



West Riverside & Woodbank House, Balloch

Parking & Signage Strategy

On behalf of **Flamingo Land Limited**

Project Ref: 322010549 | Rev: A | Date: August 2022

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Document Control Sheet

Project Name: West Riverside & Woodbank House, Balloch

Project Ref: 332010549

Report Title: Parking & Signage Strategy

Doc Ref: PS01A

Date: August 2022

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Revision	Date	Description	Prepared	Reviewed	Approved
A	31/08/22	Finalised report	IE	BL	HC

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Contents

1	Introduction.....	1
1.1	Background	1
1.2	Report Structure	1
2	General Measures.....	2
2.1	Introduction	2
2.2	General Measures	2
2.3	Travel Plan	3
3	Parking Measures for Lodge/Hotel Guests.....	6
3.1	Introduction	6
3.2	Parking Measures.....	6
4	Parking Measures for Visitor Car Park.....	7
4.1	Introduction	7
4.2	Parking Measures.....	7
5	Signage.....	8
5.1	Introduction	8
5.2	Signage on A82	8
5.3	Signage on A811/Luss Road/Old Luss Road Roundabout Junction	9
5.4	Local Road Network	9

Figures

Figure 5.1	A82 Signage
Figure 5.2	A811/Luss Road/Old Luss Road Roundabout Junction Signage

Appendices

Appendix A	Traffic Attendant Procedures
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1 Introduction

1.1 Background

- 1.1.1 Stantec UK Limited has been appointed by Flamingo Land Limited to provide transport advice in support of a Planning Permission in Principle (PPiP) application for a leisure development at West Riverside and Woodbank House, Balloch, Loch Lomond.
- 1.1.2 The proposed development will be sited at the West Riverside and Woodbank House site, located to the west of Balloch riverside and village, at the southern end of Loch Lomond, West Dunbartonshire.
- 1.1.3 In support of the planning application, Stantec UK Limited prepared a Transport Assessment. Transport Scotland, who maintain the Strategic Road Network including the A82, and West Dunbartonshire Council, as Local Roads Authority, accepted the findings of the Transport Assessment.
- 1.1.4 Although the planning application is in principle, with the internal layout forming part of a detailed application, this report provides details of Flamingo Land Limited's commitment to ensure that a strategy is in place to manage parking provision on site. In addition, this report proposes a strategy for directing development vehicle trips to the site from the A82 to minimise the traffic impact on the local road network.

1.2 Report Structure

- 1.2.1 This Parking and Signage Strategy has been set out as follows:
- Section 2: general measures applicable to all visitors (lodge/hotel guests and day visitors) to site and staff employed on site;
 - Section 3 – parking measures for lodge/hotel guests;
 - Section 3 – parking measures for day visitors; and
 - Section 4 – signage (outside and within the park) to direct visitors arriving to site.

2 General Measures

2.1 Introduction

2.1.1 This section provides details of measures that are currently being considered to apply to all visitors (holiday resident and day visitors) arriving to site.

2.2 General Measures

2.2.1 Flamingo Land Limited would look to provide the following general measures:

- Communicate regularly with West Dunbartonshire Council Roads Department and Transport Scotland for updates on scheduling of planned road works/closures, delays and peak traffic movements. Information can also be found on the following websites:
 - Road works - <https://one.network/>
 - Road works - <https://www.roadworksscotland.org/>
 - West Dunbartonshire Council - <https://www.west-dunbarton.gov.uk/>
 - Transport Scotland - <https://www.transport.gov.scot/>
- Help visitors navigate their way and keep them informed before, during, and after their visit with automated notifications including traffic updates provided on the website for the site.
- Offer visitors a more streamlined customer experience by sending relevant information and updates via Social media, SMS or email.
- Resort access roads, parking and check in areas will be closely monitored by CCTV and clearly sign posted and marked out to assist with maintaining a safe and constant flow of vehicle and pedestrian movements.
- In the event that a vehicle breaks down while on a resort access road, staff will be on hand during peak traffic movements to ensure any potential hold ups are avoided.
- Provide family accommodation and attractions to encourage longer stays which assists in reducing the number of peak time traffic movements on the local and strategic road network.
- To reduce traffic movements, Flamingo Land Limited encourages all staff team members to reduce their dependence on the private vehicle by promoting the following policies:
 - Use of subsidised staff buses;
 - Car sharing;
 - Utilise public transport;
 - Encourage cycling;
 - Vary travel times to the site by changing start/finish times;
 - Work from home if practical; and

- Use IT (Microsoft Teams/Zoom Video Communications) to virtually attend meetings rather than travel to them.

2.3 Travel Plan

2.3.1 Flamingo Land Limited will also operate a Travel Plan at the site to encourage visitors and staff to travel by sustainable modes of transport, which will be worked up in agreement with West Dunbartonshire Council.

2.3.2 The following are potential initiatives that will be implemented as part of the Travel Plan.

Pedestrian Initiatives

2.3.3 The location of the site adjacent to Balloch village which has a local bus stand facility and a rail station within close proximity, as well as a local residential population and a number of local amenities and services, are such that walking is a viable means of access for many local trips. The following measures, some proposed as part of the development, and incentives could encourage uptake of pedestrian trips:

- Provision of an extensive network of pedestrian facilities throughout the site;
- Provision of a number of accesses providing convenient connections to, through and from the site with an established pedestrian network;
- Internal road network designed taking cognisance of Designing Streets to promote low vehicle speeds and provide an environment which is more attractive to pedestrians;
- Provision of Travel Noticeboards within staff areas/ facilities including plans showing the following:
 - Internal pedestrian network;
 - Locations of development accesses;
 - Locations of adjacent pedestrian facilities including the network of leisure paths; and
 - Locations of internal and external amenities.
- The Travel Noticeboards could provide links to existing information on pedestrian facilities in the wider Balloch area including the Core Paths as well as distances and associated walking journey times;
- Provision of adequate warning signs throughout the development site alerting drivers to the main pedestrian routes through the site; and
- Discounted or free travel for employees on the proposed monorail, would assist with completing the last-leg of a trip into the site, which may otherwise be perceived as “too far” for some walkers.

Cycle Initiatives

2.3.4 It is generally accepted that employees are willing to cycle up to 6km (20 minutes) to access their place of employment. As such, the local surrounding villages and towns of Jamestown, Alexandria, Renton and more northerly areas of Dumbarton, are within a reasonable cycling catchment of the site. Moreover, the existing off-road and entirely traffic-free route along the River Leven (NCN 7) provides a suitable safe and coherent cycle route direct to the site.

2.3.5 The following measures, some proposed as part of the development, and incentives could encourage uptake of cycling trips:

- Provision of cycle connections throughout the site;
- The ability for staff to make use of a site-based cycle-hire scheme;
- Provision of a number of accesses into the development to ensure that the site is legible for cyclists from the surrounding transport network;
- Provision of Travel Noticeboards within staff areas/ facilities to include plans showing the following:
 - Locations of development accesses and cycle parking locations;
 - Locations of adjacent facilities which are suitable for use by cyclists; and
 - Locations of internal and external amenities, including local cycle network.
- The Travel Noticeboards could provide links to existing information on cycling routes and facilities in the wider Balloch area as well as distances and associated cycle journey times;
- Internal road network designed to promote low vehicle speeds and therefore provide an attractive environment for cyclists;
- The inclusion of staff lockers, changing and showering facilities within staff areas, to facilitate ease of cycling for employees;
- Provision of cycle information to new-starters; and
- Website to include walking and cycling routes through the site.

Public Transport Initiatives

2.3.6 Bus services currently operate on Ben Lomond Way within the main Loch Lomond Shores site as well as a more frequent level of service on Balloch and Drymen Road. Further, a local bus stance and a railway station are located within Balloch village, the latter being within almost immediate proximity of Zone A – the Station Square area of the new development.

2.3.7 A monorail is also proposed to enhance connectivity from Balloch village main to the heart of the development (adjacent to Loch Lomond Shores retail crescent and Pierhead).

2.3.8 To maximise uptake of public transport by employees, residents and visitors the site, the development will be supported by the introduction of the following measures:

- Provision of Travel Noticeboards within staff areas/ facilities to provide the following information:
 - A plan showing the locations of local bus stops (& stance) and rail/ monorail station locations, including indicative walking and cycling journey times;
 - Bus and rail and monorail timetable information; and
 - Local public transport operator contact details.
- Discounted or free travel for employees on the proposed monorail, would assist with encouraging access to the wider public transport services;

- Shared-ticketing initiatives are being discussed with ScotRail Abellio for visitors by rail to the proposed development, and options for tickets for staff will also be explored;
- Bus stop facilities within the development site should be upgraded to include Real Time Passenger Information, wherever practicable, as well as incorporating timetables and sheltered/ well-lit facilities; and
- Website to include bus, rail and monorail timetable information.

Car Sharing Initiatives

2.3.9 It is suggested that car sharing and car pool initiatives could be publicised as part of the Travel Plan with details of the scheme included within Staff Travel Packs and Noticeboards. The management of any internal staff car sharing scheme would be undertaken by the on-site Travel Plan Coordinator.

Additional Initiatives for Lodges

2.3.10 For the lodges, an agreement could be entered into with a major foodstore operator to become the site's preferred internet shopping provider.

2.3.11 There is a Morrisons and an Asda foodstore located in Dumbarton, within 6 miles of the site, which is approximately a driving time of 15 minutes (source: Google Maps). Both operators offer a delivery service, either directly from the operator or via Just Eat and Uber Eat.

2.3.12 Lodge visitors would be able to order groceries from the preferred foodstore operator, via Flamingo Land reception. Flamingo Land reception could then make a collective order every two to three days, which would be delivered to the main site reception and then distributed by staff to individual lodges.

Additional Initiatives for Staff

2.3.13 For employees on site, salary sacrifice loans could be provided for purchasing public transport season tickets or for a new bike to encourage travel by bus, rail and cycle.

3 Parking Measures for Lodge/Hotel Guests

3.1 Introduction

3.1.1 This section provides details of measures that are currently being considered to apply to all guests of the lodges and hotel.

3.2 Parking Measures

3.2.1 Flamingo Land Limited would look to provide the following measures for guests of the lodges and hotel:

- Email or SMS guests in advance of their stay to confirm check-in/check-out arrangements and parking location;
- Recommend guests to check-in and complete registration details online before arrival;
- Guests to schedule check-in times outside road network peak times to reduce delays and create a better and safer customer experience;
- Guests generally arrive during the afternoon or evening on the day before their visit to the Park. This period is the opposite of the Park day visitor peaks and reduces the peak traffic movements on the local and strategic road network; and
- After check-in, guests will be provided with directions and a map to their allocated accommodation unit with a parking space.

4 Parking Measures for Visitor Car Park

4.1 Introduction

4.1.1 This section outlines parking measures that are currently being considered to be introduced at the proposed visitor car park, located adjacent to Pier Road.

4.2 Parking Measures

4.2.1 Flamingo Land Limited would look to provide the following measures at the proposed visitor car park located adjacent to Pier Road:

- On busy days the Resort will monitor visitor numbers with neighbouring businesses to consider implementing later evening opening to help reduce the peak traffic movements;
- Operate buggy buses providing a regular all year-round service for visitors, to help reduce the need for additional vehicle movements; and
- During peak times vehicles are guided by clear signage leading to traffic attendants who will direct them safely to the relevant parking/check-in areas, as per the traffic attendant procedures handbook included as **Appendix A**.

5 Signage

5.1 Introduction

5.1.1 This section outlines signage (outside and within the park) that is currently being considered to direct visitors arriving to site

5.2 Signage on A82

5.2.1 At present there is signage on the A82 on the northbound and southbound approaches to the Stonymollan Roundabout junction directing visitors to attractions in Balloch, including:

- Loch Lomond Shores;
- National Park Gateway Centre;
- Jenners & Shopping Crescent;
- Loch Lomond Aquarium;
- Loch Cruises;
- Local Services;
- Antartex Village;
- Treezone; and
- Loch Lomond Bird of Prey Centre.

5.2.2 **Figure 5.1** shows the existing signage on the A82 to the north and south of the Stonymollan Roundabout junction.

Figure 5.1: A82 Signage



5.2.3 Flamingo Land Limited will contact Transport Scotland, who are responsible for maintenance of and signage on the A82, to have the proposed development added to the list of attractions.

5.3 Signage on A811/Luss Road/Old Luss Road Roundabout Junction

5.3.1 At present there is signage on both arms of the A811 and on Luss Road at the existing A811/Luss Road/Old Luss Road roundabout junction directing visitors to Loch Lomond Shores.

5.3.2 **Figure 5.2** shows the existing signage on the A811/Luss Road/Old Luss Road roundabout junction.

Figure 5.2: A811/Luss Road/Old Luss Road Roundabout Junction Signage



5.3.3 Flamingo Land Limited will contact West Dunbartonshire Council Road Department to have the proposed development added.

5.4 Local Road Network

5.4.1 In addition to the A811 and Luss Road, Flamingo Land Limited will contact West Dunbartonshire Council Roads Department to add signage on Old Luss Road, Ben Lomond Way and Pier Road directing visitors to the proposed hotel, lodges and visitor parking,

Appendices

Appendix A Traffic Attendant Procedures

Flamingo Land Resort

Park Maintenance Traffic Attendant

PM 13

TRAFFIC ATTENDANT

While employed on car parking duties, the following points must be adhered to:

Ensure that your uniform is clean and tidy (traffic attendants are usually the first point of contact for many visitors so ensure that the first impressions given to visitors are good ones). Always be courteous and polite at all times.

The wearing of Hi-visibility clothing must be worn at all times when employed in the role of traffic attendant.

Traffic attendants are prohibited from smoking while on duty.

The use of personal stereos, I-pods, MP3 players, mobile phones etc is forbidden, as the use of these types of equipment can distract you and also prevent you from hearing traffic etc.

Point man

1. Check that you have the correct hi-visibility clothing and stand near to the main entrance (security lodge) ensuring that you are in full view of incoming traffic.
2. Using correct hand signals (as defined in the highway code), direct cars towards the next traffic attendant in line. Multiple numbers of traffic attendants may be required to direct traffic from the main entrance to the parking area. The number will depend on the exact location that traffic is being directed too i.e. more attendants will be required to direct traffic to the bottom overflow field than the main tarmac car park.
3. By using forward planning, the traffic attendants should reorganize themselves and their positions while the last row of vehicles are being parked as if it becomes necessary for the point man to stop the incoming of traffic to allow the car parking attendants to move from field to field etc, incoming vehicles will “back-up” onto the main road.
4. When required, the point man will temporarily stop the incoming of traffic to allow vehicles exiting the park to do so safely. This should be done in short regular durations to prevent the traffic entering the park to “back-up” onto the main public highway.

TRAFFIC ATTENDANT

1. Check that you have the correct hi-visibility clothing and stand in the required area ensuring that you are in full view of incoming traffic.
2. Continue to direct traffic towards either the next traffic attendant or the final point man.
3. Once the last row is being completed, traffic attendants will position themselves ready for the traffic to be parked in the next area with one of the traffic attendants resuming the role as final point man.

FINAL POINT MAN

1. Check that you have the correct hi-visibility clothing and stand in the required area ensuring that you are in full view of incoming traffic.
2. As the first vehicle is coming towards you, using the correct hand signals bring the car towards you (not standing directly in front of the moving vehicle) and stop the car (facing forward) in the desired location.

Park Maintenance – Safe Systems of Work

3. Leaving enough space for them to get out of the car, direct the next car to the empty space adjacent to the one already parked and stop the car in line with the first. Continue this process until the line is complete.
4. Once the line is complete continue along the back of the first line so to make a double line.
5. Once the double line is full take 7 steps forward. This will then give you the starting point for your next line. Continue the parking process until the car park is full.
6. When the last row of vehicles is being parked, the spare traffic attendants will run over to the next area and position themselves ready for the introduction of vehicles.
7. Once the main car park is full, the point man will then begin to direct traffic to the required overflow fields where one of the traffic attendants will take over the position of final point man and will begin to park the cars.
8. On completion of parking the cars in the first field, the final point man will then move to the next field and will position himself in a position to best aid the directing of the traffic to the (new) final point man.

When moving from one parking area to another becomes difficult without having to stop the traffic from entering the gates, the maintenance manager/supervisor should be informed prior to the last row being completed so that he/she can arrange for additional assistance during the transfer from one field to another.

COACH PARKING

As a coach enters the park, the point man will direct the coach to follow signs to the coach park where the traffic attendant on duty will direct and park the coaches in double lines facing the exit road. The point man must:

1. Check that you have the correct hi-visibility clothing and stand in the required area ensuring that you are in full view of incoming coaches.
2. Ensure that enough space is left available between rows to allow coaches ample space to manoeuvre when exiting the park.
3. Be aware of pedestrians in the area while directing a coach to its parking area.

Park Maintenance – Safe Systems of Work









Safe system of work (SSOW) for: Car park traffic marshalling		
	Equipment type:	N/A
	Equipment no.:	N/A
	Manufacturer:	N/A
	Manual reference:	N/A
	Risk assessment reference:	Traffic Attendant
Note		

Key instructions for safe use	
1	Hi visibility vest or jacket to be worn at all times. If required by management, safety footwear to be worn.
2	Dress appropriately for the weather. If despite this you find that you are becoming too cold, or affected by the sun, inform your supervisor in order that they can seek a better solution.
3	Visual inspection of the car park should be completed prior to its use to identify any potential defects. If any safety critical defects are identified, these should be reported and cordoned off with barriers or cones and tape to prevent injury.
4	Once vehicles begin to arrive, do not stand with your back to the traffic or in a blind spot area which will prevent drivers from being able to see you. The attached plan shows the locations where marshals are to stand in order to minimise the risk to their safety.
5	Never stand directly behind or in front of a manoeuvring vehicle.
6	If the car park becomes full inform drivers of other areas to park
7	If a customer becomes aggressive do not engage in an argument. walk away and radio your supervisor.

Key Hazards		Control Measures to be followed
1	Pedestrian and vehicle collision	Correct PPE to be worn, training to be followed, first aid provisions and procedure for contacting the emergency services. A map of the area shows the direction in which the traffic is to flow. Markings are on the ground to direct traffic in accordance with the map.
2	Slip/Trip/falls	Area to be checked for ground defects and to be cordoned off and reported for repair if found.
3	Extreme weather – sunstroke, hyperthermia, dehydration etc.	Suitable clothing to be worn under PPE, sun cream and hats to be worn if needed, drinking water to be provided at all times and shelter to be available.
4	Vehicle collision with overhead power	No Overhead power lines on car park

Park Maintenance – Safe Systems of Work

	lines	
5	Robbery/ violence	If a customer becomes aggressive do not engage in an argument walk away and radio your supervisor.
6	Lone working	Though more than one persons must be in attendance on car park duties, lone working policy has been produced and explained to all employees.

PPE Assessment		Note. In many instances, you will be able to reduce risks further by asking staff/others to wear/use PPE. You should identify which items are required for the task here:						
Type of PPE								
	Head	Foot	Eye	Hand	Hearing	Hi Visibility	RPE	Fall Arrest
	NO	NO	NO	NO	NO	YES	NO	NO
Additional Requirements		All company policies must be followed in addition to the above						
<p>Note. PPE must only be considered as, when other control measures, such as segregation or eliminating the need to work around vehicles etc. are not possible. PPE should always be considered as a last resort option. PPE should only be worn when there is reasonable justification for doing so.</p>								

Training Record

This is confirmation that I have been trained on the technique of car park traffic marshalling identified above and understand the safe systems of work that must be followed:

Name		Signature	
Date		Time	

The individual named above has received appropriate training on the safe systems of work that must be followed when marshalling traffic within a car park environment:

Name		Signature	
Date		Time	