

GLASGOW BUCHANAN BUS STATION Interchange Audit

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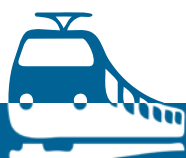
Linking cycling with
public transport



Introduction

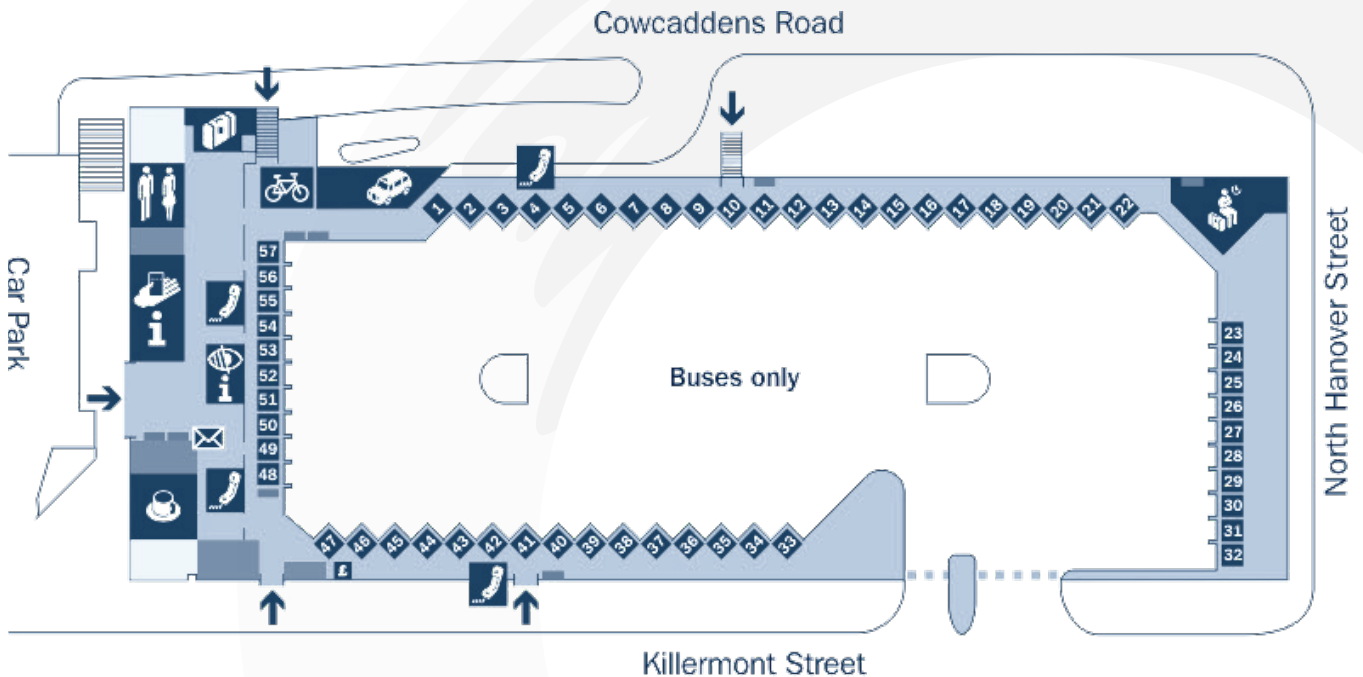
Purpose of the Interchange Audit

Transform Scotland has carried out a series of 'Interchange Audits' to assess how easy it is to combine cycling with other forms of sustainable transport. Railway stations, bus stations, and ferry terminals have been audited and consideration given both to cyclists who might want to park their bike and to those who plan to take their bike with them (for instance on the train or ferry). Each audit has involved an on-the-ground survey using the **Interchange Toolkit** which was developed for this project. The survey considers aspects that could make a cyclist's journey easier or more difficult, starting from the station or terminal approach, through entering, to locating parking or the appropriate boarding point. Features such as signage, suitable routes, and access to facilities have been included. However, the project did not assess cycle carriage (for example, the number of cycle spaces on a train or ferry).



overview of buchanan bus station

Buchanan Bus Station is the main bus station in Glasgow, Scotland's largest city. It is also the largest bus station in Scotland by far and serves destinations across the UK with both standard and sleeper coaches.



Number of passengers

Passenger numbers not monitored

Number of stances

57

Local authority area

Glasgow City Council

Station manager

Strathclyde Partnership for Transport

Services

Intercity (Scotland and UK), sleepers to English & Welsh cities, regional; all services originate or terminate at the station

Location

In the centre of the city, an urban area; including the suburbs the city has a population of 1,195,200

Number of entrances/exits

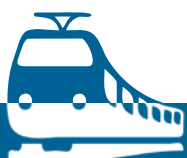
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References: Mid-2010 Population Estimates for Settlements and Localities in Scotland (General Records Office Scotland)
Map courtesy of Strathclyde Partnership for Transport

Audit Summary

There is poor cycle signage on most approaches to Buchanan Bus Station, which is compounded by some of the busy roads and the cycle routes switching between on-street and shared-use pavements. The appropriate places to move onto and off the pavement are somewhat confusing. Though cycle parking is provided, because this is such a busy bus station more is needed. Some further cycle parking had recently been added but was not well advertised and so was underused at the time of the audit.

With a more coherent approach to signage and some additional parking, cyclists would be well provided for at Buchanan Bus Station. A bit of investment could make a big difference.





Signage

Approach/Exterior

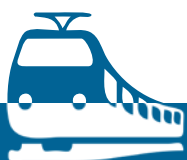
This section of the audit considered whether signage is adequate for a cyclist approaching the station. The following issues were found:

Cowcaddens Road Entrance

- ▶ There is no sign for the bus station at the sloping stairs opposite Glasgow Caledonian University which lead to the main station entrance, even though there are signs for Queen Street Railway Station and Buchanan Street.
- ▶ While there is a large station sign at the taxi and car waiting entrance, there is nothing for cyclists indicating whether they should enter with the taxis and cars or that this entrance leads directly to cycle parking.
- ▶ On the approach to the Cowcaddens Road entrance from North Hanover Street, there are pedestrian signs to the station but nothing to denote that a useful cycle entrance (with cycle parking) is just around the corner.
- ▶ At the West Nile Street/Port Dundas Road intersection with Cowcaddens Road, there was good signage to the bus station; there were also signs indicating that the pavement could be used by cyclists yet it was not clear at what point cyclists should switch from the road to the pavement.

Killermont Street Entrance

- ▶ On the West Nile Street approach to Killermont Street, there is a sign for the bus station but no indication of whether this is an appropriate use or entrance for cyclists.
- ▶ At the intersection of West Nile Street and Killermont Street, it is clear that only taxis, buses and cyclists can turn down Killermont Street towards the station, but there are no street signs for the station; there is a pedestrian sign on the pavement, but this could be tricky to see from the road on a bicycle.
- ▶ On the North Hanover Street intersection with Killermont Street, there is a clear sign to Queen Street (rail) Station, but not to the bus station; this is despite part of the sign denoting a bus, taxi, and cyclist-only turning onto Killermont Street (towards the bus station).



Entrance

This section of the audit considered whether signage is adequate for cyclists at the station entrance. The following issues were found:

Main Entrance

- ▶ One of the information screens at the main entrance indicates the availability of cycle parking at stance 57, but this is only displayed every three minutes as that particular screen cycles through a number of other information pages.
- ▶ The RNIB 'Map for All' at the main entrance does not include any information about cycle routes. While information about cycling routes might appear unnecessary for those who are blind, it is set out as a 'Map for All' not just the blind. Given there are shared pedestrian/cyclist pavements, this is important information to provide, both for cyclists and for blind pedestrians who should be aware of where they are sharing space.
- ▶ In the main entrance, none of the permanent signs above the doors to the stances indicate anything about cycle parking.

Killermont Street Entrance

- ▶ The main station entrance sign on Killermont Street does not indicate what cycle facilities are available, though the station map sign does include the cycle parking area at stance 57 (but a cyclist would need to stop and study the map to see this).
- ▶ At the minor Killermont Street entrance by WH Smith, there are no signs except one providing information on the location of the train station.

Route to Parking

This section of the audit looked at whether the routes from the entrance to the cycle parking was clearly and consistently signed for cyclists. The following issue was found:

- ▶ There was only one sign indicating the parking available at Stance 33 and this was at the cycle parking at Stance 57.

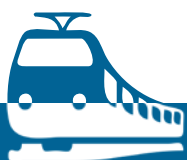
Cycle Parking



Entrance

This section considered whether suitable cycle parking was provided at the station entrances. The following issue was found:

- ▶ Outside the main entrance, there is no outdoor cycle parking; there were two bikes locked to fencing around a tree (although this could have been people visiting shops or flats close by).



In Station

This section considered whether suitable cycle parking was provided inside the station. The following issues were found:

- ▶ While the main cycle parking area by stance 57 consists of well-spaced Sheffield stands which are covered with dedicated CCTV, the six stands provided are insufficient for demand; some stands had three bikes locked to them and one had four; additionally, even with the CCTV one bike had clearly been vandalised (it was missing a back wheel).
- ▶ There were 8 left locks at the main cycle parking area by stance 57 indicating that a rail for left locks would be of use.
- ▶ There is no cycle parking available on the side of the station along North Hanover Street (stances 24–32).
- ▶ Five new, well-spaced, clean, and covered Sheffield stands are provided near stance 33; however, only one bike and no left locks were present. This likely relates to the minimal signing for this parking.
- ▶ The parking near stance 33 does not have dedicated CCTV.

Suitable Routes

Entrance

This section of the audit considered whether there was a clear and unobstructed path through the entrances for people arriving with a bicycle. The following issues were found:

Cowcaddens Road Entrance

- ▶ It is not clear how to switch to and from the shared use pavement along Cowcaddens Road and other streets.
- ▶ Entering the station from the Cowcaddens Road shared pavement is difficult as it is unclear whether the cyclist should go onto the entrance ramp used by taxis and cars or stay on the pavement; if using the entrance ramp, there are no drop kerbs or dismounting areas at the bottom; if using the pavement, it is far too narrow (178cm) for cyclists and pedestrians.

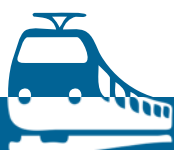
Killermont Street Bus Entrance

- ▶ The bus entrance on Killermont Streets is off-limits to any other form of transportation, but it could be a 'desire line' for cyclists as it goes directly to the new parking facilities at stance 33. This could potentially be solved by a cycle path and entrance along the wide pavement, or a dropped kerb allowing access from the road up to the pavement and on to the parking area.

Facilities

This section of the audit considered how easy it was to use the station facilities present in the station. The results were as follows:

- ▶ Lockers are available, close to the cycle parking by stance 57, but items to be stored require a security check.
- ▶ No cycling maps of the area provided in the station information.



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