

INVERNESS RAILWAY STATION Interchange Audit

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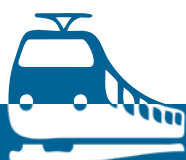
Linking cycling with
public transport



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 with 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 inverness railway station

Inverness Station is the only railway station in Inverness, the capital of the Highlands. It is located at the end of the Highland Main and Aberdeen and Inverness Lines and at the start of the Far North and Kyle of Lochalsh Lines.

Number of passengers Used by 1.3 million passengers in 2012/13	Number of platforms 7	Local authority area Highland Council
Station manager ScotRail	Services Intercity (primarily Scotland with one UK service), regional, sleeper (to London); less than ten trains per hour, originating/terminating services only	Location <i>In the centre of the city, a dense (though small) urban area; the city has a population of 57,960</i>
Number of entrances/exits 4		

References: Mid-2010 Populations Estimates for Settlements and Localities in Scotland (General Records Office Scotland); Estimates of Station Usage 2012/13 (Office of Rail Regulation); National Rail Enquires; East Coast

Audit Summary

Key Issues Found

Getting to Inverness Railway Station by bicycle was complicated by poor signage and the inhospitable Longman Road (A82) when approaching from the north. Once at the station, there were several cycle parking areas provided, but most of them were not properly designed, reducing the number of bicycles that could use them. Due to the insufficient supply of cycle parking for the demand, more quality, covered cycle parking is needed. Inside, the station was easy to move around and provides useful facilities such as left luggage and showers. However, there was a lack of local cycling information provided for those arriving with their bicycles.

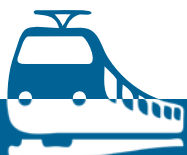
Future Plans

Ticket barriers are going to be installed at the station in the near future. Once this occurs, the cycle lockers on Platform 1 will be moved into the concourse area.

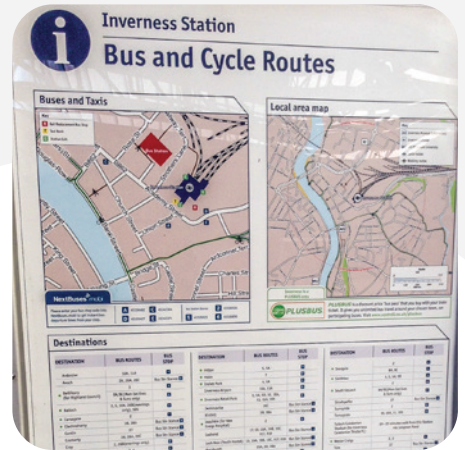
Conclusions

Some small changes could make a big difference at Inverness Railway Station – providing consistent signage on the approach to the station (especially as the local road network is complex in places); bringing the cycle parking up to a good standard with sufficient provision; and providing local cycling information at the station. However, the most complex issue to be addressed is providing a safe and convenient route to the station from the northern approach along Longman Road (A82). This will require infrastructure, such as a specific segregated or alternate cycle route, to provide a safe way to access the station when travelling to and from the north.

Ideally, consideration should be given to creating a cycle hub. Inverness is a key cycling destination and setting off point for the Highlands. The area to the north of the station, where the car parks are sited, would be suitable for a cycle hub in between the railway and bus stations. Such a hub could serve both the local cycling community (including commuters), and also benefit tourists by making Inverness a more attractive place for cycle touring holidays.



detailed issues

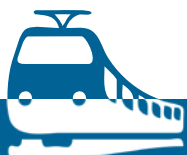


Signage

- ▶ The station entrance closest to Platform 1 (as well as along the fence running up to it) had signs stating that there was no cycling in the station and that bicycles could not be locked to the fence.
- ▶ Inside the railway station there were four cycle lockers on Platform 1 which were missed during the audit due to lack of signage.
- ▶ In Falcon Square there was a pedestrian sign for the railway station but no indication if this was a suitable route for a cyclist.
- ▶ At the north entrance it was unclear how a cyclist was meant to engage due to the lack of clarity offered by the signs in place. There were no drop kerbs, so engaging as a pedestrian with a bicycle (especially should one have loaded panniers) would have been difficult.
- ▶ At Longman Road (A82) and the Rose Street Roundabout there were no signs to the railway station.
- ▶ Heading west on Longman Road (A82) towards Fort William (the 'Tourist Route to the North and West') there were no signs to the railway station at the Rose Street Roundabout.
- ▶ At the railway station, while there was a local information map on a poster near the lockers it gave no indication of how to get onto National Cycle Route 1 or National Cycle Route 7, despite both being nearby.
- ▶ At the bottom of Church Street there was a diversion which required cyclists to dismount and walk their bicycles for a considerable distance. This was likely done because the road was one way, and whilst rail and bus stations were signposted, it would have been more useful to produce a diversion that allowed cyclists to stay on their bicycles.
- ▶ There are four bicycle lockers on Platform 1 which are not signed at all. They were completely missed during the on-the-ground audit, and only came to light when speaking with staff in the central office during the review of CCTV coverage.

Cycle Parking

- ▶ There was public and staff cycle parking close to the Platform 1 entrance. For the public, there were five Sheffield stands under cover and in full use. There was generally good natural surveillance and while CCTV was present, it only covered the staff parking area which was also gated and locked.
- ▶ At the north entrance there were two sections of parking. The first upon leaving the station was a shelter with 10 spaces in principle, although it would be very difficult to get 10 bicycles into this space, given how close together the spaces were located. Seven of the covered spaces were occupied and one bicycle was chained to the side of the shelter.





- ▶ There were also 11 Sheffield stands with 11 bicycles parked at them. These Sheffield stands were not spaced far enough apart, the narrowest being 54cm and the widest space being 80cm (the ideal is 100cm, which ensures each Sheffield stand can easily take 2 bicycles). This area was uncovered. The view offered by CCTV of the parking area was observed in the station office and it was not ideal as it was some distance from the stands. It could be improved by repositioning the camera.
- ▶ Inside the railway station there were four cycle lockers on Platform 1 which were only discovered while talking to staff during the CCTV review at the central office. The lockers had excellent CCTV coverage. According to staff, they require the user to provide their own padlock and were rarely used.

Suitable Routes

- ▶ At the junction of Longman Road and the Rose Street Roundabout the traffic was heavy and fast, making it quite difficult for anyone but the most competent and confident of cyclists to manoeuvre. Even then, their safety could be compromised by how drivers behave on this section of road. This was the main route from the north to the railway station (and city centre and bus station) and from the railway station to the north.

Facilities

- ▶ In the railway station there were left luggage lockers and showers available.
- ▶ Cyclists could take their bicycles into the railway station with them to purchase tickets. Some chose on the day to leave their bicycles outside leaning against the glass of the ticket office, unlocked. It would be possible to take a bicycle in to the cafe, as there was sufficient space inside. The WH Smith in the station was too small to take a bicycle and using this store would require locking up one's bicycle or leaving it outside the shop.

