

Agenda Item	9
Report No	CIA/6/22

## HIGHLAND COUNCIL

**Committee:** City of Inverness

**Date:** 17 February 2022

**Report Title:** Riverside Way: One way with Cycle Contraflow Ness Walk and Bught Road Traffic Regulation Order and Concept Design consultation

**Report By:** Executive Chief Officer, Infrastructure, Environment and Economy

### 1 Purpose/Executive Summary

- 1.1 This report provides Members with a full analysis of the responses from the recent Riverside Way concept design consultation exercise as agreed at the November 2021 City of Inverness Area Committee.
- 1.2 This report also invites Members to approve the draft Road Traffic Regulation Order 'One Way with Cycle Contraflow Ness Walk Bught Road Order 2022' to which there has been 14 unresolved objections along with 18 notes of support (**Appendix 2 &3**).

### 2 Recommendations

- 2.1 Members are asked to:-
- i. **note** the full analysis of the responses from the recent concept design consultation exercise (**Appendix 1**);
  - ii. **note** the background to the proposed permanent One Way with Cycle Contraflow TRO and the representations received; and
  - iii. **approve** the making of the Road Traffic Regulation Order.

### 3. Implications

- 3.1 **Resource** – The Riverside Way active travel scheme is fully funded through Sustrans' Places for Everyone Fund.
- 3.2 **Legal** – The "One way with Cycle Contraflow Ness Walk and Bught Road Order 2022" is required to be approved by the City of Inverness Area Committee. This report sets out the representations received and is seeking approval to make this Traffic Order permanent.

- 3.3 **Community (Equality, Poverty and Rural)** – The Riverside Way has been identified as a strategic active travel corridor, meeting the needs of users within the wider Inverness area. Council Officers are mindful of the concerns of the Community Council and some local residents and will continue to liaise and work alongside them and other key stakeholders.
- 3.4 **Climate Change / Carbon Clever** – Active Travel ties into the key values of the Climate Change and Energy Team strategic control plan. This work for carbon reduction looks for select externally / government funded programmes. ICATN has received Transport Scotland funds, through Sustrans Places for Everyone to reduce single car usage, and to enable a modal shift in travel behaviours for walking and cycling. This ties into the climate agenda by reducing CO2 emissions, and the climate team collaborative approach to work with services and partners to drive forward key initiatives, such as active travel, which will result in better low carbon outcomes for all.
- 3.5 **Risk** – The Riverside Way project is part of the wider Inverness City Active Travel Network and is integral to the long-term strategic vision of Inverness as Scotland's cycling city. If this scheme was not to be approved and revert back to two-way vehicle flow, it would put at risk the £1.5m allocated towards the project and have a detrimental consequence for the long-term investment for active travel improvements across the city.
- 3.6 **Gaelic** – There is an ICATN design guide which recognises Highland Council's Gaelic policy.

#### **4. Background – Riverside Way**

- 4.1 Riverside Way is part of the Inverness City Active Travel Network (ICATN), a series of strategic active travel corridors to enable a modal shift in transport behaviours, enabling walking, wheeling and cycling over personal car use for local trips, commuting throughout the city.
- 4.2 Updates on Riverside Way and the associated ICATN funding has been before Members several times, most recently at the November 2021 City of Inverness Area Committee, where officers provided an overview of the Riverside Way concept design consultation exercise responses undertaken during Summer 2021.
- 4.3 During the discussion on the concept design consultation, officers advised Members that not all consultation responses which were recorded on the Commonplace online platform had been included within the report, due to the validity concerns of the responses, as the person had not clicked on an email link to validate their information. Officers were subsequently asked to review these responses, and to report back on how this affected the overall consultation. The analysis of this additional 28 responses, and how this impacts the overall results is contained within Appendix 1 of this report.
- 4.4 The second part of this paper focuses on the draft Road Traffic Regulation Order (TRO) 'One way with cycle contraflow Ness Walk and Bught Road 2022' and the statutory process which this involves. In September CIAC officers sought permission to extend the temporary (Coronavirus) TRO which was expiring on 26 December 2021 and to proceed with the Permanent Road Traffic Regulation (TRO) Order thus enabling officers to carry out the statutory TRO process, and to bring unresolved objections back to Members.

An update on this process was provided during the November CIAC meeting. The unresolved objections are contained within this paper alongside representations of support for the scheme.

- 4.5 It is worth noting that the consultation for the concept design and the legal process for the TRO are separate in their function. However, the processes are intrinsically linked. The current TRO is to safeguard the existing one-way route along the riverside with cycle contraflow. The concept design consultation exercise sought views on the various design options at 6 key sections along the route for example 'Hospice to Ballifeary Road' seeking views on the long-term route design, for which Highland Council has received external funding to deliver, as part of the Inverness City Active Travel Network.
- 4.6 The aim is for the TRO to remain in place between Ness Walk/Bishops Road Junction, and Bught Road/Bught Drive junction, while the design of the longer-term scheme is developed with further community and stakeholder consultation, taking into account those points raised through the consultation process, and also those highlighted with the TRO objections.
- 4.7 Throughout the Temporary TRO, and through the concept design phase, officers have collated data, and have liaised with stakeholders. We have also listened to the Community Council, meeting with them on multiple dates, and taking their concerns seriously with regard to road safety, increase in traffic through the Ballifeary area, and concerns over rat running and speeding.

## **5 Stakeholder and Public Consultation responses: Concept Design of Riverside Way**

- 5.1 As reported to November City of Inverness Area Committee (CIAC), consultation for the concept design of the Riverside Way active travel scheme took place during July and August 2022. The consultation split the Riverside into 6 succinct sections, to enable each section to be commented upon utilising online engagement, due to Coronavirus restrictions. The six sections of the route were defined as:-
1. Cathedral to Hospice;
  2. Hospice to Ballifeary Lane;
  3. Ballifeary Lane to Fisherman's Car Park;
  4. Fisherman's Car Park to Bught Drive;
  5. Bught Drive to Archive Centre; and
  6. Archive Centre to Whin Park
- 5.2 As outlined to Members in November, officers followed best practice guidance and evaluated the responses within the online portal which were classed as 'confirmed responses' with regards to those individuals replying to an email, sent to them following providing comments, in line with GDPR.
- 5.3 Members asked whether the additional 23 comments, which were not included in the results would have any impact on the findings of the concept design. These have now been analysed and added into the full suite of questions which were asked on the Commonplace portal. There was a slight variation in % of findings, which was no greater than a 2% variation to any question. None of the findings substantially changed. Appendix 1 provides the breakdown, compared to the original analysis for comparison.

5.4 Additional comments from Members asked what engagement had taken place with the local community and wider stakeholders. Officers advised that within the concept design proposals the team, along with consultants AECOM, made sure to engage with key stakeholders and the community.

- We met with the CC 4x since May to discuss traffic data and concept designs.
- We held a live Ms TEAMS public event.
- We held 2 stakeholder workshops online.

5.5 Since November CIAC, officers along with Senior Management have met with Ballifeary Community Council to address the concerns raised in their correspondence to Members. We are continuing to liaise with the local community and stakeholders on the designs for this scheme.

5.6 Furthermore, we have engaged further speed and volume surveys to understand the impact of traffic on Ballifeary. We have also asked the Project Design Unit to look at suitable engineering solutions for the Ballifeary Road and Lane junction, following concerns raised by the community.

## **6 Road Traffic Regulation Order: Ness Walk and Bught Road**

6.1 Approval was given by Members in September 2021 CIAC for officers to proceed with asking Scottish Ministers, for an extension to the (Coronavirus) Temporary Road Traffic Order (TTRO), which went live on Friday 26 June 2020 and expired on 26 December 2021, 18 months later. This extension was granted by Scottish Ministers for a 6-month period until Sunday 26 June 2022, to allow the TRO consultation for the permanent TRO One-way with cycle contraflow for Ness Walk and Bught Road.

6.2 With regard to the permanent TRO Ness Walk and Bught Road, the Statutory Consultees were issued with the draft order 14 working days prior to the draft TRO advert going into the local press on 10 December, with a return for any representations or objections for 10 January 2022. Extra time was provided within the consultation timeline to enable responses, taking into account the festive holidays. Legally we are only required to allow 21 days only for consultation. Statutory Consultees included:-

- Scottish Fire and Rescue Service
- Police Scotland
- Scottish Ambulance Service
- Ballifeary Community Council
- Highland Cycle Campaign
- Public Transport Providers
- Road Haulage Association
- Logistics UK
- Ward Managers

We received one representation from a statutory body, Ballifeary Community Council, which is shown in Appendix 2. We continue to liaise with Ballifeary Community Council to discuss the concerns from the local area.

6.3 Letters were also sent to all stakeholders and residents along the Ness Walk/ Bught Road route, which is part of the one-way with cycle contraflow TRO. This includes:

- Highland Hospice
- Cheshire House
- University of the Highlands and Islands Offices
- Ballifeary House Care Home
- Royal Northern Infirmary (NHS)
- Church of Jesus Christ Latter Day Saints
- 2 residents households
- Ness Walk Hotel

We received a letter of support from the Highland Hospice for the scheme. We have not received any correspondence from the other key stakeholders, businesses or householders.

6.4 As of 31 January, we have received 18 letters of support and 14 objections. These are provided in Appendix 3 and 4 in full. We have included representations which we have received after 10 January. All representations have been acknowledged and officers have been working to resolve objections.

6.5 The one- way with cycle contraflow has resulted in a change in certain traffic movements within the Ballifeary area. In particular on Ballifeary Road and Lane. Additional data was gathered during a full week in December for Ballifeary Lane, which is the Community Councils biggest concern. This has highlighted that since the one-way on Ness Walk was introduced, there is now an increase of on average 340 vehicles travelling westbound between the riverside and the A82 through Ballifeary Lane and Road within a 24-hour period. The data also recorded 'peak hours' for travel and the highest recorded in a one-hour period was 141 vehicles.

**The National Road Safety organisation, Road Safety GB 'assessment of walked routes to school 2016' guidance classes a low traffic area as one with less than 400 vehicles per hour.** Ballifeary Lane and Road are well below this threshold for safe crossing and walking to school.

6.6 The table in Appendix 2 addresses the main points raised with the objections, and the answers or mitigation options available to address the concerns. The full list of objections and representations can be found in Appendix 3 and 4. Our legal team have advised that some of the comments, regarding concerns over funding are not valid objections as part of the TRO process, but officers have answered these, as they are linked to the longer-term Riverside Way scheme.

In support of the scheme, the following key points have been raised within representations:-

- 8 regularly cycle or have increased the proportion of their trips by bike along Riverside as a result of the one-way with cycle contraflow.
- 7 commented that the route is now better to use as families and in some cases has increased their family cycling
- 10 have commented that it feels safer, either by bike or foot. This includes making the area in front of the hospice an improved space for people.
- 3 have commented that it is easier to cross the road or mentioned pedestrian safety.

- 6 have commented on how the one way with cycle contraflow is positive with regards to the climate emergency or green transport.

6.7 The key points addressed in the objections are below:-

- 10 objections to the increase in traffic on Ballifeary Lane/Road, including rat running.
- 4 objections to large vehicles parking on Ballifeary Lane or not adhering to the 'unsuitable for long vehicles signage' and not following the one-way.
- 3 objections regarding speeding concerns or commenting on the 20mph scheme in place within the area.
- 7 objections regarding road safety concerns, including anecdotal 'near misses' between vehicles at junctions, difficulty crossing the road and narrow pavements being harder to use as a result of one-way.
- 7 comments on the one -way with cycle contraflow itself, including statements asking for this to be reverted to 2- way, or alternative suggestions on design changes. There were also comments regarding trike usage on the route and the lack of links to other active travel infrastructure.
- 1 objection to the changes within the permit parking scheme, which had its own TRO process.
- 3 objections to the scheme regarding value for money for the long-term design.

6.8 In view of the desire to make progress with making permanent the one way with cycle contraflow on Ness Walk and Bught Road. This report is being brought to Committee to seek approval for the making of the Road Traffic Regulation Order.

Designation: Executive Chief Officer Infrastructure, Environment & Economy

Date: 1 February 2022

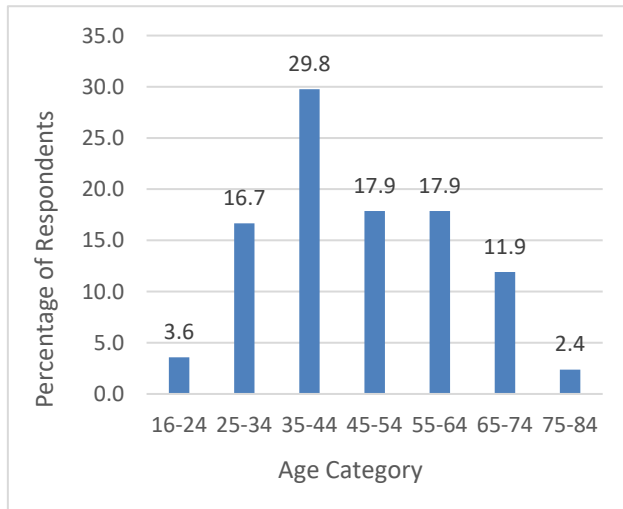
Author: Fiona McInally, Programme Manager  
(Inverness City Active Travel Network)

# Riverside Way – Consultation Response Comparison

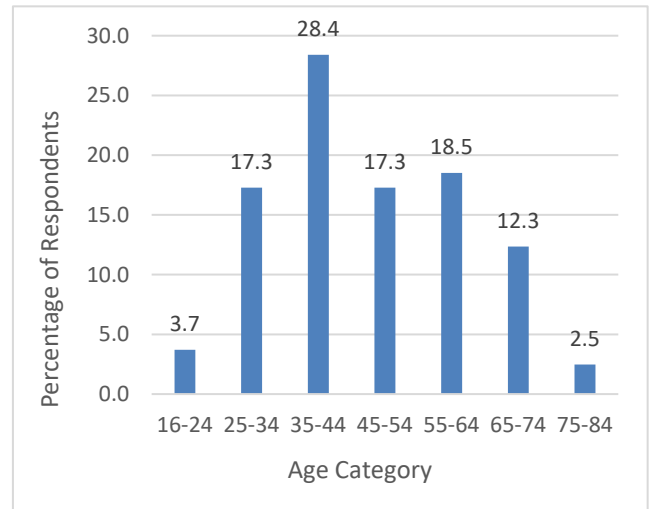
The inclusion of the pending and anonymous responses to the consultation analysis for the Riverside Way Concept Design has resulted in some changes to the overall data included in the report.

## Age

Although no significant changes were observed in the age range of consultation participants there are slight variations as shown in the graphs below. Figure 8 in the Concept Design Report.



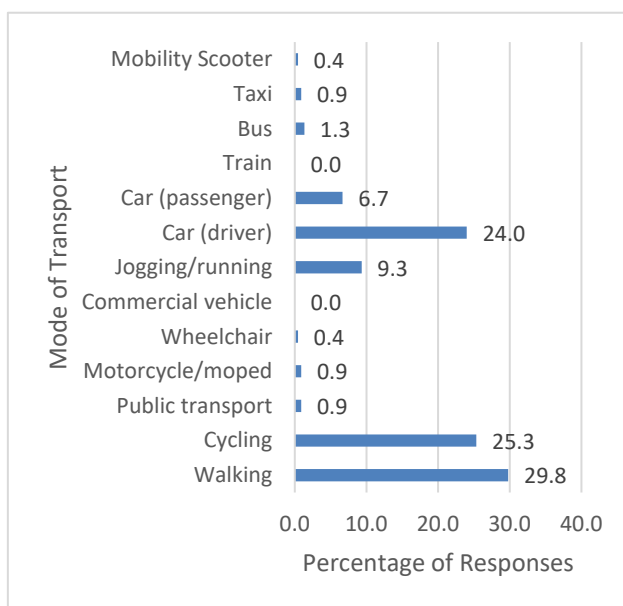
Updated Age Respondent Data



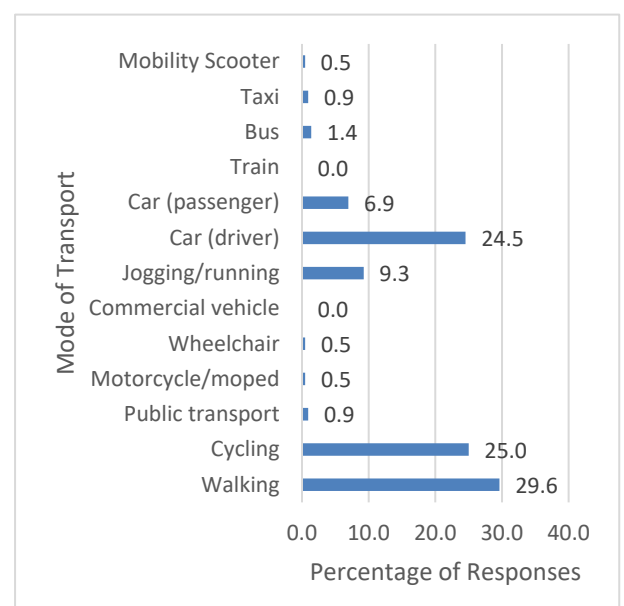
Original Age Respondent Data

## Mode of Transport

The mode of transport along the Riverside showed minimal changes to the overall percentages for each mode with no variation exceeding 0.5%.



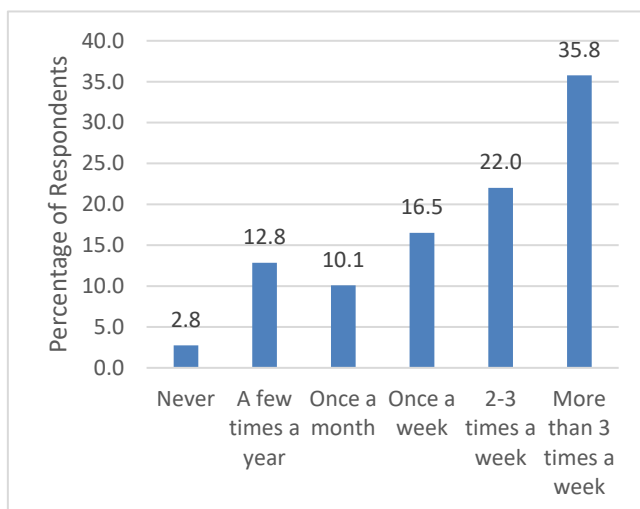
Updated Mode of Transport Data



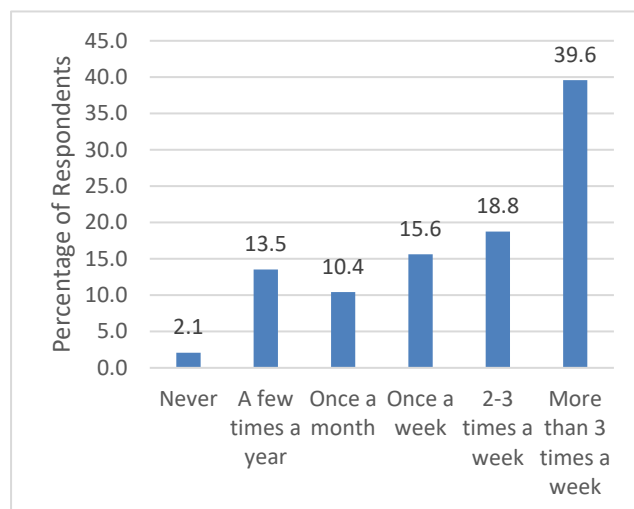
Original Mode of Transport Data

## Frequency of Walking, Wheeling and Cycling

The overall trend for how often people choose to walk, wheel or cycle along the riverside remains the same with some variations to the overall percentages in each category.



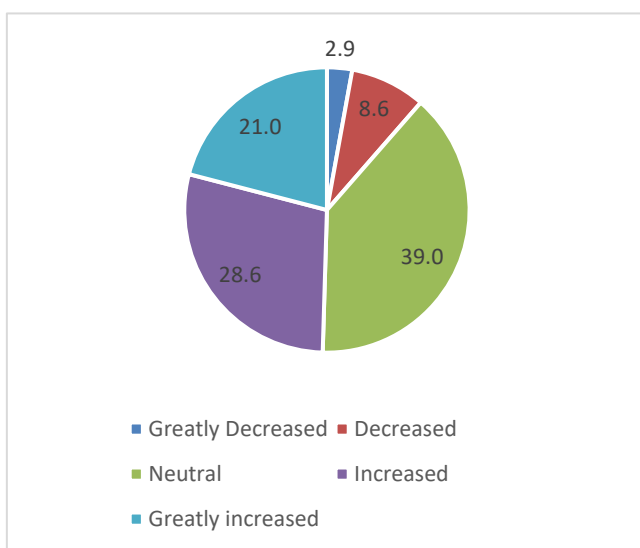
Updated frequency of walking, wheeling and cycling data



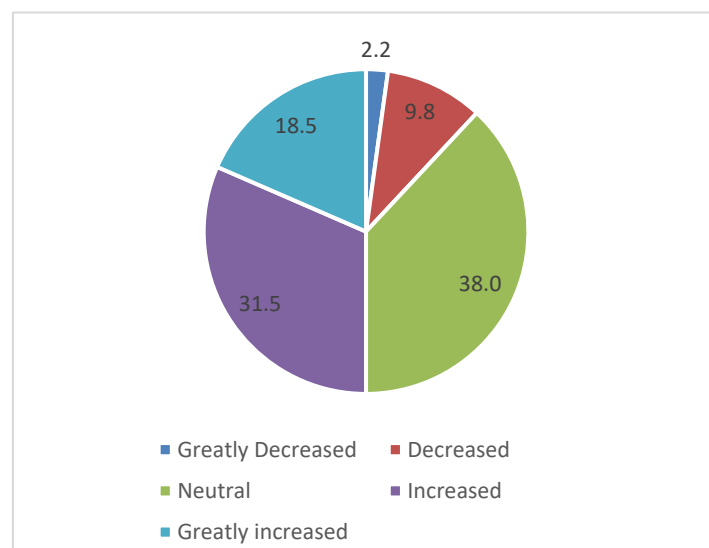
Original frequency of walking, wheeling and cycling data

## Covid-19 Impact on active travel

The additional data has resulted in minor changes to the overall data for how Covid 19 influenced how often people were travelling actively. Although there are changes to individual percentages for each category the overall trend remains.



Updated data on how much Covid-19 influenced travelling actively

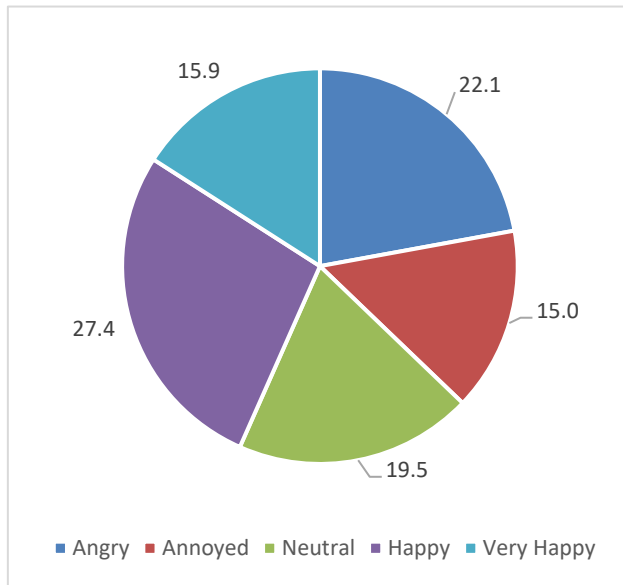


Original data on how much Covid-19 influenced travelling actively

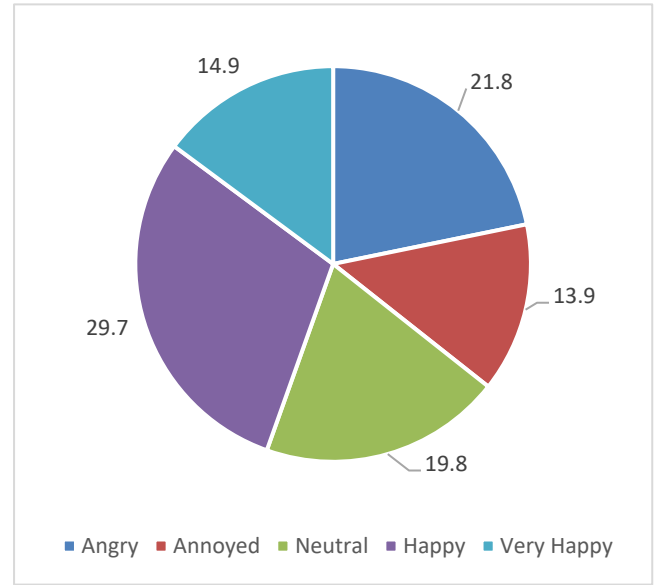


## Spaces for People Views

Minor percentage differences between the two data sets. Greatest change (2%) seen in number of people who were happy by the Spaces for People interventions this has been redistributed to annoyed and very happy.



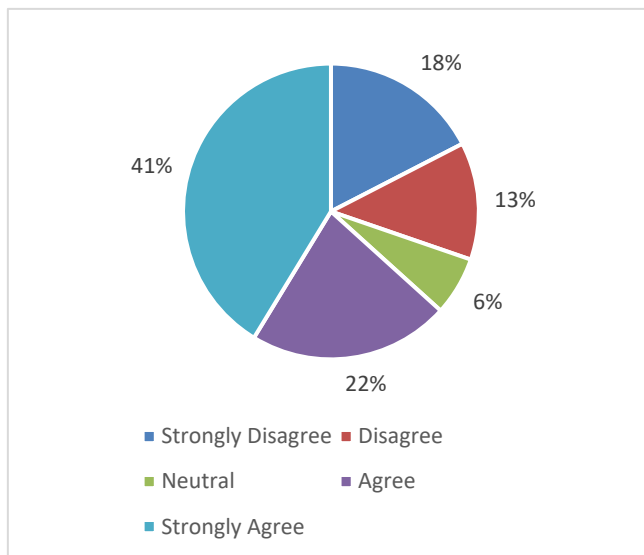
Updated data on spaces for people views



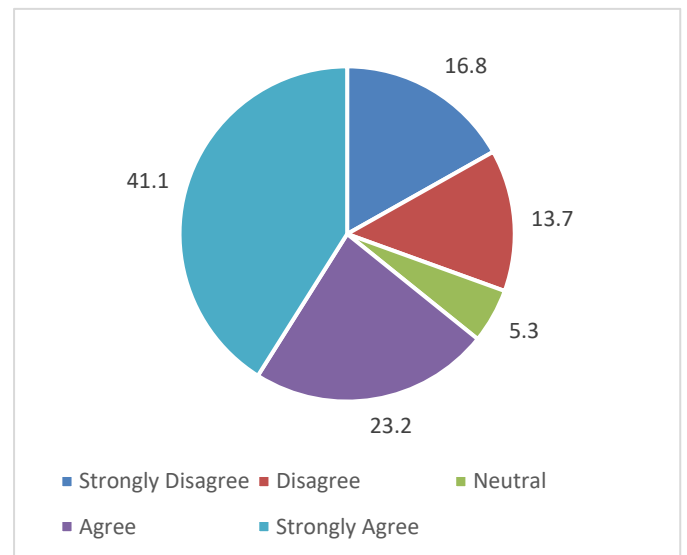
Original data on spaces for people views

## Need for improved active travel facilities

The proportion of respondents who strongly agree with the improvement of active travel facilities has remained the same however there is a slight increase (1.2%) of people who strongly disagree.



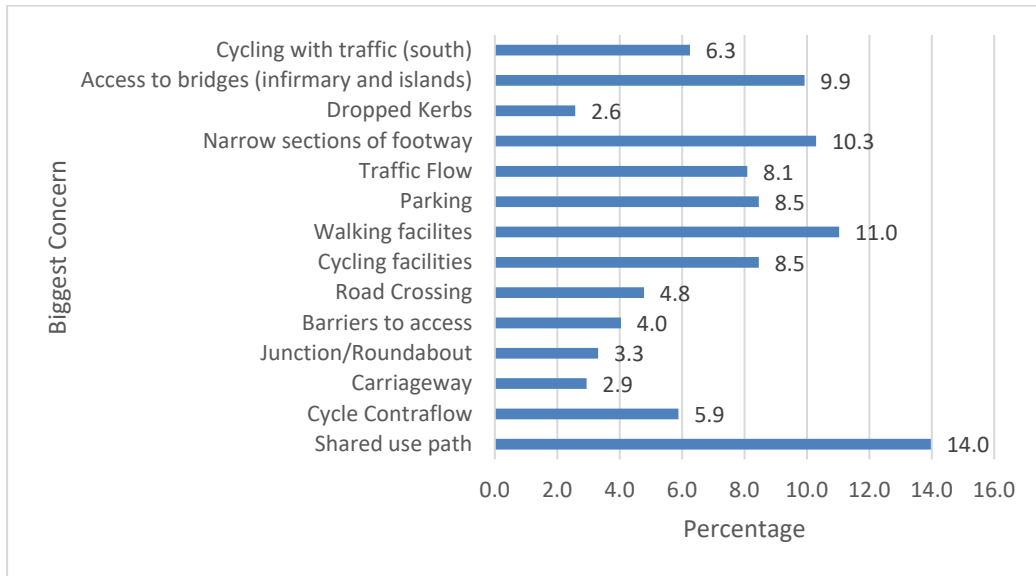
Updated data on the need for improved active travel facilities



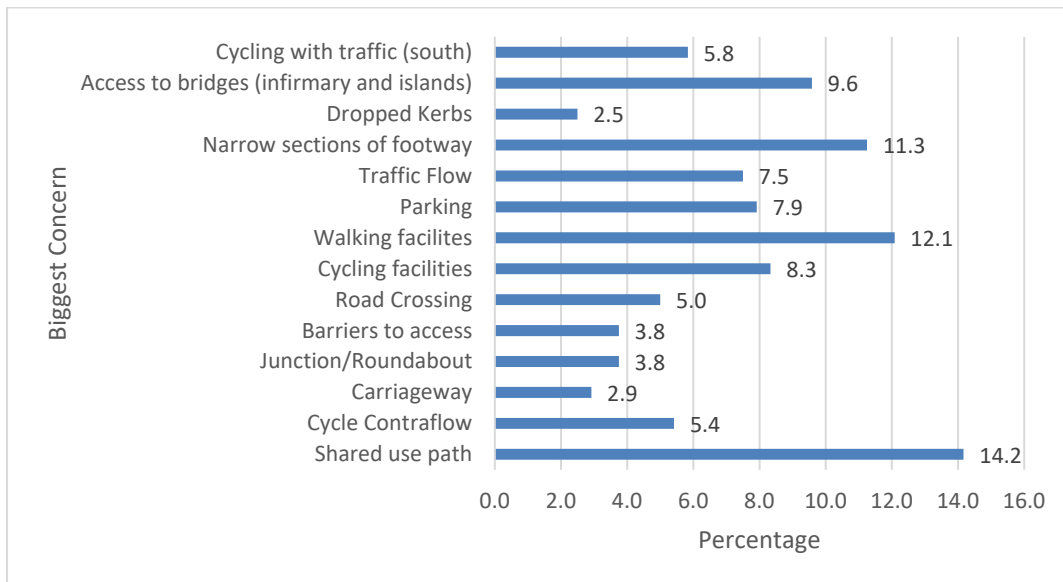
Original data on the need for improved active travel facilities

## Concerns on Riverside Way

There are slight variations in percentages across the categories however the top 3 concerns of Shared Use Path, Walking Facilities and Narrow Sections of Footway remain the same in both data sets.



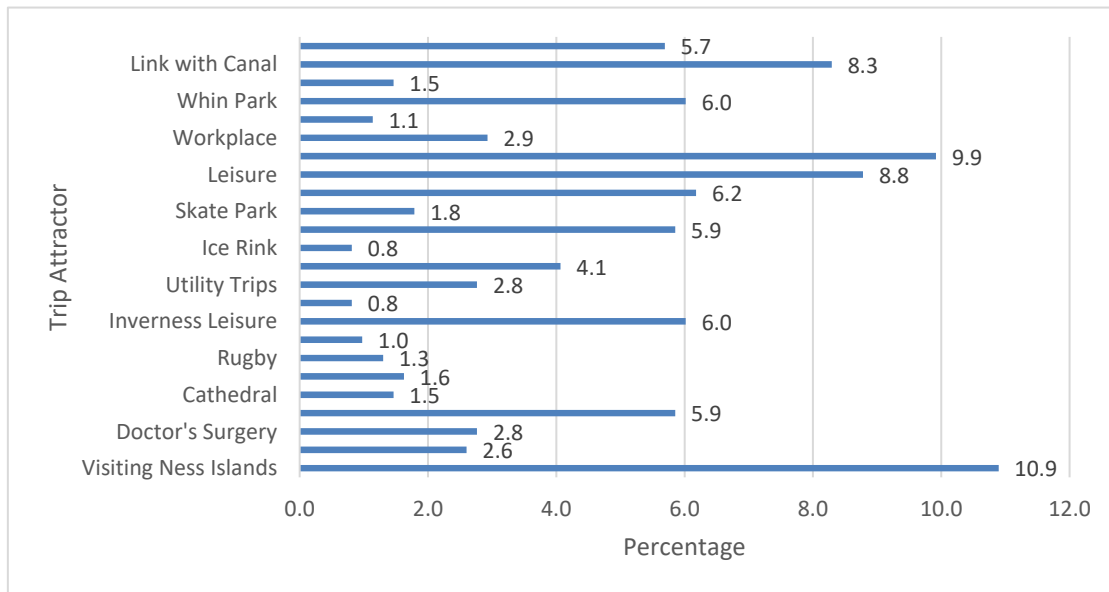
**Updated data on most concerning aspect of Riverside Way**



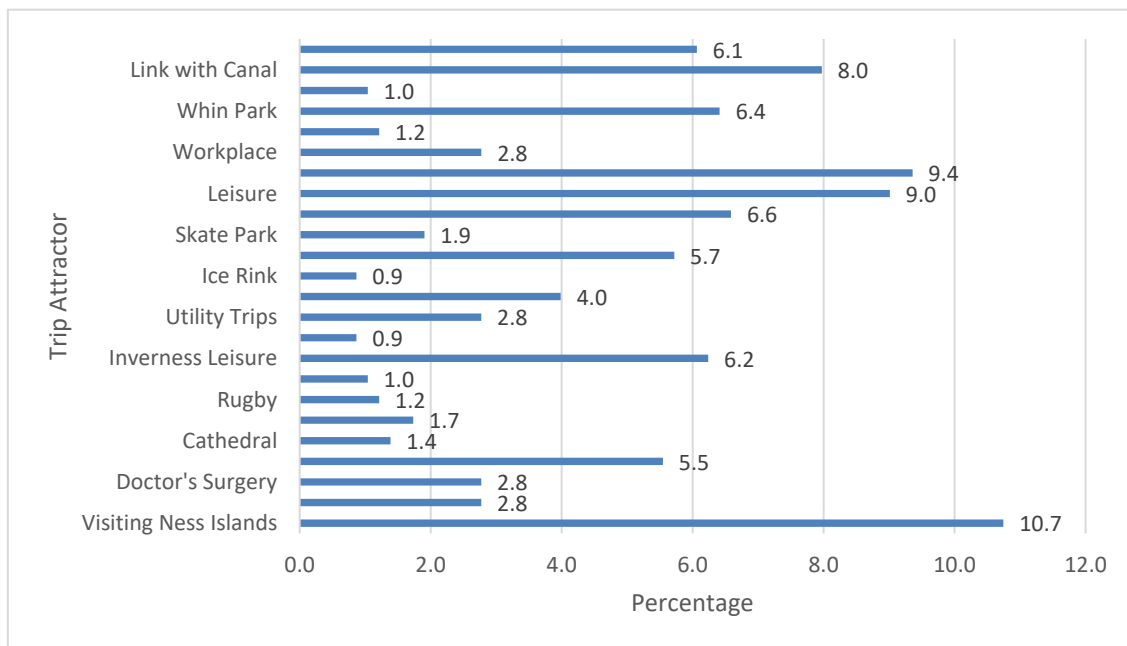
**Original data on most concerning aspect of Riverside Way**

## Trip Attractors

There are slight variations to the overall percentage of people travelling to each trip attractor, however the overall trend remains the same.



### Updated data on trip attractors



### Original data on trip attractors

## Option Consideration

### Section 1: Cathedral to Hospice

Original Data showed Option B: Riverside Segregated Cycle Path to be chosen with 60.4% preferring over Option A: Shared Use Path (39.6%).

There are slight variations in percentage for the two options however consensus remains the same. Option A at 38.8% and Option B at 61.2%.

### Section 2: Hospice to Ballifeary Lane

Original Data showed Option B: Moving footway to the riverside to be chosen with 67.4% preferring over Option A: current layout (32.6%).

There are slight variations in percentage for the two options however consensus remains the same. Option A at 30.7% and Option B at 69.3%.

### Section 3: Ballifeary Lane to Fisherman's Car Park

Original Data showed Option B: Raised Kerb Cycle Contraflow to be chosen with 55.2% preferring over Option A: Current Spaces for People (44.8%).

There are slight variations in percentage for the two options however consensus remains the same. Option A at 43.4% and Option B at 56.6%.

### Section 4: Fisherman's Car Park to Bught Drive

Original Data showed Option C: Bi-directional Cycle Route with parking to be chosen with 52.3% preferring over Option A: Current Spaces for People (19.3%) and Option B (28.4%).

There are slight variations in percentage for the two options however consensus remains the same. Option A at 18%, Option B at 28% and Option C at 54%.

### Section 5: Bught Drive to Archive Centre

Original Data showed Option C: Segregated Cycle lane opposite skatepark to be chosen with 52.3% preferring over Option A: Cycle lane and footpath next to skatepark (22.1%) and Option B: Shared use path next to skatepark (25.6%).

There are slight variations in percentage for the two options however consensus remains the same. Option A at 20.4%, Option B at 25.5% and Option C at 54.1%.

### Section 6: Archive Centre to Whin Park

Original Data showed Option B: Cycle Lane and Footpath to be chosen with 67.4% preferring over Option A: Shared Use Path (32.6%).

There are slight variations in percentage for the two options however consensus remains the same. Option A at 33.7% and Option B at 66.3%.

## Appendix 2: TRO objections and Officer Comments/Mitigation

TRO Objection	Officer Comment
<p>No evidence of need for the scheme.</p>	<p>The 2011 Active Travel Audit for Inverness highlighted the need for several key route to be developed to enable a modal shift in walking and cycling in the city. In 2017, when Highland Council applied for funding to the Community Links PLUS design contest, the design for West Link was already underway, ATN4 which was originally within the Active Travel audit as 'Dochgarroch Locks to City Centre' was then updated to ensure a direct link from the West Link active travel provision and ongoing link to canals, to the city centre.</p> <p>This audit in 2011 was cognisant of the housing expansion at Ness Side and aimed to provide an active route for access into the city centre.</p>
<p>Query if the scheme has resulted in modal shift.</p>	<p>Yes, data has shown that the number of people walking and cycling has increased through the scheme.</p> <p>The one way has also significantly reduced the number of vehicles using the Ness Walk, Bught Road area.</p> <p>Further data can be provided on this.</p>
<p>Change in travel behaviour, routes in Ballifeary Lane/Rd , more traffic through the local community.</p>	<p>Officers acknowledge that there has been an increase in traffic on Ballifeary Road and Lane as a result of the one-way system being put into place. This results in on average 340 vehicles within a 24-hour day using this location. These figures are lower than the GB Road Safety guidance for a low traffic area , with less than 400 vehicles per hour.</p> <p>We are listening to the community regarding these concerns and have met with the Community Council to try to address these issues. In particular the community raised concerns over increases in traffic on Ballifeary Lane. To understand this, we asked our team within the council to carry out a weeklong vehicle count.</p> <p>Ballifeary Lane:</p> <ul style="list-style-type: none"> <li>• Eastbound, 1709 vehicles per week</li> <li>• Westbound, 5754 vehicles per week</li> </ul> <p>This data also provided information on the am and pm peak hour as follows:-</p> <p>Eastbound, AM peak 8am, highest recorded, 45 vehicles PM peak, 2pm, highest recorded, 86 vehicles</p> <p>Westbound: AM peak, 11am, highest recorded, 82 vehicles PM peak, 4pm highest recorded 141 vehicles.</p> <p>Officers within the council have asked our Project Design Unit to look at any engineering solutions for the Ballifeary Lane/Road junction which could reduce road safety concerns.</p>

	<p>We will also carry out behaviour change work with the local stakeholders to encourage vehicles to use the one way.</p> <p>We will continue to monitor the volume of traffic and liaise with Ballifeary Community Council.</p>
Impact on A82 junctions, due to increase in traffic through Ballifeary	The junction capacity of the links with the A82 have not been impacted through the traffic increase as a result of the one-way scheme.
Space for cycling on Ballifeary Lane affected as a result of the one way on Ness Walk.	We have not changed the layout of Ballifeary Lane, so the same amount of space for cyclists should still be within the road width, as previously.
Cycle Lane on Ness Walk is creating risk for pedestrians who wish to step off pavement to enable social distancing.	Current no requirement for social distancing in legislation for public spaces, and risk to pedestrians is greatly reduced by the reduction in volume of vehicles using Ness Walk.
The current cycle route along the riverside is disjointed, and cyclists are not clear as to how they should use it, causing potential hazards for cyclists, pedestrians and drivers.	<p>The current scheme was put in place due to Spaces for People coronavirus social distancing measures. Officers are aware that this scheme is not perfect, and the long-term scheme is currently being designed. The future scheme will look to improve this further.</p> <p>Sustrans and Highland Council officers have approved the layout of the current design to ensure it is not dangerous to those whom are using it. There is clear signage, and appropriate infrastructure to support the scheme in place.</p>
It is not part of any strategic traffic management strategy and indeed may prejudice more widespread encouragement of active travel by precluding other active travel schemes, including in this area	<p>There is an active travel audit for Inverness which highlights the key strategic routes for active travel.</p> <p>Furthermore, there is work ongoing to develop a strategic document, alongside the development of the Inverness Strategy.</p> <p>The scheme in its current form is part of the Inverness City Active Travel Network, which is specifically funded for the key interventions. Other schemes, such as West of The Ness, which affect the same locality, are in an early stage of development, and subject to their own funding. These scheme and others will dovetail into each other, as appropriate funding is found to deliver each aspect.</p>
The consultation process for the introduction of the original Temporary TRO was deeply flawed, with incomplete and poorly organised consultation.	There is no requirement for statutory consultation as part of Temporary TRO process, only a requirement to inform. This scheme was put in through Coronavirus TTRO.
Officials have refused to consider alternative traffic management schemes on the riverside put forward by the Community Council.	Officers have looked at several iterations of schemes. The original 2018 report, which went to the City of Inverness Committee, highlighted the various options identified, which were shortlisted to 3 options, with one preferred choice for the one way with cycle contraflow.

	<p>The ideas suggested by the community of a ‘no through route’ while enabling two-way traffic between the Hospice and RNI hospital was ruled out, as it did not provide safe cycling, or improve walking facilities.</p> <p>Likewise, keeping two-way traffic between Ballifeary Lane and RNI junction would only increase the traffic in both directions on Ballifeary Lane and Road.</p>
<p>We believe that the significant amount of public money , £1.4M, represents reprehensibly poor value for money.</p> <p>Money could be better spent on active travel schemes elsewhere in the city – Suggestions included Infirmary Bridge and Ardross Terrace/Ness Walk between Ness Bridge and Cathedral.</p>	<p>The funding in place is to enable better quality infrastructure for walk and cycling. This money was provided to Highland Council for strategic routes into Inverness, including along the Riverside.</p> <p>This money is for the active travel routes, as part of the Inverness City Active Travel Network only. If we do not use the funding earmarked for Riverside Way in this location, then it would go back to Sustrans and Transport Scotland. It would not be available for other projects within the local area such as West of the Ness, Infirmary Bridge, Huntly Street or Ardross Terrace.</p>
<p>Ensuring representations shared with members.</p>	<p>As part of the TRO process, all of the representations are shared with Members.</p>
<p>Concerns from local using an electric trike for mobility, struggling to use the cycle path, in particular at Infirmary bridge, due to Bollards. This is discrimination against disabled cyclists.</p>	<p>The bollards/street calming in front of Infirmary Bridge have been in locations for a long period of time, prior to the one-way with cycle contraflow.</p> <p>We have taken this concern seriously and are discussing options to ensure the route is safe to use for all.</p>
<p>Concerns with Permit Parking Scheme for Ballifeary Lane and Road not covering full area.</p>	<p>The Permit Parking scheme on Ballifeary Lane and Road was subject to its own TRO process and consultation with the community. This went to the City of Inverness Area Committee and was approved in for Ballifeary Road, north of the junction with Ballifeary Lane. The scheme currently does not extend to the south area of Ballifeary Road or Ballifeary Lane. However, this could be looked at in future, in liaison with the local community.</p>
<p>Cars using Ballifeary Road as a ‘rat run’ and using the local streets to avoid roadworks on A82/Glenurquhart Road.</p>	<p>The Speed Indicator Device (SID)on Ballifeary Lane has previously shown that there is not a speeding problem on Ballifeary Road. Our last data taken from the device showed a mean speed of 20.91mph northbound, and 21.41mph southbound.</p> <p>Unfortunately, the SID power has been lost during the last month, reasons for which are unknown. We have asked our street lighting team to resolve this, but in the interim have asked for speed/volume surveys to be carried out during Ed Jan/Start Feb to check that speeds are being adhered to.</p>



<p>Concern over vehicles parking along Bught Road at pitches, resulting in vehicles crossing over into the cycle lane.</p>	<p>When we carried out public consultation on the design for the long term scheme, the stakeholders highlighted that in this location that parking should be retained for the benefit of Inverness residents, local and further afield to be able to utilise the Bught for sports, and the islands for walking and recreation.</p> <p>The current scheme, for the which the TRO applies, is ensuring the cycle contraflow is in place, while enabling parked cars and vehicles within the local area. Officers can look to re-paint the cycle lane to make this more defined in the short term.</p>
<p>Concerns regarding traffic from Riverside Medical using Ballifeary , rather than following one-way system.</p> <p>People leaving the RNI, UHI, Riverside Medical practice and the Ness walk hotel have no option but to go up Ballifeary lane.</p>	<p>Officers are working with the active travel engagement officer and Sustrans to look at behaviour change messaging that can be shared with staff and visitors to the local key trip generators to encourage walking, wheeling and cycling where possible, and also highlighting the function of the one- way.</p> <p>Furthermore, if the scheme progresses in design, we have agreed with Ballifeary Community Council to look at whether restricted access would be a solution for Ballifeary Lane. However further modelling and understanding of how this would impact local residents, and those in other areas of Ballifeary, and associated key junctions would need to be undertaken.</p>
<p>Not enough 20 mph signs</p>	<p>The 20 mph scheme has been designed in accordance with guidance and best practice with the use of signage, road marking and speed indication device, which is installed on Ballifeary Road. Additional signage was discussed and installed after engaging with Ballifeary Community Council.</p>
<p>The one-way system has created safety issues for pedestrians and drivers on Ballifeary Lane and at the junction of Ballifeary Lane and Ballifeary Road.</p>	<p>The traffic figures are aligned with GB Road Safety guidance for walking safety to school. These state that less than 400 vehicles within an hour is a low traffic area. The numbers in Ballifeary Lane/Road are below this, with a peak hour of 141 vehicles in recent data.</p> <p>However, we have agreed with the Community Council to look at a design for the Ballifeary Lane and Road Junction, utilising our road safety funding. This is looking at options including a build out to improve visibility and the junction, and installation of tactile paving to clearly define the crossing point.</p>
<p>Large volume of people are still working from home, this will only increase when return to work is declared.</p>	<p>Officers are aware that much of the data has been taken through the pandemic.</p> <p>We will continue to monitor the data being recorded. We have installed a permanent full modal counter at the junction of Ness Walk and Ballifeary Lane to understand traffic movements in the local area. The speed/volume counter on Ballifeary Road also provides us with information on how vehicles move.</p>
<p>The state of the road surface is shockingly bad.</p>	<p>This is a road maintenance issue, which in the long-term design we are seeking to improve. We are liaising with our road colleagues regarding this matter.</p>

## Appendix 2: Full TRO Objections

### Objection 1:

Sent: 02 December 2021 17:03  
To: Active Travel  
Subject: Riverside one way system

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear sirs

I am writing to complain about the continuation of the one-way system at the riverside which would continue to make our Lane ( Ballifeary ) one of the busiest in the town. Traffic who visit the Surgery at the bottom will not go round the Bught but come up the lane thereby causing blockage everywhere. Lorries from the Hotel can only come up the Lane one often mounts the pavement to get past parked cars . My car is in a disabled bay so we have wait for long spells to get in or out to allow traffic to pass ( 13 cars once) this happens every day

Not enough 20 mph signs to tell cars to slow down so with many children there is an accident waiting to happen We have lived on the Lane for 52years and for the first time we may have to move away as it is far too busy for us With Lower Ballifeary road to become permit parking we can expect cars to use the Lane instead which would make things ten times worse. Please help get the Lane back to the way it was and give my wife and myself peace of mind. I have emailed the Council and Local Councillors many times with no reply or visit ( as used to happen) so please do not ignore this Email

Regards

### Objection 2:

**From:**  
**Sent:** 07 December 2021 14:23  
**To:** 'Fiona McInally'; Active Travel  
**Cc:**  
**Subject:** Ness Walk TRO - objection from Ballifeary Community Council

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Fiona

Thank you for inviting Ballifeary Community Council, as a statutory consultee, to comment on the proposed extension of the temporary TRO on Ness Walk and along the riverside to the Bught.

Having consulted with our community councillors, the Community Council wishes to object in the strongest possible terms to the proposed extension.

The statement of reasons given for the temporary extension is:

*“To improve the active travel connections and road safety for vulnerable road users travelling in and out of the Ness Walk and Bught Road area of Inverness. This provides a dedicated northbound link for pedal cycles, enabling linkages to onward City Centre and West Link active travel infrastructure. This scheme will encourage active travel usage within the local area, for utility and recreational use, reducing traffic volumes, and promote walking and cycling in this area of the city.”*

Our objections are based on the statement of reasons and are as follows:-

1 The Highland Council has failed to provide any evidence that the scheme is necessary. The roads in question were safe to cycle and walk along before the introduction of the scheme, with no reported accidents to cyclists or pedestrians. There is no evidence that the scheme has promoted walking and cycling in this area of the city which would not be occurring otherwise.

2 The Highland Council has provided no proof that the current TRO has increased active travel for short everyday journeys, or to show that that active travel for short everyday journeys will increase if it is extended. No evidence has been provided to show that the TRO has achieved any modal shift from vehicles to walking, wheeling or cycling.

3 The scheme has increased the volume of vehicles in adjacent residential streets due to traffic displacement and increased the amount of traffic using key junctions on to Glenurquhart Road, as well as generating significant additional traffic on Ballifeary Lane. As you know, Ballifeary Lane is not appropriate for additional traffic due to its narrowness, obstructed lines of sight at its junctions, and extremely narrow pavements and absence of pavement on the side of the Lane between the doctors' surgery and the riverside. The increased traffic in Ballifeary Lane and Ballifeary Road has undermined active travel in these streets by making it more difficult, dangerous and unpleasant.

On the riverside stretch of Ballifeary Lane, it is now often impossible to cycle on the road due to increased traffic and resulting lack of space. In addition, increases in traffic, including “platooning”, have led to more queuing traffic at junctions within Ballifeary, with a resulting increase in vehicle emissions from idling engines, and poor air quality from vehicle emissions is known to be detrimental to public health.

4 The provision of only a north-bound cycle lane along the riverside means that south-bound cyclists still have to cycle in traffic. A scheme which only provides a cycle lane in one direction is short-changing cyclists while at the same time failing to justify the significant negative effects it is causing for the local community.

5 The creation of the cycle lane has created new hazards for pedestrians who want to step off the pavement /walk on the road for social distancing reasons, and also has also created hazards for cyclists at the various drives/exits from properties which front on to the cycle way.

6 The current cycle route along the riverside is disjointed, and cyclists are not clear as to how they should use it, causing potential hazards for cyclists, pedestrians and drivers.

7 The riverside one-way link does not connect well with other active travel links and does not represent the best route for active travel to and from the city for short everyday journeys. It is not part of any strategic traffic management strategy and indeed may prejudice more widespread encouragement of active travel by precluding other active travel schemes, including in this area, which could otherwise have more impact in terms of promoting active travel and modal shift.

8 The consultation process for the introduction of the original Temporary TRO was deeply flawed, with incomplete and poorly organised consultation. Feedback from consultees was not reported fully to the members of the Highland Council's City of Inverness and Area Committee who took decisions based on skewed and incomplete information.

9 Officials have refused to consider alternative traffic management schemes on the riverside put forward by the Community Council.

10 Ballifeary Community Council, which has a statutory duty to represent the views of local residents to the Highland Council, has held various meetings over the past two years to discuss the scheme and its impacts. There is overwhelming local opposition to the scheme on the grounds that it is unnecessary and has created new traffic problems in the surrounding residential area, and the Community Council has repeatedly represented these views to the Council. Unfortunately, the Highland Council has failed to make any formal response to these concerns and has also failed to report them to elected members being asked to make decisions on the scheme.

We believe that the significant amount of public money (currently quoted at £1.4million but previously reported at £1.6million) represents reprehensibly poor value for money. This is a scheme which causes more problems than it solves, provides a poor active travel solution along the riverside, has no proof of achieving modal shift, and could be better spent on active travel schemes elsewhere in the city - including, perhaps, in our local area the dangerous stretch of Ness Walk between the Cathedral and the Ness Bridge (which is already an important active travel route but which is not included in the Riverside Way scheme for reasons which have never been explained to us) or Glenurquhart Road, which is the direct route into the city centre from the west and likely to be much more encouraging of modal shift if made safer for active travel.

Finally, we are assuming that objections to the proposed extension to the TRO will be reported to elected members in due course. Given our past experience of our views not being shared with members in committee reports or at committee meetings, we would like this email to be made available to members as part of the committee report, so that the full reasons for our objections as a statutory consultee are available to them.

Best wishes

**Objection 3:**

**From:**

**Sent:** 18 December 2021 15:28

**To:** Active Travel

**Subject:** Objection

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

THE HIGHLAND COUNCIL (NESS WALK, BUGHT ROAD, INVERNESS) (ONE WAY TRAFFIC AND CYCLE CONTRAFLOW) ORDER 2022 NOTICE IS HEREBY GIVEN that The Highland Council proposes to make an Order in terms of sections 1(1), 2(1) and 2(2) of the Road Traffic Regulation Act 1984 as amended, entitled as above.

Hi Fiona,

I want to object to the above order for 2 reasons:-

1: I am a disabled cyclist and ride an electric trike. I have tried to use the cycle path towards town, joining it from Ballifeary Lane, and wanting to cross the Infirmary Bridge. I had hardly started when I suddenly found that the bollards were so close to the pavement that there was no room for my trike to pass. I had to move out onto the road into oncoming traffic to pass. I love using my trike but found this cycle way was useless and very unsafe for me! This is discrimination against disabled cyclists.

2. I am a very keen gardener and spend a lot of time in my front garden and am very aware of the amount of extra traffic using the street. Last summer I was actually called over to a car by the female driver and asked why we had not complained about the one-way system. She was furious that she had had to drive so far to get to her destination. She could not believe that the council wouldn't listen to us. I live in Ballifeary Road & have recently been told through the Community Council that the Permit Parking Scheme that we have all been waiting for is now not taking place in this part of the street. I am furious about this and have expressed my concerns through the Community Council. We already have horrendous parking in this part of the street, and this is only going to get worse. I am aware of several cars that are parked here from 9 – 5pm and see the owners walking towards town.

Cars are speeding down from Glenurquhart Road, made worse by the roadworks on Glenurquhart Road, and cars trying to use this as a rat run soon finding it does not save time as it is like dodgems trying to squeeze through to avoid parked cars on both sides of the road.

Yours

**Objection 4:**

**From:**

**Sent:** 05 January 2022 10:43

**To:** Active Travel

**Subject:** FW: objection to one way system from Highland Hospice to bottom of Ballifeary Lane

**Attachments:** OBJECTION TO THE ROAD FROM HIGHLAND HOSPICE TO THE BOTTOM OF BALLIFEARY LANE BEING MADE ONE WAY SOUTH.docx; Traffic on Ballifeary Lane.docx; Vehicles Driving down and up Ballifeary Lane.xlsx

**From:**

**Sent:** 23 December 2021 09:55

**To:** Fiona McInally (Corporate Finance)

**Cc:**

**Subject:** objection to one way system from Highland Hospice to bottom of Ballifeary Lane

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello Fiona,

I am attaching my objection to the proposed one-way system along with my vehicle survey and letter of concern about Traffic on Ballifeary Lane. I would be grateful if you could acknowledge receipt of these and I look forward to your comments. If you need an actual signed paper copy, please let me know where I should post it to.

Best Wishes,

Attached document below:

**OBJECTION TO THE ROAD FROM HIGHLAND HOSPICE TO THE BOTTOM OF BALLIFEARY LANE BEING MADE ONE WAY SOUTH**

Dear Ms McInally,

I object to the road from Highland Hospice to the bottom of Ballifeary Lane being made one way south for the reasons outlined in the email I sent to Shane Manning on 3.11.2021 which he replied to on 18.11.2021 and which was made CASE 380691129 ON 3.12.2021. I have had no further replies from anyone including councillor Colin Aitken who has not even acknowledged the email I sent to him on 3.11.2021 and again on 17.11.2021 and on 9.12.2021.

I am sending you a copy of the traffic survey I carried out over a period in October and my letter of concern-Traffic on Ballifeary Lane.

My main objection is that since the road between the Hospice and the bottom of Ballifeary Lane was made one way on a temporary basis, there has been a huge increase in traffic driving up the lane ON THE WRONG SIDE OF THE ROAD, many EXCEEDING THE SPEED LIMIT OF 20mph and causing danger to the vehicles driving down the lane on the correct side of the road. As explained in my original email, not all householders have driveways in which to park their cars, so the south side of Ballifeary Lane and all the way along Springfield have vehicles parked next to their houses and flats. Because it is not possible to drive into town north along the river, all these properties now have to either go up Ballifeary Lane or on to the south end of Ballifeary Road which is also narrow and unsuitable for large volumes of traffic. Most of the traffic, I guess, is coming from the UHI, the old Infirmary, the hotel and the Medical Practice but I suspect there is also traffic trying to avoid the traffic lights on Kenneth Street and taking a quicker route to Glenurquhart Road via along the river, up Ballifeary Lane, left or right on to Ballifeary Road and on to Glenurquhart Road. The lane is not suitable for large volumes of traffic and is being worn down on the north side. There are 3 driveways on the north side and 4 on the south side. Coming out on to the lane can be difficult at times of heavy traffic.

Lorries are ignoring the sign at the bottom of the lane which says UNSUITABLE FOR LONG VEHICLES and are parking on the pavement on double yellow lines beside the hotel at the trade entrance which has a bar across so makes it impossible for them to enter or turn to go back down the lane and drive south along the river. It means they are also driving up Ballifeary Lane on the wrong side of the road, sometimes on the pavement where the road narrows. Also, on one occasion I could not turn down Ballifeary Lane from Ballifeary Road because of a delivery lorry

coming up on the wrong side of the lane because of a car parked quite legally on the other side. The lorry was too long to move over on to the correct side of the road and took several attempts to turn on to Ballifeary Road.

It seems that the council have not thought through the consequences of making the road from Highland Hospice to the bottom of Ballifeary Lane one way south, especially for the residents in the area. I am all for cycling but if I was coming from town cycling south, I would rather cycle through the Islands which is a much more pleasant and safer route. For residents with vehicles and for those leaving the hotel, Medical Practice UHI and Old Infirmary, it would be much safer if the road between Highland Hospice and the bottom of Ballifeary Lane either REMAINED TWO WAY or was made one way NORTH with the middle section of Ballifeary Lane being made one way towards the river, the same as the top part of the Lane. The two junctions with Ballifeary Road and Springfield would then be much safer and vehicles would be driving on the correct side of the road.

I urge the council to look at the traffic flow in this area not just along the river and come to a sensible decision regarding one-way systems.

### **Objection 5:**

Dear sir/madam,

I am writing to object to Highland Council's proposal to make the current temporary one-way system along the riverside permanent.

The scheme is attempting to solve a problem which does not exist. Ness Walk and Bught Road are both long, straight sections of road with good visibility. Pedestrians, cyclists and drivers have always managed to safely navigate in both directions in the past without incident and can continue to do so.

The scheme does not offer good value for money. All that is required are some 20mph signs and a zebra crossing in front of the Infirmary Bridge to ensure the riverside can be safely used by all. The cost of c£1.5 million which it will cost to implement the scheme fully is simply not justifiable, particularly as the scheme is not achieving its objective of promoting active travel. As someone who walks along the riverside most days, I have observed very few additional cyclists but many, many more cars since the scheme was introduced as it now offers drivers a speedier route out of town than the A82.

Furthermore, the one-way system has actually created safety issues for pedestrians and drivers on Ballifeary Lane and at the junction of Ballifeary Lane and Ballifeary Road. I have personally observed several near misses between cars at the junction of Ballifeary Lane and Ballifeary Road due to the increased volume of traffic using this narrow junction. Also, the one-way system has forced the large delivery trucks and recycling lorries which service the Ness Walk Hotel on a daily basis to use Ballifeary Lane and Ballifeary Road instead of the much wider Bught Road. These large trucks often have to mount the kerb to get past cars parked on Ballifeary Lane which is potentially very dangerous. I recently witnessed one of these delivery trucks reverse all the way back down Ballifeary Road to the junction when the driver presumably discovered that he could not get past cars parked at the narrow south end of Ballifeary Road. These safety issues should not be overlooked, especially given the number of school children who walk along Ballifeary Road to swimming lessons at the Leisure Centre.

Highland Council has trialled this one-way system for an adequate period of time. The trial has not significantly increased active travel. Instead, it has increased safety issues and created a rat-run in the surrounding streets. Now is the time to reflect and make the decision to revert to a two-way system along the riverside.

Regards,

**Objection 6:**

**From:**

**Sent:** 08 January 2022 13:17

**To:** Active Travel

**Subject:** Objection to one way system ness walk and Bught road.

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom this may concern,

I am writing to object to the temporary one-way system becoming permanent.

I live on Ballifeary lane and ever since this the temporary system was put in place travel and safety in the area has been jeopardized. There has been a large increase in traffic on my road. I find it difficult to travel both as a driver and cyclist. It is entirely unsafe. People leaving the RNI, UHI, Riverside Medical practice and the Ness walk hotel have no option but to go up Ballifeary lane. It's made the road more difficult to cross and there have been an increase traffic. Seeing as a large volume of people are still working from home, this will only increase when return to work is declared. The state of the road surface is also shockingly bad.

Two-way traffic for all should be reinstated.

I myself work in Raigmore hospital and I have to go an extra mile on my car journey so as I can get to work and avoid an almost impossible right-hand turn onto Glenurquhart Road. I am saddened that the council is ignoring the local people who live and work in the immediate area affected. Perhaps the money could be better spent fixing the infirmary bridge.

Thanks

**Objection 7:**

**From:**

**Sent:** 08 January 2022 16:30

**To:** Active Travel

**Subject:** Riverside one-way

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

I am writing to object in the strongest terms to the one-way system being made permanent.

It is not encouraging active travel but causing real safety problems in the surrounding streets, particularly Ballifeary Road and Lane. There's been a no of near misses at the junction of Ballifeary road and Lane involving large lorries coming from the hotel and hospital using the Lane is a shortcuts. Ballifeary Lane is already a busy narrow road due to the Doctors surgery and Pharmacy.



The whole scheme has been v badly thought out and a disgrace that public money has been wasted in such a way.

**Objection 8:**

From:

Sent: 08 January 2022 16:52

To: Active Travel

Subject: Riverside one-way system

To whom it may concern,

I would like to object to the one-way system along the riverside as it does not serve the residents in the Ballifeary area.

It is an unnecessary expense that no-one here wants, there was nothing wrong with the two-way system that was originally in place.

I have witnessed cars going the wrong way on this road, which is an accident waiting to happen,

especially at the junction with the riverside and Ballifeary lane, traffic is turning left at this junction and

entering the infirmary hospital after leaving the chemist.

I have also seen an increase in traffic on Ballifeary road where I live.

So, I am

Therefore, against the permanent one-way system along the riverside.

**Objection 9:**

**From:**

**Sent:** 09 January 2022 11:54

**To:** Active Travel

**Subject:** Riverside one way proposal

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

to whom it may concern

Yet another Highland Council discrimination against the taxpayer of East Inverness, millions of our money spent on Inverness's newest attraction, The Graffiti Place, planked on the formerly beautiful west bank of the Ness. Fair enough you say we can use the Inshes Holdup, sorry Roundabout, Distributor Road and West how many roundabouts can we fit Link. Then we get funnelled down the narrow and congested Ballifeary Lane and Road, squeezing past service vehicles and parked cars whilst wating for the children playing outside their homes.

Hurrah, we've safely made to the signed One Way Right Turn along the riverside just in time for the 15 or so lyric clad herd to zoom past in the middle of the road from the right against the flow of traffic as signed, to the shouts of "we're racers". May their deaths be on your heads if as a council you do not start to rain in this behaviour.

Anyway back to the point, after a minute looking at the bland concrete monstrosity, find on where to recharge our electric vehicle we decide we must have missed the real attraction and decide to go into the town instead, you've guessed it back round all the narrow roads, multiple junctions and roundabouts, waiting at red traffic lights with no traffic approaching in any direction. Having braved the hazards of the cyclists weaving in and out of the poles causing congestion along Academy Street, crawled round the loop to find no where to park we headed back to the safety and convenience of the retail park east of town. Our accompanying visitors from the south expressed their dismay at the sad state of Inverness has become.

regards

ps you could always spend some money building a Graffiti Place for the East in the middle of Culloden Battlefield – sorry, what's that – oh, you've already suggested that!

### **Objection 10:**

From:  
Sent: 09 January 2022 13:03  
To: Active Travel  
Subject: Ballifeary one way system

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom this may concern,  
I am writing to object to the temporary one way system becoming permanent. I visit regularly to ballifeary lane and ever since this the temporary system was put in place travel and safety in the area has been jeopardized. I find it difficult to travel both as a driver and cyclist. It is entirely unsafe. People leaving the RNI, UHI, Riverside Medical practice and the Ness walk hotel have no option but to go up ballifeary lane. It has made the road more difficult to cross. As you have moved the direction of traffic through a single lane because of residents parking. Seeing as a large volume of people are still working from home, making changes at this time isn't a true reflection of the impact they will cause.  
The state of the road surface is also shockingly bad.  
Two way traffic for all should be reinstated.  
I am saddened that the council is ignoring the local people who live and work in the immediate area affected. Perhaps the money could be better spent fixing the infirmity bridge.  
Thanks

### **Objection 11:**

From:  
Sent: 09 January 2022 16:33  
To: Active Travel  
Subject: Objection to Riverside one-way system, Inverness

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

I wish to lodge my objection to the above. I am a Ballifeary resident and have noticed a dramatic increase in vehicle traffic up Ballifeary Lane from the river. Nobody is taking the route around the Bught to come out past the Aquadome and join Glenurquhart Road. Ballifeary has just become a rat-run and the junction with Springfield Gardens is an accident waiting to happen which I know has been raised by the community council on numerous occasions. Your own traffic survey has found an increase of 300 cars per day coming through Ballifeary (and that was in lockdown when people were working from home so that will only increase) and why should the area and residents be subjected to this traffic increase to facilitate a project I would say the majority of people in the affected areas don't want. Also I don't think that the active travel area is working as imagined by its supporters anyway. We don't have the public transport coverage in this area to encourage people out of their cars and all the promotion of active travel area has done us to embolden the cyclists and pedestrians who go along by the river to pay very little attention to other road users (walking and cycling where they wish). This in turn has created hazards for all users of the one way system that weren't there before.

**Objection 12:**

From:

Sent: 09 January 2022 17:12

To: Active Travel

Subject: Objection to one way system, riverside, Inverness

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good evening

I wish to lodge an objection to the one way system becoming permanent on Ness Walk, etc, due to the following reasons:-

1. Ballifeary Lane is far too narrow for two way traffic at low levels let alone at the new high volumes. Since the introduction of one way along the riverside we have had countless near misses at the Junction with the Doctor's Surgery, which is restricted view, I walk along here 4 times a day and I am telling you

now this is dangerous, made even more so by the new hotel still continuing to not allow their many lorry deliveries into their premises to load and unload and instead parking on the pavement, this further restricts the road and view when leaving the GP surgery and makes those with prams or wheelchairs have no option but to walk on the narrow, now incredibly busy, Ballifeary Lane road. You could negate the danger by making the junction at the foot of Ballifeary Lane, on the riverside by the hotel, no right turn. This would immediately improve safety. The Lane could cope with single Lane traffic and this would keep access to the GP surgery safe for all.

2. The junction of Ballifeary Lane and Springfield Gardens is also very dangerous as drivers shoot out

without looking, it is also too narrow for two way traffic to pass safely.

3. The junction with Ballifeary Road is also dangerous and always blocked view due to cars parked blocking view.

4. We have lived here over 20 years and the many attractions at the Bught have increased to ridiculous levels. The Marathon means no parking for residents as they come the day before and leave their cars.

The Games and Winter Programme is the same. Stopping parking at the Bught will exacerbate this. They won't walk, they will block our roads.

5. Bonfire night is hell on earth. They drive around our area like something out of wacky races, blocking driveways, parking on pavements and generally being a dangerous nuisance to residents. The Council do nothing to help make this bearable for residents. I take my dog out for two hours in my car to avoid him having a heart attack in fear from the noise of the fireworks and then spend a further hour trying to get home. They block all the roads around Ballifeary, roads they should not be on, this goes on for hours, maybe the Council would like to come and see for themselves and judge if they would accept it on their streets, the Council should make these roads for residents only when they have events as they used to many years ago. No parking at the Bught on Bonfire Night shows what will happen constantly in our area if this goes ahead.

I walk every day, 4 times a day and have never had problems, not until this system came in, now it is downright dangerous to walk along Ballifeary Lane with all the issues I have just mentioned above. All can be resolved in one sweep by making the Lane no right turn. I suggest this should be a priority before a fatality is caused by the traffic volume on a narrow, walled lane, designed for handfuls of cars, not the new two way racetrack.

I would like confirmation of receipt of this objection and kept abreast of decisions made please.

Thank you.

Regards

### **Objection 13:**

**From:**

**Sent:** 09 January 2022 20:55

**To:** Active Travel

**Subject:** The Highland Council (Ness Walk, Bught Road, Inverness) (One-Way Traffic and Cycle Contraflow) Order 2022

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

I object to this proposal. I am aware that the limit to the existing temporary traffic order was 26 December 2021 and that it has been extended to 26 June 2022 which is the maximum that a temporary order can be in place. The existing temporary order should be replaced by a new temporary order which has the one-way traffic in the opposite direction and a two-way cycle track on the east side of the road and separated from the traffic. To make sure that the temporary cycle track is safe to use bollards are needed to make sure that motorists do not use it.

I think a permanent traffic order for the section of road under consideration should be as part of a package to give a pedestrian route from Ness Bridge to Whin Park. The route would be alongside the river and cyclists would not be allowed to use it but could cross it at both suspension bridges to gain access from the bridges to the cycle track. The permanent two-way cycle track would be on the east side of the road and have a kerb to separate it from traffic except at the Fisherman's car park where vehicles would be allowed to cross.

I agree that one-way traffic is desirable to make sure that there is sufficient space for the cycle track but am not sure which way the traffic should move is best one because each has advantages:

Existing traffic southbound

- Cyclists heading northwards are facing oncoming traffic
- Buildings and walls are on the right hand side of vehicles which might be easier for right hand drive vehicle to avoid
- Tourist buses coming from Ness Bridge can go alongside the river to Whin Park and can pick up passengers in Bishops Road

Proposed northbound traffic

- Reduced traffic on Ardross Terrace/Ness Walk
- More traffic using traffic lights at Tomnahurich Street/Kenneth Street
- Bishops Road at junction with Ness Walk narrower because lane for turning traffic not needed makes it easier for pedestrians to cross
- Any parking on Bught Road is on left hand side of moving traffic

I am not sure which direction traffic should travel but am in no doubt that a cycle track is the correct facility.

Contraflow cycling on a one-way street can be confusing for both motorists and cyclists it can be:

1. Legal but there are no signs or markings on the road to indicate this [Little Kenneth Street]
2. Legal and indicated by signs but no marking on the road [Huntly Street]
3. Legal, indicated by signs and dashed white lines on the road
4. Legal, indicated by signs and solid white lines on the road

Many motorists do not understand contraflow cycling and some challenge cyclists riding legally. Many cyclists are unhappy contraflow cycling because they do not feel safe and can be intimidated when challenged by motorists. Contraflow cycling should be a last resort – pedestrians are first priority, cyclists are second and private vehicles are last.

#### **Objection 14:**

**From:**

**Sent:**

10 January 2022 10:06

**To:**

Active Travel

**Subject:**

Riverside one way system- Ness Walk/Bught

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sirs,

I understand that there is an opportunity to object to the planned permanence of the one-way system at a cost of £1.5m. I am retired and live at 34 Ballifeary Road, four doors along from the junction with Ballifeary Lane and a frequent walker/cyclist on the Lane and Ness Walk.

I object to the proposal on the following grounds:

1. It is not obvious to me that the trial period has provided any benefit in terms of the definition of “active travel.” The vast majority of cyclists heading both ways on Ness Walk are clearly doing so for leisure. For my own part, the trial system has not made one jot of difference to how I use the roads, apart from the appalling state of the road surface on Ness Walk.
2. In furtherance of the same point, Ballifeary Road is still used as a “rat run” morning and evening, many of the motorists completely ignoring the 20mph regulations. I’m not sure that the active travel plan has worked in that regard either.
3. Turning to the impact of the one-way system on Ballifeary Road and Lane, the volume of traffic has significantly increased during week days at that junction. Most noticeable are the NHS vehicles, many of which park overnight at the Northern Infirmary and which seem to be constantly on the go, running both ways on Ballifeary Road. It is probably only a matter of time before there is a serious accident at or around the Road/Lane junction.
4. There a number of wheelchair users who live close to the junction and frequently others from the area (Northern Infirmary, Cheshire etc) walk on the Lane/Road for whom sympathetic consideration needs to be given in terms of traffic volumes.
5. There is a greater volume of HGV’s using the Lane/Road. Only a few days ago, one of them was stuck outside our house. The driver told me he was

doing a delivery to the Premier Inn at Tornagrain. Why was he not using the main A82? HGV limit signs would help and would NOT cost that much.

6. When there are so many needs in our community, for example, additional support teachers in schools, why do you want to spend so much money, when retarring Ness Walk would be sufficient? I know, it's a different budget. Well, change the budget allocations or fill in some more potholes.

Thank you for taking the time to consider the above. I would appreciate an acknowledgment of this email.

### Appendix 3: Representations of support

**Support 1:****From:****Sent:** 07 December 2021 14:21**To:** Active Travel**Subject:** Ness Walk, Bught Road, Inverness

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Fiona

Further to your letter to 'The Manager', Highland Hospice, Inverness. Your ref: ICATN/Riverside / TRO.

Thank you for contacting us regarding the Traffic Regulation Order for a one way traffic and cycle contraflow at Ness Walk. Please note general support for this proposal.

With kind regards

**Support 2:****From:****Sent:** 10 December 2021 14:47**To:** Active Travel**Subject:** Extension of one way traffic on riverside

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Quick note to say it's brilliant to see the one way options with contra flow for cyclists being (hopefully) extended.

I regularly cycle along here coming into town from the canal, or when I'm using the leisure center. The one way option, with contra flow, provides a low traffic option to get back into town, with a beautiful view.

Possibly out of scope for this, but it's really clear that cars don't realise bikes have contra flow at the junction by Ness Bridge, if this could be addressed to make us all safer that would be great.

**Support 3:****From:****Sent:** 10 December 2021 18:06**To:** Active Travel**Subject:** Riverside 1 way route

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments



unless you recognise the sender and know the content is safe.

Hi there,

Just a quick email in support of the extension of the 1 way traffic order along the river. As a cyclist it's made things much safer, and it's increased the proportion of our journeys made by bike rather than car, particularly with the kids. Any more info needed or if I need to feed back online please let me know.

Cheers

#### **Support 4:**

**From:**

**Sent:** 13 December 2021 11:18

**To:** Active Travel

**Subject:** Ness walk/Bught road

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hiya,

I just wanted to let you know that I think keeping the roads along the river one way for cars and keeping the other lane for pedestrians and bicycles is not only a good idea, but important for creating a safer road system with fair access for everyone.

In The Before Times (tm), I walked that route weekly, going from swim lessons and toddler activities and lunches at the floral hall or Whin park to Eden Court for more toddler activities or meeting up with my husband to swap who is working and who is on primary parent duty. And there is a place along that stretch, probably where Bught Road becomes Ness Walk where the pavement goes from being only on the river side of the road to only on the far side of the road, with a tree in the middle of the pavement blocking the path, no cross walk, and cars flying through the roundabout, convinced of their own superiority and right of way in the face of no cross traffic — and car traffic on the road there, outwith special events, was light enough that there was almost never cross traffic from other cars.

But I never walked that way without seeing other pedestrians and bicyclists, trying to get around safely. And even before social distancing, the pavement on Ness Walk is narrow enough that people wishing to pass or overtake one another had to walk in the road.

I understand that switching from two way to one way traffic on some roads is an inconvenience to a small numbers of drivers, however small, and that somehow those who are least inconvenienced (and thus on the rare occasions they wish to drive that way, surprised and offended by the change anew each time) who will complain the loudest, more hours spent grumbling than ever spent driving those roads or to be spent routing around them. I understand that they will try and make themselves out to be grievously injured, for the loss of a few hundred meters of lightly used road in one direction, but I suspect we'll find that most of the people who would complain will find something to complain about no matter what you do so you

might as well do what best serves the community and brings people into community spaces rather than rushing past them.

Thank you for your time,

**Support 5:**

**From:**

**Sent:** 13 December 2021 13:49

**To:** Active Travel

**Subject:** Riverside cycle route

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello,

I want to express my support for making the one way and cycle contraflow on Ness Walk and Bught Road in Inverness permanent.

It has made such a difference to cycling - and walking - that route to have less vehicles and dedicated space for cycling. Since Covid and working mainly from home I don't use the route as much as I used to; it used to be my main link from the railway station to the leisure centre, and will be again once things become more normal. I currently use the route on the days when I am in the office to get some fresh air, exercise and head space, to access the Canal paths, Botanic Gardens and the Islands.

The only thing that mars my enjoyment of this route now is the vehicles which frequently park along the road near the fishing car park; vehicles passing them move into the cycle lane to do so, regardless of whether the lane is occupied by someone on a bike! Also vehicles seem to travel at more than 20mph along there, but they do that all over the city centre. Hopefully that will be addressed as the project moves forwards.

You have my full support for this project and I hope you receive lots of support for it and not just moans from people who want to be able to drive everywhere fast with little consideration for other road users.

Kind regards,

**Support 6:**

**From:**

**Sent:** 13 December 2021 21:34

**To:** Active Travel

**Subject:** Bught park and Ness walk cycle contraflow consultation

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Fiona,

I would like to comment on the Ness Walk and Bught road one way traffic/cycle contraflow. I am not sure if there is a special form, or if I just write here in an email.

### Comment in favour of the cycle contraflow/one way traffic on Bught Road and Ness Walk

Since the temporary traffic measures were put into place, I have used this cycle contraflow a lot to cycle to the Inverness Leisure and other outings on bike with my school age children. It has made it feel a lot safer to cycle with them, and I am generally in favour of the measures. From a cyclists point of view they work well, and from where I live it makes it easy and safe to travel around in that part of town by bicycle. At the same time, it doesn't reduce access to the parks and riverside by car. Problems only seem to arise along there when there is lots of cars and vans parked along the road side.

However I am aware that the inadvertent diversion of motor vehicle traffic into the residential area of Ballifeary is causing some problems with parking and increased traffic, therefore this should also be looked at to ensure that traffic is diverted away from residential streets, onto main roads, except for access. It would be worth while consulting the Ballifeary community council to this end.

### Inverness Cycling city for the future

Ultimately Inverness is a city that should be easy to get around by bicycle - it is small with few hills, and facilities are close together. However, in reality at the moment due to lack of safe cycle routes, junctions where cycle routes stop short leaving cyclists vulnerable, narrow streets with car parking prioritised over pedestrians and cyclists, Inverness is not an easy place to be get around by bicycle. Cycling and active travel (including walking and wheelchair access) is a major part of tackling climate issues, improving the health of our nation and in particular the future of our children, so we need to use our funding wisely, use evidence based town planning and examples that work in other cities in order to get people out of their cars and make active travel choices.

### Huntly Street

The cycling further along this side of the river becomes problematic on Huntley street. While this is one way/contraflow for cycles, it is not safe doing this as there is not enough safe passing for cycles and cars with the existing set up, and cars (including police vehicles) often reprimand cyclists cycling along this contraflow, as despite the signage, they always seem alarmed to come across cycles. Cycling along that stretch with a trailer or adult trike would be problematic if trying to pass a vehicle coming in the opposite direction. And then at the Ness bridge junction it is very unclear what a cyclist is supposed to do. While I do think that cycles should be able to cycle in both directions along the length of the river, the current set up needs to be re-evaluated to be made safer for cyclists and clearer for vehicles. Huntly street should only be required to drive along for access, but with the current situation is used as a rat run and is much busier than it should be. Reversing the direction of travel for motor vehicle travel would reduce the volume of traffic, but not impact on access for the hotels and businesses there.

Thank you for your consideration

**Support 7:**

**From:**  
**Sent:** 20 December 2021 12:53  
**To:** Active Travel  
**Subject:** Support for Ness Walk Traffic Order

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello.

I'd like to voice my support for the Ness Walk traffic order

THE HIGHLAND COUNCIL (NESS WALK, BUGHT ROAD, INVERNESS) (ONE WAY TRAFFIC AND CYCLE CONTRAFLOW) ORDER 2022"

Living in the city centre this area provides a great outdoor space to walk and cycle in, which is enhanced by the reduction in traffic and the bike lanes. I frequently use this route to cycle to and from the leisure centre, and value the safe low traffic environment. I also enjoy walking by the river, to have such a nice space in the city centre is a real asset for Inverness.

I hope this is a permanent addition to Invernesses active travel infrastructure.

Many thanks

**Support 8:**

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir or Madam,

I live at \*\* and wish to comment in support of the proposed Ness Walk One way traffic order (link below)

[https://www.highland.gov.uk/info/20006/parking\\_and\\_car\\_parks/711/decriminalised\\_parking\\_enforcement/4](https://www.highland.gov.uk/info/20006/parking_and_car_parks/711/decriminalised_parking_enforcement/4)

The riverside is a beautiful asset to the city of Inverness. Since the introduction of the temporary one way order, the section along Ness Walk between Eden Court and the junction with Ballifeary Lane has been dramatically improved with the space largely taken over by people walking or cycling (vast majority of users) as a result of the reduction in vehicles (which are a tiny minority of the users of the space).

The area would be further enhanced if the plans to upgrade the route are implemented following approval of this order. It would be a retrograde step to return to two way traffic whereby the hundreds of people that walk the route every day would have to squeeze onto the pavement on the building side rather than being able to walk on a new footpath beside the river all the way to the Bught or across the Infirmary bridge. People would also be forced to cross the road twice due to the absence of a continuous path beside the river.

The riverside belongs to the whole city and we should be taking every step to support the improvement of this amenity for everyone who uses it.

This proposal also support the Council's stated goal of reducing emissions an encourage more walking and cycling.

Yours sincerely,

**Support 9:**

**From:**

**Sent:** 10 January 2022 17:18

**To:** Active Travel

**Subject:** Riverside cycle way- please keep the active travel measures

**Follow Up Flag:**

Follow up

**Flag Status:**

Flagged

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

I've aware the cycle friendly measures installed on the Inverness riverside are being considered for removal.

Please don't remove them!

I cycle and walk daily along the river side daily and the cycle friendly measures have made me, my family and friends feel so much safer.

It's easier to cross the road (to use Infirmiry Bridge) because cars are only going in one direction.

I've had no 'near miss' incidents with vehicles since the measures were introduced. Before they were introduced I was pushed off my bike or shoved into the railings or kerbs by vehicles at least once every 2 months. Thankfully only resulting in bruising though.

As a pedestrian on wet days I've been doked several times by cars heading north east on the Riverside as cars splash through a large puddle, soaking pavement users. Since the introduction of the cycle friendly measures, there is no vehicular travel north east, so pavement users can stay drier.

It's such a narrow road there's barely space for 2 way traffic and 2 way traffic for pedestrians and cyclists or other wheelers.

It's is so hard for cyclists to find traffic light routes to use in Inverness to commute on or for leisure cycling.

We have lost so many cycle opportunities with the role back of the active travel measures.

The river side is a key cycle and walking route that will be diminished if 2 way traffic resumes.

Please, please keep these cycle and pedestrian friendly measures on the riverside.

Kind regards

**Support 10:**

**From:**

**Sent:** 10 January 2022 17:24

**To:** Active Travel

**Subject:** Cycle routes round Inverness

Follow Up Flag: Follow up  
Flag Status: Flagged

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi

I just wanted to express my satisfaction with the improvements in cycle routes around s Inverness during covid, in particular along side the river. I do hope these will be kept in place or even Improved

Kind regards

**Support 11:**

**From:**

**Sent:** 10 January 2022 18:06

**To:** Active Travel

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello,

Just a quick one to say how supportive I am of the current but temporary riverside cycle route and how I would love to see it become a permanent fixture in town. In terms of green travel this is the right way forward!  
Thanks,

**Support 12:**

**From:**

**Sent:** 10 January 2022 18:40

**To:** Active Travel

**Subject:** Ness walk/Bught road

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam,

I am emailing in support of retaining the one way systems with cycling contraflow in this area.

This has enabled myself and children to cycle with much more confidence and safety in this area.

Any measures which improve active travel possibilities should be retained in the current climate,

Many thanks,

**Support 13:**

**From:**

**Sent:** 10 January 2022 18:43

**To:** Active Travel

**Subject:** Support for Ness Walk and Bught Road cycle path

**Follow Up Flag:** Follow up

**Flag Status:** Flagged

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello,

I hope you are well.

I'd like to write this email in support of a permanent one way traffic and cycle contraflow at Ness Walk and Bught Road.

This cycle path, along with others around Inverness, has been hugely important at enabling the residents and families of Inverness to keep healthy and travel safely around their city. By making these cycle paths permanent more and more people, young and old, will use them. Inverness is a wonderful city to explore on foot or on wheels, having the infrastructure and space to allow us all to do this safely is wonderful.

Many thanks.

**Support 14:**

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Fiona,

I've just heard about the proposed Order to introduce a permanent One Way Traffic and Cycle Contraflow in Ness Walk and Bught Road. I strongly support this as I have found the temporary scheme really good, and would like to see it made permanent and improved.

I often walk along the route as I live nearby and have found it much safer for pedestrians with one way car traffic as the pavement is quite narrow and only on one side of the road. Sometimes you have to step off the pavement when passing people and it is much safer with car traffic being one way only. Also, I think there are more people walking in the area now since Covid so I think the need for this is even greater than it was.

Also, I am a beginner cyclist and only started cycling regularly during the first lockdown last year as the roads were much quieter. The Riverside route is one that I use a lot because of the one way car traffic, as I'm still not confident on busy roads. The Ness Walk section needs to be resurfaced however as it is bumpy and has some potholes.

I hope this is helpful.

Kind regards,

**Support 15:**

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam

Please can it be recorded that I thoroughly support this order to keep the current one-way system.

I am a resident of Dalneigh and Ballifeary district and use these routes by car, bike and on foot for work and pleasure.

The benefits for great, it provides safer roads in an area where many members of the public are running or cycling and where children are regularly crossing from side to side to access the parks and river. It has encouraged active travel and I have personally felt safer, especially when cycling with children, as we access the various parks (Whin, Bught, Skate), leisure facilities or the islands. I have found no impact to my access or travel around the area whilst driving so thoroughly support this order.

Yours sincerely,

**Support 16:**

**From:**

**Sent:** 10 January 2022 21:16

**To:** Active Travel

**Subject:** Ness Walk and Bught Road cycle contraflow

**Follow Up Flag:** Follow up

**Flag Status:** Flagged

**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Fiona McInally,

Please take this email as a letter of support for the Order to make permanent the above temporary cycleways. It is vital and urgent that the Council do everything it can to encourage active travel - for the health of both people and the climate.

Thank you,

**Support 17:**



**CAUTION:** This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear active travel people

Please keep the cycle and pedestrian lanes going, as described in U4158 – Ness Walk From its junction with Bishops Road to its junction with Bught Road, a distance of 540m or thereby.

U3823-Bught Road From its junction with Ness Walk to its junction with Bught Avenue, a distance of 625m or thereby

It is great to see Inverness making the city centre more attractive to people rather than encouraging more cars to clog up the streets and risk RTCs with people on foot or bike.

thanks

### **Support 18:**

Hi

I'd just like to add my voice to the conversation about active travel in Inverness, as I'm concerned that the process seems to be reversing.

There are 6 of us in my family - we have 3 teenagers and a wee boy. We live near the centre of town and all of us cycle or walk for just about everything - work, school, paper rounds, shopping, meeting friends and taking part in sport. We cycle all year round.

We don't have a car and use the Enterprise Car Club if we need one on occasion. As a result, we are better off financially and fitter than 4 years ago when we last had a car. Cycling is generally faster within the town, and there are few carbon emissions from using bikes.

The active travel measures during lockdown were great - not perfect, but it was starting to feel safer cycling especially for my kids. I thought it was the start of redrawing Inverness to be more people friendly.

A wee example of how the reversal of these changes is detrimental for everyone - the traffic lights below the Shapla restaurant at the bridge were mainly green until it changed back. Now, they are the worst traffic lights for pedestrians in Inverness. People have to wait ages to cross no, leading many folk, esp teenagers, to chance it and run across. It is a danger spot.

I hear that the Riverside might get reversed into a 2-way system again. I wrote to my councillor \*\* before the vote about the changes to all the spaces for people, and \*\* only concern seemed to be that people with cars could drive easily both ways to the Bught, which I think is a strange priority in the challenges we face. From my point of view, the one-way system there works really well, and there is not space for 2-way cars. I don't know anyone else, bar the councillor, who wants that to change back.

In general, I see no reason why Inverness can't put in decent cycling/walking routes that make that the default for everyone. My 86-year-old father-in-law cycles about. More people would if they felt safe. Inverness could be the perfect small city for

active travel - save car journeys for people who need to use them. The weather is good, the streets are spacious, and the gradients are not too bad (Believe, I'm from Oban.)

It needs to be bold to give people confidence to cycle safely. It would be great for health and wellbeing, great for reducing carbon emissions (which is meant to be our global number 1 priority), great for local businesses and a great draw for tourists and visitors to Inverness.

I'm happy to contribute to any surveys etc, or to be contacted if you want specific feedback on routes.

Thanks