



interchange Audit Report

Linking cycling with public transport



Sustainable Transport Hubs



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.

Sustainable Transport Hubs Audit Report

This report presents the findings of audits conducted at three 'Sustainable Transport Hubs': Aberdeen, Mallaig, and Oban. In these places the rail station, bus station, and ferry terminal are located next to each other making transferring between transport modes easy. (Note that Mallaig does not have a bus station.)

The three railway stations in this report can also be read in conjunction with the *ScotRail Stations Audit Report* and *Edinburgh Waverley Audit Report* which contain details of the other railway stations audited as part of this project.

The bus stations at Aberdeen and Oban in this report can also be read in conjunction with the *Bus Stations Audit Report* which contains details of the other railway stations audited as part of this project.

www.transformscotland.org.uk/interchange

Acknowledgements

The authors would like to thank John Yellowlees of ScotRail, Duncan MacLaren of Top Storey Media, Fiona Anderson of NorthLink Ferries, Janice Fenny of Sustrans Scotland, and Jyll Skinner of the Aberdeen Cycle Forum. All were generous with their time and support, without which this project would not have been possible.

About the authors

Head of Research: Jolin Warren

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

Research Officer: Susan Warren

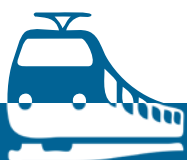
Susan has worked on a number of projects for Transform Scotland over the past decade. Her particular areas of expertise range from consultation and community engagement, through to climate change, public policy, and carbon foot-printing. Susan served as Transform Scotland's Company Secretary for two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

Additional research Eloise Cotton

Editors Eloise Cotton, Colin Howden

Images © Colin Hattersley

Design Ana Soldatenko cargocollective.com/anadesigns



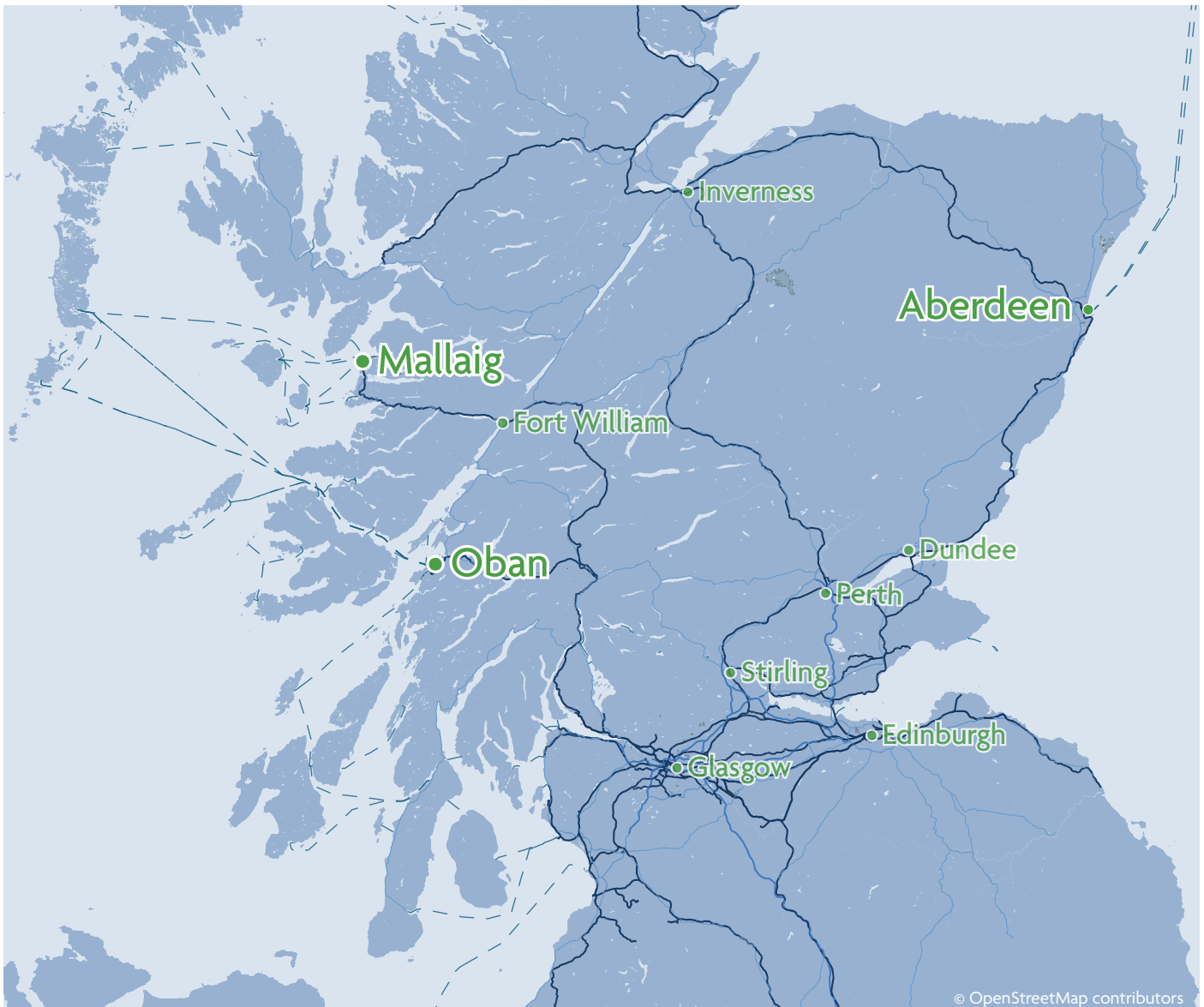
sustainable transport hubs

This report contains audit findings for:

- Aberdeen
Bus, Rail, Ferry

- Mallaig
Rail, Ferry

- Oban
Bus, Rail, Ferry

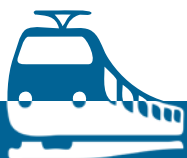


Also available as part of this project:

- Bus Stations Audit Report
Dundee, Edinburgh, Glasgow, Inverness, Perth, Stirling
- ScotRail Stations Audit Report
Fort William, Inverness, Perth, Stirling

- Edinburgh Waverley Audit Report
- Summary Report
- Audit Toolkit

All reports are available at transformscotland.org.uk/interchange



ABERDEEN BUS STATION RAILWAY STATION FERRY PORT Interchange Audit

Susan Warren
Jolin Warren
20 March 2014

Linking cycling with
public transport

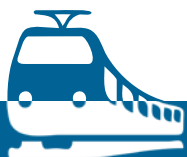


Image copyright Boon Low

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).

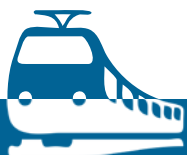


overview of stations and terminal

The City of Aberdeen has a sustainable transport interchange hub where the railway station, bus station and ferry terminal are all within 700 metres of each other. These all are centred, more or less, around the Union Square retail/leisure hub, which provides access routes between the three facilities. Their proximity makes it possible to switch between rail, bus, and ferry with relative ease. Given the integrated nature of Aberdeen's public transport facilities, they are being considered in one report rather than three separate documents.

Local authority area
Aberdeen City Council

Location
In the city centre which is also adjacent to Aberdeen Harbour, a busy commercial port; including suburbs the city has a population of 201,680



Aberdeen Railway Station

The only railway station in Aberdeen, Scotland's third largest city, is the fifth busiest station in Scotland (the busiest outside of Glasgow and Edinburgh). Services from Aberdeen Railway Station run north-west to Inverurie, Elgin and Inverness, and south to Glasgow, Edinburgh, London, and Penzance. It sees significant use as an interchange with 5% of passengers using the station to change trains. The multi-storey car park on College Street is partly run and maintained as a part of the station.

Number of passengers

Used by 3.5 million passengers in 2012/13

Station manager

ScotRail

Number of entrances/exits

5

Number of platforms

7

Services

intercity (Scotland and UK), regional, sleeper (to London); less than ten trains per hour, primarily originating/terminating services with a few through services

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; Aberdeenshire Council, Stagecoach Bluebird Aberdeen

Aberdeen Bus Station

There are regional and national services within Scotland and the UK provided by Stagecoach, First, Megabus and National Express which call at Aberdeen Bus Station. Stagecoach Bluebird carries bicycles on all their services.

NorthLink Ferry Terminal

The NorthLink Ferry Terminal provides services to and from Lerwick (Mainland Shetland) and Kirkwall (Mainland Orkney). Northbound and southbound journeys to Shetland run seven days a week. Connections to Orkney are provided four days a week northbound and three days a week southbound. Ferry customers will almost certainly be 'through' travellers taking their bicycles onto the ferry, while NorthLink staff are 'to' travellers, only using their bicycles to get to the terminal building.

Audit Summary

Key Issues Found

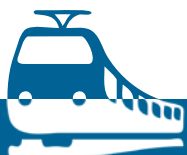
A general issue across the area was that while some good cycle parking existed, it was often not in desired locations, was poorly signed, was poorly maintained, or was (perceived as) unsafe. There was also a lack of secure parking in the form of public cycle lockers. While there were good routes between and into the stations and ferry terminal, a lack of consistent signage meant that cyclists might not know about the best routes available.

NorthLink Ferry Terminal

NorthLink was very accommodating to cyclists, allowing bicycles to be brought into the terminal building and with staff assisting cyclists at key points of the route onto the ferry. Staff also keep an eye out for cyclists who arrive and are unsure what to do with their bicycles. However, signage could be improved as the lack of cycle-specific signage or parking outside the terminal means that a first time traveller would be unsure as to where they should go and where they can leave or take their bicycle. When disembarking the ferry, there was also a lack of signage indicating how to get to the railway or bus stations, or the nearby National Cycle Routes.

Aberdeen Railway Station

There was a lack of well-located, quality, and safe cycle parking at the station, despite there being plenty of space. Where parking did exist in desired locations (outwith but near the station), it was oversubscribed, and so there was a clear demand for



more parking in suitable locations. Signage to nearby cycle parking outwith the station could also be improved. An audit of the cycles parked in the station (both to cycle stands and railings or posts) and the surrounding area should be conducted to identify where cyclists desire parking and where more can be installed.

Aberdeen Bus Station

The bus station provides good cycle parking but no lockers for public use. Additionally, the nearby cycle parking was not signposted. More importantly, Aberdeen Bus Station has some of the few bus services in Scotland which carry bicycles, yet there was no signage to indicate this or where cyclists should wait. Staff at the station were also unaware of the bicycle carriage on Stagecoach Bluebird services and so could not help direct cyclists appropriately.

Future Plans

NorthLink Ferry Terminal

There are plans to include further cycling information on the NorthLink website. Additionally, NorthLink will look into carrying the Sustrans National Cycle Network Route 1 maps in their ships' on-board shops and display cycling information on their on-board electronic information screens. There is also a plan for the Aberdeen Cycle Forum to produce a map for those cyclists who arrive in Aberdeen in the morning and wish to have a short ride prior to leaving on the ferry in the evening.

Aberdeen Railway Station

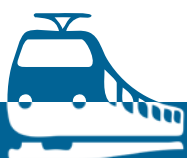
While station staff during the audit mentioned a plan to install cycle parking near the glass wall separating the Blue Badge Parking Area and the main concourse (which would be an excellent location), this could not be confirmed by ScotRail at the time of writing.

Aberdeen Bus Station

There was, at time of writing, no information on future plans for Aberdeen Bus Station in terms of cycling facilities.

Conclusions

Aberdeen has a special opportunity to be a cycling destination as well as a point from which to travel. The basic infrastructure is in place in terms of the location of the stations and ferry terminal, access routes, and cycle parking availability in the surrounding area. Aberdeen is also in the envious and unusual position of having bus services which carry bicycles as a matter of policy. Yet this provision is currently let down by a lack of consistent signage integrated across the facilities, a lack of information about travelling with a bicycle on the buses, and insufficient and poor quality cycle parking at the railway station. For Aberdeen's sustainable transport hub to achieve its potential, there will need to be a combined effort between the council and transport companies. They will need to ensure that all routes are well marked and that good quality cycle parking is available and well signposted. The information on taking bicycles on buses must also be improved. With some effort and coordination, Aberdeen could be a model for a sustainable transport interchange.





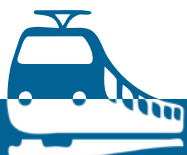
Signage

NorthLink Ferry Terminal

- ▶ The ferry terminal was well signposted from all approaches although none of the signs had cycle specific markings. This was not inherently a problem but worth noting simply from the perspective that there were clear pedestrian signs to the terminal.
- ▶ The lack of clear signage could mean that a cyclist is unsure where and how to engage, given the clear markings for other modes of transport.
- ▶ The ferry terminal entrance had no cycle signage, so it was unclear whether cyclists can bring their bicycle into the main ticketing area or not. While it is NorthLink policy for staff to make a point of seeking to help a cyclist if they see one looking about outside, a clear indication that cyclists are free to come in with their bicycles would be useful.
- ▶ Upon exiting the terminal there was no sign to the railway or bus station for any vehicle at the junction of Ferry Terminal Road and Market Street. There was also no indication of how to access National Cycle Route 1 and National Cycle Route 195.

Aberdeen Railway Station (including College Street Car Park)

- ▶ There were no signs in the area around the taxi and Blue Badge Holder entrance from Civic Square indicating whether bicycles were allowed to use this entrance. This was not ideal as it was the only entrance/exit by which a cyclist could cycle in or out of the station.
- ▶ Upon exiting the station, the National Cycle Routes 1 and 195 were well sign-posted.
- ▶ The walking area between the Travel Centre and Blue Badge holder parking in the station had a sign which offered information on where to find most things, but not cycle parking.
- ▶ There was no indication at the main entrance to the College Street Car Park that cycle parking was available in this car park, either in the form of lockers or Sheffield stands. There was only one sign indicating the cycle parking on level 5 inside the entire car park.



Aberdeen Bus Station and Union Street Shopping Centre

- ▶ The cycle parking area on the south side of Union Square (under the ramp to the car park, near TK Maxx) was not sign posted.
- ▶ The cycle parking outside the Union Square Shopping Centre at the Bus Station was also not sign posted.
- ▶ While all Stagecoach Bluebird buses will carry bicycles, there was no signage indicating this, or where cyclists should wait. Compounding the problem, staff at the bus station seemed unaware that any bus services carried bicycles.

Cycle Parking



NorthLink Ferry Terminal

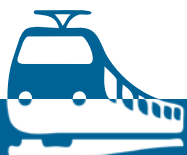
- ▶ There was no cycle parking at the ferry terminal.
- ▶ The two options for cyclists travelling on the ferry prior to boarding were:
 - Bicycles could be locked up in NorthLink Ferry's secure holding area. This was at the owner's own risk but provided more security than leaving them outside. However, once the bicycles were in this area, there was no access to them until boarding time.
 - Bicycles could be locked up outside the terminal (on fencing) or at the cycle parking provided at Union Square.
- ▶ There were no lockers but cyclists could place panniers in the left luggage inside the ferry terminal building.
- ▶ There was a clear need for cycle parking for staff, as there were two staff bicycles locked to the fence outside the terminal.

Aberdeen Railway Station

- ▶ There are five Sheffield stands in the Blue Badge holder parking area of the station (near the wall backing on to Guild Street). These stands and surrounding area were very dirty and dark, with water dripping from the roof. Surveillance was very poor, with little to no natural surveillance of the area and no CCTV. Possibly as a result of these conditions, none of the stands were in use.
- ▶ There are left luggage lockers at the station.

College Street Car Park (for Aberdeen Railway Station)

- ▶ At the main entrance to the College Street Car Park, there were four bicycle lockers, three of which had their lock loop broken off. One locker has been repaired (most likely by the user).



- ▶ At Level 5 of the College Street Car Park, there were 35 Sheffield stands with only four bicycles parked, three of which looked abandoned. There were three left locks. CCTV had recently been installed but natural surveillance was low and this area has a history of bike theft according to local contacts. This, along with the distance from the station, were considered the most probable reasons for its underuse.
- ▶ Near the exit ramp from College Street Car Park, on the station level, there were two Sheffield Stands with several bicycles attached to railings. One bicycle, according to a local contact, had been abandoned for at least 8 months. This was clearly a desired parking area.
- ▶ On College Street, near the main entrance to the Car Park there were four empty Sheffield stands, without a cover. CCTV was present at the location, but it was unclear if it covered the cycle parking.

Union Square (including the Civic Square in front)

- ▶ The Civic Square station entrance had 10 Sheffield stands, five of which were covered. All had good natural surveillance and CCTV coverage. The stands and area around the stands was well kept and clean. The stands were well used, particularly at the weekends.
- ▶ On the south of Union Square under the ramp to the car park (near TK Maxx) there were 14 Sheffield stands with good spacing. While CCTV did not cover the cycle parking, the area did have lighting and some element of good natural surveillance. The steps on the northern approach towards the parking area did not have a wheel well while the southern approach had level access.

Aberdeen Bus Station

- ▶ There were six bicycle lockers at the bus station, but they were provided only for staff use.
- ▶ The bus station provided 12 covered Sheffield stands and 14 bicycles were parked at the time of the audit. It was not clear if the CCTV cameras present in the vicinity covered the stands. There was good footfall and therefore excellent natural surveillance.

Suitable Routes

NorthLink Ferry Terminal

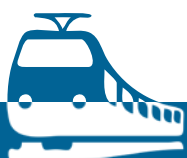
- ▶ The route to and from the ferry was always facilitated by staff located at key points on-route. Cyclists must walk their bicycles on and off the ferry. The staff were also available to assist cyclists in securing their bikes on the boat when boarding.

Aberdeen Railway Station/College Street Car Park

- ▶ The Civic Square taxi and Blue Badge Holder entrance was where cyclists could ride into or out of the station. This was satisfactory to negotiate, but could be difficult when the station becomes busy, as there is no clear cycle path or right of way.
- ▶ The route to Platform 7 had a small lift and only one bicycle (no longer than 179cm) would fit in here at an angle. There were no wheel wells on the stairs. However, Platform 7 did have ticket barriers suitable for cyclists to use.
- ▶ All other platforms were accessed by the ticket gates in the main concourse, which had level access. The ticket barriers had two large gates suitable for bicycles to pass through.

Aberdeen Bus Station

- ▶ While all Aberdeen Stagecoach Bluebird buses take bicycles (according to their information phone line called 19 June 2014), there was no special provision at the stance (like extra room) for bicycles.





Facilities

NorthLink Ferry Terminal

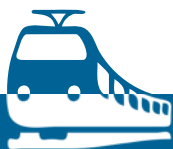
- ▶ While there was no parking for bicycles, cyclists were able to bring bicycles into the building and lean them against a wall in order to access the ticket desk and lavatories.

Aberdeen Railway Station

- ▶ When using the ticket office a cyclist could take their bike in with them or use the convenient parking in Civic Square.
- ▶ In the railway station there were no cycle parking options close to the cafés and refreshments. WH Smith was too small to accommodate a bicycle. The cafés did not allow customers to bring in their bicycles. Instead, they suggested cyclists lean their bicycles against the glass windows outside the café, so that owners could keep an eye on them while eating.

Aberdeen Bus Station

- ▶ The cycle parking was convenient for access to the bus station ticket office and all the refreshment options in Union Square.



transform
scotland

transformscotland.org.uk/interchange

Tel: +44 (0)131 243 2690

info@transformscotland.org.uk

MALLAIG RAILWAY STATION FERRY PORT Interchange Audit

Susan Warren
Jolin Warren
12 May 2014

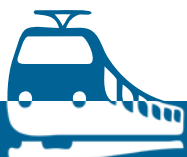
Linking cycling with
public transport



Introduction

Purpose of the Interchange Audit

Transform Scotland has carried out a series of 'Interchange Audits' to assess how easy it is to combine cycling with other forms of sustainable transport. Railway stations, bus stations, and ferry terminals have been audited 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).

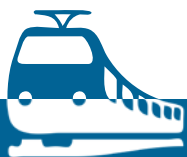
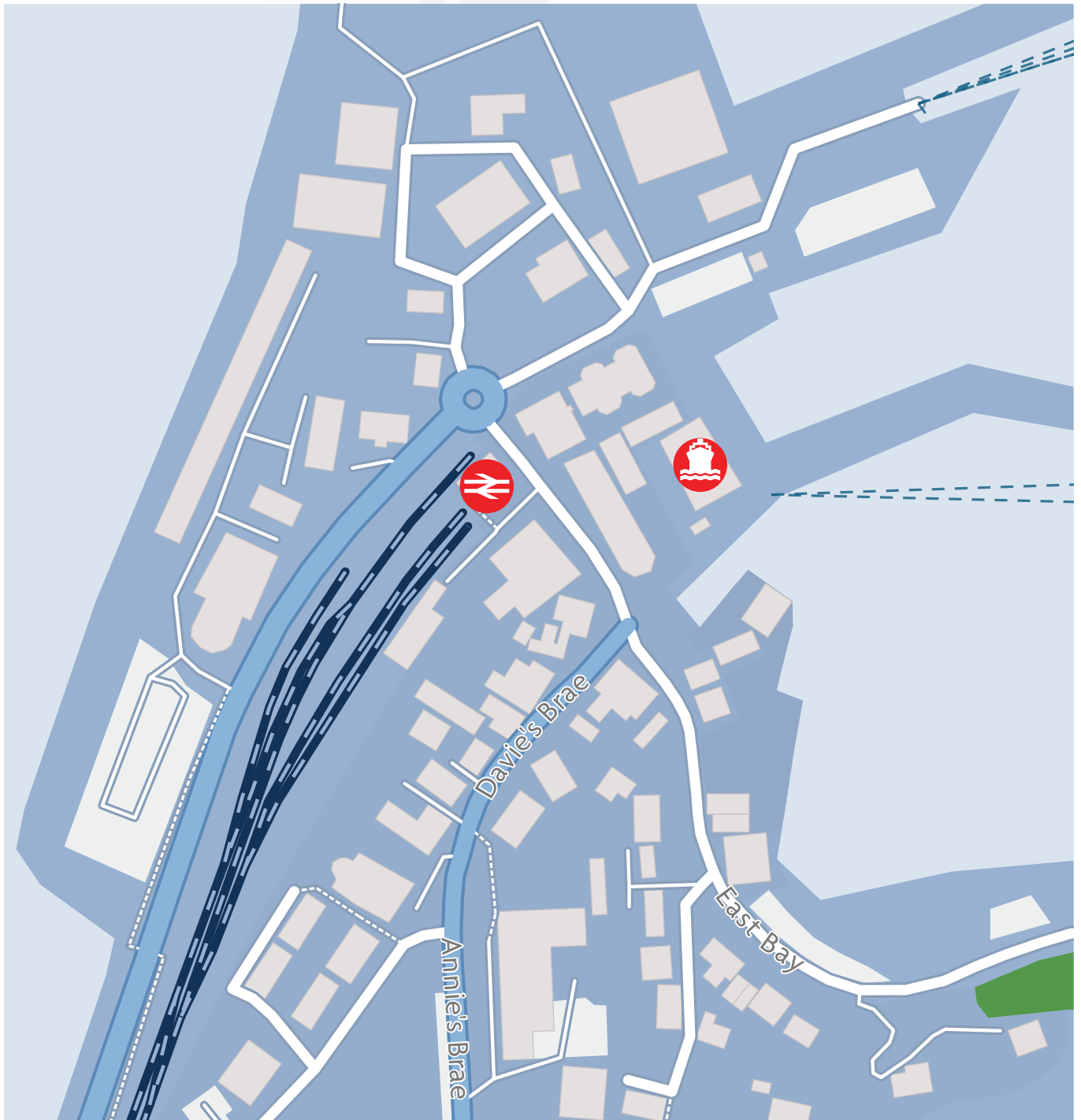


overview of station and terminal

The railway station and ferry terminal in Mallaig are located next to each other and so the proximity of these facilities makes it possible to switch between rail and ferry with ease.

Local authority area
Highland Council

Location
In the centre of the village which has a population of 790



Mallaig Railway Station

The railway station in Mallaig is the terminus station for the West Highland Line with services from Fort William.

Number of passengers

Used by 83 ,000 passengers in 2012/13

Station manager

ScotRail

Number of entrances/exits

2

Number of platforms

2

Services

Terminus for west coast trains from Fort William; 4 return services except Sundays when there are 3; served by the Jacobite steam train in the summer with 2 services from Fort William and one returning

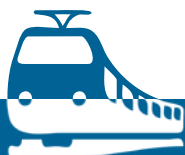
References: Mid-2010 Populations Estimates for Settlements and Localities in Scotland (General Records Office Scotland); Estimates of Station Usage 2012/13 (Office of Rail Regulation); National Rail Enquires; ScotRail; Caledonian MacBrayne

Caledonian MacBrayne Ferry Terminal

The Caledonian MacBrayne Terminal provides services to and from the Small Isles (Canna, Rum, Muck and Eigg) as well as to Armadale on Skye. (There is also a return service to Lochboisdale on South Uist which does *not* run between 4 April - 26 October.) Armadale return services run daily. The Small Isles services change daily Monday through Thursday, while on Friday, Saturday and Sunday, all the islands have services.

Audit Summary

Given the compact nature of Mallaig, the railway station, and the ferry terminal, it is relatively easy to move about with a bicycle. However, there was no signage to the railway station on the A830 main approach into Mallaig. While the railway station had cycle parking, it was uncovered which is not ideal in the west Scotland climate. However, at least parking was provided and it was possible to take bicycles into the station. In contrast, the ferry terminal did not provide any cycle parking. This was compounded by CalMac's Scotland-wide policy of prohibiting bicycles in ferry terminal buildings. Some signage, covered parking, and a more cycle-friendly policy would greatly improve the experience of the cyclist.



Signage

There are two routes into town, the A830 (which is the main road) and the B8008.

Mallaig Railway Station

- ▶ Where the A830 meets Station Road, there was no signposting for the railway station. It should be noted that the station is visible from this road, if one is paying attention, but it may escape someone not familiar with the area and focusing on signs and the road. Where the B8008 meets Station Road, there was good signage for the railway station.

CalMac Ferry Terminal

- ▶ Both the junction between the A830 and Station Road and the B8008 and Station Road had good signage to the ferry terminal.

Suitable Routes

- ▶ The roads in Mallaig were quiet and easy to navigate on a bicycle.

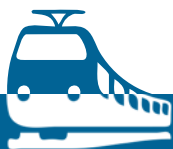
Facilities

Mallaig Railway Station

- ▶ There were five uncovered Sheffield stands with good natural surveillance and CCTV coverage. The spacing between was 54cm, which is significantly smaller than the recommended 100cm. The recommended spacing ensures each Sheffield stand can easily hold a bicycle on either side with panniers loaded.

CalMac Ferry Terminal

- ▶ There was no cycle parking provision at the ferry terminal, although staff suggested the railings outside as an option for locking up bicycles.
- ▶ Bicycles were not allowed in the ferry terminal.



transform
scotland

transformscotland.org.uk/interchange

Tel: +44 (0)131 243 2690

info@transformscotland.org.uk

OBAN

BUS STATION

RAILWAY STATION

FERRY PORT

Interchange Audit

Susan Warren

Jolin Warren

21 April 2014

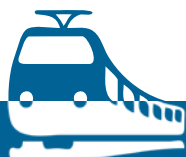
Linking cycling with
public transport



Introduction

Purpose of the Interchange Audit

Transform Scotland has carried out a series of 'Interchange Audits' to assess how easy it is to combine cycling with other forms of sustainable transport. Railway stations, bus stations, and ferry terminals have been audited 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).

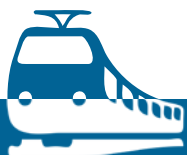


overview of station and terminal

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.

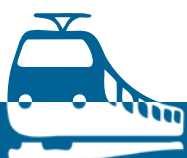


Audit Summary

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

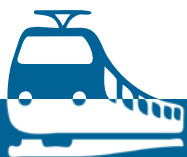


electric car charging point provided by the ferry terminal, even though there are almost certainly many more cyclists using the ferries than electric cars.

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.

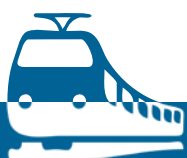
Oban Bus Stances

- ▶ 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.

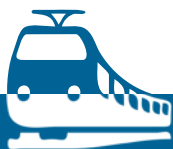
Suitable Routes

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.



transform
scotland

transformscotland.org.uk/interchange

Tel: +44 (0)131 243 2690

info@transformscotland.org.uk



interchange audit

Interchange: Linking cycling with public transport.
Sustainable Transport Hubs Interchange Audit Report.
Published by Transform Scotland, Edinburgh, August 2014

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.

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

 facebook.com/transformscotland
 twitter.com/TransformScot