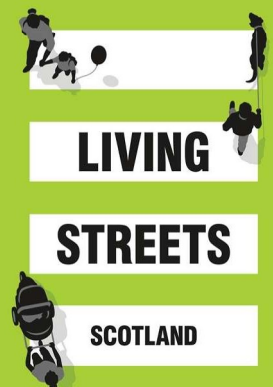


# Dunoon Report

## Wayfinding and Signage Project



We are Living Streets Scotland, part of the UK charity for everyday walking. We want to create a walking nation where people of all generations enjoy the benefits that this simple act brings, on streets fit for walking.



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## Background

Dunoon Area Alliance aims to bring community groups, organisations and individuals together to achieve regeneration outcomes which are beneficial to the community and which are community driven.

Dunoon Area Alliance is supported by SURF (Scottish Urban Regeneration Forum) as part of their Alliance for Action programme working with relevant local and national partners to:

- Build local capacity, strengthen resilience, increase practical outcomes and improve the wellbeing of local residents;
- Link local knowledge, initiatives and assets with national networks, policies and resources in support of more coordinated and holistic regeneration activity;
- Draw out transferable learning towards more successful and sustainable policy and practice in community regeneration.

Supported by a community steering group, SURF secured funding from the Scottish Government Design Charrette Fund to deliver the *Think Dunoon* Design Charrette during March 2017. The overarching objective of the Charrette was to prepare a Dunoon 2027 Masterplan to ensure that the town performs better and is more attractive for local people and visitors. The resulting action plan now informs the work of Dunoon Area Alliance.

Under the theme **Think Space** the Charette considered the links between pedestrian and road user needs in the town centre, the aspirations for changing the tourism experience on arriving in the town and options for increased town centre activities. Within this theme the Dunoon 2027 Masterplan aims to reconnect the town's open spaces, redevelop Dunoon's significant landmarks, strengthen the connection between Dunoon and its wider landscape, improve accessibility and connections and support the town's local and visitor economy.

The Action Plan includes the development of a **Town-wide Signage Strategy** which would retain some of the heritage signage, whilst introducing new contemporary, legible and coherent signs. Priority signage upgrades were identified as follows:

- Additional signs along the route from the pedestrian ferry terminal to Argyll Street
- Rationalisation of pedestrian and cyclist signs around town
- Additional interpretation signage highlighting Dunoon's built, natural, cultural and social history.

In 2018 Living Streets Scotland were asked to consider this Town-wide Signage Strategy further. Living Streets Scotland's role was to:

- Review the current signage around Dunoon town centre.
- Engage with the local community to hear their views on signage and accessibility around Dunoon and the local area.
- Engage with local business, council officers and travel stakeholders to hear their views and encourage joint work.
- Report recommendations for signage and wayfinding.
- Report on possible sources of funding.

## What we did

- A review of the signage and information along the route from the Pier to Argyll Street and around the town centre was undertaken by Living Streets staff.
- A survey of views of visitors to Dunoon, attending the MOD, facilitated by Living Streets Staff in partnership with Dunoon Area Alliance.
- A workshop to gather the views of local residents, this included older adults and people with mobility issues.
- A workshop to gather the views of local businesses and transport providers.

### Community Workshop



### Stakeholder workshop





## Why do we need good wayfinding and signage?

Dunoon Area Alliance has a vision to create a walking network that makes sense to people using it, as well as highlighting routes, amenities, visitor attractions and transport links. This aims to make Dunoon more accessible and more easily navigable for visitors.

Coordinated and coherent wayfinding and information should be available throughout the town and at visitor attractions, allowing a natural flow around the town. This will give visitors a better experience and will enable Dunoon to highlight its heritage and promote itself more effectively.

There are key decision points in town, which include the two ferry terminals, the bottom of Argyll Street at the bandstand and at the Burgh Hall, where visitors will choose where they will go and what they will do. Siting a town map at these points would help to inform and direct these decisions for the benefit of the town. Making this map available in different formats, including online, would also allow for trip planning ahead of, and during a visit.

Information on maps should be designed to help visitors to understand where they are and how their current location fits with the wider area. This should include street names, to allow them to navigate easily, and the estimated time it will take to walk to different places. Indicative times are more useful to pedestrians than distances, as people often find it hard to visualise distances and if they don't think they can easily walk somewhere within the time they have available they may choose not to visit.

Pedestrians make a variety of journey types and each will need different information to allow them to move about a place easily. Where journeys are made regularly, i.e. to and from work or school, pedestrians will look for the quickest and most convenient route. Other journeys that are less constrained by time, such as 'going for a walk' and just enjoying the scenery and the experience, can be more vague and have the potential to change along the way, dependent on cues in the environment such as signs, attractions or events. These are the types of journeys we want to influence.

Any system of wayfinding and signage should work for different types of journey and should answer typical pedestrian questions shown below.

- *Do I know where I am?* If a pedestrian can't discern where they are currently, then navigating forward is made more difficult.
- *Can I walk from A to B easily in 10 minutes?* Knowing places are only a short walk away encourages people to walk and explore, rather than take a car or not bother to go at all.
- *Are routes accessible?* Pedestrians who need a high standard of accessible infrastructure need to know that they won't be stopped along the way. Knowing that a route is accessible gives confidence and helps in route planning. If information is available on the location of dropped kerbs, crossing points and steps journeys can be more easily planned.
- *If that is A over there, how do I find my way back to B?* Pedestrians often navigate by using landmarks. Maps and signage that show landmarks clearly help pedestrians to get a clearer sense of the place.

- *Where are the nearest toilets?* Signage should help pedestrians find local services.
- *I'm late, what's the quickest way to X?* Signage and wayfinding should show the most direct routes.
- *I've been to X, where's the nearest place to get a sandwich?* Visitors to a place want to know where local businesses are located.

## What we found – Current signage around Dunoon town centre

### Finger point signs

Finger point signs can be found around the Pier and Queens Hall and along Argyll Street. These signs are in varying states of maintenance: the ones near the water have suffered some corrosion and some are pointing in the wrong direction. The signs are perceived positively by the community and visitors. They are useful for wayfinding and have a classic look, which fits with the town. These could be improved by adding walking time to destinations.



### Blue signs

There are a lot of blue information signs around the town centre which were recently installed with funding from Sustrans and are aimed at cyclists, rather than pedestrians.: These signs list destinations in both English and Gaelic. Community feedback highlighted that the signs are cluttered and difficult to read, with small text and poor colour contrast of orange on blue. There is an over-proliferation of signs directing people to an unusual mixture of destinations. The signs also show distances to destinations, although pedestrians prefer to see the time to destination in minutes, rather than distances in miles and yards.



## Antique signs

There are some antique signs near the Pier and in the grounds of the Castle House Museum. These reflect the town's heritage and are popular with residents. The signs are an important link to the town's past, but they need repainting. Some of the destinations on the signs, such as the bathing lido, no longer exist and have been painted out with white paint in order to avoid confusion for visitors. It would be valuable to keep these signs, but in such a way that doesn't cause confusion for visitors, perhaps by making them part of a new heritage trail.





## Recommendations for wayfinding and signage

- Remove some of the blue signage from around town centre. As these signs accompany the national cycle routes some will need to be retained at key decision points for cyclists.
- Add time to walk to destinations on to finger signs.
- Repaint corroded finger signs and restore antique signs.
- Add a map of the town at the Ferry Terminals and to the town centre. This should include toilets, steps and accessible routes, shops, cafes and places of interest. It should also direct visitors to places of interest further out of town.
- Investigate the feasibility of providing information for route planning prior to visiting, possibly web based with leaflets available at ferry ports. This will help visitors with accessibility issues plan their visit in advance.
- Investigate creating a local trail around the town, such as a heritage or nature trail. This will highlight the best Dunoon has to offer. There are several format possibilities, including online, mobile app, on street signage or paper based resources. Online mobile trails can be created using apps such as Crumbs or GPSmycity.

<http://www.crumbscitytrails.com>

<https://www.gpsmycity.com/tours/royal-mile-walking-tour-2809.html>



## Visitor Questionnaire

Dunoon was hosting the National MOD during the period of this research, providing a great opportunity to speak to visitors and ask their views on wayfinding, transport links and information available on Dunoon. This feedback gives a different perspective to that of residents who know the area well and know what is available locally, in terms of places to visit and places to eat and relax. The visitor questionnaire and survey results can be viewed in the appendix to this document. Coordinators asked visitors to complete travel questionnaires across the week of the MOD, between 15<sup>th</sup> and 19<sup>th</sup> October 2018 and 37 questionnaires were completed.

### Summary of responses

Just over a quarter of those interviewed were visiting Dunoon for the first time. Two respondents had a disability, 10 were with primary aged children and 6 with secondary aged children.

- The majority travelled to Dunoon by car or car and ferry. Most used mobile apps, such as Google Maps, or a paper map to navigate around the town and local area.
- Once they arrived the most common places visited were MOD venues with a few people also visiting local attractions, such as Benmore Gardens, Puck's Glen and Castle , as well as accommodation, restaurants and cafes.
- Most visitors walked around the town, some used a car and four cycled.
- Only one visitor said they used the local bus, although others said that bus stops were easy to find and had useful timetable information.
- Feedback stated that it was fairly easy to get around Dunoon, as there were plenty of signs and local people were happy to help with directions. The added MOD signage for venues was found helpful.
- When asked about signage preferences the majority said they would like to know how long it takes to walk to destinations and would like a map of the town and local area.
- In terms of planning a trip to Dunoon, respondents said it was difficult to find information on accommodation, local services, places of interest and transport links. This made it hard to plan a visit in advance.

## **Community Workshop**

A workshop was hosted on 27<sup>th</sup> November 2018 with 21 local people in attendance. The questions, responses and evaluation can be found in the appendix to this document.

The community workshop provided the start of a conversation with Dunoon residents. Although we set out to discuss signage and wayfinding, the conversation also covered how Dunoon is marketed more broadly, accessibility in the town centre and places of interest, the availability of local information, local bus information, lack of public toilets and the potential for creating of local walking trails. Much of this was out with the scope of this specific project, but falls under other themes that arose from the Think Dunoon Charrette. It was encouraging to see the enthusiasm there is for improving Dunoon and this should be captured as other projects are taken forward.

## **Summary of community feedback**

### **Places to highlight around Dunoon**

- The shopping areas on Argyll Street and Hillfoot Street.
- Queens Hall and Dunoon Burgh Hall,
- Public toilets, play areas, transport hubs – ferry, bus, taxi.
- Local walks and viewpoints.

### **Local walking routes and walks**

- West Bay and Morag's Fairy Glen
- Bishop's Glen and other forestry walks such as the Camel's Hump
- Hafton Path
- Hunter's Quay via Kirn Pier to Dunoon Pier
- Routes between ferries and distances
- Shopping areas
- Monuments in Castle Gardens and Tom-A-Mhoid Road
- Promenade walks

### **Hard to access places**

- Pedestrian crossing at Western Ferries – Coast Coffee to Western Ferry side
- Entering Studio Cinema
- Taxi ranks – where are they?
- Poor path surfaces in Argyll Gardens
- Accessing some of the shops with steps - handrails would help
- Argyll Ferries passenger-only service is difficult / impossible to access with a wheelchair or pushchair
- Morag's Fairy Glen closed due to need of repair to paths and bridges
- Castle House Museum – steep walking route
- Cars blocking dropped kerbs
- During the Think Dunoon Charrette the fencing and high kerbs along Argyll Street shopping area were highlighted as an inconvenience for pedestrians.

## **New infrastructure requested**

- More seating on Argyll Street and at the pier and ferry terminal
- More cycle parking
- Street name signs to be visible and well maintained
- More bins around town
- More dog poo bins on the promenade
- Tactile cones added on to the pedestrian crossing
- Pedestrian crossing at Hunter's Quay
- Signs for the waiting room and toilets at Argyll Ferries
- Path resurfacing in Argyll Gardens
- Hand rails in Castle Gardens
- Removal of some of the fencing along Argyll Street

## **Business and Travel Stakeholder Workshop**

A workshop was hosted on 27<sup>th</sup> November 2018 with 6 stakeholders in attendance. These included council officers from Roads and Planning, a Forestry representative, Sustrans Coordinator and local Councillors. The questions and responses can be found in the appendix to this document.

This workshop was a useful way to bring different stakeholders together to talk about solutions to common issues. The participants felt that this was a useful meeting and would be interested in further group discussions.

### **Summary of stakeholder feedback**

- Since the closure of the Tourist Information Centre the Council were receiving more calls asking for information. Tourism promotion groups need to co-ordinate more effectively across the community to ensure the promotion of all activities and opportunities to the full range of visitors, including those who want a physical map or in-person information.
- There should be a space provided where visitors can find local information and pick up leaflets. Participants felt that the Queens Hall was an obvious place for this.
- There is a good map of the town and local area, produced by the Cowal Marketing Group, which is updated annually and used to promote Dunoon and the surrounding area.
- The local paths and viewpoints should be promoted and signposted in a consistent way, regardless of who manages the land.
- The group felt that the bus timetables, although available both at bus stops and on the West Coast Motors website, were confusing and that journey planning could be overly complicated.
- There is scope to add signage at the Argyll Ferries terminal directing visitors to the town centre and local places of interest. Improved signage for the waiting room and toilets would be a benefit too.
- As with the community workshop, the stakeholder workshop also felt creating a heritage / cultural / interest trail would be beneficial for the town.



## Findings and Recommendations

A number of recommendations can be made as a result of the information gathered via visitor questionnaires, during the two workshops and from the review of current signage:

- The closure of the Tourist Information Centre has left a gap for visitors requiring information on accommodation, accessibility, route and journey planning and sites and attractions. As many people are now familiar with internet and phone technology, ensuring there is a cohesive web-based resource could go some way to bridging this gap and developing a wider reach.
- Many events are programmed throughout the year in Dunoon and the surrounding area. It would be useful to have a central source of information on things to do and places to visit. This could help to increase footfall to these destinations and enhance visitors' experiences. This would event require organisers to work together and sharing information to produce a website, event booklet, map or shared signage at key points.
- Visitors to the MOD highlighted the popularity of printed maps; they were generally happy with current signage around town but commented that times to destinations would be useful.
- Infrastructure improvements and maintenance at key locations would have the potential to increase footfall and visitors walking to destinations. These improvements would include additional seating at the Victorian Pier and along Argyll Street; handrails in Castle Gardens leading to Castle House Museum; handrails at some shops entrances; and Improving access, signage, seating and maintenance at Morag's Fairy Glen and the Bishop's Glen.
- Development and marketing of walks and trails around Dunoon and the local area could encourage local people and visitors alike to actively explore the area. Some of these could attract out of season visitors.
- The exploration of establishing a clear brand identity for Dunoon within the wider areas would be valuable . Although out with the scope of this project, many of the conversations at the workshops involving the wider promotion of Dunoon, along with the participants enthusiasm, should be captured to inform future Dunoon Area Alliance projects.

Area for change	Recommendation	Timescale
Signage	Reduce blue signage from around town centre.	Short
Signage	Add signs with map of town centre, one at each of the ferry terminals, one at the bandstand and one at John Street.	Medium
Signage	Restore the antique signs	Short
Signage	Repair finger signs that are corroded and/or pointing in the wrong direction.	Short
Signage	Add times to destinations on finger point signs.	Medium
Signage	Add signs for waiting room and toilets at Argyll Ferries terminal.	Short
Signage	Coordinated signage and promotion of forest walks and core paths around Dunoon	Medium
Infrastructure	Add seating or resting places at the Pier and along Argyll Street.	Short
Infrastructure	Remove fencing along Argyll Street	Short
Infrastructure	Upgrade the signalised crossing to include tactile cone.	Long
Infrastructure	Add pedestrian crossing at Hunter's Quay, to ease crossing Shore Road.	Long
Infrastructure	Add more dog poo bins along the promenade	Short
Infrastructure	Add handrails at steps/steep paths in the Castle Gardens.	Long
Trail	Develop a town trail to promote places of interest, businesses and heritage.	Medium

## Next Steps

- Continue the conversation with the community to ensure that the recommendations in the report are a true reflection of priorities explored in the workshop.
- Continue the conversations with business and travel stakeholders to improve communication and joint working on specific issues around information availability and the updating and promotion of the Dunoon map.
- Submit an application to **Smarter Choices Smarter Places** for funding for new signage and the design, creation and promotion of a town trail.

# Appendix

## MOD Visitor Survey

1. Is this your first visit to Dunoon?

Yes	10
-----	----

No	27
----	----

2. How did you travel to Dunoon?

Car	32
Train	4
Ferry	12
Bus	1

Motorbike	0
Bike	0

3. What ways are you using to find your way around?

	1	2	3
paper map	10	4	2
Google maps/app	18	3	0
Signs to local attractions	6	12	1
Rd signs and Rd names	0	5	10
Asking directions	2	3	7
Other	Own antenna		

4. Which sites, venues, visitor attractions visited?

5. How easy was it to find these venues. 1-easy, 5-very difficult

Venue	Responses	1	2	3	4
Queens Hall	27	26			2
Burgh Hall	6	5	1		
MOD Venues	5	1			
Dunoon Grammar School	4	1	2		1
Benmore Gardens	3	2			1
Morrisons	3	1			
Baptist Church	3	3			

Puck's Glen	3	1	1	1	
Shops	2	2			
Castle Museum	2	1	2		
Esplanade Hotel	2	1		1	
Hunters Quay	2	2			
Lorne Pub/restaurant	2	4			
High Kirk	1	1	2		
Botanic Gardens	1	1			
Main Street	1	1		1	
Toward	1	2			
Stadium	1	1			
Shoreline	1	1			
The Pier	1	1			
Bishop's Glen	1			1	
New Bombay Restaurant	1	1			
Innellan	1	1			

6. How did you travel around Dunoon?

Walking	32
Cycling	4
Car	18
Local Bus	1
Taxi	1
Other	2



7. Were bus stops easy to find?

Yes	5
-----	---

No	1
----	---

8. Useful bus timetable information?

Yes	6
-----	---

No	1
----	---

9. Do you have a disability?

Yes	2
-----	---

No	32
----	----

10. Do you have children with you?

Primary	10
---------	----

Secondary	6
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11. Let us know if there are things difficult to get around Dunoon

Getting to Dunoon was difficult, diverted by the landslide
Difficulty finding parking during MOD
Didn't know what to visit
Straight forward so far
Very straight forward, plenty signs to follow
People very helpful
Lack of mobile signal and no landline
Useful sign to MOD from Argyll Ferry
Better, clearer signs and road markings

12. What information would be most use on a sign post?

Distance in metres	6
Distance in kilometres	4
Distance in minutes (time)	22
A map	19
Other	0

13. What information would you have found useful?

Information to help plan trip before arriving
Information to help navigate around town
Information to help find local services, places of interest and transport links


8
16
14

Comments - Information to help you plan your trip before arriving

Finding accommodation was difficult
Finding information to plan trip
Finding information to plan trip
Finding information to plan trip
I used Google
Could have been more information available

Comments - Information to help you navigate around Dunoon after arriving

A5 map should have been on the outside of the MOD brochure
Information to help navigate around town
Information to help navigate around town
Information to help navigate around town
Information to help navigate around town
Managed fine
Paper map
A map
Knowing where you could visit when here
Map ok
Tourist office would have been useful



Comment - Information to help find local services, places of interest and transport links.

Information on ferry timetable/destination bus routes
Info to find local services, places and transport links
Info to find local services, places and transport links
Info to find local services, places and transport links
Info to find local services, places and transport links
It's been well signed
Places of interest - more info would be helpful
I had all the necessary info from the MOD

## Community Workshop

### Question 1: What places are important to you?

#### From the map

Bishop's Glen – sign for disabled car park

West Bay Playground, Morag's Fairy Glen

Up Ferry Brae to Hillfoot Street has a great group of shops, but minimal signage (from Argyll Street)

Public toilets at the West Bay, Ferry Terminal, Queen's Hall, Riverside Centre, Post Office / Co-op, Dunoon Burgh Hall

Walking times and distances from Hunter's Quay to town centre

Walking times and distances along East Bay

#### From flip chart

Shopping areas, Argyll Street and Hillfoot Street

Public toilets – agreements with local hotels and businesses to use their facilities would be helpful

Public transport

Play areas

Local walks e.g. Bishop's Glen

Argyll Gardens, Burgh Hall, Queens Hall

West Bay, East Bay

Taxi Ranks

Tourists, where do they find info? i.e. Benmore, Kilmun, Walled Garden, Secret Coast etc.

Post Office

Community Hospital, Chemist, GP surgeries, Dentist, Vet  
(Helensburgh has street guides giving information and directions)

The Pier – it's busy and people looking for toilet

There's a lack of seating on Argyll Street

Hourly bus services – great bus drivers, but a lack of route information

Lack of toilet scheme

Lack of street names and signs

Gourock and Dundee have good examples of on-street maps giving location/distance and time to get there.

Interloch Transport project can help with transport, prescriptions, shopping, etc. for elderly and disabled people at about half the cost of a taxi.

No eating places that young people like, e.g. McDonalds, KFC etc. (especially 16-18 years) Some people say Good! No thank you!

Summer 'meet and greet' volunteers would be good?

Information Booth (now Tourist Office is closed) Like Blackpool with someone to give advice and information. Summer – people giving out leaflets etc. volunteers.

Promote "one-way bus journeys" – bus one way; walk the other.

Electronic information screens featuring info at Queen's Hall and Burgh Hall.

Cowal Map available from anywhere with tourist leaflets. (£70 – subscription for businesses, reprint every year,

Sandbank to West Bay. Bus route map at ferry terminal and Argyll Street



## **Question 2: Draw local routes on the map – alternatives for less able or wheelchair users.**

### **From map (routes marked)**

Morag's Fairy Glen

West Bay

Bishop's Glen, other forestry walks, e.g. Camel's Hump

Hafton Path

Hunter's Quay to Kirn Pier to Dunoon

Routes between ferries and distances between areas

Shopping areas

Monuments in castle gardens and Tom-A-Mhoid Road

### **From flip chart**

Bishop's Glen – access could be improved, nearness to toilets, seats, conditions underfoot.

Promenade – cycling, roller skating lane necessary to protect partially sighted, deaf and wheelchair users. Bus shelter at Fountain Quay.

Heritage 'Treasure' map of Dunoon takes you to sites of interest. (Lamont Monument, Highland Mary).

Disability scooters – often on roads, pavements unsuitable?

## **Question 3: Where do you go for a walk? (you have one hour, where would you walk/visit – with children, wheelchair, dog)**

### **From map**

Walk along promenades

Bus from pier sometimes just goes up High Street and back to pier, this extra loop can be confusing for visitors.

Cammesreinach Woods access from Hunter Street/Victoria Street and Hunters Quay Holiday Village.

West Bay play park good for children

West Bay promenade is a good surface for all; wheelchairs etc.

There are toilets along West Bay, but they are only open in the summer months.

**Out of Town:-** Kilmun Arboretum, disabled friendly walks, Benmore, Glen Massan, Glen Kin, Ardentenny Beach, (look up forestry maps)

View point at Ardnadam

There are good walks to the east of town, such as Bishop's Glen and other forestry walks. These are good for dog walks and views, also good for day trippers, runners, mountain bikers. Some areas are steep. 30 to 40 mins from town centre.

Ardnadam Chapel ruins, there is a missing bridge making the site inaccessible.

Bishops Glen good for dog walks and children. Lack of sign posting from the town centre.

There are many walks around Bishop's Glen, some are forestry paths and some core paths managed by Argyll and Bute Council. This causes confusion around signage (generally a lack of signage and the two organisations not working together effectively)

Morag's Fairy Glen is not well maintained

## From flip chart

Comments from someone with mobility issues; - some of the shops in the town are hard to access, they have steps and would benefit from a handrail.

Morag's Fairy Glen is inaccessible.

Improve signage to Bishop's Glen

A short town centre heritage trail around the oldest part of the town; Castle Street / Castle Hill - we already have the template of a tour.

Wheelchair friendly and flat routes – promenade, Castle Gardens option via Tom-A-Mhoid Road / past the Camera Club on Castle Street.

Where do you park for walks?

Consider 'view points' for those unable to walk far; i.e. Bishop's Glen has parking / picnic benches with a view.

Bike stands – not everyone wants to walk, bike hire?

Put more dog poo bins down on the promenade / around town.

How can we share local knowledge and information with visitors?

Need information leaflets on ferries

Information on eating places e.g. vegetarian and vegan.

Pedestrian crossing - no round bit underneath, makes it difficult for people with disabilities.

Burgh Hall volunteer has collated walks information. EnviroKirn in Kirn village, local magazine (small) with local walks and information. Feature in local papers for walks and suggestions (monthly/fortnightly?)

## Question 4: Are any places hard to access?

### Nothing on map

## From flip chart

Pedestrian crossing at Western Ferries (coast coffee to western ferry side) it's a struggle.

Safety needs highlighted/addressed to help encourage more walking to school.

Studio cinema – difficult to access by wheelchair (back door, by the bins)

Cycling Without Age

Taxi ranks – where are they?

Ferry - no coffee, information. No parking at Western Ferries for foot passengers. No bus shelter at Hunter's Quay (on main road)

Waiting room and toilets at Argyll Ferries – BUT NOT SIGNED.

Need more seating at the pier and on Argyll street.

Kilmun Church and mausoleum - wheelchair access?

Policing parking across dropped kerbs

Access to public toilets, signs needed

Poor path surfaces in Argyll Gardens and Castle Gardens

Clarify parking regulations on Argyll Street

Access to shops with steps - handrails would help

Argyll Ferry difficult / impossible to access with a wheelchair or pushchair. WHEELCHAIR AREAS ON FERRY.

Dog fouling can put people off walking.

BISHOP'S GLEN HARD TO ACCESS

No toilet provision at Western Ferries Terminal

Need to site toilets around the area  
Drop off space with lowered kerb needed in front of the Burgh Hall for disabled access.  
Morag's Fairy Glen not open / accessible  
Castle House Museum – hill puts people off  
Dunoon is full of hills, almost impossible to use wheelchairs  
No railings through Castle Gardens leading to Museum  
Cars park at dropped pavements – blocking them

## Information that would be useful for visitors

### Types of information asked for;

Public toilets, electric car charging points, campervan overnight parking, cycle parking, restaurant and café information, such as vegetarian, vegan, dog friendly.  
Bike hire and cycle routes.  
Visitor attractions  
Bus information  
Local events  
SEPA – biodiversity project along West Bay

### Placement of information

At the ferry terminals

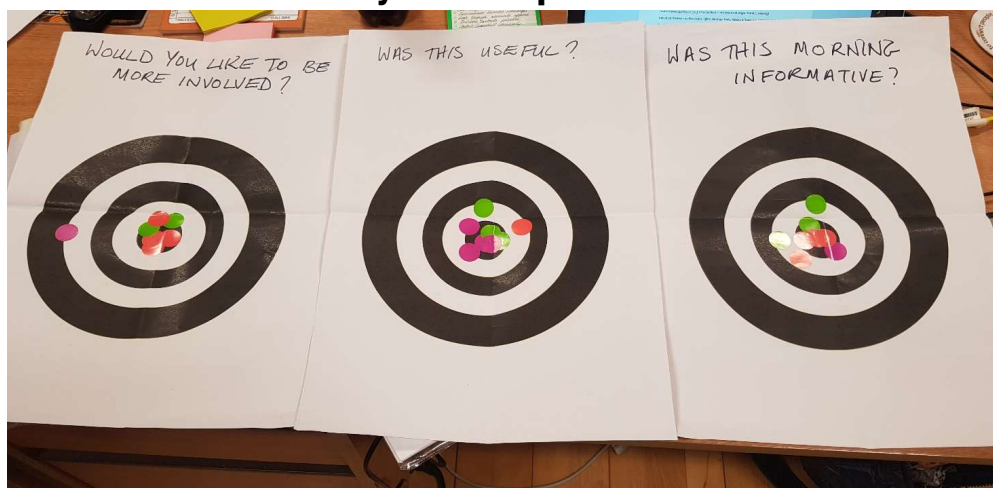
- Western Ferries - transport links to town and local attractions. Also information on buses, taxis and routes to town.
- Argyll Ferries - routes in to town and to local attractions.

Top of John Street at traffic lights

### Possible trail ideas

Heritage, Nature, Art, Puffin or Scarecrow type walk, Conservation Area walk, Footprints, History, American Links, Forest walks

### Evaluation – Community workshop



## **Business and transport workshop**

### **1. Mark places you want people to visit on the map**

Trail or treasure hunt – public art theme  
Queen's Hall would be ideal place for information  
What is a touristy shop? How can these be identified?  
Tea rooms  
Walks / forestry

### **2. Where do you think the decision points are?**

Tourist buses (particular issue on a Sunday – most things closed)  
Info boards at Argyll Hotel (1 missing)  
Joined up themes – walking trails, lights, Heritage trails, history of town e.g. American links  
Beach – school project re SEPA rules on cleaning the beach. Not allowed to remove some vegetation due to biodiversity.  
Castle Hill – no info (except viewfinder), no history

### **3. What other supporting information do people ask for?**

'Comfort partner' – use of toilets in local businesses  
Info on restaurants – dog friendly? vegan/veggie?  
Queen's Hall disabled toilets at entrance  
Electric car charging points  
Overnight parking – for camper vans  
Cycle parking

## **Participant discussions**

Bus maps on website of West Coast Motors (but you wouldn't need to know provider details)

Argyll Forest Park leaflets

Viewpoints – not highlighted on street map

There are a series of trails and core paths. Some are promoted walks.

Phone calls to Council enquiring where people can camp / park campervan overnight. (used to get this information from the tourist office)

Cowal Marketing Group Map – funded by local tourism businesses.

Argyll & Bute walking and cycling map, was funded through smarter choices.

Decision points; Ferry terminals, top of John Street at traffic lights 'at the end of the town' up the hill, back to town.

Cowal Befrienders Project has raised funds to buy a Tri-Shaw

Footsteps – walking feet trail from ferry to Queen's Hall

Western Ferries Terminal – belongs to Western Ferries up to the main road.

Argyll Ferries pier – owned by Argyll and Bute Council, re permissions

Ferry Company represented at BID

Very confusing bus routes and timetables

First sign that people see on coming off Argyll Ferries is the sign to Glasgow.

There is public transport to Puck's Glen

In the last year of opening 14,000 visitors to tourist information office, although only 34 rooms booked via the centre in that last year.

The local bus services go all over Dunoon



Kirn Primary School, teacher Helen Brown, worked with pupils to develop a bus map with food options for visitors.

Footprints on footway from pier to Queen's Hall

Bike hire

Different tickets

Day trippers come on the bus from Glasgow

Need to link ferry and cycle routes

Conservation Area heritage trail, like Oor Willie or Scarecrow or Puffin

Lots of events – don't link up or cross promote

## **Information that would be useful for visitors Types of information asked for**

Public toilets, electric car charging points, campervan overnight parking, cycle parking, restaurant and café information such as vegetarian, vegan, dog friendly. bike hire and cycle routes.

Visitor attractions

Bus information

Local events

SEPA – biodiversity project along West Bay

## **Placement of information**

At the ferry terminals


Western Ferries - transport links to town and local attractions. Also, information on buses, taxis and routes to town.

- Argyll Ferries - routes in to town and to local attractions.
- Top of John Street at traffic lights

## **Possible trail ideas**

Heritage, Nature, Art, Puffin or Scarecrow type walk, Conservation Area walk, Footprints, History, American Links, Forest walks





**Black dots** – decision points, possible location for direction maps of Dunoon

- Hunter's Quay
- Pier
- Outside Queens Hall or at Bandstand
- On Argyll Street near junction with John Street

**Yellow Dots** – sites of possible new infrastructure

- Addition of dog poo bins on Alexandria Parade and Victoria Parade
- Seating added at the Pier and along Argyll Street and near the Hospital

**Green Dot** – better signage at Bishops Glen, coordinated with Core Paths and Forestry



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