



interchange Audit Report

Linking cycling with public transport



Audit Toolkit



Interchange: Linking cycling with public transport. Audit Toolkit.
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A report commissioned by Sustrans Scotland

Sustrans Scotland commissioned Transform Scotland to carry out an audit of interchange facilities for cyclists at selected rail stations, bus stations and ferry ports across the country. The results of these audits provide us with a clear indication of what facilities are currently available at a selection of interchange locations and conclude with a variety of key recommendations, including the establishment of a network of active travel hubs across Scotland. The project has also resulted in the production of a tried, tested and revised audit process which can be used for assessing facilities for cyclists at interchange locations in the future.

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About the authors

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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 lead leading European cities 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. Her work for Transform Scotland includes Street Audits to improve the pedestrian environment for Edinburgh City Council and development of a toolkit and audits of public transport facilities for cyclists. 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).

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Part 1: How to carry out the Audit

the audit process

What is an Interchange Audit?

The Interchange Audit provides a method for evaluating how easy it is to shift between cycling and other modes of sustainable transport. It is not uncommon to find some cycle parking and occasionally other measures aimed at supporting cyclists using trains, buses and ferries. However, until now there has been little work done to systematically assess the experience of a cyclist from finding the station or ferry terminal, to entering it, and then either parking or boarding a vehicle with a bicycle. This Toolkit provides individuals, community groups and transport operators with an easy and clear means to identify how their local station or ferry terminal can be improved for cyclists. Transform Scotland has carried out several audits using the Interchange Toolkit, and reports of these audits along with all the data recorded during the audit can be found on our website at www.transformsotland.org.uk/interchange



1. Groundwork

There are some essential tasks to complete prior to the audit, which will put you in good standing on the day.

- **Contact the the Station/Terminal Manager**

This is important for a number of reasons. First, you do need permission to be on the premises unless you are travelling or using the facilities inside a station or terminal. But more importantly, this is an opportunity for you to set up a means of communication with someone who can help to implement change. So make a point of introducing yourself and explain what you would like to do and why. Then ask if it would be possible to find a mutually acceptable date for the audit to take place and invite the manager to join you for part or all of the audit process.

- **Think about information which would be useful for the audit:**

This could include peak passenger numbers, any future cycling infrastructure work planned both in the short and long term and any challenges from the past that affect the cycling environment in the station or terminal.

- **Group size:**

This will very much depend on the size of the station/terminal you intend to audit as well as the size of your interest group. Working in pairs is often helpful and having one person with a bicycle to try out specific parts of the route may also be useful.

- **Meeting Location:**

It may be useful on the day to have a meeting location which is warm and dry and has facilities for hot drinks. This could be something the group books at a local community centre or can even be a cafe. If your group is larger than 5-6 people and you plan to meet in a cafe, it will be worth checking to make sure they can accommodate your group at the time you hope to meet.

2. What you need on the day

- **Appropriate clothing:**

Weather can be variable and it is very common to move between the indoors and outdoors in stations and terminals, so be prepared.

- **Clipboards:**

As well as keeping your data sheets and maps together, clipboards make it easy to record information as you move around the station/ferry terminal.

- **Recording worksheets or blank paper:**

The last page of this Toolkit includes a recording worksheet where you can record your observations and refer to pictures you might take or locations on a map. You can also create your own worksheet or use a stack of blank paper.

- **Maps:**

Having a map of the station/ferry terminal and local vicinity are useful for recording specific locations quickly. By annotating the map with a number or letter, you can quickly refer to that location on your recording worksheet.

- **Camera:**

Useful for documenting the day and having a visual record of your findings.

- **Bicycle:**

It can be useful for someone to bring a bicycle to evaluate how easy it is to move around the station or ferry terminal with one.





3. Conducting the Audit

Part 2 of this toolkit provides instructions on what information to record and what to look for at the station or ferry terminal. It is structured by location – for instance, the approach, then the entrance, then the route to the platforms – and within each location there are a number of features to consider such as signage, suitable paths, and cycle parking.

- The [General Information](#) page of [Part 2](#) should be filled in once per audit.
- For the other sections in [Part 2](#), the questions will guide you through the different things you need to look for. Fill out a separate [Worksheet](#) with your findings. At the end of [Part 2](#) this document is an [Audit Worksheet](#) you can print copies of to use on the day.
- Repeat each section of [Part 2](#) as many times as necessary to audit the whole of the station or port. For instance, if there are three entrances you should have an [Audit Worksheet](#) for each entrance.

4. Producing a Report

Once the audit is complete, organising your findings into even a simple report will help you get an overall picture of the cycling facilities in place as well as enabling you to be able to communicate this with people who can then use your work to implement changes. A report also allows you to draw together common themes and prioritise the most important issues.

Sorting your findings

You can use the categories above to sort your findings. You can also organise the report by theme (e.g. cycle parking, signage) instead of location. And if during the audit process other categories more suited to your site arose, use these. The key here is finding a way to organise the data you collected into a meaningful way that is easy to digest.

The Report

There are two main purposes for writing up a report of your audit. One is to instigate change. The other is to inform and improve the discussion around cycling facilities in your local area. It could be that your report is nothing more than the list of

your findings organised under suitable headings and a summary page (see below). Alternatively, a more detailed report could be written, which might include the following:

- Contents page
- Summary
- Your recommendations
- Your findings
- A description of the audit method you used
- A brief account of the day

To see examples of reports Transform Scotland has compiled from Interchange Audits, go to <http://transformscotland.org.uk/interchange>. You might find a different format is more suitable for your situation, so use these as a guide rather than a template.

The Summary

However you decide to organise and write your report, remember that many people only tend to read the beginnings of a report to get an idea of whether or not they will find the report interesting. Therefore, think about your summary and put some time towards distilling down what you have to say. In writing the summary, the following items may be useful to include:

- The reason for the audit.
- What you found; both positive and those things which could use improvements.
- What you want to see happen.
- Do not put anything in the summary that cannot be found elsewhere in the report.

To whom you should send your report

Your report should go to the people who can influence the changes you wish to take place. This could include:

- Your local councillors, who are the most likely party responsible for signage outside the station or terminal; bus stations often come under council responsibility as well.
- The station/ferry terminal manager.
- Your local MSP.
- Your local Sustrans Officer.
- Any local cycle groups that may be able to support your suggestions.



references and further reading

Association of Train Operating Companies (2012). Cycle-Rail Toolkit. London: ATOC.

<http://www.stationtravelplans.com/guidance-and-reports?action=view&newsID=27>

Cyclists Touring Club

<http://www.ctc.org.uk>

Sustrans

<http://www.sustrans.org.uk>

Transform Scotland (2014). Interchange Project.

<http://transformscotland.org.uk/interchange>

Transport Scotland (2011). Cycling by Design. Glasgow: Transport Scotland.

<http://www.transportscotland.gov.uk/report/j185500-00.htm>

UKCA

<http://www.cyclenation.org.uk>



Part 2: On the Day

general information

(fill in below, once per audit)

Station/Port Name	
Mode(s) of Transport Provided	
Station/Terminal Operator	
Station/Terminal manager	
Local Authority Area	
Location of Station/Port <ul style="list-style-type: none">• What is the nature of the surrounding area (e.g. commercial, offices, residential, industrial, cultural, tourist, etc.)• Is it located in the centre of the town or on the outskirts?	
Are there any redundant buildings that could be used to house a cycle hub or secure cycle parking? <ul style="list-style-type: none">• These can be identified during the audit and/or through discussion with the station/terminal manager• Annotate a station map with the location of these buildings	
Other General Comments	



approach and exterior

Arrival

- ▶ When arriving by bicycle, are there clear signs to indicate where the station is and where to stop?
- ▶ Is there a good location to stop and dismount safely?
- ▶ Is there a clear path from the road to the station?
- ▶ Is there signage directing you to the most appropriate entrance for cyclists (e.g. one with a lift, wheel wells, or ramp):
 - from the road?
 - from the pavement?

Parking

- ▶ Is cycle parking available outside the station?
- ▶ If so, is it clearly signed?
- ▶ Check the parking against the questions in Parking Facilities in the Cycle Parking section below.
- ▶ Additionally:
 - is it used as an unofficial smoking area?
 - is it covered?
 - is it closer to the station than any non-disabled car parking?



Signage

- ▶ Is there clear signage indicating the route to or location of cycle parking?
- ▶ Is there clear signage indicating how to get to the concourse via step-free access or wheel wells on stairs?
- ▶ Is there clear signage indicating the route to or location of any other relevant facilities (e.g. a cycle hub, lockers)

Parking

- ▶ Is there a clear path into the station or terminal and to the concourse for someone with a bicycle (e.g. not obstructed by traffic or crowds of people)?
- ▶ Are there barriers to the station/terminal entrance, such as doors that are difficult to open or fit through with a bicycle?
- ▶ Is there easy access to the concourse for cyclists?
 - Does it have level access or is there a ramp?
 - If there is a lift, does it have sufficient space?
 - If there are stairs, do they have a wheel well?

Station/Terminal Facilities

- ▶ Is there a conveniently located Active Travel Hub?
- ▶ Is there any promotion (e.g. posters, leaflets) of cycle facilities and features of this station or terminal?



to platform/stance/embarcation point

Signage

- ▶ Is there clear signage indicating a suitable route for cyclists (including the location of wide ticket barriers)?
- ▶ If access requires use of a footbridge or underpass, is there clear signage indicating how to get there via step-free access or are there wheel wells on stairs?
 - Is this signage consistent along the route so it is easy to follow without getting lost?
- ▶ Is there clear signage indicating the route to or location of station facilities? For example:
 - ticket machine or desk
 - refreshments
 - toilets
- ▶ Once at the platform/stance/embarcation point, is there prominent and clear information on where cyclists should be (e.g. to be at the correct part of the train for the on board cycle storage, to load the bicycle onto a bus or ferry)?

Suitable Path

- ▶ Is there a clear path for someone with a bicycle (e.g. not obstructed by crowds of people or narrow passages)?
- ▶ If there are ticket barriers, is a wide one for cyclists provided and clearly signed?
- ▶ If access to the platform/stance/embarcation point requires use of a footbridge or underpass, is access provided for cyclists?
 - Is the ground level or is there a ramp?
 - If there is a lift, does it have sufficient space?
 - If there are stairs, do they have a wheel well?

Facilities

- ▶ Is it possible to purchase tickets without locking up one's bicycle?
 - Or is there parking nearby which is quick and easy to use?
- ▶ Is it possible to purchase food and drinks without locking up one's bicycle?
 - Or is there parking nearby which is quick and easy to use?
- ▶ Is it easy to identify and find staff who can help?



Signage

- ▶ Is there clear signage from the entrance to the cycle parking that is consistent and easy to follow without getting lost?
- ▶ If the cycle parking requires instructions (e.g. multi-level parking, lockers) are these:
 - provided?
 - prominent?
 - easy to understand?

Parking Facilities

- ▶ Is the parking located so that accessing it is easy (e.g. no barriers, plenty of space for manoeuvring)?
- ▶ Is the parking of good quality?
 - Is there sufficient space around each parking stand to allow easy positioning of bicycles; for instance, Sheffield stands should have a footprint of 2,000mm x 1,000mm?
 - Is the parking in good condition, clean and not damaged?
- ▶ Is there a place for people to leave cycle locks?
- ▶ Is the parking in a location that feels safe (e.g. not in a dark, secluded corner)?
 - Is there CCTV monitoring the parking area?
- ▶ If there is a lot of parking, is it broken up into defined sections with the use of colour or numbers to help users remember where they left their cycle?
- ▶ Are lockers provided?
- ▶ Is there sufficient capacity to meet demand?
 - Count the number of fit for purpose cycle parking spaces.
 - Count the number of parking spaces in use.
 - Count the number of 'fly parked' bicycles within and around the station or port.
 - Add (2) and (3) together and divide by (1) to get the percentage of cycle parking in use.
 - Experience suggests that there should be enough parking to meet current demand plus space for a 50% increase. For instance, if 80% of the spaces are full, another 20% should be added (so there are free spaces equal to 40% of the original provision).

- ▶ If the cycle parking is multi-level:
 - Does it provide spring or gas assistance to raise and lower the upper level cycle?
 - Does all parking provide a bar that allows the frame and at least one wheel of a bicycle to be secured?
- ▶ Is there parking provided for electric cycles, cargo bikes, trailers, or tandems?
 - Due to their weight, electric cycles might require wider parking spaces or wall anchors or bars.
 - It may be necessary to inform other cyclists that certain spaces are reserved for these users.
- ▶ Are any 'cycle care' facilities provided in the parking area such as public tyre pumps or a work stand with tools attached?



Signage

- ▶ Is there clear signage indicating how to exit via step-free access or wheel wells on stairs?
- ▶ Is there clear signage indicating the route to or location of any other relevant facilities (e.g. a cycle hub, Brompton Dock)?

Suitable Path

- ▶ Is there a clear path out of the station or terminal for someone with a bicycle (e.g. not obstructed by traffic or crowds of people)?
- ▶ Are there barriers to the station or terminal exit, such as doors that are difficult to open or fit through with a bicycle?
- ▶ Is there easy access out of the station or terminal for cyclists?
 - is the ground level or is there a ramp?
 - if there is a lift, does it have sufficient space?
 - if there are stairs, do they have a wheel well?

Local Facilities & Information

- ▶ Is there a conveniently located 'Cycle Hub'?
- ▶ Is there a conveniently located city cycle hire scheme or 'Cycle Dock' (e.g. the Brompton Dock)?
- ▶ Is there prominent local information:
 - maps (with cycle information)?
 - local cycle routes?
 - local attractions?
 - any other useful local information for a cyclist such as cycle shop locations?

Is there any promotion (e.g. posters, leaflets) of cycle facilities and features of this station or terminal?





Station/Port Name

Date & Time

Audit section: Approach/Exterior Entrance To Platforms/Stances From Platforms/Stances Cycle Parking Exit

Nº on Map

Comments

Recommendations (optional)



Station/Port Name

Date & Time

Audit section: Approach/Exterior Entrance To Platforms/Stances From Platforms/Stances Cycle Parking Exit

Nº on Map

Comments

Recommendations (optional)

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About Transform Scotland

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

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

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

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