



Glenfinnan Community Facilities SCIO

Land at Callop, Glenfinnan Transport Note

Final report

Prepared by LUC
April 2026



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Chapter 1

Introduction

Project Background

- 1.1** Since the rise in popularity of the Glenfinnan Viaduct as a tourist attraction, the village of Glenfinnan has been experiencing increasing visitor pressures that outweigh the supporting infrastructure to accommodate them.
- 1.2** The village receives approximately 600,000 visitors per year, with the majority arriving by private car or coach, to visit the Viaduct and Glenfinnan Monument.
- 1.3** Demand for the original 59-space car park, owned and operated by the National Trust for Scotland (NTS), has long since exceeded capacity. In 2020, the Glenfinnan Community Facilities SCIO delivered a neighbouring car park which provided parking for an additional 103 cars and ten motorhomes.
- 1.4** Despite the added capacity, the visitor numbers continue to place significant pressure on the community. A substantial proportion of visitors arrive solely to witness the steam train cross the viaduct, which occurs four times per day from April to October. This results in a highly tidal arrival profile with many visitor vehicles arriving and departing in a short space of time.
- 1.5** The time pressure of the steam train arrival leads to visitor frustration and a tendency towards parking behaviours that are hasty, inconsiderate, and unsafe. Reports of congestion, and obstructive parking including on footways are frequent on the A830.
- 1.6** The land at Callop has been identified to provide excellent opportunity to provide visitor facilities that capture traffic and parking demand to the east, reducing congestion and parking pressures within the village.

Purpose of this Report

1.7 The Glenfinnan Community Facilities SCIO aim to buy the land from Forestry and Land Scotland (FLS) by means of a Community Asset Transfer (CAT). This report forms part of the supporting case to the Scottish Land Fund (SLF) to enable the CAT.

1.8 This report specifically examines the parking and access requirements for the land at Callop.

1.9 Several optioneering studies have been undertaken to date, both for the NTS and Community sites and the village as a whole. This report considers their findings specifically in relation to the Callop proposals.

1.10 A joined-up approach across all visitor assets in Glenfinnan (both community and NTS-owned) is essential to the success of the Callop site, and this report outlines how this should be achieved.

1.11 This report outlines:

- A summary of previous studies and key findings
- Analysis of parking requirements and quantum for Callop
- High-level design advice on access junction requirements including visibility splay requirements, with consideration of:
 - Transport Scotland feedback (received through the Traffic Management Options Report, July 2025)
 - Speed surveys on the A830 in the vicinity of the Callop site access (undertaken in February 2026)
- How the Callop site should integrate with the main community and NTS car parks.
- Wider opportunities to ensure the success and encourage positive behaviour change.

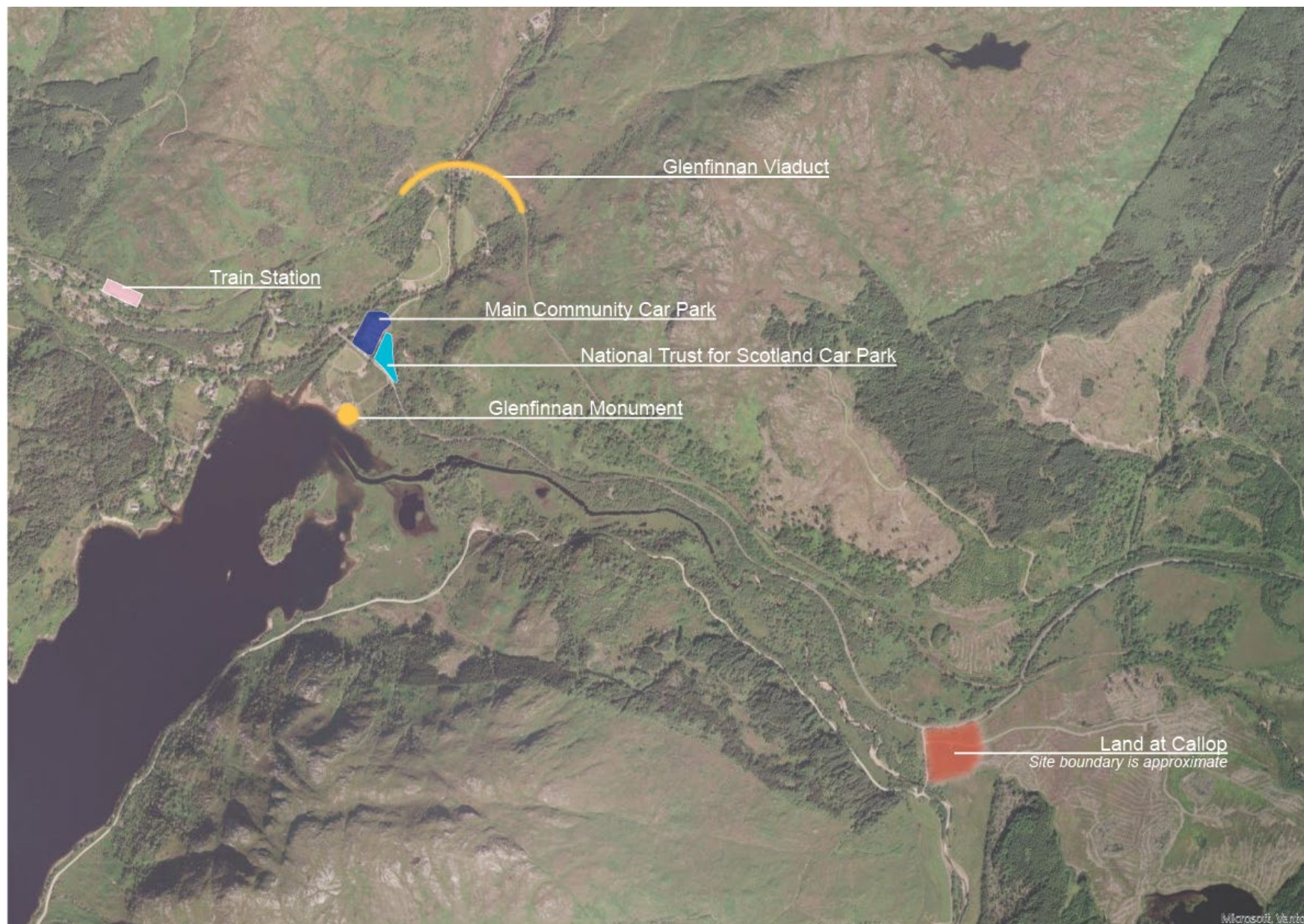
Ensuring Success

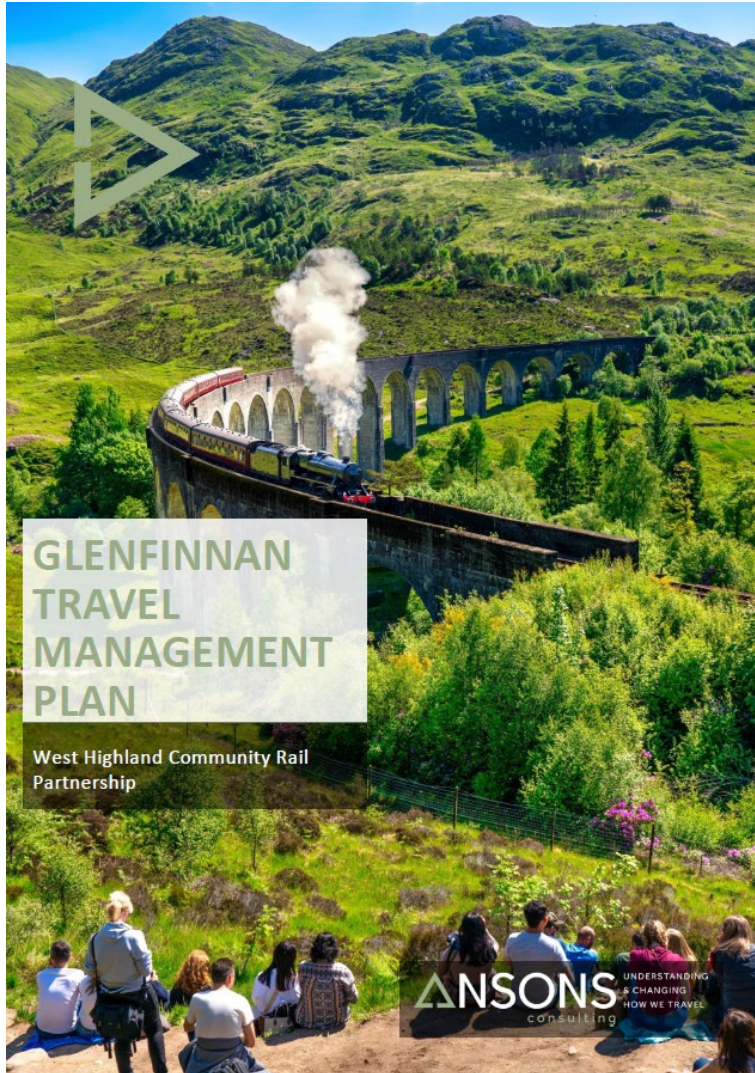
1.12 The Callop site provides huge opportunity to ease the visitor pressures in Glenfinnan, but without the right management and marketing framework in place, it is vulnerable to under-use due to its distance from visitor attractions.

1.13 It cannot be overstated that an integrated approach across all parking facilities is needed, that incentivises private car owners to park in Callop over the more convenient choices by the visitor centre.

1.14 This is outlined in Chapters 5 and 6.

Figure 1: Site Context





Chapter 2

Previous Studies

2.1 Several independent studies have been undertaken to option test potential solutions for Glenfinnan. These have been reviewed to inform the requirements for the Callop proposals.

Glenfinnan Travel Management Plan (Ansons)

- Prepared for West Highland Community Rail Partnership
- April 2023

2.2 This report provides a robust documentation of the problems and identifies a series of short-and long-term solutions.

Identified problems include:

- Car park capacity is still exceeded during peak times (particularly during July and August), leading to lines of cars parked alongside the road.
- Coach operators consider there to be a lack of provision for coach parking in Glenfinnan, based on interviews and surveys conducted with operators and other informed sources.
- Hazardous vehicle behaviour on the trunk road is common during busier periods, including by coaches and minibuses dropping off passengers. Traffic flow is frequently slowed or stopped by drivers dropping off pedestrians in response to full car parks.
- Despite roadside bollards and annual temporary clearway orders being in place on the A830 from April - October, they are reported to have failed to adequately reduce problem parking on the A830. Enforcement is considered lacking, while signage signalling that restrictions are in place is minimal.
- Limited data availability to inform decisions and solutions. Data gaps include coach and car parking demand (including arrival / departure times and length of stay), and traffic management (including problem parking and unsafe manoeuvres).

Action Plan solutions include:

- Develop a clear marketing and public communications strategy, with dedicated website and proactive social media.
- Develop a Parking Management Strategy including:
 - Combining the existing Community and NTS car parks into one facility.
 - Implementing ANPR to collect data, facilitate smoother payment systems, allow pre-booking, and allow real-time communications on parking space availability.
 - Prioritisation of coach parking over private vehicles.
- Enhance traffic management on the A830

Callop Site Recommendations:

2.3 It should be noted that the Ansons Report references the option for a park & ride facility at Callop, and makes the following recommendations:

“It recommended that prior to considering these additional measures it is necessary to:

- *Enhance the management of existing car parks to optimize their capacity and help distribute the arrival of visitors. This step should be supported by well-planned and coordinated public communications and better, more visible enforcement of parking regulations.*
- *Collect more comprehensive and detailed data on visitors, which will help to establish whether there is sufficient demand for additional transport services.*
- *This approach therefore aims to optimise the use of existing resources before considering the use of potentially more costly options.”*

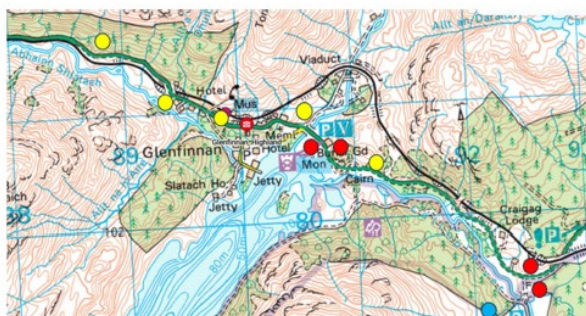
2.4 The report makes specific recommendations for the option to provide an overspill car park at the site (**emphasis added by LUC**):

“The additional facilities could be set up to serve as either an overspill car park with a shuttle bus, or as a remote coach parking facility. Facilitating coach access to Glenfinnan should be a priority [...].

*If new facilities were built to serve as a parking overspill site, it would require some form of shuttle bus service. **The parking and bus shuttle would most likely need to be considerably cheaper than the existing on-site parking.** Also, consideration would have to be given to a prebooking system in order to manage the peak flows of people arriving immediately before the steam train crossing.”*



GLENFINNAN – TRAFFIC MANAGEMENT OPTIONS REPORT



1

SigmaPM – June 2025 – v3 – For approval

Glenfinnan Traffic Management Options Report (SigmaPM)

- Prepared for Glenfinnan Community SCIO, the National Trust for Scotland and Forestry & Land Scotland
- July 2025

2.5 This report builds on the previous study, and primarily was intended to identify locations for improved infrastructure to relieve traffic pressure, assess feasibility and identify next steps.

2.6 Assessed options included:

- Drop-off and pick-up locations near the visitor centre,
- Additional safe parking for cars, motorhomes, minibuses and coaches,
- Facilitate the provision of a seasonal park-and-ride bus service, running from a standalone parking area to serve the visitor centre, monument, viaduct and station museum
- Initiatives to encourage active travel into the tourist attractions on foot, by cycling and increased use of public transport.

Recommended Approach:

2.7 Following a feasibility review of several sites and opportunities, the following package of works was recommended:

- 1. Combined NTS and Community Car Park at the Visitor Centre:** Combining the car parks would improve efficiency and unlock capacity. A preliminary layout study is provided¹ which unlocks additional capacity of 22 cars, 6 coaches, 2 minibuses and 2 motorhomes. This is subject to further review and refinement.
- 2. Develop Land at Callop:** New parking for 20 coaches and 100 cars with new path link and shuttle coach option (report notes other sizes / capacities can be considered).
- 3. Head of village – Coach Turning Area by Schlattach railway bridge:** Required to enable a dedicated shuttle bus service. Capitalise on Transport Scotland plans to realign the A830 at Schlattach railway crossing to integrate this option.

¹ DRG 2403/15: Section 5.1.5 (page 29) of the report

Parking Requirements:

2.8 The study examines available evidence to understand parking requirements and concludes:

■ Car Parking:

- At peak times during the tourist season there are up to 100 cars parked at the side of the roads on both sides of the village.
- The proposed additional capacity sought to accommodate excess demand is suggested as 50 additional asphalt or stone-surfaced car parking places and 50 overflow (stone surface) places.

■ Coach Parking:

- The peak for coaches at Glenfinnan is around 2pm just before the inward-bound afternoon service. An average of **17 coaches per hour arrive at the car park**. The second “peak” is around 1pm with a peak of **around 9 coaches per hour** to watch the outward-bound afternoon service.
- The coach park capacity (when managed by parking attendants) is about 9 coaches (a mix of large coaches, up to 29-seater buses and minibuses of differing capacity). NTS staff estimate that on a busy day 5-8 coaches are turned away at peak periods.
- For capacity planning purposes, it is assumed that provision of parking in the area for a minimum of 20 coaches would be appropriate for current traffic levels with some allowance for an increase in traffic volume at peak times and in future years.

Chapter 3

Parking Requirements

3.1 This section assesses available parking information to understand the likely requirements at Callop.

Planned Works and Future Data Collection Needs

3.2 It is important to note the situation is actively evolving within Glenfinnan, which is likely to influence changes in parking demand as facilities and enforcement evolve. Advice from a representative of the Glenfinnan Community Facilities SCIO, received in January 2026, noted the following planned enhancements:

- **Set-up of a Transport Summit:** Through this forum, rail, bus and traffic enforcement has been improved via double yellow lines, bollards and a traffic enforcement officer.
- **Application for ANPR:** The NTS and the SCIO have applied for ANPR cameras which would count vehicles and pedestrians to provide more detailed data. This system will feed into Highland Council data and potentially Variable Message Signage, subject to funding.

3.3 As with the previous studies, there remains a lack of data that is truly fit-for-purpose in understanding exact requirements for Glenfinnan; however, the SCIO's planned ANPR installation will significantly improve this understanding. It will not however capture overspill parking demand, which would require surveys.

3.4 It is recommended that regular annual surveys, coupled with ANPR data analysis, are undertaken which capture:

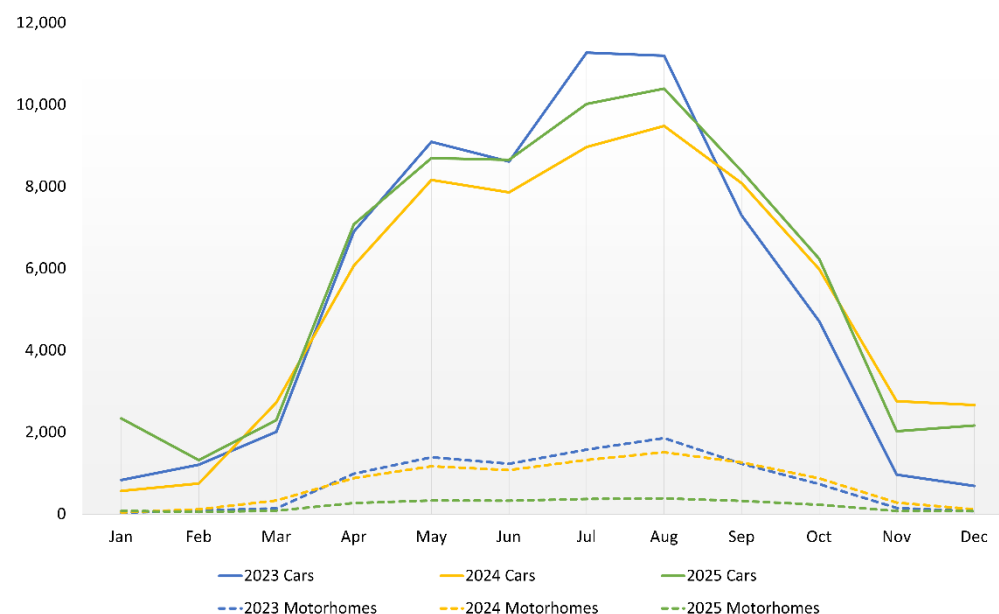
- Parking demand at all public car parks during peak tourist season, presented by:
 - Vehicle type
 - Arrival & Departure time
 - Duration of Stay
 - Parking location including illegal / obstructive parking

Data Analysis

2023-25 Ticket Sales Data

3.5 The SCIO provided ticket sales data for the past three years, which demonstrates total monthly parking demand for the community car park

Figure 2: Total Monthly Parking Demand - Community Car Park



3.6 The data demonstrates that a peak of 11,273 cars parked within the car park during July 2023. Across the peak months of July and August, an average of 10,222 cars and 1,533 motorhomes parked used the car park per month, equating to 330 cars and 49 motorhomes per day.

Vehicle Cordon Counts

3.7 The above data provides useful context but as noted in section 3.3, it does not inform us of the daily car park demand / arrival profile or amount of excess demand overspilling elsewhere in Glenfinnan.

3.8 To help inform this, in 2023 the Highland Council conducted cordon counts at all entry / exit points to Glenfinnan. The total for all vehicles entering and exiting Glenfinnan is summarised in Table 2.

3.9 From this data, in order to gather an approximate estimate of excess parking demand, the following assumptions have been made:

- The surveyed difference between IN and OUT movements = visitors arriving searching for a parking space.
- The surveyed difference between OUT and IN movements = visitors leaving, after having parked in Glenfinnan.

3.10 These assumptions are somewhat crude and high-level, and do not account for residents or other trip purposes. It also does not distinguish between vehicle types. However, it provides a best-estimate of the visitor parking demand profile.

Table 1: Parking Accumulation Profile

	Total IN As Surveyed	Total OUT As Surveyed	Assumed Arrivals (in - out difference)	Assumed Departures (out-in difference)	Parking Accumulation Estimate
00:00	6	5	1	0	1
01:00	4	3	1	0	2
02:00	2	3	0	1	1
03:00	4	3	1	0	2
04:00	3	4	0	1	1
05:00	7	9	0	2	0
06:00	25	25	0	0	0
07:00	72	71	1	0	1
08:00	135	121	14	0	15
09:00	284	156	128	0	143
10:00	415	243	172	0	315
11:00	303	381	0	78	237
12:00	327	301	26	0	263
13:00	308	305	3	0	266
14:00	340	324	16	0	282
15:00	300	362	0	62	220
16:00	275	309	0	34	186
17:00	245	262	0	17	169
18:00	95	143	0	48	121
19:00	63	73	0	10	111
20:00	38	37	1	0	112
21:00	25	17	8	0	120
22:00	16	6	10	0	130
23:00	8	2	6	0	136

3.11 As highlighted in the table, the estimated peak arrival and demand period of 10am corresponds with the 10:45am steam train arrival and corresponds with anecdotal evidence from the SCIO that the car park is regularly full by 09:30-10:30.

3.12 Table 2 considers the estimated peak demand against the existing capacity within the main car parks. As noted this does not account for demand within other public parking areas, residential movement, or coach movements, and is therefore intended to provide a high-level guide in lieu of robust detailed data.

Table 2: Estimated Excess Parking Demand

Car Park	Capacity	Approx. Peak Demand	Approx. Excess Demand
Community Car Park	113 (incl. 10 motorhome bays)	315	143
NTS Car Park	59		
Total	172	315	143

Conclusion

3.13 Further data collection is required to fully understand the requirements for differing vehicle types, however for the purpose of designs at Callop, a minimum target of 143 car parking spaces should be provided.

3.14 Based on 2023-25 Ticket Sales Data (see Figure 2), car park demand may fluctuate by c. 20%, not accounting for future growth in visitor numbers. To allow for this contingency and future-proofing, 170 spaces is considered a reasonable target for land at Callop.

Next Steps

■ Robust ANPR data collection SCIO and NTS car parks:

- Conduct ANPR surveys during peak visitor season to capture vehicle arrival, departure, and duration of stay patterns.

■ Regular surveys of illegal / obstructive parking:

- Conduct parking counts ('beats') or extensive video surveys, collecting data at regular intervals (e.g. 15 minute 'beats') over a set period. This will capture parking demand that overflows from the car parks when they are fully occupied.
- Conduct surveys regularly during peak visitor season, and on dates that coincide with ANPR data collection to allow cross-referencing.



Chapter 4

Access Arrangements

Transport Scotland Feedback

4.1 Through the previous Traffic Management Options Report (July 2025), Transport Scotland were informally consulted on the potential at the Callop site. An extract of the TS response, contained within the July 2025 report, is included in Appendix A.

4.2 The existing access does not comply with DMRB standards, however TS indicated it may be acceptable subject to speed surveys and necessary applications for departures from standard.

4.3 Key points raised by TS are:

- Given the intention is for the parking area to be formally designated for use by coaches, the access plus the access road leading to it, will need to be significantly widened.
- Any improvements will need to comply with the standards as set out in the Design Manual for Roads and Bridges (DMRB), most notably CD 123 Geometric design of at-grade priority and signal controlled junctions & CD 109 Highway Link Design.
- Visibility splays should achieve an X distance as close to 9m as possible, and not less than 4.5m.
- The achievable visibilities appear to be around 130m to the east and 140m to the west (however they require detailed measurement on-site).

Speed Surveys

4.4 Speed surveys were undertaken between 31st January and 6th February 2026. These were undertaken by radar.

4.5 The typical method of data collection by Automatic Traffic Count (ATC) was not possible at the location, due to the presence of solid white lines preventing on the A830 which prevented operative vehicles from stopping to install the equipment. Radar installation allowed operatives to park off site and walk to the installation site.

4.6 The radar data collection still provides robust assessment of vehicle speeds at the site.

Table 3: Surveyed Vehicle Speeds (31st Jan – 6th Feb 2026)

Direction	7-Day Average Speed		7-Day 85th %ile Speed	
	mph	kph	mph	kph
Eastbound	43.8	70.5	49.7	80.0
Westbound	46.5	74.9	54.1	87.0
Bi-directional	45.2	72.7	52.2	84.0

Visibility Requirements

4.7 To meet the requirements for priority junction visibility according to CD 123², visibility splays must seek to achieve the stopping sight distances outlined within Table 2.10 of CD 109 (referred to as Y-distance), when measured an X-distance of 9m (and not less than 4.5m) back from the give-way line

4.8 The Table below outlines the visibility splay requirements for the junction, based on surveyed speeds.

Table 4: Required 'Y' Distance Visibility (Table 2.10 of CD 109)

Direction	Design Speed (kph)	Desirable Minimum (metres)	Below Desirable Min* (metres)
To West	80.0	147	110
To East	87.0	167	125

* Would require a Departure from Standard

4.9 The existing visibility from the junction is shown in Figure 3.

² DMRB: CD 123 (Geometric design of at-grade priority and signal-controlled junctions)

Existing Visibility

4.10 Figure 3 demonstrates visibility from the existing access from various distances.

4.11 The minimum X-distance permissible by TS is 4.5m, and as shown, the required visibility outlined in Table 4 would not be achievable under current conditions. However, the viewpoints taken from 2.5m and the give-way line provide further context on road alignment and potential visibility that could be achieved from 4.5m with mitigations.

4.12 They also demonstrate that visibility from the give-way line is less than when measured 2.5m back, due to the junction's location on the outside of a bend:

- The visibility from an 'X' distance of 2.5m is currently c. 165m in both directions.
- The visibility from the give-way line is c. 150m in both directions.

4.13 When measured from an 'X' distance of 4.5m, the visibility is significantly reduced due to vegetation and the rocky outcrop. However, with removal, visibility splays that are akin to those measured from 2.5m (and therefore meeting the requirements in Table 4) are expected to be achievable.

Figure 3: Exiting Access Visibility



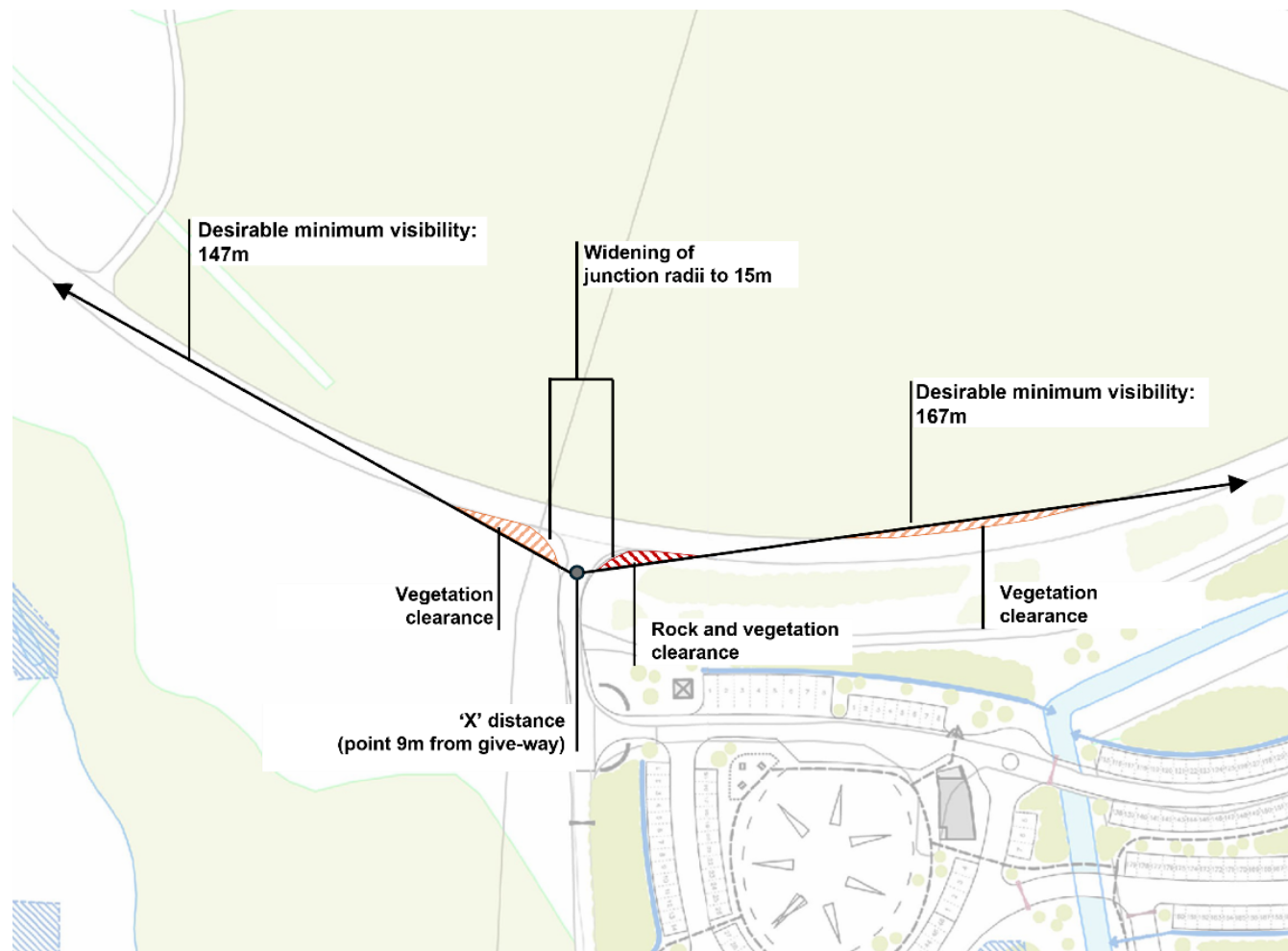
Site Access: Required Works

4.14 Based on the measured vehicle speeds, the required works to achieve a compliant access are:

- Achieve a Visibility Splay of 147m to the west and 167 to the east (or a minimum of 110m and 125m respectively, subject to a Departure from Standard). Achieved by:
 - Cut back of vegetation.
 - Removal of rocky outcrop to east of junction
- Upgrade the existing access to accommodate vehicle tracking shown in Appendix B.

4.15 A high-level mark-up of required works are summarised in Figure 4.

Figure 4: Required Works



Next Steps

4.16 As the project progresses to Design Stage 3 and planning application, the next steps are:

- Topographic survey of the site access and wider site.
- Analysis of the data collected on parking demand during peak season (as outlined within Chapter 3: Next Steps), to inform:
 - Forecasting of expected vehicle arrival and departure profile at the Callop car park.
- Conduct junction modelling using industry-standard software (e.g. TRL Junctions 11) utilising the outputs of the forecasting exercise.
- Develop a Stage 3 design of the site access. This may be an iterative process, incorporating any required mitigations identified through the junction modelling process.

4.17 As outlined within this report, further data is needed to fully inform the junction design. However, based on this early analysis, a workable solution is expected to be achievable by incorporating:

- Visibility and junction radii improvements (see para. 4.14);
- Advanced Variable Message signage;
- A clear cohesive parking management strategy with a well-publicised marketing campaign (discussed further in Chapter 5).

4.18 However, if junction modelling reveals potential for excessive queuing at the site access, there remains a further opportunity to mitigate this through use of a former off-slip from the A830. This is detailed further in Appendix C.



Chapter 5

Ensuring Success

The Callop site provides huge opportunity to ease the visitor pressures in Glenfinnan, but without the right management and marketing framework in place, it is vulnerable to under-use due to its distance from visitor attractions.

5.1 Ensuring the right supporting measures are in place will be essential to its success, and maximise the benefits brought by Site.

5.2 Supporting measures must both:

- **Incentivise** the desired behaviours to encourage use of Callop
- **Disincentivise** the undesirable behaviours to discourage illegal parking and high demand at the Visitor Centre

Community and NTS Car Park

5.3 The two car parks fall under separate ownership (the Community and NTS) and function separately. A joined-up approach to management and operation is required.

5.4 The separate project currently being progressed by NTS to develop the Visitor Centre provides opportunity to integrate the two car parks.

5.5 As part of the Glenfinnan Traffic Management Options Report (July 2025), a study for a potential combined layout was prepared. An extract of this is shown in Figure 4.

Figure 5: Extract of layout study (combined car park with single entrance/exit)³



5.6 The above layout is subject to change as the NTS Visitor Centre progresses.

5.7 However, to ensure its success alongside Callop, it must prioritise space for:

- Coach and minibus parking
- Blue Badge Holders
- Pre-Booked / Premium priced spaces

5.8 This will ensure use of the main car park is reserved for those who have arrived by more sustainable modes, those with mobility impairments, and visitors who have planned and booked ahead of time.

5.9 General, open-access car parking should not be provided at the main Visitor Centre unless it is charged at a premium rate. This will incentivise visitors travelling by private car to park in Callop rather than the more convenient choices by the visitor centre.

Action Plan

5.10 The land at Callop should be developed alongside the following actions:

■ Incentives:

- Discounted parking at Callop
- Free and frequent Shuttle Bus Service
- Extensive marketing and awareness raising
- Clear directional signage

■ Disincentives:

- Strict parking enforcement on Trunk Road
- Pre-booked / premium pricing for private cars at the main Visitor Centre (except for Blue Badge holders)

5.11 Figure 5 overleaf illustrates how the Callop site could integrate with the wider context.

³ Glenfinnan – Traffic Management Options Report (July 2025, SigmaPM) page 29

Figure 6: Callop Site Integration



Chapter 6

Wider Opportunities

Fast Tourism



Visiting multiple destinations for short periods.



Unfamiliar with local area. Time and convenience of access valued highly.



Preference towards vehicle transport.



More likely to use short-stay parking for en-route stops of long-stay for day trips.



Low spend and low economic benefits for local communities.

Slow Tourism



Visiting a single destination and spending a longer period.



Exploring a smaller geographical area. Lower value on time and convenience of access.



More likely to arrive by sustainable modes and active travel.



Those arriving by car likely to seek long-stay parking.



Increased spend in localised communities.

This Chapter considers the broader opportunities to support sustainable transport and visitor behaviour change at Glenfinnan, to encourage modal shift away from private vehicles.

'Fast' vs 'Slow' Tourism

6.1 A substantial proportion of visitors arrive solely to witness the steam train cross the viaduct, which occurs four times per day from April to October. This results in a highly tidal arrival profile of many visitor vehicles arriving and departing in a short space of time.

6.2 The tendency towards 'fast tourism' and the restrictive time pressure of the steam train's arrival leads to parking behaviours that are hasty and prone towards inconsiderate and unsafe.

6.3 Sustainable transport interventions can be an effective method of encouraging 'slow tourism' which brings wider sustainability benefits.

6.4 The current movement infrastructure serving Glenfinnan encourages 'fast' tourism:

- Coach and minibus tours bring large numbers of visitors for short time periods, often coinciding with the steam train arrival creating peaks in visitor numbers.
- Coach passengers are bound by their itineraries and may be unable to stay for as long as they would like.
- Infrequent or inflexible bus and rail options encourage higher car use.
- Lack of off-road active travel routes, lack of cycle parking, and safety concerns discourage travel by these modes.
- Lack of bus shelters or clearly defined stops leads to uncertainty, safety concerns next to fast-moving traffic on the A830, and discomfort during inclement weather and hours of darkness. Visitors favour the comfort and certainty of vehicle travel.

6.5 The development of the land at Callop will encourage slower tourism by increasing dwell times in the village.

Public Transport

6.6 The Glenfinnan Travel Management Plan (Ansons, April 2023) identified the opportunity to implement enhanced public transport links to Fort William.

6.7 In 2025, Sheil Buses let a pilot service run for seven weekends from July – September between Fort William and Glenfinnan.

6.8 Due to funding constraints, there was limited time for marketing and therefore public awareness of the service was low. However despite this there was interest and usage, but not commercially viable during the short pilot. It does however provide evidence that with the right marketing and branding, a commercial public transport service could be successful.

6.9 Travelling via public transport to the site can be marketed as an attraction in itself; both via bus and via rail (selling the opportunity for visitors to travel over the viaduct on public services).

6.10 The following case studies provide examples of effective marketing to tourist sites.

Marketing

6.11 Effective marketing is an essential success driver. The bus and rail routes could become attractions in themselves.

6.12 They should market the Unique Selling Point for the service (e.g. a scenic route branded around the Viaduct and Glenfinnan's Jacobite history, or advertising links to Harry Potter (subject to licencing / copyright).

6.13 With agreement from operators, branded bus wraps could be implemented to complement the wider route branding.

Case Studies & Research

Dartmoor Haytor Hoppa

6.1 The Haytor Hoppa is a seasonal circular, scenic bus service which starts and finishes in Newton Abbot or Bovey Tracey. It connects to some of the most popular visitor destinations within the Dartmoor National Park including the Haytor Visitor Centre and Widecome-in-the-Moor. It also connects to a number of linear and circular walking routes.

The service runs hourly and operates in the summer months. In 2022 it ran:

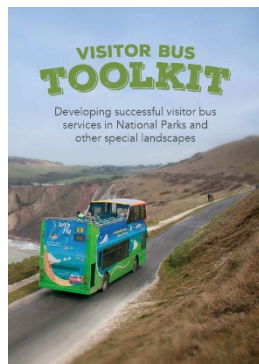
- Every Saturday from the 28th May – 29th October
- Monday – Friday from the 25th July to the 2nd September

6.2 In 2022 the cost of an adult single was between £3.30 and £6.10 and a child single from £2.20 and £4.10. The bus is free to national bus pass holders and children under 5.



Image Source :

<https://visitdartmoor.co.uk/seasonal-buses>



New Forest Visitor Bus Toolkit⁴

6.3 The New Forest National Park Authority have published practical guidance on visitor bus services and key factors in their success, including several case studies.

6.4 The toolkit states:

“The best visitor buses turn the journey into an attraction in its own right – with friendly drivers, scenic routes, panoramic windows and links to walks and attractions, as well as discounts and incentives to reward travellers.”

Key success factors emerging from the Toolkit include:

- The need for a single named champion to lead on the delivery of the service.
- A Unique Selling Point for the service (e.g. ‘the Viaduct Trail’, ‘the Jacobite bus’, or links to Harry Potter (subject to licencing / copyright).
 - This could include itinerary leaflets/downloads give people a ready-made day out.
- Develop strong partnerships to champion the route, incl. local authorities, visitor attractions and key organisations;
 - This could include a branded partnership with the National Trust.
- Effective marketing is crucial to the success of the service. A strong branded identity should be built and branded slogans to advertise the route's USP. A budget of £5-10,000 per year is required for effective marketing.

South Downs National Park

The South Downs National Park have a series of suggested itineraries⁵ which are structured around themes:

- Summits and sea
- Foodie day out
- Woodland exploration



Each of the itineraries are structured around a start and end point from a population centre (e.g. Brighton, Eastbourne, or London), and provide details of bus routes, frequencies, and attractions and trails to visit on the day.

The National Park is in the process of preparing more itineraries on their website.

The days out are complemented by the Park's bus ticketing system; the “Discovery Ticket” offers unlimited travel across the National Park and is offered by most bus operators in the area. It allows visitors to hop on and hop off throughout the national park area. A family day ticket for up to five people is £20 and individual tickets are £10.00 per adult and £8.00 per child.

⁴ New Forest NPA Visitor Bus Toolkit

⁵ <https://www.southdowns.gov.uk/suggested-itineraries/>



Chapter 7

Next Steps

Report Summary

7.1 This report specifically examines the parking and access requirements for the land at Callop to provide a visitor parking facility that is community-led. The site provides excellent opportunity to capture traffic and parking demand to the east, reducing the extensive congestion and parking pressures within the village during peak tourist season.

7.2 This report has outlined:

- The previous studies undertaken to date
- Available data on parking demand, and provided an outlined scope for additional surveys
- Site access requirements and required works
- Integration with the main community and NTS car parks.
- Wider opportunities to ensure the success and encourage positive behaviour change.

Next Steps

7.3 To develop the parking and access requirements further, the next steps are:

1. Collect robust parking demand data:
 - Conduct ANPR surveys during peak visitor season to capture vehicle arrival, departure, and duration of stay patterns.
 - Conduct parking counts ('beats') or extensive video surveys to illegal / obstructive parking that overflows from the car parks when they are fully occupied.
2. Conduct a topographic survey of the site access and wider site.
3. Analyse the parking demand data to inform forecasting of expected vehicle arrival and departure profile at the Callop car park.
4. Conduct junction modelling using industry-standard software (e.g. TRL Junctions 11) utilising the outputs of the forecasting exercise.
5. Develop a Stage 3 design of the site access. This may be an iterative process, incorporating any required mitigations identified through the junction modelling process.
6. Develop an area-wide parking strategy in partnership with National Trust for Scotland that includes:
 - Discounted parking at Callop
 - Free and frequent Shuttle Bus Service
 - Extensive marketing and awareness raising
 - Clear directional signage
 - Strict parking enforcement on the Trunk Road
 - Pre-booked / premium pricing for private cars at the main Visitor Centre (except for Blue Badge holders)
7. Enhance public transport opportunities through:
 - Continuing to work with Sheil Buses to implement a Fort William to Glenfinnan bus service.

- Explore opportunities to market public transport as an attraction in itself; both via bus and via rail, e.g.:
 - Branded bus wraps themed around the Viaduct and Glenfinnan's Jacobite history, or advertising links to Harry Potter (subject to licencing / copyright).
 - Marketing the opportunity for visitors to travel over the viaduct on public rail services.



Appendix A

Transport Scotland Informal Feedback (July 2025)

Extract of pages 39-40 of Glenfinnan Traffic Management Options Report (July 2025, SigmaPM)

Email from Transport Scotland area development manager to NTS:

“I refer to your recent email below seeking informal comments regarding proposals to create an off-site coach parking area around 1.5 miles east of Glenfinnan at an area known as Callop. I’ve now had a chance to consider these proposals further and to discuss them with colleagues, including David Devine (the Area Manager for the A830(T)), and would provide you with initial high level informal comments as follows:

1. Based on the information provided, I assume that the site in question is accessed off the A830(T) via the existing access here: [A830 - Google Maps](#)
2. Although the bell mouth of the existing access where it joins the A830(T) is reasonably wide, given the intension is for the parking area to be formally designated for use by coaches, the access plus the access road leading to it, will need to be significantly widened. Any improvements will need to comply with the standards as set out in the Design Manual for Roads and Bridges (DMRB), most notably CD 123 *Geometric design of at-grade priority and signal controlled junctions* & CD 109 *Highway Link Design*. See here: [Search Results - DMRB \(standardsforhighways.co.uk\)](#)
3. The existing access is located on the outside of a bend on the A830(T) and the achievable visibilities would appear to be below the minimum desirable for a 60mph section of the A830(T) i.e. a Y-distance of 215m.
4. Given the types of vehicles expected to use the parking area i.e. coaches, Transport Scotland would expect the X-distance to be as close to 9m as possible – the desired standard, but not less than 4.5m as an absolute minimum. We would not accept an X-distance of 2.4m in this case. At an X-distance of 4.5m there would appear to be a rock formation to the east (right) of the access which would need to be removed – see here: [A830 - Google Maps](#)
5. Based on a quick look at Google Maps the achievable visibilities appear to be around 130m to the east and 140m to the west. These would however need to be properly measured on site.
6. You mention that the access point is only around 200m from where the A830(T) passes under the railway line where there is a tight bend where traffic has to slow down. I note that the A830(T) is only wide enough for one way traffic as it passes under the railway line, which will again slow vehicles down. I would however suggest that the access is closer to 350m from the bridge / bend and therefore traffic is likely to be travelling at greater than 30mph as it passes it – see point 7. below. Notwithstanding, as departures from standard would be required regarding the visibilities – as you will never achieve the 215m desirable minimum, as a starting point it would be necessary to carry out a speed survey to determine the design speed and hence what visibility standard needs to be achieved. For example, if the average speed (OK, it would be the 85th percentile speed) was found to be say 50mph, then the design speed would be 85A kph and the desirable minimum visibility would be 160m. CA 185 *Vehicle Speed Measurements* provides additional information on this which is available via the link above.

7. **For information only** - I have had a look at TS's regular Route Shoot videos which are taken on a regular basis by our Operating Company across all trunk roads and include the speed of the vehicle as it travels along the route. Based on these I would advise that for the A830(T) in this location the Operating Company's vehicle is generally travelling at between 41 and 44mph eastbound as it passes the existing access and at between 38 and 43mph westbound. Heading west under the railway bridge, regardless of whether the vehicle needs to wait on eastbound traffic to clear, by the time the vehicle negotiates the tight right hand bend it is already doing 16mph and by the time it passes the existing access it is travelling at between 38 and 43mph. Although the OC's vehicle is limited to 50mph, it never reaches this speed in either direction on approaching the existing access. None of that is terribly scientific and nor would it replace a proper speed survey or be sufficient for a departure application, but it would appear to suggest that a design speed of 50mph (85A kph) would likely be expected. If that were the case, as outlined above, the desirable minimum visibility would then be closer to 160m than 215m.
8. There is no history of accidents associated with the existing access and use of the car park, so that's in its favour.
9. A swept path analysis would need to be submitted for the largest vehicles expected to use the access / parking area, to confirm they can safely enter and exit the site without having to swing over or onto the opposite carriageways. The parking layout would also need to show that such vehicles could turn around within the curtilage and therefore enter and exit in a forward gear.
10. Additional signing would be required along the A830(T) in both directions in advance of any new parking facility. A signing strategy would need to be agreed with Transport Scotland.
11. Scale drawings showing the proposed revised access arrangement along with the achievable visibilities and the internal parking and turning arrangements would need to be submitted to Transport Scotland for review and approval, along with the signing strategy. Transport Scotland would be happy to review any such drawings and departure applications prior to NTS submitting a formal planning application to THC if that would assist, although I would recommend you have informal discussions with THC planners too to gauge their enthusiasm for the proposals or otherwise.

If you were to take this forward I would suggest the first thing to do would be to measure the potential visibility splays which can be achieved and then prioritise carrying out a speed survey to determine the actual design speed. This will help to determine if the junction could work, along with the likelihood and potential magnitude of any departures necessary, which in turn will provide an indication of whether this is a non-starter or whether it's worth pursuing further by applying for any such departures."

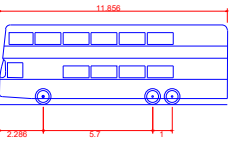
Appendix B

Vehicle Tracking Diagrams



1 Junction Detail
Scale 1:500

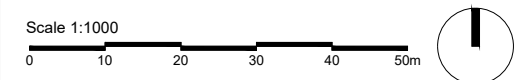
2 Roundabout Detail
Scale 1:500



Trident II - 12.00m 3-Axle
Overall Length 11.856m
Overall Width 2.386m
Overall Body Height 6.7m
Min Body Ground Clearance 0.311m
Track Width 2.363m
Lock to lock time 4.00s
Kerb to Kerb Turning Radius 9.500m

P02	28.04.26	Updated tracking	CC	CK	CK
P01.2	15.04.26	Updated roundabout tracking	CC	CK	CK
P01.1	10.04.26	Updated roundabout tracking	CC	CK	CK
P01	09.04.26	First Issue	CC	CK	CK

Rev	Date	Description	Drm	Chk	App
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Scale 1:1000
Drawings to be scaled only for planning purposes.
All dimensions to be verified on site for construction.
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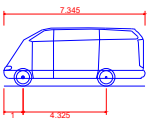
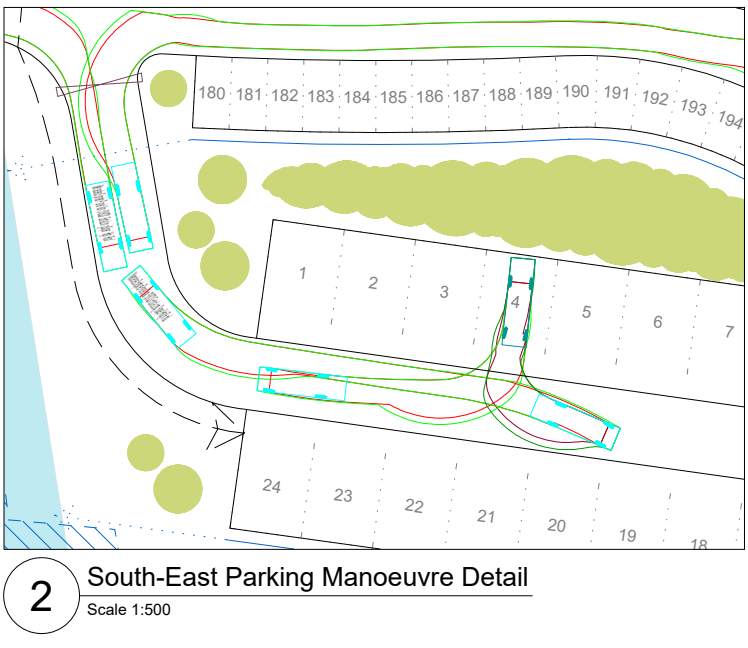
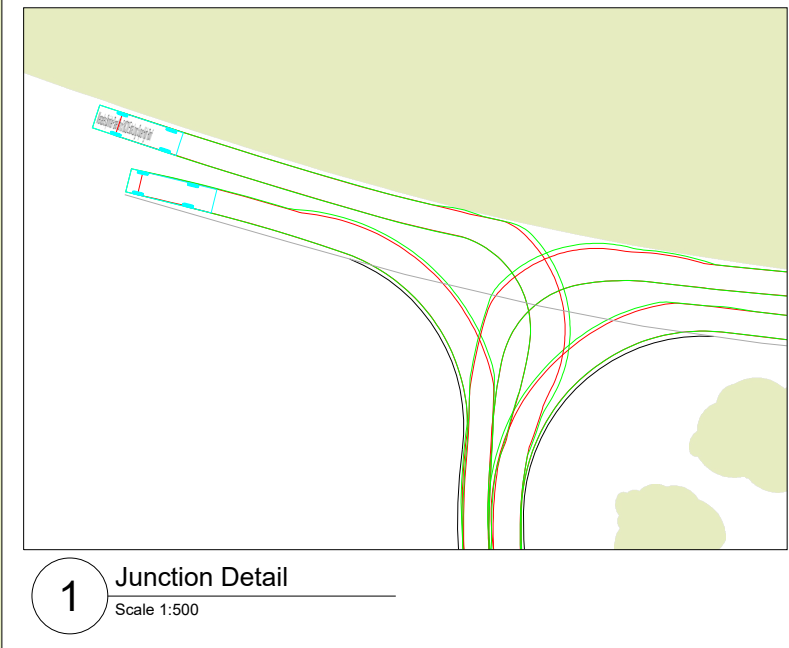
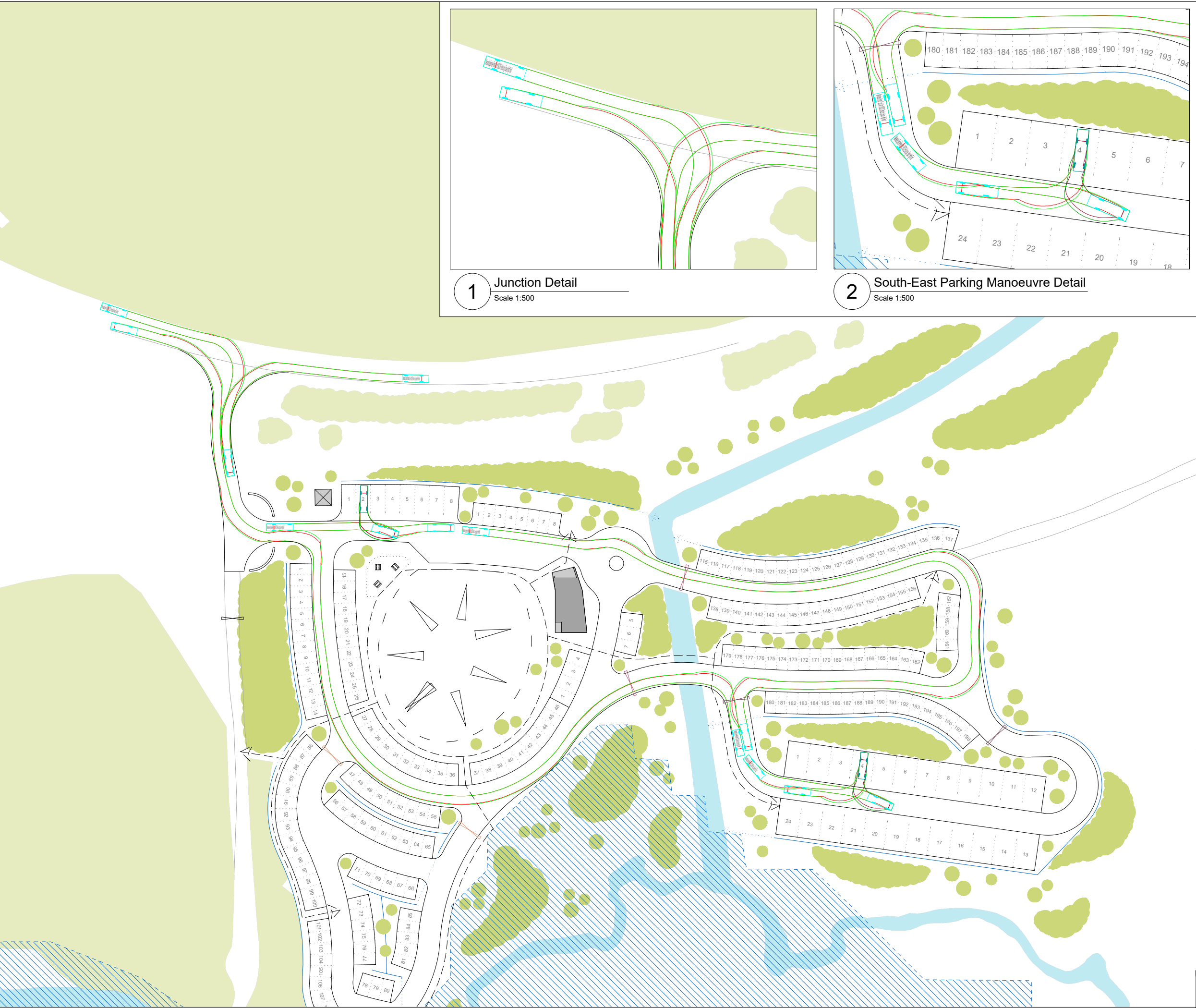
Project
Land at Callop, Glenfinnan

Client
Glenfinnan SCIO

LUC Job Nr Scale @A3 Status
16558 1:1000 S1

Drawing Title
Shuttle Bus: Trident II (sheet 1 of 1)

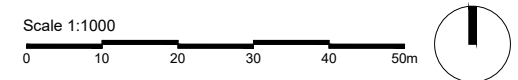
Drawing Nr	Rev
16558-LUC-XX-XX-DR-L-804	P02



Mercedes Sprinter Panel Van 518CDI Extra Long Super High Roof
Overall Length 7.345m
Overall Width 1.993m
Overall Body Height 3.030m
Min Body Ground Clearance 0.400m
Track Width 1.993m
Lock to lock time 5.00s
Wall to Wall Turning Radius 7.800m

P02	27.04.26	Tracking Updates	CC	CK	CK
P01	10.04.26	First Issue	CC	CK	CK

Rev	Date	Description	Drm	Chk	App
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All dimensions to be verified on site for construction.
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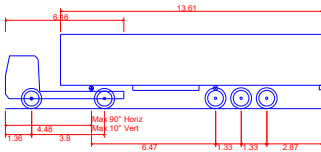
Project
Land at Callop, Glenfinnan

Client
Glenfinnan SCIO

LUC Job Nr Scale @A3 Status
16558 1:1000 S1

Drawing Title
Motorhome: Extra Long Sprinter
Panel Van (sheet 1 of 2)

Drawing Nr	Rev
16558-LUC-XX-XX-DR-L-802	P02



FTA Design Articulated Vehicle (2016)
Overall Length 16.480m
Overall Width 2.550m
Overall Body Height 3.370m
Min Body Ground Clearance 0.515m
Max Track Width 2.470m
Lock to lock time 3.00s
Kerb to Kerb Turning Radius 6.600m

1 Junction Detail
Scale 1:500

2 Roundabout Detail
Scale 1:500

P02	27.04.26	Tracking Updates	CC	CK	CK
P01	10.04.26	First Issue	CC	CK	CK
Rev	Date	Description	Drm	Chk	App

Scale 1:1000
0 10 20 30 40 50m
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All dimensions to be verified on site for construction.
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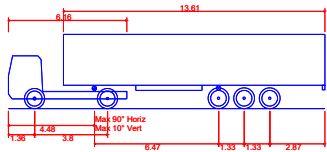
Project
Land at Callop, Glenfinnan

Client
Glenfinnan SCIO

LUC Job Nr Scale @A3 Status
16558 1:1000 S1

Drawing Title
Forestry Land Scotland Vehicle:
Maximum Legal Articulated Lorry (sheet 1/2)

Drawing Nr	Rev
16558-LUC-XX-XX-DR-L-800	P02



FTA Design Articulated Vehicle (2016)
Overall Length 13.61m
Overall Width 2.550m
Overall Body Height 3.570m
Min Body Ground Clearance 0.515m
Max Track Width 2.470m
Lock to lock time 3.00s
Kerb to Kerb Turning Radius 6.600m

1 Junction Detail
Scale 1:500

2 Roundabout Detail
Scale 1:500

P02	28.04.26	Tracking Updates	CC	CK	CK
P01	10.04.26	First Issue	CC	CK	CK

Rev	Date	Description	Drm	Chk	App
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Scale 1:1000
0 10 20 30 40 50m
Drawings to be scaled only for planning purposes.
All dimensions to be verified on site for construction.
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Project
Land at Callop, Glenfinnan

Client
Glenfinnan SCIO

LUC Job Nr Scale @A3 Status
16558 1:1000 S1

Drawing Title
Forestry Land Scotland Vehicle:
Maximum Legal Articulated Lorry (sheet 2/2)

Drawing Nr	Rev
16558-LUC-XX-XX-DR-L-801	P02

Appendix C

Former Off-Slip Option

At the next design stage, if junction modelling reveals potential for excessive queuing at the site access, there remains a further opportunity to mitigate this through use of a former off slip from the A830.

This is illustrated in Figure C-1.

Pros

- The off-slip access would lower potential for queuing vehicles backing up onto the A830 if the car park is congested, by providing more vehicle queuing space.
- Allows potential for the car park and shuttle bus access / egress to circulate in a one-way arrangement.
- Provides an opportunity for shuttle bus and general car park access to be separated, prioritising bus movements.

Cons:

- Much higher expense and may require construction of a new bridge or culvert over drainage channel to maximise benefits.
- The off-slip leaves the A830 just c. 100m after the railway bridge. There would be limited visibility of the off-slip for approaching drivers wishing to access the car park. Advanced warning signage would be required to advise drivers and avoid sudden breaking.
- Requires further detailed feasibility work and further engagement with Transport Scotland, as previous TS engagement has only related to a simple bellmouth.

It is recommended that this option is only explored if junction modelling reveals there is potential for excessive queuing, requiring more extensive mitigation.

Figure C-1: Former Off-Slip – Alternative Access Option

