



interchange Audit Report

Linking cycling with public transport



ScotRail 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.

ScotRail Stations Audit Report

This report presents the findings of audits conducted at four ScotRail managed railway stations: Fort William, Inverness, Perth, and Stirling. Additionally, findings for three other ScotRail station audits—Aberdeen, Mallaig, and Oban—are available in the *Sustainable Transport Hubs Audit Report*. And due to the size and complexity of Edinburgh Waverley railway station, its findings are presented in the separate *Edinburgh Waverley Audit Report*. www.transformscotland.org.uk/interchange

Acknowledgements

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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

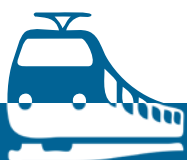
Susan has worked on a number of projects for Transform Scotland over the past decade. Her particular areas of expertise range from consultation and community engagement, through to climate change, public policy, and carbon foot-printing. Susan served as Transform Scotland's Company Secretary for two 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

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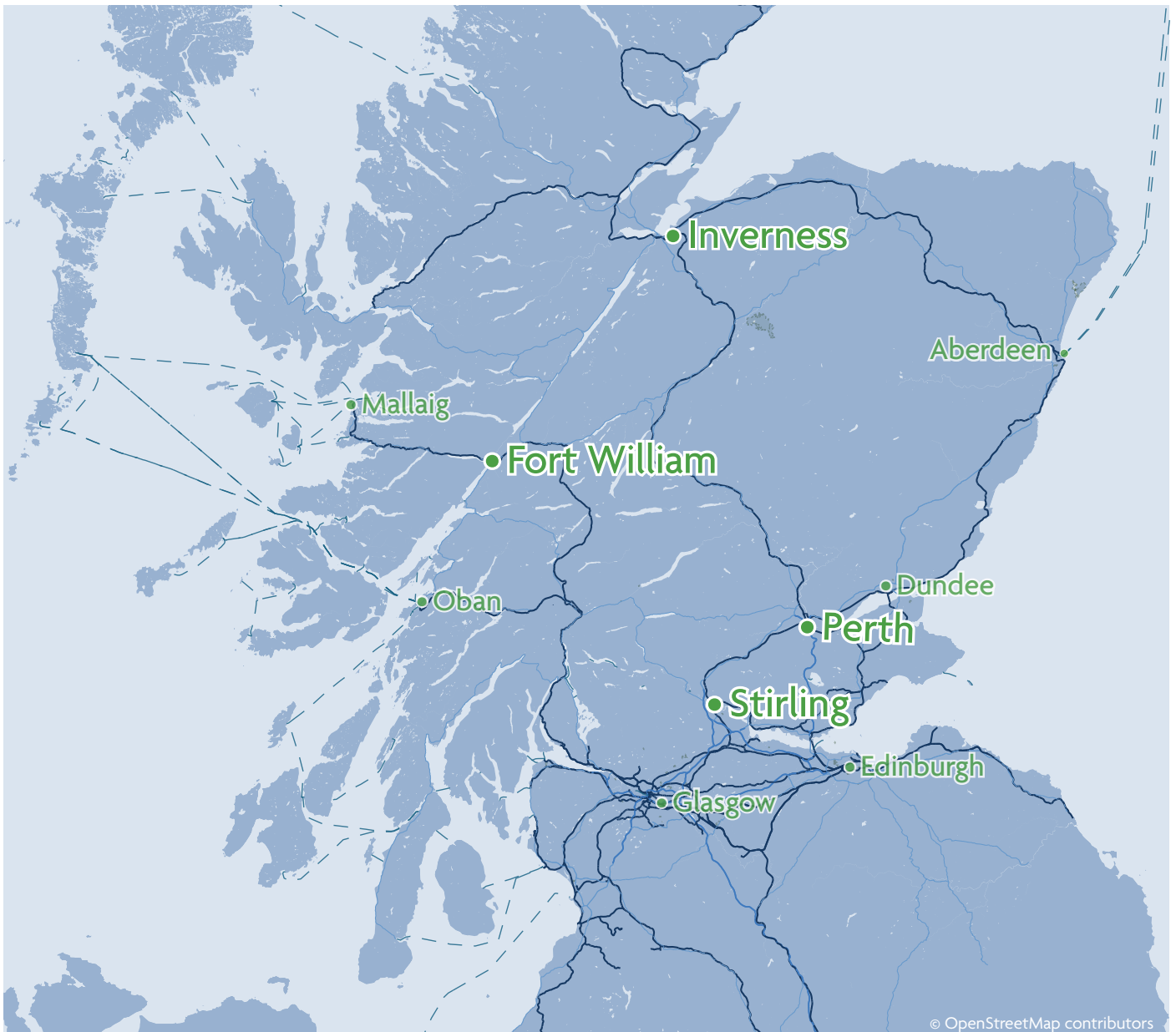
Design Ana Soldatenko cargocollective.com/anadesigns



ScotRail stations

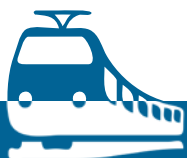
**This report contains
audit findings for:**

- Fort William
- Inverness
- Perth
- Stirling



**Also available as
part of this project:**

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



FORT WILLIAM RAILWAY STATION Interchange Audit

Susan Warren
Jolin Warren
11 May 2014

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public transport



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Introduction

Purpose of the Interchange Audit

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overview of fort william railway station

Fort William is the main northern stop on the West Highland Line from Glasgow, though the line then continues on up to Mallaig. As the population centre of the West Highlands, Fort William is a key town for people setting off on outdoor pursuits such as cycling, hiking, hill walking, and mountain biking.

Number of passengers
Used by 136,000 in 2012/13

Station manager
ScotRail

Number of entrances/exits
2

Number of platforms
2

Services
Three return services from Glasgow with regional stops, one return service with regional stops from Edinburgh attached to the sleeper, sleeper (to London), three return services to Mallaig with two additional services by the Jacobite steam train in the summer

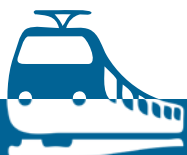
Local authority area
Highland Council

Location
On the northern edge of the small town centre; the town has a population of 9,820

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; ScotRail

Audit Summary

Fort William railway station is compact, with good facilities, wide passageways, and automatic doors, making using the station with a bicycle easy. Cycle parking is provided just outside the station doors, however it is uncovered and needs to be better maintained. The audit was conducted on a Sunday morning, but during the week and tourist season the number of cycle stands might be insufficient given Fort William's importance as a cycling destination and setting-off point. The lockers provided were nearly full and possibly being used for long-term storage in contravention of their stated purpose.



Signage

- ▶ All station approaches were well signposted.
- ▶ There were maps and details of local cycle routes available outside the station.

Cycle Parking

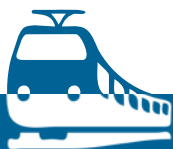
- ▶ There were four bicycle lockers in need of a clean, but clearly in use and otherwise well maintained. All were locked on Sunday, despite there being a notice that they were not for long term use. Three contained bicycles. There were also five Sheffield stands, uncovered with good spacing, good natural surveillance and CCTV coverage. There was one abandoned bicycle attached to the stands and one left lock.

Suitable Routes

- ▶ The entrances to the station had automatic doors which made entering easy with a bicycle.
- ▶ There were also automatic doors between the main concourse and the platforms.

Facilities

- ▶ There was a large waiting area with plenty of space for bicycles in the station. Access to the ticket desk was easy, natural surveillance and CCTV plentiful so it was easy to set a bicycle on the side walls if needed in order to purchase tickets.
- ▶ The following were available: showers, lockers, toilets, café. (For the café and showers, bicycles were best left outside station in parking area.)



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transformscotland.org.uk/interchange

Tel: +44 (0)131 243 2690

info@transformscotland.org.uk

INVERNESS RAILWAY STATION Interchange Audit

Susan Warren
Jolin Warren
24 March 2014

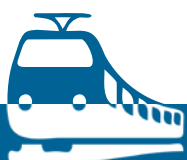
Linking cycling with
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Introduction

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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.

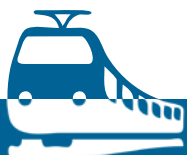
Future Plans

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

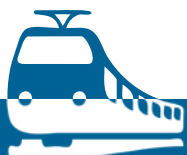


Signage

- ▶ 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.





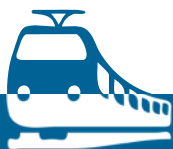
- ▶ There were also 11 Sheffield stands with 11 bicycles parked at them. These Sheffield stands were not spaced far enough apart, the narrowest being 54cm and the widest space being 80cm (the ideal is 100cm, which ensures each Sheffield stand can easily take 2 bicycles). This area was uncovered. The 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.



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transformscotland.org.uk/interchange

Tel: +44 (0)131 243 2690

info@transformscotland.org.uk

PERTH

RAILWAY STATION

Interchange Audit

Susan Warren

Jolin Warren

13 March 2014

Linking cycling with
public transport

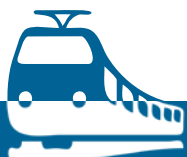


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Introduction

Purpose of the Interchange Audit

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overview of perth railway station

Perth Station is the only railway station in Perth. It is located in the centre of the Scottish railway network and at the beginning of the Highland Main Line; as such, 10% of its use is as an interchange station.

Number of passengers Used by 1.1 million passengers in 2012/13	Number of platforms 7	Local authority area Perth & Kinross Council
Station manager ScotRail	Services Intercity (primarily Scotland with one UK service), regional, sleeper (to London); less than ten trains per hour, primarily through 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); Estimates of Station Usage 2012/13 (Office of Rail Regulation); National Rail Enquires

Audit Summary

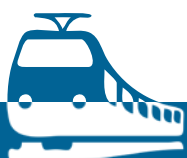
Key Issues Found

The main issues found related to signage for cyclists and the quality of the cycle parking. The entrance that is signed for cyclists to use is the one off York Place. However, this takes cyclists onto a platform a long way from the main station facilities and the cycle parking at this entrance is obscured, not clearly signed, and even further away from the station facilities. The parking facilities at the York Place entrance and the main station entrance are both uncovered, which is an unattractive option for cyclists intending to leave their bicycles for any period of time. Cycle lockers are provided but either have been 'claimed' by someone who has put a lock on them, or there is no information on how to obtain a key to use the built-in locks.

Conclusions

Overall, Perth railway station is easy to use with a bicycle, however it requires a certain familiarity with the layout and facilities to avoid missing a train due to the sheer distance that must be covered. Improved signage would help significantly here and could also help those arriving with a bike to make the most of the city and region's many cycling opportunities. In terms of parking, there is a decent quantity of provision but the quality could be improved. The cycle parking near the main entrance would benefit greatly from being covered, and the York Place entrance cycle parking is much too far from the main station facilities. Given that the car park goes right up to Platforms 5-7, the cycle parking could be put at the end of it which would not only make it more convenient, but would also bring it under cover.

Perth is a large station with a lot of space and spare capacity in terms of its buildings. This could present future opportunities to develop facilities such as a active travel hub. ScotRail currently has plans to introduce ticket barriers at Perth station. If this happens consideration will need to be given both to how this would impact future use of station buildings as well as how barriers would work with the York Place cycle entrance.





Signage

Approach/Exterior

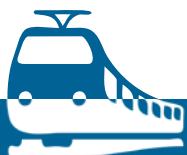
- ▶ The York Place entrance had signs showing that the entrance was for bicycles, however the entrance ramp at platforms 5, 6, and 7 were nowhere near the main station building with the ticket office, café, and toilets.
- ▶ Along the second part of the York Place entrance drive, there were bollards shaped like Sheffield stands, however there were no signs indicating whether these could be used for cycle parking or not. People were using them for parking, but it was not clear if this was station policy or simply tolerated.
- ▶ The official cycle parking at the bottom of the first part of the York Place entrance ramp was not signed and was hidden behind parked cars.
- ▶ There was a sign on Caledonian Road pointing towards the general area of the main rail station entrance and the bus station, however when following the road around to St Andrews Street and then reaching the intersection with Leonard Street, there was no sign indicating which way to turn.

Route to Parking and Platforms

- ▶ There were no signs in the station indicating whether you can cycle in the station or not (and there was a lot of space in the station, and wide ramps, so it might seem like a good place to cycle).
- ▶ While all platforms could be accessed by lifts or wide ramps and bridges, platforms at the station are extremely long and this can cause a problem when short trains arrive and cyclists are a long way off from where they need to be to store their bike on the train.

Exiting

- ▶ At the main exit (onto Leonard Street), there was a sign for the bus station but none for cycles routes to the city centre or the wider area.



Cycle Parking

Entrance

- ▶ On the left side of the main entrance (off Leonard Street) there were four Sheffield stands but they were uncovered and exposed to the weather. However natural surveillance was good in times of regular traffic and daylight.
- ▶ While CCTV was present outside the main entrance, it was not clear if it covered the Sheffield stands.
- ▶ On the right side of the main entrance (off Leonard Street) there were five cycle lockers. All had locks on them, some in better shape than others and three contained bicycles; the lockers did not appear well maintained and there was no information on how to reserve one. It appeared as if individuals had claimed the lockers for their own long term use with a lock, and there was nothing to prevent this.
- ▶ The York Place entrance had plenty of parking at the bottom of the first part of the ramp, though it was hidden behind parked cars and not visible from inside the station, so could be a security concern due to the low level of natural surveillance.
- ▶ Lockers were available at the bottom of the first part of the York Place entrance ramp, but they have integral locks and require a key and no information was provided on how to get one. This is despite the presence of information boards right next to the lockers.
- ▶ The official parking at the York Place entrance was a long way from the platforms, despite the presence of motorcycle and car parking next to the platforms at the end of the entrance drive.

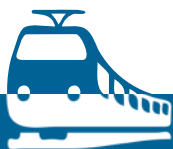
Suitable Routes

Approach to Station

- ▶ There are safety concerns regarding the main station entrance from Leonard Street as the turning is on a curve on a hill and traffic speeds along the road are quite high. Visibility can be tricky both for bicycles looking for other vehicles and for vehicles looking out for bicycles.

Facilities

- ▶ The main station building had a sign titled 'Perth Station Bus and Cycle Routes' but there was nothing on the sign for bikes, even though there are several cycle routes in Perth and along the river Tay.
- ▶ It was possible to wheel a bike into the ticket office, but it was not possible to access the café with a bike. It would not be desirable to leave a bike loaded with panniers at the cycle parking outside without unloading it, which would be a hassle if needing to get food or drink before catching a train.



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transformscotland.org.uk/interchange

Tel: +44 (0)131 243 2690

info@transformscotland.org.uk

STIRLING RAILWAY STATION Interchange Audit

Susan Warren
Jolin Warren
27 March 2014

Linking cycling with
public transport

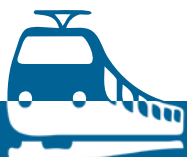


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overview of stirling rail station

Stirling Station is the only railway station in Stirling. Lines from Glasgow and Edinburgh converge at Stirling and head north to Perth. Stirling sees significant use as an interchange with 10% of passengers changing trains. It is one of the two stations in Scotland that currently has a cycle hub as a part of the station.

Number of passengers Used by 2.5 million passengers in 2012/13	Number of platforms 7 in use; 2 not currently used	Local authority area Stirling Council
Station manager ScotRail	Services Intercity (primarily Scotland with one UK service), regional, sleeper (to London); about a dozen trains per hour, primarily through services	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); Estimates of Station Usage 2012/13 (Office of Rail Regulation); National Rail Enquires

Audit Summary

Key Issues Found

Stirling Railway Station has the Stirling Cycle Hub located in the station building. The cycle hub provides route planning and local cycle information as well as running a series of events. However, this excellent service was poorly signposted by both ScotRail inside the station and on the approaches to the station. There were also no signs inside or outside the railway station directing cyclists to the available cycle parking. The parking that is provided is insufficient and some is of poor quality.

Access to and from the platforms via the footbridge posed significant obstacles for a cyclist. First, there were no wheel wells for any of the stairs. The ramps that provide access for the lifts on the footbridge were tight and using these with a bicycle with panniers would be tricky. It would be extremely difficult if there were people waiting on the ramps either with large luggage or in a wheelchair. There was no lift access at all to Platforms 9 & 10.

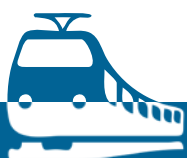
As with all stations, there was an absence of short term parking within the station; this would limit a cyclist's ability to pick up something from the WH Smith by the entrance. The cycling information on the electronic information hub outside the ticketing office was not functioning reliably and lacked any reference to the presence of the Stirling Cycle Hub just around the corner.

Future Plans

There is a new cycle parking area planned which is meant to provide 60 new spaces outside the station on the north side. It had been held up in planning for a considerable time, and is now experiencing further delays due to the discovery of an old platform underground which requires further engineering work. The extra work was not part of the original contract and there is an ongoing dispute about who will pay for this, according to local sources.

Conclusions

There were some great features at Stirling Railway Station, particularly the Stirling Cycle Hub. Unfortunately, a lack of consistent signage undermined this facility and the parking it provided. More and better cycle parking is needed, and while it is unfortunate that plans to expand the parking are held up due to complications, this is a positive development and will hopefully come to fruition before long. However, there are also significant access issues at the station. While the signage issues could be solved relatively easily, thought needs to be given to providing better access to all platforms at the station.





detailed issues

Signage

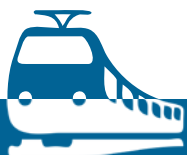
- ▶ There was no sign directing cyclists to the cycle hub from inside the station or on any of the station approaches.
- ▶ There were no signs outside or inside the station directing cyclists to the parking areas.
- ▶ The through platforms were very long and it could be difficult to know where a train is going to stop. Having signs or markings where trains stop for different services would be useful in these circumstances.

Cycle Parking

- ▶ On the north side of the station, there were 4 covered Sheffield stands which were over capacity with 9 bicycles. The natural surveillance in this area was poor. The CCTV was old and not pointing in the correct direction.
- ▶ In the same area as the above Sheffield stands were 20 bicycle lockers, 19 of which were in use.
- ▶ Beyond the lockers were four further uncovered Sheffield stands with 3 bicycles parked. The natural surveillance and CCTV were extremely poor. This area had a fair amount of rubbish and 3 broken locks.
- ▶ Access to the northern parking area was close to and blocked by the taxis rank. Local cyclists found this was a problem.
- ▶ In front of the station, off to the south were four Sheffield stands with five bicycles on them. There were also four bicycles attached to the railings in the same area. There was no CCTV but the area did have a good level of natural surveillance.

Suitable Routes

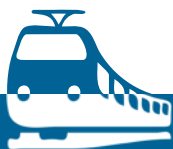
- ▶ There was no direct route for cyclists to enter the station and therefore the tendency was for cyclists to get onto the pavement in front of the station, which could cause congestion.
- ▶ There was one large automatic ticket gate which was suitable for cyclists.
- ▶ The ticket barrier was well staffed.
- ▶ Access to Platform 2 was level and therefore easily manoeuvred with a bicycle.
- ▶ Platforms 3–8 required stairs and/or using lifts. None of the stairs had wheel wells. Lifts to the footbridge and to Platforms 3–8 both had a ramp with a railing to enter or exit the lift and this made space very tight. The space would be impossible to manoeuvre should anyone be waiting for the lift with large luggage or in a wheelchair.
- ▶ Platforms 9 & 10 were accessed from the main foot bridge, but required one to go down a few stairs, then back up to cross the footbridge. There were no lifts to Platforms 9 & 10. There were no lifts for lifts to be installed.





Facilities

- ▶ The ticket office and café were both large enough that cyclists could keep their bicycles with them. The ticket office had automatic doors but the café did not.
- ▶ WH Smith was too small to take in a bicycle. There was no short-term parking so that a cyclist could use WH Smith and secure their bicycle easily.
- ▶ There was a waiting room between Platforms 3 & 6 and it was possible to use this space with a bicycle. There were no automatic doors to enter the waiting room. The lavatories had to be accessed via this waiting room.
- ▶ There was also a waiting room on Platform 2 and bicycles could be taken into this room. The door had an assisted opening mechanism.
- ▶ There was a digital information stand which (in principle) allowed someone to access Sustrans' website and cycle maps. However, the system was not consistent, sometimes allowing access to the digital route mapping option and at other times stating that this feature was not available. The system was equipped with a printer, yet it was not possible to print maps. It would have been more useful for this to direct a cyclist to the Stirling Cycle Hub around the corner.
- ▶ Stirling Cycle Hub is located in the station building, accessed from outside the front of the station. It is open every day from 10:00–18:00 and provides cycle route planning, information on local cycle shops, cycle hire, and basic help (such as with a puncture). Anyone arriving at Stirling Railway Station can pop in and get information on good local and regional routes and where to go for help. They also run a series of events to encourage more people to take up cycling and a free weekly cycle ride (for which some bicycles are available free for those that do not have their own). The Stirling Cycle Hub works with community groups and employers to encourage and support an increase in bicycle usage.



transform
scotland

transformscotland.org.uk/interchange

Tel: +44 (0)131 243 2690

info@transformscotland.org.uk



interchange audit

Interchange: Linking cycling with public transport.
ScotRail 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.

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For more information about Transform Scotland, please contact us:

Transform Scotland
5 Rose Street
Edinburgh
EH2 2PR

Tel: +44 (0)131 243 2690

Email: info@transformscotland.org.uk

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