Strathclyde Partnership for Transport

Safer Routes to Public Transport

Scoping Report

26 May 2008

Executive Summary

This project has been undertaken to identify the action needed to ensure that all residents of Strathclyde can access public transport (PT) efficiently and safely. It has involved a review of best practice, interviews with stakeholders in public transport and access, and the preparation of a draft action plan.

The problem

The work has identified that there are barriers to accessing public transport for some people that are not currently being tackled including:

- Scope to relocate bus stops to more attractive locations closer to the catchment populations and in safe locations with defensible space.

- Lack of pedestrian crossings, poorly located crossings, or inappropriate crossings for users.

- Lack of information suitable for all users and signing of paths to stops and stations and nearby trip attractors.

- Surface treatment, including drainage, tactile surfaces, kerbs.

- Shelters and seating to make access more pleasant and comfortable.

- Lighting including for the streets, shelters, and the visual information.

- Clearing obstructions to paths including maintenance of vegetation.

The main focus for bus and rail operators is successful operation of buses and trains, but it is recognised that the quality of travel to stops and stations affects the overall attractiveness of travel by public transport. These companies however recognise that they would like to do more to tackle barriers on routes to stops and stations.

Local authorities face resource constraints, but some have made good progress at some locations to provide safe, clean, well lit, physically accessible waiting areas, good information, and well maintained access routes. There is wide recognition that a more systematic improvement programme could significantly improve access.

To improve community safety including on routes to PT, Strathclyde Police have audit and assessment programmes, and the capability to target problem locations with intensive policing. Good progress is already being made creating better defensible space for some public transport waiting areas, but improved communication about routes to public transport, and a better dialogue about ways of improving these, would allow better targeting of resources. Existing delivery mechanisms such as Glasgow Community Safety and Services, could allow priority routes to public transport to be assessed and improved.

A practical delivery approach

Tackling all of the main barriers to accessing stops and stations within Strathclyde would cost many £ hundred million, so practical action depends on a staged and affordable approach. Ensuring good value within a programme to tackle access to PT will depend on prioritising action. The approach to audit and prioritisation should be commensurate with the budget available, but should take account of:

- The stated concerns of local residents including evidence from an improved dialogue with local communities, developed in parallel with the action programme.

- Equity and inclusion particularly ensuring that security issues are tackled for vulnerable users.

- The frequency with which each stop or station is used.

- An analysis of the consequences of lack of access for profitable public transport and social and economic needs to reach workplaces, shops, and services.

Good practice is already being delivered in some places to provide safe routes, with an effective dialogue between local residents, community representatives and public authorities. Trust is built by facilitating audit programmes and responding quickly to identified problems to tackle barriers and improve key routes. Extending such practice across Strathclyde would solve many of the problems.

Sharing and managing information will be central to raising the benchmark. SPT should therefore agree with partners an action plan that communicates a shared approach to tackling the problems:

- Between public agencies and the police

- With transport operators

- Engaging with the local community to find out about problems and tell people what is being done.

Towards an action plan

This project has identified that an action plan to deliver safer routes to public transport should involve:

- Improving the built environment through maintenance and upgrading programmes funded largely by local roads and transport authorities. This would include work to relocate bus stops to more optimal locations where this can be agreed with partners.

- Managing audits of access to PT for new development funded largely by developers and managed through the land use planning process.

- Improving safety and security through audits and targeted action managed by community safety partnership teams.

- Tackling gaps in information with an improved dialogue between users of PT/local residents and roads and transport authorities.

To develop an action plan which can be adopted by all relevant stakeholders further engagement and workshops are needed to identify delivery mechanisms, roles and responsibilities.

Contents

1.0   Introduction

1.1   Improving access to public transport is an often stated aim, but practical action to identify and manage the routes that people use to walk, cycle or drive to bus stops and rail stations has been limited. Delivery has been frustrated by the combined challenges of: inter agency working, lack of knowledge of the perceptions of people using each route, and lack of a consistent policy framework with clear accountability.

1.2   SPT in its regional transport strategy has helped to clarify the policy framework, but further work is needed to turn this into practical action based on people's needs, and involving multiple agencies.

1.3   This project combines all aspects of integration to ensure that SPT can facilitate cross-sectoral and cross-modal delivery. It identifies an approach to combine public agency delivery and community action co-ordinating inputs from roads and public transport departments, public transport operators, community planning and community safety interests.

1.4   The aim of the work is to identify recommended areas for action for safe routes to public transport, covering geographic, policy and project level interventions.

Approach

1.5   The project was tackled in five stages:

- Stage 1 – Building from best practice

- Stage 2 – Consultation with local stakeholders

- Stage 3 – Analysis and review

- Stage 4 – Action planning and reporting

2.0   Building from Best Practice

2.1   This chapter describes the concepts and issues related to planning safe routes to public transport covering:

- Factors affecting access to public transport

- Decision making and practical delivery

- Partnership working

- Best practice on planning safe routes

Factors affecting access

2.2   Table 2.1 summarises the main factors affecting access to public transport.

Table 2.1 – Factors Affecting Access to PT

Category	Factor
Time factors	• Walk time, cycle time, drive time, wait time • Scheduling of services at each bus stop/station by time of day including evening, and day of the week including weekend. • Time budgets available to each population group for each trip type
Cost factors	• Public transport fares • Affordability for the people concerned
Reliability	• Uncertainty about journey times • Uncertainty about journey quality e.g. availability of a seat
Security/ safety	• Real and perceived safety accessing PT • Risk of traffic injury • Risk of assault/abduction • Confidence in safety of travelling environment
Quality	• Comfort of waiting areas and vehicles • Attractiveness of walking routes to access PT • Assistance and helpfulness of staff • Support services when travelling e.g. catering • Privacy and experience when accessing PT • Independence and need for assistance
Comfort/stress	• Shelter when waiting for public transport • Shelter from weather/exposure to wind on walking routes • Effort required to access public transport
Information and booking	• Information availability from which to plan journey • Information about walking and cycling routes • Information about parking at or near the stop/station • Time spent planning and booking journey • Availability of information during journey
Complementary factors and lifestyle	• Ability to socialise when travelling to stops and stations • Legal and insurance protection (tends to be lower for walkers than those travelling in vehicles) • Time budget limits for travel • Need to carry goods/accompanied by children • Non transport costs e.g. clothing, equipment, umbrella • Health factors such as air quality and calories used when walking

2.3   Although these factors are presented separately it should be noted that eliminating one barrier will not improve access if other barriers remain (DHC 2002). It is therefore usually necessary to look separately at the factors by people group. For access to public transport to be improved, all relevant barriers for the people group being considered need to be overcome.

2.4   Other points to note are that:

- Technology is having an increasing role influencing the relative importance of these issues and the cost of tackling problems. The take up of technology is also widening the gap between levels of access within society.

- Investment in safe routes to public transport needs to be able to demonstrate that it is making a greater contribution to meeting these needs than other competing investment programmes.

- People's needs do not easily fit within narrow management structures, so making progress depends on the ability to source funding from multiple sectors to tackle all of the barriers. This presents significant practical barriers for delivery since most funding is managed within narrower programmes.

Decision making and practical delivery

2.5   Each stakeholder perceives problems in different ways and can contribute different things. Evidence of the impacts on people provides the bridge that allows different agencies and companies to engage around common goals.

2.6   If a more systematic analysis and prioritisation of access to public transport is to add value to the decision making process it needs to have sufficient rigour to avoid being simplistic, but when considering the many complex and interacting factors it must also avoid being too complex for non-experts to have confidence in the results. The cost and depth of the survey and analysis, for a safer routes to PT programme, needs to be commensurate with the impacts on delivery.

2.7   To achieve a practical approach consistent with the STAG[1] framework, the objectives need to be clear and a mix of qualitative and quantitative techniques used to review the available evidence. In STAG four types of access need are identified as relevant to accessibility appraisals:

- Expressed need – how many travellers would benefit from the improvements.

- Community/social need – identifying the ways in which the interchange improves the opportunities available by changing what is practical for the group being considered.

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[1] Scottish Transport Appraisal Guidance (STAG) was first published in 2003 and is currently being revised.

- Stated need – how to overcome perceived obstacles. People might think that lack of information about whether a bus will turn up is the issue, but when they actually make the journey they often find that their perceptions change.

- Relative need – Some people have greater needs than others and problem solving should see to close the opportunity gap.

2.1 Perceived/stated accessibility and measured access e.g. of social or relative need, should be reconciled.

2.2 Qualitative and quantitative accessibility measures can define the level of opportunity and choice from the stop/station or the home residence/business location:

- The catchment information for each stop or station provides more detail on the people who might have access to the public transport network at that location. Locations with high population catchments within a short walk attract a high priority for investment in safe routes.

- From the origin of the trip users identify the choice of stops/stations available to them and the frequency/quality/capacity of the public transport services that they could potentially access.

2.8 Some people will choose to walk further to access more frequent services. The quality of access routes will also be perceived differently by each population group.

Partners for planning safe routes

2.9 Complex cross sectoral problems demand more sophisticated solutions. Not only is partnership working necessary for delivery, but the range of solutions covers, engineering, marketing, security, information and many other issues. As a result, partnership working can quickly become unwieldy and there is a need to ensure that delivery mechanisms are as simple and focused as possible.

2.10 The progress which has been made on safe routes to stations has involved:

- Train operating companies

- Transport authorities and PTEs

- Roads authorities

- Rail passengers representative groups

- Special interest and campaign groups

- Social enterprises able to manage volunteers for delivery e.g. Sustrans

- The Former Strategic Rail Authority – with functions in Scotland now undertaken by Transport Scotland.

- Network Rail

2.11   Compared with the planning of safe routes to school or safe routes to other facilities such as hospitals there has been less community involvement in safe routes to stations.

2.12   'Safe routes to bus stops' is still developing as a concept in the UK. Engaging with multiple bus operators can be difficult, and safe routes may need to be managed as part of another partnership activity such as bus forums. However bus journeys tend to be much more local than rail and will involve relatively greater local community involvement.

2.13   Community engagement on planning access has been successfully achieved in Scotland by working with:

- Schools

- Employers

- Community groups

2.14   Evidence of how to target the needs of particular groups of travellers, is used as a bridge to allow dialogue between the different groups as a bridge towards successful engagement.

Segmentation of the travel market

2.15   The public transport network for mobility impaired people may look very different from that for able bodied people. Transport operators are also seeking to make more services available to more people.

2.16   The location at which a child will access the public transport network might be very different from that for an adult. People make decisions about journey choices based on all aspects of the journey from door to door. Transport planning and investment needs to do the same. Although the focus might be on access to the stop or the station, this cannot be separated from the service provision from each stop or station.

2.17   When considering people's needs, the four types of access defined in STAG allow the prioritisation of actions to meet these needs in terms of:

- The *frequency* with which each service is accessed (expressed need)

- The *consequences* of the person not being able to access the services (social need)

- The *concerns* of the affected groups about not being able to access the services (stated need)

- The importance for *equity* of some people not having access (comparative need)

2.18   Table 2.2[2] summarises some of the most important services that people need to access by walking, cycling and public transport. Not all journeys will need to

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[2] Based on research for the National Consumer Council on access to services.

use the public transport network but for people who do not have local access by walking the importance of the public transport network is much greater. The nine service types in the table might all be accessible from the same bus stop for one community. However for some locations different safe routes are needed for different trips.

Table 2.2 – Accessibility Needs and Priorities

Service	Why is it essential			
	Frequency of access required	Consequences of lack of access	Stated concerns of people	Equity
Local shop, shopping centre	High frequency and fastest growing trip purpose	Poor eating habits leading to poor health	Concern about the loss of local stores.	Low income groups make more frequent short trips and pay more e.g. taxis.
Post Office Banking/ Cash machine, legal services	High frequency	Higher costs resulting from the need to use more costly sources for cash such as pay for use cash machines	Concerns about declining local provision	Low income groups make more frequent trips and pay more for their banking.
Leisure, sports, clubs and societies	Medium frequency	Weak social support mechanisms for people who cannot participate		Low income groups spend less time travelling for sport and leisure activities and make less frequent trips than for the population as a whole.
Hospital	Low for most people	High for some services – can core services be defined	People do not generally choose where to live because of proximity to a hospital so transport to hospital is relatively important for accessibility	Poor people pay the highest costs for getting to hospital Choice in healthcare requires more travel favouring mobile groups.
GP	Medium	Delays in seeking help resulting in greater problems and higher costs	Largely a concern for low mobility group	Poor health and poverty are closely linked.
Community/ day	Frequent for a small number of	People can become unable to live	Type of transport is very important	

Service	Why is it essential			
	Frequency of access required	Consequences of lack of access	Stated concerns of people	Equity
centre/social services	people	independently without making a call on social services without social interaction.	since these services target low mobility groups.	
Schools and colleges	Frequent for those in full time education	Some children are be unable to participate in discretionary, non-core activities (e.g. breakfast clubs, homework clubs and after-school activities)		Fewer trips to colleges from lower income groups.
Childcare and nurseries	Frequent for those with children	Restricted time budgets in single parent families can make access to childcare difficult.		Fewer trips to nurseries from lower income groups.
Employment	High frequency	Work is central to social inclusion. The inability to access employment as lower value activities move out of town centres to less accessible locations. .	Choice of residence location closely related to employment	Low income groups travel less far to work and transport costs can be a barrier to take up of low paid jobs.

2.19   Key points from Table 2.2 are that:

- Expectations of society move on, so perceptions change and generally rise particularly for some sections of the community.

- Low income groups make trips on a similar frequency as for high income groups so frequency of travel is a good indicator of need across all groups of society.

- Lower income groups spend more time than higher income groups travelling for shopping and personal business (the largely market based services), but spend less time travelling to work and education. Low income groups spend less time travelling for sport and leisure activities

2.20   The very large potential number of people groups and ways that they access the transport network for each trip purpose can easily become unmanageable. A successful approach relies on starting with a clear focus on practical delivery. By successfully identifying the most important barriers for a single user group and trip purpose and delivering improvements to overcome

these barriers, there is then a platform to move forward and tackle the next problem of another group.

Scheduling

2.21   Travel time windows and public transport supply define the times when journeys can be made.

2.22   The evening and weekend public transport networks not only have different service patterns but have different constraints for ensuring safe routes.

2.23   The time periods of particular interest for analysing the routes to bus stops and rail stations are:

- Weekday commuting
- Weekday other
- Weekday evening
- Saturday daytime
- Saturday evening
- Sunday daytime
- Late night services

3.0   The Context in Strathclyde

The survey approach

3.1   Over 50 people were contacted by e-mail, telephone and face to face. Useful feedback and information was received from 33 of these contacts including representatives of:

- Local authorities

- First ScotRail

- Bus Operators

- British Transport Police

- Strathclyde Police

- Groups representing disabled people

3.2   The surveys were structured under four main themes:

- Progress already being made to improve access with evidence of their achievements and how stakeholders currently contribute towards improving access to public transport and view their potential future role.

- The main problems which current delivery methods have not been able to tackle including what level of evidence is available.

- How partners could work together to tackle barriers to access more systematically, and suggestions of how these practical partnerships that can deliver improvements to access including: the location of stops and stations, local footpaths, streetscape, community safety, pedestrian crossings, street furniture, information and other factors.

- The staff, financial and other resources currently invested in planning safer routes and examples that demonstrate best practice in improving access to public transport.

3.3   The survey responses are summarised in Appendix A.

Current practice in access to PT

3.4   The importance of the access routes to PT is recognised by most stakeholders, and in some best practice delivery safer routes to stops and stations are already being delivered. This includes action with:

- Local people undertaking street and safety audits with local agencies responding to the issues raised.

- Bus quality partnerships such as for quality bus corridors on the west side of Glasgow.

- Improvements to infrastructure (e.g. see Figure 3.1 for a recently completed project)

- A more visible presence for bus infrastructure including better Information (e.g. Figure 3.2)

- Targeted police enforcement activity agreed in partnership.

Figure 3.1 – Infrastructure Improvements in East Ayrshire

Figure 3.2 – Information and Shelter in Argyll and Bute

3.5   Best practice is not however widespread and there is a unanimous view that more needs to be done.

Current problems

3.6   Many of the problems on this cross-sectoral delivery are related to building shared priority and resources to tackle the issues. Within tight budgets, and with limited staff time, the tendency is to focus on narrower issues that are easier to manage.

3.7   As a result many access to PT problems get identified, but it is often the case that there is someone else is responsible for some essential activity who is unable to prioritise action so attempts to make improvement are stalled.

3.8   The surveys therefore had several common themes:

- There are known problems and barriers and these are often as important as the PT service delivery issues which currently receive more attention.

- If new mechanisms can be established that will deliver improvements then they will be strongly supported.

- However, delivery will only be achieved with new resources, staff, and management approaches.

3.9   For most stakeholders, the ability to tackle these problems depends on ensuring new stronger signals about corporate priority and funding.

3.10   Specific changes needed include:

- Identifying a mechanisms that results in local authorities prioritising some existing expenditure programmes differently. For example viewing cutting back bushes on footpaths to station as a high priority within stretched budgets that often include large backlogs of road maintenance.

- Lighting of access routes as priority programmes with faster response maintenance regimes e.g. as for target housing areas.

- Bus stops are the gateway to the bus network but signing, branding, information and quality of facilities all need to be improved.

- Bus park and ride is constrained by the lack of space being made available. First Scotrail and Network Rail have been able to secure land often based on historic railway ownership, but bus operators are reliant on others making land available. There is a poor understanding in the retail sector of the benefits of shared car park use – e.g. Silverburn.

- Including routes to public transport within the customer champion functions of local authorities including community planning, travel plan co-ordination, road safety delivery, etc.

- Community and business engagement that results in major trip attractors and generators taking more responsibility for the standard of access within their local area.

Working in partnership

3.11 The stakeholders all identify that practical action on this agenda depends on effective partnership working, but that the approach to partnership varies across Strathclyde.

3.12 In some areas, mechanisms have been established to enable the local community or special interest group to tell councils about local problems. These are working where there is a complementary programme to take action and tell local people what is being done or planned. These are working particularly well for the police through neighbourhood policing so that the dialogue leads to effective targeting of resource.

3.13 Some Councils, such as West Dunbartonshire and East Ayrshire have local groups of disabled people providing feedback on local barriers, and commenting on investment and maintenance programmes. These approaches have been highly successful and need to be built upon.

3.14 The Glasgow Community Safety and Services organisation shows how the community planning process can be used to manage partnerships and funding to facilitate a suitable delivery organisation for this sort of work. This organisation takes responsibility for a systematic audit of the problems and working through the priorities with cross-sectoral action.

3.15 Other proposed arrangements include:

- Widening the remit of road risk groups to include PT access.

- More clarity of responsibility for who will deal with what problem.

Resources and best practice

3.16 Improving the evidence base is one of the best ways to create momentum for action. The experience of risk assessment for school transport pick up and drop off points in West Dunbartonshire has important lessons about the balance between evidence creation and resource assembly. Involvement of local residents in the prioritisation process not only is good value but helps to build the political commitment and resources for delivery.

3.17 Detailed guidance and procedures are needed on the audit mechanisms and the expectations of who will take action with the audit results.

3.18 If safer routes are a priority, then there needs to be senior management commitment and clear signals about the actual or potential funding available, and the mechanisms for ensuring that the best planned proposals have a strong chance of being delivered.

3.19 Good design helps to reduce problems. Moving bus stops to safer locations can have a role to play.

3.20 The data currently available to allow prioritisation across Strathclyde includes:

- Road safety/road accident statistics

- Public transport routes and timetables

- Health statistics

- Crime statistics

3.21 A detailed review of this data at a regional level will help to ensure that resources could be targeted effectively. It should not be costly to ensure better storage, management and access to the data already available. The database of every bus stop and rail station should show:

- Catchment population (e.g. within 500m)

- The number of buses per hour using the stop

- The local parking facilities available

- Results of recent site inspections/environmental audits and plans for action.

3.22 Publishing this data on the internet will help both planners and customers to validate and update the data to ensure that at a regional level there is an ongoing dialogue about access to PT.

3.23 However, probably more important for delivery will be to ensure that mechanisms are in place for the collection and management of local information to stimulate action by partners including:

- Identification of local crime hot spots.

- Footpath maintenance audit information

- Local environmental indicators such as air quality.

- Footfall information on local streets by time of day.

- Audits of destination management information.

3.24 Prioritisation should depend heavily on the commitment and opportunity to secure local delivery.

4.0   Action Planning

4.1   To manage delivery, a draft action plan has been developed. This provides a framework for discussion about:

- Roles and responsibilities
- Resources
- Timescales and management
- Monitoring and feedback

4.2   It includes new and existing programmes to ensure that they are secured in future delivery covering:

- Modifications to existing planning and delivery methods.
- New programmes where actions cannot be delivered through an existing forum or partnership.
- Defining action zones for particular programmes
- Development of new auditing and monitoring methods and procedures to target future action and measure progress.

Championing practical solutions

4.3   A common theme within the research is that in order to manage progress it is necessary to define:

- A practical financial framework
- Appropriate incentives
- Clear goals but local flexibility on detailed programmes.

4.4   Transport authorities operate within legislative and administrative regimes dominated by accountability for assets and infrastructure. Accessibility issues such as compliance with road maintenance or disability discrimination act provisions therefore attracts greater attention than an understanding of whether people's needs are being met.

4.5   At present most funding is managed by mode, rather than targeted at particular users. This creates some perverse incentives that discriminate against safer routes being developed.

4.6   All transport cannot be accessible to everyone for all trip purposes. The rationale for government intervention is that there is some social or non-market factor requiring investment. Needs assessment is multi-dimensional and Scottish Transport Appraisal Guidance recommends considering expressed, stated, social and comparative need when seeking resources from national government.

Developing a realistic understanding of the costs

4.7   Whilst existing research identifies general failings and barriers within transport systems, and ways for exploring particular solutions, there is relatively little that explores the global costs involved of turning an area like Strathclyde from one in need of improvement to an area with highly accessible public transport.

4.8   There are about 10,000 bus stops in Strathclyde. Even if an average of only £2,000 were spent at each stop, the capital budget required would be £20million. SPT has spend 3.7 million in recent years providing display cases for public transport information at an increased number of stops but a wide range of improvements is likely to be needed at each stop including:

- Signing of paths
- Pedestrian crossings
- Removal of hazards within the immediate vicinity of the stop
- Creation of the necessary protected access space
- Surface treatment, including drainage
- Shelter (surround – to protect from weather)
- Seating – potentially with a mix of heights
- Lighting – for the shelter, the pole and the visual information
- Tactile paving
- Raised kerb
- Associated treatment to improve / guarantee good bus access e.g. bus boarder / bay markings
- Tactile passenger information
- Tactile crossings across carriageway(s) in locality to reflect pedestrian desire lines
- Pedestrian guard rails / bollards as necessary
- Real Time Passenger Information
- Public telephone in vicinity
- Audible information

4.9   Similar considerations apply to nearly 200 rail stations, 10+ ferry terminals, 20+ bus stations and many taxi ranks.

4.10   An exercise in West Yorkshire simply to deal with the physical access issues for disabled people identified potential implied capital costs of over £100million for bus and rail, set against a spending programme of less than £10million per year. This suggests that the cost in Strathclyde of dealing with the physical access issues would be a minimum of £200million.

4.11   In addition there are increase revenue costs to ensure well maintained routes including winter maintenance, graffiti removal, updating of timetables, etc.

Suggested Actions

4.12   Appendix B shows an illustrative action plan suggesting how the various work programmes for safer routes to public transport might be tackled.

4.13   Some actions can be delivered at low cost, but new programmes to invest in tackling the barriers faced by some people will also be needed.

4.14   Table 4.1 summarises the main themes, approaches and impacts.

Table 4.1 – Action Planning

Ref	Action	Cost	Implementation and lead role	Timescale for a significant impact	Accessibility impacts
1	Physical changes to road infrastructure including bus stops, footpaths, rail stations	Very high cost, £200m+ simply to upgrade bus stops	Audit programme leading to staged affordable delivery	10 years before reasonably comprehensive networks are in place	Physical access is only one factor affecting accessibility so relies on other programmes to make an impact.
2	Access to PT impact statements as part of new development and transport investment	Included in development planning	Depends on application through the planning system	2% of network per year	Large impact on a small percentage of trips.
3	Better information about access points and routes to PT	Expensive data collection on information currently available but relatively low cost signing.	Managed through local street audit – perhaps led by residents	High short term impact	Information often the greatest accessibility barrier so substantial impact
4	Improving security and confidence to access PT	Largest costs for Police in tackling hot spots	Depends on targeting through safety partnerships	Programme start within a year	Security can be a perceived barrier to accessibility so some impact.

5.0   References

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6.0 Appendix A – Interview and Correspondence Summary

Transport Operators

<u>*ScotRail – Patrick Nyamurundira*</u>

6.1 ScotRail has been developing a method for assessing the suitability of routes to stations. The main driver for this work has been the potential for increased revenue if routes to stations were more attractive. Surveys have been undertaken at a sample of stations across Scotland including several in Strathclyde.

6.2 For example at Croftfoot they noticed a large difference in the usage of the station between the summer and the winter. An inspection of the access to the station showed that car drivers were more likely to use other stations but walkers would not feel safe during the dark nights.

6.3 Similar issues emerge at many stations but ScotRail has so far not made significant progress with local road authorities and others in securing the maintenance and upgrading needed on these approaches.

6.4 The SPT safer routes to public transport project could potentially help provide new momentum.

<u>*Arriva – Murray Rogers*</u>

6.5 Work very closely with Renfrewshire Council with regular meetings, feedback and joint working. Mainly relates to bus operation but could be extended to access to bus services. Contacts with other councils are also made but not as frequently.

6.6 Currently action is managed through:

- Road risk groups
- SPT security initiatives
- Arriva partnership with local police – on bus policing
- NOP surveys of customer satisfaction

6.7 All of these raise issues of access to bus services which could be followed up more systematically.

6.8 Arriva would be keen to participate in following this up and sharing best practice with other areas.

<u>*First Glasgow – Ronnie Park*</u>

6.9 Currently working in partnership with SPT and Glasgow CC but these partnerships are not yet tackling access to bus stops. Probably best to develop a separate project partnership structure to maintain focus on this agenda.

6.10 Signage at bus stops is a key issue since people who are not regular users need bus stops to look more inviting and branded to overcome psychological barriers to bus use.

6.11   Lighting is also very important and different bus stops need to be prioritised and recommended to customers for night time access.

6.12   Park and ride has significant scope:

- Getting retailers to consider it seriously – e.g. Silverburn experience.

- In the west there is a need for something – perhaps in the Scotstoun area.

6.13   Working with the police is welcome and partnerships on safe routes could build from this.

Irvine's Coaches – Gordon Graham

6.14   Rural area with declining patronage. The nature of pick up locations in Forth, Carnwath etc. does not lend itself to improvements to the access routes.

6.15   The main access problem is at Lanark interchange. The land is owned by Scotrail so the Council cannot make physical changes. CCTV is not always focused at the interchange and police enforcement is patchy.

6.16   In North Lanarkshire the police have a community programme and the Wishaw police have been active on public transport security and community action.

6.17   In the rural areas some progress has been made with bus stop improvements but a major investment programme would be needed to make these more attractive for customers. Bus is therefore losing out to taxis in these areas.

Stagecoach Western – Sarah Longair

6.18   There are good contacts with East, South and North Ayrshire Councils and would be keen to widen the agenda to tackle issues relating to access to the bus stop.

6.19   Customers who have a problem with routes to bus stops would tend to write to the Council.

6.20   Roads departments in councils are subject to many pressures so action on public transport related issues is variable.

Whitelaw's Coaches – Sandra Whitelaw

6.21   Mainly a rural operator so people either do or don't accept the difficulties of accessing services.

6.22   Happy to help develop solutions and work in partnership to do so.

Police

Billy Graham – Strathclyde Police

6.23   Current approaches consist of:

- Environmental audits

- Assessment of crime generators in an area

- Briefing of partners on how to create defensible space and on how to avoid practices that lead to crime

- Dealing with hotspots with intensive police presence for a period

6.24   This approach could be optimised better to secure safe routes to PT.

6.25   Glasgow Community Safety and Services is an organisation set up under the community planning partnership and Strathclyde Police and could help to manage delivery in Glasgow. Similar organisations within other parts of the area might be useful – but do not exist at present.

6.26   Parkmark and safer parking awards have been used to improve standards for car parks and could particularly focus on bus and rail park and ride locations.

Arlene Wilson – British Transport Police

6.27   The BTP will deal with anything within the confines of the station i.e. on Scotrail or network rail land – but will refer on issues to Strathclyde police if issues go beyond these boundaries.

6.28   Rail stations are not currently attractive places to hang about. Tackling this through:

- Architectural liaison

- Upgrading plans

- Information points

6.29   A key strategic aim of BTP is to increase trust and confidence of the railway community and the travelling public by working in partnership to help build a safe railway environment free from disruption and the fear of crime.

6.30   Neighbourhood policing is key to this. The Home Office Paper Neighbourhood Policing – Your Police, Your Community, Our Commitment went further by setting out plans to deliver Neighbourhood Policing by 2008.

6.31   BTP has created an approach to neighbourhood policing which is tailored to the needs of the railway community and the wider community.

6.32   This approach could be built into the safe routes to stations work.

Local authorities

Angus Bodie – West Dunbartonshire Council

6.33   Building concepts of risk assessment into policy development and delivery is key.

6.34   A drive is needed from a centre of power to support real action. Funding is needed from somewhere – sustainable towns initiative is a new opportunity.

6.35   Quality bus corridor proposals have included access to stops but could do more.

6.36   Origin and destination surveys are important for identifying the optimal routes to PT – which people might not be using. E.g. park and ride at Clydebank, Scotstoun – or somewhere else.

6.37   Pick up and drop off points for school transport show some useful lessons. However a lot of work has been done on riak assessment and there is no money to implement the findings.

6.38   Community planning partnerships could oversee the management – working towards single outcome agreements is an opportunity.

6.39   Disabled access and walking audits are carried out by local people and reported to Council regularly and the Council is committed to feedback to the local disabled people on what action has been taken.

Blair Fletcher – Argyll and Bute

6.40   In the rural area there are few footways and this is a big challenge in some places. The Council has built many bits of path and lighting upgrades to PT. However a much bigger programme is needed.

6.41   Mini interchanges are being used in the rural area to make the network more accessible. In Luss the interchange has received some investment but a larger programme is needed.

6.42   There are lots of local problems where new momentum is needed to tackle the issues and make progress. In Helensburgh there are issues with local streets, the station car park is not suitable in winter.

6.43   Cycling walking safer streets budgets provide a small amount of funding.

6.44   Real time information has been an asset on some routes at making PT more attractive.

Keith Orton - East Ayrshire Council

6.45   The Council has upgraded the bus stations in the two main towns ie. Kilmarnock and Cumnock, providing cycle lockers, electronic timetable information systems (including terminals for the visually impaired), timetable cases, improved waiting facilities, enhanced lighting and CCTV, public telephones and raised kerbs at the stances. These should enhance accessibility, personal security and the attractiveness of bus travel.

6.46   Quality Bus Corridor (QBC) infrastructure improvements have been carried out on the main bus routes comprising new bus shelters, timetable information, raised kerbs, improved pedestrian facilities, lighting and crossings, as needed.

6.47   These measures have improved accessibility to buses for all users and particularly older and disabled people and carers with young children. The measures have contributed to a significant increase in the use of local bus services.

6.48   A SCOOT UTC system has been introduced in Kilmarnock to give priority to buses and reduce pedestrian crossing delays.

6.49   The Council works closely with the bus operators and SPT to identify service improvements, where necessary. The Council is currently working with SPT and Network Rail for the provision of enhanced rail based park and ride facilities associated with the proposed improvement to the rail service between Kilmarnock and Glasgow.

6.50   Currently, two members of staff are regularly involved in the provision and maintenance of bus infrastructure and liaison with the bus operators and SPT. Additional design staff are deployed during the design and implementation of specific transportation projects.

6.51   Approximately £1.4m has been invested in improving public transport infrastructure and pedestrian facilities during the last three years. Much of this was external funding from Scottish Executive and SPT.

6.52   The Council spends in excess of £40,000 per year on cleaning bus shelters.

6.53   Anti-social behaviour at bus stops, regular complaints that drivers do not pull into the raised kerbs at bus stops and in the bus stations, negative perception of bus travel, poor integration of services leading to extended waiting times and rural accessibility are the main barriers highlighted by users of public transport in the area.

6.54   Closer ties with the existing public transport delivery partners and greater emphasis on demand Responsive Transport, particularly in rural communities, would help to address these barriers.

David Lodge – North Ayrshire

6.55   Funding is needed to give this initiative the momentum to succeed.

6.56   Within Roads Services both the Transportation & Development Control and Traffic Sections regularly contribute towards improving access to public transports with the construction of hardstandings, footways and pedestrian crossings where there has been an identified gap in provision. The Council also has an Access Officer within the Planning and Development Control Service who is also responsible for both identifying and providing this type of infrastructure.

6.57   Work is carried out on an as and when required basis and finance is available through various Capital and Revenue programmes. The funding used is dependent on the type of works being carried out. No specific funding has been set aside for contribution to Access to Public Transport.

6.58   Currently NAC is working in partnership with SPT on two Quality Bus Corridor Schemes, these are the Kilwinning to Beith and Ardrossan to Skelmorlie routes and access to these services is part of the programme.

6.59   Park and Ride supply does not currently meet the demand. The Council recently constructed a Park and Ride facility for approximately 160 cars with linking footpath to Irvine Station. SPT and the Council have also been in discussion with Network Rail to provide further facilities at Kilwinning Station on land currently occupied by a rail service yard and also Irvine Station at the

good yard. In addition to this a covered walkway is being planned to link Ardrossan Harbour railway station with the Arran Ferry terminal. Partnership between the Council, Clyde Port Authorities and Transport Scotland is helping this project advance.

6.60   There are no specific problems that the Council has not been able to tackle one way or another. However, lack of information on where problems exist is the greatest hurdle and better public awareness that action can be taken to rectify identified problems would increase our knowledge of the current situation. The public would be able to identify a problem if they considered that action was going to be taken.

6.61   Partners could work together to tackle barriers by better collecting and coordinating information, specifically from the public who use the routes, on where shortfall in provision exists. Existing project delivery partnerships operate satisfactorily and are generally well coordinated between council and partners.

Tony Hughes – Glasgow City Council

6.62   Responsibilities for this within the Council are currently unclear due to staff reorganisation.

Crawford McGhee – East Dunbartonshire Council

6.63   The Council has a real interest in this work but needs more time to formulate its views.

Scott Gibson – East Renfrewshire Council

6.64   Access to public transport has been considered in a recent including access to healthcare study and the Newton Mearns Public Transport Enhancements appraisal.

6.65   Network Management is the responsibility of the Network Manager in the Operations Section and day to day decisions on priorities take account of the policy aim to provide safe, efficient and effective operation for all users of the transport network.

6.66   The Council employs a School Travel Plan Co-oridinator, Road Safety Training Officer and an Outdoor Access Officer responsible for the core path network who could contribute to this work.

6.67   The performance management system monitors maintenance, including street lighting and traffic light repairs but this does not specifically identify access to PT.

6.68   Generally the performance against the targets for repair is high with over 98% of dark lamp failures being repaired within 7 days.

6.69   The Council is working with SPT to improve access to public transport including the "Five Point Plan for Buses". Liaison is also underway on studies about transport interchanges, and park and ride.

6.70 SPT have provided funding for bus stop improvements and a number of schemes including park and ride improvements are currently being considered. The Newton Mearns Transport Information guide has been developed on the back of our work with SPT in Newton Mearns.

Douglas Scott – South Lanarkshire Council

6.71 The Council has a real interest in tackling safe routes to PT including:

- CCTV in town centres

- Green travel plans for developments that address all parts of the journey using PT.

- Winter maintenance of the footpath network

- Trialing new cycle lockers at rail stations, bus stations and council offices

- Expansion of park and ride at rail stations

6.72 The capital programme includes:

- Park and ride improvements

- A Connect 2 bid to close gaps in walking and cycling networks.

- Redevelopment of bus stations

6.73 The council would welcome the opportunity to work more closely with transport operators but already works with community planning stakeholders as required.

North Lanarkshire Council

6.74 Actual and perceived safety on the transport network is a key issue for the travelling public in North Lanarkshire and the perceived risk of crime acts as a deterrent to people using public transport, particularly after dark. Concerns over safety on the road network can also act as a deterrent to cycling and walking if roads are busy and sufficient space and crossing points are not provided.

6.75 The Council's 'Walking and Cycling Strategy' sets out a range of measures to cater for and protect pedestrians and cyclists, generally more vulnerable road users.

6.76 Policies consist of improvements to the public transport infrastructure and the street environment including CCTV, lighting, maintenance of footways and removal of bushes and other items which reduce visibility.

6.77 Measures to enhance waiting facilities will be enhanced with improved information to provide accurate timetable, ticket and journey information, prior to and during the journey.

6.78 Such measures can assist in reducing the fear of the unknown for many potential and existing passengers.

Safer Routes to Public Transport in Strathclyde

6.79   The council works with partners to deliver these changes and town centre managers, the police and SPT are important partners for this work.

Gordon McNaughton – Glasgow and Clyde Valley Structure Plan Team

6.80   The Glasgow and Clyde Valley Joint Structure Plan 2000 sets out the long term development land use strategy for Glasgow and the Clyde Valley including a long list of development proposals includes strategic walkways and cycleways, and public transport schemes. This has been developed with widespread consultation.

6.81   Public transport policies concentrate on the links between areas of need and areas of opportunity and links to the key transport nodes on the Glasgow Corridor of Growth, links between settlements and the core rail network, links with the Community Growth Areas and links to new rail stations.

6.82   Any barrier for individuals to access to the PT network requires to be addressed locally but the structure plan team does not get involved in each local issue. If the partners consider that barriers to access are more than a local issue and are a cross Local Authority boundary issue then perhaps the Team could assist in these issues.

Ian Johnston – Ayrshire Structure Plan Team

6.83   Work to take forward the policies for supporting access to public transport in the Structure Plan are the responsibility of the individual councils and the structure plan team sees its role as supporting the councils. On access to PT the Councils are in the lead for delivery.

Ian McLarty – South Ayrshire Council

6.84   The Council is still considering its response.

Comments made by representatives of disabled people and Access Panels

6.85   In planning access to public transport, the problems faced by disabled people are often seen to be insurmountable so no action is taken. Identifying how to make progress one step at a time would be very helpful.

6.86   Local Access Panels in each area have proved to be very effective as the focal point for detailed local engagement. A directory of contacts for Access panels is at http://www.sdef.org.uk/AccessPanels/DirectoryOfAccessPanels.htm.

6.87   Roads authority and bus company interest was sometimes stimulated by accident claims but more proactive approaches were needed to motivate interest including funding.

6.88   Access panels make inputs to funding decisions and undertake audits of the road and path network in some Council areas. Often representatives receive funding and support and this helps to foster a culture of mutual trust between the Council and travellers. In some cases training and support is provided for community representatives so that they can engage more effectively with the decision making process. In some other areas access panel representatives

feel exploited receiving no funding, being asked to comment on proposals and becoming frustrated when comments are apparently ignored.

6.89 There is sometimes frustration that investment is substantial but it appears to make very little difference since other barriers remain. There is limited value in spending millions on the street environment to improve access to PT if disabled people continued to rely mainly on door to door transport provision such as taxi and dial-a-ride.

6.90 A prioritization approach is needed to ensure that spending decisions make a difference. For rail stations the prioritization criteria should include at least: frequency of train services, footfall, proximity to key destinations such as hospitals and local walk in catchment population. Making improvements at stations and co-ordinating improvements to approach routes required joint working with Transport Scotland.

6.91 The need to involve disabled people in planning improvements was part of the disability equality duty but this was considered to be only a token gesture in some authorities. Planning for disabled people should be seen as a mainstream funding issue.

6.92 The Thistle card could potentially be promoted more widely to help users receive the care and attention needed throughout their journey.

6.93 With increasing diversity in scooter and wheelchair design, the design of routes needs to recognise the information needs of users about which route is suitable for which wheelchair.

6.94 Bus stops location should include consideration of road safety and gradient issues.

6.95 There needs to be a core contact point designated in each local authority charged with ensuring that problems are addressed and that disabled people get feedback on the action being taken on the problems raised.

6.96 Information and travel training for all stakeholders and users of transport was considered to be much more important than was currently recognised.

7.0   Appendix B – Potential Content of Action Plan

7.1   The Action Plan will need to be developed in consultation with local authorities, operators, the police and other partners. To illustrate the themes where a need for action has been identified Table 7.1 shows possible actions, deliverables, management, timescales, costs and monitoring arrangements.

Table 7.1 – Illustrative Action Plan

Ref	Action	Deliverables	Management	Timescale and milestones	Cost	Monitoring
1.	*Physical Audit and Maintenance Programme*					
1.1	Identify community representatives who will co-ordinate audit of routes based on community views.	List of community representatives including as a minimum representatives of disabled people (e.g. Access Panels) and transport contact points on community councils.	Local authority transport strategy managers to co-ordinate the dialogue with the community.	Initiating the dialogue by end of 2008. Developing the dialogue in line with growing programme of activity	Expenses for community representatives	Physical access is only one factor affecting accessibility so relies on other programmes to make an impact.
1.2	Training for community representatives.	Networking opportunities for community representatives.	Local roads and public transport managers	Ongoing	£3000 budget in each local authority for training and expenses costs	Proportion of issues raised by community representatives where positive action is taken.
1.2	Consultation with community representatives on forward maintenance programme priorities	Survey of community representatives and report of findings about local maintenance and upgrading priorities.	Local roads and public transport managers	Annual reports		
1.3	Rapid response programme for maintenance and upgrading of routes to PT	Small improvement project budget in each local authority for maintenance and upgrading of routes to PT	Local road maintenance manager	Ongoing	£10k budget per year in each local authority	
1.4	Upgrading of routes to PT	Programme of works to upgrade infrastructure to improve access.	Local road and public transport managers	Ongoing	£10million per year across the SPT area	

1.5	Use feedback from bus companies to influence investment programmes	Develop a dialogue through bus forums on priorities and action on access routes.	SPT bus forum manager	Ongoing	As part of existing liaison arrangements	
2		*New construction and development*				
2.1	Audit of routes to PT for all new development	Development proposals to include detailed investment to deliver safer access to PT. Design of new stop locations and facilities audited by community representatives.	Development planning manager	Ongoing	Included in development costs	
2.2	Audit of routes to PT for all transport investment consistent with STAG approach for each trip purpose and user group	STAG reports to include detailed audits of the action being taken to ensure safer routes to PT for each group in society as part of transport investment.	Manager of new projects	Ongoing	Included in development costs	
3		*Information and signing programme*				
3.1	Development of database of stops, facilities and routes	Bus stop and rail station maintenance and management database with details of facilities, usage volumes, population segments able to use the stop or route including details of standards and capabilities and locations and services accessed via the stop such as hospitals, shops and schools.	SPT data manager	By summer 2009	Database development £20k. Data collection expensive but can be built up through task 3.2.	
3.2	Assessment of suitability of each route for different groups in society by time of day.	Community assessment and information sharing through user generated content (Wiki) internet map interface. (e.g. developed as part of www.openstreetmap.org)	Managed through local street audit – perhaps led by community groups.	Ongoing	Training costs for community and £20k for investment to create interface	

3.3	Signing and branding programme for routes to PT	Information and bus stops, direction signs from stops and stations to key destinations, and direction signs from landmarks to stations and key bus stops.	Public transport managers	Ongoing	£2 million per year	
3.4	Marketing of public transport access initiatives	Information on safer stops for waiting for PT and for using the network at night.	Public transport managers in liaison with bus companies	Ongoing	As part of general marketing budget.	
3.5	Review of feedback from business and school travel plans	Co-ordination of information extracted from separate travel plans	SPT travel plan manager	Regular reviews	As part of travel planning budgets.	
4	*Improving security and confidence to access PT*					
4.1	Audit programme for safety at and around bus stops and rail stations	Audits by safety partnerships	Strathclyde Police	Programme start by January 2009	Within existing audit budgets	
4.2	Upgrading and maintenance programme	Deliverables as identified by audit programme including relocating bus stops, improving facilities, investment in lighting, designation of safe houses/shops, and other local initiatives.	Strathclyde Police	Programme start by January 2009	£10million per year	