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interchange Audit Report

Linking cycling with public transport



Bus Stations



The Interchange Audits

Sustrans Scotland is interested in improving the links between cycling and public transport. They therefore commissioned Transform Scotland to develop a toolkit which could be used by local groups, individuals or transport operators themselves to assess their railway stations, bus stations, and ferry terminals to identify where improvements for cyclists could be made. As part of this commission, Transform Scotland has also used the toolkit to conduct a series of audits across Scotland. These audits spanned a wide range of stations and ports, from Mallaig's rural railway station at the end of the West Highland Line, to Aberdeen's rail, bus, and ferry hub, and Buchanan Bus Station in the centre of Glasgow, Scotland's largest city. The results provide us with a clear indication of key issues that should be addressed to make it easier to combine cycling with public transport journeys.

Bus Stations Audit Report

This report presents the findings of audits conducted at six bus stations across Scotland: Dundee, Edinburgh, Glasgow, Inverness, Perth, and Stirling. Additionally, findings for two other bus station audits – Aberdeen and Oban – are available in the *Sustainable Transport Hubs Audit Report*. www.transformsotland.org.uk/interchange

Acknowledgements

The authors would like to thank Duncan MacLaren of Top Storey Media, Janice Fenny of Sustrans Scotland, Ron Stewart of the Highland Cycle Campaign, and Jyll Skinner of the Aberdeen Cycle Forum, and Sarah Walker and Bill Grigg of ByCycle: the Perth & Kinross Cycle Campaign. All were generous with their time and support, without which this project would not have been possible.

About the authors

Head of Research: Jolin Warren

Jolin has been a transport researcher at Transform Scotland for eight years and is currently Head of Research. He has in-depth knowledge of the sustainable transport sector in Scotland, together with extensive experience in leading research projects to provide evidence for transport investment, evaluate performance and advise on best practice. Jolin's recent work includes: ground-breaking research to calculate the economic benefits that would result from increasing in cycling rates; an analysis of the business benefits of rail travel between Scotland and London; an audit of cyclist facilities at transport interchanges across the country; a report on what leading European cities did to reach high levels of active travel and lessons Scotland could learn; and a feasibility study of improvements to the public transport network in the West Highlands. Jolin has also led research projects for organisations including the National Trust for Scotland and Scottish Environment LINK, helping them to collect and analyse data to improve their environmental performance.

Research Officer: Susan Warren

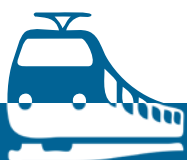
Susan has worked on a number of projects for Transform Scotland over the past decade. Her particular areas of expertise range from consultation and community engagement, through to climate change, public policy, and carbon foot-printing. Susan served as Transform Scotland's Company Secretary for two years and was a committee member for Friends of the Earth Edinburgh for several years. Susan has also worked for Scottish Environment LINK as their Campaigns Coordinator where she managed the Everyone campaign. Through public engagement, this campaign highlighted the issue of climate change at national and European elections. She currently serves on the committee of The Society for the Protection of Ancient Buildings in Scotland. Susan has degrees in Natural Resource Management (BSc) and Environmental Sustainability (MSc).

Additional research Eloise Cotton

Editors Eloise Cotton, Colin Howden

Images © Colin Hattersley

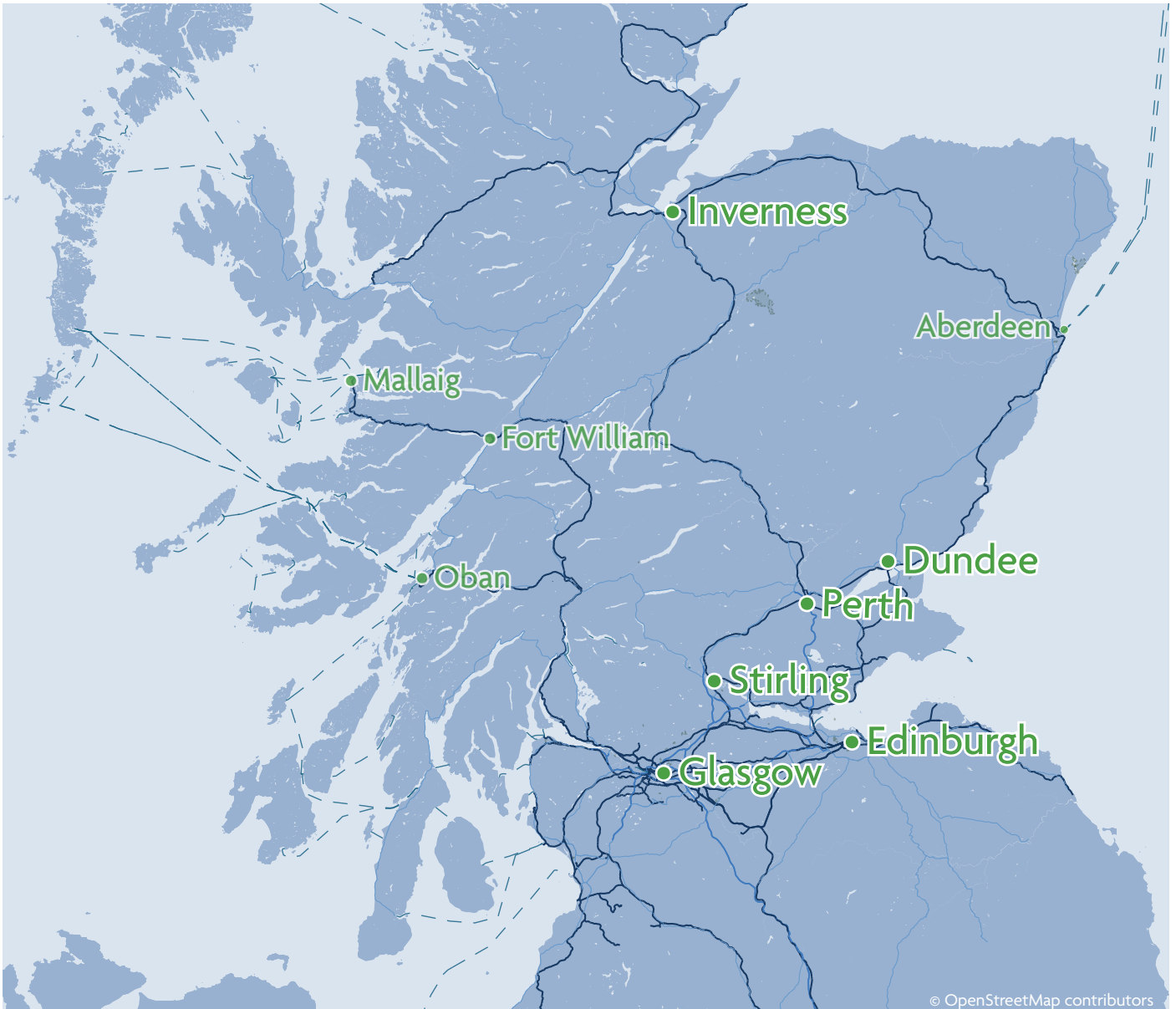
Design Ana Soldatenko cargocollective.com/anadesigns



bus stations

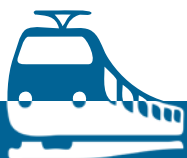
This report contains
audit findings for:

- Dundee
- Edinburgh
- Glasgow
- Inverness
- Perth
- Stirling



Also available as
part of this
project:

- Sustainable Transport Hubs Audit Report
Aberdeen, Mallaig, Oban
 - ScotRail Stations Audit Report
Fort William, Inverness, Perth, Stirling
 - Edinburgh Waverley Audit Report
 - Summary Report
 - Audit Toolkit
- All reports are available at transformscotland.org.uk/interchange



DUNDEE SEAGATE BUS STATION Interchange Audit

Susan Warren
Jolin Warren
24 April 2014

Linking cycling with
public transport

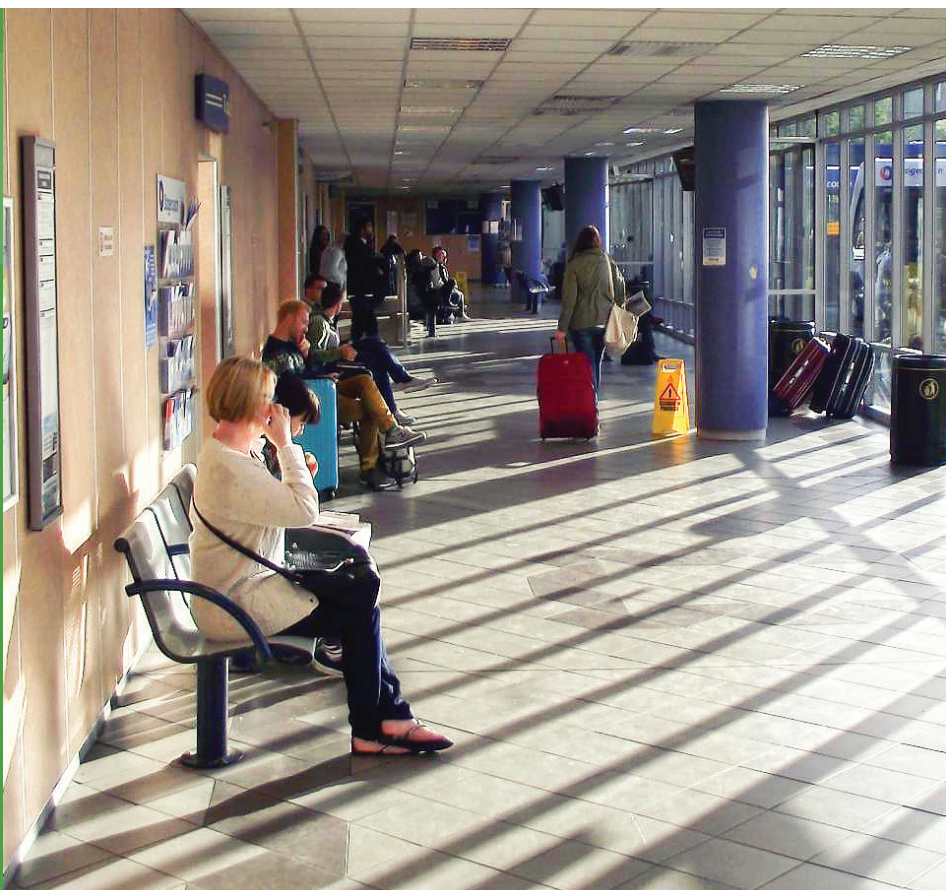
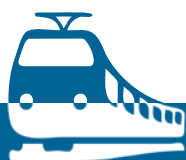


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overview of seagate bus station

Seagate Bus Station is the bus station for Dundee, the fourth-largest city in Scotland. Scottish Citylink, Stagecoach, Megabus, and Parks of Hamilton serve the station. It is within 15 minutes walking distance to attractions such as the Frigate Unicorn and the future Victoria and Albert Museum, as well as Abertay University. There are no bus services that allow bicycles on buses therefore this is simply a cycle-to destination for interchange purposes.

Number of passengers Passenger numbers not monitored	Number of stances 9	Local authority area Dundee City Council
Station manager Stagecoach	Services Intercity (mainly Scotland with one standard coach service to/from London), sleeper to/from London, regional	Location Just east of the main pedestrian shopping area in the city centre; the city has a population of 153,990
Number of entrances/exits 4		

References: Mid-2010 Populations Estimates for Settlements and Localities in Scotland (General Records Office Scotland), Stagecoach, National Express

Audit Summary

There was no provision for cyclists whatsoever at this station. Any improvement offering support to cyclists at the bus station would be welcomed, and it is hoped that this might take place in conjunction with the new Waterfront Development.

detailed issues

Signage

- ▶ All on-road approaches to the station were checked and the only sign which gave clear direction to the bus station was located at the East Port Roundabout. At no point was there any cycle-specific signage.

Cycle Parking

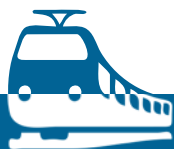
- ▶ There were no cycle parking facilities or lockers on-site. One bicycle had been locked to the railings of the station near the bus stances.
- ▶ Station staff were unaware of the location of the closest cycle parking and suggested using a pole or post outside along the road.

Suitable Routes

- ▶ All entrances to the bus station provided level access.
- ▶ The automatic doors into the station were broken on the day of the audit.

Facilities

- ▶ There was no cycle information available at the station, despite National Cycle Network Route 1 running just outside the station. There was also no information on where to hire bicycles within the city or where the closest cycle parking was located.



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EDINBURGH BUS STATION Interchange Audit

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17 February 2014

Linking cycling with
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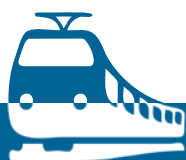


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Introduction

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overview of edinburgh bus station

Edinburgh Bus Station is the only bus station in the city. It is close to several stops for citywide buses, has tram stops outside both entrances and is within a 10 minute walk from Edinburgh Waverley Railway Station. It is also within easy walking and cycling distance of the Old Town, New Town, the Scottish National Gallery and the Scottish National Portrait Gallery.

Number of passengers

Passenger numbers not monitored

Station manager

City of Edinburgh Council

Number of entrances/exits

2

Number of stances

10 gates provide access to 18 stances

Services

Intercity (Scotland and UK), regional; all services originate or terminate at the station

Local authority area

City of Edinburgh Council

Location

In the centre of the city, a dense urban area; including the suburbs the city has a population of 491,360

References: Mid-2010 Population Estimates for Settlements and Localities in Scotland (General Records Office Scotland)

Audit Summary

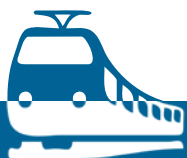
Key Issues Found

The signage to the bus station from all approaches requires attention, both in terms of finding the station but also ensuring cyclists know that the Elder Street entrance has cycle parking. As seen in many of the audits, there were plenty of signs telling cyclists where not to go but few positive signs for routes and cycle parking.

The new cycle parking at the Elder Street entrance is ideally located and a very welcome development, having been installed just before the audit. It was concerning that on the morning of the audit, the cycle parking shelter was being used as a staff smoking shelter but it was expected that this would not become commonplace.

Conclusions

Signage was the main concern at this station and could be fixed relatively easily with some thought given to providing consistent, useful signage for cyclists. Knowing how to reach the station by the best route and where the cycle parking is located will make the most of a station which is otherwise well suited to being accessed by bicycle.



Signage

- ▶ When approaching the station from York Place, in either direction, there were no signs noting the need to turn up Elder Street to get to the bus station.
- ▶ There were a plethora of signs on either end of Multrees Walk stating cycling was not allowed. This is a 'private street' and so change will require coordination with the Multrees Walk owners.
- ▶ At the Elder Street entrance, there were four different signs for the bus station. However, there were no signs telling cyclists which routes were best for them to take, both in terms of entering the bus station or negotiating the area.
- ▶ When approaching from North Saint Andrew Street at York Place and Queen Street, there were no signs here for the bus station; there was a sign for National Cycle Route 75.
- ▶ Once at the entrances to the station, there were no signs directing you to the cycle parking, but the parking area had just been installed a few days previous to the audit.
- ▶ There was clear signage that cycling in the station was not permitted.

Cycle Parking

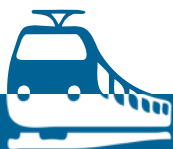
- ▶ Further up Elder Street from the bus station entrance there were 12 Sheffield stands, well-spaced but uncovered. The natural surveillance was good during the day but potentially not great at night once the St. James Shopping Centre was closed. The CCTV did not appear to cover the stands.
- ▶ There were three covered Sheffield stands that had very recently been installed at the bus station. The natural surveillance was good as was the CCTV coverage. There was 71cm between each stand. It is considered best practise that at least 100cm is available between each stand. At the time of the audit, station staff were using the parking area as a smoking shelter.

Route

- ▶ As no cycling was permitted on Multrees Walk, there was no convenient cycle route between Saint Andrew Square (*i.e.* the city centre) and the Elder Street entrance of the bus station which is where the cycle parking is located. The only route which did not require a cyclist to dismount was to make a right turn on to the busy and wide York Place and then another right turn onto Elder Street.

Facilities

- ▶ Left luggage lockers were available in the station.
- ▶ The lift at the St Andrew Square entrance was a good size and would easily fit a bicycle.



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GLASGOW BUCHANAN BUS STATION Interchange Audit

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6 March 2014

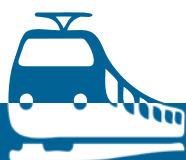
Linking cycling with
public transport



Introduction

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Signage

Approach/Exterior

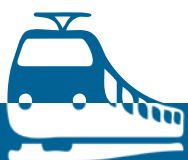
This section of the audit considered whether signage is adequate for a cyclist approaching the station. The following issues were found:

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.

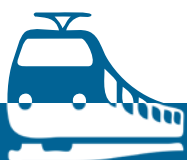
Cycle Parking



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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INVERNESS BUS STATION Interchange Audit

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24 March 2014

Linking cycling with
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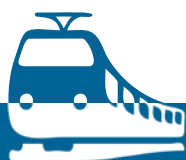


Image copyright Duncan Brown

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overview of inverness bus station

Inverness is the capital of the Scottish Highlands and as well as being the administrative centre, it is the largest settlement. As such, the bus station is the busiest in the north and a key transport hub. Inverness also has one of the few services in the country that will carry bikes on an exterior rack in the summer months. This was service 26 from Inverness to Cromarty. For this route, there were 12 services Monday through Friday from Inverness; 13 on Saturday and four on Sunday. From Cromarty, there were 14 services Monday through Saturday and four on Sunday.

Number of passengers Passenger numbers not monitored	Number of stances 7	Local authority area Highland Council
Station manager Highland Council	Services Intercity (mainly Scotland with one standard coach service to/from London), sleeper to/from London, regional, local; this is the main bus station in the Highlands and is quite busy	Location In the centre of the city, a dense (though small) urban area; the city has a population of 57,960
Number of entrances/exits 1		

References: Mid-2010 Populations Estimates for Settlements and Localities in Scotland (General Records Office Scotland); Inverness Business Improvement District

Audit Summary

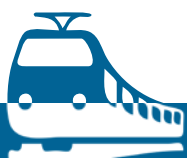
Cycle parking was a big problem at Inverness Bus Station as none was provided by the station and there was no signage to the cycle parking provided nearby by other facilities. The nearby cycle parking was also of variable quality, with only one location providing properly-spaced, covered parking. And there was a lack of parking right next to the station for those wishing to lock up their bicycle to buy tickets or use the café.

The other key issue that needs to be addressed is the northern approach along Longman Road which had fast and dangerous traffic. This will require infrastructure in the form of a specific segregated or alternate cycle route to provide a safe way to access the station when coming from or going to the north.

detailed issues

Signage

- ▶ At the bottom of Church Street there was a diversion which required cyclists to dismount and walk their bikes for a considerable distance. This was likely done because the road was one-way, but it would have been more useful to produce a diversion that allowed cyclists to stay on their bicycles. Rail and bus stations were signposted.
- ▶ Though there are several parking options around the bus station, there is no signage indicating its existence or location.





Cycle Parking

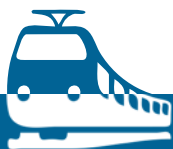
- ▶ The Inverness Bus Station provided no parking but there were a few locations very nearby which are covered below.
- ▶ At the Inverness Library, behind the bus stances, there were 3 uncovered Sheffield stands which were installed too close to the building to be used properly. There was no CCTV but some natural surveillance.
- ▶ In the Rose Street multi-story car park, at the ground level close to the bus station, was a covered area of cycle parking with 14 Sheffield stands. The spacing was very good and CCTV was present. 10 bicycles were parked here – four looked like they had been there for a very long time and one was clearly abandoned. There were several left locks. This area used to be parking for a bicycle hire scheme which no longer exists.
- ▶ Outside the Spectrum Centre, just north of the bus station, there were three Sheffield stands which were installed too close to the wall. These were not covered and had no CCTV. Natural surveillance was satisfactory, at least at the time of the audit, but it was difficult to know what this would be like in the evening or after dark.

Suitable Routes

- ▶ The traffic was very heavy and fast coming from both directions along the Longman Road approach, making it too daunting for anyone but the most competent and confident of cyclists to negotiate. Even then, their safety could be compromised by the speed at which vehicles travel on this road. This was the main route from the north to the bus station (and city centre and railway station).

Facilities

- ▶ The ticketing office and cafe were accessible by bicycle, which was important given there was no cycle parking available for those taking their bicycle on service 26. It is unlikely that a cyclist would wish to lock up their bike far away in order to purchase tickets or refreshments.



PERTH BUS STATION Interchange Audit

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Jolin Warren
13 March 2014

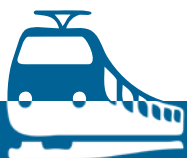
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overview of perth leonard bus station

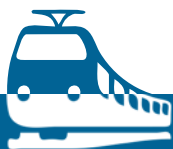
Perth Leonard Bus Station is the only bus station in Perth. However, some key services operate from Broxden Park & Ride, off the motorway on the outskirts of the city. The local Stagecoach 301 service to connect to Broxden leaves from a bus stop on Leonard Street outside the bus station.

Number of passengers Passenger numbers not monitored	Number of stances 10	Local authority area Perth & Kinross Council
Station manager Scottish Citylink	Services Intercity (mainly Scotland with one standard coach service to/from London), sleeper to/from London, regional; less than ten buses per hour, primarily originating/terminating services	Location On the edge of the city centre in an area transitioning from urban to suburban; the city has a population of 45,770
Number of entrances/exits 2		

References: Mid-2010 Populations Estimates for Settlements and Localities in Scotland (General Records Office Scotland); Tactran Connect; Traveline Scotland; National Express; Perth & Kinross Council

Audit Summary

Signage to the bus station from the city centre was poor to non-existent and the only signage present upon exiting was to the railway station. There was no cycle parking in the bus station, and local cyclists did not consider the nearby parking safe to leave a bicycle for any period of time. However, improvements would be fairly simple and inexpensive to implement. What is needed is well located, well maintained, safe cycle parking; good signage from the city to the bus station; and good signage from the bus station to the nearby local and regional cycle routes and destinations.



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Signage

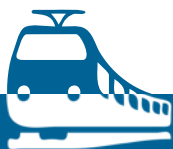
- ▶ From Perth city centre, signage to the bus station was poor from all routes.
- ▶ The most direct route to the bus station was not signposted at all.
- ▶ Signage from the train station to the bus station was also not good.
- ▶ When exiting the bus station, the railway station was signposted.

Cycle Parking

- ▶ There was no cycle parking provided by the bus station.
- ▶ There were five covered Sheffield stands close to the bus station but they lack natural surveillance and CCTV. The area was poorly maintained.
- ▶ Local knowledge provided during the audit suggested that few people would feel comfortable leaving their bicycles at the cycle parking near the bus station due to concerns about bicycle theft.
- ▶ At the time of the audit, one bicycle was parked in this parking area.

Facilities

- ▶ There were no services from Perth that allow bicycles on the bus. Therefore all cycle travel related to the bus station will be 'to' travel and so a cyclist would park their bicycle before entering the station. Therefore, access to facilities in the station with a bicycle is not relevant.



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STIRLING BUS STATION Interchange Audit

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Jolin Warren
27 March 2014

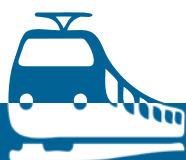
Linking cycling with
public transport



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 stirling bus station

Stirling Bus Station is located on the edge of the city centre next to the railway station. Bicycles are only allowed on buses if they are packed or if it is a folding bike.

Number of passengers Passenger numbers not monitored	Number of stances 14 (11 inside, 3 street-side)	Local authority area Stirling Council
Station manager Stirling Council	Services Intercity (mainly Scotland with one service to/from London), regional, local; there are 3,800 bus departures weekly	Location On the eastern edge of the city centre; the city has a population of 47,000
Number of entrances/exits 1		

References: Mid-2010 Populations Estimates for Settlements and Localities in Scotland (General Records Office Scotland); Stirling Council

Audit Summary

The Stirling Bus Station manager is a keen cyclist and seemed very aware of cycling issues. Given the tight space allocated to the station, and complications around modifications due to the station being leased from a private owner, as much as possible was being done to facilitate cycling. The main gaps are in signage on certain station approaches, and a lack of space for easy and convenient dismounting.

detailed issues

Signage

- ▶ There were no signs pointing cyclists in the direction of the cycle parking.
- ▶ Getting to the bus station is signposted on the approach from Craigs Roundabout.
- ▶ The bus station is also signposted on pedestrian signs from the city centre.
- ▶ There was a lack of clear signage from the northern approach.

Cycle Parking

- ▶ There were five well-spaced Sheffield stands with 2 bicycles locked to them; these were not covered.
- ▶ There were four cycle lockers, three were in use. There were no contact details on the lockers.

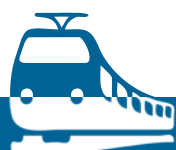
- ▶ All parking was well maintained with CCTV and good natural surveillance.

Suitable Routes

- ▶ There is not enough space to allow for a clear and convenient area for cyclists to dismount. The bus station is crowded, so it is important to allow cyclists to dismount and lock their bicycle up whilst minimising conflict between cyclists and pedestrians.

Facilities

- ▶ The ticket office and café are both located inside the bus station. Given that this is a 'to' destination (rather than 'through' destination), there is little need for a cyclist to bring in their bicycle, but there is plenty of space to allow for this, should it prove necessary.





interchange audit

Interchange: Linking cycling with public transport.

Bus Stations Interchange Audit Report.

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About Transform Scotland

Transform Scotland campaigns for a society where everyone can have their travel needs met within the limits of a transport system that is environmentally sustainable, socially inclusive and economically responsible.

We are the only organisation in Scotland making the case for sustainable transport across all modes. We have a membership of over 60 organisations across Scotland, including public transport operators, local authorities and sustainable transport voluntary organisations. Transform Scotland is a registered charity, politically independent, science-based and strictly not-for-profit.

Transform Scotland Limited is a registered Scottish charity (charity number SC041516). Our Board of Directors is elected by our member organisations in accordance with the rules set out in our Articles of Association.

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