

Cairngorms National Park Public Transport Audit

Final Report

December 2006



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Public Transport Audit

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December 2006

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Summary

Introduction

This report presents the results of an audit of public transport services within the Cairngorms National Park. The main activities conducted were –

- questionnaire surveys of around 850 residents of, and 500 visitors to, the National Park area (see Chapters 2, 3 and 4),
- analysis of these surveys to highlight access issues in the Park (see Chapter 5),
- a review of existing public transport provision (chapter 6), including in particular the cross-park “Heather Hopper” services introduced in summer 2006, and other innovative transport schemes in the area (chapter 7),
- a literature review of suitable exemplars elsewhere (chapter 8),
- development of a framework for partnership to pursue transport initiatives (chapter 9), and
- recommendations for action (chapter 10).

Survey findings – residents survey

There is, unsurprisingly, high car availability and use among National Park residents. Less than half respondents travel to work; 8% of all respondents (and 16% of those who work) work at home, and most of those who do travel to work do so less than five days per week. Most (68%) go by car, and most respondents said there were no suitable bus or train services to take them to work. 24% of workers walk to work.

Nevertheless, 40% of respondents use public transport at least occasionally. The main request made was for greater frequency of bus services.

Among public transport users, there was significant dissatisfaction with the cost and frequency of bus services. About one third were dissatisfied in each case, greater than the national average. There was particular dissatisfaction over cost among younger people (68% of under-24s).

There were requests for more services between Aviemore and Grantown-on-Spey, and Grantown and Elgin, as well as support for Demand Responsive Transport services.

However, it was obvious that for many respondents the car is seen as the only realistic mode of transport for most purposes.

Survey findings – visitors survey

Only 13% of visitors came in by bus or train, and about the same proportion travelled by bus or train in the park (about the same number as those who cycled). There was again a strong feeling that the car is the most practical means of getting around, although many respondents felt it necessary to justify this because of problems with luggage, elderly relatives, accessing remote locations etc.

Awareness of public transport provision in the Park was fairly low, and visitors showed rather lower satisfaction levels than did residents – those who had actually used public transport were even more dissatisfied (41%).

Visitors' main requests were for more integration of public transport (mentioned by 36% of respondents), higher frequencies (32%), and better information (19%).

When asked what new services they would like to see provided, much the most popular request was for a service between Aviemore and Ballater / Braemar (i.e. the Heather Hopper), with requests also for Braemar to Linn of Dee and Aviemore – Grantown – the latter being the only request in common with the resident survey.

Public Transport provision

In most respects, the standard of public transport provision is much better than it was fifty years ago when it was largely rail-based. However, for reasons mainly connected with geography, there is an imbalance in the Park area, with rather better services in the East than in the West. Connections with trains at Aviemore are poor, and (away from the A9) services on Sundays are practically non-existent in the western Park. There are however relatively good train and express coach services along the A9 corridor.

Other local transport gaps are between Grantown and lower Speyside, and between Grantown and Carr-Bridge – although the latter of these will be rectified to some extent in January 2007, when there will also be an improvement between Aviemore and Grantown.

In the absence of the Heather Hopper, the main problem is the lack of East-West links. There are also problems in respect of fares (too high) and ticketing (no integration).

Funding and Partnership

The Bus Route Development Grant scheme, and the Rural Community Transport Initiative, seem to offer the most promise for securing improvements to transport services in the Park. The former would need to be pursued in partnership with HITRANS, whereas the latter would require the involvement of the voluntary sector, and would be most appropriate for community-based initiatives which could include Demand Responsive Transport.

Recommendations

Seven specific initiatives are recommended, covering –

- Cross-park services (Heather Hopper and Strathspey Stroller) to be continued and developed, hopefully with assistance from the Bus Route Development Grant scheme.
- Improved services on the Aviemore – Grantown corridor.
- Better information, including in particular a public transport map.
- Fares and ticketing initiatives, aimed at introducing a Rover ticket and providing through rail-bus ticketing at Aviemore.
- Promotion of more visitor-oriented packages combining transport with specific events or activities.
- Improved links with lower Speyside.
- Demand Responsive Transport – although a cautious approach is recommended here.

1. Introduction

1.1 Project Objectives

1.1.1 This report was commissioned from Colin Buchanan (CB) by the Cairngorms National Park Authority (CNPA) together with its partners -

- Scottish Enterprise Grampian
- Scottish Enterprise Tayside
- HIE Inverness and East Highland (formerly Inverness, Nairn Badenoch & Strathspey Enterprise) and
- Perth and Kinross Council

1.1.2 The main object of the brief was to undertake an audit of public transport use within the Cairngorms National Park by both park visitors and residents.

1.1.3 The more detailed objectives of the study were:

- To identify latent demand for public transport, especially from current car users and those not able to travel at present
- To identify achievable actions including new routes and better frequencies for visitors and residents
- To develop a framework for approaching public transport providers to adapt routes and frequency
- To assess the success of new services, identifying the most viable route and service frequencies
- To assess the quality and frequency of services to and from the Park and major transport hubs
- To assess the possibilities of encouraging more DRT provision

1.2 Structure of Report

1.2.1 This final report -

- summarises the findings of the Residents and Visitors surveys undertaken during this project, thus describing latent demand for public transport,
- assesses current transport provision, including cross-park services,
- looks at exemplars of rural transport initiatives, both within and outwith the Park area,
- points to a framework for partnership and funding for action and
- recommends specific actions to improve transport provision in the Park.

1.2.2 Chapter 2 outlines the methodology and survey returns for the resident and visitor stakeholder data collection surveys undertaken. Chapter 3 outlines the frequency analysis of the residents survey and Chapter 4 outlines similar analysis undertaken on the visitor survey. Chapter 5 summarises the main access issues relating to the Cairngorms National Park highlighted in both surveys.

1.2.3 Chapter 6 describes and assesses current public transport provision in the Park, while Chapter 7 details various innovative transport schemes already implemented within the National Park. Chapter 8 describes examples of relevant schemes in other UK National Parks and similar areas. Chapter 9 sets out potential sources of funding and sets out a framework for partnership; finally, Chapter 10 presents recommendations for action.

2. Methodology

2.1 Introduction

- 2.1.1 This Chapter presents the methodology for the resident and visitor stakeholder surveys undertaken to gather views and attitudes towards public transport from both resident and tourism sectors of the National Park community.
- 2.1.2 CB and the Cairngorms National Park Authority (CNPA) commissioned Accent Marketing and Research to conduct the survey of residents in the Cairngorms National Park for input into a public transport audit for CNPA. The survey was undertaken in April 2006.
- 2.1.3 A Questionnaire was distributed to visitors during the months of June – September 2006, to survey their views and attitudes on public transport services within the Cairngorms National Park .

2.2 Residents Survey

- 2.2.1 The research was conducted through a programme of Computer Assisted Telephone Interviews (CATI), which recorded the travel journey details and views of a random selected and representative sample of 844 residents in households in defined postcode areas in the CNP area.
- 2.2.2 The objective of the study was to collect data on the journeys made by individuals in and from the CNP area and their views on public transport provision in the CNP area. Accent collected data from 844 individuals from households in the CNP area, defined on the basis of their postcode residence. Residents were stratified by postcode area (see Appendix 1) and by key socio-demographic factors such as gender and age. Quota numbers and the study area distribution are detailed in Table 2.1.
- 2.2.3 Households were selected at random through a sample of Electoral Roll (ER) and random digit dialled (RDD) telephone numbers. One adult member of each randomly selected household was invited to take part in the survey¹. Full travel journey data for key socio-economic and lifestyle activities (work, domestic shopping and consumption) within and from the CNP area, people's use of transport modes and their views on the use of public transport were recorded for each respondent in the survey.

¹ Adults were defined as those aged 16 years and over. The exception to the fieldwork sampling was for respondents aged 16-24 years. It was anticipated that members in these age groups would be hard-to-reach and that where we could also conduct interviews with these individuals in any one household the 'one adult per household' rule was abandoned. Unlike other age groups, those aged 16-24 years were also likely to have very distinctive travel patterns and their views on public transport were likely to be different from other age groups in the household.

Table 2.1: Cairngorms Study Areas and Quota Numbers

Area	Minimum Number of Interviews Required
Aviemore	166
Grantown-on-Spey	163
Ballater	151
Kingussie/ Newtonmore	164
Braemar	50
Tomintoul	50
Other rural (outwith these areas)	100
Total	844

2.2.4 A full Accent technical report is included in Appendix 1.

2.3 Visitors Survey

2.3.1 The research was conducted using self-completion questionnaires, enclosed in a plastic envelope containing a pre-paid response envelope. A copy of the visitor questionnaire is included in Appendix 2.

2.3.2 Questionnaires were initially distributed using a wide range of mechanisms including major tourist attractions in the Park, Tourist Information Centres within the Park and at significant Gateway locations, Green Tourism Business Scheme (GTBS) organisations and by hand distribution under car windscreen wipers within car parks in the area. Distribution numbers and locations using each mechanism are detailed in Tables 2.2. – 2.5.

2.3.3 In total 6,000 questionnaires were produced for distribution via the aforementioned delivery mechanisms.

2.3.4 1,600 visitor questionnaires were delivered to major visitor attractions within the Cairngorms National Park, listed in Table 2.2. The list of visitor attractions approached was formulated in discussion with the Cairngorms National Park Authority.

Table 2.2: Visitor Attraction Distribution

Visitor Attraction	Number of Questionnaires
CairnGorm Mountain Railway, Aviemore	200
Rothiemurchus Visitor Centre, Aviemore	200
Speyside Heather Centre, Aviemore	200
Lecht 2090, Strathdon	100
Glenmore Forest Park Visitor Centre	200
Landmark Visitor Centre	200
Balmoral Estate/Glen Muick Visitor Centre, Ballater	100
Loch Garten Osprey Centre	200
Highland Wildlife Park, Kingussie	200
Visitor Attraction Total	1600

2.3.5 A further 2,200 visitor questionnaires were delivered to Tourist Information Centres (TICs) in and surrounding the Cairngorms National Park, listed in Table 2.3. The list of Tourist Information Centres approached was formulated in discussion with the Cairngorms National Park Authority and comments from VISIT Forum members.

- 2.3.6 The visitor attractions and TICs both displayed copies of questionnaires in a prominent position within their establishments and invited visitors to take a copy of the questionnaire to complete and return.

Table 2.3: Tourist Information Centres Distribution

Tourist Information Centres	Number of Questionnaires
Aviemore	200
Grantown-on-Spey	200
Kingussie	200
Newtonmore	200
Ralia Café A9	200
Ballater	200
Braemar	200
Tomintoul	200
Crathie	100
Blairgowrie	200
Kirriemuir	100
Pitlochry	200
TIC Total	2200

- 2.3.7 Visitor questionnaires were also distributed by hand in car parks within six settlements, see Table 2.4 within the National Park on the weekends of the 8/9th and 29/30th July 2006. Questionnaires were placed under the windscreen wipers of cars parked in off-road car parks.

Table 2.4: Car Park Distribution

Car Parks	Number of Questionnaires
Aviemore Car Parks	300
Ballater Car Parks	200
Braemar Car Parks	200
Grantown-on Spey Car Parks	300
Newtonmore & Kingussie Car Parks	250
Laggan Car Parks	200
Car Park Total	1400

- 2.3.8 Members of the Green Tourism Business Scheme (GTBS) within Cairngorms National Park also agreed to take between 20-25 copies each of the visitor questionnaire. A list of GTBS members is contained in Table 2.5. In total, 800 questionnaires were distributed by this means.

Table 2.5: Participating Green Tourism Business Scheme Members

Green Tourism Business Scheme Members
Loch Kinord Hotel, Dinnet
Braemar Youth Hostel, Braemar
Glen Lui Hotel, Ballater
Langdale B&B, Ballater
Hilton Craigendarroch Hotel, Ballater
The Deeside Hotel, Ballater
Crathie Opportunity Holidays, Crathie
Inverey Youth Hostel, Braemar
The Colquhonnies Hotel, Strathdon
Tomintoul Youth Hostel, Tomintoul
Balavil Hotel, Newtonmore
The Hermitage Guest House, Kingussie
Glengarry, Kingussie
The Cross, Kingussie
Lagganlia Outdoor Centre, Kingussie
Insh House, Kincaig
MacDonald Academy, Aviemore
MacDonald Highlands Hotel, Aviemore
MacDonald Highland Lodges, Aviemore
Aviemore Youth Hostel, Aviemore
Aviemore Bunkhouse, Aviemore
Hilton Craigendarroch Resort, Aviemore
Hilton Coylumbridge Hotel, by Aviemore
Loch Morlich Youth Hostel, Glenmore
Cairngorm Guest House, Aviemore
Ravenscraig Guest House, Aviemore
Fairwinds Hotel, Carrbridge
Heathbank House, Boat of Garten
Boat Hotel, Boat of Garten
Birchfield, Boat of Garten
Willowbank, Grantown-on-Spey
Holmhill House, Grantown-on-Spey
The Pines, Grantown-on-Spey
Rossmor Guest House, Grantown-on-Spey
Brooklynn, Grantown-on-Spey
Ardenbeg Bunkhouse, Grantown-on-Spey
Muckrach Lodge Hotel, Grantown-on-Spey

2.4 Visitor Survey Returns

2.4.1 Initial distribution of the 6000 questionnaires was undertaken during the period June to mid-August 2006 and generated 300 responses. This was significantly under the 900 returns anticipated. Therefore, the response period was extended until the beginning of September and all major tourist attractions, TICs and

GTBS organisations were notified of this extension. A researcher was also employed to undertake a day of face-to-face interviews with visitors in the three main areas of the National Park: Aviemore/Grantown-on-Spey; Newtonmore / Kingussie and Ballater. The face-to-face interviews generated 80 additional responses and the deadline extension generated a further 120. The total number of returns achieved was 503, and while less than hoped this was more than sufficient to provide an adequate sample.

2.4.2 Table 2.6 details the broad geographical locations from where the completed 503 survey forms were returned.

Table 2.6: Origin of Completed Visitor Surveys

Area	Returns
Aviemore	119
Grantown-on-Spey	40
Ballater	99
Kingussie / Newtonmore	71
Braemar	55
Tomintoul	10
Other	11
No location stated	95
Unclassifiable	3
Total	503

2.4.3 The returned random sample of visitor questionnaires has a significant proportions of returns, which can be geographically identified, from all the main areas of the Cairngorms National Park.

3. Resident Survey Results

3.1 Introduction

3.1.1 The following paragraphs outline the socio-demographic characteristics of the respondents to the residents survey.

Household Size

3.1.2 The predominant household size for respondents interviewed was 2 person households, Table 3.1 outlines the sample distribution.

Table 3.1: Household Size

Number of People in Households	Frequency	Percentage
One	187	22%
Two	374	44%
Three	128	15%
Four	114	14%
Five	34	4%
Six	7	1%
Total	844	100%

Age/Gender

3.1.3 The Age and Gender distribution of the respondents interviewed is summarised in Table 3.2. Significant percentages (45%) of the sample interviewed were over 60 years old and 40-59 years old (36%). A slight majority of the sample respondents were Female (54%) compared to Male (46%).

Table 3.2: Age/Gender Distribution of Sample

Age/Gender Category	Frequency	Percentage
16-24 Male	25	3%
25-39 Male	36	4%
40-59 Male	141	17%
60+ Male	183	22%
16-24 Female	28	3%
25-39 Female	74	9%
40-59 Female	164	19%
60+ Female	192	23%
Non-response	1	0%
Total	844	100%

3.1.4 The age and gender distribution of the interviewed sample closely matches that revealed by the recruitment questionnaire.

Employment Status

- 3.1.5 The Employment status of the respondents interviewed is summarised in Table 3.3. The dominant categories were Permanently Retired (40%) and Employed Full-Time (28%). The overall distribution of the sample is detailed in Table 3.3.

Table 3.3: Employment Status of Respondent

Employment Category	Frequency	Percentage
Self Employed	66	8%
Full-time Employment	240	28%
Part-time Employment	109	13%
Permanently Retired	338	40%
Other: (Looking after home/family; Unemployed/seeking work; Full-time education (school); Full-time education (Further/Higher); Permanently Disabled; Other)	91	11%
Total	844	100%

- 3.1.6 *CNPA The State of the Park Report 2006* outlines that the Cairngorms National Park population is 70% economically active, whereas, only 49% of the residents survey sample were economically active. The State of the Park Report 2006 highlights that almost 25% of those individuals working are in self-employment, whereas the resident survey sample only has approximately 15% self-employment.

Vehicle Availability

- 3.1.7 All residents interviewed had some type of access to at least one car or van. 81% had access to a car as a driver and the remaining 19% of interviewees stated that they had access to a car or van as a passenger only.
- 3.1.8 The majority of households interviewed (54%) only had one car or van available for their use. Another 33% of households had two cars or vans available for use by the household and 6% of households had three or more cars and vans. 7% of households identified no cars or vans were normally available for their household's use, suggesting that they relied on access to other household's cars or vans, see Table 3.4.

Table 3.4: Residents Survey Number of Cars/Vans per household

Number of Cars/Vans per household	Surveyed %	Scotland % (2001 Census)
None	7%	34%
1 Car or Van	54%	43%
2 Cars/Vans	33%	19%
3 or more Cars/Vans	6%	4%
Total	100%	100%

- 3.1.9 The number of Cars/Vans per household in the residents survey was compared to the 2001 Census, all-Scotland per household figures. Respondents to the

residents survey displayed significantly greater car ownership compared to the Scotland-wide average.

- 3.1.10 Comparison of the number of available cars to each household compared to the number of household members over 16 who normally have access to a car/van either as a driver or passenger identified that 225 out of 844 households (27%) can at certain times be potentially car deficient, if all members of the household required car/van-based transport at a similar time.

3.2 Frequency Analysis

Travel to Work

- 3.2.1 41.5% of respondents interviewed who were employed indicated that they travelled to work. Retired respondents represented 40.3% of the sample. Non-employed (10%) and Working from Home (8.3%) completed the main elements of the sample.
- 3.2.2 Respondents travelling to work 4 days or less per week accounted for 68% and respondents travelling to work 5 days or more per week accounted for 32% of the sample, who were in employment.
- 3.2.3 The dominant mode of transport for those travelling to work was Car, accounting for 68% of trips, of which 62% of the overall total were Car Driver trips and 6% Car Passenger trips. Mode Share for Travel to Work is summarised in Table 3.5.

Table 3.5: Travel to Work Modal Split

Mode	Frequency	Percentage
Car Driver	218	62%
Car Passenger	22	6%
Bus	6	2%
Train	5	1%
Taxi	1	0%
Cycle	8	2%
Walk	83	24%
Other	8	2%
Total	351	100%

- 3.2.4 The Travel to Work modal share for the residents survey was compared to the Travel to Work/Study figures from the 2001 Census. The residents survey sample has a greater reported modal share for Car Driver and Cycle trips than the national average and a lower modal share for Bus, Train and Car Passengers as Travel to Work trips, see Table 3.6.

Table 3.6: 2001 Census Travel to Work Modal Split (all Scotland)

Mode	Percentage
Car/Van Driver / Motorcyclist	54%
Car/Van Passenger	9%
Bus/Minibus/Coach	15%
Train	4%
Taxi	1%
Cycle	1%
Walk	15%
Other	1%
Total	100%

Shopping

3.2.5 The main food shopping locations identified by respondents are displayed in Table 3.7.

Table 3.7: Main Food Shopping Locations

Main Food Shopping Centre	Number of Households	Predominant Frequency (% of respondents)
Aviemore	197	Once or Twice a week + (63%)
Inverness	122	Once or Twice a week + (85%)
Elgin	79	Once or Twice a week + (60%)
Kinguissie	79	Once or Twice a week + (96%)
Grantown-on-Spey	60	Once or Twice a week + (90%)
Aberdeen	49	Fortnightly/Monthly (69%)
Ballater	38	Once or Twice a week + (97%)
Aboyne	30	Once or Twice a week (67%)
Perth	26	Once or Twice a week (46%) Fortnightly/Monthly (54%)
Newtonmore	25	Once or Twice a week + (96%)

3.2.6 The dominant food shopping location within the Park was Aviemore, with 23% of households identifying this as their main food shopping location. Inverness was also a significant destination for shopping with 14% of respondents identifying this as the main shopping location. The majority of respondents indicated they undertook this journey at least once or twice a week.

3.2.7 The majority of respondents (82%) did their food shopping by car, mostly as a car driver (71%), the other 11% being as a car passenger. 3% of respondents went food shopping by bus, and 12% by walking.

3.2.8 The main comparison goods (clothes and consumer goods) shopping locations are identified in Table 3.8.

Table 3.8: Main Comparison Goods Shopping Locations

Main Comparison Shopping Centre	Number of Households	Predominant Frequency (% of respondents)
Inverness	472	Fortnightly/Monthly (63%)
Aberdeen	141	Fortnightly/Monthly (55%)
Elgin	58	Fortnightly/Monthly (43%) Once or Twice a week (40%)
Perth	38	Fortnightly/Monthly (68%)
Dundee	22	Fortnightly/Monthly (73%)
Catalogue	15	N/A
Internet/Online	13	N/A
Edinburgh	8	Fortnightly/Monthly (33%)

- 3.2.9 The dominant shopping centre for comparison goods for Park residents was Inverness with 56% of respondents identifying this as their main comparison goods shopping centre.
- 3.2.10 The majority (55%) of these comparison shopping trips were undertaken with a fortnightly/monthly frequency.
- 3.2.11 Most respondents (83%) did this type of shopping by car, 72% as driver of the car. A relatively high proportion (8%) went comparison shopping by bus, and a further 3% by train.

Use, Awareness and Satisfaction with Current Services

- 3.2.12 12% of respondents used buses or trains regularly to travel to work or go shopping, while another 13% used public transport for other purposes at least once a fortnight. However, 60% indicated that they never made use of local public transport services in the Cairngorms area, and 15% indicated that they rarely made use of such services.
- 3.2.13 Of the 72 people who were regular public transport users, but did not use it to travel to work or the shops, only 24% knew of suitable services for travel to work, although 57% thought there were suitable services for shopping.
- 3.2.14 Respondents who used public transport to travel to work or for shopping were asked about their satisfaction with services. (It was felt that non-users would be in no position to make a judgement.) Those asked showed reasonable levels of satisfaction (very satisfied or fairly satisfied) towards a series of factors as follows:
- 60% “Convenience of routes to take you where you want to go”
 - 54% “Price / Cost of Travel”
 - 45% “Frequency of Services”
 - 75% “Reliability of services/they turn up on time”
 - 63% “Information about which services are available”
 - 65% “Quality of the buses and trains themselves”
 - 53% “Quality of facilities at stops, stations and shelters”
- 3.2.15 These levels of satisfaction are, however, somewhat lower than those reported in Scotland-wide surveys of satisfaction with bus services, and the low level of satisfaction with bus frequencies is notable – if inevitable.

Single Biggest Improvement

3.2.16 All respondents were then asked what was “the single improvement to local bus or train services which would make you more likely to use them”. The responses are summarised in Table 3.9. 33% of respondents identified more frequent services. However, 31% of respondents identified that no single improvement would make them use public transport services more, as the car is more convenient.

Table 3.9: Suggested Single Improvements

Improvement	Number of Respondents
More frequent services	277
Nothing/using the car is more convenient	261
More direct services to main towns	34
Services that take me where I want to go	28
Reduce price/costs of travel on buses	20
Reduce price/costs of travel on trains	18
Buses with better disabled access	18
More evening services	11
More reliable services that turn up on time	9
Clearer information about local	6
Integrated bus and rail links	6
More weekend services	5
Better Access to service stops,	5
More services to leisure spots in the	3
Better quality of buses and trains	3
Buses with storage space for Cycles	2
Buses with more storage space	1
Buses with lower floors to enable access services	1
Other	136
Total	844

3.2.17 These responses (excluding “Other”) were summarised into five major categories, detailed in Table 3.10.

Table 3.10: Recoded Single Improvement Categories

Improvement	Number of Respondents
More frequent services	277
Nothing/Car Convenient	261
'HARD' (quantitative) Factors ²	90
Cost of Public Transport	38
'SOFT' (qualitative) Factors ³	36

Information

3.2.18 All respondents were also questioned on their use of a number of sources of local public transport information.

- 34% did not use any sources of information
- 6% used the Cairngorms Explorer booklet
- 27% used the Rapsoms timetable booklet
- 19% used the Scotrail timetable booklet
- 12% used the Traveline Internet service
- 5% used a Telephone Enquiry Service
- 24% used Other information sources (e.g. word of mouth)

3.2.19 Some respondents, of course, used more than one source.

Likely use of proposed new services

3.2.20 Respondents in relevant areas⁴ were asked about their likely use of a possible new local bus service between Pitlochry and Ballater via Glenshee and Braemar, running once a day each way. 34 respondents (17% of those asked) said they would use such a service at least once a month.

3.2.21 All Respondents were also asked for their likely usage of a new bus service between Grantown and Ballater via Tomintoul, running twice a day each way. 110 respondents (13%) said they would use such a service at least once a month, although 46% of respondents indicated that they would never use such a service.

3.2.22 Note that services as described above were operated (as "Heather Hopper") during the summer of 2006.

Demand Responsive Services

3.2.23 The majority of respondents (78%) indicated a lack of awareness of any Demand Responsive Service currently operating in their local area. Furthermore, only 4% of respondents had ever used the services.

² "Services that take me where I want to go"; "More reliable services that turn up on time"; "More weekend services"; "More Evening services"; "More direct services to main towns"; "More services to leisure spots in the park"

³ ("Buses with more storage space"; "Buses with storage space for Cycles"; "Buses with lower floors to enable access services"; "buses with better disabled access"; "Clearer information about local"; "integrated bus and rail links"; "Better quality of buses and trains")

⁴ AB35 5, AB36 8, PH10 7 and PH16 5 postcode areas

- 3.2.24 The majority of respondents (52%) indicated that they would use, at least once a year, Demand Responsive Services if these were made available in the respondents local area. However, only 32% of respondents indicated use of a frequency of at least fortnightly.

Suggested New Services

- 3.2.25 Respondents were asked if there were any other local public transport services that they would like to see established within the Park. 280 respondents suggested potential new services between various destinations in and outwith the National Park; the main suggestions are detailed in Table 3.11. A full cross-tabulation is provided in Appendix 3.

Table 3.11: Suggested New Services

Origin	Destination	Number of Respondents
Grantown-on-Spey	Elgin	20
Grantown-on-Spey	Aviemore	17
Newtonmore	Aviemore	10
Tomintoul	Elgin	9
Grantown-on-Spey	Inverness	7
Nethy Bridge	Inverness	6
Strathdon	Aberdeen	6
Kingussie	Forres	6
Glenlivet	Elgin	5

- 3.2.26 New services connecting the Grantown-on-Spey and Nethy Bridge areas figured highly in the list of suggested services. There was stated demand for travel westwards towards Aviemore and Inverness and eastwards towards Elgin.

Cycle Provision

- 3.2.27 A significant proportion (32%) of residential respondents indicated that they would be more likely to use local buses if they were able to carry cycles to areas in the Cairngorms National Park.

4. Visitor Survey Results

4.1 Introduction

4.1.1 The following paragraphs outline the socio-demographic characteristics of the respondents to the visitors survey.

Gender

4.1.2 The Gender distribution of the respondent completing the visitor questionnaire is presented in Table 4.1. The question received 8 non-responses and consequently had a valid sample size of 495. The sample was evenly distributed in terms of gender: 50% Male and 50% Female.

Table 4.1: Gender Distribution of Visitor Sample

Gender	Frequency	Percentage
Male	248	50%
Female	247	50%
Total	495	100%

Age

4.1.3 The Age distribution of the respondent completing the visitor questionnaire is presented in Table 4.2. The question received 5 non-responses and consequently had a valid sample size of 498. The distribution found in the CNPA 2005 Visitor survey is also shown; there is no significant disparity between the two.

Table 4.2: Age Distribution of the Visitor Sample

Age	Frequency	This Survey %	2005 Visitor Survey %
16-24	27	5%	9%
25-44	142	29%	36%
45-59	190	38%	29%
60 or over	139	28%	24%
Total	498	100%	100%

Country of Permanent Residence

4.1.4 The distribution of the country of permanent residence for visitor survey respondents is presented in Table 4.3. The question received 4 non-responses and consequently had a valid sample size of 499.

Table 4.3: Survey Respondents Country of Permanent Residence

Country of Permanent Residence	Frequency	Percentage
Scotland	294	59%
Rest of United Kingdom	164	33%
Rest of European Union	23	5%
Other	18	3%
Total	499	100%

4.1.5 The predominant place of permanent residence for respondents to the Visitor survey was Scotland (59%), and a further 33% of respondents permanently resided in the rest of the United Kingdom. In total only 8% of respondents to the visitor survey resided permanently outwith the United Kingdom.

Employment Status

4.1.6 The distribution of respondents employment status is displayed in Table 4.4. The question received 8 non-responses and consequently had a valid sample of 495.

Table 4.4: Visitor Survey Respondents Employment Status

Employment Status	Frequency	Percentage
Employed full-time	232	47%
Employed Part-time	64	13%
Full-time Education	19	4%
Unemployed	13	3%
Caring for Family	19	4%
Retired	121	24%
Other	27	5%
Total	495	100%

4.1.7 The predominant employment status for respondents to the visitor survey was Full-time employment (47%), respondents who were Retired (24%) also accounted for a significant element of the sample.

Summary

4.1.8 In view of the fact that this sample was in effect “self selecting”, the above distributions are very credible, and are likely to represent a valid cross-section of visitors to the Park. The proportion of older respondents is quite high (66% over 44); however, it is of the same order as that found in the 2003 Visitor Survey (54%).

4.2 Frequency Analysis

Vehicle Access

- 4.2.1 Respondents access to a private vehicle during their visit to the Cairngorms National Park is detailed in Table 4.5. The question received 9 non-responses and consequently had a valid sample of 494.

Table 4.5: Visitor Survey Respondent Private Vehicle Access

Access to Private Vehicle	Frequency	Percentage
Yes (as a driver)	308	62%
Yes (as a passenger)	90	18%
Yes (driver and/or passenger)	32	13%
No	64	7%
Total	494	100%

- 4.2.2 93% of respondents to the visitor survey had access to a private vehicle during their visit to the Cairngorms National Park, either as a driver or passenger. 7% of respondents did not have access to a private vehicle.

Mode of Transport to the Cairngorms National Park

- 4.2.3 Table 4.6 details all the modes of transport used by respondents to travel to the region. The question received 14 non-responses and consequently had a valid sample size of 489. The question did not ask for the predominant mode of transport, so the modal share cannot be precisely identified, as 34 responses represented multi-modal journeys. The public transport share is (perhaps unsurprisingly) low.

Table 4.6: Visitor Survey Respondents Modes of Transport to CNP region

Mode of Transport	Frequency	Percentage of Total Sample
Private Car (Driver)	306	61%
Private car (passenger)	119	24%
Tour Coach	9	2%
Public Bus	29	6%
Rail	33	7%
Cycle	8	2%
Foot	7	1%
Other	17	3%

Mode of Transport within the Cairngorms National Park

- 4.2.4 Table 4.7 details all the modes of transport used by respondents to travel within the Cairngorms National Park. The question received 9 non-responses and consequently had a valid sample of 494. The question did not ask the respondent to identify a predominant mode of transport, so the precise modal share cannot be identified, as 118 responses described multi-modal travel.

Walking and cycling are considerably better represented here than for travel to the Park, though the Public Transport share is still low.

Table 4.7: Visitor Survey Respondents Mode of Transport within the Park

Mode of Transport	Frequency	Percentage of Total Sample
Private Car (Driver)	289	58%
Private car (passenger)	122	24%
Tour Coach	9	2%
Public Bus	43	9%
Rail	18	4%
Cycle	59	12%
Foot	113	23%
Other	11	2%

4.2.5 Table 4.8 details visitor survey respondents reasoning for choosing their mode of transport within the Cairngorms National Park. The question received 13 non-responses and consequently had a valid sample of 490. Respondents were asked to rank 6 identified reasons and had the option of specifying another reason using the Other category.

Table 4.8: Visitor Survey Respondents Reasons for Choice of Mode of Transport within the Cairngorms National Park

Reason	Factor Rank 1 – most important	Factor Rank 2	Factor Rank 3	Factor Rank 4	Factor Rank 5	Factor Rank 6	Factor Rank 7 – least important
Price	25	15	20	17	20	30	1
Information available	8	8	9	12	28	25	2
Frequency	15	27	18	29	14	7	1
Reliability	25	47	65	16	10	2	0
Practicality	274	50	17	7	6	0	0
Comfort/Privacy	67	64	31	26	7	11	0
Other	73	12	3	2	0	0	2

4.2.6 Practicality was identified by 274 respondents as the most important factor influencing their choice of mode of transport for travel within the Cairngorms National Park. Comfort / Privacy was another major choice, both being quoted predominantly by car drivers. The “Other” category includes a variety of reasons for travelling by car, as well as a number of people saying they were travelling by bus because they had no alternative, and walkers / cyclists saying they enjoyed the exercise and fresh air, or that it was the best way of enjoying the hills. Just one respondent quoted environmental reasons for travelling by sustainable modes.

Bus Concessionary Travel Card Possession

4.2.7 Respondents’ possession of a Bus Concessionary Travel Card is detailed in Table 4.9. The question received 6 non-responses and consequently had a valid sample size of 497.

Table 4.9: Visitor Survey Respondents Possession of Bus Concessionary Travel Card

Bus Concessionary Travel Card Holder	Frequency	Percentage
Yes	113	23%
No	384	77%
Total	497	100%

4.2.8 23% of visitor survey respondents identified that they were a current Bus Concessionary Travel Card Holder.

Group Composition

4.2.9 Respondents to the Visitor Survey were asked to identify the Number of Adults and Number of Children they were travelling with during their visit to the Cairngorms National Park. This information enabled the construction of the following summary categories: Travelling Alone, Travelling with Adults, Travelling with Adults and Children, and Travelling with Children. Table 4.10 details the summarised group composition for respondents to the Visitor survey.

4.2.10 The question received 71 non-responses and consequently had a valid sample of 432.

Table 4.10: Visitor Survey Respondent Group Composition

Group Composition	Frequency	Percentage
Travelling Alone	18	4%
Travelling with Adults	318	74%
Travelling with Adults & Children	87	20%
Travelling with Children	9	2%
Total	432	100%

4.2.11 The majority of respondents to the Question were travelling in a group with other Adults (74%).

Length of Stay

4.2.12 Respondents were asked an open-ended question about how long they were staying in the Cairngorms National Park during their current visit. This information was then used to construct the following response categories: 1 day, 2-3 days, 4-7 days, 8-14 days, 15+ days and Resident. Table 4.11 details the summarised length of stay for respondents to the Visitor Survey.

4.2.13 The question received 54 non-responses and consequently had a valid sample of 449.

Table 4.11: Visitor Survey Respondent Length of Stay

Length of Stay	Frequency	Percentage
1 day	109	24%
2-3 days	120	27%
4-7 days	142	32%
8-14 days	45	10%
15+ days	19	4%
Resident	14	3%
Total	449	100%

4.2.14 4-7 days was the most often reported Length of Stay by Visitor Survey respondents (32%). Nearly one-quarter (24%) of Visitor Survey respondents were only visiting the Cairngorms National Park for a day and 83% of respondents were visiting for less than 8 days.

Number of Visits per Year

4.2.15 Respondents were asked an open-ended question about how many times per year they visited the Cairngorms National Park. This information was then used to construct the following response categories: First Time, less than once a year, 1-3 visits per year, 4-6 visits per year, 7+ visits per year and Resident. Table 4.12 details the summarised number of visits per year categories for respondents to the Visitor Survey.

4.2.16 The question received 57 non-responses and consequently had a valid sample size of 446.

Table 4.12: Visitor Survey Respondent Number of Visits per Year

Number of Visits per year	Frequency	Percentage
First Time	40	9%
Less than once a year	12	3%
1-3 visits per year	228	51%
4-6 visits per year	46	10%
7+ visits per year	62	14%
Resident	58	13%
Total	446	100%

4.2.17 The majority (51%) of visitor survey respondents stated that they visited the Cairngorms National Park 1-3 times per annum. 9% of respondents were first time visitors to the area and 13% of respondents identified themselves as residents of the area (many of these made no response to the previous question on visit frequency). 75% of all respondents to the survey visited the area at least once per annum.

Public Transport Awareness

4.2.18 Table 4.13 details respondents' awareness of public transport within the Cairngorms National Park. There were 9 non-responses to Question 7a and consequently the valid sample size was 494.

Table 4.13: Visitor Survey Respondents Awareness of Public Transport

Respondents Awareness of Public Transport within Cairngorms National Park	Frequency	Percentage
Yes, I am aware of routes and frequency	88	18%
Yes, I am generally aware of public transport availability but unaware of specific details	225	45%
Not aware at all	181	37%
Total	494	100%

4.2.19 The majority (63%) of respondents indicated that they had a general level of awareness of public transport within the Cairngorms National Park. However, only 18% of respondents had a detailed level of awareness of public transport routes and frequencies.

Public Transport Information Awareness And Usage

4.2.20 Table 4.14 details respondents' awareness and usage of various sources of information concerning local public transport services. There were 33 non-responses to Question 7b and consequently the valid sample size is 470.

Table 4.14: Visitor Survey Respondents Awareness and Use of Public Transport Information sources

Information Source	Frequency	Percentage of Total Sample
Cairngorms Explorer	80	16%
Bus Operators Timetable booklet	150	30%
ScotRail timetable booklet	129	26%
Traveline (Phone or Internet)	59	12%
Transport Direct (Internet)	24	5%
Other	39	8%
None	213	42%

4.2.21 42% of the visitor survey respondents stated that they were not aware and/or did not use any sources of information regarding local public transport services. Respondents were most aware of or used Bus Operator Timetable booklets (30%) and ScotRail timetable booklet (26%). 16% of respondents stated that they were aware of or used the CNPA Cairngorms Explorer booklet – a significantly higher proportion than that found in the resident survey.

Trip Planning Information Sources

4.2.22 Table 4.15 details the sources of information used to plan the current trip to or within the Cairngorms National Park. There were 38 non-responses to Question 7c and consequently the valid sample size is 465.

Table 4.15: Visitor Survey Respondents Trip Planning Information Sources

Information Source	Frequency	Percentage of Total Sample
Travel Agency	9	2%
Internet (on-line guides)	43	9%
Club (e.g. hillwalking)	12	2%
Tourist Information Centre	49	10%
Maps	235	47%
Other	181	36%

4.2.23 47% of the visitor survey respondents stated that they used Maps to plan their trip and 36% stated that they used Other trip planning information sources including Local Knowledge, Previous Visits and Magazine and Newspaper articles. The proportion using the Internet is small but significant; a large proportion of these respondents came from outwith Scotland, and/or were walking within the park.

Constraints on Public Transport Use

4.2.24 Table 4.16 details the constraints identified by visitor survey respondents on their use of public transport within the Cairngorms National Park. There were 57 non-responses and consequently the valid sample size is 446.

Table 4.16: Visitor Survey Respondents identified Constraints on their use of Public Transport within the Cairngorms National Park

Constraints	Frequency	Percentage of Total Sample
None	199	40%
Lack of Luggage Space	16	3%
Lack of bus & rail integration	38	8%
Lack of cross park services	33	7%
No service when I want it	101	20%
No service where I want to go	108	22%
No Cycle Provision on public transport	46	9%
Other	83	17%

4.2.25 40% of respondents did not identify any constraints on their use of public transport services within the Cairngorms National Park; 22% said there was no service coverage of area they wanted to visit and 20% stated there was no

service available at the time they wanted to undertake their journey. 17% stated Other reasons such as the car was more convenient, bus service lacked flexibility, high dependency members of their party.

- 4.2.26 It should be noted that apart from this 17%, many other respondents provided “write-in” comments indicating that there were reasons why they preferred the freedom and flexibility of the car. These included carrying luggage (including walking equipment), physical limitations, and the sheer convenience of the car.

Disability/Special Needs

- 4.2.27 Table 4.17 details the number of respondents who had a member of their group who had a disability or special needs. There were 26 non-responses to Question 9a and consequently a valid sample of 477.

Table 4.17: Visitor Survey Respondent Groups with a Disability or Special Needs

Group Member with a Disability or Special Needs	Frequency	Percentage
Yes	38	8%
No	439	92%
Total	477	100%

- 4.2.28 8% of respondents identified that their group had a member who had a disability or special needs. These 38 respondents were then asked a follow-up question regarding how well Public Transport catered to their needs, see Table 4.18. There were 3 non-responses to Question 10 and consequently a valid sample of 35.

Table 4.18: Visitor Survey Respondents view on how well Public Transport catered for those with a disability or special needs

Rating	Frequency	Percentage
Very Good	5	14%
Good	10	29%
Fair	10	29%
Poor	6	17%
Very Poor	4	11%

- 4.2.29 43% of respondents rated public transport as Very Good or Good at catering to the needs of those with a disability or special needs. 28% of respondents rated public transport as Poor or Very Poor regarding catering for such needs.

Demand Responsive Transport Use

- 4.2.30 Table 4.19 details visitor survey respondents who stated that they would be likely to use a Demand Responsive Transport service if it were made available in the Cairngorms National Park. There were 41 non-responses to Question 10 and consequently a valid sample 462.

Table 4.19: Visitor Survey Respondents Likely Use of Demand Responsive Transport Services

Likely to use Demand Responsive Transport	Frequency	Percentage
Yes	214	46%
No	248	54%
Total	462	100%

4.2.31 46% of respondents stated that if Demand Responsive Transport services were made available in the National Park they would be likely to use this type of service.

Rating of Public Transport Provision

4.2.32 Table 4.20 details respondents' overall rating of public transport provision within the Cairngorms National Park. There were 180 non-responses to Question 11 (effectively, "don't know") and consequently a valid sample of 323.

Table 4.20: Visitor Survey Respondents Rating of Public Transport in Cairngorms National Park

Rating	Frequency	Percentage
Very Good	22	7%
Good	90	28%
Fair	119	37%
Poor	58	18%
Very Poor	34	10%

4.2.33 35% of visitor survey respondents rated public transport in the Cairngorms National Park as Very Good or Good, 37% of respondents thought the provision was "Fair" and 28% of respondents rated public transport as Poor or Very Poor. It should be noted that, when asked a question of this type, respondents tend to apply a "reasonableness test" – what they consider good public transport in the Park will be very different from what they consider good in Edinburgh. The fact remains that many people who considered public transport "Good" did not in fact use it. In fact, among public transport users, 41% thought public transport provision poor or very poor, against only 25% of non-users – who were probably less familiar with the detail of services.

Single Improvement to Public Transport

4.2.34 Table 4.21 details visitor survey respondents responses to the question of "what single improvement to Public Transport would encourage you to use it?" There were 110 non-responses to Question 12 and consequently a valid sample of 393.

Table 4.21: Visitor Survey Respondents identified Single Improvement to Public Transport

Single Improvement	Frequency	Percentage
More frequent service	125	32%
Quicker service	8	2%
Reduced Prices	31	8%
Integrated bus, rail, cycle and walking links	142	36%
Clearer information	74	19%
Other	13	3%
Total	393	100%

4.2.35 36% of respondents identified “Integrated bus, rail, cycle and walking links” as the single improvement that would encourage them to use public transport. 32% of respondents identified “more frequent service” and 19% of respondents identified “Clearer information”.

Suggested New Services

4.2.36 Visitor Survey respondents were asked if there were any new public transport services that they would like to see established within the Park. 98 respondents suggested potential new services between various destinations in and outwith the National Park, the main suggestions are detailed in Table 4.22. A full cross-tabulation is provided in Appendix 4.

Table 4.22: Visitor Survey Respondents Suggested New Services

Between	and	Frequency
Aviemore	Ballater or Braemar	25
Linn of Dee	Braemar	10
Ballater	Glen Muick	5
Aviemore	Grantown-on-Spey	5

4.2.37 Note that as was found in the Resident survey, some respondents suggested links that already exist.

4.3 Write-in comments

4.3.1 As already mentioned, there was an opportunity for respondents to write-in other comments. 176 did so, the comments being quite enlightening although difficult to categorise. A listing of these comments, along with a note of where the form was picked up and whether the respondent was a public transport user, is in Appendix 5.

5. Summary of Access Issues

5.1 Residents Survey

5.1.1 There were several significant access issues arising from the residents survey.

Service Frequency

5.1.2 The major issue highlighted by respondents was the need for increased frequencies of existing public transport services. Over a third of respondents stated that increasing the frequency of services would be the single improvement that would increase their use of public transport. In addition, only 45% of PT users were very or fairly satisfied with the frequency of current public transport services. Respondents from Braemar and Grantown-on-Spey particularly identified the requirement for increased service frequency.

Service Use and Awareness

5.1.3 Over half of the resident population surveyed indicated that they did not make use of local public transport services. There was a lack of awareness of suitable services for major household journeys. Only 24% of respondents who were public transport users were aware of suitable bus or train services for travel to work. In general, it appears that this indicates that there were, in fact, no such suitable services.

5.1.4 There are areas of the National Park with high awareness of particular transport services. Over half of the respondents in the Ballater area were aware of existing DRT services in the local area. However, this awareness was not transformed into greater DRT use, as the Ballater area had similarly low levels of DRT use to the other six areas of the National Park.

Travel to Work journeys

5.1.5 Over three-quarters of full-time employees were currently identified as non-users of public transport. However, this grouping also had the highest percentage of respondents suggesting the provision of new public transport services. Coupled with the statement that nearly 80% of PT using respondents were unaware of bus or train services for their work journey, it suggests that there might be the potential for modal shift of travel to work journeys if suitable public transport were provided. This is not to say, however, that the benefits of providing such services would necessarily outweigh the costs. (And see para. 5.1.10 below.)

Age/Gender

5.1.6 Females were more likely to report being Car Passengers for the major household journeys: Travel to Work, Food Shopping and Comparison Shopping. Females aged 16-39 were also more likely to be frequent users of public transport than other age/gender categories of the population.

5.1.7 40-59 Males and Females were the sections of the resident population to state the lowest use of public transport.

Use of Information Sources

- 5.1.8 Over two-thirds of residents did not use any form of public transport information. In addition, only 6% of the resident population interviewed utilised the Cairngorms Explorer.

Shopping Centres

- 5.1.9 Aviemore was identified by respondents as the major food shopping centre (197 respondents) followed by Inverness (122). The main comparison shopping centre identified were Inverness (472) and Aberdeen (141).

Suggested and Proposed Services

- 5.1.10 It should be noted here that, as a general rule in surveys of this type, it has been found that for every 15 people who say they would use such-and-such a transport service if it were provided, only one actually does so if it is in fact implemented. Obviously circumstances differ, but extreme caution should be exercised in acting upon any suggestions (and petitions) for new public transport services.
- 5.1.11 The new services suggested by respondents were distributed through the National Park area. The main concentration on suggested services were between the following settlements:
- Aviemore to Grantown-on-Spey (quite reasonable bus services already exist here)
 - Grantown-on-Spey to Elgin (poorly served, no direct buses)
 - Tomintoul to Elgin (currently only provided by a Thursday bus, plus the summer weekend Strathspey Stroller)
- 5.1.12 However, although these were the main route suggestions from resident survey respondents, they were not of a level which necessarily implies potential for the establishment of new services.

Demand Responsive Transport

- 5.1.13 There was high stated potential frequent use (daily – fortnightly) of any newly introduced DRT services amongst all resident areas of the National Park population. 16-39 Males and Females were the age/gender groups which identified potentially the most frequent use of newly introduced DRT services.

Grantown-on-Spey

- 5.1.14 The most common origin suggestion for new public transport services was Grantown-on-Spey. This would appear to suggest that the current routes serving Grantown-on-Spey are not satisfying residents' public transport requirements.

Tomintoul

- 5.1.15 The proposed Grantown-on-Spey – Tomintoul – Ballater service attracted a high percentage of stated frequent usage from respondents in the Tomintoul area (52%), significantly higher than any of the other residential areas. Tomintoul respondents also reported that 86% were current non-users of public

transport, had a current low usage of public transport information sources and a high potential use of DRT services.

- 5.1.16 This suggests that there is some latent demand for public transport services in the Tomintoul area, which may require to be investigated further to identify the most appropriate form of transport provision.

5.2 Visitor Survey

- 5.2.1 There were several significant access issues arising from the residents survey.

Car-based Visits

- 5.2.2 The predominant mode of transport, reported by visitor survey respondents, for journeys to the region and travelling around the National Park were car-based, either as a driver or passenger.

Length and Regularity of Visit

- 5.2.3 Over a quarter of respondents to the survey were day visitors to the Cairngorms National Park and nearly three-quarters of visits were for 2 days or longer.

Public Transport Awareness

- 5.2.4 The majority of respondents (63%) to the visitor survey were aware of public transport services within the Cairngorms National Park. However, only 18% of visitor survey respondents were aware of the details and frequencies of routes.

Information Usage

- 5.2.5 42% of visitor survey respondents identified that they were not aware of or had used any forms of transport information. The most used source with the greatest awareness (30%) were bus operators' timetable booklet, 26% used or were aware of the ScotRail timetable booklet and 16% used or were aware of the Cairngorms Explorer information booklet.

Constraints on Public Transport Use

- 5.2.6 40% of respondents did not identify any of the constraints on their public transport use. The main constraints identified were the lack of public transport coverage both temporally and spatially to meet respondents requirements. However, write-in comments indicated that there were several other reasons for respondents to prefer to use a car, including transport of luggage and sheer convenience.

Likely use of Demand Responsive Transport Services

- 5.2.7 46% of respondents stated that they would be likely to use Demand Responsive Transport Services if provided within the National Park.

Rating of Public Transport and Improvements

- 5.2.8 Only 35% of respondents identified public transport as "Very Good" or "Good".

-
- 5.2.9 36% of respondents identified “Integrated bus, rail, cycle and walking links” as the single improvement that would encourage them to use public transport more often. From write-in comments made by some of these respondents, it is obvious that this covers a wide range of requirements. 32% of respondents identified the biggest single improvement factor as “More Frequent Services”.

Suggested New Services

- 5.2.10 There were several suggestions for new services by visitor survey respondents, the main desire line was between Aviemore and Braemar, also taking in Ballater.

6. Existing Public Transport provision

6.1 History

- 6.1.1 50 years ago the area of the National Park had 15 railway stations on four different lines – now it has just five on one line (plus the seasonal Strathspey Steam Railway). Grantown-on-Spey alone had two stations; the West station was on a service from Perth and Aviemore to Forres and Inverness (the original main line to Inverness), while the East station was served by trains from Boat of Garten to Craigellachie.
- 6.1.2 However, while the network was fairly extensive, and provided through-ticketing to the whole of Britain, services were generally infrequent. There were less trains at Aviemore than today (seven compared with 10 on weekdays, two compared with four or five on Sundays).
- 6.1.3 While there was at least a service between Aviemore, Grantown, Forres and Inverness there were only three or four trains a day (two on Sundays). The journey time between Grantown and Inverness was almost two hours, compared with one hour on the present bus service of three direct buses daily. There were just three trains on weekdays between Boat of Garten and Craigellachie, with almost non-existent connections at Boat and poor connections at Craigellachie.
- 6.1.4 On Deeside, there were just four trains per day and none on Sundays – today there is an hourly bus service weekdays, and seven on Sundays. The train was, however, somewhat faster than today's buses. (The fastest train took about 85 minutes between Ballater and Aberdeen, against 100 minutes today by bus.)
- 6.1.5 There was, therefore, no golden age for public transport in the Park area – services are much better today in terms of frequency and (mostly) speed, although there are limitations as the rest of this chapter explains. It should be noted that demands on the transport system have also increased markedly over the last 50 years.


6.2 Overview of Services

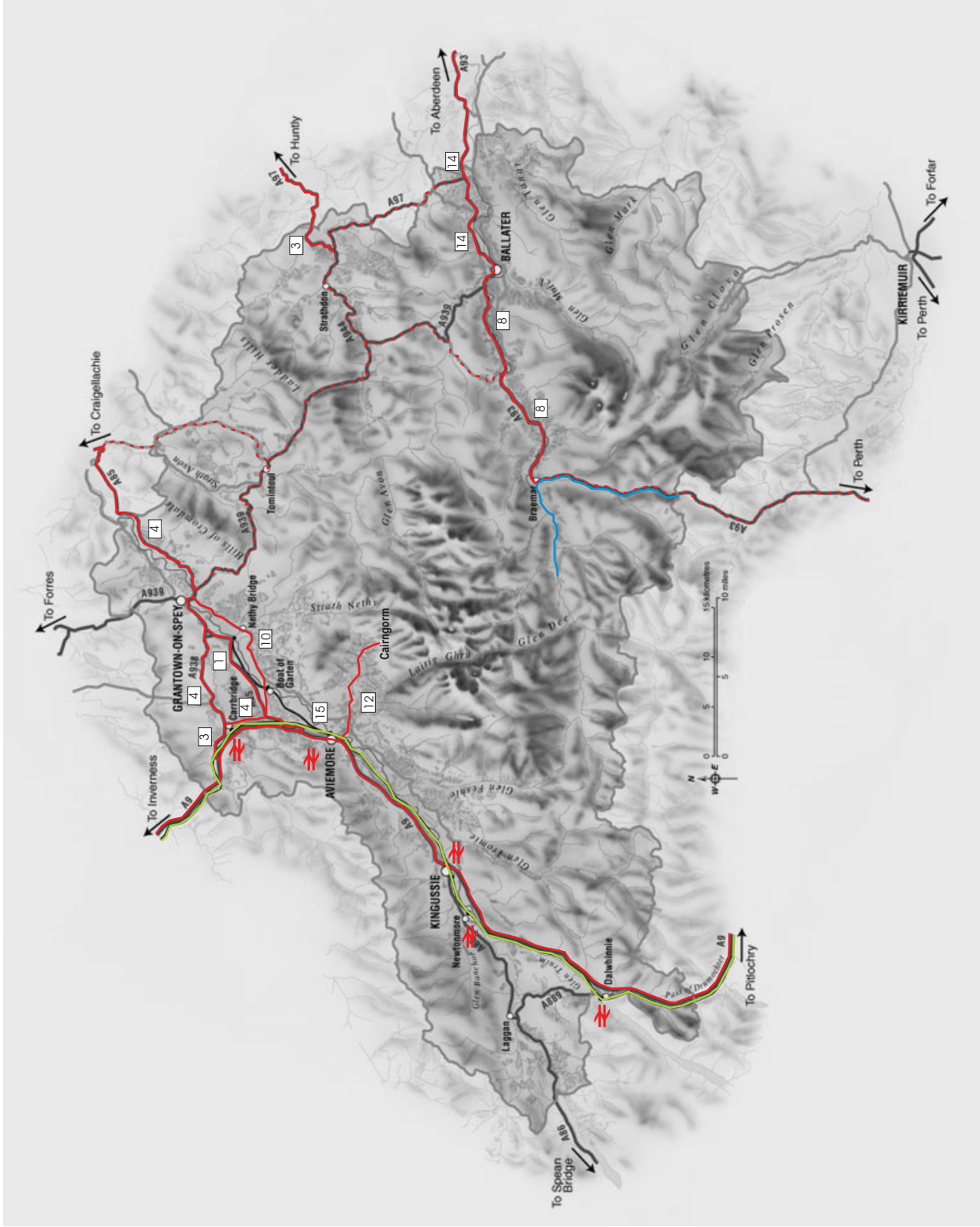
- 6.2.1 Current public transport services are summarised in map form (with daily frequencies) as Figure 6-1 overleaf and in tabular form in Appendix 6. Note that the map shows service frequencies only for local bus services; express coach services, and rail services, which serve more limited destinations, are not shown in this way, although routes are shown.
- 6.2.2 The table in Appendix 6 separates services into those within the Park, and those linking into the Park from the various gateways. Some services appear in more than one category.
- 6.2.3 Note that this chapter concentrates on mainstream year-round services; unconventional services (e.g. Dial-a-Bus), seasonal services such as Heather Hopper, and community transport services are described in the next chapter.

Rail and Express Coach services

- 6.2.4 These are now concentrated solely on the A9 corridor in the western Park, and are described in the table in Appendix 6. A morning peak commuter train has

Key

- Daily year round bus services
- Postibus
- - - Seasonal bus services
- Train line
-  Train Station
- 8 Number of buses per day each way (excluding long distance coaches)



File Extension:

Scale:	NTS
Designed by:	ERC
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Client
Cairngorms National Park Authority

Job Title
Cairngorms National Park Transport Audit

Drawing Title
Public Transport Routes in the Cairngorms National Park

Figure 6.1

recently been introduced from Kingussie to Inverness – so far, usage of this has been low for a variety of reasons; one being cost, and another the fact that return journey times (1655 and 1831) are not particularly convenient.

- 6.2.5 While rail services are fairly stable, express coach services are subject to fairly frequent change, partly resulting from changes in ownership. The former Megabus services, now marketed jointly with Citylink by Stagecoach, run non-stop between Perth and Inverness nine times a day, thus not serving the Park at all. There are five or six Citylink services each day, stopping at the same places as the train (except Carr-Bridge), plus Kincaig and Dalraddy Caravan Park.

Year-round bus services

- 6.2.6 These are summarised in the table. The service pattern of buses can be quite complex, particularly in the western Park where most services are heavily influenced by school requirements; this means that services in school term and holidays can be markedly different.
- 6.2.7 All services in the western Park are subsidised, and therefore specified by the local authority (mainly Highland Council). Most are operated by Highland Bus and Coach, a subsidiary of Rapsons. In the eastern Park, the service east of Ballater is commercial, while that between Ballater and Braemar is subsidised by Aberdeenshire Council. The Deeside service is operated by Stagecoach Bluebird.
- 6.2.8 Sunday services are worthy of note. In the eastern Park they are relatively good, while the express coaches on the A9 run a seven-day service. There are also relatively good rail services on Sundays. The only regular Sunday service in the western Park is the hourly service between Aviemore and Cairngorm – Grantown has no Sunday service at all, except the summer-only Strathspey Stroller.

Seasonal bus services

- 6.2.9 These are also summarised in the table, and are described further in the following chapter. Note that in addition to these services, there are occasional “tailor made” bus services in connection with special events, notably walking and whisky festivals. The Angus Glens Walking Festival, and the Spirit of Speyside Whisky Festival, are particularly noteworthy in this respect.

6.3 Limitations in current provision

- 6.3.1 The following does not attempt to be a full audit of transport service provision in the Park, rather a highlight of the main weaknesses. Individual public transport users will have many more complaints. Some problems have already been mentioned, particularly in paragraphs 6.2.6 and 6.2.8 above. Problems with ticketing and information are summarised in sections 6.4 and 6.5.
- There are no year-round links between the eastern and western Parks, or over Glenshee to the south – in fact until 2006 (Heather Hopper) there had been no seasonal services either. Even those provided in 2006 did not run on Sundays, one of the most popular days for tourists.
 - Except east of Ballater, and between Aviemore and Cairngorm, frequencies are irregular and poor.
 - Connections between buses and trains are poor. Aviemore is the main connection point, and Grantown the most obvious destination for

connecting buses. However, only a few trains have good connections, and in many cases buses and trains just miss each other. The last northbound train with any sort of bus connection to Grantown arrives at Aviemore at 14:30.

- At present, owing to construction work on a “transport interchange”, there is in effect no interchange between southbound buses and trains at Aviemore – the nearest bus stop is at Aviemore Police Station. (And information on this arrangement is noticeably lacking.)
- There is no bus from Aviemore to Grantown between 1503 and 1803.
- Services between Grantown and Carr-Bridge are very limited.
- Services down Speyside from Grantown are poor – though this is partly a problem with information. There are in fact four journey possibilities on Mondays to Fridays – though nothing at weekends except the seasonal Strathspey Stroller. Two of the four journeys are direct on the Moray Council Speyside Community Bus, while the other two involve Highland Bus and Coach service 33 from Grantown to Tormore with a connection (run by a third operator) on to Aberlour.
- Tomintoul has very limited services indeed – apart from the seasonal 501 Heather Hopper and 500 Strathspey Stroller there are virtually no daily (weekday) services except those operating for schoolchildren.
- It is worth repeating that, except in the eastern Park and along the A9 corridor, Sunday services are abysmal – in fact virtually non-existent. This mainly affects Speyside below Aviemore.

6.3.2 Note that, by the standards of rural Scotland, services in the eastern Park – at least along Deeside – are good. This is probably due to a long period of stability and the fact that there is only one main transport corridor. This leaves little scope (or need) for operators or local authorities to “tinker” with bus services. Any change in services, however well planned, is likely to lose some passengers, even if others are gained.

6.4 Ticketing and fares

- 6.4.1 Fares on bus services within the Park are fairly perceived as high; this reflects the long distances between settlements, the low density of population and thus demand, and the resulting lack of competition between operators. In some ways, the situation is exacerbated by the fact that all Scottish over-60s now get free bus travel throughout Scotland; as a large proportion of rural bus users are in this category, there is less pressure on operators to keep fares affordable. (In general, operators set fare levels, even on subsidised services.)
- 6.4.2 In fact, there are signs of a tendency in some deep rural areas of Scotland for bus operators to allow fares to rise, knowing that this will maximise their compensation under the free fares scheme.
- 6.4.3 In some parts of the UK this situation is alleviated by the provision of “rover” type tickets, giving travel within a specified area for a fixed sum per day, week or other period. (For example, the Moorsbus scheme in the North York Moors NP at £3 per day within the park, see 8.1 below. £3 will not buy even a one-way ticket between Aviemore and Grantown.) However, there are no such schemes in the Park area.
- 6.4.4 First Scotrail do have a Highland Rover, but this costs £62.50 for four days out of eight and is only valid north of Aviemore. Rapsons do have one-day Explorer tickets in other parts of the Highlands, but not in the Park area. Stagecoach’s Megarider tickets extend from Aberdeen only as far west as Westhill.

- 6.4.5 Through ticketing between trains and buses is also absent in the Park area. There is a national scheme, “Plusbus”, organised by train and bus operators. This provides area-specific bus service “add-ons” to train tickets – tickets for any area are available along with rail tickets. The scheme operates from specified stations, which in the vicinity of the Park include Perth, Aberdeen, Elgin and Inverness – but not Aviemore. In most cases, however, the area covered is little more than the urban area of the city or town concerned – the Inverness ticket includes Culloden, but no further.
- 6.4.6 It should also be noted that where a bus trip involves the services of more than one operator (e.g. Grantown to Aberlour via the Tormore connection), separate tickets must be bought which increases the price.
- 6.4.7 There were a number of calls in the Visitor Survey for an “integrated public transport network; such a network must inevitably include better ticketing arrangements.
- 6.4.8 It should be noted that, apart from the national scheme under which all over-60s are entitled to Scotland-wide free bus travel, a parallel scheme for young people is to be introduced from 8th January 2007. This will allow all 16 - 18 year olds and young full-time volunteers up to the age of 25 concessionary travel on buses, rail and ferries. The Scheme provides a third off bus and rail travel. It will go some way to mitigating the effect of high fares on a sensitive group in the CNP area.

6.5 Information

- 6.5.1 Information on public transport in the Park is available through a variety of media, including –
- Printed booklets and leaflets, provided by transport operators and by CNPA itself (Cairngorms Explorer).
 - Information at bus stops – from observations, this is not always as available as it should be.
 - The national Traveline phone enquiry service, which in general is good and covers all public transport – although operators lack actual knowledge of local geography.
 - A corresponding web-based service. This has some limitations, and takes a little persistence to get the right results, but is generally (now) accurate. (It does, however, still show the Strathspey Stroller as operating in November 2006 when it stopped for the winter in September.)
 - Traveline also operate an SMS text messaging service, which should be available in the Highland Council area – although attempts to use it on the part of the consultant have so far been unsuccessful. It is likely however that this service will become increasingly useful and popular.
- 6.5.2 One notable lack, however, is a map of public transport services in the Park. This makes it difficult to plan unfamiliar journeys, particularly for visitors. Even transport “experts” may have difficulty in locating some bus services on a map, some of the timing points mentioned not appearing on most maps.

The Cairngorms Explorer (CE) booklet

- 6.5.3 This comprehensive guide to transport services in the Park, published by Landmark Press on behalf of CNPA, was first published in 2005 and re-issued in 2006. It is a commendable attempt to provide a “one stop shop” for bus and

train information; it is attractively produced, and includes suggestions for walks and cycle routes linked with bus services – though some of the connecting bus services are very limited indeed.

- 6.5.4 Market research carried out in 2005 on a sample of 170 visitors and residents (of which around 27 had already got a copy) showed positive attitudes towards the publication – though it is notable that those familiar with it were more critical than those who were not.
- 6.5.5 It does, however, have some limitations which might be considered for rectification in future editions;
- Most notably, there is no map of services – the area map provided does not even clarify which roads have bus services, still less show bus service numbers. (See paragraph 6.5.2 above.)
 - The Index to Places, which in the 2005 edition was at the front, in 2006 was relegated to page 31. This includes references to both transport services and walks, which can be confusing.
 - There is no list or index of services. Timetables are presented in area order, the areas being broadly delineated on the map. In practice, it can be difficult to find specific services.
 - Some services which would be useful to Park visitors are omitted, e.g.
 - 210 Aberdeen – Torphins – Ballater
 - 336 Elgin – Aberlour – Dufftown (an hourly service)
 - 338 Aberlour – Tormore (connecting there for Grantown)
 - On the other hand, some services in Angus are included which are well outside the park and of debatable relevance; over five pages are devoted to services linking Dundee with Kirriemuir.
 - The two Heather Hopper services, which were only finalised late in the season, are omitted. This is understandable but most unfortunate, and unlikely to be appreciated by users.
 - The rail timetables omit the daily GNER through services altogether.
 - There is no mention of the airports at Aberdeen (Dyce) or Inverness (Dalcross), or of public transport links to and from them.
 - Although font sizes have been increased, little has been done to clarify some of the confusing operator timetables. For instance, the “inverted black triangles” in Rapsons’ timetables have been retained with no explanation – these have been proved to confuse some users.
 - In at least one case – Rapsons’ 33, Grantown to Tormore – the CE timetable is far more confusing than the original – while Rapsons’ booklet presents school term, holiday and Saturday services separately, CE mixes them all up in a most confusing fashion (every column thus has a headnote).
 - This timetable in CE also omits the connections from Tormore to Aberlour (as do Rapsons). The through buses on the same road to Aberlour (Moray Community Bus 338A) are in a separate part of the book. (The Rapsons timetable is better in this respect.)
- 6.5.6 There is inevitably much duplication between the CE and operators’ own publications – particularly Rapsons’ Badenoch and Strathspey booklet, which is supported financially by Highland Council. This latter includes other operators, including First Scotrail – and GNER and the Heather Hopper, both missing from CE. It is unfortunate that public funds are going into both publications, while some requirements (e.g. a map) are unmet.

6.6 Forthcoming changes

- 6.6.1 Highland Council and Rapsons will be introducing changes to services between Aviemore and Grantown in January 2007. These will go some way to rectifying some of the limitations mentioned above. In particular, there will now be a regular hourly service for most of the day between the two towns, alternating between the Boat of Garten / Nethy Bridge route and the direct A95 (which serves virtually no intermediate population). This will improve service between the end-points, although not for Nethy Bridge and Boat. Train connections will be improved, though only marginally. The current gap of three hours in service from Aviemore to Grantown (1503 to 1803) will be reduced to 98 minutes (1525 to 1703). However, Sunday services will not be improved.
- 6.6.2 At the same time, changes to route 33 will markedly improve the service between Carr-Bridge and Grantown.
- 6.6.3 These changes (of which advice has very recently been received) have been made within existing resource levels - basically, two buses cover the hourly service all the way from Cairngorm to Grantown. Further improvements would not be possible without providing at least one extra bus, at considerable cost.

7. Existing and previous Public Transport initiatives inside the Park

7.1 A2B Dial-A-Bus

- 7.1.1 'A2B' is a new Demand Responsive Transport service introduced by Aberdeenshire Council with assistance from the Scottish Executive Rural Demand Responsive Transport pilot funding. The project provides transport services on the eastern edge of the National Park between Alford and Strathdon.
- 7.1.2 The service is open to the general public. The service operates a timetabled service between Alford and Strathdon. The bus will divert off the main route, on demand, to pick up passengers in areas surrounding the route. All 'on demand' trips on A2B required have to be pre-booked and travel can be at any time during the operating times of the service (8am – 2pm) and passengers can be picked up from their doorstep, home road-end or any recognised bus stop.
- 7.1.3 Bookings are made via a telephone hotline which is open between the hours of 9.30am – 3.30pm Monday-Friday. Bookings can be taken up to one week in advance but no later than the day before travelling. Fares vary between £0.50 - £2.90 for an Adult single and £0.90 - £5.30 for a Adult depending on the number of zones travelled through.
- 7.1.4 The Strathdon service is one of five operating under the "A2B" banner, the others being in and around Alford, Peterhead and Fraserburgh (catering for the mobility-impaired) and in Central Buchan (open to all). However, in terms of cost per passenger the Strathdon service is much the most expensive, reflecting the remote rural nature of the area. The cost per passenger trip currently runs at over £20 (for on average 25 passengers each week), as against an average of around £5 per passenger for A2B overall.

7.2 Angus Transport Forum

- 7.2.1 Angus Transport Forum (ATF) is an independent charity founded in 1995 to represent the public transport interests of voluntary organisations and communities in the area. ATF is based in Arbroath and covers the periphery of the south-east National Park boundary and extends within the park boundary up the Angus Glens.
- 7.2.2 ATF's primary activities are:
- Carrying out research and development into community based Demand Responsive Transport (DRT) solutions.
 - Provision of wheelchair accessible minibuses to their 125+ member organisations
 - Training services for passenger transport users and operators including voluntary groups
 - Identifying local needs through six local user groups.
- 7.2.3 Their website (www.angustransportforum.org) offers an information service to residents and visitors to the area detailing in the Transport section of the website all transport facilities available within the Forum area including:
- Journey Planner
 - Bus Companies

- Coach Hire Companies
- Taxi Companies
- Angus Council services
- Scottish Ambulance Patient Transport Services
- Community Transport Services
- Concessionary Travel Services
- Car/Van Hire
- Accessible Vehicles
- Chauffeur Driven Car Hire Companies
- Couriers
- Airport Transfer Companies
- Rail
- Cycle Hire

7.3 Badenoch & Strathspey Community Car Scheme

- 7.3.1 The aim of the scheme run by the Badenoch & Strathspey Transport Company (B&STC) is to help those members of the community who would otherwise be unable to make use of health and social facilities. Badenoch and Strathspey Community Car Scheme offers transport, using volunteer drivers in their own cars, to members of the community living throughout Badenoch & Strathspey who are unable, for whatever reason, to access public transport or have no transport of their own. The only exceptions are that those already using taxis, public transport or hospital transport cannot transfer to the scheme, and people living within Aviemore and its vicinity cannot use the scheme at all. The scheme carries around 280 passenger trips in an average month.
- 7.3.2 The scheme does not place restrictions on the timing, purpose or destination of journeys so long as suitable drivers can be found to provide the service at that time and on that route. Journeys can be booked between the hours of 9am – 5pm Monday – Friday, advance notice of journeys is advisable.
- 7.3.3 The scheme is funded under the Scottish Executive's Rural Community Transport Initiative, with funding assured up to 2009. B&STC also provide other transport services, including a wheelchair-accessible 7-seater minibus, an assisted shopping project in Aviemore and electric scooters to enable the mobility-impaired to enjoy the great outdoors.

7.4 Ballater (RD) Ltd

- 7.4.1 Ballater (RD) Ltd (BRD) is a Scottish registered Charity and Company limited by Guarantee. BRD is responsible for running a community bus service which is manned by MIDAS-trained local volunteers. The Community Bus can be used by community groups on both regular and ad-hoc basis and is specially adapted for wheel-chair and easy access. BRD organises the management and servicing plus the supply and training of volunteer drivers. BRD was awarded £34,120 from the RCTI fund for 2005-08.

7.5 Grantown-On-Spey Area Dial-A-Bus

- 7.5.1 A Dial-A-Bus service operates within the Grantown-on-Spey area. The bus is available on request for any journeys within the operating area. The service operates within Grantown-on-Spey, Cromdale, Dulnain Bridge and all roads connecting. The service is provided for people who have difficulty in using

commercial bus services due to their physical condition. Wheel chair access and a lift for anyone with walking difficulties is available. The service is available to all members of the community irrespective of age.

- 7.5.2 The Dial-a-Bus operates during the hours of 1000 – 1400 on Mondays, Wednesdays and Fridays.

7.6 Speyside Community Car Share Scheme

- 7.6.1 The project (again funded under RCTI) provides a community car share scheme in the Duff town, Glenlivet and Tomintoul areas, which border onto and include north-eastern parts of the National Park. The aim is to enable disabled and elderly people who are unable to use conventional public transport to visit family and friends, attend church and social events and to access shopping and health facilities in Elgin.

7.7 Strathspey Stroller

- 7.7.1 This seasonal service runs from Cullen to Cairngorm via Buckie, Elgin, Dufftown, Aberlour, Grantown and Aviemore (taking almost four hours for the one-way journey). It runs Saturdays and Sundays only from mid-May to late September, and has been running in its present form since 2001. It is an initiative of Moray Council, who support it using funding from the Rural Public Passenger Transport Grant Scheme (see section 9.1.13 below).
- 7.7.2 The service has proved successful – around two-thirds of passengers are tourists, and loadings are good (the 28-seat bus is occasionally full). The service has been developed over the years, including the introduction of fully accessible buses and a route diversion via the Landmark Centre at Carr-Bridge, this latter proving very popular with passengers.

7.8 Heather Hopper

- 7.8.1 The 501 Heather Hopper bus service linking Strathdon and Deeside with Strathspey was re-introduced on a pilot basis between July – September 2006. The service had previously been withdrawn in the 1990's and was re-introduced with financial support from CNPA, Aberdeenshire Council and The Highland Council.
- 7.8.2 In 2006, the 501 ran twice daily each way (except Sundays) and was operated by two bus companies; D&E Coaches and Stagecoach Bluebird. Stagecoach Bluebird operated a round trip from Ballater to Grantown-on-Spey via Strathdon and Tomintoul. D&E Coaches operate a round trip from Inverness to Ballater via Carr Bridge, Dulnain Bridge, Grantown-on-Spey, Tomintoul and Strathdon.
- 7.8.3 To complement the 501 service, Stagecoach Bluebird also introduced (on a commercial basis) the 502 Heather Hopper service linking Aberdeen and Deeside with Glenshee, Pitlochry and Perth. This ran only during the 2006 summer school holidays (June to mid-August); one round trip started in Aberdeen, going to Pitlochry via Strathdon, Ballater, Braemar and Glenshee. The second round trip started in Perth and ran via Pitlochry, Glenshee and Braemar as far as Ballater.
- 7.8.4 Passenger figures for the complete operation are shown below;

Table 7.1: Heather Hopper passenger figures, 2006

Service	Weeks	Total Passengers	Average Pax/trip
501 ex Ballater to Grantown and v.v.	13	1,092*	7.0
501 ex Inverness to Ballater and v.v.	13	677	4.3
502 ex Aberdeen to Pitlochry and v.v.	7	1178	14.0
502 ex Perth to Ballater and v.v.	7	478	5.7
* Figure from Aberdeenshire Council; Stagecoach figure is 564			

7.8.5 A large proportion of passengers on the service were over-60s travelling on the “Scotland Free” scheme – this was particularly the case on service 501 from Aberdeen, where it seems a large proportion of passengers were day-trippers from that city itself.

7.8.6 It must however be borne in mind that the service was introduced at short notice, and advance publicity was very limited; this meant many visitors were unaware of the service, a fact borne out by on-bus research. (This in fact found no passengers who lived in England, and just three from outside the UK.) There can be little doubt that given better publicity passenger numbers would be much higher, although it is likely that, at least initially, most passengers will continue to be concession-holders.

7.9 Badenoch and Strathspey Youth Taxi Scheme

7.9.1 This scheme, to be introduced shortly, will give 100 young people a 25% discount on taxi fares. Similar such schemes have been introduced in several other parts of the UK as well as in Australia; in deep rural areas they can be most effective at alleviating transport-social exclusion among the target groups.

8. Examples of Relevant Schemes outside the Park

8.1 Moorsbus, North York Moors National Park

- 8.1.1 The concept of the Moorsbus is based around a network of buses transporting urban based visitors into the National Park along a series of key routes and facilitating interchange at key locations to enable visitors to undertake more complex travel patterns rather than linear routes.
- 8.1.2 A key element of the Moorsbus network to highlight is the length of time it has taken to establish the network to its current capacity. The original Moorsbus network was established in the early 1980's and the network has evolved gradually over the quarter of a century to its current status.
- 8.1.3 The current Moorsbus network uses eight different bus operators to transport visitors from urban centres and drop off at one of three interchanges. The long-haul services originate in Hull, York, Darlington, Northallerton and Scarborough. Once buses arrive in the Park, the role of the bus changes to providing internal, shorter distance Park links.
- 8.1.4 All day fares within the Park are £3 per person and £6 per family (two adults and up to three children); long distance all day tickets are £5 and £10. The Moorsbus network achieves added value and further transport linkages through joint ticketing with local train companies. Car-borne visitors to the National Park, who park in National Park car parks and use the Moorsbus service receive a refund on their car park fee through a voucher scheme. In addition, discount vouchers redeemable at a large number of attractions and catering establishments within the National Park.
- 8.1.5 The approximate cost of the Moorsbus network is £230,000 per annum in revenue funding. Currently the North York Moors National Park Authority sources £180,000 of this revenue budget with the rest being contributed by North Yorkshire County Council.

8.2 Hadrian's Wall Bus, Northumberland National Park

- 8.2.1 The Hadrian's Wall Bus has been operating for 30 years and provides a bus service the full length of Hadrian's Wall from Newcastle-upon-Tyne to the Solway Coast. A significant proportion of this route is within the Northumberland National Park.
- 8.2.2 The service also seeks to add value to the visitor experience through the provision of information. The buses which operate the service are fitted with a PA system and drivers are trained to provide interpretation for visitors on the heritage sites along the route. During peak visitor periods, local heritage guides travel on the buses to provide additional interpretation and visitor guidance.
- 8.2.3 A day pass for the bus is £6.00 (Adult Day Ranger) or £12 per family. Integrated ticketing is also provided between the bus and local rail services. A ticket called the Hadrian's Wall flexi Rail Rover ticket is priced at £12.50 and allows travel on the bus and train for any two days out of three.
- 8.2.4 The approximate revenue cost of running the service's 3 vehicles all day at a 2 hour frequency is £80,000 per annum.

- 8.2.5 The Hadrian's Wall Bus service is co-ordinated by a public/private sector partnership, led by the Northumberland National Park Authority. The operational costs are met from two separate revenue budgets, revenue generated from passenger income and the remaining shortfall is met through contributions from seven of the members of the partnership:
- Cumbria and Northumberland County Councils
 - Northumberland National Park Authority
 - English Heritage
 - National Trust
 - Local District Councils
- 8.2.6 The Capital costs associated with purchasing vehicles for the service have been met via Rural Bus Challenge and Countryside Agency funding.

8.3 Interactive Community Marketing of Rural Buses

- 8.3.1 Hampshire County Council were involved in the EU TAPESTRY (Travel Awareness Public And Education Supporting a Sustainable Transport in Europe) and their project involved an interactive marketing experiment in ten satellite villages in East Hampshire. The area was characterised by infrequent and declining bus services, small settlements with limited populations and a high degree of dependency on the car for travel.
- 8.3.2 The idea of the project was to increase use of the bus services by changing residents attitudes but also awareness of the existence of services. Research was carried out to identify the factors which currently influenced residents current low use of public transport. Residents subsequently produced their own information materials to increase awareness of services, (e.g. posters, public transport guides) and address the identified factors.
- 8.3.3 The project improved the attitudes of stakeholders towards bus services and reduced self-reported car use and increased self-reported bus use.

8.4 Inverness – Durness bus service

- 8.4.1 The Stagecoach bus company initiated seasonal commercial bus services from Inverness to Ullapool and Durness some years ago, but was unable to continue them without support. However, a new service was introduced with Highland Council support in 1998, now being operated by Tim Dearman coaches.⁵ It runs six days a week from May to September.
- 8.4.2 While initially it was used mainly for day excursions, ridership has grown over the years and it now attracts custom from tourists and residents alike for a wide variety of trips. Its success is aided by having a pro-active bus operator.
- 8.4.3 This service, together with the Strathspey Stroller in the Park itself (see section 7.7) provides an example of how the Heather Hopper might be developed over a period of years.

⁵ <http://www.timdearmancoaches.co.uk/timetable.html>

9. Framework for Funding and Partnership

9.1 Funding

- 9.1.1 The current informal partnership working regarding transport in the Cairngorms National Park, has delivered notable early successes; Cairngorms Explorer and the 2006 'pilot' Heather Hopper service. However, there is a need for continuation of funding if these early successes are to be maintained and augmented with further targeted initiatives. The Cairngorms National Park Authority is currently committed to long-term support for the Cairngorms Explorer and Heather Hopper but currently other stakeholders are only able to commit to short-term funding owing to annual reviews of spending.
- 9.1.2 This report has identified a particular expressed demand for travel between Aviemore – Grantown-on-Spey – Ballater – Braemar, from both residents and visitors alike as well as less significant expressed support for the provision of DRT buses. Both services are unlikely to be successful without initial capital funding and long-term sustained revenue support. There are several funding mechanisms provided by the relevant authorities in Scotland, which could be pursued to enable funding of a cross-park service linking the above towns.
- 9.1.3 **Bus Route Development Grant (BRDG)** appears the most likely mechanism for funding improved cross park bus services. The purpose of this grant is to improve access to public transport, encourage modal shift and reduce congestion. While grants were at one time awarded according to a strict timetable, a more flexible approach is now being adopted by the Scottish executive which provides grants to bus operators via Local Authorities. The BRDG scheme provides financial support for up to three years for new and improved bus routes which have the potential to grow and be financially sustainable in the fourth year. Non-commercial (subsidised) bus services have been funded under the scheme, provided that it can be shown that the need for additional funding is of limited duration. A comprehensive approach to bus service development is encouraged; funding normally covers other items such as improved bus, fixed infrastructure or publicity in addition to services themselves.
- 9.1.4 Bids for projects must be identified by local authorities in conjunction with the bus operator. HITRANS would be supportive of potential BRDG bids for routes in the National Park in the medium term (2-5 years) after other strategic priorities have been addressed. HITRANS also wish to see some support from the business community. Aberdeenshire and Highland Councils are also supportive of an attempt to use BRDG funding for the Heather Hopper or similar services.
- 9.1.5 A relevant example in a National Park context, for future reference, is the BRDG application submitted by Stirling Council and the First Group for quality and frequency improvements to the Stirling – Aberfoyle route, which serves one of the main gateways to the Loch Lomond and the Trossachs National Park. However, before any BRDG bid could be submitted there would need to be further piloting and demand/revenue research, evidence of business community support as well as evidence that the existing investment in the Cairngorms Explorer and Heather Hopper is increasing public transport usage. (The Cairngorms Explorer booklet would not itself be eligible for BRDG support, but could form part of a package including one or more bus services.)
- 9.1.6 Regarding the development of Demand Responsive Transport (DRT), the Scottish Executive is considering future funding at the time of writing – two

meetings have already been cancelled, the next being scheduled for January 2007. Apart from any funding stream that may arise from this process, the most likely funding mechanism is the **Rural Community Transport Initiative (RCTI)** fund provided by the Scottish Executive and administered by the Community Transport Association (CTA).

- 9.1.7 The Initiative provides a budget in excess of £1 million per annum for rural community transport projects in Scotland. The aim of the RCTI is to fund community transport measures that will be of particular help in the more remote areas of Scotland, particularly where there are no scheduled bus services or where services are limited. The RCTI fund has previously funded voluntary sector projects including community minibuses, dial-a-bus, taxi-buses and voluntary car schemes. CTA staff can provide advice on project planning and also filling in the relevant application form.
- 9.1.8 The aim of the **RCTI Small Projects Fund (RCTISPF)** is to assist community groups (e.g. community groups, community councils and local voluntary organisations) to initiate small scale transport projects which will be of benefit to the local community. The funding is only available for projects of less than one year in duration and RCTISPF can provide up to 75% funding for projects with a total budget of £5,000. Examples of possible projects which could be considered for RCTISPF funding include research to assess local transport needs, establish a transport group or forum or perhaps pilot a small voluntary car scheme.
- 9.1.9 The main RCTI fund is open to voluntary groups and organisations who wish to provide (or continue) a Community Transport project⁶. The Badenoch & Strathspey Community Transport Company, mentioned earlier in this report, receives substantial funding under this scheme. Other schemes in the Park receiving RCTI funding include;
- Speyside Community Car Scheme, (Tomintoul area)
 - Ballater RD Ltd (community minibus)
 - WRVS Aberdeenshire (community car scheme)
- 9.1.10 The diversity and limited magnitude of expressed transport needs, outwith the cross-park corridor, would seem to point towards the provision of a transport service that can be more flexible and responsive to individual transport users' needs.
- 9.1.11 It may well be, however, that the provision of such DRT services is best implemented through a community transport partnership rather than the public sector. Voluntary sector provision might be able to lever in more funds, as the Scottish Executive has recently ceased its funding to the public sector for pilot DRT services in rural areas but is still allocating significant funds through the RCTI.
- 9.1.12 Furthermore, as a possible precursor to the provision of a full DRT scheme, it might be appropriate to apply to the Rural Community Transport Initiative Small Projects Fund (see para. 3.1.8 above) in order to undertake further detailed local research and/or set up the basic structure of a community partnership to oversee any DRT scheme. The residents and visitor surveys have provided a strategic assessment of transport needs and identify areas for further investigation regarding the provision of local solutions. An RCTISPF grant could fund further detailed research into potential DRT use in specific areas highlighted by the residents survey as potentially most appropriate for DRT services and also enable the establishment of a local community transport

⁶ http://www.communitytransport.com/development/rural/scot_rcti.htm

group and forum, which could then be the body who applies for subsequent RCTI funding for the delivery of a DRT scheme. In fact, as far as the western Park is concerned, the Badenoch and Strathspey Community Transport Company could well be the most appropriate body to take this forward.

- 9.1.13 The other possible option for funding a DRT scheme or improvements to existing fixed route service is through the **Rural Public Passenger Transport Grant Scheme (RPPTGS)**. The scheme aims to improve bus services in all rural areas and to provide greater help for the more remote areas by boosting transport accessibility in rural areas, improving connectivity and reducing social exclusion from transport services. Scottish Executive funding for the RPPTGS fund for 2007-08 is £7.4 million. Local authorities are given the flexibility to allocate their RPPT grants to those rural public transport services they consider most deserving of support. The funds can be allocated to introducing new services, upgrading or maintaining existing services (although only services introduced since the scheme was started in 1997 are eligible).
- 9.1.14 In practice, RPPT grants act as a supplement to general local authority funding for supported bus services. Several bus services in the Park are already funded in this way, including –
- Aviemore – Carr-Bridge (Highland Council)
 - Aviemore – Cairngorm (Highland Council)
 - Strathspey Stroller (Cullen to Cairngorm, Moray Council)
 - Heather Hopper (2006 Ballater – Grantown, Aberdeenshire Council)
- 9.1.15 However, Scottish Ministers would like local authorities to consider, where appropriate, DRT and/or Community Transport alternatives to conventional bus services. Therefore, there *may* be the potential for consultation and negotiation with the relevant local authorities to seek an allocation of a greater proportion of their RPPT funding to new or existing services within the Cairngorms National Park.
- 9.1.16 (The RCTI and RPPTGS are two of three components of the Scottish Executive's Rural Transport Fund (RTF). The third component relates to rural petrol stations.)
- 9.1.17 Other possible funding sources include;
- **European rural development funding**; currently in a state of flux with the LEADER programme being replaced by RDR (Rural Development Regulation) for 2007-2013. The Scottish Executive is holding focus groups in Autumn 2006 to discuss how this money should be targeted.
 - Funding from the new **Regional Transport Partnerships (RTPs)** (in the Park area HITRANS, NESTRANS and (marginally) TACTRANS). Their funding appears to be mainly for capital projects, although some of the RTPs are working co-operatively with Local Authorities in applying for Bus Route Development Grants and other funding.
 - **Local Authorities regular support for bus services**, provided where a demonstrated need exists but commercial services are not available. However, there are many pressures on this funding source, and services wholly or partly for tourists are unlikely to get a high priority.
 - **Rural Development Small Awards Fund (RDSAF)**. This is a new £0.5m fund run by the Scottish Executive which offers 100% funding for one-off projects from £500 - £5,000. The fund is applicable to all community groups in rural areas. The definition of rural areas is a settlement of less than 3,000 inhabitants. The fund can support activities relating to project planning, maximising community involvement, capacity building, consultation exercises and gathering of local ideas.

9.2 Partnerships for better co-operation

- 9.2.1 Previous research in tourism transport has identified the need for partnerships to deliver improvements in tourism transport services. The Transport for Leisure report (2001) "Transport, Tourism and the Environment in Scotland" clearly highlights the need for local authorities, transport operators and site managers to work in close partnership to develop and promote travel options.
- 9.2.2 The Council for National Parks report (2006) "Tackling Traffic, Sustainable leisure transport in National Parks – an overview of National Park Authority involvement" highlights that all National Park Authorities in England and Wales are involved in informal and formal partnership working with a variety of local and regional private and public stakeholders. The report highlights that many of these partnerships have contributed significantly to the implementation of sustainable transport solutions to and within English and Welsh National Parks.
- 9.2.3 Many of the UK National Park Authorities have through these partnerships had the chance to influence policy and capital expenditure and have seen National Parks used as trial sites for pilot initiatives. This can create an environment of confidence and increased co-operation from bus operators, as they can see how a wide variety of stakeholders are taking a strategic view of transport policy and investment within the Cairngorms National Park.
- 9.2.4 The involvement of National Park Authorities in dedicated strategic sustainable transport partnerships has enabled the delivery of the sustainable transport projects highlighted in this report as particularly relevant to the Cairngorms National Park e.g. Moorsbus Network⁷ and Hadrian's Wall Bus Partnership⁸, as well as a notable list of other successful projects; Beacons Bus Partnership⁹, Pembrokeshire Greenways¹⁰, Snowdonia Green Key Initiative¹¹ and the Yorkshire Dales Sustainable Travel Partnership¹².
- 9.2.5 The development of partnerships has also enabled National Parks to supplement their own transport budgets with contributions from other partners, contributions from other external funding sources and in-kind support providing additional staff capacity. The strategic and focussed nature provides confidence for funders to provide the partnership with funding. In this respect, a good example is the EU TARGET¹³ partnership in the Yorkshire Dales National Park, which brought in approximately £250,000 in funding for the marketing and promotion of sustainable tourism through sustainable transport.
- 9.2.6 There is also the potential for National Park Authorities to become involved in local community partnerships, for example the Rural Transport Partnerships and Community Rail Partnerships in Exmoor, Dartmoor, Peak District and New Forest parks. These mechanisms can be useful in addressing the community requirements for sustainable transport and also enable the leveraging of additional funding. For example, the RCTI funding mechanism is only open to voluntary groups and organisations wishing to provide a Community Transport project.
- 9.2.7 Such partnerships would require to be specific to certain areas of the National Park and should not be viewed as a substitute for a dedicated strategic

⁷ <http://www.moors.uk.net/moorsbus>

⁸ <http://www.northumberland-national-park.org.uk/VisitorGuide/Visiting/Travel/hadrianswallbus.htm>

⁹ http://www.breconbeacons.org/visit_the_park/Tourism/BB2006

¹⁰ <http://www.pembrokeshiregreenways.co.uk/default/>

¹¹ <http://www.snowdoniagreenkey.co.uk/>

¹² <http://www.traveldales.org.uk/>

¹³ <http://www.eu-target.net>

sustainable transport partnership, as it is at the strategic level that initial funding and influence can be achieved. Two or three local community transport partnerships could feed up into a Park-wide strategic partnership.

- 9.2.8 There is recognition that there are already significant calls on the time of representatives of a wide variety of agencies relating to transport and the formalisation of a sustainable transport partnership could possibly place further constraints on the relevant representatives and agencies. However, the benefits other UK National Park Authorities have generated from more formalised transport partnerships would appear to suggest that this is the most appropriate route for the Cairngorms National Park Authority to pursue in association with a wide variety of other stakeholders, viz:

Local Community Organisations

Regional Transport Partnerships

Local Authority Transport, Planning and Economic Development departments;

Local Development Agencies - Highlands and Islands Enterprise & Scottish Enterprise;

Tourist Organisations – VisitScotland & Aviemore Destination Management Organisation;

Transport Operators;

Accommodation and Visitor Attraction Managers;

Local Chambers of Commerce;

Scottish Natural Heritage;

- 9.2.9 Most liaison between members of the formal partnership could be undertaken as an e-group, broadly in line with the Loch Lomond and the Trossachs National Park Authority's Transport Working Group, which communicates by an e-mail group and meets three to four times a year to discuss significant major issues relating to transport in the National Park. This approach not only provides confidence to all stakeholders that a strategic approach is being undertaken to transport provision but also does not place significant time/travel constraints on members of the group.

9.3 Transport Strategies

- 9.3.1 The current time is key for transport strategy development in Scotland. The National Transport Strategy (with supporting documents on buses, trains and freight) was published in December 2006; the Regional Transport Strategy (RTS) for the HITRANS area is currently under consultation, and the Local Transport Strategy for Aberdeenshire has recently completed consultation. At the UK level, a host of reports on transport strategy and its environmental implications have recently been published.
- 9.3.2 These documents are, however, relatively short of specific proposals to address the key issues highlighted in this report, with these exceptions;
- The National Transport Strategy includes proposed actions to expand Demand Responsive Transport, and to expand the Rural Transport Fund
 - The draft HITRANS RTS describes Mainstream Public Transport as a "Horizontal Theme". Under this heading it includes a few strategy options that might, if selected for action, have a positive impact on key transport issues in the CNP area. These are in particular:
 - H33a Multi-modal / operator ticketing system
 - H33b Comprehensive and user-friendly information and mapping
 - H33d Integrated timetabling across the region

- H33f Targeted support for socially excluded groups to improve access opportunities.
- H33g Development of taxi sector as part of passenger transport network

9.3.3 However, no detail is give on these latter strategic options – dialogue with HITRANS will be needed to ensure such options are developed in a fashion that has positive outcomes in the CNP area.

10. Recommended Actions

10.1 Introduction

- 10.1.1 Chapter five of this report outlines access issues found in the primary research. Chapter six highlights some problems with existing service provision, and chapter seven describes current and past initiatives within the park. Chapter eight presents useful experience from elsewhere, while chapter nine describes recommended approaches to partnership and funding.
- 10.1.2 This chapter presents, in approximate descending order of priority, initiatives which are recommended to be progressed.

10.2 Cross-park services

- 10.2.1 There can be little doubt that the continuation and development of these is the highest priority. The basic structure of the Heather Hopper services 501 and 502 is sound, and a main priority must be to maintain this pattern as far as possible for the sake of continuity and confidence. As already suggested in Chapter 9, funding from Bus Route Development Grant (BRDG) should be explored. HITRANS is likely to be the most appropriate body to lead such a bid.
- 10.2.2 It would be preferable to integrate these services with the 500 Strathspey Stroller, at least for marketing purposes. Heather Hopper should operate seven days a week, and the potential for operating Strathspey Stroller on extra days should be explored. Eventually, extending the annual period of operation (at least at weekends) might be appropriate.
- 10.2.3 Following the example of Moorsbus, the scope for using these buses to provide further services in the Park should be examined – though the scope for this is rather less because of the longer distances and journey times involved. It might, for instance, be possible to extend the Ballater – Grantown 501 to Carr-Bridge, or to the Osprey Centre.
- 10.2.4 The services should be marketed as a package, preferably along with a suitable ticket offer and discounts at on-route attractions.

10.3 Aviemore – Grantown corridor

- 10.3.1 Both Resident and Visitor surveys highlighted a desire for more services on this corridor. It seems unlikely that the January 2006 changes referred to above will satisfy this expressed need.
- 10.3.2 Further improvements, which would increase services via Nethy Bridge and Boat of Garten and enable better train connections, would require additional resources. It is recommended that a proposal for an improved service be developed for potential funding through BRDG. Such a proposal should encompass through ticketing, preferably under the Plusbus scheme. Integration is a key transport objective in Scotland, and this should assist in making a case for such improvements.
- 10.3.3 Any proposal should include a Sunday service between Aviemore and Grantown-on-Spey. It is probably particularly important to connect with trains on Sundays.

10.4 Information initiatives

- 10.4.1 Some shortcomings of the Cairngorms Explorer booklet are highlighted in Chapter 6. These should be addressed, and a partnership approach adopted in an attempt to reduce duplication in publicity and thereby secure better value for money. An area public transport map is seen as essential.
- 10.4.2 CNPA should also ensure that as far as possible, all Park publications include appropriate mention of the availability of public transport, and how to get more information. (The Visitor Guide is a good example of where this is not being done at present.)

10.5 Fares and Ticketing

- 10.5.1 Existing problems with fares and ticketing are summarised in Chapter 6, and some solutions have already been proposed. But CNPA should take the lead – perhaps together with HITRANS – in trying to establish some sort of Rover ticket to cover the Park area. This is likely to be either challenging, or expensive; the problem will be in negotiating reasonable recompense with operators. However, such an initiative would align with Scottish Executive policy on integration, so may raise the possibility of inclusion in a bid for BRDG.

10.6 Visitor-oriented packages

- 10.6.1 Mention has already been made (see 6.2.9) of bus services made available in connection with events such as walking and whisky festivals. Although aimed at participants, these are sometimes open to the general public, although their temporary nature limits their usefulness as part of the overall public transport network. However, greater use of such services would improve the sustainability of transport in the park, and give more opportunity for visitors to leave their cars behind. It is therefore recommended that such initiatives be encouraged, perhaps by offering extra financial assistance for publicity, and that publicity for such operations be included in the Cairngorms Explorer and other Park publications.

10.7 Links to Lower Speyside

- 10.7.1 Problems here have been touched on in Chapter 6. In part the problem is inadequate publicity – it is not clear if there is any publication which clarifies what is available. But there is a definite problem of lack of Saturday (and possibly Sunday) services, and the weekday connections are less than ideal. A solution to these problems may not be expensive, and may be found by negotiation with Highland and Moray councils.

10.8 Demand Responsive transport

- 10.8.1 Caution is urged in this regard. In an area with a limited road network such as the Park, the benefit offered by DRT over conventional services is more limited. Experience on the Strathdon A2B service is not particularly encouraging, and the Badenoch and Strathspey Community Car Scheme goes a long way to meeting what needs there are in the western Park. (There seems no justification for more DRT in the eastern Park.)
- 10.8.2 It is therefore suggested that a grant should be sought under the Rural Community Transport Initiative Small Projects Fund (see 9.1.12 above) to conduct research into the unmet need for transport links in the western Park,

whether this could be met by DRT, and the most appropriate way of setting up such an operation if required.

10.9 Cycle Provision

- 10.9.1 A significant proportion (32%) of residential respondents indicated that they would be more likely to use local buses if they were able to carry cycles to areas in the Cairngorms National Park. The same issue was raised by 9% of respondents to the Visitor Survey. All the indications are that cycling is popular among both residents of and visitors to the park – more so than the Scottish average. This supports policies aimed at improving facilities for cycles both on and off public transport vehicles – for instance bicycle racks and lockers respectively.

Appendix 1; Accent Technical Report

Cairngorms Public Transport Audit: Residents Survey

Technical Report

May 2006

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1. INTRODUCTION

1.1 Background

Colin Buchanan and Partners (CB) and the Cairngorms National Park Authority (CPNA) commissioned Accent to conduct a survey of residents in the Cairngorms National Park for input into a public transport audit for CNPA.

The research was conducted through a programme of Computer Assisted Telephone Interviews (CATI), which recorded the travel journey details and views of a random selected and representative sample of 844 residents in households in defined postcode areas in the CPNA area.

This report sets out the methodology used for data collection as well as issues that arose during the fieldwork period.

1.2 Objectives

The objective of the study was to collect data on the normal travel journeys made by individuals from the CNPA area and their views on public transport provision in the CNPA area. Accent collected data from:

- 844 individuals from households in the CNPA area (defined on the basis of their postcode residence)
- residents stratified by postcode area (see Appendix A) and by key socio-demographic factors such as gender and age

Accent was required to provide the raw data for analysis by CB and to provide a technical report outlining the fieldwork methodology.

1.3 Structure of the Technical Report

In the following sections we provide details on the methodology and sampling process, and the numbers achieved during the fieldwork.

We provide a comprehensive list of the individual postcode units used in sampling (and how these were aggregated for quotas and analysis), a copy of the recruitment questionnaire and main survey questionnaire in the appendices.

2. METHODOLOGY

2.1 Introduction

Data collection was conducted through a programme of CATI telephone interviews with a representative sample of residents in households in the CNPA area. Households were selected at random through a sample of Electoral Roll (ER) and random digit dialled (RDD) telephone numbers. One adult member of each randomly selected household was invited to take part in the survey¹. Full travel journey data for key socio-economic and lifestyle activities (work, domestic shopping and consumption) within and from the CNPA area, people's use of transport modes and their views on the use of public transport was recorded for each respondent in the survey.

Quotas were set for different respondents in order to match key socio-demographic groups from the 2006 population projection data provided by CNPA². In all, 844 individuals were interviewed as part of the research.

The fieldwork was conducted over the period late March 2006 to early May 2006.

2.2 Telephone Interviewing

The fieldwork was conducted from Accent's dedicated Edinburgh telephone unit. This Unit has been specially designed with the emphasis on providing the environment for work of the highest quality.

The Unit is staffed by a highly experienced interviewing team, trained to IQCS or MRQSA standards. The interviewing team regularly conducts quantitative and qualitative telephone interviews in consumer and business markets on a wide range of subjects.

Computer-aided telephone interviewing (CATI) was used.

The interviewers were briefed in full on the project by the project manager prior to the fieldwork commencing. This briefing included:

- fieldwork objectives
- methodology, including sampling approach
- timescale
- full questionnaire run through
- questions.

¹ Adults were defined as those aged 16 years and over. The exception to the fieldwork sampling was for respondents aged 16-24 years. It was anticipated that members in these age groups would be hard-to-reach and that where we could also conduct interviews with these individuals in any one household the 'one adult per household' rule was abandoned. Unlike other age groups, those aged 16-24 years were also likely to have very distinctive travel patterns and their views on public transport were likely to be different from other age groups in the household.

² See CNPA Population Report (2005). Cathie Marsh Centre for Census and Survey Research: University of Manchester.

All telephone work was fully supervised and interviews were monitored on a regular basis, according to Accent’s quality system, which requires that:

- all project material was read and checked by the Project Director
- each member of the project team was personally briefed by the Project Manager who works closely with them to ensure that it runs smoothly and to the high standards set by Accent
- 5% of all telephone interviews were listened-in to
- all interviews are subject to 100% manual edit by fully trained and personally briefed coders
- 5% of all coding and data entry is quality controlled by the field coordinator
- all interviews are then subject to a computer edit with appropriate logic checks
- all projects are fully audited and subject to independent checks.

2.3 Quotas

Our original specification of the work is set out below. There were several types of geographical area under consideration in the study. The spread of interviews had to reflect the relative distribution of population across the National Park and the overall numbers of interviews had to be statistically robust. The minimum numbers of interviews required in each are detailed in Table 1 below:

Table 1 Cairngorms Study Areas and Quota Numbers

Area	Minimum Number of Interviews Required
Aviemore	166
Grantown-on-spey	163
Ballater	151
Kingussie/ Newtonmore	164
Braemar – 50	50
Tomintoul - 50	50
Other rural (outwith these areas)	100
Total	844

Our initial assumptions about these areas were as follows:

- that the minimum number of total interviews were based on achieving confidence intervals at +/- 7% based on the total population size in each area in the 2001 Census. The exception were areas around Braemar, Tomintoul and the other rural areas, where population figures were not available from the SCROL website. In these cases we reached agreement with CB and CNPA about the definition of the areas and samples required following commission
- that some flexibility would be necessary in the absence of accurate postcode data to allow us to determine the boundaries of each area

- that much of the Cairngorms National Park area is remote and the above areas capture the spread of population centres around the plateau in relation to the main transport routes to/from Aberdeen (East of the area), Inverness (North of the area), Dundee (South-East of the area) and Perth/Blairgowrie (South of the area).

Quotas were set for individuals in terms of their age, in order to be broadly reflective of the distribution according to the 2006 population profile projections. The quota for gender was established using figures for Scotland as whole from the Census 2001. The area quotas were set on the basis of approximate Census 2001 figures for the main settlements that covered the park and reflected the relative distribution of the 17,000 population that live within the park boundaries.

This allows the analysis of survey data for a broadly representative sample of adults and areas across the whole of the Cairngorms National Park.

Setting the quotas for gender and age was not, however, unproblematic.

The main issues concerning gender were:

- the unavailability of figures on the gender split in the local population resident within the park boundaries. It was decided to adopt the national average for Scotland as a whole (males 48%, females 52%)
- this presented some sampling issues because of the typical age profile and the differential mortality rates among males and females in Scotland. Rural areas have a typically older population profiles than the national average and this consequently means that there are higher proportions of females living in these areas because of their increased longevity compared to males
- by using figures based on the national average we may, consequently, over-represent the proportions of males in the CNPA area relative to females.

Similar issues arose with respect to age. The age quotas were based on the 2006 population projections for the park area. However, midway through the fieldwork we were struggling to conduct interviews with respondents between 25 to 40 years of age (irrespective of gender). Because the survey was using a random sampling strategy, a system of call-backs to households and our refusal rate at the time of contact was very low, we began to suspect that these age quotas needed to be adjusted to reflect an older population profile of residents than the official projection figures suggested. By taking random samples of achieved interviews (that were based on a random sampling approach) and analysing the age profiles of all members of the households, we were able to adjust our age quotas to reflect what they suggested to be a more accurate population breakdown by age in the Cairngorms National Park area.

All quotas were prepared by Accent and approved by CNPA and CB.

Table 2 shows the quotas that were used according to postcode area, gender and age for the sample, along with details of the numbers of individuals interviewed during the fieldwork period.

Table 2: Quotas for Postcode, Gender and Age for the Main Household Respondent in the Sample (n,%)

Characteristic	Target (n)³	Target %	Total Achieved (n)	Total Achieved %
Gender				
Male	387-414	48%	385	46%
Female	430-447	52%	459	54%
Age (yrs)				
16-24	34-50	5%	53	6%
25-44	101-110	13%	110	13%
45-64	304-320	37%	305	36%
65+	371-388	45%	375	44%
Not Stated	-	-	1	>1%
Area⁴				
1	160-177	20%	167	20%
2	152-169	19%	164	19%
3	143-160	18%	152	18%
4	42-59	6%	50	6%
5	152-169	19%	166	20%
6	42-59	6%	50	6%
7	93-110	12%	95	11%
Total	844	~100%	844	~100%

The achieved sample was almost identical to the quotas needed for all the above categories. Because we adopted a more flexible sampling strategy with respect to those in the younger age groups (ie 16-24 year olds) we were able to avoid the normal problems that arise in research needing to canvass the opinions of those in these typically ‘hard to reach’ groups. The numbers achieved are sufficiently high in all groups to allow the data to be weighted back to the exact desired profile, although this may be considered unnecessary given how close the final numbers are to the desired profile. The sample was achieved across all postcode areas defined as part of this sample.

2.4 Household & Individual Selection

ER and RDD sample was purchased for each individual postcode sector in the CNPA sample area. Both ER and RDD sample were an independently compiled list of telephone numbers. While RDD numbers are randomly generated, ER links a designated address to a telephone number. For RDD numbers, the agency compiling the list verified that the numbers exist by sending pulses to each randomly generated number and checking automatically on whether there was a valid reply.

The use of RDD allows inclusion of numbers that are ex-directory. Unlike numbers that are selected from directories, the list of telephone numbers does not provide any details on the identity of the telephone number holder or to which household it belongs. The numbers also include those that might be registered with the Telephone Preference

³ Set at +/- 1% of the target percentage.

⁴ For a detailed explanation of how these areas were classified please see Appendix A.

Service (TPS) – this service removes telephone numbers from lists that are used for telemarketing or telesales. It should be noted that market research studies are exempt from exclusion by the TPS.

The inclusion of ex-directory numbers and those registered with the TPS allowed for all households in the sample areas to have an equal chance of being selected for interview. This helps reduce bias, particularly in terms of socio-economic status, since higher income households are more likely to be ex-directory.

Call-backs were made to each telephone number for which there was no answer, until either a person at the household was reached or *three* attempts had been made. Call-backs were conducted at different times of the day and different days of the week. This reduced biases by which those households where people were less likely to spend time at home (eg because of employment commitments) would not be interviewed.

All numbers were randomly selected. When a person was reached, a short recruitment interview was conducted using a paper recruitment questionnaire. A copy of this is included in Appendix B. The recruitment questionnaire established the number of people in the household and details on their residential postcode, gender and age.

2.5 Completed Households

A household was considered to be completely interviewed if:

- one adult who was resident within the household was interviewed; and
- at least three call-backs were made in order to interview all other adults aged 16-24 years in the household.

Three call-backs were made to ensure that as many adults (one main adult plus all of those aged 16-24 years) within the household were interviewed. Call-backs were stopped for adults who refused to participate and those who were clearly not available during the fieldwork period. Call-backs were made at different times of the day and week.

Adults were considered to be residents of the household who were 16 years or older. Children under 16 years of age were not interviewed.

In all, 844 interviews were conducted with residents. Data from all completed interviews was provided to CB.

2.6 Interviews

The questionnaire was designed by CB in discussion with Accent and CNPA. CNPA provided an initial list of key questions that they wanted included as part of the residents survey. The questionnaire was designed to include these as well as other questions required by the survey.

The questionnaire was piloted during the course of the first ten telephone interviews. No issues arose resulting from the pilot, which also tested the routing structure of the CATI script. Only one small refinement was made to the CATI script as a result of the pilot exercise.

Interviews lasted on average 8 minutes.

Interviews were conducted over the telephone using a computer-based questionnaire. A paper version of the questionnaire, setting out the question wording and routing, is included in Appendix C.

The questionnaire had the following structure:

- Introduction & Screening
- question about whether the respondent had access to a private motor vehicle
- questions about household:
 - postcode area and residence
 - number of people
 - number of adults
 - number of adults with access to a private motor vehicle
 - number of cars or vans normally available for use
- individual's details:
 - age
 - gender
 - employment status
- Travel Patterns
- Use and Views on Public Transport Services
- Attitudes to New Transport Services.

Travel Patterns

In the travel patterns section of the interview, respondents were asked to provide details of:

- normal travel to work (location, frequency and mode of transport)
- normal travel for main shopping (location, frequency and mode of transport)
- normal travel for consumer items (location, frequency and mode of transport).

We specifically asked for normal or typical patterns of travel for each of these purposes. For shopping and consumer items we asked about '*you or another member of your household*' since individual respondents in households may not directly undertake these activities themselves.

The definitions of main food shopping and shopping for consumer goods were sufficiently broad to be as inclusive as possible and obtain responses from most of the sample.

Depending on whether respondents normally used public transport for any of the purposes listed above, respondents were then asked a series of further questions about their use and view on these services.

Use and Views on Public Transport

Public transport was defined as including both bus and rail transport. In this section we were specifically interested in their use of local transport services. 'Local' was defined as any services that operated to and from any area in the Cairngorms National Park.

If respondents did *not* use public transport for work, food or consumer shopping, they were asked about their frequency of local public transport use in the past six months. Conversely, public transport users were asked about how satisfied they were with various aspects of these services (convenience, cost, frequency, information and quality).

All respondents were asked about what *single* improvement would make them more likely to use public transport services more often. They were also asked about their use of sources of travel information on local services.

Attitudes to New Transport Services

All residents living in Area 4 were asked about their potential use of a new service between Pitlochry and Ballater via Glenshee and Braemar.

All *respondents* were asked about their potential use of a new service between Grantown-on-Spey and Ballater via Tomintoul.

Finally, respondents were asked about their awareness and potential use of Demand Responsive Transport (DRT) services and if they would be more likely to use local buses if they were able to carry cycles.

All respondents were provided with a short summary description of DRT.

2.7 Fieldwork Issues

All research fieldwork almost invariably results in some complaints or queries being raised by target respondents. Given the scale of this survey the number of complaints received was very low and only arose in one case during the entire period of the fieldwork. Prior to interview all respondents were provided with details on the:

- aims and objectives of the survey
- the client and their contact details
- a freephone Market Research Society (MRS) number to verify Accent
- guarantee of confidentiality.

2.8 Postcode Data

For their travel to work, respondents were asked about the postcode details of their place of work. Where possible, full postcode data was attributed to each destination. Where the destination details were ambiguous (for example if the respondent just went to a town centre to shop, so that there was no single location), then default postcodes

were used. These provided the first but not the second half of the postcode. All sample postcodes are in Appendix A.

APPENDIX A
Postcode Sampling Units

The sample postcode unit, settlements and analytical areas are detailed below (Table 3).

Table 3: Postcode Sampling Units, Settlements, Area and Locations

Postcode Units	Main Settlements or Geographical Area	Analytical Area	Location in Park
PH22 1	Aviemore, Coylumbridge, Granish	1	West
PH24 3	Boat of Garten	1	West
PH23 3	Carrbridge, Bogroy, Duthill	1	West
PH26 3	Grantown-on-Spey, Speyside, Dulnain Bridge, Cromdale, Skye of Curr	2	North-West
PH25 3	Nethy Bridge	2	North-West
AB35 5	Ballater, Milton of Tullich, Bridge of Gairn, Culsh, Torbeg	3	North-East
AB36 8	Strathdon, Rough Park, Bellabeg, Forbestown	3	North-East
AB36 8	Cock Bridge, Colnabaichan, Tornahaish	3	North
AB35 5	Braemar, Auchterdyne, Auchallater, Bridge of Dee	4	Centre
PH10 7	Spittal of Glenshee, Bridge of Cally	4	South
PH10 7	Kirkmichael, Straloch, Balvarran, Ennochdhu, Tarvie, Dalnacarn	4	South-West
PH10 7	Ballinluig, Balmyle, Ballintuim	4	South-West
PH16 5	Pitlochry, Moulin, Badyo	4	South-West
PH21 1	Kinguissie, Ruthven, Drumguish, Lynchat, Balavil	5	South-West
PH20 1	Newtonmore, Baillid	5	South-West
AB37 9	Tomintoul, Findron, Lagganvoulin, Badnafrave, Blairnamarrow	6	North-East
N/A	Any other from the above	7	n/a
DD9 7	Glen Esk	7	South East
AB34 5	Dinnet, Ordie, Cambus O' May	7	East
DD8 4	Glen Clova, Glen Doll	7	South East
PH11 8	Glen Isla	7	South East
PH19 1	Dalwhinnie	7	South West

There are a number of comments that are necessary to clarify these area and quota designations. The postcode units provided by CNPA did not exactly match the boundaries of the Cairngorms National Park. The units comprised the first half of the postcode area and the first digit of the second half (eg DD8 4) but these were not contiguous with the *exact* boundaries of the National Park: they were wider in their geographical coverage. This meant that sampling and the screening of respondents was not straightforward but relatively complex both inside and outside the park.

The main issues were:

- all who were living in or close to the above areas were considered as potential respondents for the resident's survey. Those who were resident in areas on the fringe or just outside the CNPA area were considered to be in-scope for the survey on the basis that they would share the public transport networks within the park. The main exception to this were those living outside the National Park in Aboyne (in AB34 8)

- the public transport needs, use and views of those living in different areas of the park were likely to be different and for the purposes of analysis we split the park into a series of areas based on the postcode units available. This would allow comparison between, for example, areas in the west and east and in the north and south
- however, there was the additional concern that settlements along existing transport routes were areas likely to be distinct from those living in even remoter rural areas in the park. This meant that within any one postcode unit we wanted to distinguish between residents living in populated settlements (and along the existing main public transport routes) and those living in more isolated parts (ie '*Other Rural*'). For this reason we classified all of the latter in Area 7 along with other areas with either no main identifiable settlements and/or where the area was sparsely populated
- respondents in PH16 5 and PH10 7 were added to analysis during sampling and are *not* postcode units within the current boundaries of the National Park. However, the CNPA wished to assess demand from residents for a bus service between Braemar (AB35 5) and Pitlochry (PH16 5) along the A924 route. This meant that this area had to be looked at separately in terms of the analysis and Area 4 was constructed and classified on this basis
- the main issues in the construction of Area 4 was that it, firstly, comprised two main settlements (Pitlochry and Blairgowrie) where it would have been relatively easier to obtain interviews because of higher population numbers. However, it would not have been appropriate to include these settlements since neither would have included respondents living close to the A924 route. We therefore decided to exclude all Blairgowrie respondents and only include those residents in Pitlochry living within 5 minutes of A924 route
- the route also comprised parts of AB35 5 which is wholly within the CNPA area but comprised two separate main settlements (ie the towns of Braemar in the centre of the park and Ballater at the north eastern end). These were separated in the analysis and while the former was classified in Area 4 (and part of the bus service route outlined above), the latter was classified as Area 3 alongside neighbouring settlements of Strathdon and Rough Park.

Respondents required careful screening to ensure they resided in the above categories and our recruitment questionnaire is included in Appendix B.

APPENDIX B

Recruitment Questionnaire

Household URN

Recruiter name: Recruiter no: Date: Time:

FOR EACH PERSON RECORD APPOINTMENTS MADE AND, IF APPLICABLE, IF RESPONDENT REFUSED
Record Person number 01 Details MUST BE RESIDENT

Name:

Appointment 1:

Appointment 2:

Appointment 3:

PHONE NUMBER ::.....

Interviewer name: Interviewer no: Date: Time:

Computer no: Qnaire number:

Record Person number 02 Details (ONLY IF AGED 16-24)

Name:

Appointment 1:

Appointment 2:

Appointment 3:

Interviewer name: Interviewer no: Date: Time:

Computer no: Qnaire number:

Record Person number 03 Details (ONLY IF AGED 16-24)

Name:

Appointment 1:

Appointment 2:

Appointment 3:

Interviewer name: Interviewer no: Date: Time:

Computer no: Qnaire number:

IF MORE RESIDENTS, COPY PAGE 1 OF RQ AND APPEND. RECORD HERE HOW MANY COMPLETED INTERVIEWS & REFUSALS FROM THIS HOUSEHOLD SO FAR (USE FIVE BAR GATE):

SECTION 1: 1st Contact

Good morning/afternoon/evening. My name is from Accent Marketing & Research and I am carrying out research for the Cairngorms National Park Authority (CPNA) into *use of* and *demand* for public transport services (ie bus and rail) in your local area. Although you may not use public transport services we are still interested in your views about services in your local area. We would like to speak to a random sample of residents, so are asking to talk to one person aged over 16 in each household: are you aged 16 or over?

- 1. Yes respondent is a target respondent **CONTINUE WITH TEXT BELOW**
- 2. No **ASK TO SPEAK TO NEXT AVAILABLE PERSON WHO IS; IF UNAVAILABLE RECORD NAME AND BEST DATE & TIME TO CALL BACK**

Would you be able to answer a few questions to see if you are in scope for this survey, they will only take a couple of minutes?. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

- 1. Yes now **CONTINUE WITH Q1**
- 2. yes, at a later date/time **RECORD DETAILS**
- 3. No **REASSURE AND PERSUADE OF THE VALUE OF THE RESEARCH; IF STILL NO, THANK & CLOSE**

Q1. Do you drive or have access to a car or van?

- 1. Yes (as Driver) **GO TO Q2**
- 2. Yes (as passenger only) **GO TO Q1B**
- 3. No **THANK & CLOSE**

Q1b. **IF YES (AS PASSENGER ONLY)** Do you have a full driving license?

- 1 Yes
- 2 No

Q2. We want to interview people **WHO LIVE IN OR CLOSE TO** the Cairngorms National Park. May I please confirm your postcode and where you live?

WRITE IN FULL POSTCODE.....

WRITE IN TOWN/SETTLEMENT.....

CHECK THAT IT IS A CAIRNGORMS AREA POSTCODE AND CLARIFY WHICH QUOTA GROUP. WE ARE INTERESTED IN INTERVIEWING PEOPLE IF THEY ARE LIVING IN OR IN THE VICINITY OF (WITHIN 5 MINUTES TRAVEL OF) ANY OF THE SETTLEMENTS LISTED FOR EACH POSTCODE AREA

1	AB34 5	Dinnet/Ordie/Cambus O' May – Rural BUT NOT ABOYNE	QUOTA G
2	AB35 5	Ballater/Milton of Tullich/Bridge of Gairn/Culsh/Torbeg	QUOTA C
3	AB35 5	Braemar/Auchterdyne/Auchallater/Bridge of Dee	QUOTA D
4	AB36 8	Strathdon/Rough Park/Bellabeg/Forbestown	QUOTA C
5	AB36 8	Cock Bridge/Colnabaichan/Tornahaish	QUOTA C
6	AB37 9	Tomintoul/Findron/LagganvoulinBadnafrave/Blairnamarrow	QUOTA F
7	DD8 4	Glen Clova/Gen Doll – Rural	QUOTA G
8	DD9 7	Glen Esk - Rural	QUOTA G
9	PH10 7	Spittal of Glenshee/Bridge of Cally BUT NOT BLAIRGOWRIE	QUOTA D
10	PH10 7	Kirkmichael/Straloch/Balvarran/Ennochdhu/Tarvie/Dalnacarn BUT NOT BLAIRGOWRIE	QUOTA D
11	PH10 7	Ballinluig/Balmyle/Ballintuim BUT NOT BLAIRGOWRIE	QUOTA D
12	PH11 8	Glen Isla – Rural	QUOTA G
13	PH16 5	Pitlochry (ONLY WITHIN 5 MINUTES OF A924 ROUTE)/Moulin/Badyo	QUOTA D
14	PH19 1	Dalwhinnie	QUOTA G
15	PH20 1	Newtonmore/Baillid	QUOTA E
16	PH21 1	Kinguissie/Ruthven/Drumguish/Lynchat/Balavil	QUOTA E
17	PH22 1	Aviemore/Coylumbridge/Granish	QUOTA A
18	PH23 3	Carrbridge/Bogroy/Duthill	QUOTA A
19	PH24 3	Boat of Garten	QUOTA A

20	PH25 3	Nethy Bridge	QUOTA B
21	PH26 3	Grantown-on-Spey/Speyside/Dulnain Bridge/Cromdale/Skye of Curr	QUOTA B
22	Any other in any above	Rural	QUOTA G
23	Other		<i>THANK & CLOSE</i>

Q3. May I ask how many people live in your household, including yourself?

WRITE IN.....

Q4. How many of these people are 16 years of age or over **AND HAVE ACCESS TO A CAR, EITHER AS A PASSENGER OR A DRIVER?**

WRITE IN.....

Q5. Which age bands do you and these other people/ this person fall into and are they male or female?

	1 st person		2 nd		3 rd		4 th		All others	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
16-24										
25-39										
40-59										
60+										
Not stated										

Q6. And are you/and they.. **READ OUT FOR CONTACT & EACH PERSON OVER 16** for their employment status?

	1 st person	2 nd person	3 rd person	4 th person	All others
Self-employed					
Employed full time					
Employed part time					
Looking after home/family					
Permanently retired					
Unemployed/seeking work					
Full-time education (school)					
Full-time education (Further/Higher)					
Gov't training programme/scheme					
Permanently sick/disabled					
Other					

Q7. How many cars or vans are there normally available for use in your household? **INTERVIEWER CODE ONE RESPONSE ONLY**

1. none
2. one
3. two
4. three
5. four or more
6. don't know
7. refused to answer

Q8. Thank you for answering those initial questions. You are in scope for the main survey, so I would like to ask you a few more questions about the demand for public transport in the Cairngorms National Park. This will take about 7 minutes – would now be a convenient time for me to do so? As I mentioned before, this interview will be conducted according to the code of conduct of the Market Research Society. The identity of you and members of your household will be kept confidential. The interview will be used for research purposes only and any information you give will not be used for

marketing or sales. You do not have to answer any questions that you do not want to and you may terminate the interview at any time.

1. yes, now **GO TO CATI QUESTIONNAIRE**
2. later **RECORD IN APPOINTMENT SECTION**
3. not willing to take part **ASK TO SPEAK TO NEXT PERSON IN SCOPE; IF THEY ARE NOT PRESENT RECORD DETAILS IN APPOINTMENT SECTION**

SECTION 2: Subsequent Contacts (to be used for all other in scope members of the household, ie between 16-24 years of age, with access to a car)

Q9. We are conducting a survey on behalf of the Cairngorms National Park Authority and would like to interview you about demand for public transport. The interview will be conducted according to the code of conduct of the Market Research Society. Interviews will each last 7 minutes. The identity of you and members of your household will be kept confidential. The interview will be used for research purposes only and any information you give will not be used for marketing or sales. You do not have to answer any questions that you do not want to and you may terminate the interview at any time. Would you be happy to participate either now or at a more convenient time?

1. willing to participate now **GO TO CATI QUESTIONNAIRE**
2. willing to participate another time **RECORD IN APPOINTMENT SECTION**
3. refused **ASK FOR OTHER PERSON AGED 16-24 YEARS OF AGE, IF ANY OTHER ADULTS REMAIN**

THANK AND CLOSE

I confirm that this interview was conducted under the terms of the MRS Code of Conduct and is completely confidential

Interviewer's signature:

THANK RESPONDENT FOR THEIR HELP IN THIS RESEARCH

APPENDIX C

Main Survey Questionnaire

Record no:
Computer no:

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Interviewer name:

Interviewer no:

--	--	--	--

Date:

--	--	--	--

Time:

--	--	--	--

Travel Patterns

1. Where do you normally travel to work (postcode if possible)

1a. How many days per week do you normally travel to work?

1b. By what mode of transport do you normally travel to your place of work?

1c *If travelling by bus, train or taxi*, How much does it normally cost you each week to travel to work?

2. Where do you or another member of your household normally do your main food shopping?
[Town/Settlement]

2a. How often do you/they normally make this trip?

2b. By what mode do you or another member of your household normally travel to shop for food?

3. Where do you or another member of your household normally shop for clothes and consumer goods?

3a. How often do you/they normally make this trip?

3b. By what mode do you or another member of your household normally travel to shop for clothes and consumer goods?

Use and View on Public Transport Services

If public transport services (ie bus and train) are not mentioned as the mode of travel in *ANY* of Questions 1c, 2b or 3b then ask:

4. In the past six months, how often have you made use of public transport services in the *local* (i.e. Cairngorms) area?

- Daily (Monday to Friday)
- Once or twice a week
- Fortnightly
- Monthly
- Rarely
- Never/ not at all

If Monthly / Rarely or Never Go To Q7

5. Are you aware of bus or train services which would be suitable for:

- your travel to work? (Yes/No/Don't Know)
- household shopping trips? (Yes/No/Don't Know)

Now GO TO Q7

If public transport services (ie bus and train) are mentioned as the a mode of travel in *ANY* of questions 1c, 2b or 3b then ask:

6. How satisfied are you with the following aspects of the bus or train **services** that you use? (**for each item below responses are on a scale of 1 to 5, where 1 means very satisfied and 5 means very dissatisfied.** If bus or train both used, ask in respect of whichever used most often)

- Convenience of routes to take you where you want to go?
- Price/ cost of travel?
- Frequency of services?
- Reliability of services/ they turn up on time?
- Information about which services are available?
- Quality of the buses and trains themselves?
- Quality of facilities at stops, stations and shelters?

All respondents

7. What single improvement to local bus or train services would make you likely to use them more? (*Code one only from the following list*)

- Nothing/using the car is more convenient
- Services that take me where I want to go
- Reduce price/costs of travel on buses
- Reduce price/costs of travel on trains
- More security (eg during evenings)
- Buses with more storage space (eg for prams and shopping)
- Buses with storage space for Cycles
- Buses with lower floors to enable access for older people and young children
- Buses with better disabled access
- More reliable services that turn up on time
- More frequent services
- More weekend services
- More evening services
- Better quality of waiting facilities at shops, stations and shelters
- Better Access to service stops, waiting facilities and shelters
- Clearer information about local services at stops and shelters
- Integrated bus and rail links
- More direct services to main towns
- More services to leisure spots in the Cairngorms National Park area
- Better quality of buses and trains
- Other (please specify)

8. What sources of information on local public transport services do you have or use?

Attitudes to new transport services

[For residents living in AB35 5, AB36 8, PH10 7 and PH16 5 only:]From RQ Q

9. If a new local bus service was introduced between Pitlochry and Ballater via Glenshee and Braemar, running once a day each way, how often would you be likely to use it?

[All residents]

10. If a **new** bus service was introduced between Grantown and Ballater via Tomintoul, running twice a day each way how often would you be likely to use it?

11. Are there any other local public transport services that you would like to see established?

If Yes, ask: From: [Town/Settlement/Location] To: [Town/Settlement/Location]

11c. How often would you be likely to use this service?

12. Demand Responsive Transport (DRT) is a form of bus service that operates within an area but reacts on demand rather than with a set timetable. These services can stop near your home and can take you within your local area or to nearby towns. Are you aware of any Demand Responsive Services that currently operate in your local area?

12b. Have you ever used this service?

If no (in either of the above)

13. How often would you be likely to use this type of service if it were made available in your local area?

14. Would you be more likely to use local buses if they were able to carry cycles to areas in the Cairngorms National Park?

Appendix 2; Visitor Survey Questionnaire

Please use this space for any further comments you may have regarding public transport issues within the Cairngorms National Park.

If you wish to be entered in the prize draw to win a photographic book of the Cairngorms could you please provide your name and contact details below.

Name:
Address:
.....
Telephone Number:
Email:

A copy of the final Transport Survey will be made available on the Publications sections of the Cairngorms National Park website (www.cairngorms.co.uk) in November 2006

If you have any questions regarding this survey, please contact John Thorne (01479) 873535 at the Cairngorms National Park Authority.

Funded by: Perth and Kinross Council, Cairngorms National Park Authority and the Enterprise Network



Dear Visitor,

Cairngorms National Park: Visitor's Transport Survey

The Cairngorms National Park Authority has commissioned Colin Buchanan to undertake an audit to study public transport use within the Cairngorms National Park.

Whether you are a regular visitor or on your first visit your valued opinion will help improve public transport in the Cairngorms National Park.

Following the completion of your journey today either to/from or within the Cairngorms National Park, please answer the questions on the following page. Please note you may tick more than one box when necessary or rank responses numerically with: 1 identifying the most important to you.

I would be grateful if you could take the time to complete this questionnaire and return it to us by 11 August 2006. If you wish to be entered into the prize draw to win a photographic book of the Cairngorms, please provide your contact details on the back page of this questionnaire.

Your contact details will be used only to identify winners and to distribute the prizes and for no other purpose. Any information that you provide on this form will be aggregated with other responses. The results published in the survey report will be anonymous and individuals will not be identified.

Thank you in advance for your help with this important survey. Please return it in the FREEPOST envelope provided

Yours sincerely,

Andrew Harper

Andrew Harper
Head of Economic and Social Development

Please state where and when you got this questionnaire		
Location		Day/Date /

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1 I am ...	✓	
male		01
female		02
2 I am aged ...	✓	
16-24		03
25-44		04
45-59		05
60 or over		06
2A Are you a Bus Concessionary Travel Card Holder?	✓	
Yes		07
No		08
3 Country of permanent residence	✓	
Scotland		09
Rest of United Kingdom		10
Rest of European Union		11
Other:		12
4A What is your current employment status?	✓	
Employed Full-time		13
Employed Part-Time		14
Full-time Education		15
Unemployed		16
Caring for Family		17
Retired		18
Other:		19
4B Do you have access to a private vehicle during your visit to the Park?	✓	
Yes (as a driver)		20
Yes (as a passenger)		21
No		22
5A I was travelling with ...		
Number of Adults		23
Number of Children		24
5B How long is your stay in the Cairngorms National Park? Please state number of days		
		25

5C How many times a year do you visit the Park? If resident write 'resident'?	✓	
		26
6A My journey to the region was by	✓	
Private car (driver)		27
Private car (passenger)		28
Tour coach		29
Public Bus		30
Rail		31
Cycle		32
Foot		33
Other		34
6B Within the park I am travelling by....	✓	
Private car (driver)		35
Private car (passenger)		36
Tour coach		37
Public bus		38
Rail		39
Cycle		40
Foot		41
Other		42
6C Why did you choose this mode of transport for travel within the National Park Please rank starting with: 1 – most important factor		
Price		43
Information available		44
Frequency		45
Reliability		46
Practicality		47
Comfort/Privacy		48
Other (please specify)		49
6D My journey today has involved travel to the following locations? (e.g. Aviemore – Grantown-on-Spey – Aviemore)		
		50

7A Are you aware of the availability of public transport within the park?	✓	
Yes, I am aware of routes and frequency		51
Yes, I am generally aware of public transport availability but unaware of specific details		52
Not aware at all		53
7B What sources of information on local public transport services are you aware of or do you use?	✓	
Cairngorms Explorer		54
Bus Operators Timetable booklet		55
Scotrail timetable booklet		56
Traveline (Phone or Internet)		57
Transport Direct (Internet)		58
Other (please specify)		59
None		60
7C I planned my trip today by?	✓	
Travel Agency		61
Internet (on-line guides)		62
Club (e.g. hillwalking)		63
Tourist Information Centre		64
Maps		65
Other (please specify)		66
8 Are there any constraints on your use of public transport within the National Park?	✓	
None		67
Lack of Luggage space		68
Lack of bus & rail integration		69
Lack of cross park services		70
No service when I want it		71
No service where I want to go		72
No Cycle Provision on public transport		73
Other (please specify)		74
9A Do you or a member of your group have a disability/special needs?	✓	
Yes		75
No (go to Q10)		76

9B If yes, how well did Public Transport cater for your needs?	✓	
Very Good		77
Good		78
Fair		79
Poor		80
Very Poor		81
10 Demand Responsive Transport is a form of bus service that operates within an area but reacts on demand rather than within a set timetable. Would you be likely to use this type of service if it were made available in the National Park?	✓	
Yes		82
No		83
11 Overall, how would you rate public transport provision within the park?	✓	
Very Good		84
Good		85
Fair		86
Poor		87
Very Poor		88
12 What single improvement to Public Transport would encourage you to use it?	✓	
More frequent service		89
Quicker service		90
Reduced prices		91
Integrated bus, rail, cycle & walking links		92
Clearer information		93
Other (please specify)		94
13 What new public transport services would you like to see developed within the Park?		
From (Location)	To (Location)	
		95
		96
		97
		98
		99

Appendix 3; Residents Survey Suggested Services

	Destination																							
Origin	N/a	Various	Aviemore	Ballater	Ballindalloch	Blairgowrie	Boat of Garte	Braemar	Carrbridge	Glenlivet	Grantown-on	Kingussie	Laggan	Nethy Bridge	Newtonmore	Strathdon	Tomintoul	Brechin	Pitlochry	Elgin	Anywhere	Fort William	Grand Total	
N/A	560																							560
Various		12	3	6	1	2		2	1		5	1			1	3	2	1	1	2	1			44
Aberdeen		2		3						2						6	1							14
Aboyne				1												4								5
Alford											1					2								3
Aviemore		1	1		1		2		1		12	4	3		5		3		1		1	1		36
Blairgowrie		1		1				4																6
Braemar			2	1							1						1							5
Cairngorm			4								1				1									6
Carrbridge			1						1					2										4
Elgin			3						1	5	20	1					9							39
Forres											6									1				7
Fort William		2	3								1	6			7									19
Grantown-on-Spey		2	5	1				1			1	1		1	2		2							16
Inverness		4	2		1		2		3		7	2		6	1		2						1	31
Kingussie		1										2	2		1									6
Newtonmore		1											1		1									3
Perth		1		4				2	1															8
Edinburgh			1			1	1		1		1	1					1		1					8
Nairn/Forres											2			1										3
Inverness/Aviemore							1		1		2	1	1				1							7
Dundee		2						1										1						4
Aberlour					1					1														2
Deeside																2								2
Other			1	1				1				2										1		6
Grand Total	560	30	26	17	4	3	6	11	10	8	60	21	7	10	19	17	22	2	3	3	3	2		844

Appendix 4; Visitor Survey Suggested Services

Appendix 5; Write in Comments

Ref	Location	PT User?	Further Comments
287	Aviemore	Yes	Bus companies incl HCB Ltd and citylink do not care about passenger needs. Connections are not good, travel is too stressful and staff ie drivers and counter staff and especially inspectors are often uncaring and unhelpful and bossy.
479	Aviemore	Yes	Some existing services could be diverted from Nethy Bridge to Aviemore via Broomhill and Boat of Garten
492	Aviemore	Yes	I would like it if the bus services to Cairngorm/Glen more ran into the evening especially to coincide with sunset dining/ceildh nights. There is a bus this summer connecting Aberdeen and Braemar with Perth but no timetable. It needs to be earlier and return later and stop at Dunkeld/Pitlochry. Braemar - Linn of Dee - postbus gives no time there - a few buses a day would be good. Integrated Rail/Bus tickets, day tickets from Aviemore - Cairngorm. Bus service good to Cairngorm but bus to Glenmuick from Ballater non existent.
204	Aviemore TIC	Yes	Please see attached e-mail to Hilary Brown of traveline Scotland detailing misleading information from then by hone or internet re transport at Cromdale. Same applies with Transport Direct.
473	Aviemore TIC	Yes	Generally pretty good - the year round transport I cant comment on as I don't come here in the winter months. I like the availability of 'stop on request' for the buses.
482	Aviemore TIC	Yes	Services generally good but some problems - evenings from Carrbridge -Aviemore, days Aviemore - Kingussie via Loch Alvie and Highland wildlife centre,etc. Longer distance services are poor - very limited cycle space on trains; many Scotrail services do not call at intermediate stations etc. However, in general bus services are good and drivers helpful
45	Ballater	Yes	I was very pleased with the public transport I received during my time. I had a wonderful time & knowing there is public transport available made it easy for me to plan my days out.
234	Ballater	Yes	Improve transport links to less accessible places such as Loch Muick and others mentioned on previous page. Elderly people, such as myself, who do not drive must rely on lifts from friends or taxis to reach these places.
195	Ballater TIC	Yes	I would like to see the new 'heather hopper' services (501 and 502) developed further. In particular the provision of extra journeys with better connections allowing passengers on a day trip to travel further afield within the national park. In addition, would it be possible to have a slightly longer operating season for these services, perhaps starting in april/may and for the 'Cairngorms explorer' timetable booklet to be made available online?
199	Ballater, Langdale B&B	Yes	On this moment it is difficult for someone without a driver's license to reach the central parts of Cairngorms Park. Luckily my host is so kind to drive me around, because I am a regular visitor. More small scale and flexible transportations services would give Cairngorms Park more attraction to environment aware travellers.
491	Ballater, Langdale B&B	Yes	Service 501 is a good idea but the times are unsuitable for walkers who plan a days walk within the park. Buses leave too late and come back too soon. Actually the routes are too long. What is needed is a real hopper not a long distance runner.I would be looking forward to shorter routes and shuttle dervices (eg Ballater - Grantown connecting with Colnabaichin - Dufftown and with Aviemore - Huntly; Braemar - Pitlochry or Dunkeld via Glenshee) These shuttle services should ideally depart around 9.00 to allow walkers to start their walk around 10.00 at the latest and should allow a return around 16.30 and 17.00 hours. .
474	Blairgowrie	Yes	The public in Pitlochry would go to shop at Blairgowrie Tesco and Somerfields store and from Bridge of Cally caravan park, or just day out from Pitlochry to Blairgowrie or Blairgowrie Pitlochry
349	Braemar TIC	Yes	I didn't want to bring this up but I found it very concerning when the driver couldn't answer any of my questions or one for an earlier bus although driving the route didn't know where Braemar was. I believe in equal opportunities but I think for tourists going to new locations the drivers should know enough English to at least know the stops on the park or basic stop questions.I just think it is something that should go into the training. Being in a strange place its always more reassuring to be able to ask questions and to feel they know where you are going. On the other hand the staff who coordinate the buses were very helpful and friendly.

Ref	Location	PT User?	Further Comments
461	Braemar TIC	Yes	A more frequent bus service from Aviemore to the Cairngorm mountain railway would allow day visitors to use both funicular railway and Strathspey steam railway. Also the Cairngorm Mountain railway car park should impose much higher charges (say £5) to encourage use of public transport
502	Braemar TIC	Yes	I really think you should have a bus to Perth from here (Braemar) its closer to Perth than Aberdeen and if you wanted to go West you have to first take a bus to Aberdeen which is the other way round.
17	Brooklynn Guesthouse, Grantown-on-Spey	Yes	Neither I nor other would be users of buses could understand the timetables at stops in Aviemore. Time after time, bus drivers couldn't answer timetable queries or gave wrong information. Otherwise, a very nice visit to glorious countryside.
281	Cairngorm Ranger Base	Yes	If an integrated rail/bus service to Cairngorm is to operate then the bus(34) should depart from the railway station, not the police station
494	Glenmore Youth Hostel	Yes	I'm very sorry that this survey is late, but we have been using the public transport system in Cairngorm National Park in the last few days and it has been excellent
407	Grantown On Spey	Yes	more frequent buses in the park area
263	Grantown On Spey Car Park	Yes	this survey is a nonsense, it automatically assumes I'm a visitor.
88	Inverery Youth Hostel	Yes	Current Bus Service from Braemar to Linn of Dee is useless for walkers. As it runs at around midday. There should be an outward service at 9am and a return at 5pm. The new Heather Hopper Services 501 & 502 are an excellent innovation. But they would be much more useful if they carried bicycles as well. NB: I did not know about buses 501 & 502 before coming to the park.
27	Kingussie, The Cross	Yes	We travelled on the sleeper service from London Euston to Inverness & hired a car there. After than we had no need to use public transport in the region. A Saturday night sleeper service in Summer would be extremely valuable. We are having to return home a day early as the train only runs on friday & sunday nights.
465	Kirriemuir	Yes	Lovely place. Too many dead animals on the roadways
229	Loch Morlich	Yes	Useful would be a local bus that took bikes so you could get closer to destination & then bike, ie: Newtownmore to Kincaig (Could then cycle to further places like Feshiebridge)
365	Newtonmore	Yes	Whats the point of a transport "hub" in Aviemore if nothing links to it - we need local sevices at sensible prices that integrate with inter-city road and rail
368	Newtonmore	Yes	Biggest single improvement would be a properly integrated constantly operating hop on/hop off service from Dalwhinnie to Gremdale (and a second bus starting Gremdale stopping in or travelling via as many villages as possible and integrating with rail/intercity bus links at Aviemore and Kingussie
148	Reindeer Centre	Yes	Regret I am unable to comment as I have always used a car. This year decided to travel from Yorkshire to Grantown on Spey, up to Aviemore by train, and from there try to a hired car to Grantown on Spet. Stay with my friend once a year who is a long term resident of Grantown On Spey.
96	Rothiemurchus Estate	Yes	The heather hopper bus service (501 & 502) is excellent. I travelled from Pitlochry to Braemar & Ballater, and Ballater to Inverness. The staff were exceptionally friendly & helpful. I hope next years this service will operate for longer than 1 month. The postbus is also a very good way to travel.
308	Rothiemurchus Estate	Yes	rail link to Grantown on Spey
283	Tomintoul Youth Hostel	Yes	I note that there will be a cross park service operating from July 3. This should commence earlier, say at the beginning of June and cease later.
11	<i>Not stated</i>	Yes	Accuracy of Timetables, Availability of Timetables (one at every bus stop). I try to use public transport, but its difficult and doesn't inspire confidence. Please phone ref timetables at bus stops and handout timetables, match the times up!!
36	<i>Not stated</i>	Yes	It spoils the day and is very annoying to have to wait for 1/2 hour or 1 hour to get a bus connection up/down the (hill?). Since citylink stopped so many buses coming through aviemore it is very difficult to get anywhere.

Ref	Location	PT User?	Further Comments
78	<i>Not stated</i>	Yes	Very disappointed at no public service from Braemar to Inverey YH & Linn of Dee. Could not even get a taxi, it is a long walk!!
190	<i>Not stated</i>	Yes	We live in Nethybridge and service is reasonable but very poor if you wish is like with rail services. The bus also either gives you far too short of time between buses for shopping in Inverness, Grantown On Spey and Aviemore. Is there really a need to run old large buses on narrow country roads.
233	<i>Not stated</i>	Yes	It spoils the day and is very annoying to have to wait for 1/2 hour or 1 hour to get a bus connection up/down the (hill?). Since citylink stopped so many buses coming through aviemore it is very difficult to get anywhere.
319	<i>Not stated</i>	Yes	Better advertising - one booklet to cover post buses/private buses in park.
421	<i>Not stated</i>	Yes	Loss of Grangetown - Nethy :- poor situation
441	<i>Not stated</i>	Yes	There ought to be a regular bus link between Braemar and Linn of Dee (like the Derwent Valley service in the Peak District)
451	<i>Not stated</i>	Yes	Braemar to Grantown req.
350	Abagach Woods	No	Lovely woods, marvellous scenery, well signposted, like the coloured post showing path routes. Very well kept and managed. Well done Scotland. Great time spent people very friendly and helpful
207	Aviemore	No	Would be very willing to use public transport more if there was more information
245	Aviemore	No	Although I was not aware of any specific schedules, I did note a regular no. of buses in my time in the park
305	Aviemore	No	Travelling with young children(3 and 4 1/2 yrs old),easier to come and go as we want(keep the kids happy) less stress for us.Plus the price of a train ticket and length of journey from North Wales eliminated public transport for us,therefore did not think about public transport within the park too much.
360	Aviemore	No	You have public transportation? I would'nt have to drive here if I knew about it and it was convenient.
403	Aviemore	No	I used private car to come and go as I called on 7 friends/relatives in different places on my way and will call on 2 more on my way home. During the week from 1 - 8 July I have not used the car but travelled with a party of birdwatchers organised at an hotel within the park in their minibus
504	Aviemore	No	More care taken when designating disabled car parking spaces, ie: paths from car park, steepness of car park. Spaces not always most beneficial next to the front door - Flatter, sloped & smooth pathways important with no kerbs.
167	Aviemore Bunkhouse	No	I have been to this area every year since 2 years old.
259	Aviemore car park	No	Having 4 children. Including a baby, it is much easier and cheaper to use private car, so do not know much about public transport here.
140	Aviemore Station Car Park	No	Q12/13: The Aviemore to Grantown bus service should be timetabled around rail connections (particularly the 2 london trains) and have add-on ticketing like the "plus bus" services offered in connection with train tickets in the cities and many towns in scotland.
466	Aviemore TIC	No	Please inform Citylink that the bus scheduled to leave Aviemore (police station layby) last Sunday at 14.58 actually left at 14.54. My daughter caught it as she is young and fit and able to run carrying a heavy bag, but others who arrived at 14.55 were not so fortunate
320	Aviemore Youth Hostel	No	We appreciated the colour of buses - purple was very fitting for the highlands. Provision of cycle racks on buses very helpful. The Strathspey steam railway was excellent. I hope this will continue to thrive.
3	Ballater	No	I drive and am driven, so don't use public transport. However, I think public transport to tourist spots, such as those mentioned on previous page would be a good idea. People who come to Ballater like to walk & cycle, so a means of getting them to places like Loch Muick by public transport is better for the environment, take bus no use car.
16	Ballater	No	Over last 15/16 years coming to Ballater at least 10/12 times have seen bus transport between towns but no service in the more remote areas. And this is understandable. Beautiful Cairngorms National Park & I'll return again + again.
28	Ballater	No	New to the area, not sure what we need, tell you next visit.
29	Ballater	No	Our first visit therefore I am unable to comment on the local transport & as yet I do not know from where to where I want to go.
79	Ballater	No	As we had a private car we did not use public transport

Ref	Location	PT User?	Further Comments
82	Ballater	No	I would consider public transport if it did not involve going into Aberdeen and then changing bus. However, if it were by rail (ie. Re-open line to Ballater) then I would definitely use this means of transport.
109	Ballater	No	Travelling to this region does require a lot of luggage, eg walking gear, rucksacks, walking sticks, so not conducive to use public transport to get here. Also as a keen hill walker who enjoys out of the way places, a car makes the planning of such excursions easier. However, for the average tourist who does not know the area an integrated public transport system would be beneficial.
123	Ballater	No	Why not have a regular circular route, fixed rate, hop on, hop off.
149	Ballater	No	Unable to comment generally regarding transport issues within the National Park. Travelled to area by car from West of Scotland. Also unaware of park boundaries.
162	Ballater	No	Cairngorm Mountain Railway is a hypocritical organisation. 'delicate environment' stuff when they have carved out a railway. We have always been caring of the environment but now have to tramp further since we are banned from using the transport there. We are fuming and therefore less likely to pick up litter, keep to paths, etc. This would not happen in any other country.
180	Ballater	No	Nature of rural area makes public transport difficult. New services need to be extremely well advertised for people to get to know about them. What about establishing post buses for shorter journeys - the park is not just for tourists!
250	Ballater	No	We just went on a day trip using our own vehicle. Most of these questions are not applicable to our circumstances.
271	Ballater	No	We did not use public transport.
429	Ballater	No	Very poor - especially if one is disabled.
435	Ballater	No	A mini bus hopper service would be very useful to beauty spots, walking areas, castles etc,
447	Ballater	No	Do not really use, use car for convenience.
462	Ballater	No	The provision of cycle transport on Stagecoach buses is farcical. It is never possible to ascertain when the bus will carry cycles, let alone to book one of the 2 permitted spaces. Why cannot all buses have a front rack, as is normal in the USA?
500	Ballater	No	I have completed this form to the best of my ability. My journey was to Ballater in the family car. Public transport is not an option for a family with 2 small children.
505	Ballater	No	It is not possible to fit linear walks in using the bus. Heather Hoppa is a great idea and worth expanding.
331	Ballater Car Park	No	I believe there used to be a heather hopper which would be an advantage - how would people find out about it?
354	Ballater Car Park	No	We only made a brief visit. I went up and down the Glenshee chair lift. It was efficient but needs a coat of paint. It might not impress overseas visitors.
501	Ballater Langdale B&B	No	The mini buses are dirty and uncomfortable looking. There are no fares published. They leave before published times making me fearful of return journey. Not enough potential customers to make Heather hopper viable
361	Ballater, Glen Lui hoel	No	This was our first visit to stay anywhere in the park. As we live not far from Inverness the car was the best mode of transport. We did not look into using public transport
317	Ballater, Langdale B&B	No	You are flogging a dead horse it is not practical in a low population low use area. Stop wasting money on this nonsense. Improve the facilities, services at venues. Public toilets are disgraceful in Ballater.
60	Braemar	No	As day visitors car was the most convenient means of transport
77	Braemar	No	With greater public transport I could use my car less
182	Braemar	No	Run a peripheral route twice a day from North to South. It would take passengers and/or baggage to allow people to do trans Cairngorms routes. Also a bus up to the top of Larig Ghru or ski slope in Summer.
275	Braemar	No	Glad to see return of Heather Hopper Well advertised within National Park. With the exception of the Cairngorm Club(Aberdeen), have seen nothing outwith the park For reasons of practicality and cost private transport is useful for short breaks in the park

Ref	Location	PT User?	Further Comments
315	Braemar	No	Biggest problem for long distance walkers like ourselves who wish to overnight in the park is the inability to return by public transport. Unless you have two cars at your disposal, this is virtually impossible.
339	Braemar	No	Myself and my partner drove from Glasgow to Braemar, laden with walking kit and 2 bikes. We walked and cycled during our 2 day visit. I think it would be hard to use public transport to get us and all our 'kit' here on this occasion, sadly.
378	Braemar	No	Especially for concessionary travel, people like myself this would be an ideal way to access the area and the complete lack of info would make me wary of getting stranded in remote areas. Have found getting timetables etc. very difficult
382	Braemar	No	Public service buses need to run all year and at appropriate times for users, not 1-2 a day
509	Braemar (Inverey YHA)	No	Eastern areas are poorly served. I would like to be able to get into the walking areas without having to pay exorbitant prices for a taxi or wasting valuable walking time, overheating my feet on 5 miles of tarmac. I would like to walk Aviemore to Braemar and vice-versa with a day sack instead of having to carry overnight things and extra food. I am a keen long distance walker but England is better served for people like me!
108	Braemar Car Park	No	Transport needs to be integrated with cleaner and more toilets
355	Braemar Car Park	No	We would be constrained by luggage space and 2 large dogs. Route publicity is an important factor.
154	Braemar TIC	No	I am resident in Edinburgh. I enjoy walking, tenting in the Cairngorms. Getting from Edinburgh to access into the hills (or return) is my need. By car to Deeside takes 2 1/2 hours and delivers me to the exact access point of my choice. I would be eager to use public transport (more green) were it available, reasonably competitive for time. i.e. not take a full day each way, say taking 1/2 a day.
197	Braemar Tourist Information Office	No	An integrated map (or set of maps) showing walks etc linked to bus routes may encourage use. Like most innovations any new services will take 2 to 3 years before viability - simplistically & effect on local environment / economy can be judged.
170	Burnfield Car Park	No	Even with improvements to the public transport system in the area we would still use our car due to its practicality.
380	Cairngorm	No	I would very much prefer to use public transport on principle, but with very small children, all their kit, and other child related constraints, I doubt we would be able to get out and about as much as we can in the car. When they are older buses/trains etc. will be fun rather than a nightmare
150	Cairngorm Car Park	No	Due to age and limited physical ability I find my car the best way to get around, so I am unable to give an opinion of the public transport. But I think it an excellent idea to provide a demand responsive bus service in the area. In the 70s when I brought my 4 children to Aviemore to ski from Aberdeen I would certainly have used this service.
487	Cairngorm Mountain	No	£3 each way to put my bike on the bus is too much - it should be free. I live in street at Kincardine so it is not possible to get a bus direct so I have to cycle to bus stop - either in Boat or Wyleum Bridge .I tend to use my car to work due to no bike allowed on bus or cost of it.
495	Cairngorm Mountain	No	The funicular was great (if a little pricey) and the views were amazing BUT most people were amazed at not being able to then walk to the top of the munro. Walkers could access the pitstop but those who took the funicular were imprisoned within the confines. I fully comprehend the delicacy of the tundra and the need for controlled areas, fears over safety/timing of returns BUT the current arrangement is discriminating to the max. and assumes ALL the users are NEDS who are going to trash the joint. There needs to be a better solution - even if this entails guided walks only.
302	Cairngorm Ranger base	No	As a member of staff at Cairngorm mountain we are trying to move away from using cars and using this service - but this service is very unreliable against what they have published they don't have enough drivers to fill this timetable, and for getting to work for 8.30am the only time you can get it is on school holidays add to that they charge for using the bike rack so taking your car is the only option - and the staff will continue to use their cars until there is a regular, reliable timetable that works for everybody.

Ref	Location	PT User?	Further Comments
39	Cairngorm Reindeer Centre	No	I currently do not use public transport much due to the logistics involved transporting 2 young children, buggy, picnic, changing bag, etc. to various tourist attractions & events from our base at Dalraddy Holiday Park. Would consider if services better integrated & more user friendly.
160	Cairngorm Top Station	No	With 2 young children, and all the gear to transport and trying to get the family out the door on any timescales our choice of activity and based on access by car or cycling from our holiday accommodation. However, (as available in the Lake District for walking), we would be interested in easy cycling routes where one stage of the journey is by public transport and then we could cycle back. The steam train to Boat of Garten is one (expensive) option. Westay in Aviemore & go from there.
276	Cairngorm Top Station	No	Does the funicular railway on Cairngorm count as public transport? We found the cost of using it very high - £26 for a family ticket for two 8 minute journeys - and the experience at the "top" very disappointing. Whatever must foreign visitors think? - and no access to the top of the mountain!!! very poor!!!
269	Colquhonnies Hotel	No	I was only staying in the area for fishing in river don. But there was not enough water for fishing. Maybe somewhere you could tell what time of the year it is good to fish and perhaps what time it is not good (no water etc)
126	Crathie Opportunity Holidays	No	I have not studied this, presumed it would not be accessible to wheel chair.
341	Dalfaber	No	We tend to use our car because we have 2 dogs and it is much easier for us to take them in the car. We do notice increased car traffic in the centre of Aviemore and are aware of environmental issues. The cycle tracks are very good - we may be persuaded to cycle more but would be unable to do so near busy roads with the dogs
191	Dalfaber Resort Car Park	No	Service appears to run smoothly & regularly. If family using car, I can use bus.
94	Dalwhinnie Distillery	No	Although we are residents with our own transport, we are keen to use public transport. However, the buses are very infrequent & often more than half empty. Why do you not use small shuttle buses, which would be cheaper to run & far more frequently? We have seen these overseas, where they are well supported.
86	Eilan, Newtownmore	No	As I use car for all journeys cannot comment. But have been in area before & found public transport difficult due to infrequency of buses.
277	Fairwinds - Charbridge	No	Travel with Photo/Birdwatching/walking equipment for 2 requires a private car.
5	Folk Museum	No	I am unable to comment as I visit area as owner of a holiday cottage. All tenants come by car. I was not aware of transport links. I have not needed to use buses so far.
311	Glenburn Centre	No	Travelled through the Cairngorm national park on a touring holiday of Scotland by car and therefore were not concerned with public transport. Questionnaire more applicable to younger people.
192	Glenmore Lodge	No	More frequent bus service park and ride in Aviemore
165	Grantown On Spey	No	Coming from the Lake District I am aware of the need to use public transport wherever possible. However, when travelling with a 77 year old who has a 'dodgy hip' it is not always practical to wait for or arrange days out around public transport. I still feel the need to use my car for practical and time reasons.
356	Grantown On Spey	No	Completing this questionnaire in itself has raised my awareness of transport issues within the park. Keep up the good work Cheers
442	Grantown On Spey	No	Brochure on Cairngorms not at all clear - very confusing. It appeared that if I drove my car I could only go half way up yet if I took the bus I could go all the way to the top. It wasn't clear where the bus stops were.
507	Grantown On Spey Car Park	No	Reduced level of bus services to Inverness / Glasgow / Edinburgh. Expensive train links unless booked far in advance.
486	Grantown TIC	No	I enjoyed my day trip to Ballater, From a rep of the park I understand no one has used the service from Strathdon. If this is the case, an improvement in the service would be to cut this out and give a little more time in Ballater. Public transport from Grantown is v.poor Since this service starts out with CNP would it not be possible to have a service to Forres or Nairn which as well as benefitting tourists based in Grantown on Spey would be a bonus for locals.

Ref	Location	PT User?	Further Comments
292	Heathbank House Boat of Gart...	No	Because we are travelling through the park and then onward it is more practical for us to use private transport (car). As former residents we are very pleased to see this initiative to improve public transport and encourage its uses.
314	Heather Centre	No	I do not have occasion to use public transport within the Cairngorms national park as I visit from Forres regular using my private car. However I have noticed the buses about the area and they appear to be very good
406	Highland Folk Museum, Newton	No	I thought the leaflet that contains all the bus,rail, cycling,walking etc. information was a very good idea. However, I'm unlikely to use public transport in the park (however good it is) since I would be travelling with 2 small children and it's much easier just to strap them in a car seat.
397	Inshriach	No	I have never considered the provision or states of public transport in the park. I visit a few times each year but it is always a trip from Inverness to a particular location in connection with some club event. Changes to the public transport system probably would not affect my own behaviour at all.
87	Inverery Youth Hostel	No	More information needs to be made readily available on the existing services
100	Inverery Youth Hostel	No	Basically is very poor when compared to Norway where I went for 2 weeks recently. Only public transport I am aware is Aviemore to Mt railway lower station
102	Inverery Youth Hostel	No	Future improvements must coordinate train services at Aviemore with bus connections that serve not only the main population centres but the youth hostels in the area.
147	Inverery Youth Hostel	No	Bus from Braemar to Linn of Dee, Aviemore to Braemar. Link for Larig Grinh walkers.
155	Inverery Youth Hostel	No	More transport provision for those walking Lairig Ghru, Ben MacDui, etc. From end to end would encourage more visitors.
156	Inverery Youth Hostel	No	A link bus to the linn of Dee for walkers doing the Aviemore to Braemar.
285	Inverery Youth Hostel	No	maybe you could add info on the website youth hostel pages "how to get there"
255	Jack Drake, Rothiemurchus	No	Unless very frequent and simple to use transport available it is difficult to understand how a spur of the moment casual day visitor could visit a number of locations within a restricted time
228	Kingussie	No	We would like it very much if there would be more public transport with convenient connections, which leads also into the park.
20	Kingussie Health Centre	No	At the moment public transport does not apply as I am a visitor to the area.
286	Kingussie TIC	No	will be visiting area more often in future. Bus and/or train times Kingussie - Inverness very poor and unsuitable for stay of half a day in Inverness
153	Kingussie, Ardvonie Car Park	No	Hydrogen Buses, Go Green, lead by example. Create joined up circular routes on a regular basis that mee commuter needs at a good price.
379	Landmark Carrbridge	No	We are lucky to have our own car but with petrol prices on the rise we will use public transport. We have had no problems with public transport in the past though. Maybe local transport to more tourist sites instead of via tours.
391	Landmark Carrbridge	No	Transport from other towns such as Elgin and Forres
270	Lecht 2090	No	An integrated transport system from/to all major areas within and on the perimeter of the park. With ability to carry bicycles would be particularly useful. For walkers and cyclists like me it would be very useful to have a service - not necessarily frequently throughout the day, early morning and late afternoon would suffice - between points within the park
19	Lecht Ski Centre	No	Sorry numbers 8,10,11,12,13 I couldn't complete as my visit was with a touring coach
49	Lecht Ski Centre	No	Because of my muscle wastage, although I look normal, I tire very quickly, even when standing around. If my husband has gone out walking or cycling I am basically stuck in the motor home because I can't drive it. It's too difficult for me to walk to a bus stop / train station and stand around waiting "Just In Case". I would like to see things like horse & carriage rides from place like Aviemore, Loch Morlich routes etc. My Husband thinks this is a good laugh, but he's normal! I'd also like Steam buses but I don't know how useful they'd be from your point of view for locals & their transport needs day by day.

Ref	Location	PT User?	Further Comments
485	Lecht Ski Centre	No	more frequent link from Tomintoul via Glenlivet to Aberlour to connect with service to Elgin would be a priority
40	Linn O'Dee	No	I think a new route from Aviemore to Lin O'Dee.
388	Loch Insh	No	The countryside was looking particularly lovely today. The gardens at Cairngorm - brilliant idea. Pottery classes at Loch Insh - great idea, didn't use facility today but might in future, Still miss craft village that Aviemore used to have, but this is a step nearer to replacing it.
363	Loch Insh Watersports	No	One of the issues that needs to be considered is transport to the National Park as well as within it.
434	Loch Morlich	No	Cost and frequency are critical to any transport system, access for bikes and push chairs required
433	Loch Murlish	No	off road cyclepaths, same as Newtonmore - Kingussie
364	Nethy Bridge	No	It would have to be much more widely advertised and a reliable regular system.
84	Newtonmore	No	Very pleased with the way transport and parking is organised. We come every year to the clan gathering and try to visit as much of the area as we can each time. Always a friendly welcome.
85	Newtonmore	No	Here as part of the 60th anniversary MacPherson clan gathering.
91	Newtonmore	No	Transport in the west of the park is rubbish - must link the villages and integrate with inter city properly.
125	Newtonmore	No	I travel quite frequently from Lochaber to Newtonmore & Aviemore. Generally for access to climbing venues. I would consider using public transport if it became more practical to use than private transport. But it must be reliable & ok prices. I cannot see demand being sufficient to make such services economically viable.
159	Newtonmore	No	Hop on, hop off transport.
137	Newtonmore Games	No	Why not Highland Council?
398	Rawa	No	Regular train services every hour between Dalwhinnie, Newtonmore, Kingussie, Aviemore, and Inverness which can be used by bicycles
402	Reindeer Centre	No	As a visitor to the Cairngorms national park, it is good to know that there is public transport facilities available, though on this occasion we did not need to use it. Beautiful scenic part of the UK. Deserves good quality transport system to back it up.
469	Reindeer Centre	No	We have driven up from Oxon and visited a number of areas of Scotland .Visiting CNP from relatives in Inverness.so we needed the car but happy to abandon it if service in CNP offered(force people out of their cars but yoy then nee to have suitable bus stops with cover where people wait eg. at the reindeer centre and a suitable bus waiting area would be needed etc.
73	Rothiemurchus Estate	No	Having travelled to the National Park from home (Cardiff) by car as the train is so expensive (£300++ for 2 adults & a 16 year old) it is unlikely that we would generally use public transport as we have our own. If services were fairly frequent, bus to start/end point of walks might be useful. Air transport to the area is more affordable, but public bus links at Inverness Airport, on arrival, are poor. (I realise this is outwith the National Park, but feel it is relevant)
152	Rothiemurchus Estate	No	None
316	Rothiemurchus Estate	No	As we mainly visit to walk and enjoy the scenery/wildlife, we tend to drive to appropriate car park and don't use the car anymore. As we visit regularly, but always drive from Kirkhill Inverness, it wouldn't be practical to use public transport.
334	Rothiemurchus Estate	No	Need for a comprehensive 'pan park' transport guide/timetable probably split into geographical areas - e.g. Blair Atholl to Laccan/Badenoch: Strathspey: Northern Area park area: Eastern (north): and Dee-side. A tourist service from Aviemore to Ballater/Braemar and return would be a worthwhile day trip
470	Rothiemurchus Estate	No	Reindeer feeding! Not advertised enough
8	Speyside Heather Centre	No	The integrated bus / rail / cycle / walking provision is already good. I would not want the remoter places to be accessible by public transport nor especially by cars.
472	Speyside Heather Centre	No	No regular service on main route via Heather Centre. Transport is fairly old and Ozone unfriendly for a national park! Needs upgrade
261	Uath Lochans, Lushnoch Forest	No	while I was a visitor to this site, I was actually walking - leading a guided walk.

Ref	Location	PT User?	Further Comments
24	<i>Not stated</i>	No	I cannot justify requesting more frequent services from eg. Buses because I know there simply isn't the population to sustain it.
30	<i>Not stated</i>	No	We come to the Cairngorms on the way to the West Highlands and stay overnight. We have not really explored the area. We use our own private transport as it is convenient, practical, reliable and comfortable. The cottage where we stay is very remote and one needs reliable transport to get there. Accommodation & food are excellent in the Cairngorms.
95	<i>Not stated</i>	No	As I live in the park I have only commented on questions that seem to apply in my case.
139	<i>Not stated</i>	No	Move people when they need to get to work and home again at a cheap price. The bus would be packed. We need to create a culture where people hop on and off of buses like towns. Public transport with local people is not even on the radar as we have always had to make our own way.
169	<i>Not stated</i>	No	Poor information, Poor Quality particularly Cairngorm Ski bus, No bike transfer, Poor timings
254	<i>Not stated</i>	No	Private car hired for transport of party from East Scotland - cost of public transport would increase my costs despite 2 concession cards and estate car enables me to transport all my clothing/rucksack/binoculars etc.etc.to all the various tourist attractions in the area when I require it
326	<i>Not stated</i>	No	Unable to answer last few questions sorry! But whatever system you want to set up it needs to be well publicised if you intend to cater for the tourist and be well priced.
337	<i>Not stated</i>	No	It is absolutely frustrating to go to the top by cable car and you are not allowed to walk around. I never experienced this on any mountain in Europe
367	<i>Not stated</i>	No	Used to make use of Scotrail travelpass and/or Highland Rover - now too costly and too many restrictions. General train fares too costly for one off travel. Easier to drive Aberdeen - Aviemore and use bus in Strathspey. Bus Aberdeen - Ballater - Braemar, satisfactory. Walk Braemar - Tomitoul ,Bus from latter to Aberdeen to Keith Tuesday, to Elgin Thursday, plus train fare! Train Aberdeen - Blair Atholl walk thro hills to Kingussie or Aviemore train to Aberdeen. (Reduce prices - can easily integrate public transport for our own specific needs)
369	<i>Not stated</i>	No	Car parking should be free as in most of the Western Regions, provision for motorhome parking at landmark sites
374	<i>Not stated</i>	No	This was the most ridiculous thing I have ever experienced paying 8.75 and not being allowed to leave the concrete building!! I will not affect the environment more if I take the funicular uphill and walk down, compared to walk uphill and downhill. Wrong thinking
409	<i>Not stated</i>	No	I would like the facility to get the bus from Newtonmore to Kincaig and be able to put my bicycle on it. It needs to run earlier for me to get to Kincaig at about 8am
412	<i>Not stated</i>	No	I think that publicity of public transport very poor in Scotland since 2000! Especially overnight rail, buses.Rural and urban timetables unknown West Colleshill or elsewhere
413	<i>Not stated</i>	No	make more cycle friendly
415	<i>Not stated</i>	No	Circular park and ride routes
439	<i>Not stated</i>	No	I must admit that I don't know much about the transport system in the park, but if you run clean buses that are regular and helpfully priced then you can do no more.
440	<i>Not stated</i>	No	This is my first holiday in Scotland, but I will certainly be returning. I dont know much about your bus service except that several people on our coach party wanted to travel by public transport from Aboyne - Aberdeen, but when they found out the cost, they did not go because it was too expensive. Here, where we live. we can buy a day rider ticket costing £3.50 and we can travel anywhere in Lancashire on as many buses as we wish with the same ticket
456	<i>Not stated</i>	No	more safe off road cycle routes
499	<i>Not stated</i>	No	I use the car as I've always used it for hols and tend not to think of public transport. My wife has certain limitations so tend to stick to car journeys

Appendix 6; Summary of transport services

Public Transport Services in and around the Cairngorms National Park			
	Oblique stroke (e.g. 2/3) indicates different number of services in each direction		
	Places in Park in bold	Schools-oriented, and less-than-5-days-per-week, services not shown	
Service	Route	Frequency	Comments
Public Transport Services within the Park (and closely surrounding area)			
Rail	Inverness - Carr-Bridge - Aviemore - Kingussie - Newtonmore - Dalwhinnie - Pitlochry - Perth - Edinburgh / Glasgow	Weekdays: 10 trains per day each way at Aviemore and Kingussie. Only 4 per day at other stations in Park. Sundays: 4/5 per day, less at smaller stations	Trains which stop at Dalwhinnie do not serve Newtonmore and vice versa One GNER train each way runs to/from London.
Citylink (incl. Megabus)	Inverness - Aviemore - Dalraddy - Kincaig - Kingussie - Newtonmore - Dalwhinnie - Pitlochry - Perth - Edinburgh / Glasgow	5/6 per day each way, plus another between Newtonmore and Inverness (not Sundays)	A further 9 coaches each way run non-stop between Perth and Inverness, not stopping in the Park
201/202 (Stagecoach)	Aberdeen - Cults - Culter - Drumoak - Crathes - Banchory - Torphins - Kincardine - Aboyne - Dinnet - Ballater - Balmoral - Braemar	Monday - Saturday; Hourly service for most of day east of Ballater. Eight buses per day Ballater - Braemar. On Sundays Ballater has seven buses, Braemar five.	
219 (Stagecoach)	Alford - Bridge of Alford - Lumsden - Toll of Mossat - Kildrummy - Glenkindie - Bellabeg	1 service each way weekdays, plus 2 services each way between Alford - Lumsden late evening, plus 1 Saturday service each way.	Mainly for Schools
A2B Dial-a-Bus	Alford - Bridge of Alford - Mossat - Kildrummy - Bridge of Buchat - Strathdon (Bellabeg)	3 services each way (one of which only operates between Alford - Kildrummy)	Dial-a-bus. Service is timetabled between Alford and Strathdon but the bus will divert off the route on demand to: Corgarff, Roughpark, Glenbuchat, Towie, Muirs of Kildrummy, Milltown of Kildrummy, Lumsden.
Postbus 72	Ballater - Balmoral - Braemar - Cairnwell Chairlift - Braemar - Victoria Bridge - Inverey - Linn of Dee - Claybokie - Allanaquoich	1 bus in one direction Mon-Sat	
34/36 (Rapsons)	36: Cairngorm - Aviemore - Carr-Bridge - (Grantown). 34: Cairngorm - Aviemore - Boat of G - Nethy Bridge - Grantown	Irregular. Aviemore - Cairngorm hourly. Aviemore - Nethy Bridge - Grantown every 1-2 hours. Less frequent Aviemore Carr Bridge. Few services Carr Bridge - Grantown.	Sunday services only run June-Oct and Dec-April only, 10 services between Aviemore and Cairngorm.
33 (Rapsons)	Aviemore - Grantown - Cromdale - Balmeanach - Cromdale - Lettoch - Advie - Tormore	5 each way M-F, only 1 service does full route 4 Sat services between Aviemore and Cromdale	No Sunday service
338A	Grantown - Cromdale - Delnashaugh - Marypark - Carron - Aberlour	2 services each way, Mon-Fri	
Postbus 99	Dalwhinnie - Cat Lodge - Drumgask - Laggan Bridge - Glenshirra Bridge - Garvamore	Monday to Saturday, 1 service per day in each direction	

Public Transport Services in and around the Cairngorms National Park			
	Oblique stroke (e.g. 2/3) indicates different number of services in each direction		
	Places in Park in bold	Schools-oriented, and less-than-5-days-per-week, services not shown	
Service	Route	Frequency	Comments
500 Strathspey Stroller - Seasonal	Cullen - Buckie - Fochabers - Elgin - Rothes - Craigellachie - Dufftown - Aberlour - Tomnavoulin - Tomintoul - Grantown - Carr- bridge - Aviemore - Cairngorm	1 service each way, Saturdays and Sundays only	Operates 13 May - 24 September 2006
501 Heather Hopper - Seasonal	Ballater - Colnabaichin - Strathdon - Colnabraichin - Tomintoul - Grantown - Dulnain Bridge - Carr-Bridge - Inverness	2 services each way Mon-Sat. Connect into: 201 from/to Aberdeen; 502 from/to Aberdeen/Perth; 24 to/from Aviemore; and 500 from Cullen, Saturdays only	Operates 3rd July - 30th September. 1 return service operated by Stagecoach is between Ballater and Grantown Only. The other return service operated by D&E Coaches is the complete journey
502 Heather Hopper - Seasonal	Aberdeen - Strathdon - Logie - Ballater - Crathie - Braemar - Cairnwell - Spittal of Glenshee - Pitlochry - Perth	2 services each way, Mon-Sat. Services have connections with 201 and 501 (Grantown, Aberdeen, Inverness)	Operates 3rd July - 19th August by Stagecoach. One return services operates between Aberdeen and Pitlochry; and the other between Ballater and Perth.
Public Transport Services from the Inverness Gateway			
Mainly to Western Park			
Rail	Inverness - Carr-Bridge - Aviemore - Kingussie - Newtonmore - Dalwhinnie - Pitlochry - Perth - Edinburgh / Glasgow	Weekdays: 10 trains per day each way at Aviemore and Kingussie. Only 4 per day at other stations in Park. Sundays: 4/5 per day, less at smaller stations	
Citylink (incl. Megabus)	Inverness - Aviemore - Dalraddy - Kincaig - Kingussie - Newtonmore - Dalwhinnie - Pitlochry - Perth - Edinburgh / Glasgow	5/6 per day each way, plus another between Newtonmore and Inverness (not Sundays)	A further 9 coaches each way run non-stop between Perth and Inverness, not stopping in the Park
15 (Rapsons)	Inverness - Carr-Bridge - Grantown - Nethy Bridge - Boat of G - Aviemore	Mon-Fri: 2/3 buses each way throughout (peak and lunchtime) Saturday: 2 buses each way, Grantown - Inverness only	
35 (Rapsons)	Inverness - Carr-Bridge - Aviemore - Kincaig - Kingussie - Newtonmore	A pair of peak trips for commuters to Inverness. Effectively fills the gap in the Citylink timetable.	But no interchangeability of tickets
501 Heather Hopper - Seasonal	Ballater - Colnabaichin - Strathdon - Colnabraichin - Tomintoul - Grantown - Dulnain Bridge - Carr-Bridge - Inverness	2 services each way Mon-Sat. Connect into: 201 from/to Aberdeen; 502 from/to Aberdeen/Perth; 24 to/from Aviemore; and 500 from Cullen, Saturdays only	Operates 3rd July - 30th September. 1 return service operated by Stagecoach is between Ballater and Grantown Only. The other return service operated by D&E Coaches is the complete journey

Public Transport Services in and around the Cairngorms National Park			
	Oblique stroke (e.g. 2/3) indicates different number of services in each direction		
	Places in Park in bold	Schools-oriented, and less-than-5-days-per-week, services not shown	
Service	Route	Frequency	Comments
Public Transport Services from the Aberdeen Gateway to Eastern Park			
201/202 (Stagecoach)	Aberdeen - Cults - Culter - Drumoak - Crathes - Banchory - Torphins - Kincardine - Aboyne - Dinnet - Ballater - Balmoral - Braemar	Monday - Saturday ; Hourly service for most of day east of Ballater. Eight buses per day Ballater - Braemar. On Sundays Ballater has seven buses, Braemar five.	
210 (Stagecoach)	Aberdeen - Westhill - Cairnie - Garlogie - Echt - Midmar - Torphins - Lumphanan - Tarland - Aboyne - Ordie - Dinnet - Ballater	3/2 services each way Mon-Fri, 1 service each way Saturday	
502 Heather Hopper - Seasonal	Aberdeen - Strathdon - Logie - Ballater - Crathie - Braemar - Cairnwell - Spittal of Glenshee - Pitlochry - Perth	2 services each way, Mon-Sat. Services have connections with 201 and 501 (Grantown, Aberdeen, Inverness)	Operates 3rd July - 19th August by Stagecoach. One return services operates between Aberdeen and Pitlochry; and the other between Ballater and Perth.
Public Transport Services from the Perth / Pitlochry Gateway to Western Park			
Rail	Inverness - Carr-Bridge - Aviemore - Kingussie - Newtonmore - Dalwhinnie - Pitlochry - Perth - Edinburgh / Glasgow	Weekdays : 10 trains per day each way at Aviemore and Kingussie. Only 4 per day at other stations in Park. Sundays : 4/5 per day, less at smaller stations	One GNER train each way runs to/from London.
Citylink (incl. Megabus)	Inverness - Aviemore - Dalraddy - Kincaig - Kingussie - Newtonmore - Dalwhinnie - Pitlochry - Perth - Edinburgh / Glasgow	5/6 per day each way, plus another between Newtonmore and Inverness (not Sundays)	A further 9 coaches each way run non-stop between Perth and Inverness, not stopping in the Park
Public Transport Services from the Elgin / Lower Speyside Gateway to Western Park			
33 (Rapsons)	(Aviemore -) Grantown - Cromdale - Lettoch - Advie - Tormore	5 each way M-F in school term as far as Advie/Tormore, plus 3 short journeys to/from Cromdale. 4 Sat services between Aviemore and Cromdale only	Two journeys connect at Tormore with 338 for Aberlour. No Sunday service
338A (Moray CB)	Grantown - Cromdale - Delnashaugh - Marypark - Carron - Aberlour (connect to Elgin)	2 services each way, Mon-Fri. No service Saturday or Sunday	Connect with 336 Stagecoach service to/from Elgin (up to 30 minutes changeover time)
500 Strathspey Stroller - Seasonal	Cullen - Buckie - Fochabers - Elgin - Rothes - Craigellachie - Dufftown - Aberlour - Tomnavoulin - Tomintoul - Grantown - Carr-bridge - Aviemore - Cairngorm	1 service each way, Saturdays and Sundays only	Operates 13 May - 24 September 2006