

Ardrossan Harbour Update Consultation Report



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For and on behalf of:-
North Ayrshire Council

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1562

views of the
online event

60

attended
public events

126

written
responses

1



2



Touch screen or click and drag to look around.



EXECUTIVE SUMMARY

North Ayrshire Council with CMAL/Calmac/Peel Ports Group and Transport Scotland are developing the Ardrossan Ferry Terminal Marine & Landside facilities to support ferry services to Arran and Kintyre.

The proposal is to replace the existing Ferry Terminal Building, upgrade the marshalling areas and car parks together with the public realm and connections to the rail station and town centre and including a revised berth and new linkspan. The design proposals set out the design requirements for a Design & Build Contract that will deliver the new terminal, marshalling, parking and berthing arrangements.

Consultation on this stage of the proposals involved a combination of drop-in events, on-line consultation and provision of an information pack at Brodick and Ardrossan libraries and the Council offices. Earlier consultation feedback and information shared by the Arran Ferry Committee on 'Lessons Learnt' and the review workshop organised following the Brodick Ferry Terminal opening were considered during the design development.

The consultation was well supported (events/online) with 126 written responses providing commentary and advice on the design proposals. The comments were all logged and categorized under the key issues or questions within 59 topics. These include:

Project / General Theme	Seating (Internal & External)
Building Design	Parking
General Building / Internal Arrangements	Road Layout
External Access	Charging Facilities for E-Vehicles /Net Zero
Passenger Access System	Requirements Information Systems /Signage
Disability / Access Support	LNG Facility
Café & Supporting Hospitality Facilities	Train / Transport Interchange Services
Toilets & Supporting Haulier Facilities	

A review of all comments was progressed by NAC Project Team / Design Team / Partners-Operators with each issue reviewed. The tables within the report summarise the consideration and review process. The summary of action following the consultation was as follows:

- 29 Comments Adopted with the intent to incorporate into design proposals (Green)
- 7 Comments Noted with potential for further review /consideration (Amber)
- 23 Comment Not Adopted as considered unsuitable or outwith project scope

North Ayrshire will continue to seek to ensure the proposals deliver a successful new terminal and appreciate all the input, comment and feedback on the proposals.



1.0 Ardrossan Ferry Terminal

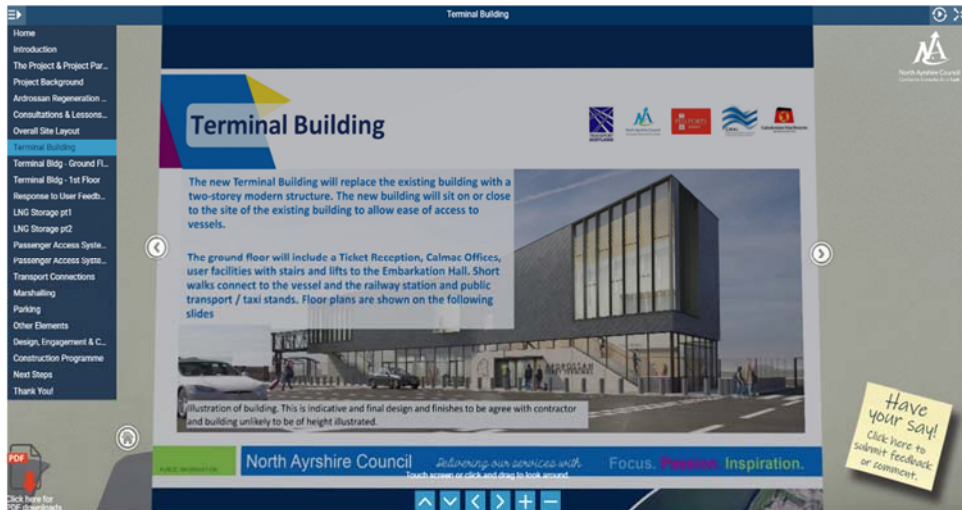
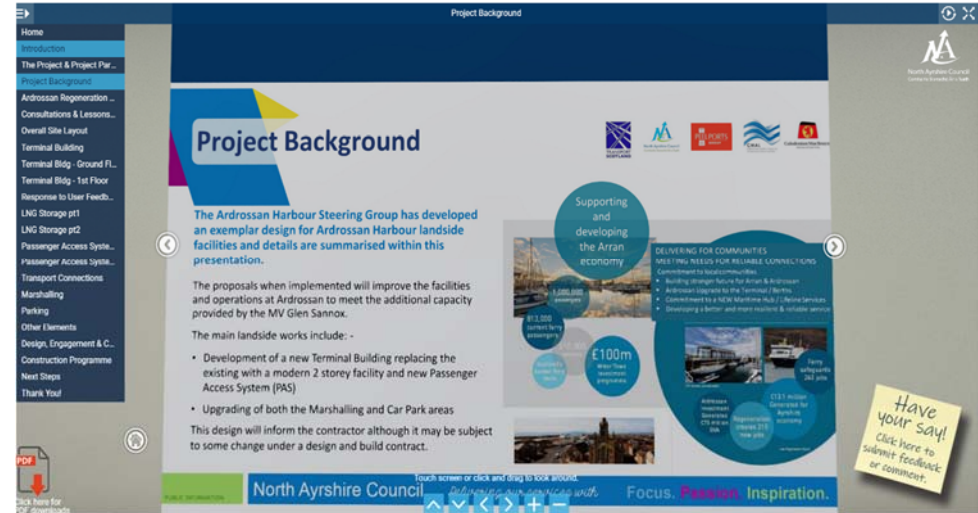
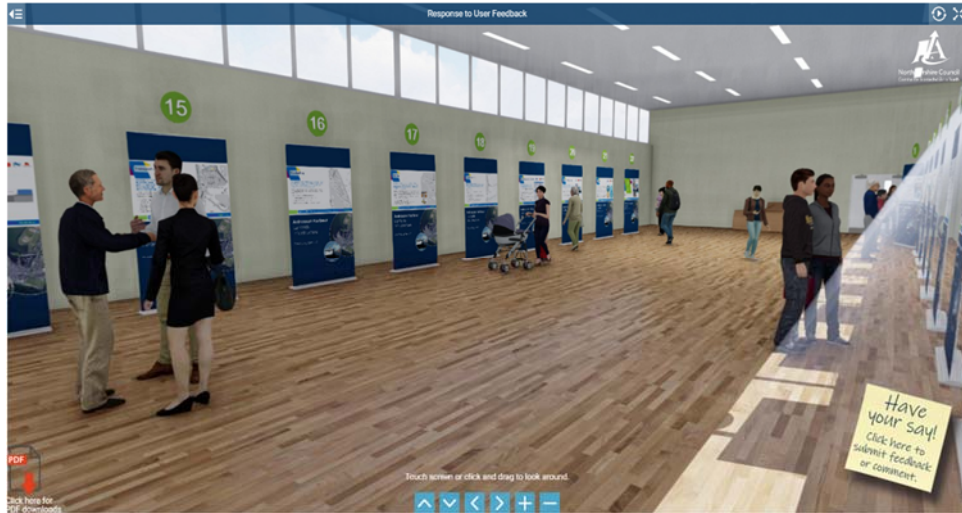
- 1.1 *NAC in conjunction with a number of project partners are developing Ardrossan Ferry Terminal Marine & Landside facilities to support ferry services to Arran and Kintyre. The project involves investment in a new ferry terminal building, marshalling areas and parking and berth arrangements. The investment will create a modern ferry terminal and transport interchange.*
- 1.2 The project is being advanced by a multi-partnered Client Group (Transport Scotland/ CMAL/ Calmac/ Peel Ports Group/ Arran Ferry Committee and North Ayrshire Council). The various client parties have differing roles and responsibilities with North Ayrshire Council leading on the Terminal Building and external parking and marshalling arrangements.
- 1.3 The proposal is to replace the existing Ferry Terminal Building and upgrade the existing marshalling and assembly areas and car parks. Upgrading includes external public realm, operational areas and pedestrian/cycle connections to the rail station and town centre.
- 1.4 The Consultation Events in March/April 2022 and virtual consultation (online) focussed on the key element of the Terminal Building and External Public Realm.



Proposed Ground Floor Plan
Scale 1:200 @ A3



Proposed First Floor Plan



2.0 Consultation & Engagement

- 2.1 North Ayrshire Council (NAC) have pre-Covid organised engagement around a range of stakeholder groups at public meetings, event-exhibitions, and drop-in events. Events on the initial concept were previously held in Ardrossan and Brodick. To facilitate engagement at the present time NAC have organised a combination of Drop-in -Events (Ardrossan and Brodick) supplemented with online engagement.*
- 2.2 NAC are keen to make the engagement exercise as inclusive as possible and enable people to make representation through various channels including meetings / emails / online survey and feedback. The engagement arrangements have been organised to allow the core issues to be aired, reviewed and wherever appropriate incorporated into the next design stages and /or contract documentation.
- 2.3 NAC has organised the engagement to ensure regular ferry users and local residents can review the proposals at local events and to have the same information online to allow occasional users and other interest groups / organisations to comment.
- 2.4 Online consultation (computer/tablet/phone) typically extends engagement (wider audience and allows some of the harder to reach consultees to participate (young people / carers / shift operators/ commuters etc) and encourages an additional level of uptake alongside the more traditional drop-in meeting/events.
- 2.5 Hard copies were left for public viewing at Cunninghame House, Brodick Library and Ardrossan Library. Direct community engagement included presentation to both Arran and Three Towns Locality Partnerships. Events were linked with a QR Code that allowed ready access and with web-links to partner (CMAL/ Calmac) websites.

Elements of the Consultation

- Online consultation with use of QR codes for easy access.
- Ardrossan Library consultation attended by approximately 15 people.
- Brodick consultation attended by approximately 45 people.
- Hardcopy display in Ardrossan Library for full term of online consultation with feedback forms available.
- Bound copy in Cunninghame House for full term of online consultation.
- Bound copy in Brodick Library for full term of online consultation.
- Presentation to Three Towns Locality Partnership.
- Presentation to Arran Locality Partnership.
- Links to online consultation from Calmac and Transport Scotland websites with information updates when required with regards to public events etc.
- Link to consultation form NAC website.
- Link to consultation and updates from NAC Community Planning Partnership website.
- Use of social media and press releases to publicise events.

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3.0 Consultation—Events & Online

3.1 *The Ferry Terminal consultations can be summarised around the three core consultation elements as follows:*

- *Information Pack were provided at the Council offices and at Brodick and Ardrossan libraries.*
- *Drop in Events (Brodick & Ardrossan).*
- *Online Engagement (accessible by Link/QR Code/Website) .*

3.2 The consultation was well advertised and promoted to ensure as many interested parties could engage. Advertisement activity included:

- North Ayrshire Council Web -site Link
- Advice to all local Members
- Programme of consultation agreed with all Project Partners
- CMAL / Calmac Web Link
- Slide details at the Council offices and at Brodick and Ardrossan libraries.
- QR Code clearly referenced

3.3 Consultation also incorporated previous feedback and information shared by the Arran Ferry Committee on 'Lessons Learnt' and the review workshop organised following the Brodick Ferry Terminal opening.

Consultation Numbers:

Brodick Event:

- Hosted Event in Brodick Ferry Terminal
- Approximately 45 attendees
- Feedback Verbal and Written

Ardrossan Event:

- Hosted Event in Ardrossan community Centre
- Approximately 15 attendees
- Feedback Verbal and Written

Online Event

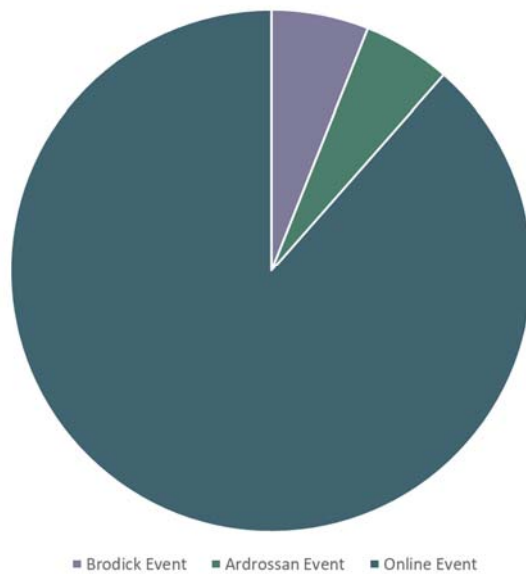
- Online hosted Website 6 weeks (end Feb-mid April)
- 1562 views
- 1234 individual contacts
- 108 Written Responses

allow want parking mean users way given understand COST really well one lift train
walkway even wait going wide many shelter ferry service cancellations
required new problem huge walk also must system stairs experience
made look facility PAS good less use now one ferry terminal
people berth Ardrossan much Brodick small
need plans will proposals building work ferry think
passengers capacity service island harbour access
terminal issue time far lift Arran terminal building board long still
foot passengers ground floor seems weather proposed large boat
appears taken point luggage project Ardrossan Harbour toilet
Brodick terminal due provide case design Please moving number improved
elderly local escalator see port

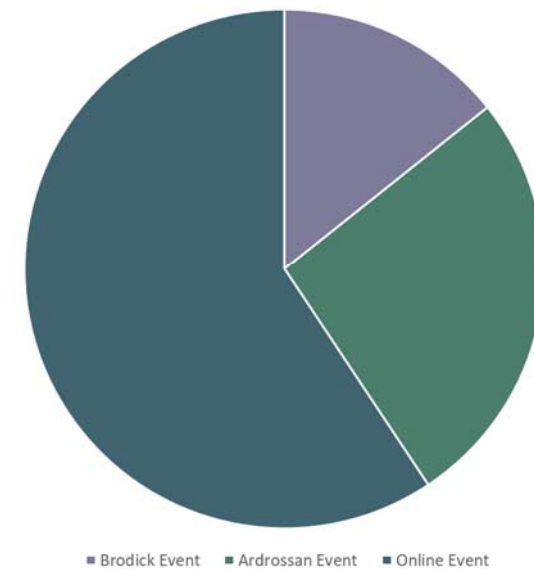
Word Cloud Generated from Online Event Responses

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<input type="checkbox"/>	1. /ardrossan/event.html 	1,562(100.00%)	1,234(100.00%)	00:03:04

Consultees



Written Comments / Feedback





Key Messages:

- Learn lessons from Brodick
- Address key design issues
 - Short PAS
 - Lift Capacity
 - Accessible Stairs
 - Disability Access
 - Parking
 - Toilets
 - Transport Connections

4.0 Key Issues & Evaluation

4.1 *A number of issues were repeatedly raised through the engagement. These were reviewed by the client group addressing the areas of concern from ferry users and those using the existing terminal building in Ardrossan and the new terminal building in Brodick. A number of comments also related to the arrangements for the Passenger Access System (PAS) and wider issues of connections, external public realm and site management. All issues were recorded and then grouped into 'core themes' with each issue reviewed by the partners in consultation with the design team.*

4.2 The assessment of all of the comment and feedback (126 feedback forms) and including repeated comments at the Drop-in Events has been logged. NAC identified 15 Core Themes within the feedback. These included:

- Project / General Theme
- Building Design
- General Building / Internal Arrangements
- External Access
- Passenger Access System
- Disability / Access Support
- Café & Supporting Hospitality Facilities
- Toilets & Supporting Haulier Facilities
- Seating (Internal & External)
- Parking
- Road Layout
- Charging Facilities for E-Vehicles /Net Zero
- Special Requirements Information Systems /Signage
- LNG Facility
- Train / Transport Interchange Services



The assessment and review of comments was advanced in a three stage process:

Stage 1: Review by NAC Project Team

Assessment seeking to understand the scope of the issues and whether planning/ building regulations / health and safety / operational necessity would prevent implementations and where further assessment/ consultation required.

Stage 2: Review by NAC Project Team and Design Team

Assessment seeking to adopt measures where design change was possible and to take on board local issues and to revisit / test the lessons learnt from Brodick Terminal.

Stage 3: Final Review

Assessment taking on board any wider consultation (CMAL /Calmac/ PPG) with a view to incorporating any changes within the design specification / employers' requirements for the proposed Design Build Contract.

The reviews included a series of tabulated summary sheets that allowed Client / Design Team to review the core themes, provide advice on adoption, advise if the issue was already implemented (meets consultee concern) or should be further considered. The final recommendations will look to adopt wherever possible the design change in the Design Build Contract specifications in discussion with the operating partners (CMAL / Calmac).

The tables used the RAG systems (traffic lights)

- **Red:** Not adopted
- **Amber:** Potential for further consideration / needs further appraisal
- **Green:** Adopted and incorporated into revised proposals / client requirements

The results of the assessment are tabled over.

Item no	Main Issues Raised Through Public Consultation	Initial Client Group Review	Initial Client Group Comments	Design Team Assessment	Design Consideration & Review	Recommendation to be taken forward	Final Client Group comment for issue
	General Internal Access						
1	Widen stairways and provide a central handrail as well as side handrails.		Central handrail should be provided given widespread view that this is a deficiency at Brodick. A small increase in stairway width should be accommodated if required assuming no significant impact on layout.		Current stair widths would not allow for a central handrail as building regulations require a resultant min. 1100mm width between handrails. Current Embarkation Stair width between handrails varies from 1600mm - 2000mm and the Arrival Stair width is 2200mm. A minimum 2250mm between handrails would be required for the introduction of a middle rail. The Arrival Stair could likely be widened to accommodate a middle handrail with minimal impact on the layout. However to widen the Embarkation Stair would have a more significant impact. (The impact of widening either stair has not been drawn out to investigate fully).		The architects will progress a design detailing exercise on arrival and embarkation stair widths and handrail accommodation. They have noted previously that the embarkation stair will be problematic; the reason is that this stairway narrows as it approaches 1st floor entry doors. Note that widening of the stairway lower flight will be within the existing building footprint and would reduce the waiting and ticketing hall area.
2	Group lifts together to allow dual usage during arrival or departure periods.		Capacity should have contingency for breakdown or maintenance. Confirmation required regarding possible construction/ maintenance cost savings of grouping lifts together.		<p>The principle of separate lifts was agreed with Calmac. Grouping the lifts together would lead to long circulation routes being formed and would have a significant impact on the proposed layout.</p> <p>Calmac agreed a management strategy would be required to control passenger lift movement in the event of maintenance or breakdown.</p>		Increased individual lift capacity means separate lift arrangement meets capacity whilst enabling the separation of arrival and departure passenger flows in line with principles agreed with Calmac. Calmac have agreed a management strategy will be implemented to control passenger lift movement in the event of maintenance or breakdown.
3	New stairways must have shallower gradient than Brodick and show a tangible improvement.		New stairs should demonstrate a material improvement.		Building Regulations allow a maximum stair pitch of 34 degrees. INCH have no dwg drawings of Brodick, however from pdf drawings we estimate the pitch to be between 33-34 degrees. For Ardrossan, both the Embarkation Stair and Arrival Stair have been designed to be 26.2 degrees, with the Embarkation Stair lowering to 17.4 degrees for the final flight. The escape stair has been designed to 33.3 degrees to minimise area, but this stair is not expected to be used frequently by passengers.		Brodick stairway pitch is 34 degrees whereas the pitch being applied to Ardrossan stairways is reduced to 26 degrees for both stairways with the embarkation stairway further reducing down to 17 degrees for the final flight. The emergency escape stair has been designed to 33 degrees.

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	General Internal Access						
4	Replace the departure stairway with an escalator.		Is an escalator feasible for taking passengers up to first floor taking into account costs/benefit.		The proposed embarkation stair is three sided, therefore the introduction of an escalator would require significant redesign. People flow within the ground floor Ticket Hall has been carefully considered to ensure minimal crossover and the embarkation stair and lift have been designed to arrive at the same point into the Departure Lounge. The introduction of an escalator would have to be fully investigated to understand its impact on people flow, circulation and the openness of the ground floor. It would likely incur a significant upfront cost increase and will have ongoing maintenance costs.		This option has a number of significant challenges. The availability of space and configuration of the building make the introduction of an escalator difficult. Escalators require the same space as stairs but with a fixed single course / direction. Escalators are difficult for some ambulant disabled people to use, and cannot be used at all by people in wheelchairs or with assistance dogs. Lifts tend to reduce energy usage, using energy only when in use. Provision of an escalator would in addition, require lift and stairs. Furthermore an escalator would require significant capital and maintenance costs. Client preference based on cost / benefit is to retain lift and stair configuration.
5	Lift capacity must be higher than Brodick. Material improvement must be demonstrated.		We must demonstrate that we have materially improved lift capacity over Brodick and explore the options suggested.		Calmac confirmed that the lifts at Brodick have a 13 person capacity. The Ardrossan proposals are based upon a lift capacity of 17 people. Calmac were provided with the lift information, and were happy to proceed on this basis. Uplift of 30% capacity		Calmac have confirmed that the lifts at Brodick have a 13 person capacity. The Ardrossan proposals are based upon a lift capacity of 17 people resulting in a 30% uplift in capacity.
6	Four lifts instead of two to provide contingency in event of maintenance/breakdown.		Higher capital/ maintenance cost and impact on layout. Although need to have contingency for breakdown/maintenance.		See point 2 above.		No requirement for extra lifts due to significantly increased lift capacity. Furthermore, spare lifts as a contingency are not justifiable on the grounds of installation and maintenance costs.
7	Space outside lifts must be adequate to deal with congestion.		Passenger flow analysis should address this.		Lift transfer rates provided to Calmac during design process and lift arrangement agreed. No overall building flow analysis has been completed, but lift passenger flow rates were provided to Calmac, who accepted the design. The design has been agreed with Calmac, who were considering management of passenger flow, waiting spaces etc.		The current layout has been arrived at and agreed with Calmac after responding to all of Calmac comments regarding the scale of area that can be provided within the current building size. A larger building or removal of other specified spatial demands will provide greater space around the lifts.

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	General Internal Access						
8	Use a ramp to gain access to/ from first floor rather than stairs.		Would require an exceedingly long ramp to meet required gradient.		Space and ramp requirements within Building Regulations would not allow.		The building cannot accommodate a ramp which meets maximum gradient as defined by building regulations.
9	Travel time for those arriving by train is increased and may be issue when train is delayed.		Train delays outwith scope.		NAC will continue to liaise SPT to coordinate train and ferry timetables.		Train delays are outwith the scope of the consultation. Rail timetabling has wider network implications with attendant challenges. NAC will continue to liaise with SPT and CalMac to coordinate train and ferry timetables.
10	Add a moving walkway to connect to the train station.		Not required and too costly to construct/ maintain.		Impractical as external moving stairway.		No significant benefit and too costly to construct and maintain.
	External access						
11	Walkway to train platform has shelter and specifically from the prevailing wind. Must also be level.		Simple issue to address and would provide improved shelter form elements. May already be in hand.		Design includes a covered walkway at grade.		The design already includes a covered walkway from the terminal building to the train platform. The design will take account of the prevailing wind.
12	Clear sight line from terminal to station to deter anti social behaviour.		Worth consideration and may already be in hand.		Design incorporates good lines of sight and secure by Design principles		The design incorporates good lines of sight and "secure by Design" principles.
13	Extend terminal building closer to the train station.		Not feasible on a cost basis. Covered walkway will provide shelter.		Conflicts with strong consultee preference for a shorter PAS		Extending the building footprint increases capital cost and is not justified on cost/ benefit basis. Covered walkway will provide shelter between terminal and train station..
	Passenger Access System						
14	A moving walkway should be added to PAS.		Not feasible on a cost and operational basis. PAS would also require standard footway.		Not feasible within PAS		This is not feasible within a Passenger Access System .
15	New PAS has to be significantly shorter than Brodick.		Valid point. PAS design already addresses this.		PAS is significantly shorter.		The Ardrossan PAS will be significantly shorter than Brodick. Length will be similar to current distance from Ardrossan terminal to boat.

Item no	Main Issues Raised Through Public Consultation	Initial Client Group Review	Initial Client Group Comments	Design Team Assessment	Design Consideration & Review	Recommendation to be taken forward	Final Client Group comment for issue
	Passenger Access System						
16	PAS needs to be wide enough to accommodate 3 people. Currently too narrow at Brodick.		Review design and feedback new width in relation to Brodick PAS.		PAS is wider at key access points		The Ardrossan Passenger Access System will be wider over its full length.
17	A dedicated PAS should be added for the Irish berth.		Not justified in terms of cost/benefit given low anticipated use of Irish berth.		No regular operational requirement for Irish Berth		There will be no regular operational requirement for the Irish Berth therefore this is not justifiable in terms of cost against benefit to passengers.
18	Need to remove current pinch point when entering the PAS from ship.		Valid point. PAS design already addresses this. Entry point widened to 1.2m against 0.9m at Brodick.		PAS design incorporates		The Ardrossan PAS design addresses this. The entry point has been widened to 1.2m against 0.9m at Brodick.
	General building design						
19	The increased pitch and large void above departures stairway serves no purpose and is a waste of money.		Comments based on 3D visualisation. Can this proposal be justified in terms of cost/benefit?		<p>The pitch of the roof is proposed to signify the main entrance / ticket hall and works with the splay in the floor plan. The pitch is only 6 degrees more than the minimum pitch for a standing seam metal roof which is currently proposed.</p> <p>The double height space over the ticket hall is a result of the briefed accommodation required at ground floor and first floor not matching, leaving less space at the upper level</p> <p>Importantly, the terminal is a major public building, which suggests that the spaces, views in and out, atmosphere, natural lighting should be high quality, and of a type which matches the buildings public function. The main spaces will create attractive, light, airy spaces to move through, celebrating the journey to Arran and providing a comfortable environment for users.</p>		The final design will be considered by the contractor and final design will be assessed on a cost/benefit basis. The consultation image was an architect's concept and may change.

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	General building design						
20	Can visibility be provided for arrivals between lift and stairway e.g. by providing a glass wall or large window.		There appears to be a window adjacent to arrivals lift congregation area. Benefit low in any case.		Not practical		There is already a window between the lifts and the stairway.
21	The building footprint is too big.		Footprint required in line with operational needs.		Minimise size to meet requirements		The existing footprint has been minimised to meet operational and passenger requirements.
22	The stationary cupboard is too big and not an efficient use of space.		Design in line with operational needs.		specified User Requirement		The cupboard dimensions are in line with user requirements.
23	There should be an automated ticket vending machine on first floor.		Would provide real time saving/efficiency/convenience benefits.		Electronic ticket vending was not considered at first floor, for security and control all ticketing was to be purchased prior to moving upstairs. The departure lounge is to be accessed only by ticketed passengers. Provision of area for automated ticket vending proposed within ticket hall as agreed with Calmac. Potential to provide provision for future external vending machines.		Automatic ticket vending machines will be considered by Calmac should they be required in future and the locations will be assessed in line with operational needs.
24	Include vending machine for train tickets.		Would provide real time saving/efficiency/convenience benefits. SPT to address.		Not included within proposed brief. Only minimal ground floor seating provided for arrivals. If to be considered, consultation required with stakeholders over location.		Vending machines can be located on train platform.
25	Extensive use of glass will require good ventilation to prevent overheating.		Will be addressed by designer to meet standards.		Requirement of design		Good ventilation is a design and building regulations requirement.
26	Gender neutral toilets would reduce need for toilet provision.		Existing toilet provision in line with standards and anticipated demand.		Requirements meet regulations		The existing design meets building regulations in line with passenger capacity.
27	There are too few toilet stalls on the ground floor.		Existing toilet provision in line with standards and anticipated demand		Requirements meet regulations		The existing design meets building regulations in line with passenger capacity.

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	General building design						
28	Ground floor toilet capacity needs to be increased taking into account needs of drivers pre boarding. Double male capacity and increase female by 50%. Special needs such as stomas not taken into account.		Existing toilet provision in line with standards and anticipated demand		Requirements meet regulations		The existing design meets building regulations in line with passenger capacity.
29	Lockers should be included for luggage storage during delays.		Not a substantial benefit. Would impact on floor space.		No operational need identified		No operational need has been identified for the addition of lockers.
30	Ground floor waiting and ticketing area are too small.		Design in line with capacity/passenger flow.		Design to Client specification		The ground floor waiting and ticketing area has been designed to meet the client's specification and requirements. All areas will be confirmed with Calmac.
31	Provide a dedicated shelter with seats and bicycle rack for cyclists waiting to depart.		Would be beneficial and relatively low cost. Locate at cycle assembly area.		Stand alone shelters in areas of low surveillance/ policing not recommended in Secure by Design.		Not to be taken forward on the basis of security/misuse outwith operating hours based on Secure by Design principles.
	Café facilities						
32	The terminal café should be accessible to all users and therefore on ground floor. A vending machine is not sufficient. Car users and those travelling long distances should have access to this facility.		Passengers will wait and congregate on first floor. Ground floor is to be a throughway.		No operator identified. Vending considered acceptable.		A quality automated vending machine will meet passenger requirements. Café facilities are not standard in other similar ferry terminals and catering is available once aboard the ship.
33	Food and drink facility should be provided. Especially taking into account many have travelled a long distance to terminal.		Benefit to travellers which can be considered.		A café is provided within the departure lounge, accessible to all departing passengers. Space is also included for vending machines at ground floor within public space.		A quality automated vending machine will meet passenger requirements. Café facilities are not standard in other similar ferry terminals and catering is available once aboard the ship.

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	Toilet/haulier facilities						
34	Provision of a 24 hour accessible toilet facility for those not able to travel.		Recognised as a requirement. Standalone pod would not impact of terminal space or security.		Introduction of additional toilet facilities would result in an overall increase in building footprint. Location of standalone pod being investigated.		Options to provide a 24 hour facility are being investigated.
35	Free overnight parking should be provided for hauliers.		Could be misused.				NAC will consider option of designated freight area .
	Seating						
36	There must be enough seating to accommodate peak periods.		This can be confirmed in line with anticipated demand.		Departure lounge size briefed to match Brodick with maximised seating. Brodick provides 120 seats, the proposal for Ardrossan provides 162no. seats based on the Calmac specified Mia Beam, Pledge Edge Design. In addition to the 162no. seats there is also 8no. cafe style stools and 2no. standing tables proposed within the cafe space in the departure lounge.		Brodick provides 120 seats. the proposal for Ardrossan provides 162 seats based on the Calmac specified seating. In addition to the 162 seats there are also 8 cafe style stools and 2 standing tables proposed within the cafe space in the departure lounge.
37	Provide more seating downstairs for mobility impaired passengers.		Something that can be considered. Seats at accessible points allocated to those with mobility issues as found on public transport.		There are 16no. seats provided within the Ticket Hall based upon the Mia Beam seating spec, located next to lift and Embarkation Stair. There are minimal locations for additional seating within the ground floor layout.		There are 16 seats provided within the Ticket Hall based upon the Calmac specification, located next to the lift and Embarkation Stair. There are minimal locations for additional seating within the ground floor layout, however, these seats can be marked as priority for mobility impaired passengers. .
38	An outside seating area should be provided.		Would increase capacity, could be attractive and desirable in good weather.		Additional seating added to design		Additional outdoor seating will be added to the design proposals and/or specification. Seating arrangement will be confirmed with Calmac.
39	Provide an overnight seating facility with improved seats in a designated area for emergencies.		Terminal will close at night.		No identified need. Issues with operational management		This is not feasible on operational grounds as the terminal will not be a 24 hour facility.

Item no	Main Issues Raised Through Public Consultation	Initial Client Group Review	Initial Client Group Comments	Design Team Assessment	Design Consideration & Review	Recommendation to be taken forward	Final Client Group comment for issue
	Parking						
40	Long stay car park needs a backup fail safe system to allow customers to leave in the event that automated system fails.		This facility will be necessary in time of failure.		NAC Specifying car park control system.		This will be addressed by NAC when specifying the parking arrangements.
41	Payment by cash or card.		Increases payment flexibility.		NAC Specifying car park control system.		This will be addressed by NAC when specifying the parking arrangements.
42	Parking and access to car park should be available 24/7.		This will be achievable with automated system.		NAC Specifying car park control system.		This will be addressed by NAC when specifying the parking arrangements.
43	Include parking provision for campervans which have to park during delays/ cancellations.		No specific campervan provision will be required.		NAC Specifying car park control system.		This will be addressed by NAC when specifying the parking arrangements.
	Road layout						
44	There should be two dedicated lanes from Asda roundabout. One to parking and one to marshalling.		No space to provide this within site layout.		Land issues		This cannot be achieved to due space limitations. New layout significantly increases the distance from main access road to the kiosk/ marshalling area thereby reducing risk of conflict with main access road or car park entrance.
45	Remove need for pedestrian crossing over link span access by swapping car park with road.		Would require comprehensive layout design which is not achievable.		Has other safety concerns		This cannot be achieved within design/layout limitations.
	Charging facilities/net zero						
46	E bike charging would be valuable addition to bike parking area		Worth further consideration.				Subject to affordability.
47	Car EV charging should be included at long and short stay parking.		This will be located locally adjacent to Cechinis.				Subject to affordability.

Item no	Main Issues Raised Through Public Consultation	Initial Client Group Review	Initial Client Group Comments	Design Team Assessment	Design Consideration & Review	Recommendation to be taken forward	Final Client Group comment for issue
	Charging facilities/net zero						
48	Solar panels should be fitted to building and parking areas.		Not part of specification. Can be considered on net zero terms.		PV panels are proposed for terminal building roof. The M&E strategy assumes a PV array to achieve c.16kWp capacity will be required. This is indicated on the roof plan within the final report.		PV panels are proposed for terminal building roof.
	Special requirements						
49	Provision of a discrete, private designated area for people returning from hospital. Requirement for privacy and supportive seating. This is based on the recent experience of a nurse travelling with a patient.		Discrete private area would be beneficial. Can Calmac allocate an unused room e.g. meeting room.		This space has not been briefed. Should a space be required, and with the agreement of the building management the meeting room could be used for this. Blinds could provide privacy and the room is within publicly accessible areas of the building and next to the lift for ease of access.		With the agreement of the building management, a meeting room could be used in such circumstances. Meeting rooms are accessible and close to lifts. If required, blinds could provide privacy. Discussion will be advanced with Calmac as building operator.
	Information systems/signage						
50	RTI should also include times for Ardrossan South Beach Station.		One for SPT to consider.		Review with SPT		This will be reviewed with SPT.
51	Can signage include Ardrossan South Beach directions as many passengers use this station.		Simple low cost change. Does benefit justify this?		Incorporate into Town Signage		This can be incorporated into town signage.
	LNG Facility						
52	Must be far enough from passengers to ensure safety.		Design is in line with H&S requirements.		Location complies with requirements		The design and location of the LNG facility is in line with Health and Safety requirements.
	Train service (SPT Issue)						
53	The train should wait for passengers disembarking from the boat.		Not related scope. SPT issue.		Rail timetabling prevents holding train departure		This is a matter for SPT and outwith the scope of the consultation.

Item no	Main Issues Raised Through Public Consultation		Initial Client Group Comments	Design Team Assessment	Design Consideration & Review	Recommendation to be taken forward	Final Client Group comment for issue
General Theme							
	Do not repeat mistakes of Brodick.		No comment		Lessons learnt Workshop and feedback from Arran Ferry Committee informed Ardrossan Terminal Building design brief.		Lessons learned Workshop and feedback from Arran Ferry Committee informed Ardrossan Terminal Building design brief.
	The proposals are a waste of money .		No comment		No comment		The Ardrossan Harbour re-development project is estimated to cost £35-£40million with the infrastructure upgrades needed to support new and future vessels on the route for future years.
	The building looks bad and is too big.		No comment		No comment		See responses above
	The money would be better spent on providing an offshore breakwater.		No comment		No comment		Not within project scope.
	Berth layout/orientation must ensure greater reliance. Higher priority than new landside infrastructure.		No comment		Adopted as part of the wider Harbour improvements		A new berth layout/orientation is being adopted as part of the wider harbour improvements.
Access to provide assistance (Operational Calmac Issue)							
	Can those providing assistance to elderly/disabled gain access to the departure point rather than handover and have assistance provided by Calmac.		No comment		Operational issue. NAC to raise with Calmac		This is an operational issue which will be raised with Calmac. At present nothing in design or Calmac operational requirements will prevent those wishing to provide assistance from accessing the first floor.

5.0 Next Steps

- 5.1 North Ayrshire Council will continue to progress the design development in consultation with CMAL, Calmac and the Client steering Group. The design is a specimen design that will be developed by the Design Build Contractor in accordance with the specimen design and Employers Requirements. Detailed further checks will be advanced to the key issues of design associated with access, movement and connections to the ferry (PAS connection).*
- 5.2 The Next Steps in the assessment will be reporting to the Client Steering Group on the outcome of the consultation and the key issues raised. This will initiate a discussion of wider client partner issues and ensure coordination of feedback on areas under the responsibility of others . e.g. PAS Design specification / LNG Facilities / Café Facilities.
- 5.3 The Ardrossan Ferry Terminal is being advanced as a Design Build Contract. This procurement route provides the contractor with a Specimen Design and a detailed suite of Employers Requirements. The contractor will appoint their own design team and progress a design for the Terminal Building that meets the requirements of the documentation. Change Management procedures will control authorisation of any changes and ensure a compliant design.
- 5.4 The Ardrossan Harbour Contract will include all elements of the proposals including the Redevelopment of the Berths, Terminal Building, Externals including Marshalling and Assembly Areas, Car Parking and LNG Facilities. It is anticipated that the tender will be issues in Q3 2022 and works on site would start early in 2023.

Ardrossan Ferry Terminal Consultation

North Ayrshire Council together with its partners for the Ardrossan Ferry Terminal land harbour development:

- Transport Scotland
- CMAL
- CalMac
- Peel Ports Group (Harbour Authority)

Would collectively like to thank all participants within this and previous engagement events for their contribution to developing the Ardrossan Ferry Terminal. All comments and feedback have been shared with the client group and will continue to inform the design development.

Thank You.