

Access to Scotland’s Major Urban Railway Stations

Station User Survey: Headline Results

Introduction

The Infrastructure and Capital Investment Committee recently ran a survey to gather the views of rail passengers on access to, and within, nine major Scottish urban railway stations. The survey ran between 20 April 2015 and 8 May 2015. A total of 4875 responses were received, which can be broken down as follows:

Station	Number of responses	Page numbers of analysis
Aberdeen	677	3
Dundee	780	6
Edinburgh Waverley	653	9
Haymarket	200	13
Glasgow Central	456	16
Glasgow Queen Street	268	19
Inverness	652	23
Perth	504	26
Stirling	685	29

This paper outlines key themes that have emerged from the survey results and briefly sets out the age, gender and health status of survey respondents.

Key Issues raised by Survey Respondents

Survey respondents were asked to rate seven aspects of accessibility in the area around their chosen railway station(s) and six aspects of the environment inside the station(s) on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it.

As might be expected, views varied between stations. However, a clear pattern did emerge in the responses to two particular areas. The most common rating of respondents who expressed a view about the availability of car parking near a station was either “bad” or “very bad”. This generally negative response was repeated for those who offered an opinion on the cycle friendliness of roads around these stations.

Respondents were asked to suggest how the accessibility of the areas around, and within, the stations(s) they regularly used could be improved. A broad range of suggestions were made by respondents, some of which were specific to particular stations, which are explored in more detail later in this report. However, some key themes ran through the responses to these questions, which are summarised below: Suggested improvements to areas around major urban railway stations:

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- Facilities for dropping off/picking up passengers by car need to be expanded, improved or better managed. Primarily to reduce conflict between motorists and taxis, pedestrians and cyclists on roads around stations
- Creation of segregated cycle lanes on roads leading up to station accesses, removing potential conflict between cyclists and motor vehicles
- Improved links between rail and bus stations/stops, including improved directional signage and information about onward travel by bus. This will help improve the whole journey experience for many passengers.
- Improved pedestrian environment around station entrances, including wider pavements, a reduction in street clutter and improved pedestrian crossings
- Many users of stations outside Edinburgh and Glasgow (where few respondents accessed stations by car) called for expanded car parks for rail passengers, lower parking charges and long stay parking options

Suggested improvement to the accessibility and facilities within major urban railway stations:

- The installation of secure, covered cycle parking at all stations. This will help encourage more people to cycle to railway stations by ensuring the security of bikes left unattended for long periods at major stations.
- Installation of more ticket machines. The installation of ticket barriers can lead to congestion on both sides of a gate line as passengers try to buy tickets for their trip. This can lead to a poor passenger experience and to passengers missing trains as they may have to wait in a long queue to buy a ticket
- Provide clear and easily accessible information about onward travel by bus, tram and subway, including real time information. This will help improve the passenger experience, especially for travellers unfamiliar with an area.
- Ensure clear and consistent signage within a station, including departure and arrival boards, directions to platforms and exits. This allows passengers to travel around stations with confidence.
- Ensure that all platforms and facilities are easily accessible to disabled people, people with prams/buggies and heavy luggage. Lifts should be located in easily accessible locations and alternative to stairs should always be available.

This is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents. The following sections look at the headline results for each of the nine major urban railway stations.

Aberdeen Railway Station

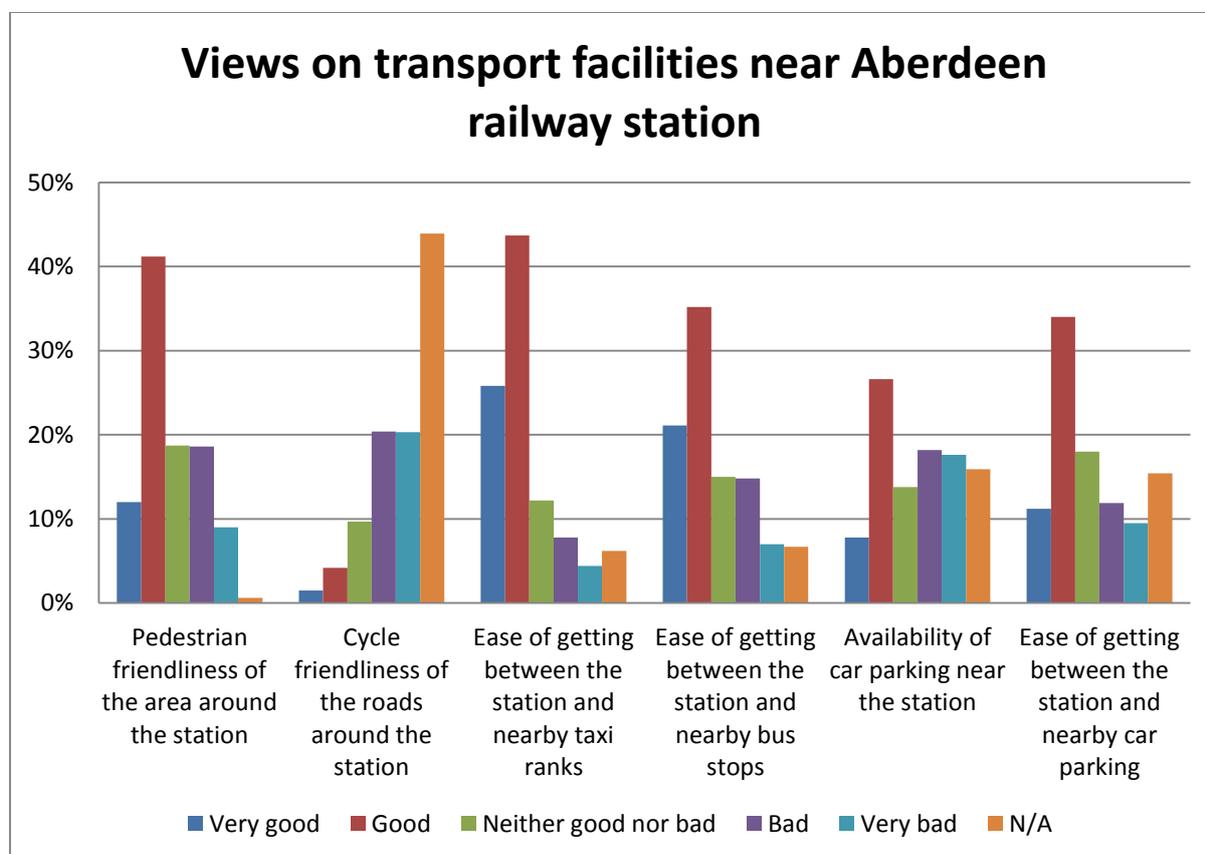
677 people responded to the survey on Aberdeen railway station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

How do you normally travel to and from Aberdeen Railway Station	
Bike	3%
Bus	27%
Car	29%
Taxi	17%
Train	25%
Walk	47%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Aberdeen railway station.

Views on Transport Facilities near Aberdeen railway station

The survey asked respondents to rate seven aspects of accessibility in the area around Aberdeen railway station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



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What does this graph show?

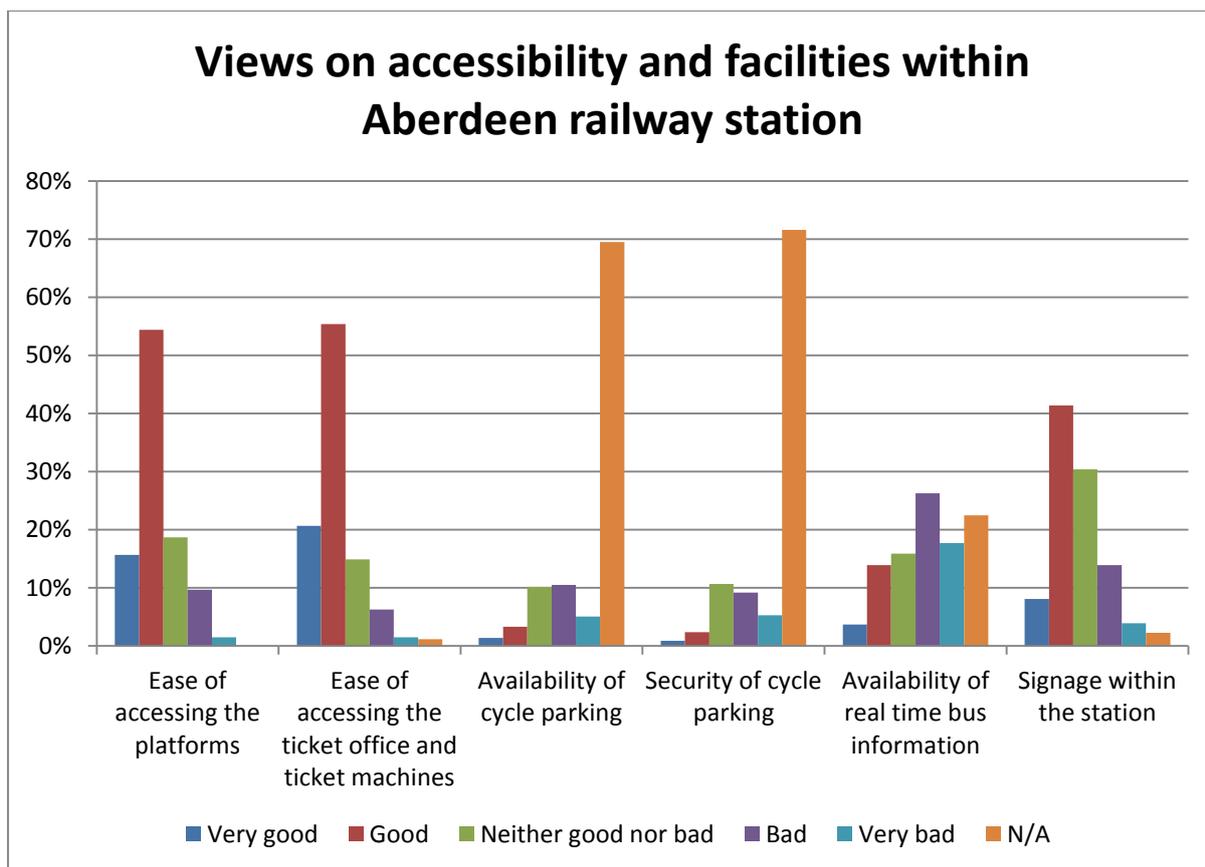
- Generally positive or neutral view of the pedestrian friendliness of the area around the station. However, 19% of respondents rate it as bad and 9% as very bad
- Strongly negative views of the cycle friendliness of the road around the station, with 71% of those who expressed an opinion rating it as bad or very bad
- Generally positive views on the ease of getting between bus stops and the station
- Mixed views on the availability car parking near the station and ease of getting between these car parks and the station, although more respondents rated these as “good” than any other category.

Survey respondents were asked to how transport facilities in the area around Aberdeen station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Improved provision for drivers dropping-off and picking up passengers, allowing them to wait near the station, removing current conflict with taxis
- Improved taxi rank provision near the station entrance and better management of taxis using this facility
- Creation of dedicated cycle lanes on roads serving the station
- Improved pedestrian access to the station, particularly improved pedestrian priority at traffic crossings and the creation of a direct, secure route between the station and Union Street
- Improved access between rail and bus stations
- Creation of a large, dedicated railway station car park

Views of accessibility and facilities within Aberdeen railway station

The survey asked respondents to rate six aspects of accessibility within Aberdeen railway station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



What does this graph show?

- Mainly positive views on the accessibility of platforms, the ticket office and ticket machines
- Mainly neutral or negative views on the availability and security of cycle parking
- More respondent rate the availability of real time bus information as bad or very bad than good or very good
- Generally positive or neutral views on signage within the station

Survey respondents were asked to how accessibility and facilities in Aberdeen station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- More ticket machines, including on the platforms to allow people travelling from unstaffed stations to buy tickets
- More ticket gates, reducing congestion
- Clearer signage, particularly platform signage and directions to the taxi rank
- Improved access to platform 7
- Provision of information on onward travel by bus
- Access by stairs can be difficult, escalators should be installed
- More cycle parking located in a secure area

Dundee Railway Station

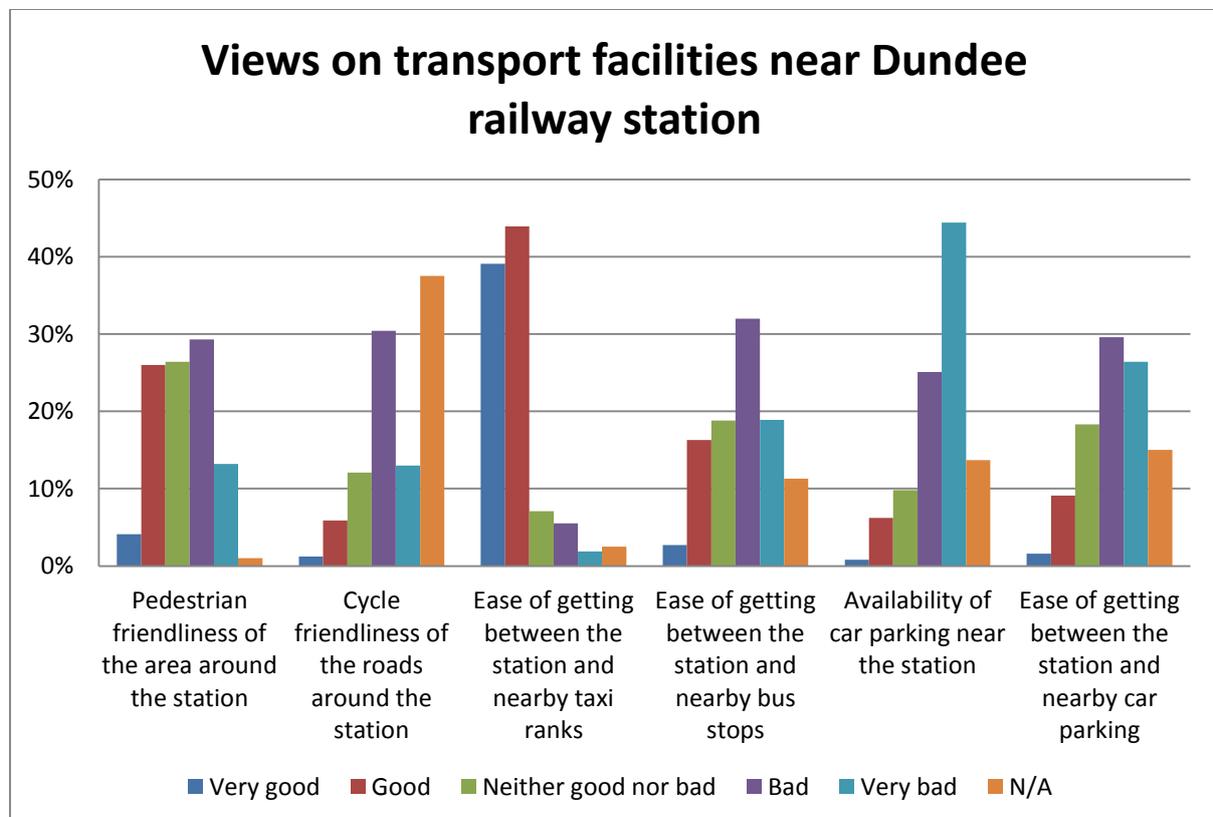
780 people responded to the survey on Dundee railway station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

Bike	3%
Bus	20%
Car	31%
Taxi	22%
Train	13%
Walk	45%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Dundee railway station.

Views on Transport Facilities near Dundee railway station

The survey asked respondents to rate seven aspects of accessibility in the area around Dundee railway station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



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What does this graph show?

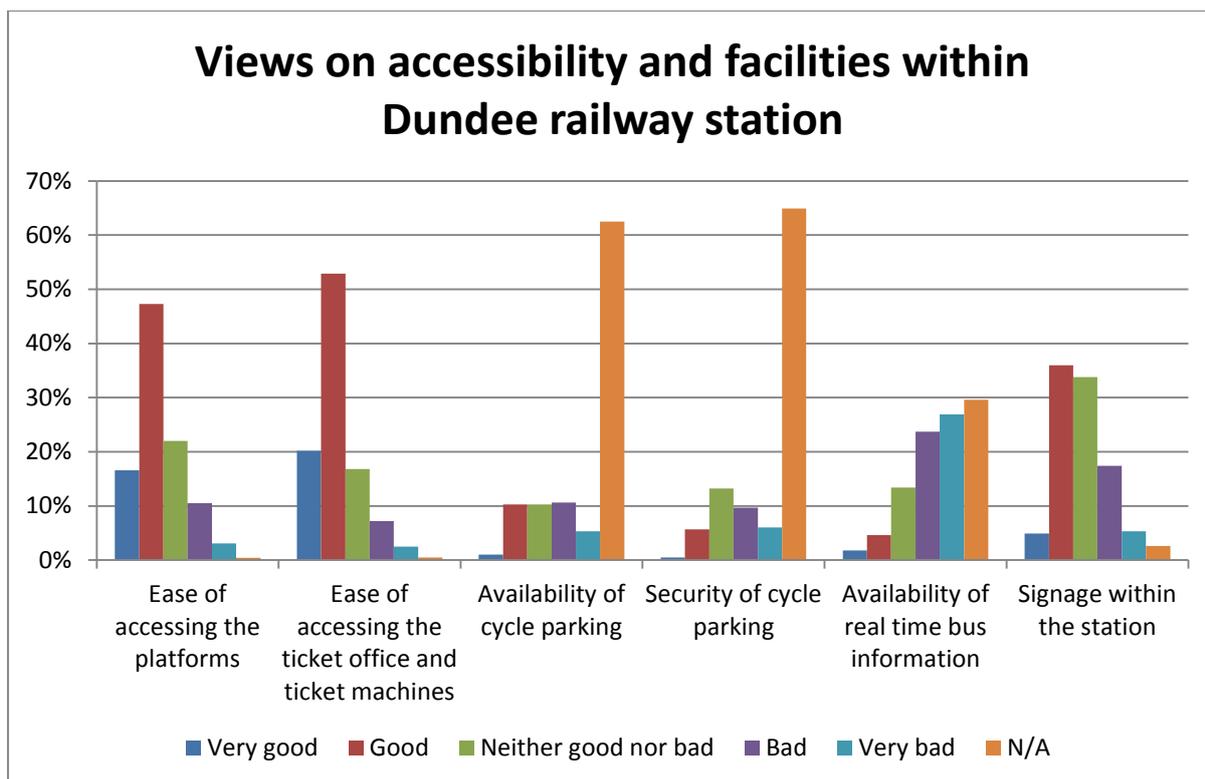
- Mixed views on the pedestrian friendliness of the area around the station, although more rate it as bad or very bad than good or very good.
- Strongly negative views of the cycle friendliness of the roads around the station
- Strongly positive views on ease of getting between the station and taxi ranks
- Strongly negative views on the availability of car parking and the ease of access this car parking

Survey respondents were asked to how transport facilities in the area around Dundee station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- A large, affordable car park alongside the station
- Creation of a larger drop-off/pick-up area for cars
- Improved bus access to the station, with stops located directly outside served by routes from across the city
- Pedestrian entrance moved to face the city, removing the need to walk around the station to get in
- Improved cycle access between the station and the city and additional, secure cycle parking

Views of accessibility and facilities within Dundee railway station

The survey asked respondents to rate six aspects of accessibility within Dundee railway station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



What does this graph show?

- Generally positive views on the ease of accessing platforms, the ticket office and ticket machines
- Mixed views on the availability and security of cycle parking, although tending towards the negative
- Strongly negative views on the availability of real time bus information
- Generally positive or neutral views on the signage within the station, although roughly 20% of respondents rated it as bad or very bad

Survey respondents were asked to how accessibility and facilities in Dundee station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Improved signage, including improved rail departure/arrivals boards and platform signage
- Information on onward travel by bus, including real time information
- Install secure cycle parking
- More lifts to platform level and stairs to be replaced by escalators
- Larger ticket office with more ticket windows and more ticket machines

Edinburgh Waverley Railway Station

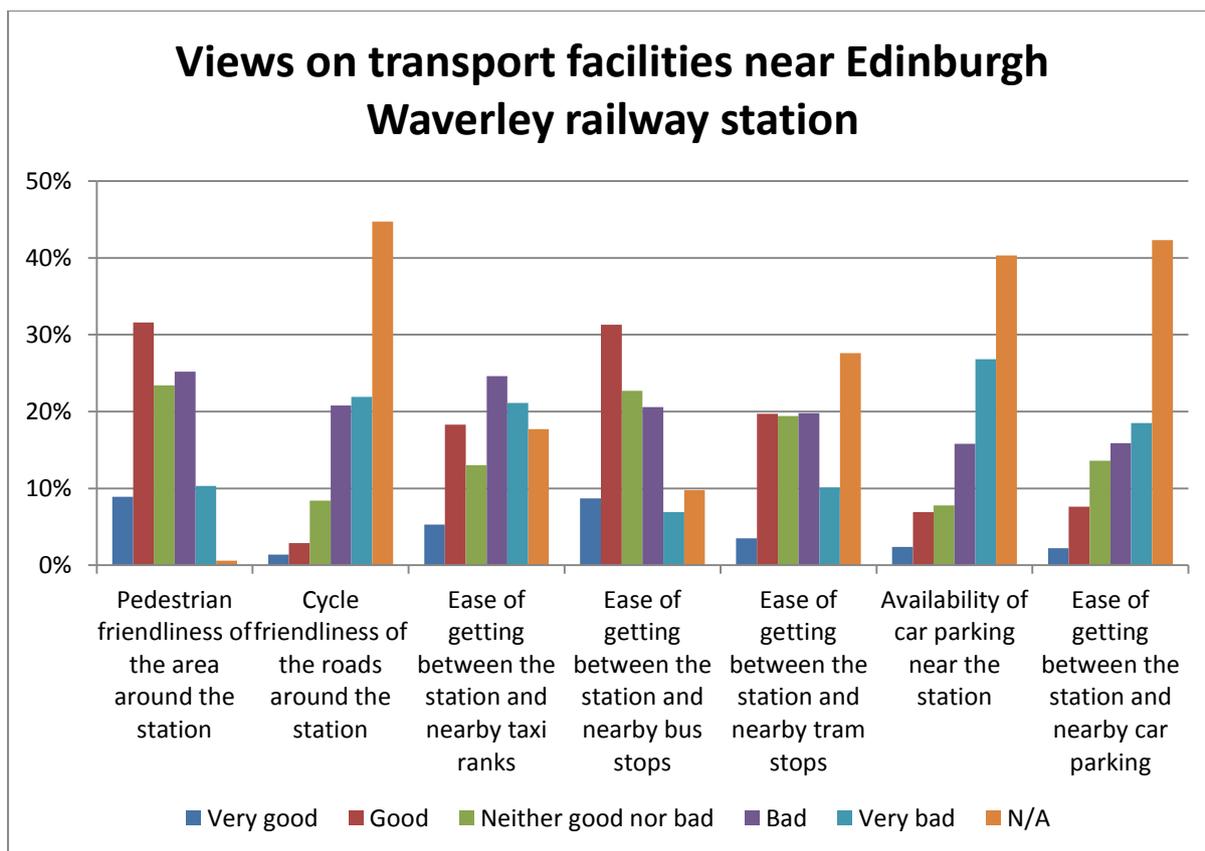
653 people responded to the survey on Edinburgh Waverley railway station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

How respondents normally travel to and from Edinburgh Waverley Railway Station	
Bike	22%
Bus	38%
Car	12%
Taxi	21%
Train	38%
Tram	2%
Walk	40%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Edinburgh Waverley railway station.

Views on Transport Facilities near Edinburgh Waverley railway station

The survey asked respondents to rate seven aspects of accessibility in the area around Edinburgh Waverley railway station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



What does this graph show?

- Mixed views on the pedestrian friendliness of the area around the station, with slightly more positive than negative views
- Strongly negative views on the cycle friendliness of the roads around the station
- More negative than positive views on the ease of getting between taxi ranks and the station
- Mixed views on the ease of getting between bus stops and the station
- Mixed views on the ease of getting between tram stops and the station, with slightly more negative than positive views
- Strongly negative views on the availability of car parking near the station and generally negative views on the ease of getting between the station and nearby car parking

Survey respondents were asked to how transport facilities in the area around Edinburgh Waverley station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

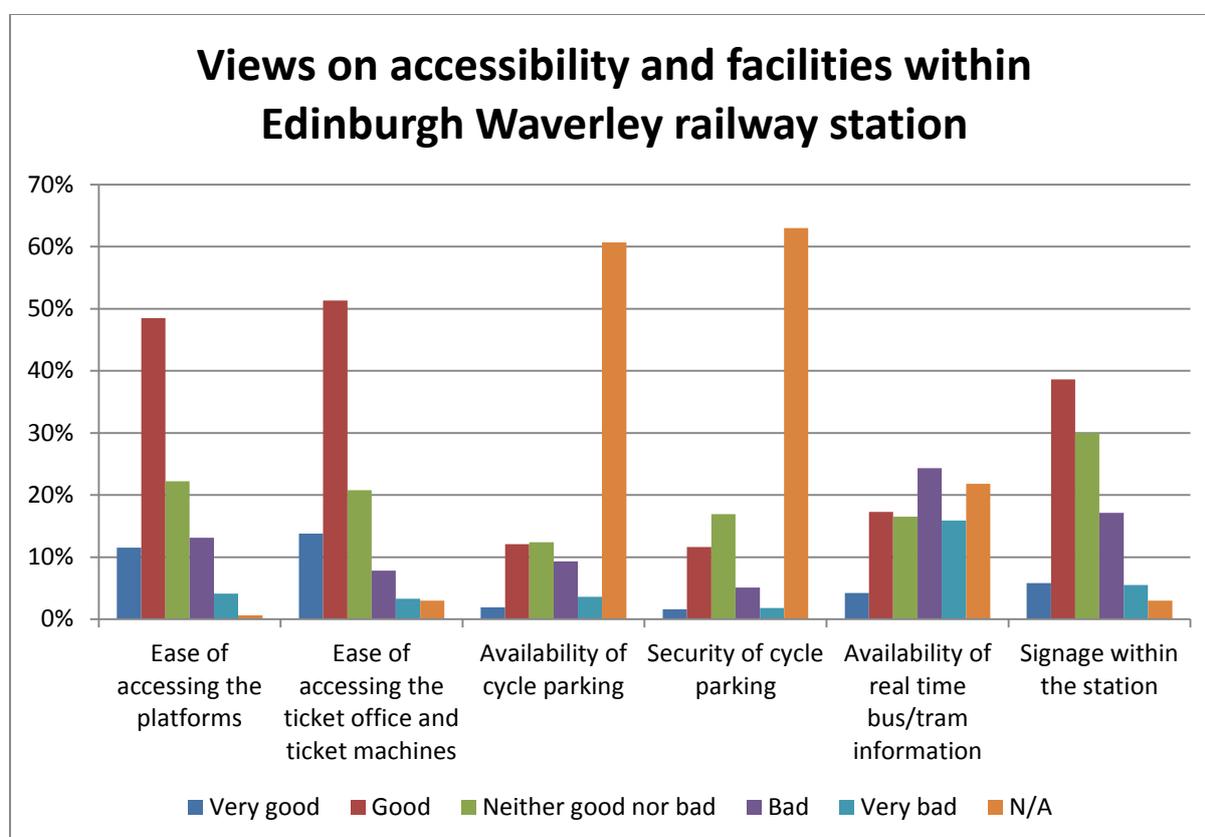
- Improved pedestrian, cyclist and taxi access from Waverley Bridge, support for:
 - Reopening vehicle access ramps to cyclists and taxis
 - Allowing cyclists to use the roadway of at least one access ramp
 - Reopening taxi rank within the station

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- Removal of railings which restrict pedestrians to a narrow footway
- Creation of a car drop-off/pick-up point
- Relocate assistance staff office from within the station to one of the entrances
- Creation of segregated cycle lanes on roads around the station
- Improved signage directing people unfamiliar with Edinburgh to onward travel options
- Wider pavements and improved road crossings on streets around the station

Views of accessibility and facilities within Edinburgh Waverley railway station

The survey asked respondents to rate six aspects of accessibility within Edinburgh Waverley railway station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



What does this graph show?

- Strongly positive views on the ease of accessing platforms, the ticket office and ticket machines
- Mixed views on the availability of cycle parking, with slightly more negative than positive views
- Generally positive or neutral views on the security of cycle parking
- Mixed views on the availability of real time bus/tram information, although more negative than positive views
- Generally positive views on the signage within the station, although 23% of respondents rate it as bad or very bad

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Survey respondents were asked to how accessibility and facilities in Edinburgh Waverley station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Improved signage, particularly for onward travel by bus, tram and taxi and to more distant platforms
- More ticket machines located throughout the station
- Additional secure cycle parking distributed around the station
- Information on onward travel by bus and tram, including real time information

Haymarket Railway Station

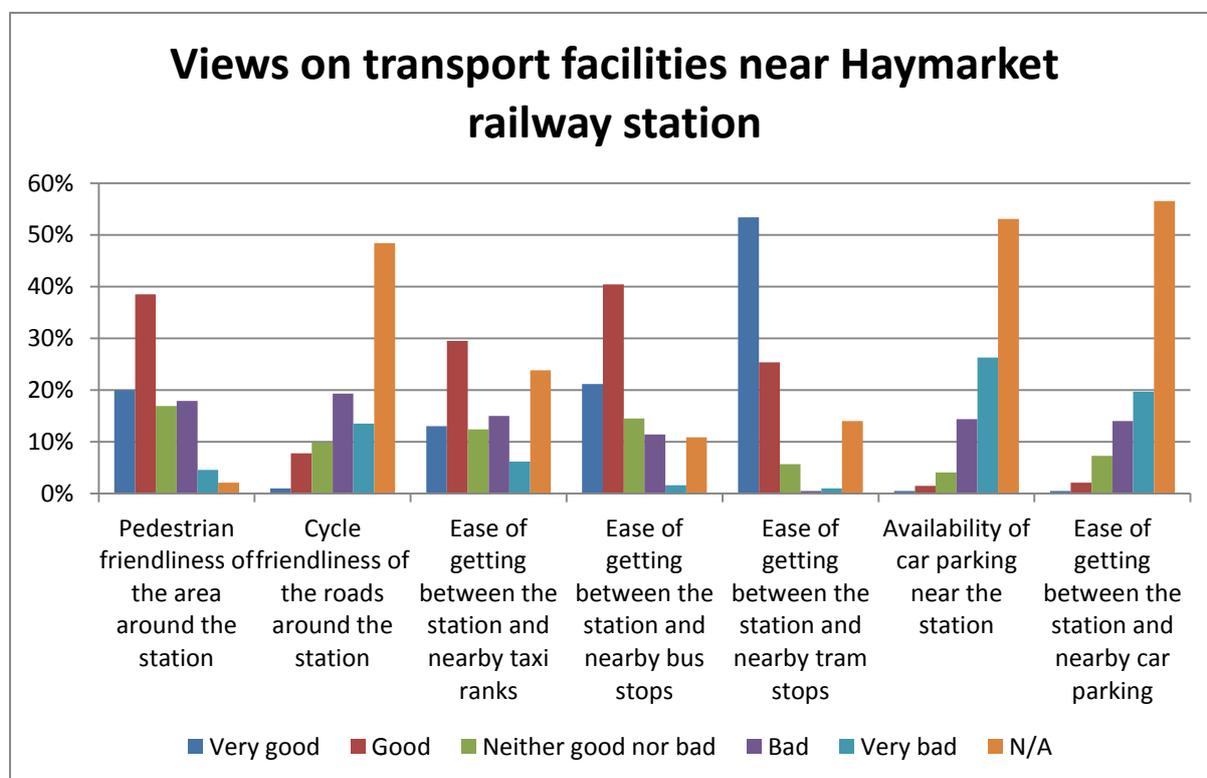
A total of 200 responses were received about Haymarket station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

Bike	19%
Bus	26%
Car	6%
Taxi	10%
Train	43%
Tram	11%
Walk	46%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Haymarket railway station.

Views on Transport Facilities near Haymarket station

The survey asked respondents to rate seven aspects of accessibility in the area around Haymarket station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



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What does this graph show?

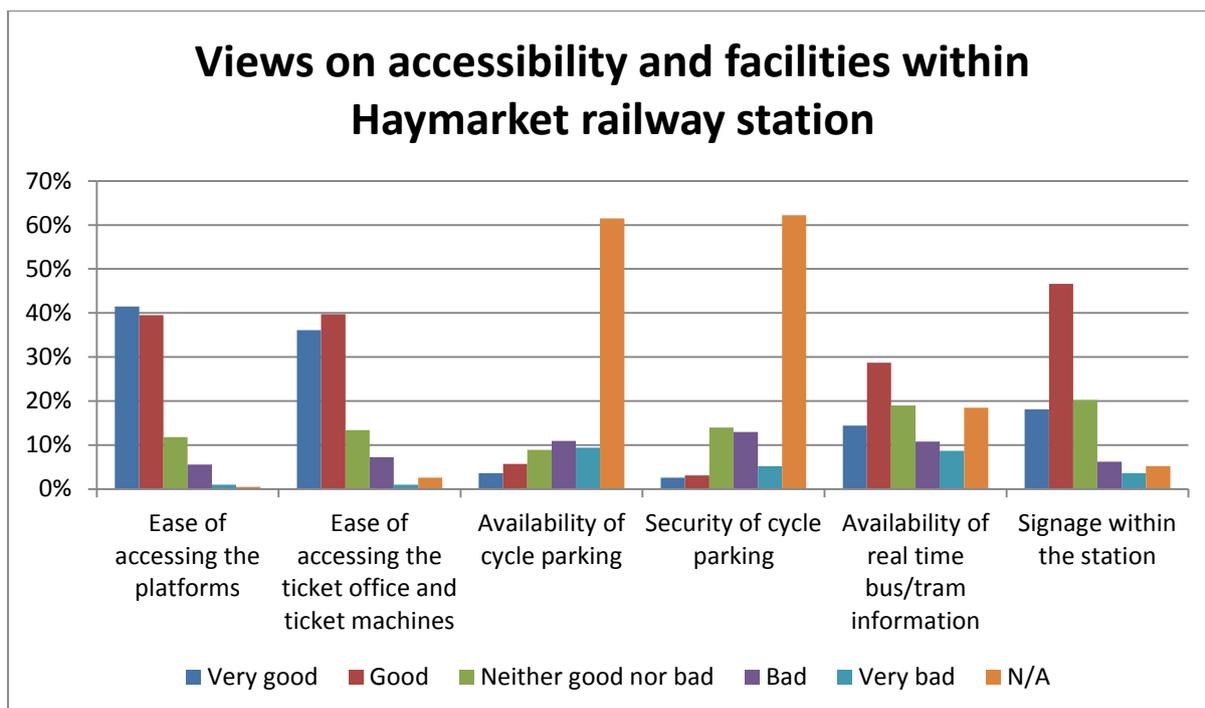
- The majority of respondents rate the pedestrian friendliness of the area around Haymarket as very good or good.
- Of those who express a view, the majority consider the cycle friendliness of the area around Haymarket as bad or very bad.
- Respondents are generally positive about the ease of getting between nearby taxi ranks, bus stops and the station
- Overwhelmingly positive responses about the ease of getting between the tram stop and the station
- Generally negative responses about the availability of car parking and the ease of getting between this parking and the station

Survey respondents were asked to how transport facilities in the area around Haymarket station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Improved pedestrian environment, including:
 - Creation of a new access to the station from Dalry Road/Distillery Lane
 - Wider pavements, particularly at the pinch point outside Ryries Bar
 - Reduced waiting times at pedestrian crossings
 - Removal of street clutter, particularly shop A boards
- Improved cycle facilities, including:
 - Creation of segregated cycle lanes on major roads around the station
 - Current on-road cycle lanes require cyclists to cross tram tracks at a dangerously shallow angle, leading to numerous accidents. This should be remedied as a matter of urgency
 - Create cycle access from Dalry Road
- Improved/relocated taxi rank, including:
 - Accessing the rank requires crossing a busy road, which can be difficult for those with mobility/visual impairments. The rank should be moved to the same side of the road as the station
 - The location of the rank causes congestion, particularly when too many taxis are parked there

Views of accessibility and facilities within Haymarket railway station

The survey asked respondents to rate six aspects of accessibility within Haymarket railway station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



What does this graph show?

- Overwhelmingly positive responses on ease of accessing platforms, the ticket office and ticket machines
- Mixed responses on the availability of cycle parking, with more negative than positive responses
- The security of cycle parking is generally regarded as neither good nor bad, or bad
- Mixed responses on the availability of real time bus/tram information, with more positive than negative responses
- More than half of respondents consider the signage in the station to be very good or good with very few rating it bad or very bad

Survey respondents were asked to how accessibility and facilities in Haymarket station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Increase in secure cycle parking
- Concerns that the current drop-off/pick-up facilities are inadequate, which is of particular concern to people with mobility impairments.

Glasgow Central Railway Station

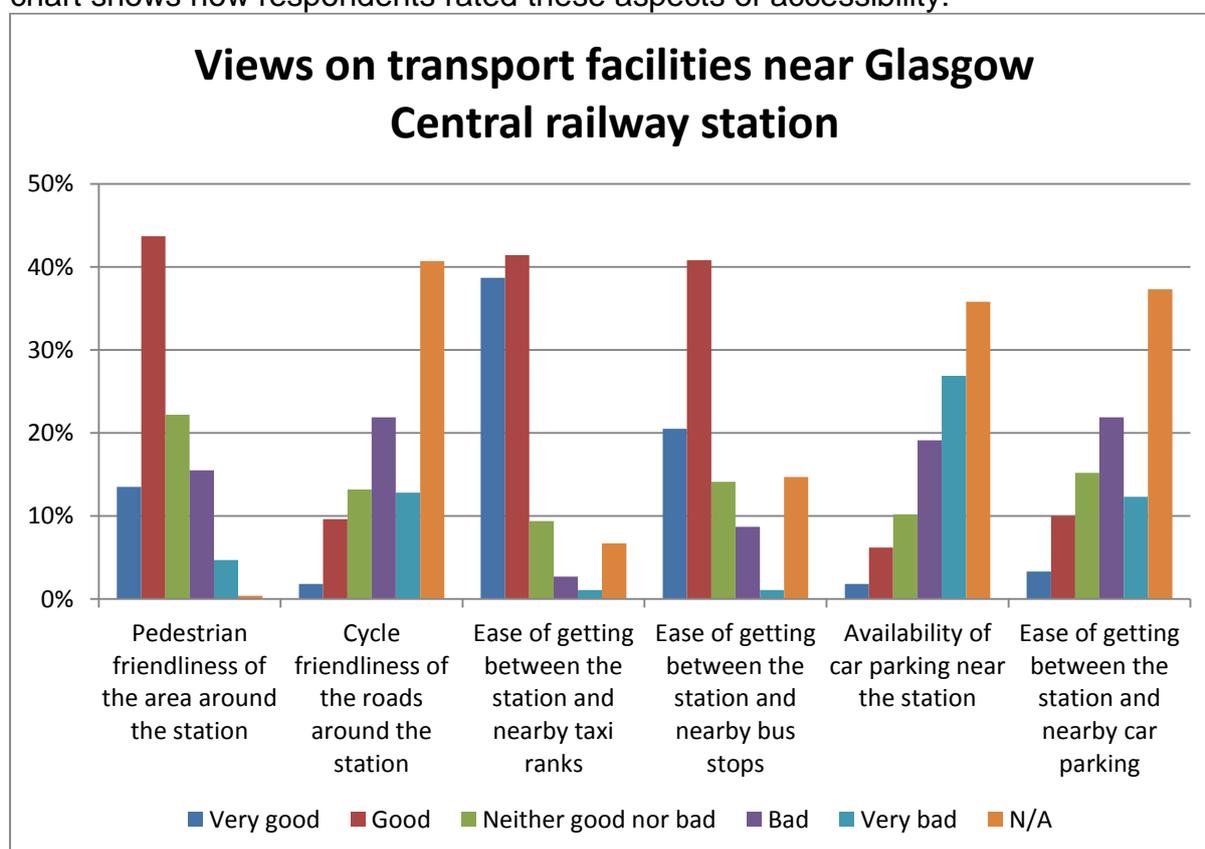
456 people responded to the survey on Glasgow Central railway station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

How respondents normally travel to and from Glasgow Central Railway Station	
Bike	5%
Bus	11%
Car	4%
Taxi	4%
Train	76%
Walk	30%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Glasgow Central railway station.

Views on Transport Facilities near Glasgow Central railway station

The survey asked respondents to rate seven aspects of accessibility in the area around Glasgow Central railway station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



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What does this graph show?

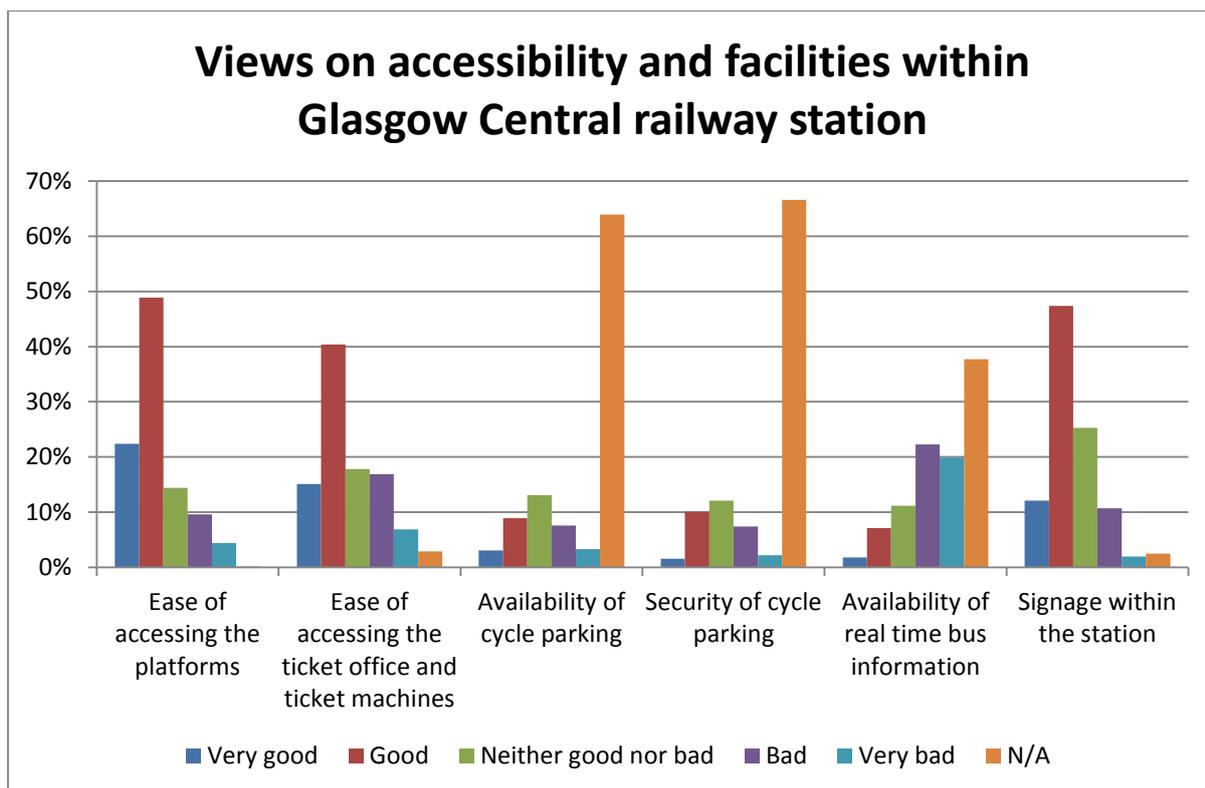
- Generally positive views on the pedestrian friendliness of the area around the station
- Generally negative views on the cycle friendliness of the roads around the station
- Very positive views on the ease of accessing the stations from nearby taxi ranks and bus stops
- Generally negative views about the availability of car parking and ease of getting between that car parking and the station

Survey respondents were asked to how transport facilities in the area around Glasgow Central station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Significantly improved pedestrian environment on Gordon Street
- Respondents supported:
 - pedestrianisation of streets around the station
 - wider pavements on streets around the station
 - less street clutter
 - improved pedestrian crossings
- Improved cycle access to station, possibly segregated cycle lanes
- Improved signage to bus stops and information on bus services, including real time information
- Dedicated drop-off area for cars and taxis
- Creation of designated affordable station car parking

Views of accessibility and facilities within Glasgow Central railway station

The survey asked respondents to rate six aspects of accessibility within Glasgow Central railway station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



What does this graph show?

- Generally positive views on the ease of accessing the platforms, ticket office and ticket machines
- Mixed views on the availability and security of cycle parking, with the most common view being neither good nor bad
- Generally negative views on the availability of real time bus information
- Mainly positive or neutral views on the signage in the station

Survey respondents were asked to how accessibility and facilities in Glasgow Central station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- More ticket machines across the station, including the low level station
- Ticket barriers cause serious congestion at peak times – more barriers and staff required to deal with peak times
- Additional, secure cycle parking required
- Improved access between the high and low level station

Glasgow Queen Street

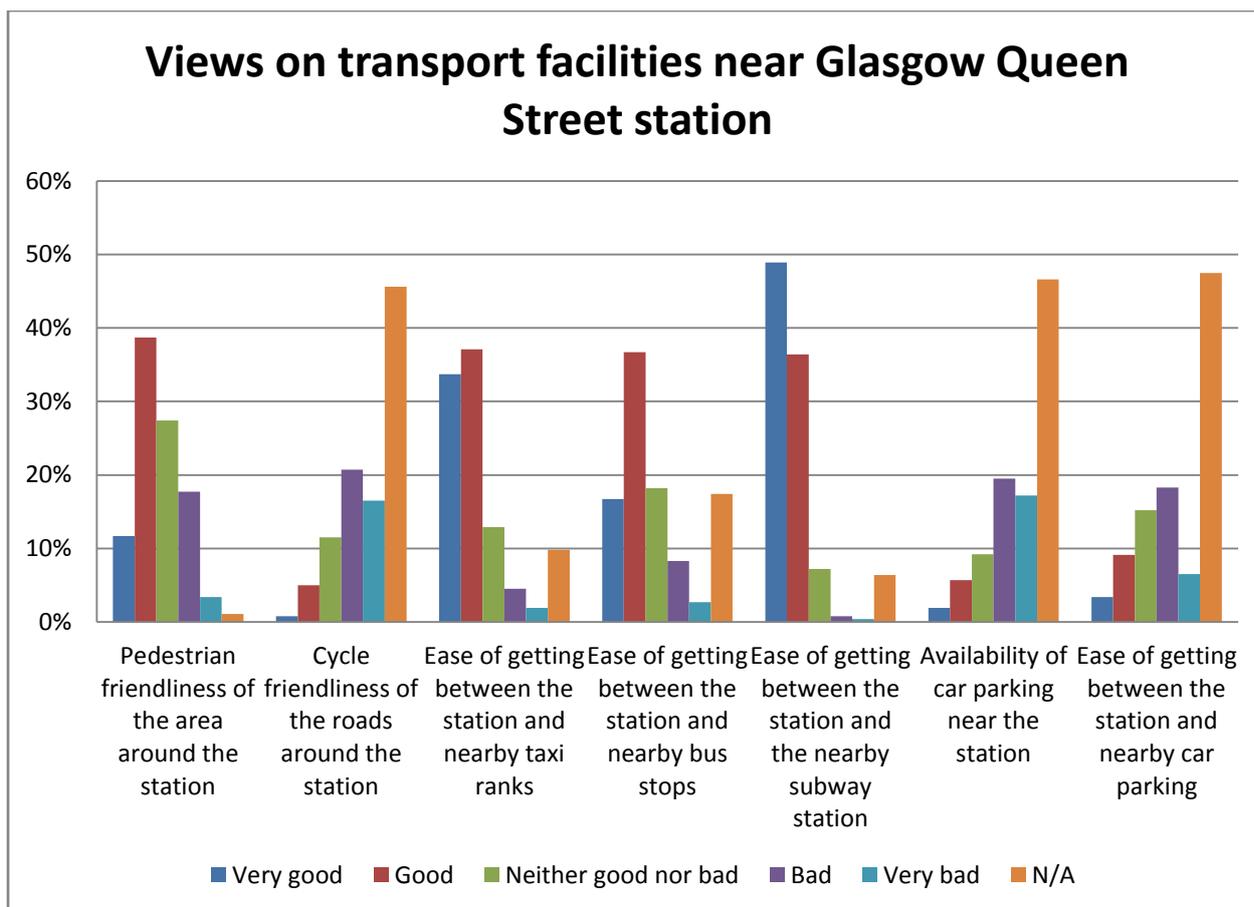
A total of 268 responses were received about Glasgow Queen Street station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

How respondents normally travel to and from Glasgow Queen Street Railway Station	
Bike	17%
Bus	5%
Car	8%
Taxi	62%
Train	20%
Subway	37%
Walk	17%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Glasgow Queen Street railway station.

Views on Transport Facilities near Glasgow Queen Street station

The survey asked respondents to rate seven aspects of accessibility in the area around Glasgow Queen Street station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



Key points from these results include:

- The majority of respondents rated the ease with which they could access the station from buses, taxis and the subway very good or good.
- The majority also rated the pedestrian friendliness of the area around the station as very good or good.
- Of those who expressed a view, the majority of respondents rated the cycle friendliness of the area around the station as bad or very bad.
- Most respondents rated the availability of parking as bad, or very bad, with only a slightly more positive view on the ease of getting between nearby parking spots and the station.

Survey respondents were asked to how transport facilities in the area around Glasgow Queen Street station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

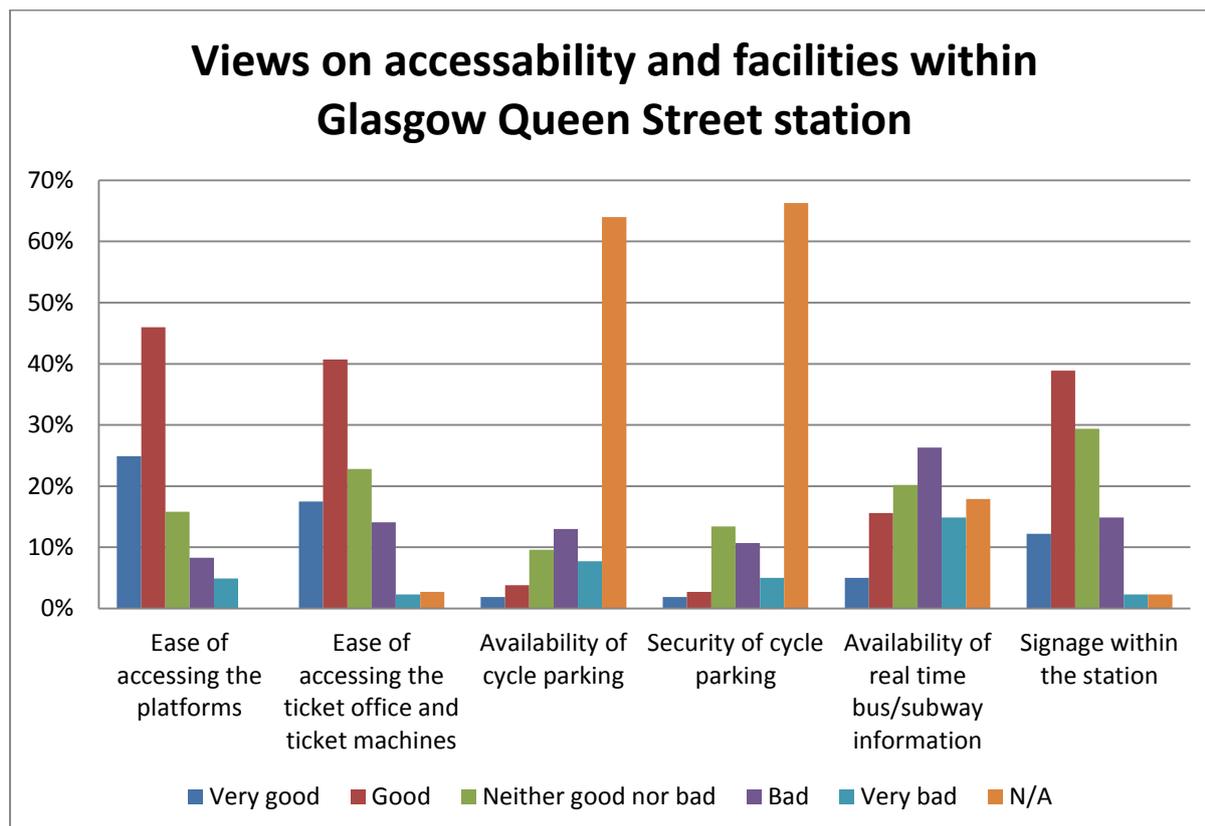
- Improvement to the pedestrian environment in streets around the station, particularly Dundas Street, with possible pedestrianisation of some areas
- Restrictions on cars using George Square to improve access for pedestrians, bus users and cyclists
- Dedicated station car parking
- Improved cycle access to station, possibly segregated cycle lanes

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- Additional, secure cycle parking
- More frequent, better advertised bus link with Glasgow Central Station

Views of accessibility and facilities within Glasgow Queen Street station

The survey asked respondents to rate six aspects of accessibility within Glasgow Queen Street station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



Key points from these results include:

- The great majority of respondents rated ease of accessing platforms and ticket machines as very good, good or neither good nor bad.
- Most respondents had no view on cycle parking, the majority of those that expressed a view rated availability as bad or very bad and the security of that parking as neither good nor bad, bad or very bad.

Survey respondents were asked to how accessibility and facilities in Glasgow Queen Street station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Improved connection with the Subway station, including a covered link

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- The concourse is congested at peak times, ticket barriers, the placement of ticket machines and late announcement of platforms add to this congestion
- Install additional, secure cycle parking
- Install additional ticket machines across the station to reduce queueing
- Improved signage, including more departure/arrival screens at a height that can be read by wheelchair users and provide real time bus information
- Improved access between high and low level stations, including improved lifts and installation of escalators

Inverness Railway Station

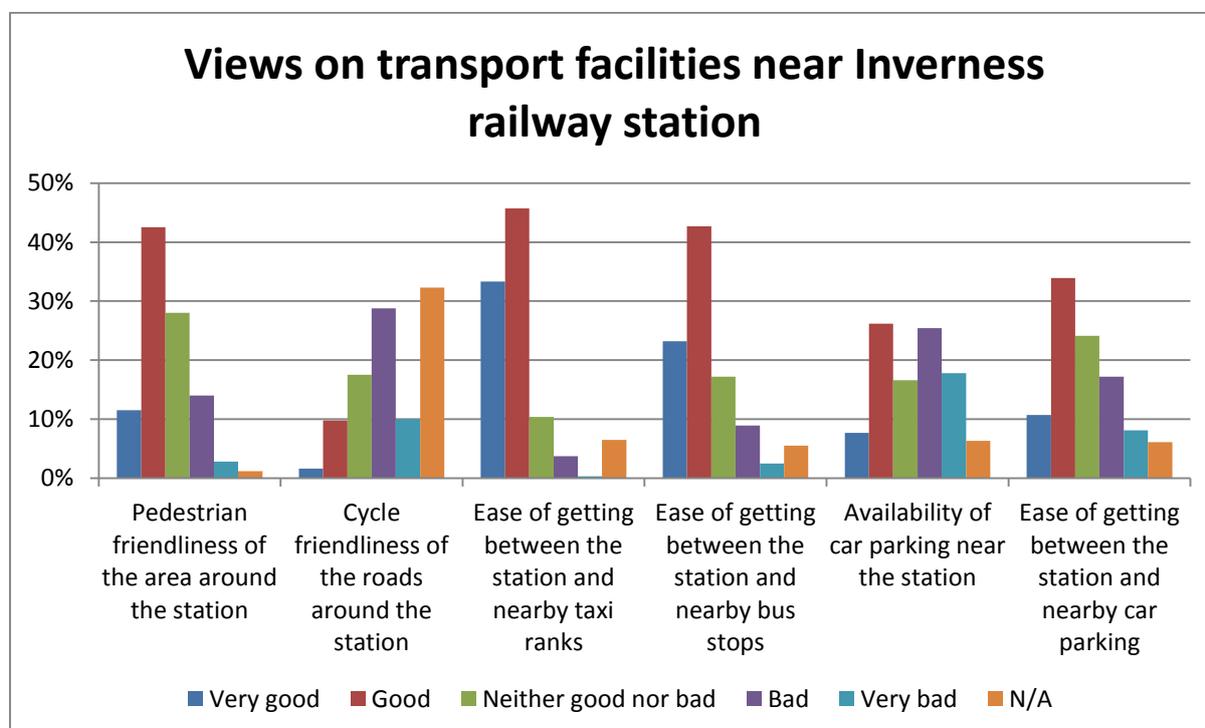
652 responses were received about Inverness railway station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

Bike	6%
Bus	15%
Car	49%
Taxi	17%
Train	25%
Walk	29%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Inverness railway station.

Views on Transport Facilities near Inverness station

The survey asked respondents to rate seven aspects of accessibility in the area around Inverness station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



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What does this graph show?

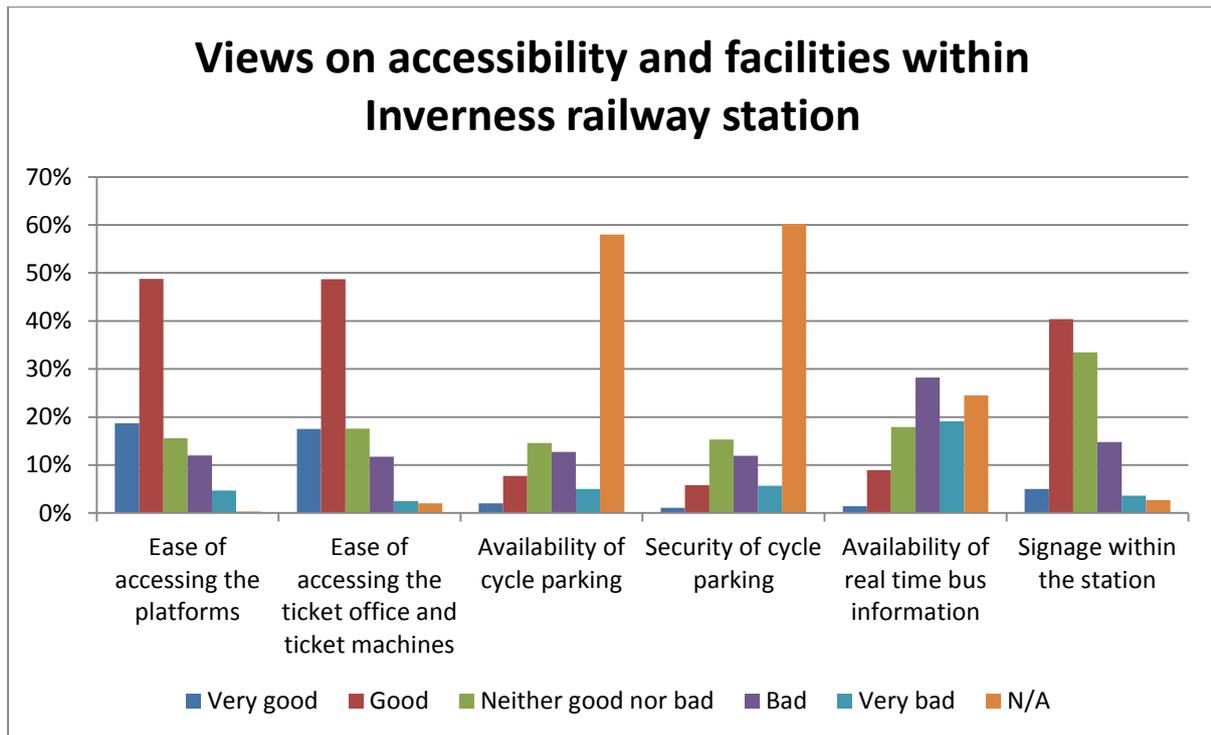
- Generally positive views on the pedestrian friendliness of the area around the station
- Mainly neutral or negative views on the cycle friendliness of the roads around the station
- Very positive views on the ease of getting between the station and nearby taxi ranks and bus stops
- Mixed views on the availability of car parking near the station, with more negative than positive responses
- Mixed views on the ease of getting between nearby car parking and the station, with more positive than negative responses

Survey respondents were asked to how transport facilities in the area around Inverness station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Develop a larger station car park, with free/low cost parking for rail passengers and long stay parking options
- Improved pedestrian routes between the railway station, bus station and Falcon Square – including improved signage and possibly covered walkways
- Improved pedestrian route between the station and the Rose Street multi-storey car park
- Upgrade to the pedestrian environment of Station Square, including de-cluttering, improved surfacing and possible pedestrianisation
- Create a larger drop-off/pick up area
- Create segregated cycle routes on the roads around the station and increase availability of secure cycle parking

Views of accessibility and facilities within Inverness railway station

The survey asked respondents to rate six aspects of accessibility within Inverness railway station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



What does this graph show?

- Mainly positive views on the ease of accessing platforms, the ticket office and ticket machines
- Mixed views on the availability and security of cycle parking, although there are slightly more negative than positive responses
- Generally negative views on the availability of real time bus information in the station
- Mainly positive or neutral views on the signage within the station

Survey respondents were asked to how accessibility and facilities in Inverness station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents.

- Current ticket barriers cause can serious congestion when a heavily loaded train terminates at the station or when passengers are held on the concourse for a departing train, respondents variously support:
 - more barriers
 - better management of current barriers by station staff
 - removal of ticket barriers
- More ticket machines and ticket windows in the travel centre
- Creation of secure, covered cycle parking
- Improved signage, particularly directing visitors to the bus station, bus stops and taxi ranks
- Bilingual signs (Gaelic and English)
- Improved information on bus services, including real time information
- The floor surfacing is slippery when it is wet – replace with non-slip flooring

Perth Railway Station

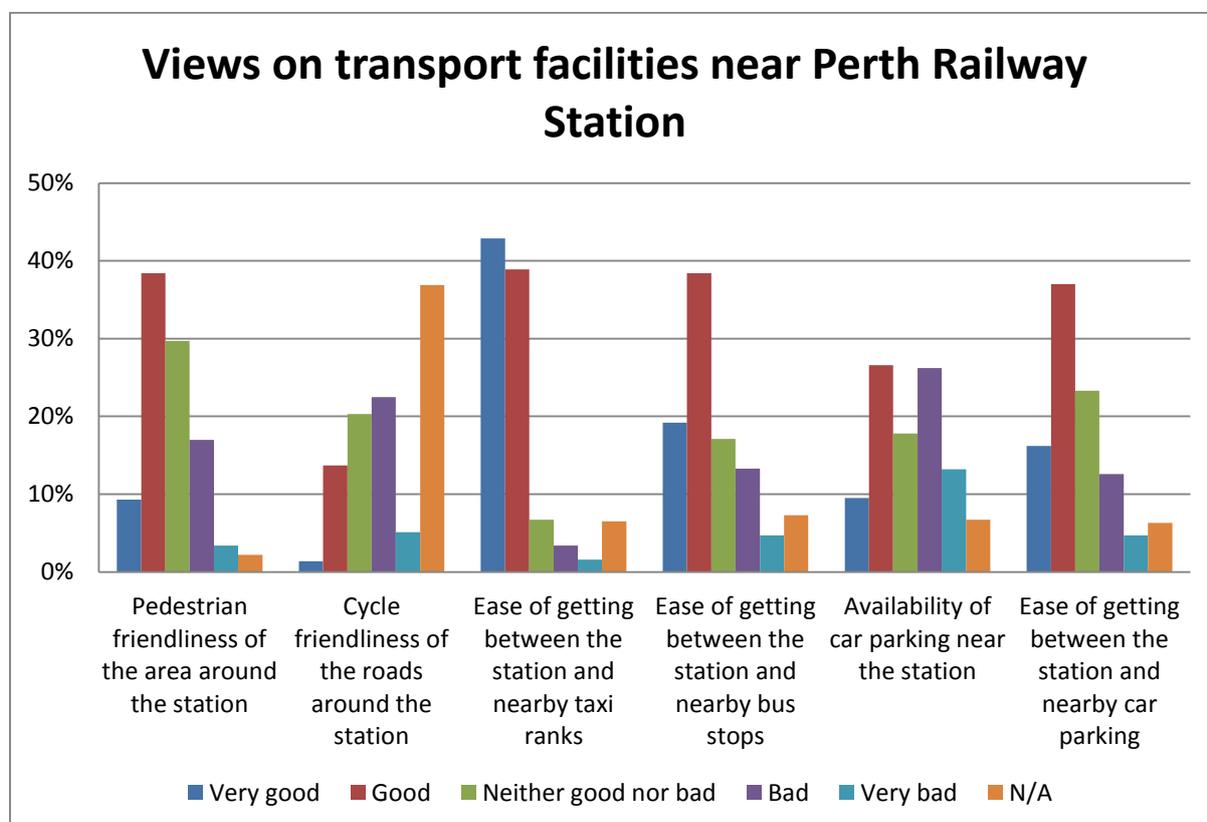
504 responses were received about Perth railway station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

How respondents normally travel to and from Perth Railway Station	
Bike	3%
Bus	20%
Car	48%
Taxi	12%
Train	13%
Walk	46%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Perth railway station.

Views on Transport Facilities near Perth station

The survey asked respondents to rate seven aspects of accessibility in the area around Perth station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



Infrastructure and Capital Investment Committee – access to Scotland’s major urban railway stations

What does this graph show?

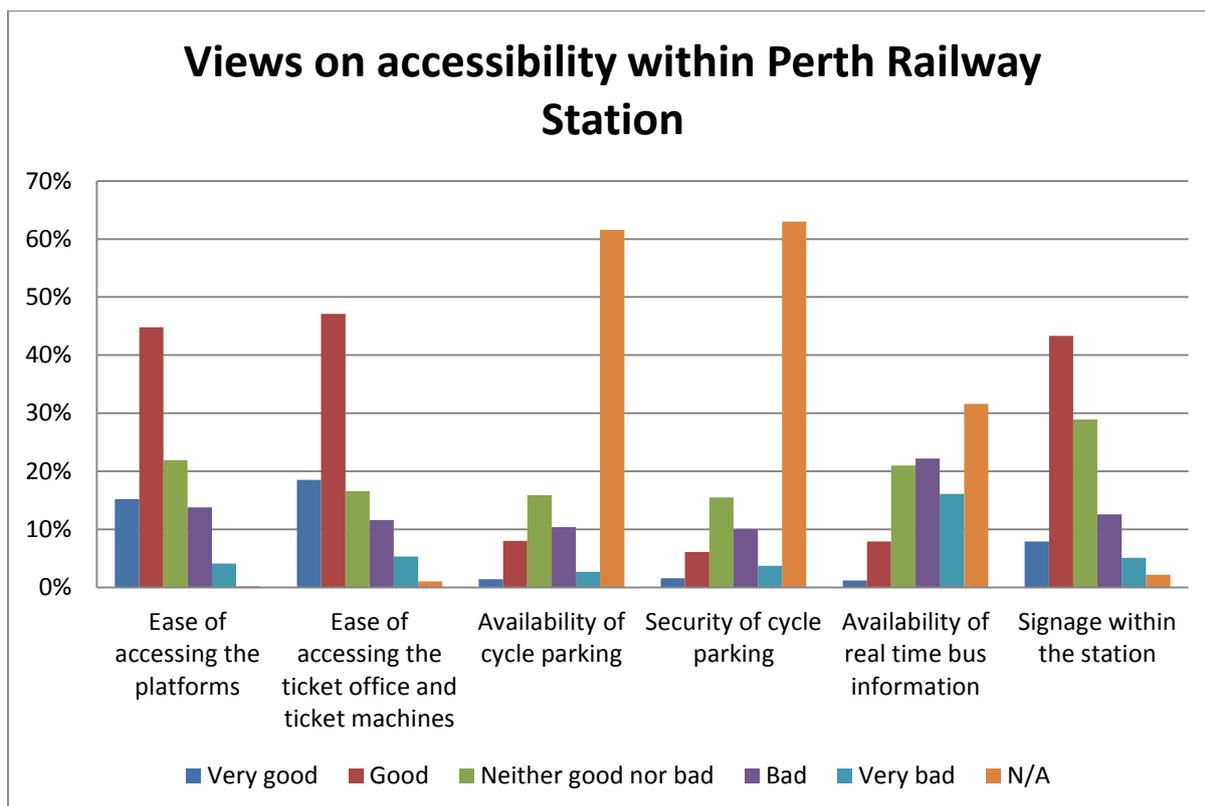
- Mainly positive or neutral responses about the pedestrian friendliness of the area around the station, although roughly 20% of respondents rate it as bad or very bad
- Mixed responses on the cycle friendliness of the roads around the station, with the balance favouring negative views
- Mainly positive responses on the ease of getting between nearby taxi ranks and bus stops and the station
- Almost equal numbers of positive and negative responses on the availability of car parking near the station
- Generally positive views on ease of getting between nearby car parking and the station, although about 20% of respondents considered this to be bad or very bad

Survey respondents were asked to how transport facilities in the area around Perth station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Creation of additional station car parking
- Local buses should call at the railway station
- Improved pedestrian route to the town centre, including more/better pedestrian crossings and widened footways
- Open an access point from St Leonard’s Bridge, cutting the walking time to the station for many passengers
- Install a safe pedestrian route in the main (platform 6/7) car park
- Develop segregated cycle routes on the roads around the station and increase availability of secure, covered cycle parking
- While outside the scope of this survey, a number of respondents called for the reopening of a railway station at Newburgh

Views of accessibility and facilities within Perth railway station

The survey asked respondents to rate six aspects of accessibility within Perth railway station on a same five point scale, with a sixth option of N/A, described above. The following chart shows how respondents rated these aspects of accessibility within the station.



What does this graph show?

- Mainly positive responses on the ease of accessing platforms, the ticket office and ticket machines
- Mixed responses on the availability and security of cycle parking, with slightly more negative than positive responses
- Mainly neutral or negative responses on the availability of real time bus information in the station
- Mainly positive or neutral views on signage in the station

Survey respondents were asked to how accessibility and facilities in Perth station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents.

- More ticket machines (including at the car park entrance) and more staff in the travel centre which should have longer opening hours
- The new lifts and footbridge are too far from the station building and where trains call, lifts should be installed within the station building and old footbridges and ramps upgraded
- Improved platform and directional signage
- Provision of information about onward bus services, including real time information
- Install more covered secure cycle parking

Stirling Railway Station

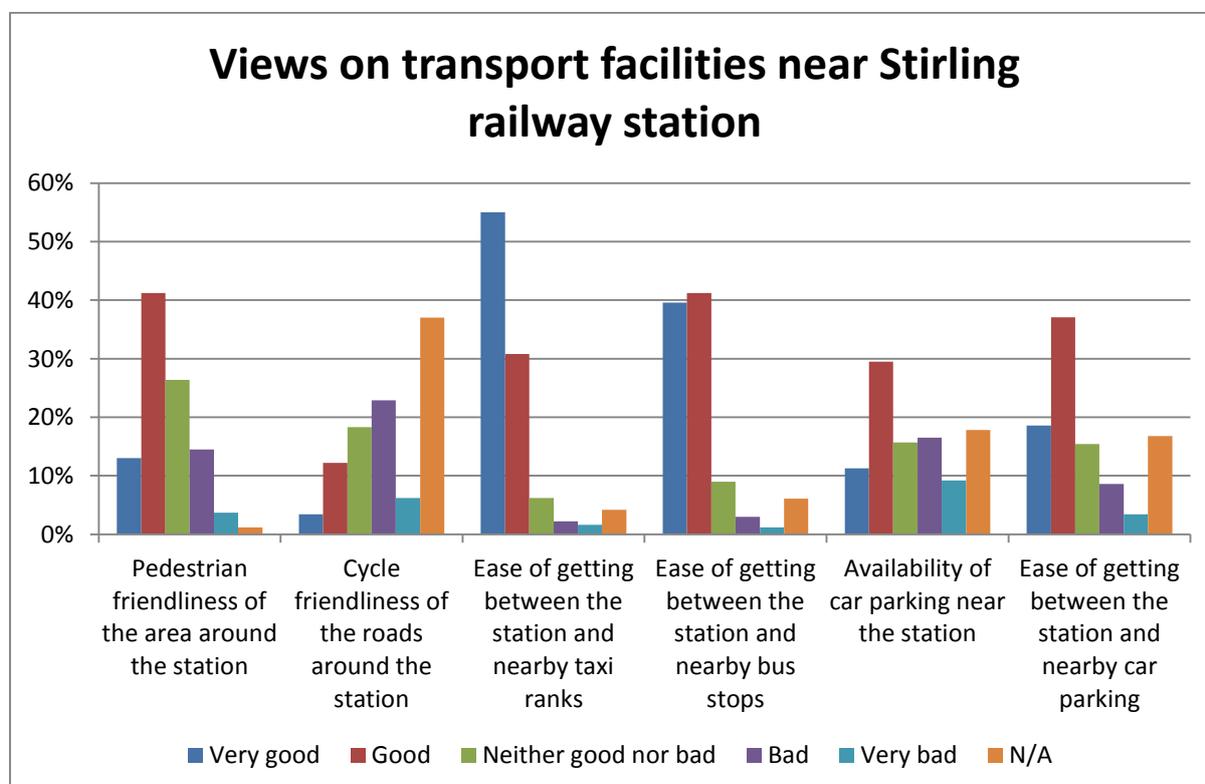
685 responses were received about Stirling railway station. Respondents were asked to indicate how they regularly travelled to and from the station, with the following results:

How respondents normally travel to and from Stirling Railway Station	
Bike	5%
Bus	23%
Car	38%
Taxi	8%
Train	33%
Walk	36%

These figures do not add up to 100% as respondents were asked to indicate all the modes of travel they regularly use on trips to and from Stirling railway station.

Views on Transport Facilities near Stirling station

The survey asked respondents to rate seven aspects of accessibility in the area around Stirling station on a five point scale, which ranged from Very Good to Very Bad. A sixth option of N/A (not applicable) was available for respondents who did not use a particular facility, or had no view on it. The following chart shows how respondents rated these aspects of accessibility:



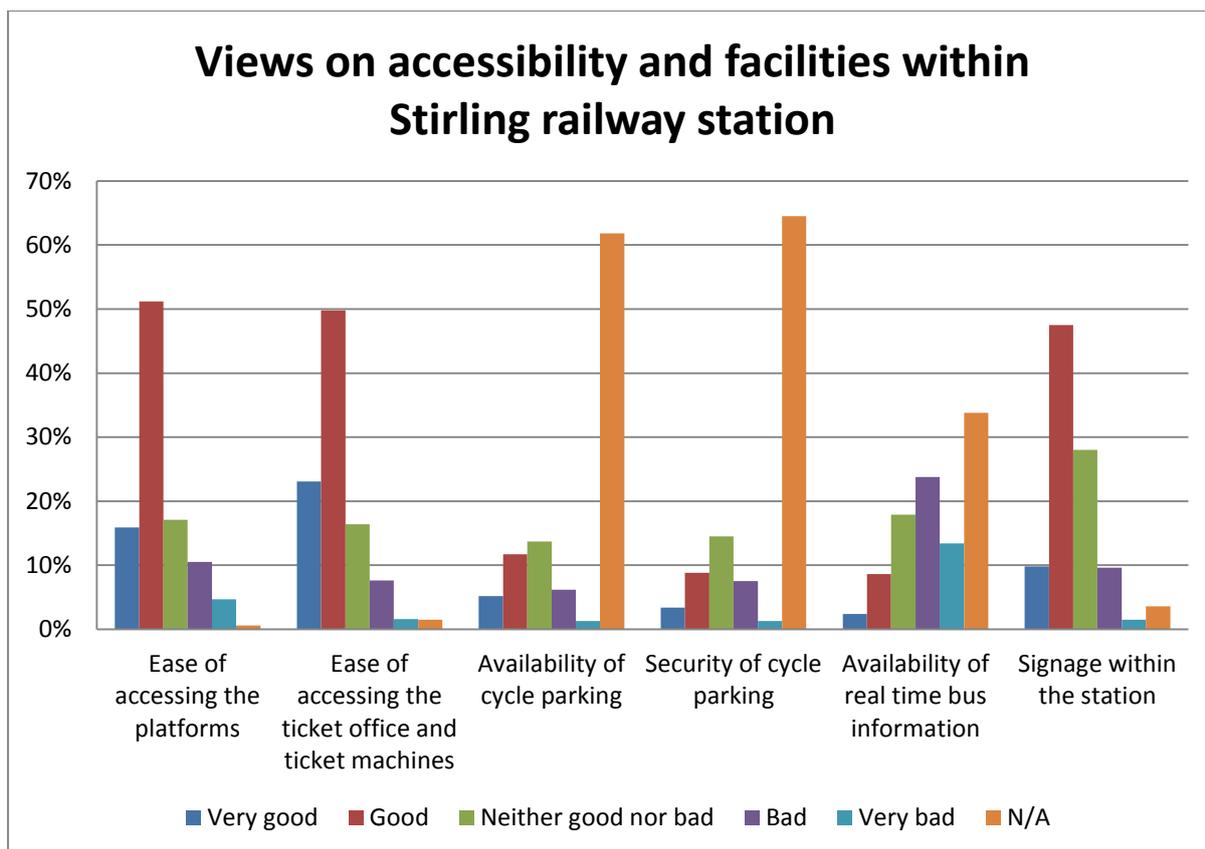
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What does this graph show?

- Generally positive or neutral responses on the pedestrian friendliness of the area around the station, although about 20% of respondents rate this as bad or very bad
- Mixed views on the cycle friendliness of the roads around the station, although there are more negative than positive responses
- Overwhelmingly number of positive responses regarding the ease of getting between nearby taxi ranks, bus stops and the station
- Mixed views on the availability of car parking near the station and ease of getting between this and the station, although there are slightly more positive than negative responses

Survey respondents were asked to how transport facilities in the area around Stirling station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents

- Improved and expanded facilities for passengers being picked-up/dropped off by car which are clearly segregated from taxis ranks and pedestrian traffic
- Clearer signage for the bus station and directions to specific bus services
- Segregated cycle lanes on roads around the station
- Larger station car park with more disabled persons’ parking spaces and reduced parking charges
- Taxis often park on top of the pedestrian crossing at the entrance of the station, making the crossing difficult for many passengers. This area and the surrounding streets need re-designed to give priority to pedestrian traffic.



What does this graph show?

- Mainly positive responses on the ease of accessing the platforms, ticket office and ticket machines
- Mixed views on the availability and security of cycle parking, with slightly more positive than negative responses
- More negative than positive responses on the availability of real time bus information in the station
- Generally positive responses on signage within the station

Survey respondents were asked to how accessibility and facilities in Stirling station could be improved, with a view to making their journeys easier. Key themes that emerged from a review of the responses are summarised below. It is important to note that this is not an exhaustive list and is simply meant to highlight some of the key issues raised by survey respondents.

- Installation of a lift serving platforms 9 and 10, allowing disabled people, people with prams/buggies and heavy luggage easier access
- More ticket machines, including after the ticket barriers to allow passengers arriving from unstaffed stations to purchase tickets, and more staff in the ticket office at peak times
- Improved departure and arrival boards, including boards visible after passing through the ticket barriers
- Provision of information about onward bus services, including real time information

Infrastructure and Capital Investment Committee – access to Scotland’s major urban railway stations

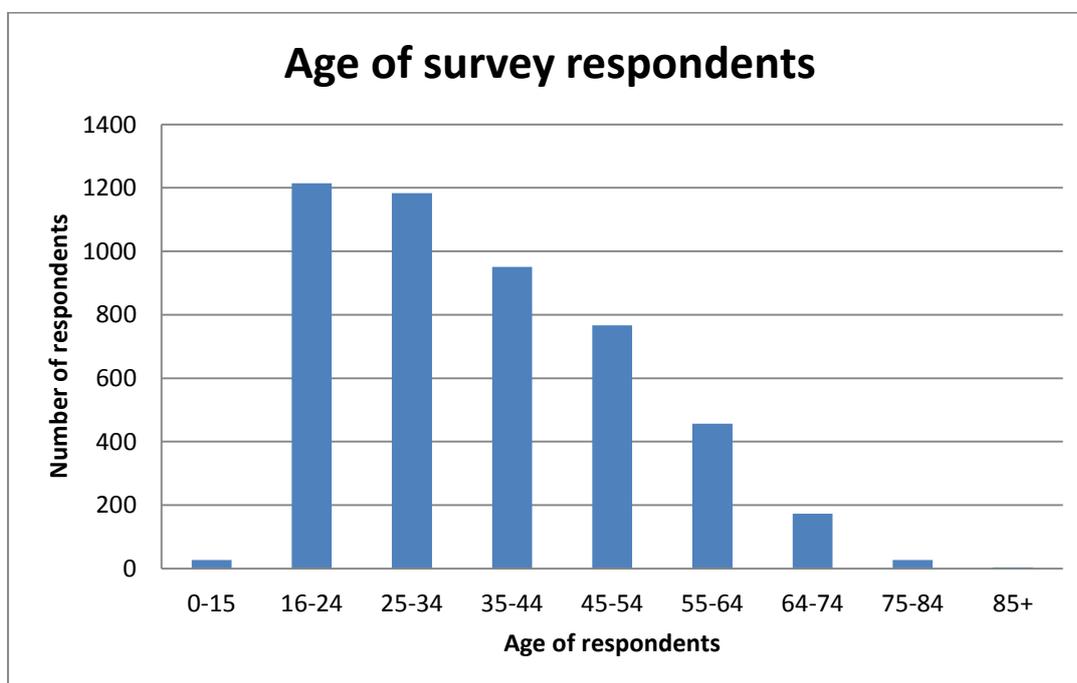
- Creation/reopening of an entrance from the river side of the station
- Additional secure, covered bike storage

Who responded to the survey

Of the 98% of survey respondents who indicated they were male or female, 48% were male and 52% female.

Respondents were asked whether their day-to-day activities were limited because of a health problem or disability which has lasted or is expected to last 12 months or more. 4% of respondents indicated that their activities were limited “a lot” and 8.3% indicated that they were limited “a little”.

The table below sets out the ages of survey respondents.



Alan Rehfisch
SPICe Research
July 2015