

OBAN

BUS STATION

RAILWAY STATION

FERRY PORT

Interchange Audit

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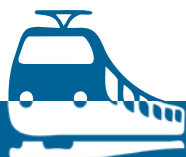
Linking cycling with
public transport



Introduction

Purpose of the Interchange Audit

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

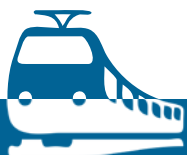


overview of station and terminal

Oban is a west coast resort town and the largest town between Helensburgh and Fort William. Oban has a sustainable transport interchange hub with the railway station, bus station and ferry terminal all within 100m of each other making it possible to switch between these modes of transport with relative ease.

Local authority area
Argyll and Bute Council

Location
The railway station, bus stances and ferry terminal are located together on the southern edge of the town centre; population 8,880



Railway Station

There is only one railway station in Oban and it is a terminal destination most often served from Glasgow Queen Street. It provides pedestrians and cyclists a means of accessing the many CalMac ferries which sail from the adjacent ferry terminal.

Number of passengers

Used by 122,000 passengers in 2012/13

Station manager

ScotRail

Number of entrances/exits

2

Number of platforms

4

Services

5 return services from Glasgow with regional stops, sleeper (to London), in the summer there is one direct return service from Edinburgh on Sundays

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; Caledonian MacBrayne

Bus Station

The bus stances in Oban have local, regional and national services within Scotland only. None of the services carry bicycles.

Ferry Terminal

The Caledonian MacBrayne Ferry Terminal in Oban provides services to and from Lismore, Mull, Coll, Tiree, South Uist, Colonsay, and Barra. Cyclists going to the isles will most likely be 'through' travellers taking their bicycles with them, while CalMac staff are most likely going to be travelling to the terminal and parking their bicycles there. The number of sailings per week are between 11 (low season) and 68 (high season) with 729,100 passengers annually.

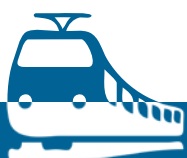


Audit Summary

Key Issues Found

The provision of cycle parking around the sustainable transport hub in Oban was very poor. Three cycle stands were provided near the bus stances, but these were uncovered and in the middle of a traffic island which cars used as unofficial parking. The railway station provided cycle parking, but these were also uncovered and not signed. More problematically, it was located far away from the entrance to the station, making them inconvenient and easily missed. This compares with a large covered area for the pay machine next to the station entrance for cars using the car park.

The ferry terminal lacked any proper cycle parking at all, despite CalMac's policy of not allowing bicycles inside the terminal building – as such, it was not immediately clear what cyclists were supposed to do when buying tickets. There were also poor routes to the ferry terminal for cyclists. In the outdoor spaces designated for cyclists waiting to board, there was no protection from the weather (and cyclists usually have to wait for all the cars to board first). This compared poorly to the

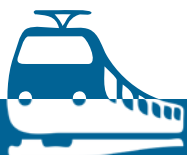


electric car charging point provided by the ferry terminal, even though there are almost certainly many more cyclists using the ferries than electric cars.

The information point in the ferry terminal did provide information on cycle hire in Oban. Unfortunately it only listed an outlet which is now closed, and omitted to mention two newer ones that are currently operating. Finally, neither the railway station nor ferry terminal provided any information on local cycling routes or repair shops, or information on cycling available on the islands served by the ferries.

Conclusions

The provision of cycle parking around the railway station, ferry terminal, and bus stances is extremely poor and it would not be difficult to improve upon it. There is plenty of space, and all that is needed are some covered stands placed in convenient locations. Despite the large numbers of cyclists using the ferries, their overall treatment is very poor. There is no clearly signed direct cycle route from town to the ferry terminal. Once there, cyclists are expected to leave their bicycles unlocked and uncovered when purchasing tickets, and then to stand exposed to the elements while the ferry is loaded with cars. Greater consideration for the path that cyclists will take, and providing shelter and parking at appropriate points, will make a big difference. Much more could easily be done to provide local and island cycling information at the railway station and ferry terminal.





No Smoking
No Bicycles
No Unattended Luggage



Signage

Caledonian MacBrayne Ferry Terminal

- ▶ There were several signs in place showing cyclists where to queue for specific ferries.
- ▶ The most direct route to the ferry terminal from town was through a wide and spacious pedestrian area. This had a sign stating 'no vehicular access' but nothing about bicycles. Ideally this would have had a cycle path to the ferry terminal in addition to the pedestrian access.
- ▶ The main vehicular route was fairly well signposted, but constituted a very indirect route for bicycles. In several areas there were requests for cyclists to dismount. There was no cycle path to the ferry terminal from the road, yet clear pedestrian and car routes.

Oban Railway Station

- ▶ There was no signage to show that there was cycle parking at the furthest end of the car parking area and therefore it was nearly missed in the audit. By contrast, a payment machine for car parking was given a prominent (and sheltered) position beside the station booking office.
- ▶ The routes to the ferry terminal and bus stances were well signposted from the railway station.
- ▶ There was a local onward connections poster outside the station with a road map and text that referenced the National Cycle Network. Nothing on the map showed where to find the NCN routes, so this would not be very helpful.

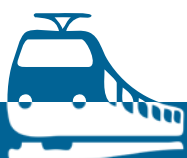
Oban Bus Stances

- ▶ There was no signage relating to bicycles.

Cycle Parking

Caledonian MacBrayne Ferry Terminal

- ▶ There was no provision for cycle parking. There were large yellow barriers (resembling huge Sheffield stands) which could be used and were the suggested option from staff. These were uncovered and very close to where cars park,



meaning that bicycles could be in danger of being backed into or clipped by cars. The natural surveillance was satisfactory when there were people coming and going to the ferries. There was CCTV present.

Oban Railway Station

- ▶ There was no cycle parking within the station grounds, close to the station.
- ▶ At the end of the station car park, a long way from the station entrance and platforms, there were five uncovered Sheffield stands and one bicycle was parked at this location. The natural surveillance was poor and while CCTV was present, it was not clear if it covered the cycle parking. The stand was also too close to the car parking which made full use of the stand closest to the next car bay impossible.
- ▶ While no parking was provided by the station entrance, there was a sizeable shelter built for the machine used to pay for parking and next to this a trolley bay which had no trollies but one bicycle attached.



Oban Bus Stances

- ▶ There was no provision of cycle parking at the bus stances.
- ▶ Close by, on the middle of a traffic island were three uncovered Sheffield stands. At the time of the audit, cars had pulled up on this island and used it for parking. This may well put cyclists off from using this area for parking. The natural surveillance was excellent for this area but CCTV did not appear to be present.

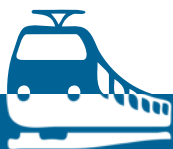
Suitable Routes

Caledonian MacBrayne Ferry Terminal

- ▶ Bicycles were treated like cars and can either cycle along the pedestrian route (most direct, but unclear if this was acceptable practice) or the vehicle access route (indirect) through town.

Oban Railway Station

- ▶ While the location of the railway station was clear, the centre of Oban was far from attractive for cyclists given the traffic volume, road layouts, and general absence of cycle provision.



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