

### Intervention 11 – Supporting integrated journeys at ferry terminals

#### 1 Description

Engagement undertaken as part of STPR2, supplemented with analysis of public transport integration opportunities at ferry terminals across the country, has highlighted the need for improved integration of ferries with other forms of public transport and active modes. This intervention would involve undertaking a detailed review of key ferry terminals to consider physical integration, timetabling, signing, ticketing, and other facilities required to deliver a seamless service. The review will then recommend a programme of integration improvements to enhance the traveller experience.

There is the potential for this work to be taken forward alongside work to develop guidance including an appraisal framework for mobility hubs in Scotland (Intervention 5). As many of the ferry terminals are in rural locations, this intervention should also be considered in parallel with some of the measures that will be taken forward to examine the opportunities for Demand Responsive Transport (DRT) and Mobility as a Service (MaaS) to improve access to public transport services (Intervention 6).

#### 2 What we have heard?

The need for better integration to encourage modal shift from private vehicle use was highlighted in the NTS2. Deterrents/barriers identified which discouraged commuters choosing sustainable travel modes included a lack of connections or accessible modes of transport, long wait times and the need for multiple tickets<sup>1</sup>.

The Draft Infrastructure Investment Plan (DIIP) published by the Scottish Government also recognised the need to invest in a sustainable, resilient and integrated strategic transport system as a means to strengthen connectivity and drive inclusive economic growth<sup>2</sup>.

Integration was a key issue highlighted by respondents to the STPR2 Online Survey with 69% of all responses stating they were either dissatisfied or very dissatisfied with the current integration between non-specific modes of transport.

STPR2 stakeholder workshops held in the Highland and Islands and Ayrshire and Arran regions identified a lack of integration of

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<sup>1</sup> Transport Scotland, National Transport Strategy 2 (NTS2), February 2020, <https://www.transport.gov.scot/media/47052/national-transport-strategy.pdf>

<sup>2</sup> Scottish Government, A National Mission with Local Impact Draft Infrastructure Investment Plan for Scotland 2021-22 to 2025-26, [national-mission-local-impact-draft-infrastructure-investment-plan-scotland-202122-202526 \(1\).pdf](https://www.scotland.gov.uk/Information/Consultation/Infrastructure-Plans/2021-22-to-2025-26/national-mission-local-impact-draft-infrastructure-investment-plan-scotland-202122-202526-1.pdf)

ferry services with public transport services as a problem for these regions. Specific examples included the lack of public transport connections at the ferry terminals of Scrabster and Gills Bay with no integrated public transport services between the nearest train station and the ferry terminals and a general desire to see improved integration between ferry and public transport services at Ardrossan Harbour for services to/from Arran. Issues associated with increased use of private cars on Scotland's islands, particularly following the introduction of the Road Equivalent Tariff (RET), such as reduced ferry vehicle deck capacity for island communities, deteriorating condition of island roads, and increased traffic levels was also raised. As part of a sustainable tourism offering, it was suggested that increased availability of sustainable travel choices at ferry terminals, including the availability to hire EVs and E-Bikes, as well as more frequent bus services, could discourage visitors taking their cars onto islands and enable better use of available passenger space on those ferries facing capacity pressure on the vehicle deck.

### **3 The evidence base to support a case for change**

According to the Transport and Travel in Scotland Travel Diaries<sup>3</sup>, 58.6% of journeys where the main mode was ferry had multiple stages, as shown in Figure 1. This was the highest proportion of multimodal journeys for any main mode and highlights the specific importance of multi-modal interchange at ports across Scotland.

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<sup>3</sup> Transport Scotland, Transport and Travel in Scotland, Travel Diary Table 2c, 2018, <https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/>

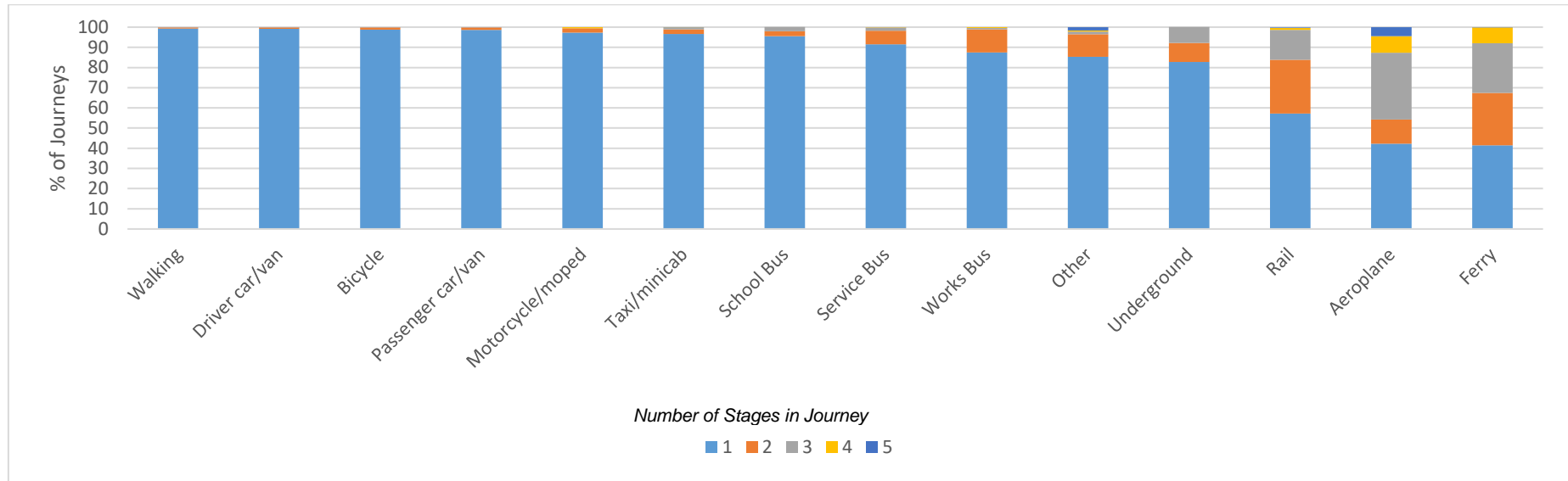


Figure 1 - Number of Stages in Journey by Main Mode

Despite this, analysis<sup>4</sup> undertaken to assess the level of integration between ferry services arriving at destinations on the Scottish mainland and onward connections by public transport has shown mixed levels of public transport integration across Scotland’s ferry ports. For many routes the analysis has shown that the onward journey by public transport can be lengthy. This is an important factor, as the overall journey time can impact on what constitutes an acceptable amount of waiting time post-ferry arrival. It should also be highlighted that for some locations with ferry terminals, the local economy is even dependent on such passing trade.

Key aspects of ferry and public transport integration are:

- There is a short waiting time for bus and rail services for many ferry arrivals on high frequency routes, less than 20 minutes in many cases.
- For the Small Isles (Eigg, Canna and Rhum), there is limited integration between ferry arrivals in Mallaig and onward rail and bus connections – this is mainly due to the late arrival of ferries on several days and limited or no public transport connections.
- For most ferry arrivals from Armadale in Skye there is at least an hour of waiting time before the next onward rail or bus connection.

<sup>4</sup> Analysis has been using summer public transport timetables (2019) where available and winter timetables where not.

- For many ferry arrivals into Oban a wait time of at least an hour is required for onward bus or rail connections (e.g. Mull, Lismore, Barra); for Coll, Tiree and Colonsay waiting times are significantly higher than this on most weekdays.
- For ferries arriving in Ullapool from Stornoway there is only a 25-minute wait for the next bus departure to Inverness.
- In Uig there is good integration for the 09:00 ferry arrivals from Tarbert (Monday, Wednesday, Friday) and Lochmaddy (Tuesday, Thursday), with only a 30-minute wait for an onward bus connection to Inverness.
- For Northern Isles services, while there is good bus and rail integration opportunities for services arriving into Aberdeen, this contrasts with other Orkney routes arriving in Scrabster and Gill's Bay where there is a much lower level of integration: only the first ferry arriving from Stromness connects with a bus to Inverness and a taxi journey is required to reach the train station. Similarly, at Gill's Bay, only the first ferry arrival is well integrated, with a 27-minute wait for the next bus service that enables an onward journey to Inverness. The JOG (John o' Groats) Ferry operates a summer only passenger only ferry service between Burwick in Orkney and John o' Groats in Caithness. This is a popular tourist route that is integrated with bus services between Inverness and Kirkwall.

It should also be noted that this analysis has not considered aspects of integration for those islands where a journey to another island is required before travelling to the Scottish mainland. It is known that for some of these islands there is limited integration between ferry services, making trips to the Scottish mainland time-consuming and costly.

#### 4 The strategic rationale

One of the major barriers to public transport uptake historically has been connectivity and lack of convenient end-to-end travel options. Establishing better transport integration across modes at key ferry terminals will benefit rural and island communities and visitors alike. This would enhance the interchange facilities for all trips but especially longer distance trips providing more seamless travel options and support the recovery of travel demands to pre COVID-19 levels.

##### Why now?

- The role of infrastructure investment in stimulating economic recovery is widely acknowledged and will be a key priority following the economic downturn resulting from the COVID-19 pandemic.
- There is a risk that the COVID-19 pandemic will result in a long-term shift to private car use, and it is more important than ever that public transport is attractive and competitive to ensure that the network remains viable for those who need it, and to minimise carbon emissions from transport. Increased modal shift to private cars on ferries would exacerbate existing challenges on vehicle deck capacity highlighted by island resident consultation responses.

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