1. How effectively has Transport Scotland and their replacement crossing contractors dealt with concerns raised by local residents and businesses.
Positive remarks received show that minor concerns from residents such as the angle of lamps and the placement of cones) have been addressed promptly. Such positive comments include:-

'I have very much appreciated the efforts that have been put into keeping us informed of what is going on, and explaining how and why things are being done. I have valued the series of updates in leaflet form, available via the Inverkeithing Library. And we have been to two or three of the information sessions, and have appreciated the willingness of senior staff to prepare and deliver some very good presentations, and to put up with some very silly questions on occasion.'

Other comments include:-
Many residents are annoyed about the muddy state of the roads. Residents write:-

'I have complained on at least 3 occasions about this (copies of emails can be provided). This has resulted in the cleaning operations being resumed quite quickly, but these attempts do not last long. Recently the surface of the road has been covered with mud again, meaning that there is little point in cleaning the exterior of our cars as, after one trip out of the village, they been adversely affected are filthy again. I am sure if I complained again there would be a temporary improvement, but we shouldn't have to keep doing this. There appears to be no independent monitoring of the state of the roads. It is left to the contractor to do as it pleases and to mollify complainants when they make a noise'.

'I think that so far they have done an amazing job of minimising disruption and noise. The one frustration I have is the filthy roads, it is depressing when I wash my car, I know by the time I get to the M90 it will be filthy again. We were fortunate it was a dry summer, because every time it rained the road became a mess'.

'I know the roads are “washed” on a regular basis, however we now have to clean the car more frequently and as a consequence is costing us more money and inconvenience. Is there any way compensation could be given, ie a free car wash every so often?'
‘The lower road out of the village is a disgrace. I am tired of having to have my car washed twice a week. The road cleaning vehicle is pretty useless, it just sends up a fine spray of filth. The bowser which washed down the road does a more effective job.’

'It is taking a long time to repair what appears to be damage to water pipes at the bottom of Castleland Hill'.

Confusion about the speed limits in the village 20 or 30 mph?

2. **What impact have the Forth Replacement Crossing traffic management measures and contractor vehicle movements had on local residents and businesses?**

There were encouraging remarks about FRC management and the minimum impact from FRC activities such as

'Minimal effect - although I suspect that the most difficult parts of the re-shaping of the road layout around Ferrytoll is still to come. The only effect that we have noticed was when the lower road out of the village was closed for a few days. The Brae and Ferryhills Road became much busier than usual. There was a marked increase in the number of drivers who either don't know that there is a 20 mph speed limit, or who don't think that speed limits apply to them. And Ferryhills Road is already busy enough. But that is nothing to do with Transport Scotland or the contractors - it is simply irresponsible and thoughtless individuals among our neighbours.

Other remarks include:-

'Some slight delays on entering and leaving the village. A few large vehicles end up in the village (lost?) and have difficulty turning. On one occasion two large vehicle cabs parked in the village over a weekend'.

'The new road created to accommodate the new bridge means I now face an extra 15 minutes on my journey to work. I cannot understand why the “old road” could not have been used to access the Forth road bridge and local traffic going to Inverkeithing. This new road is badly designed as it is so exposed to all elements, wind, rain, ice and snow. The Council should be advised to make sure the road is well gritted so it does not cause an accident when icy.'

3. **Have local businesses and residents been adversely affected by construction related noise, dust and vibration particularly at night or during the weekend?**

Some correspondents have not been affected and had nothing significant to report. One person wrote: ‘I've been impressed how 'tidy' the construction has been so far'.

More concerning comments include:

See (1) about dirty roads.
"We have difficulty getting to sleep at night as the noise from the bridge is loud, constant thumping into the early hours and we live near the Town Pier! It can also be heard above the television."

"Yes we do hear the generators but only during the night. regarding the dust and vibration, we do get dust particularly in highish winds but suppose that is inevitable. But it sticks to our windows, car and caravan so it keeps the window cleaner and car washes busy! Odd vibration but impossible to say its the FRC as we are right next to the FRB."

"We have been affected several times by night-time noise disturbance. Initially this was a major issue – measures were put in place by the contactors to reduce noise. Latterly we have only had isolated incidents, which have been dealt with (although we have had to complain a couple of times about some issues. Dust and dirt is an on-going problem."

"The cones along the road edges make things worse, because they prevent the cleaner running along the entire edge, so there are always muddy patches. I have asked if the cones could be placed on the adjacent verges, to leave the road edge clear. Apparently this is not possible because of “Health and Safety”."

"There is an issue with debris – large sheets of plastic foam – being blown from the construction site through adjoining lands, including my garden. This has been raised with the contractors.

4. How effective are the community forums, established by Transport Scotland, in resolving problems presented by local people and businesses?
   Some respondents had not heard about the Community Forums although reports from the community council representative are in the community council minutes. Other comments include:-

   'Very effective from a positive point of view..I've particularly enjoyed the interaction and supply of information on what, when and what testing has been taken to make things safe.'

   Residents enjoy the outreach days at the education centre.

   I feel there has been limited or no information given to the residents over road closures etc. The recent road closure stated w/c 26 January but did not take place until a week later, the sign still remains in place. I do not know who to contact to ask any questions. (This information has been passed to the respondent).

5. Do you have any additional or emerging concerns now that the construction phase of the Forth Replacement Crossing project has started?
Respondents were concerned that the village and its activities have not received support from this project:-

"While residents appreciate that disruption from such a vast project as this is inevitable residents consider that it would be fair to have some 'community feedback' as compensation in North Queensferry. In this the project has clearly failed so far!"

'Reluctance of the contractors to give support to community projects in North Queensferry, such as the MUGA, even though (if the publicity is to be believed) there is seemingly less reluctance in South Queensferry, Rosyth, etc.'

'The FRC project has the skills and machinery to work on levelling land yet the project management cannot assist the Multigames (MUGA) project in North Queensferry.'

Other remarks include:-

'I've been impressed with the new B981 construction, however there seems to be something missing. It is in everyone's interest to allow full appreciation of the construction and there is no better view point than the new B981 but there is no viewing/safe parking point, yet as can be seen- many vehicles stop to take pictures- all very understandable as there is no doubt that it is the best point to view the new crossing I suggest that a two or three car lay by is constructed on the Forth side to allow the safe taking of pictures. I've seen cars parked on the carriage way- in both directions- as well as on the pavement itself which actually is a lot safer from a traffic point of view.'

It would be good to have advance notice of the timetable for changes around Ferrytoll - just so we know how the whole process is going to roll out. We usually get notice of the next thing that is coming up, rather than an overall programme.