

Fort William Integrated Transport Plan Survey

Introduction

The Fort William Integrated Transport Plan is a strategic study aimed at improving transport infrastructure and connectivity in and around Fort William. It aims to address long-standing issues such as trunk road resilience, journey time reliability and accessibility. The study is being led by HITRANS, in partnership with Transport Scotland, The Highland Council and Highlands and Islands Enterprise alongside transport consultants AECOM and Stantec.

This survey is being conducted to allow members of the public and stakeholders to provide feedback on the options emerging from the Fort William Integrated Transport Plan.

The deadline for responses is 17:00 on **Monday 13th April 2026**.

If completing a paper version of the survey, please send to the following address:

HITRANS

Inverness Town House

High Street

Inverness

IV1 1JJ

Privacy Disclosure

Introduction

The transport consultant team of AECOM and Stantec is committed to protecting your personal data and respecting your privacy. This privacy disclosure outlines how we collect, use, and protect your information in compliance with the General Data Protection Regulation (GDPR).

Purpose of Data Collection

The transport consultant team of AECOM and Stantec is supporting a Client Delivery Group of HITRANS, Transport Scotland, The Highland Council and Highlands and Islands Enterprise to explore options for improving transport infrastructure and connectivity in and around Fort William. As part of this, we are seeking to engage and gather feedback from members of the public and stakeholders on the acceptability of proposals under consideration as detailed within the accompanying StoryMap.

The transport consultant team of AECOM and Stantec has been appointed by HITRANS to manage the collection and processing of your responses on behalf of HITRANS.

Types of Data Collected

If completing the survey as a member of the public, the transport consultant team of AECOM and Stantec will collect information that you voluntarily provide to us, for example, the area you live in, your age group, sex, car/van availability, employment status and information about your health. These questions are optional and you may choose 'Prefer not to say'. This information is collected solely for equality monitoring purposes to help understand how different groups may be affected by the proposals. Where provided, this information is processed on the basis of your explicit consent and will be reported only in aggregated or anonymised form.

If completing the survey on behalf of a business or organisation, the transport consultant team of AECOM and Stantec will collect information that you voluntarily provide to us, including the name of the business or organisation you represent.

Legal Basis for Processing

The legal basis for processing your personal data is your consent, which you provide by participating in the feedback process.

Data Usage

Your personal data will be used solely for the purpose of assessing the acceptability of options under consideration as part of the Fort William Integrated Transport Plan Study. This will inform the 'public acceptability' element of the options appraisal, which is being undertaken in line with Scottish Transport Appraisal Guidance.

Data Sharing

Your personal data will be published only in aggregate or anonymised form. If you respond in an official capacity, your organisation's name may be attributed to your comments. We will not share your data with any other parties without your explicit consent, unless required by law.

Data Retention

We will retain your personal data for 12 months following completion of the consultation. Thereafter, your data will be securely deleted.

Your Rights

Under the GDPR, you have the following rights regarding your personal data:

1. The right to access your data
2. The right to rectify any inaccuracies in your data
3. The right to erase your data
4. The right to restrict processing of your data
5. The right to data portability
6. The right to object to the processing of your data
7. The right to withdraw your consent at any time

To exercise these rights, you may contact the Privacy Office at privacyquestions@aecom.com.

Requests received by AECOM for data access, rectification, erasure, restriction, objections and portability are logged and acknowledged, then forwarded to HITRANS as data controller without delay. HITRANS leads on assessment and response, with AECOM and Stantec supporting data retrieval as required. Responses are issued within statutory timelines.

Short Privacy Notice

We collect only non-identifiable feedback to assess public and stakeholder acceptability of the options under consideration as part of the Fort William Integrated Transport Plan. Responses may include the area you live in, your age group, sex, car/van availability, employment status and information about your health but will not include names or contact details. Your data will be used solely for project analysis and reported in aggregated.

Read our full Privacy Notice at: <https://aecom.com/privacy-policy/>.

By completing this survey, you consent to the use of your responses for this purpose.

For questions or to exercise your rights, contact privacyquestions@aecom.com.

Confidentiality and Data Protection

HITRANS is the data controller for this consultation. AECOM acts as a data processor on behalf of HITRANS and Stantec acts as a sub-processor.

The transport consultant team of AECOM and Stantec will process your personal data in accordance with the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR).

It should be noted that information provided in response to this consultation, including personal information, may be subject to disclosure in accordance with the access to information regimes. These are primarily the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations (EIR) 2004, the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR). Therefore, if we receive a request for disclosure of the information, we cannot give an assurance that confidentiality can be maintained in all circumstances.

Introduction

The first question below asks if you are responding as an individual, on behalf of a business or on behalf of an organisation. We understand that some respondents may wish to respond as an individual **and** on behalf of a local business or organisation. If this is the case, we would appreciate if you could complete one survey per role e.g. respond to one survey as a local resident and then complete a second survey as a local business owner (or another role).

1. Are you responding as...

- An individual [Go to Q3]
- On behalf of a business [Go to Q2]
- On behalf of an organisation [Go to Q2]

2. Please provide the name of your business or organisation.

[Go to Q4]

3. How do you typically travel for day-to-day journeys in, around or through the Study Area (i.e. Fort William Caol, Inverlochy, Banavie and Corpach)? (Please tick all that apply)

Walk

Wheel (including using a wheelchair or mobility aid as an alternative to walking)

Cycle (using own bike)

Cycle (using rental bike e.g. Hi-Bike)

Bus

Rail

Taxi

Car (as driver)

Car (as passenger)

Other (please specify) _____

Transport Planning Objectives

When answering the following question, please refer back to the **'Vision and TPOs'** section of the StoryMap for information on the Transport Planning Objectives that have been developed.

4. Please indicate the extent to which you agree / your business or organisation agrees with each of the **Transport Planning Objectives**. (Please tick one per row)

	Agree	Neither Agree nor Disagree	Disagree	Don't know
TPO1: Reduce travel time delay and variability whilst minimising the generation of additional traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TPO2: Improve the resilience of the transport network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TPO3: Increase the proportion of people walking, wheeling, cycling and using public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TPO4: Support sustainable economic growth, including improving opportunities for freight movement by non-road modes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TPO5: Reduce the negative effects of severance (i.e. physical division of communities caused by the A82 and the volume of traffic on this route)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TPO6: Improve integration between different modes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Proposals

This section asks you about your views / your business or organisation's views on the options that are under consideration as part of the Fort William ITP. Your responses will help to inform the public acceptability element of the appraisal process. Information about other criteria considered within the appraisal process is available within the **StoryMap**.

Active Travel Options

When answering the following questions, please refer back to the **'Active Travel Options'** section of the StoryMap for information on the options under consideration.

5. Please indicate how each of the **active travel options** under consideration would impact you / your business or organisation, if at all. (Please tick one per row)

	Positively	No Impact	Negatively	Don't know
Active Travel 1: Improve active travel links between Fort William Town Centre and the bus and rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 2: Implement localised active travel improvements throughout Fort William	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 3: Create a north-south active travel route between Ben Nevis (Visitor Centre) and North Road Retail Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

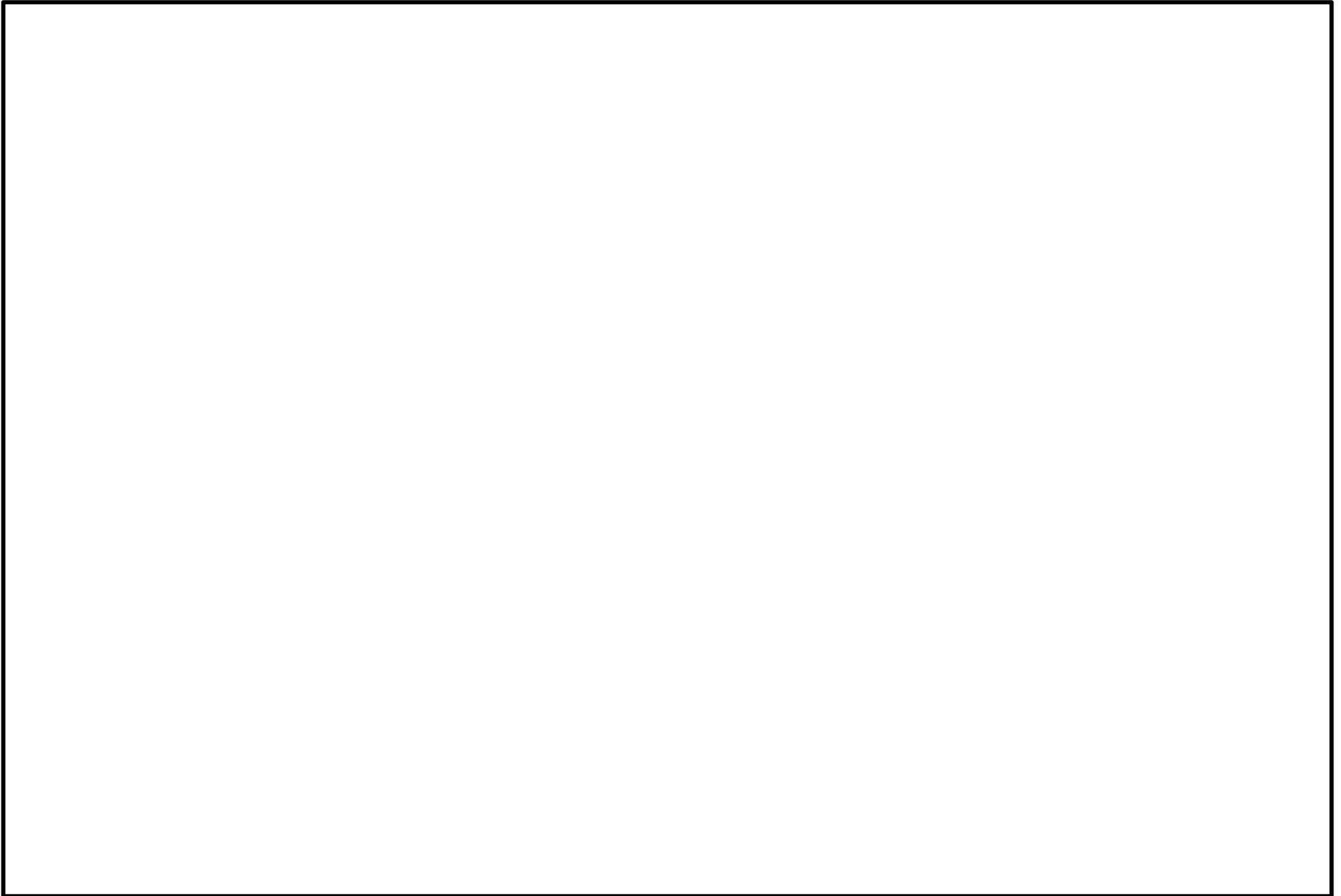
	Positively	No Impact	Negatively	Don't know
Active Travel 4: Address pinch points on the existing active travel network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 5: Create an Outer Orbital Route extending from the Old Fort / Fort William Travel Centre in the south to the north-west of the study area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 6: Create the Retail Park Links route providing two connections to the A82 from the Fort William Spine Route – the retail park on North Road and the Fort William Retail Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 7: Create the College Link route providing a connection between the Fort William Travel Centre, NCN78 and Great Glen Way, and West Highland College with the Fort William Spine Route	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 8: Create the Upper Achintore Links route including the Lundavra Road from West End Roundabout to Lundavra Primary School; Connochie Road / Heathercroft Drive; Plantation Path (via Pine Grove Park) from Kennedy Road to Nairn Crescent (via Heathercroft Drive); and Ross Place / Lochaber Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 9: Create a new, more direct active travel link between Caol and Inverlochy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel 10: Create a path directly through the land to the east of Glenmallie Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Which of these options would provide the most benefit to you as an individual / to your business or organisation?
(Please tick a maximum of 2 options)

- Active Travel 1:** Improve active travel links between Fort William Town Centre and the bus and rail stations
- Active Travel 2:** Implement localised active travel improvements throughout Fort William
- Active Travel 3:** Create a north-south active travel route between Ben Nevis (Visitor Centre) and North Road Retail Park
- Active Travel 4:** Address pinch points on the existing active travel network
- Active Travel 5:** Create an Outer Orbital Route extending from the Old Fort / Fort William Travel Centre in the south to the north-west of the study area
- Active Travel 6:** Create the Retail Park Links route providing two connections to the A82 from the Fort William Spine Route – the retail park on North Road and the Fort William Retail Park
- Active Travel 7:** Create the College Link route providing a connection between the Fort William Travel Centre, NCN78 and Great Glen Way, and West Highland College with the Fort William Spine Route

- Active Travel 8:** Create the Upper Achintore Links route including the Lundavra Road from West End Roundabout to Lundavra Primary School; Connochie Road / Heathercroft Drive; Plantation Path (via Pine Grove Park) from Kennedy Road to Nairn Crescent (via Heathercroft Drive); and Ross Place / Lochaber Road
- Active Travel 9:** Create a new, more direct active travel link between Caol and Inverlochy
- Active Travel 10:** Create a path directly through the land to the east of Glenmallie Road

7. Please use the space below and overleaf to provide reasons for your answers to Q5 and Q6. If providing comments on specific options, please include the relevant Reference Number (e.g. Active Travel 1, etc.)



Bus Options

When answering the following questions, please refer back to the **'Bus Options'** section of the StoryMap for information on the options under consideration.

8. Please indicate how each of the **bus options** under consideration would impact you / your business or organisation, if at all. (Please tick one per row)

	Positively	No impact	Negatively	Don't know
Bus 1: Enhance bus timetables through an additional vehicle and improved frequencies, including during peak hours, evenings and Sundays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus 2: Improve local and long-distance facilities for bus services in the centre of Fort William, including at the bus station and on Middle Street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus 3: Implement bus priority along North Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus 4: Increase the frequency of long-distance coach services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Which of these options would provide the most benefit to you as an individual / to your business or organisation?

(Please tick a maximum of 2 options)

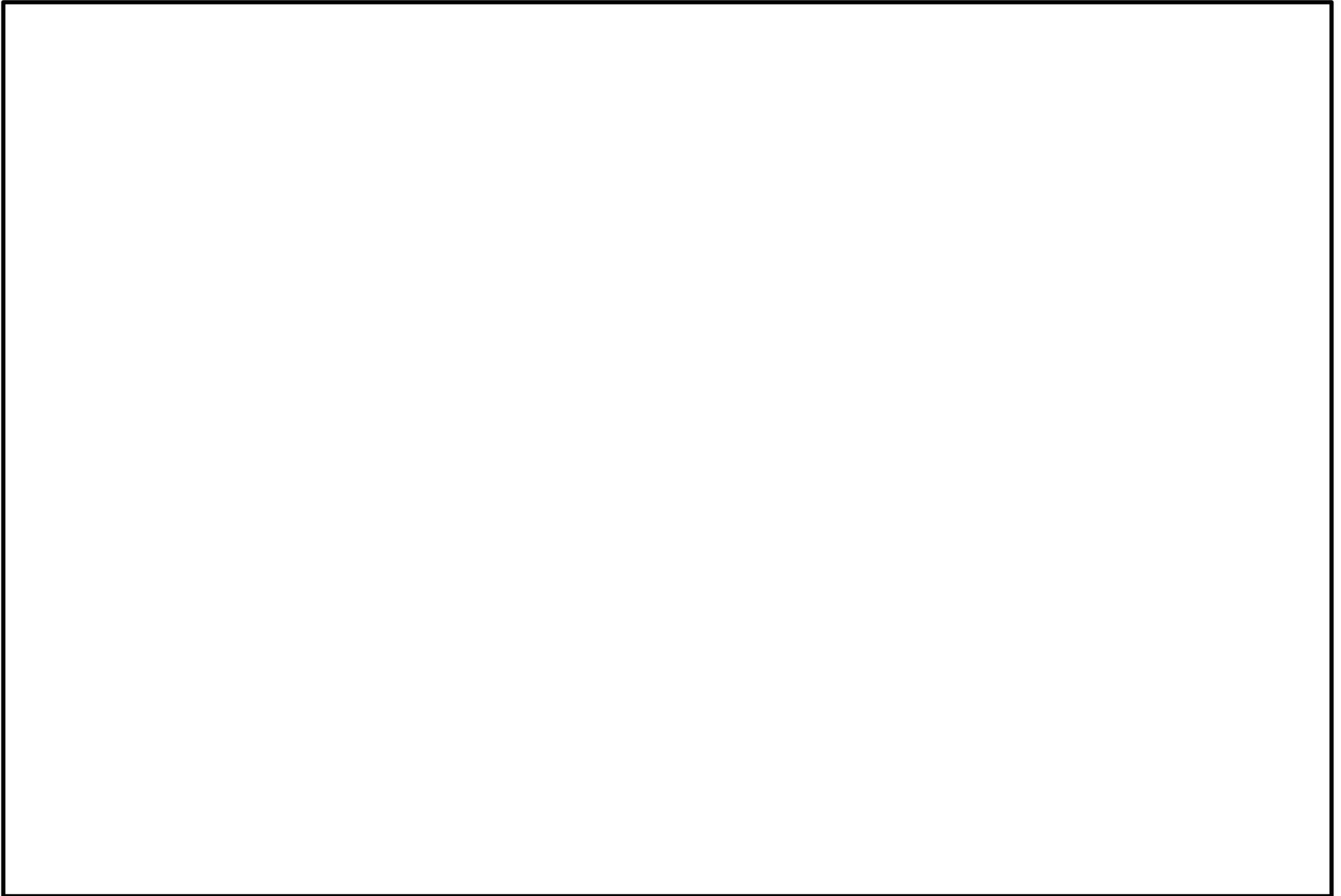
Bus 1: Enhance bus timetables through an additional vehicle and improved frequencies, including during peak hours, evenings and Sundays

Bus 2: Improve local and long-distance facilities for bus services in the centre of Fort William, including at the bus station and on Middle Street

Bus 3: Implement bus priority along North Road

Bus 4: Increase the frequency of long-distance coach services

10. Please use the space below and overleaf to provide reasons for your answers to Q8 and Q9. If providing comments on specific options, please include the relevant Reference Number (e.g. Bus 1, etc.)



Rail Options

When answering the following questions, please refer back to the **'Rail Options'** section of the StoryMap for information on the options under consideration.

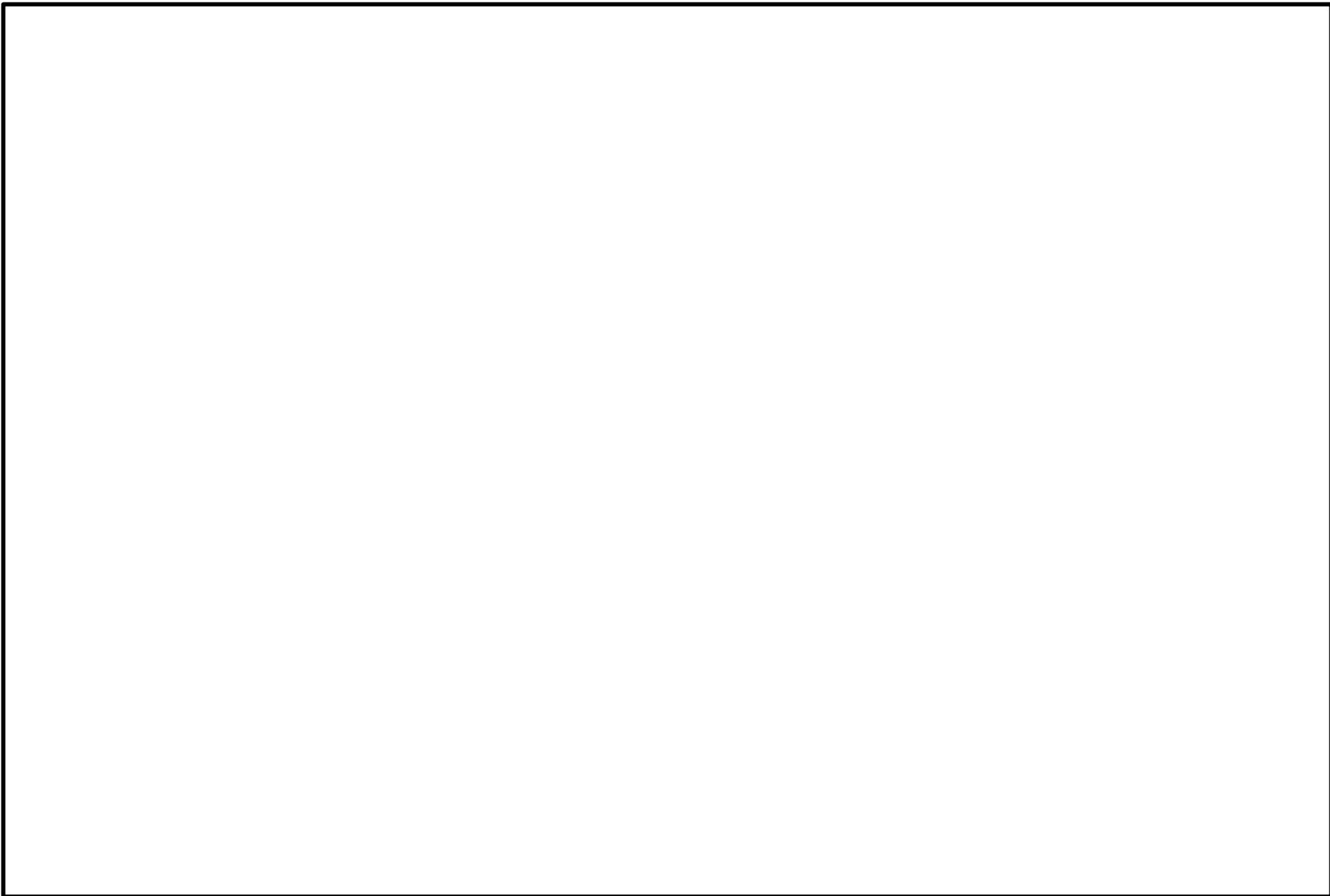
11. Please indicate how each of the **rail options** under consideration would impact you / your business or organisation, if at all. (Please tick one per row)

	Positively	No impact	Negatively	Don't know
Rail 1: Increase the frequency of rail services to / from Mallaig, including the introduction of a commuter rail service between Corpach and Fort William during the morning and evening peaks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail 2: Introduce new stations near Carrs Corner and near Annat Farm and increase the frequency of local services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail 3: Improve the arrival experience at the railway station through upgrades / provision of a new building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail 4: Increase frequency of rail services on the West Highland Line between Fort William and Glasgow Queen Street, including the introduction of a commuter rail service between Spean Bridge and Fort William during the morning and evening peaks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Which of these options would provide the most benefit to you as an individual / to your business or organisation? (Please tick a maximum of 2 options)

- Rail 1:** Increase the frequency of rail services to / from Mallaig, including the introduction of a commuter rail service between Corpach and Fort William during the morning and evening peaks
- Rail 2:** Introduce new stations near Carrs Corner and near Annat Farm and increase the frequency of local services
- Rail 3:** Improve the arrival experience at the railway station through upgrades / provision of a new building
- Rail 4:** Increase frequency of rail services on the West Highland Line between Fort William and Glasgow Queen Street, including the introduction of a commuter rail service between Spean Bridge and Fort William during the morning and evening peaks

13. Please use the space below and overleaf to provide reasons for your answers to Q11 and Q12. If providing comments on specific options, please include the relevant Reference Number (e.g. 'Rail 1' etc.).



Multi-Modal Options

When answering the following questions, please refer back to the **'Multi-Modal Options'** section of the StoryMap for information on the options under consideration.

14. Please indicate how each of the **multi-modal options** under consideration would impact you / your business or organisation, if at all. (Please tick one per row)

	Positively	No impact	Negatively	Don't know
Multi-Modal 1: Introduce smart ticketing for rail, bus and ferry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multi-Modal 2: Reallocate road and parking space in the town centre for active travel and public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multi-Modal 3: Develop mobility hubs at key locations within the study area – mobility hubs are transport interchanges where public transport, active transport (walking and cycling), and shared transport (car clubs and bike share) come together, sometimes along with community facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multi-Modal 4: Introduce variable message signage on the A82 and A830 approaches / exits to / from Fort William	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multi-Modal 5: Review opening hours of Banavie Swing Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Which of these options would provide the most benefit to you as an individual / to your business or organisation? (Please tick a maximum of 2 options)

Multi-Modal 1: Introduce smart ticketing for rail, bus and ferry

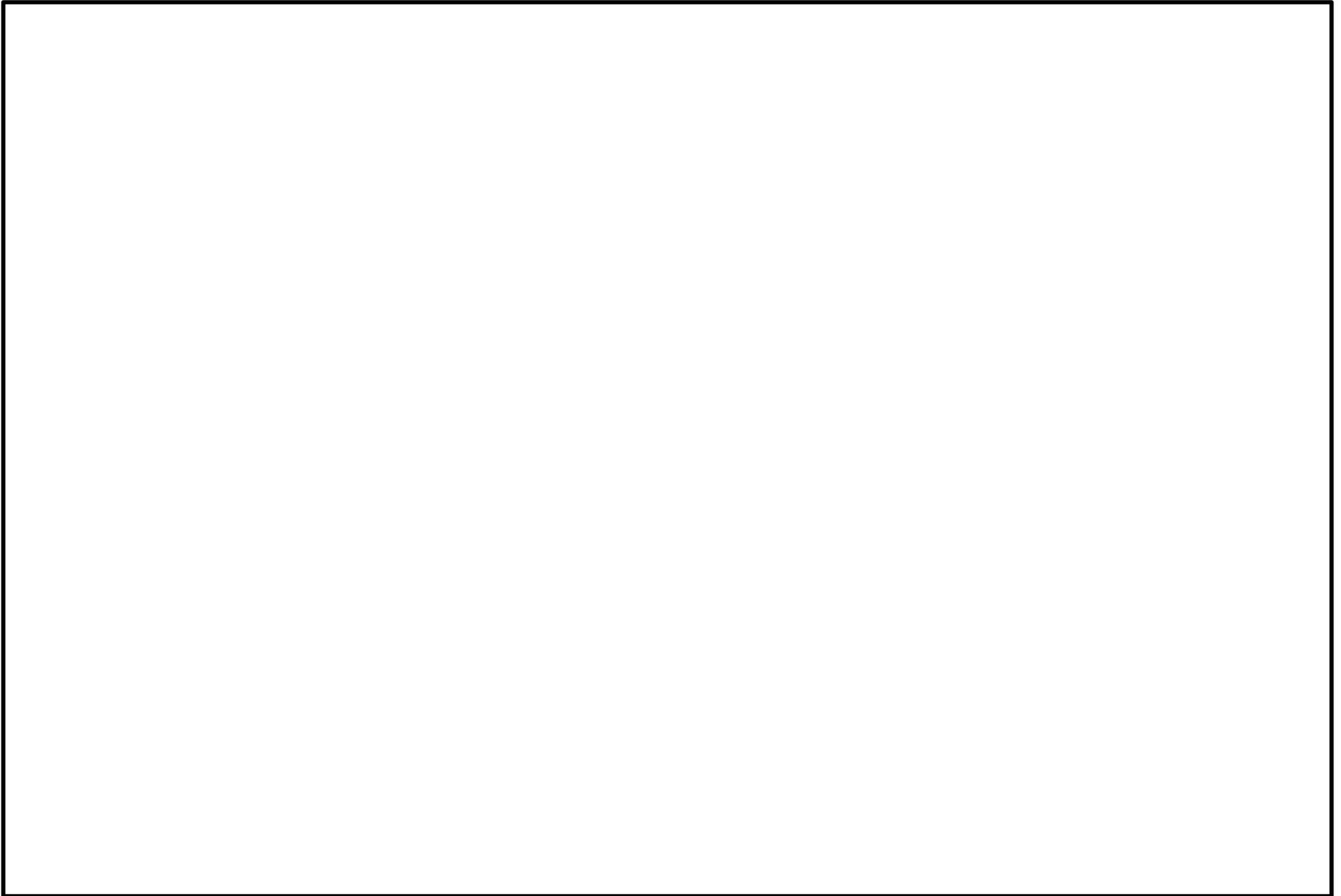
Multi-Modal 2: Reallocate road and parking space in the town centre for active travel and public transport

Multi-Modal 3: Develop mobility hubs at key locations within the study area

Multi-Modal 4: Introduce variable message signage on the A82 and A830 approaches / exits to / from Fort William

Multi-Modal 5: Review opening hours of Banavie Swing Bridge

16. Please use the space below and overleaf to provide reasons for your answers to Q14 and Q15. If providing comments on specific options, please include the relevant Reference Number (e.g. 'Multi-Modal 1' etc.).



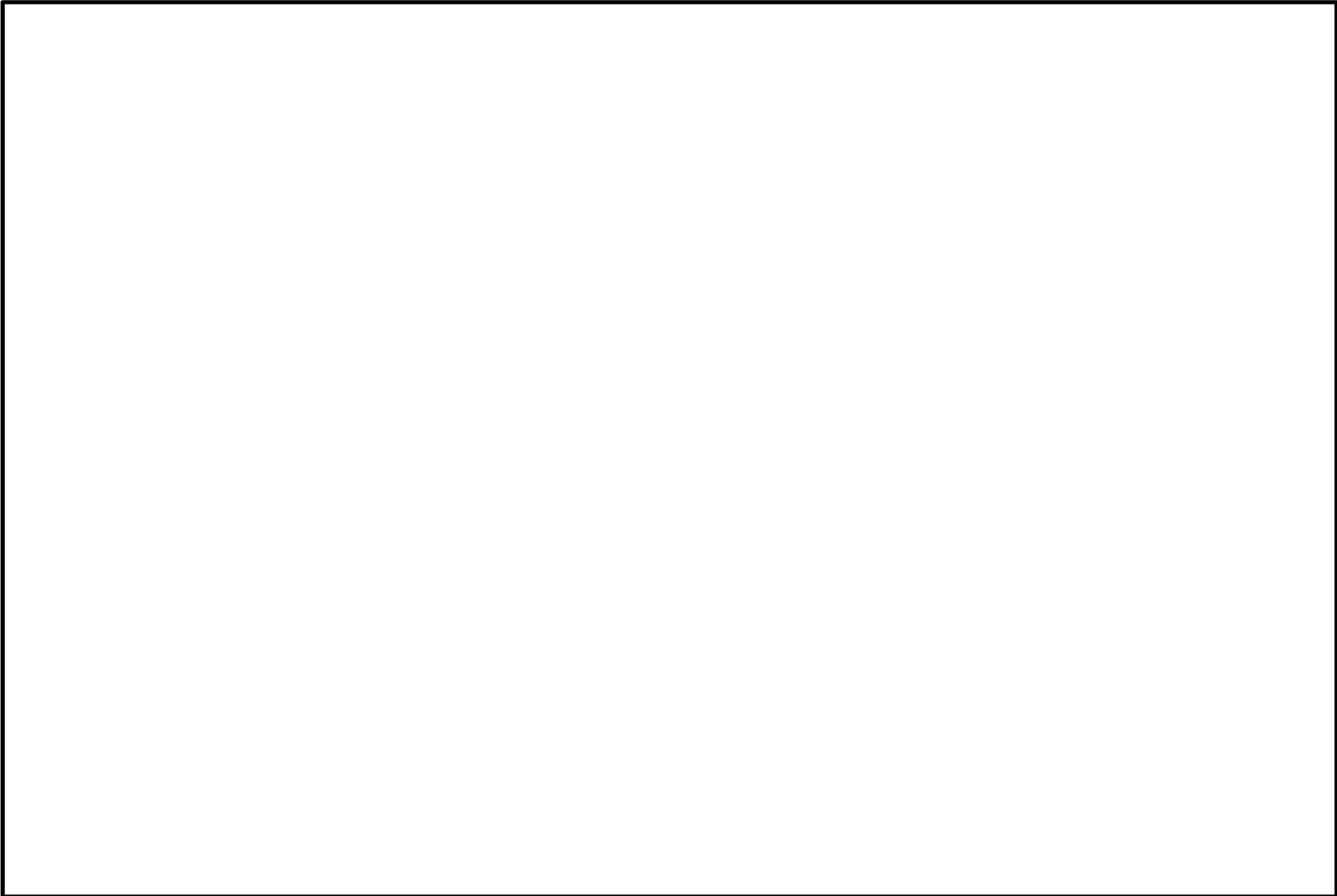
Freight Options

When answering the following questions, please refer back to the **'Freight Options'** section of the StoryMap for information on the options under consideration.

17. Please indicate how each of the **freight options** under consideration would impact you / your business or organisation, if at all. (Please tick one per row)

	Positively	No impact	Negatively	Don't know
Freight 1: Develop facilities to move freight via water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freight 2: Improve rail freight capacity at Fort William and Corpach, including creation of a rail freight hub at Corpach and making use of the Tom-na-Faire depot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Please use the space below to provide reasons for your answer to Q17. If providing comments on specific options, please include the relevant Reference Number (e.g. 'Freight 1' etc.).



Road Corridor Options

When answering the following questions, please refer back to the **'Road Corridor Options'** section of the StoryMap for information on the options under consideration.

It should be noted that road options considering new road infrastructure will be assessed alongside measures to reduce traffic on the existing A82 in line with the second National Transport Strategy.

19. Please indicate how the **road corridor options** under consideration would impact you / your business or organisation, if at all. (Please tick one per row)

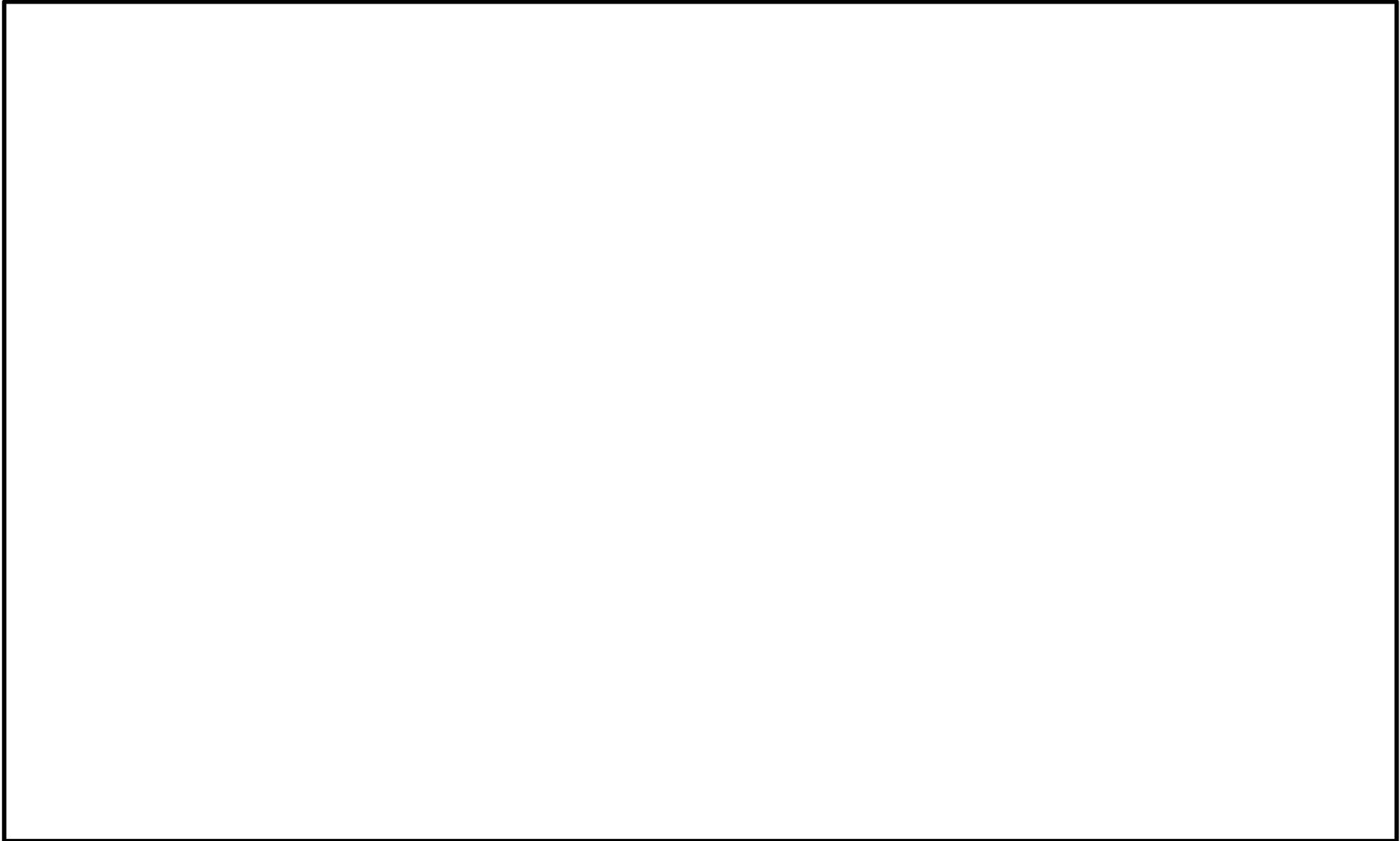
	Positively	No impact	Negatively	Don't know
Road 1: Introduce localised junction improvements on the A82 that could reduce delays through Fort William	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road 2: Implement A82 Western Relief Road (Alignment A)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road 3: Implement A82 Western Relief Road (Alignment B)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road 4: Implement Caol Link Road to A830 East of Blar Mhor Industrial Estate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road 5: Implement Caol Link Road to B8006 Kilmallie Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road 6: Implement A82 Western Relief Road (Alignment B) with Caol Link to A830 East of Blar Mhor Industrial Estate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road 7: Implement A82 Bypass between Carrs Corner and the Internal Retail Park Roundabout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Positively	No impact	Negatively	Don't know
Road 8: Relocate off-street parking within the town centre and Nevis Terrace to a new multi-storey car park on the site of the existing An Aird car park	○	○	○	○

20. Which of these options would provide the most benefit to you as an individual / to your business or organisation? (Please tick a maximum of 2 options)

- Road 1:** Introduce localised junction improvements on the A82 that could reduce delays through Fort William
- Road 2:** Implement A82 Western Relief Road (Alignment A)
- Road 3:** Implement A82 Western Relief Road (Alignment B)
- Road 4:** Implement Caol Link Road to A830 East of Blar Mhor Industrial Estate
- Road 5:** Implement Caol Link Road to B8006 Kilmallie Road
- Road 6:** Implement A82 Western Relief Road (Alignment B) with Caol Link to A830 East of Blar Mhor Industrial Estate
- Road 7:** Implement A82 Bypass between Carrs Corner and the Internal Retail Park Roundabout
- Road 8:** Relocate off-street parking within the town centre and Nevis Terrace to a new multi-storey car park on the site of the existing An Aird car park

21. Please use the space below to provide reasons for your answers to Q19 and Q20. If providing comments on specific corridor options, please include the relevant Reference Number (e.g. 'Road 1' etc.).

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Other Options

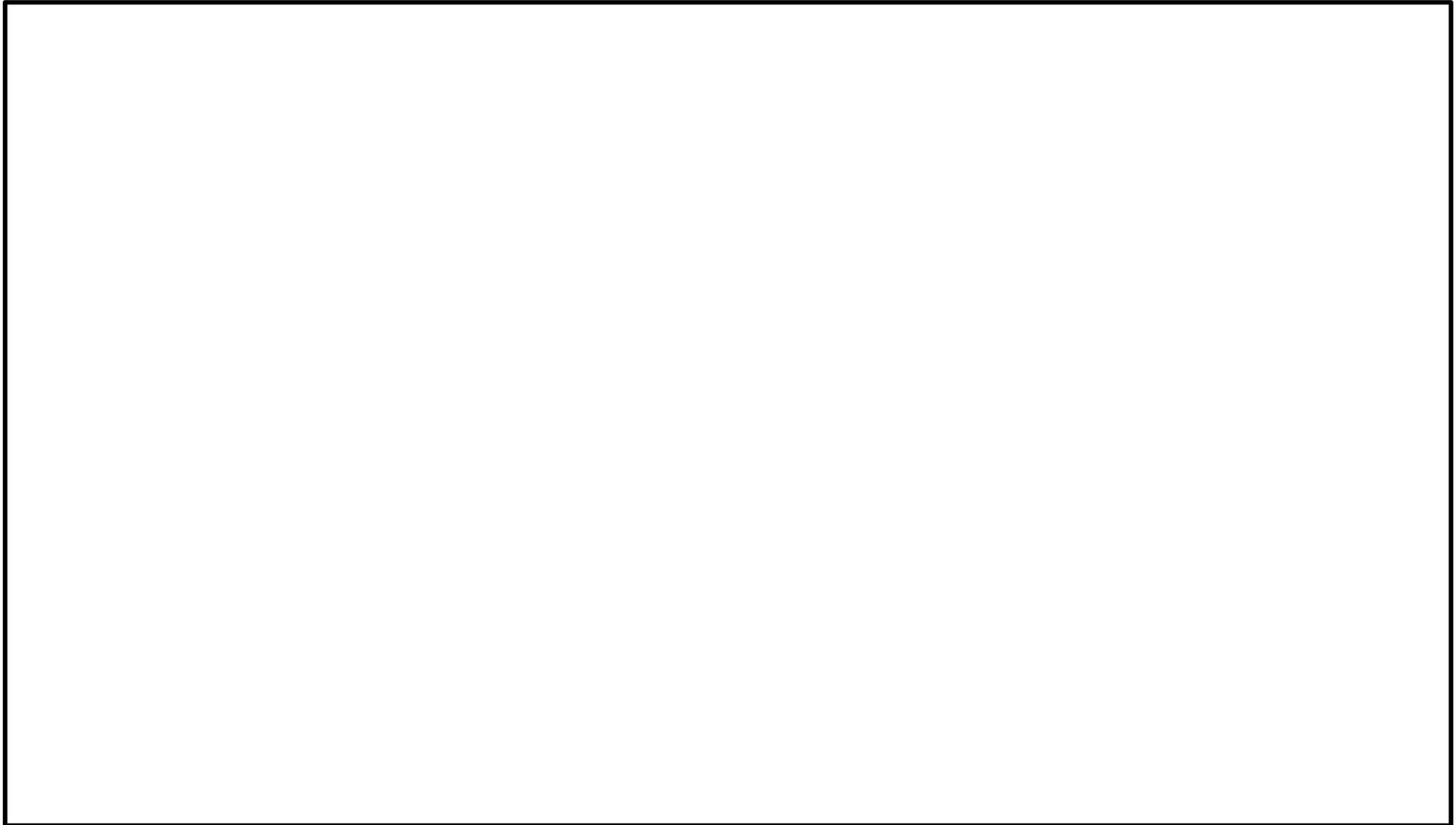
When answering the following questions, please refer back to the **'Other Options'** section of the StoryMap for information on the option under consideration.

22. Please indicate how the **other option** under consideration would impact you / your business or organisation, if at all. (Please tick one per row)

	Positively	No impact	Negatively	Don't know
Other 1: Introduce a water taxi route between Corpach, the west side of Loch Linnhe and Fort William	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Please use the space below to provide reasons for your answer to Q22.

24. If you have any other comments on the **Integrated Transport Plan** which have not been covered in the survey, please add them below. Please do not include any personal information in your response.

A large, empty rectangular box with a black border, intended for the respondent to provide additional comments on the Integrated Transport Plan. The box is currently blank.

About You

[Only complete this section if you are responding as an Individual]

We must consider how different people will be affected by our strategies and policies, and we also want to make sure that we hear from people from all backgrounds. Therefore, the last few questions are about you, to help us ensure that we hear from a range of voices, and to help identify any possible discrimination or barriers for particular groups of people. The personal information you give us will remain strictly confidential and we will not use it in a way that could identify you.

If there are questions that you would prefer not to answer, please choose the 'Prefer not to say' option.

25. Which area do you live in? (Please tick one option)

Prefer not to say

Fort William

Caol

Inverlochy

Banavie

Corpach

Other (please specify) _____

26. Which age group do you belong to? (Please tick one option)

Prefer not to say

Under 18

18-24

25-34

35-44

45-54

55-64

65-74

75 and over

27. What is your sex? Note: if you are non-binary or you are not sure how to answer, you could use the sex registered on your official documents, such as your passport. If you are transgender, the answer you give can be different from what is on your birth certificate. (Please tick one option)

Prefer not to say

Male

Female

28. In total, how many cars or vans are owned, or are available for use, by members of your household? (Please tick one option)

Prefer not to say

None

1

2

3

4 or more

29. In the last seven days, were you doing any of the following? (Please tick all that apply)

- Prefer not to say [Go to Q30]
- Working as an employee [Go to Q31]
- Self-employed or freelance [Go to Q31]
- Temporarily away from work ill, on holiday or temporarily laid off [Go to Q31]
- On maternity or paternity leave [Go to Q31]
- Doing any other kind of paid work [Go to Q31]
- None of the above [Go to Q30]

30. Which of the following describes what you were doing in the last seven days? (Please tick all that apply)

Prefer not to say

Retired (whether receiving pension or not)

Studying

Looking after home or family

Long-term sick or disabled

Other (please specify) _____

31. Do you have any of the following, which have lasted, or are expected to last, at least 12 months? (Please tick all that apply)

Prefer not to say [Go to end of survey]

No [Go to end of survey]

Deafness or partial hearing loss [Go to Q32]

Blindness or partial sight loss [Go to Q32]

Full or partial loss of voice or difficulty speaking (a condition that requires you to use equipment to speak) [Go to Q32]

Learning disability (a condition that you have had since childhood that affects the way you learn, understand information and communicate) [Go to Q32]

Learning difficulty (a specific learning condition that affects the way you learn and process information) [Go to Q32]

Developmental disorder (a condition that you have had since childhood which affects motor, cognitive, social and emotional skills, and speech and language) [Go to Q32]

- Physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying) [Go to Q32]
- Mental health condition (a condition that affects your emotional, physical and mental wellbeing) [Go to Q32]
- Long-term illness, disease or condition (a condition, not listed above, that you may have for life, which may be managed with treatment or medication) [Go to Q32]
- Other condition (please specify) [Go to Q32] _____

32. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Note: Include problems related to old age. (Please tick one option)

- Prefer not to say
- Yes, limited a lot
- Yes, limited a little
- No