will result in the dock at

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Lerwick being closed and that the ferry will have to come into Vidlin at all times.

### **Internal Links (Skerries)**

Driving appeared to be the most popular means of getting around Skerries. Many folk had two cars – an older “island” car, and one suitable for driving on Shetland Mainland.

The main problems for car drivers were the width of the island road, particularly on a number of blind corners – for example by the bridge, past the school, the cemetery, and on the approach to the harbour. There had been previous and recent improvements at some of these locations.

The narrowness of the single road caused problems for pedestrians – often there was little available verge for refuge.

No public or formal community transport was provided on the island. Many of the older folk without access to a car were provided with lifts by friends and family.

Options for addressing some of these concerns included the provision of white lines, or signs, or roadside mirrors to encourage drivers to keep to the left of the carriageway at the blind corners.

### **Internal Links (Shetland Mainland)**

The lack of connecting transport at Vidlin was raised as a concern – particularly for those without a car. These folk typically rely on the longer run direct to Lerwick twice a week.

It was suggested that a scheme, similar to “book ahead” taxi service to Tingwall, could be provided from Vidlin.

Otherwise, there were no other real problems on Shetland Mainland.

### **Future Prospects**

It was recognised that Skerries had an ageing population. Younger folk needed to be retained, or the community needed to attract new families in order to sustain itself.

The importance of good quality and reliable transport links to the Mainland was emphasised as central to the future of the island.

## Unst Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Unst Community Council</b>	Date held:	<b>17<sup>th</sup> January 2006</b>
Held at:	<b>Baltasound School</b>	Made by:	<b>Paul Finch</b>
Present:	Unst CC Paul Finch	Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>It was stated that living in Unst makes it impossible to catch the early flights from Sumburgh.</p> <p>Flights were said to be generally expensive. However, if prepared to rough it, it is possible to get to Aberdeen cheaply on the boat, and then to just make an Easyjet connection from Aberdeen Airport.</p> <p>Regarding the NorthLink ferry service, it was stated that it can be difficult securing a cabin. Rosyth was suggested as an okay destination if travelling on to the central belt. A port at Rosyth may also attract tourists.</p> <p>The members had noticed an increase in foreign tourists in Shetland, especially Scandinavians. It was suggested that this may be due to the Smyril Line.</p> <p>There was general disappointment that the Smyril Line service no longer calls in winter – some industries in Unst were using the service, including boat builder and lamb exports.</p> <p>In relation to freight, it was highlighted that imported straw costs £5 a bale in Orkney, whilst it cost £30 a bale in Unst. This effectively prevented the finishing of animals in Unst.</p> <p><b><u>Inter-island Links</u></b></p> <p>Some particular areas of concern were raised in relation to inter-islands transport. These are highlighted below:</p> <ul style="list-style-type: none"> <li>• Only 1 ferry during the weekend – difficulties when it was servicing Fetlar</li> <li>• Full timetable only provided 3 days a week</li> <li>• Concern about Bluemull Sound capacity at peak times, and during events.</li> <li>• At Christmas the Bluemull and Yell services did not link up very well</li> <li>• Timetable can be confusing</li> </ul> <p>The Yell service was viewed as very good.</p> <p>There is a desire for an Unst based ferry crew.</p> <p>The ferry constrains tourism opportunity during the Summer peaks. It was suggested that some form of park and ride could operate for tourists. Some form of lift share could also work for any commuters using the ferry.</p> <p>It is believed that ferries are going to keep on increasing in costs which is a concern. People on the islands in particular feel vulnerable to government cost cutting.</p> <p>Given some of the constraints highlighted above, there is a desire to progress a</p>	



fixed link between Yell and Unst. It was stated that no private business benefits from the ferry. Fixed links are believed to provide a solution that would help to retain younger folk on the island.

### **Internal Links**

It is believed that there is an unsafe walking route from the school to the local housing estate. Walking opportunities on the island are typically just in the form of ditches either side of the road, and high verges.

Areas of particular concern for walkers include Uyeasound, Haroldswick, and Baltasound Lower Road / Millbrae / Care Centre.

Unst welcomes numerous tourist cyclists, typically on end-to-end trips. However, there are some local cyclists. There is some concern for younger cyclists regarding road danger.

Walking is typically confined within the communities. The links to the shops were highlighted as being important, but the closure of shops reduced local accessibility. It appeared that most facilities were becoming "centralised" in Baltasound.

Local public transport services were viewed as being poorly suited for purely local trips – i.e. they catered more for trips on and off the island – as whilst they could get you to a particular facility, it was unlikely that there would be a conveniently timed return trip.

The possibility of a midday round trip was highlighted, or a Dial-a-Ride service.

It was highlighted that access to Hermanness was poor – this was a key destination for visitors to Unst.

An earlier commuter bus service from Unst has previously been considered. It could be trialed if sufficient demand could be demonstrated.

It was considered that the roads were in good shape for a Scottish Island, and were well maintained. The flexible use of the pool of gritters on the north isles was highlighted.

### **Other Issues**

Medical services were not believed to be well linked to public transport. It was also stated that access to dental facilities could be difficult. The nearest dental service is in Brae / Lerwick and there are no North Isles dentists. Travelling to Mid Yell typically has to be by lift or taxi.

Regarding education services, school children finish schooling in Lerwick. There are some adult education courses run by Shetland College. However, there is a narrow range of courses due to access. There was thought to be some UHI web based courses available. Some local tutors are also available.

It was also stressed that Unst has half the population of 10 years ago. Therefore half the bulk, and therefore it is typically more expensive to live on the island and provide services to the island. There are between 5,000 and 10,000 day visitors per year to Unst. Journey length to Lerwick typically 2 to 2.5 hours, due to waiting at the terminals.

## Whalsay Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Whalsay Community Council</b>	Date held:	<b>25<sup>th</sup> January 2005</b>
Held at:	<b>Symbister Junior High</b>	Made by:	<b>Richie Fraser</b>
Present:	Whalsay CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>Introduction</u></b></p> <p>Councillor Simpson began conversation on the Transport Strategy by stating that he hoped the RTS does not delay the progress of other projects. For example, it was pointed out that the RTS should set out a long-term vision for transport projects and priorities in Shetland, and it is hoped that this does not mean that smaller projects are forgotten about and delayed even further, such as the work on the South Mouth at Skerries.</p> <p>It was also said that all of the issues discussed in relation to the inter-islands ferry network, collected during the Whalsay Links Appraisal, still stood and it would therefore not be worth going over these again during this meeting.</p> <p><b><u>External Links</u></b></p> <p>Councillor Simpson said that given all the recent speculation about the future of the NorthLink and Aberdeen Harbour, there is a need for feedback from the whole of Shetland on their views as to where the NorthLink ferries should go. This is an issue that will be increasingly discussed within the Council and for the Councillors to make decisions, they need to know the feelings of Shetlanders first. Councillor Simpson was concerned that if a decision was to be made just now, it would be a knee-jerk reaction to the recent Northern Maritime Corridor Report, and its claims of saving £X million.</p> <p>Amongst the CC, there seemed to be strong support for retaining Aberdeen as Shetland's main port, particularly because Aberdeen has good onward transport connections whereas the road from Peterhead is not great, and Edinburgh Airport is not easily accessible from Rosyth. An advantage of Aberdeen is that if the fog prevents a flight, it is easy enough to catch the NorthLink ferry. Peterhead may be sufficient as a diversionary port.</p> <p>However, there are issues with Aberdeen in that it is believed that there have been no serious attempts to improve the mouth of the harbour.</p> <p>There are capacity problems on the NorthLink ferry during peak periods. It was stated that better use of existing space is required to increase the capacity of the ferry. The removal of the cinema and the replacement of 2 and 4 berth cabins with single berth cabins were recommended solutions to the capacity problems. Furthermore, it was stated that there can be problems getting into the cafeteria on the NorthLink boats.</p> <p>The Noronna is a good size during the summer, but is too big in the winter.</p> <p>There are communication problems related to the Noronna. The booking system is said to be diabolical and it is felt that Smyril Line do not want to market Shetland. It is very difficult to get details out of them such as timetables and costs. An all year freight service is required – it was said that the fish factory would be</p>	

threatened by a lack of fish feed. The fish factory processes salmon that is produced by the salmon farmers who have contracts with Faroese companies for fish feed supplies. Sheep are also transported to the Faroes and thus require a freight vessel.

From a tourism point of view, many tourists from the Noronna have travelled to Whalsay, especially for its golf course.

In short, it is thought that the Noronna is ideal for the summer season, but a smaller cargo ship would be beneficial in the winter. Councillor Simpson believes that the Noronna is a good thing for Shetland although realises that there are a lot of mixed feelings about it. The SIC were proposing to inject money into the Smyril Line on the conditions that Lerwick would have an improved and safeguarded service, but Smyril Line could not secure this and thus the money was not injected. SIC are doing all they can to get the Noronna to visit Shetland all year round, although it is believed that this will be very hard to achieve.

The major issue in reference to external air transport is the cost of flights. It was stated that booking a ticket through Loganair is like playing the lottery, as the passengers are never sure what they have to pay. It is recommended that all seat prices are cut to one figure (i.e. £90). Current fares are paralysing the tourism trade in Shetland. One member raised the idea that if the air fares were reduced and more people took the plane, this would force prices on the NorthLink ferries to increase. Whilst this is possible, it is generally thought that those people who take the ferry are those with particular circumstances and this will never change i.e. those in large groups, those with cars.

The Stansted flights are seen as a good start and it is hoped that they will be supported, although it was stated that Stansted is not the easiest airport for onward travel.

The CC also recognised the huge cost of transport to the health sector in transporting patients to Aberdeen.

### **Inter-island Links**

Given that the range of views on the inter-island ferry service still stood, little time was spent discussing this issue.

With regards to the inter-islands air service, it was stated that the contract needs to be sorted out as soon as possible because the small islands are dependent on these services. The inter-islands air service in Whalsay is used for regular charters on Wednesdays. A more regular service than this would require fire crew etc.

### **Internal Links**

There was unanimous agreement amongst the CC that the roads in Whalsay are the worst in Shetland. Most of the roads are single lane, but the surface quality is the biggest issue. Numerous sections of roads were suggested for improvement such as the road to Skaw.

The Ibister loop is generally okay for the level of traffic using it. It is mostly the roads on the west side of the island that need to be improved.

It was said that it is a struggle for the CC to get major improvements made to the road. If the projects were to go on the capital roads programme, it was estimated that it would be around 30 years before the work commenced. Therefore, the CC try and suggest minor road improvements here and there.

There are some safety issues at certain junctions. Speeding cars is a problem that is believed to have been addressed by the police over the years. Speed limits are

to be introduced in specific areas and it is felt that this will make a difference.

Whalsay has two community minibuses – the school bus, which is available for hire, and another community bus that is really well used, especially by the school and sports groups.

On the whole, it was not thought that there are many people isolated on the island by lack of private car. A dial-a-ride shopper service has been set up. The shop also prepares orders for those who cannot travel.

There is a limited continuous footpath to the school for those who live in Symbister, but nowhere else. The CC is very happy with the school transport arrangements and would not like the current arrangements changed.

The provision of footpaths in and around Ibister is desirable, but when the costs are put down in black and white, people in the north start complaining because the roads they have are of poor quality – never mind the footpaths!

There are some areas where walking is dangerous and there is nowhere for walkers to go if two cars pass each other.

Winter maintenance is not an issue on the island.

Access to health is also not a problem, with the health centre located in a central area.

From a ferry point of view, it was stated that parking is very restrictive at Vidlin. When the ferry comes in to meet the 5.45pm departure, and long trucks are coming off the ferry, there are just inches to spare between the departing trucks and parked cars. There is also a lack of lining at Vidlin.

The road from Laxo to Vidlin is very poor and can be dangerous. There are few passing places on this road, and concerns arise when ferries are diverted to Vidlin. On such occasions, conflict can occur between vehicles attempting to catch a ferry departure from Vidlin, and those vehicles recently disembarked at Vidlin.

The public transport service from Vidlin/Laxo to Lerwick is well used. It is designed for workers although here are lots of students who use the bus.

It was pointed out that the bus from Lerwick to Laxo/Vidlin used to stop at Holmsgarth for those arriving on the ferry from Aberdeen. The suggestion was raised of altering the bus times so that it could pick up these passengers. It is believed that there are many Whalsay residents who use the NorthLink ferries for sporting events. In the absence of a public transport service, these residents have to take a taxi, or wait for friends/family to come over from Whalsay to pick them up.

Furthermore, parking in Lerwick was said to be a problem. This problem is worst on working days and in areas nearest to Commercial Street. The disc zone has helped, but is not a complete solution.

## Yell Community Council

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Yell Community Council</b>	Date held:	<b>21<sup>st</sup> November 2005</b>
Held at:	<b>Mid Yell Junior High</b>	Made by:	<b>Richie Fraser</b>
Present:	Yell CC Joanne Casey Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p><b><u>External Links</u></b></p> <p>There have been concerns about the tendering process for the NorthLink ferries.</p> <p>There is a lack of capacity on the NorthLink ferries, especially in the summer. It was suggested that it was silly to have the ferries sitting in the harbour for 12 hours of the day, which costs money, when the services could easily be doubled up in the summer to resolve the capacity problem.</p> <p>There are also believed to be capacity problems at Aberdeen harbour. However, Shetland has strong links with Aberdeen and the importance of keeping Aberdeen as the main link to Shetland was stressed. For this reason, the idea of ferries travelling from Shetland to Rosyth did not receive much support. If there was to be a secondary port, it was suggested that Newcastle would make a better second port than Rosyth.</p> <p>The group were keen to emphasise the importance of ensuring that livestock are accounted for by whoever takes over the running of the NorthLink ferries. This was an oversight of the original tender, and overall the tendering process was viewed as a total shambles and one that must not be repeated.</p> <p>The need for increased capacity on the NorthLink ferries was an issue raised. It was also pointed out that with the Scottish Executive's granting of two free trips for Shetland's pensioners on the NorthLink service in 2006, this will create additional demand that was not previously there.</p> <p>In reference to the Smyril Line, it was stated that it provides a great tourism link, although the fact that there are no timetables for next summer is abysmal. The Smyril Line is routed through Shetland from the Faroes and has been successful in increasing the role of Shetland as a tourist destination for Faroese tourists. However, it is felt that there is a lot of uncertainty about the Smyril Line and this is believed to be detrimental to tourism. It was felt that the Smyril Line timetable, which means that the Norrona arrives in the middle of the night, is not particularly user-friendly. It is felt that Shetland should receive greater benefits from the service given the proposed amount of investment that SIC are putting into the service.</p> <p>With regards to external links by air, it is thought that whilst the quality of the planes has improved, the costs are too high. The range of prices also makes it difficult to budget for trips away as you never know what price you will have to pay.</p> <p>There is no incentive for Loganair to reduce flights given that they have no competition. The group were keen to see competition introduced, or some form of government intervention to reduce fares on flights to and from Shetland.</p>	

The flights to Norway are welcomed, albeit they only run for a short period. It is thought that not enough people are flying to Norway (the traffic seems to be one-way).

For people in the North Isles, Scatsta would be a more suitable airport than Sumburgh, but it is generally accepted that given the recent investment in Sumburgh, this will be the main airport in the long-term.

The group also stressed that it was important to keep Aberdeen as the main transport hub with Shetland. This is the traditional link and the group would not like to see this changed.

### **Inter-island Links**

It is believed that the ferry service from Yell to Mainland Shetland is excellent. There are no problems booking onto the ferry. One issue raised, however, was that whilst the new ferries have resolved the capacity problems, there is less frequency. The loss of regularity was a big issue originally, although it is generally felt that the fact ferry users are now assured of a place on the ferry more than compensates for the reduced frequency.

Ferry timetables are difficult to manage in the North Isles because they need to be co-ordinated with Unst and Fetlar. The moment that one sailing is changed, it affects everything else.

The question was asked, is there a problem with people speeding in order to catch ferries (i.e. between Gutcher and Ulsta)? It was stated that people speed whether they are catching the ferry or not. If anything, it is thought that the new timetable has helped reduce this problem as ferry users do not have to worry that they make the ferry due to the increased capacity.

There are concerns if the contract did go out to tender. It is feared that this could result in a rise in fares. It is also thought that this could lead to cheaper labour coming in. There is a concern that the Council will look to see who can run the service for the least subsidy. The principal cost of running the ferries are running cost and labour costs – so there is believed to be a risk to local crews if the ferry service was tendered and operated by another company.

When Yell first got a ro-ro service (approx 30 years ago), the Community Council thought then that fares would be cheap enough to allow people to commute. Now it is thought that increasing costs would be detrimental to the North Isles and could actually see the island depopulating. Yell has a compact economy and any change affects the whole economy. In particular, it is felt that reducing ferry wages would have a significant negative impact on the whole of the North Isles given there are approximately 50 ferry jobs in the North Isles. In short, it is fair to say that the whole community are very concerned about the prospect of the ferry service going to tender. It is also fair to say that the community are strongly against increasing the ferry fares.

It was stated that in an age with increasing bureaucracy and European rules and regulations, there is a need to remember that Shetland is different from the rest of the UK and Europe and should therefore not be blanketed with some of the same regulations as elsewhere.

It is accepted that there is an eventuality that tendering may come to the island in the future, although the island would be worried if this resulted in an influx of foreign workers.

Regarding fixed links, Yell CC stated that it was hard to say whether or not the island would be in favour of a fixed link to the Mainland or not. It is believed that there is due to be a socio-economic study on a fixed link, which the CC would like to see before making comment. It is estimated that there is a mixed feeling (“50-

50") towards the potential for a fixed link, and that a survey is required first.

It was stated that the only way to retain the population is to provide them with free access to the rest of Shetland.

The question was asked why ferry fares are not free on the Yell Sound where they are already free on the Bluemull Sound.

It is believed that there is a great atmosphere in Yell, with a good mix of age groups. The example of Burra and Trondra, where a fixed link has been provided and there is no longer the same community feeling, was cited to explain that there are concerns that the same could happen should a fixed link be provided on Yell. The case was also given of Northmavine, which is connected to the rest of Shetland Mainland by Mavis Grind, albeit the Yell economy is much stronger. Therefore, in sum, it was stated that whilst there could be possible advantages of a fixed link, there could equally be negative impacts. It was agreed that, over and above everything else, it is important that the island has commitment from its residents.

The biggest problem facing the island is population size. This could eventually lead to schools closing etc. It was stated that Yell is in a 'catch 22' situation in that the island will not be able to develop if there are no people to do the jobs on the island. It was also pointed out that whilst unemployment rates on the island appear to be brilliant, just because everyone has a job, this does not mean things are healthy. Specifically, there is a need to make sure that there are plans afoot to provide employment for those who lose ferry jobs if a fixed link goes ahead.

Regarding the provision of transport information, it was stated that the voicebank and VMS related to the ferries are very useful but only if kept up to date. There was a criticism in the past.

In relation to the North Isles, Yell CC stated that they are generally happy with this service.

### **Internal Services**

There is a high level of satisfaction with current public transport services operating on the island. It is thought that the through service to Lerwick has been very successful. It is believed that this service is mostly used for shopping trips. Given the success of the service, it was suggested that there may even be capacity problems on the bus.

The dial-a-ride services on the island are welcomed. There are some issues related to the safety of young people at the weekends.

Regarding walking opportunities, from a tourism point of view, some farmers are okay about the Right to Roam legislation which allows tourist free access to walk across farmers' lands. However, there are some who are concerned what would happen if tourists ever injured themselves walking on a farmer's land.

Roads in Yell are believed to be well-maintained. There are very rarely any problems with flooding. Winter roads maintenance was said to be generally good on Yell, although there are some areas where it perhaps could be improved. For instance, as a minor criticism it was stated that when clearing snow, the ploughs need to remember to clear passing places. Yell could be done with a few more passing places in some parts, but on the whole it is not a problem as most people know the locations of the passing places.

### **Other Issues**

There were problems in the past whereby health services in Lerwick would book patients appointments that were unsuitable for people travelling from Yell i.e. early

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morning appointments. However, health services are believed to be more flexible and will easily change appointments to cater for those living furthest away, which is good. It was suggested that if a suitable bus service was introduced, this would cut out the need for taxi-fares to make appointments in Lerwick. Taxi fares were said to be very expensive.

When asked about the ability of Yell to retain its population of young people, it was stated that many do travel away for education and training purposes, and that some return, whilst some do not. It was said that lots of young people would be happy to live in Yell if there was relevant employment.

It is believed that there is potential for further decentralisation of civil service jobs to the island. The arrival of broadband on the island has made these types of jobs more feasible.



# 4 Small Isle Consultation

## 4.1

### Fair Isle

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>	
Purpose:	<b>Community Consultation – Fair Isle Public Meeting</b>		Date held:	<b>10<sup>th</sup> November 2005</b>
Held at:	<b>Fair Isle Primary School</b>		Made by:	<b>Richie Fraser</b>
Present:	Fair Isle residents Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:	

No.	Item	Action By
	<p>There were around 15 people in attendance at the transport strategy public meeting, held in Fair Isle Primary School. Groups were split into two. Richie's group consisted of Bill, Katrina, Stuart, Florey, Fiona, Holly and Dave. Paul's group included Jimmy (skipper), Cathy (B&amp;B), Ian (Crofter), Shonagh (Horses/Carer), Barry, Phil (Ferry and Island Life), Stuart (Housing Forum).</p> <p><b><u>External Links</u></b></p> <p>It is believed that there are not enough cabins on the ferry to Aberdeen. It was considered important that there was a boat every day. It was valued that the current service was quicker than that previously provided. A bed was considered as very important, as the floor, and the reclining seats were not felt to be satisfactory. Families needed cabins.</p> <p>There was not much support for an extension of the ferry link from Aberdeen to Rosyth.</p> <p>With regards to air travel to Scotland Mainland, it was felt that flights are very expensive. The group would like to see cheaper fares for children. The Loganair fare scheme was pointed to as an example of how fares could be structured. The group also stated that they would rather see one single price for air fares as opposed to some cheap tickets and other very expensive tickets. It was felt that the PSO system may assist with the achievement of this.</p> <p><b><u>Inter-island Links (Ferry)</u></b></p> <p>With regards to the route of the ferry, it was stated that there is not much that can be done about this. There is a desire to see a slightly bigger boat replace the Good Shepherd when it is eventually replaced. It will be important that the new boat is multi-purpose. It was also agreed that it would be great if the future ferry could be faster. It was stated that if the ferry trip to the mainland was half an hour shorter, this would be a huge difference. Given that every half hour feels like four (!), a slightly shorter ferry sailing would be much welcomed.</p> <p>Questioned about the use of the Lerwick sailing, which takes place in the summer, it was stated that this is very useful for getting goods and freight. Often, for example, the local shop can phone up suppliers in Lerwick and ask them to stick goods onto the ferry, informing the shop what time the ferry departs. It is also cheaper to send goods onto the ferry from Lerwick since the transport of freight (particularly bulky building materials) from Lerwick to Grutness can be expensive.</p>	

The Lerwick trip is not believed to be very popular with tourists (only those who do not realise it is a five hour sailing!) but it is very important for the transport of freight and building materials.

It was suggested that it could be beneficial to provide an additional ferry sailing per week in the Summer, and specifically August, when it can sometimes be difficult to book a place on the ferry. It was also suggested that the changing frequency of the ferry from three ferries in the summer timetable, to just one ferry when the timetable changes to the winter is too abrupt. Consequently, it was suggested that it may be useful to either extend the summer timetable for a short time longer (i.e. into October, as the bird watching season appears to be extending into October) or at least initially decrease the frequency from three weekly sailings, to two (in October) and then one for the remainder of the winter timetable. This would not be as abrupt and would assist with the delivery of supplies to the island.

The cost of ferry fares are thought to be good. It was suggested that whilst freight costs should be kept low, passenger fares could easily be increased. It was suggested that the fare costs on the Good Shepherd are so low to keep them consistent with the ferry services to other islands. However, the group agreed that Fair Isle is different from other islands and could be treated differently. For example, when the ferry service is increasingly used by visitors to the island in the summer, there is potential to increase the fares.

It was unanimously agreed that the ferry crew offer an excellent, flexible and, essentially, demand responsive service. For example, whenever fog forces the cancellation of flights, the ferry crew can be quickly assembled and are ready to charter the ferry to the mainland. This is an advantage of having the ferry based on the island. The local knowledge and experience gained by the crew over the years is key to the success of the service, i.e. the crew is able to spot weather windows. It was also stated that the crew are very helpful and look after ill passengers. They are also good with the children on board, who often require being watched over when their parents are themselves feeling sea-sick. Furthermore, it was stated that it is very rare that the ferry is unable to take all the freight orders back onboard to the island, although if ever goods are left behind, the ferry will make a return trip on the same day. This is also the case when livestock is transported to the mainland, and it takes the ferry a number of return trips to get all the sheep to the mainland.

Florey Stout is responsible for the booking of ferry passengers. This is a very stressful job, for which Florey receives no pay. It was stated that the system works well (i.e. simple pencil and paper bookings) and that over the years there have been very few no-shows.

Asked if there were any future concerns over the operation of the ferry service, it was stated that the low population of the island and the threat that this causes to services is just a reality of Fair Isle life. There is a need for incoming people constantly and at the moment there is perhaps a shortage of man power on the island.

Overall, the work of the ferry crew on the Good Shepherd was greatly appreciated by the community and it was stated that the island's top priority or issue related to the ferry service was that the ferry remains based on the island in the future. It was also stressed that it would be desirable for the new ferry to be bigger and faster, but that it was critical that it remained multi-purpose. Some consultees also felt that extra sailings would also be desirable (such as an extra sailing per week in August and extra sailings extended into October).

#### **Inter-island Links (Air Service)**

The group recommended that they would like to see a scheduled flight to Orkney. This could open the island up to visitors from the south. It is also positive for Fair

Isle residents in helping them travel south, as the perception that goes with having to travel north (to Sumburgh) before travelling south to Scotland Mainland is frustrating.

There was once a Loganair flight from Shetland to Fair Isle and onto Orkney but this does not operate anymore because of problems related to the fact that Kirkwall airport was closed on Sundays, and if the weather forced the cancellation of the flight, Loganair would have to pay additional accommodation costs. Kirkwall airport is also relatively busy on Mondays and having a backlog of passengers from the Fair Isle and Shetland flights was not desirable from Loganair's point of view. However, it was felt that Loganair did not give this service much of a chance, failed to give it sufficient advertising coverage. It is also felt that there have been a number of changes (i.e. greater frequency of planes) since this flight operated and that it would have more of a chance of being successful today if it was reinstated.

The main problem with the service was the difficulty in getting seats during the peak summer season – particularly June, July, August and September (August not quite as bad). It was noted that there did not appear to be any reliable information on the level of demand, against the level of actual carryings. It was also questioned whether or not there was an incentive to meet the anticipated level of demand.

Some consultees would like to see an extension of the Saturday service into the end of October to tie in with the bird season and the October holidays. There is also a desire to provide an additional return flight into Fair Isle on the same day. There are often occasions when locals are unable to get on their desired flights and it is believed that an advantage of offering additional flights on the same day is that this would ease the problems of backlog, as if ever passengers were unable to fly out on the same day, they could fly out the following day. Additional flights would also be beneficial for the firemen that manage the airfield.

It is believed that the only way of making the air service more reliable and lift the problems of fog, would be to build a new airstrip on lower ground closer to sea level. The only low ground available on the island is used for agricultural purposes and therefore somebody would have to be prepared to give up some of their land for a new airstrip to be developed. It was stated that in the summer, the plane can be very uncertain due to fog. In the winter, the problem is mainly with cross winds.

The overall expense of the air service was highlighted, particularly for family groups, although it was noted that the cost had improved recently.

The Extra Regular Flight (ERF) and Community Bank systems are seen as grey areas to the islanders. Although the system works reasonably well, it was felt that it will take time for local to get used to the system and to develop criteria for its use because they are new to it. Some of the consultees suggested that the grey area was knowing how to get hold of the extra flights. Therefore, the group felt that it may be useful to hold a brief public meeting, or even a small article in the local press to, firstly, raise awareness of the system, and secondly to clarify some 'house rules' for its use. It was stated that the extra flights are useful if ever emergencies arise and locals need to travel off the island for any special reason (i.e. funeral). It was thought that Loganair have tried to gain access to this bank and had asked that one of these flights was used when they made a booking error.

It is frustrating for Fair Isle residents when they are informed that flights are full, and then find that they are half empty. It is believed that this is caused by booking errors from the Loganair office. For example, some people take the morning flight instead of the afternoon flight, but Loganair forget to tick them off. It is believed that the main source of no-shows are workmen and day-trippers, as opposed to locals, or visitors who are staying at the Bird Observatory. Whilst the flexibility of

cancelling flights is seen as an advantage of the Loganair flights, it was recommended that workmen and day trippers are forced to either pay in advance or pay booking fees.

Asked if a voicebank at Tingwall Airport would be useful, it was generally felt that since the air service is so flexible and can change almost instantly due to weather conditions, it is difficult to see what advantages a voicebank could offer. However, the group did agree that they would like to see Loganair confirming flights (i.e. by email or fax). Holly, who runs that Bird Observatory stated that many of the visitors to the BO often call up in advance, worried by the fact that they receive no confirmation about their flight details.

The group is very happy with Tingwall as the main destination and feels that this should be safeguarded as the islands main connection point for inter-island flights, although a link to Sumburgh was also believed to be important.

The interchangeability between the ferry and the air service was also noted as one of the key factors crucial to the island's success.

There are concerns that the current pilots that operate the Loganair service may be lost if Loganair lose the inter-islands air service contract. These pilots are extremely highly valued by the Fair Isle residents and there is a fear that if the pilots leave, this will be 20 years of experience down the drain.

It was also stated that the inter-island air service provides a level of comfort for the medical evacuation of islanders. There is concern about the new arrangements, possibly due to a lack of confidence in the new arrangements. A clear requirement is for experienced pilots.

Overall, the islanders would like to see the air service improved in order to better match demand with supply, particularly during peak periods. This could include shuttle trips to Sumburgh.

#### **Internal Links (on Fair Isle)**

It was stated that most people on the island walk. However, roads are quite narrow and when vehicles are driving by, pedestrians have to step aside into the ditches.

Bird watchers with their tripods were cited as a slight nuisance to drivers. The group felt that one or two passing places would be beneficial, specifically between the shop and quarry area.

The bird observatory has provided a morning and afternoon run to the village – mostly this was during periods of “horrible weather”, but was widely appreciated by the visitors.

The roads were believed to be reasonably well kept and maintained. It was accepted that it was impossible to fill in every pothole straight away and that if this was to be the case, there would be a need for greater man power to assist with the road maintenance duties on the island.

However, there is concern within the community over the road to the north light. This is maintained by the Lighthouse Board, and provides access to lighthouse properties.

It was believed that there are no issues with winter maintenance on the island.

#### **Internal Links (on Shetland Mainland)**

It is believed that there is a need for a better bus service from Sumburgh to Lerwick. A dedicated Lerwick shuttle bus that operates in a demand responsive

manner to meet the Good Shepherd (similar to the Tingwall to Lerwick dial-a-ride taxi) was recommended. If such a service is unfeasible, even a minibus service from Grutness pier to Sumburgh Airport would be welcomed, as it is often the case that the bus does not meet the ferry and this forces passengers with their back-packs to walk to the airport.

It was noted that buses meeting the ferry do not take either dogs or cargo.

The demand responsive dial-a-ride £1 taxi from Lerwick to Tingwall is believed to be an excellent service. In order to safeguard the service, some islanders even stated that they are encouraging other islanders to use the service, and are advising those that normally receive a hire car from Tingwall Airport to use the dial-a-ride taxi into Lerwick before collecting their car.

### **Other Issues**

The main problem related to health provision in Fair Isle, according to the residents, is that those at the other end of the phone do not know where Fair Isle is located. With regards to appointments, some residents thought that surgeries on Shetland Mainland were beginning to take into account the location of Fair Isle when setting appointments whilst others still felt that there was room for greater consideration to be given to Fair Isle residents as far as the setting up of appointments was concerned.

With reference to education, it was noted that the separation of secondary school pupils from their families was a big issue on the island, although the support given to transporting the children home was commended. It was said that younger kids feel the need for home contact more than older pupils.

The economic future of Fair Isle is expected to increasingly focus on tourism and as such the island cannot do with less transport services than are currently provided. The advantages of broadband technology were also recognised and are believed to have an important part in the future development of Fair Isle.

Arranging freight deliveries to the island could be a headache when arranging with couriers not acquainted with the system. The postal system was noted as most effective and efficient.

## 4.2

## Foula

Project:	<b>Shetland RTS</b>	Job No/Ref:	<b>43837 TGLT</b>
Purpose:	<b>Community Consultation – Foula Public Meeting</b>	Date held:	<b>7<sup>th</sup> November 2005</b>
Held at:	<b>Foula Primary School</b>	Made by:	<b>Richie Fraser</b>
Present:	Foula CC Paul Finch Richie Fraser	Faber Maunsell Faber Maunsell	Distribution:

No.	Item	Action By
	<p>There were nine people and two children in attendance at the transport strategy public meeting, held in Foula Primary School. Groups were split into two.</p> <p><b><u>External Links</u></b></p> <p>It was stated between the group that several visits are made to the mainland each year by plane. It is hoped that the introduction of a Public Service Order (PSO) will increase competition at the airport which will be very important in providing a better air service with cheaper flight costs. It was stated that it can be cheaper to fly abroad from the UK Mainland than from Shetland to the UK Mainland. The main reason given for taking the plane over the ferry is speed.</p> <p>The air service could also be improved by allowing for greater luggage loads. For example flights up to Sumburgh from the UK Mainland allow for a 15 kilo allowance. Whilst this is okay for business individuals who are only staying in Shetland for a short spell, it was stated that this is not enough for tourists.</p> <p>It was suggested that with the Sumburgh runway extension, there is a hope that this airport will now be able to take bigger planes with bigger loads. The prospects of a Faroese air company perhaps coming to Shetland with a view to providing direct flights from Sumburgh to London was also noted.</p> <p>The majority of tourists travelling to Foula will do so by plane, although some arrive on the ferry or by private cruisers.</p> <p>In reference to the external ferry, it was stated that this service is very good and comfortable. However, the lack of cabins is a problem. It was suggested that the new ferry provider look to introducing seats that are more in keeping with those in the business class sections of planes – i.e. proper reclining seats.</p> <p>It is believed that Aberdeen should remain the primary link to Shetland. This is where existing links are, and is a key link for livestock in particular. For instance, there are many buyers in Aberdeenshire.</p> <p><b><u>Inter-islands Links (Ferry)</u></b></p> <p>It was stated that the ferry impacts every part of Foula's economy. In addition to the ferry jobs, it has to be recognised that the ferry sustains families, as the ferry is the means of getting everything on and off the island. The importance of basing the ferry on the island can be supported by statistics that show that when the ferry was not based on the island, the islands economy suffered and there was much lower through-puts.</p> <p>The main reason that the ferry travels to Scalloway is that it is by request. The Scalloway ferry is used as a convenience route to some islanders.</p> <p>One issue with the ferry is that the older boat used to be a lot faster than the current vessel, New Advance. It is believed that there is a flaw in the design of the</p>	

boat which makes the sailing quite uncomfortable during relative turbulent seas. This is one of the reasons that the ferry is not used so much by passengers to and from the mainland. The old ferry is now used by the Fisheries College in Scalloway for training purposes.

Another issue that locals have with the ferry is that related to the route. For instance, instead of travelling into the west entrance to Walls, it goes into the east entrance, which adds an extra 20 minutes to the journey. This means that the sailing now takes 2 hours and 20 minutes whereas before it only took 2 hours. The ferry to Scalloway takes approximately 3 hours. The east side is wider which is why this is used, but the west entrance is the traditional route which the Foula men used to navigate and did so well because it is a small boat. However, on one occasion when the men were navigating the east mouth, the ferry hit a semi-submerged rock which scraped the paintwork of the boat. This is why the ferry is now crewed by agency captains, even though there are local men on the island certified to operate the ferry.

Passengers do not use the ferry very regularly because it takes so long and because it is not a comfortable sailing. Instead, the ferry is used mainly for supplies. It carries nearly anything and everything with goods transported including fuel, building materials, gas containers, livestock, and groceries. It was stated that there are some occasions when the ferry struggles to take all its freight orders because it is so well used. As noted earlier, the consultees stressed the need to keep the ferry based on the island because when it was based at West Burrafirth, there was less cargo. Foula has its own micro-economy and the ferry is essential to the sustainability of the island's economy.

The West Burrafirth service operated when the island was between vessels. It operated for a significant period of time (i.e. 1988 to 1994 approximately). The sailing took 3 hours. It also took longer to get into Lerwick for supplies. During this period, locals were not happy with the service.

Asked about the impact of the ferry crossing for livestock, it was stated that it was correct that the livestock lose 20% of their water content during the sailing but this is the same for all livestock making a 2 hour ferry journey. After 2 hours, the livestock do not lose any more weight. Therefore, livestock on the boat to Aberdeen for instance will lose 20% of their body weight during the first two hours and then will not lose anymore during the rest of the sailing.

With regards to fares on the ferry, it was stated that the previous consultation established that there is a need to keep ferry freight charges down. If SIC had to vary prices, Foula residents would much rather that passenger fares were increased rather than freight fares.

The ferry is reliable as it can be given the weather conditions of the area. It is said to be more reliable now that it is based on Foula. For example, local ferry crew are able to use their local knowledge to spot weather windows that outsiders would not. Local crew are also said to be more committed.

The situation with the ferry is that the Foula Co-op could be happy to take ownership of the ferry to secure its future. SIC are currently proposing to put the ferry out to tender and Foula residents hope to take over the running of the service – not for profit, but to secure its function as a lifeline link.

Shellfish farming is an industry on the island, which although it has been hit quite hard in recent years, still goes on, and which locals hope to re-establish on a greater scale in the future. Although much fishing that is done locally is consumed locally, shellfish products are dependent on good transport links so that they can retain their shelf life.

Foula residents would like to see a marine park established around the island, with all types of net fishing banned so to allow fish and mammal numbers the

chance to recover.

The Foula ferry crew includes:

Kevin Gear

Brian Taylor (B&B)

Steven Smith

Amy Ratter (relief crewing)

Agency captain since they demoted two of the sailors saying that they would no longer take command of the ferry.

#### **Inter-island Links (Air Service)**

It is felt that the air fares to the island are expensive. The idea of establishing an air fare structure system throughout Shetland, based on the structure established in the Orkney Islands was discussed. In Orkney for example, those islands which are more remote and have poorer ferry services, such as Papa Westray and North Ronaldsay have compensatory fares (i.e. around £12 return). At present Foula residents receive an island resident discount and pay around £40 for a return flight.

In addition to cheaper fares for residents, it is also believed that incentives could be given to those residents who fly to the island and stay overnight. This would help to capture the benefits of tourism by encouraging tourists to stay overnight by giving them cheaper air fares.

With regards to the timetable, there is a desire to see another day with an extra return flight, thus making it possible to fly to the mainland and return to Foula on the same day. Davie Taylor reiterated his desire to see a change to the timetable. Specifically he would like to see the summer timetable adopted as the winter timetable, with possibly an extra flight on Monday afternoons in the summer so that it is easier to travel to and forth the mainland on the same day. Dave's wife often has to go off the island because there is not enough work to keep her busy on Foula. On the day of visiting Davie, his wife was away to the mainland for a 4 hour course. Due to the winter timetable frequency the nurse had to leave on the Monday and could not return until Wednesday – just for a four hour course.

The bus service on the mainland (Sinclair Taxi's £1 dial-a-ride from Tingwall to Lerwick) is a much welcomed service. One resident stated that it would be great if such a dial-a-ride cheap service could operate to Scalloway as well.

Another measure that the consultees would like to see is the introduction of penalties for those who book seats for the plane but do not take them up, or at least those who fail to inform Loganair that they need to cancel their bookings. It was also stated that when Loganair are not available, they need to leave the answer machine on. This is not always the case. Introducing a voicebank would also be welcomed to inform of the plane schedule and if it is running or not. A similar system to the voicebank that operates for the ferries would be satisfactory.

In general, it was felt that the islander plane is comfortable enough and does its job well.

Loganair flights also carry groceries to Foula on request.

In the past planes were diverted to Sumburgh instead of Tingwall. This was done for fire training purposes. However, there would be concerns if Sumburgh was established as the permanent link to Foula (for example, there are security delays at Sumburgh, plus it takes longer to get to Lerwick from Sumburgh than from Tingwall). It was also believed that residents in Fair Isle would like to keep Tingwall as the main airport for the inter-islands air link.

The idea of the providing concessionary transport services direct from Tingwall to Sumburgh for those who are then making direct flights to the UK Mainland was



suggested, since these services are all essentially been made through British Airways. It was stated that this should be the case where no public transport services are available. For instance, it was suggested that Leask buses only operate in time for flights to Aberdeen, but do not provide services that link with the Edinburgh or Glasgow flights.

#### **Internal Links (on Foula)**

Beginning with walking and cycling opportunities on the island, consultees agreed that there is an issue with regards to the poor road condition, which can be quite dangerous to walk on.

There is an issue relating to the footpath between Jim Gear and Davie Taylor's homes. This is the property of the NHS and needs to be brought up to standard before SIC will adopt it.

There are issues relating to winter maintenance on the island. There are grit bins, although these are not adequately designed for Foula. For example, the strong winds common to the island can cause the bin lids to blow open. Livestock and ponies have then been known to eat the salt grit, and on one occasion, this led to one animal eating vast quantities of salt and dying.

Surface water lying on the roads is another problem related to internal transport in Foula. This is caused by water rising and by water running onto the road. It is believed that simple engineering solutions are available to alleviate this problem. In the winter, this surface water turns to ice which is also a problem on the island's roads.

It was also pointed out that the short road to Edith's house requires some maintenance work.

#### **Internal Links (on Shetland Mainland)**

There is strong support for the Lerwick to Tingwall £1 dial-a-ride service, which is believed to be very good.

The bus service from Walls to Lerwick works reasonably well. There is a two hour wait in the morning however.

There is no footpath from the Walls terminal to the bus stop, which is about a one mile walk away. However, the road is reasonable and is not busy so there are no real issues with this link from the terminal to the bus stop. It can be a long walk however when the weather is bad!

The ferry crew are flexible and considerate and will wait for passengers and goods if they see them coming into the ferry terminal at Walls.

Pat Rice offers a service and will take goods to the ferry if he is not busy. His services can be booked.

There are issues with the transport of parcels and goods from Shetland Mainland to Foula. Royal Mail and ParcelForce are the only services that deliver packages directly to Foula. Other services, such as Securicor do not deliver packages personally. Instead Streamline will just drop it off at the Walls pier and it is only really by luck if the parcel is delivered. TNT use taxis and also phone up to ask whether they would like the package on the plane or ferry. Although they are not delivering the package to the house directly, it is still better than nothing and is appreciated. There is a concern that if firms continue to undercut Royal Mail by virtue of not actually delivering the product, Royal Mail themselves will either increase their costs or remove the service completely.

#### **Other Issues**

In terms of health, SIC must provide a relief nurse when the island nurse is on the Mainland. The recent event whereby a man on the island had a seizure and required the attention of the air ambulance was the second example highlighting the problems of health provision on the island in a short spell. In fact, Shetland Coastguard and the lifeboat from Aith were sent out because the air ambulance was unable to land due to thick fog. It is essential to have a nurse on the island at all times because they are the only people who can make key decisions about whether or not the air ambulance needs to be called or not. It was suggested that it is difficult to get the air ambulance to the island unless somebody like the nurse requests it.

The doctor is supposed to visit the island every two months, but in reality it is much less frequent. When the school dentist visits, the rest of the community also attend, but again this is not too regular a service.

The air ambulance is still operated by Loganair but in March there will be a new contract and the oil sector helicopter based in Sumburgh will provide the service. There are some concerns about how this service will be prioritised if there is conflict.

In terms of education, the school currently has a temporary teacher. There is to be shared management of the school but the locals are not in favour of this because during the previous spell when the school was under joint headship, one parent felt her child made little progress. The parent, whose child now attends Anderson High stated that whilst her daughter lives with her father on the Mainland and not in the hostel, her home is still Foula and thus she should also be provided with concessionary return travel to Foula, such as that provided to those children in the hostel from Fair Isle etc.

With regards to housing, there is an active desire to have more homes available on the island so that the population can be expanded. It was stated that a number of people have expressed a desire to live on the island but, besides the lack of housing, the lack of a digital link to provide home-working opportunities utilising broadband is a major factor that discourages people from moving to Foula.

### 4.3

#### **Papa Stour**

Questionnaires were distributed to Papa Stour residents in addition to individual meetings held with some households on the island. A summary of key points from each of these consultation sources is provided below.

#### **External Links**

There was general satisfaction with the NorthLink ferry service and the use of Aberdeen as Shetland's mainland destination port, although a run to Edinburgh would be nice according to some respondents. However, the lack of cabins on the NorthLink ferries during the summer was noted as a problem and was said to lead to a refugee ship status for too many passengers. It was also highlighted that there is a need to provide adequate accommodation on the NorthLink service for health and safety reasons, as it is essential for car drivers to get a good nights sleep in a cabin, otherwise tiredness can cause accidents. In order to improve the service, it was suggested that larger boats should operate in the summer.

The main problems related to the external air service were said to be the fog and costs of flying. Cheaper flights would be welcomed.

#### **Inter-Island Links**

There is a hostel on the island for recovering drug addicts. Transport to Shetland Mainland is very important for the social integration of these patients as there is nothing on the island that can help them to reintegrate into society. There is a desire to see the introduction of a Sunday morning ferry service which would make it easier for these patients to travel to church and to meet people/socialise. It was also suggested that the introduction of an early morning service could see day trippers travelling to Papa Stour from Shetland Mainland.

The dial-a-ride service operated from West Burrafirth is believed to be a very good service.

With regards to the timetabling of the Papa Stour ferry, a number of issues were raised. First, it was stated that an additional Monday evening sailing of the ferry would be of considerable benefit to residents on the island as the weekend return boats are congested by visitors. It was also suggested that the Wednesday 1pm return sailing be changed to 4pm or later, in order to allow residents the time to go out and do business on the Mainland.

Therefore, providing extra runs on the ferry is believed to be a good thing. All sailings on the Papa Stour service are by bookings only and it was suggested that extra runs are also introduced on this basis to see what sort of response there is. Additional ferry runs would also be beneficial in attracting tourists to visit the isle and also to make it possible for residents to live on the island and work on the mainland.

It was also stated that the current timetable fits well with the NorthLink ferries. For example, visitors can be off the NorthLink ferry in Lerwick for 7.30am which leaves enough time to travel to West Burrafirth to make the Papa Stour ferry which departs at 9am. However, whilst this is okay for those with a private car, this is not the case for those without their own transport due to the lack of public transport from Lerwick to West Burrafirth.

Concerns were raised by one respondent about the possibility of mini tour operators booking either twelve foot passengers or a minibus with twelve passengers onto the Papa Stour ferry, as such a booking would prevent any resident from travelling into Papa Stour at the same time or indeed any essential service provider (home help, BT, Scottish Hydro electric etc). Equally any resident would be prevented from travelling out from Papa Stour under these circumstances. Therefore, it is believed that this capacity concern is an issue that should be taken into consideration when putting forward any proposals for the future of the Papa Stour ferry service. It was emphasised that the primary function of the Papa Stour ferry service is to

provide a reliable and adequate service to the residents of Papa Stour and that this must come before all other considerations.

With regards to ferry fares, many recognised that the ferry fares represented excellent value for money, although one respondent suggested cheaper fares for islanders, particularly for taking a vehicle on board the ferry.

It would be welcomed if any ferry runs that are not possible due to bad weather are kept in hand and added to the number of community runs that the island get.

In terms of future options for the ferry, an island based crew and ferry was suggested by one respondent. A summer route to Sandness was also suggested.

Some residents on the island stated that they would be strongly against any proposals to take away the inter-island air service to the island. This is believed to be an essential service, as it is a quick way to get on and off the island. On the other hand, one resident stated that whilst it was vital that the ambulance service remains and is able to land on the island, the actual importance of the air strip is questionable and should not be relied upon as it is expensive

The £1 dial-a-ride taxi from Tingwall airport was also said to provide a very good service. The plane timetable also allows Papa Stour residents to visit the hospital and return to the island on the same day. Health appointments are normally kept for Papa Stour residents on a Friday but certain consultants from Aberdeen do not visit the island on Fridays and thus the ability to get off the island quickly for such purposes is a very important function of the air service. It was also highlighted that going to the hospital can be a very stressful experience and a bumpy ride on the ferry would only add to this discomfort, hence the plane is often the preferred travel mode for trips to hospital.

### **Internal Links**

It was said to be easy enough to get from West Burrafirth to Lerwick by phoning the community taxi, which charges just £2 for this trip. Whilst the current dial-a-ride service is good, there is a need for a more regular service. It was stated that most islanders have their own taxed vehicles which allows them to drive all the way to Lerwick now, whereas in the past they would just park their cars and get on the ferry. Therefore, there is a concern that local people will not use the dial-a-ride bus if more cars are being taxed and this will lead to increased problems of isolation and exclusion for those who do not have their own vehicle.

The possibility of linking passenger transport to the island on existing vehicles that travel to West Burrafirth, such as the grocery van from Viking or the post bus, was also raised.

It was stated that the lack of transport links from Lerwick to West Burrafirth severely hampers the prospects of attracting tourism to the island. It was estimated that the hostel on Papa Stour lost 22 bookings in 2005 with people not making the trip from Shetland Mainland. It was said that those who are able to get to Papa Stour are normally either those who hire a car, those who can afford a taxi (£36 approx), or those who are prepared to hitch-hike. However, not everyone is like this or are prepared to hitch-hike and consequently it was said that there is a need to improve transport services between Lerwick and West Burrafirth to make Papa Stour more accessible as a tourist destination.

It was stated that if SIC are prepared to spend £3 million on a new ferry service they need to make it work by providing transport to the ferry in the first place for visitors. The suggested answer to this problem could be a dial-a-ride service. One resident noted that after a discussion with the local councillor about this issue, they were given the response that it would be very difficult to provide such a service unless there was serious evidence of a demand for it. However, it was pointed out that this is a catch 22 situation because without the transport in the first place, the hostel could not provide any proof of the number of backpackers visiting the island, only the number of cancellations.

Another resident also noted the lack of public transport from a resident's point of view. It was highlighted that there are a maximum of sixteen ferry sailings per week, but only 5 connect with

public transport to or from Lerwick. It was also pointed out that the only through bus from Lerwick is on Tuesday, which is the only day when there is no ferry service to Papa Stour.

The cost of taxis make it prohibitive to work in Lerwick and live in Papa Stour. In order to allow people to live on the island and commute to the mainland, there is a need to complete the missing link by providing access to onward transport to and from Lerwick. It was suggested that a dial-a-bus service could fill this gap and provide the community with a service they desperately need. Moreover, it is suggested that this service only runs when bookings are made so that it operates to minimal costs. It is believed that if all the ferry sailings were run on a bookings only basis, this could offset the cost of providing a dial-a-ride bus.

### **Other Issues**

A wide variety of other issues were investigated including how transport can better assist in the delivery of health and education services and economic development on the island.

With regards to health, the view was expressed that there have not really been any problems accessing health services since the introduction of the community bus to Walls on Wednesdays. Before this, however, it was said to be impossible to get to the doctor.

A wide variety of responses were also offered in response to the question, what do you think the future holds for Papa Stour and how can transport assist in delivering this vision?

It was suggested that if commuting was made possible, it could attract more people to live on the island as well as allowing the young people of the island to remain on Papa Stour and keep the isle going. Increasing the transport runs so to make the islands more accessible for tourists and to make the mainland more accessible for locals was said to be the only way forward for the island. Another respondent concurred stating that with a falling population, extra ferry runs would be essential to allow people to live in Papa Stour and commute to Shetland Mainland for work.

The need for decentralisation across Shetland was also stressed. In an age where it is commonplace to work from home computers, it was stated that the Council should rethink their working practices because much of the Council's clerical work, for example, could be out-sourced to the islands and more rural parts of Shetland.

It was also suggested that the island needs a development plan – otherwise it is at serious risk of becoming a sheep station. The case was cited of Stroma in the Pentland Firth where a beautiful pier was build and then everyone moved out. Some residents on the isle stated that they were never in favour of the introduction of a ro-ro ferry, believing that people coming to live on Papa Stour do so to live on an island. At present, with a population of 14 people, Papa Stour is very much an island on the edge.

Another resident stated that without tourism, there is not much else for the island. Islands should play to their strengths, and Papa Stour's strengths are believed to be its scenery which makes it popular with painters. Papa Stour has also recently had broadband implemented, which could make it feasible for people who are prepared to work from home to move to the island.

On a separate issue, one resident stressed that the views of the residents on the island should be given greater weighting than those of absentee crofters in consultation exercises, such as this Transport Strategy Consultation. The introduction of the new £3 million ro-ro ferry service is believed to be one service that was unnecessary and was influenced by the inclusion of views from absentee crofters as much as residents i.e. the ro-ro ferry has undoubted benefits for those with cars and hence received the support of the absentees. Members of the community without their own car were said to receive no benefit from the introduction of the ro-ro ferry. Another resident agreed with this view stating that when the ferry ran to Sandness and was always based on the island, living on Papa Stour was, as would be expected, like living on an island. However, it was stated that the island is now like living in a ghost town since the introduction of the ro-ro ferry.

As a final note, one resident emphasised that the huge cost of providing transport services to islands should be borne in mind, stating that it is the responsibility of everyone to spend the money wisely and a few small adjustments (i.e. changing sailing times) would make a big difference at little cost.

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#### Community Consultation

Rev No	Comments	Date
1		

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