Johnstone
Station Travel Plan
June 2016

The *Johnstone Station Travel Plan* has been developed to help bring together issues and propose actions for easier access and use of Johnstone station by all users.

The Travel Planning process involves working collaboratively with a wide range of industry and community stakeholders to set out priorities for improvement at the station, with a strong emphasis on promoting active and sustainable travel where possible.

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Executive Summary

Johnstone station is used mainly for commuting and leisure trips to and from Glasgow but also serves a number of key destinations on the Ayr Coast Line. Rail patronage increased by 7.5% from 2009 to 2015 with a sharp decline in passenger entry and exits recorded during 2013/2014.

The main station building dates form the 1840's and has been generally well maintained and updated. It is bright and welcoming and benefits from a part time café in the main ticket hall.
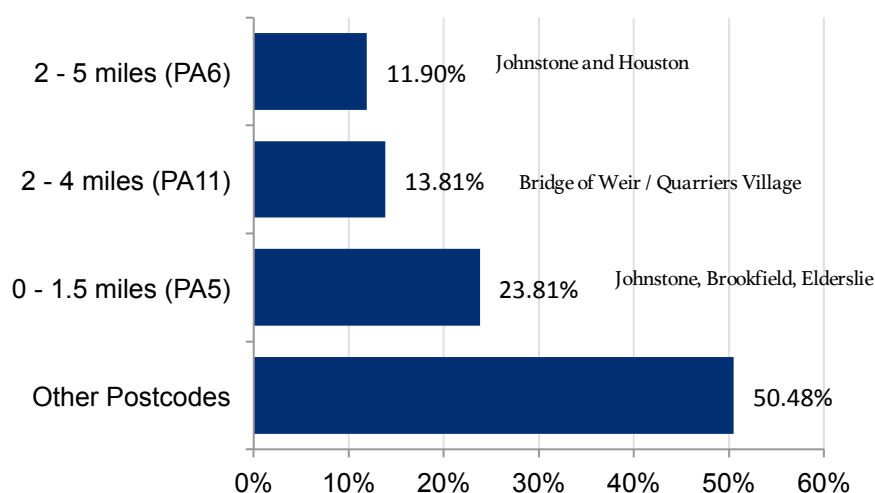
Step free access to both platforms at Johnstone is possible but access directly between platforms is via a steeply stepped footbridge. Appendix II - Station audit and photos

Johnstone station serves a number of nearby settlements that don't offer direct, fast rail links to Glasgow and has recently received a second deck to the car park, increasing parking capacity by 25% to 423 spaces.

Results from the station user survey (Appendix I - Survey questions and responses) indicate that almost a quarter of journeys to the station by car were between 0 and 1.5 miles from the station. Almost half of these journeys were single occupancy drivers travelling alone.

Fig 1.1 Percentage of car journeys to station by postcode area

Postcode area	Percentage	Settlements
2 - 5 miles (PA6)	11.90%	Johnstone and Houston
2 - 4 miles (PA11)	13.81%	Bridge of Weir / Quarriers Village
0 - 1.5 miles (PA5)	23.81%	Johnstone, Brookfield, Elderslie
Other Postcodes	50.48%	

The journey origins of many other rail users were widely dispersed across Paisley (Linwood), Bishopton, Lochwinnoch and Kilmacolm. This highlighted the extent of rail heading activity at the station; the number of people driving from further afield to access the station to continue their trip.

Station facilities, such as seating and information points, have been, and continue to be, improved but lack cohesion and would benefit from a more integrated approach.

The station forecourt and entrance area, including the bus facilities, present difficulties for those

arriving and departing from the North side of the station on foot or by bike.

There are particular issues for those with limited mobility, due to missing dropped kerbs on the main entrance routes to the station.

The additional car parking capacity and associated increase in the volume of traffic entering the station has generated further congestion and conflict for parking spaces at peak time. The adjacent school, which has developed its own Travel Plan (Appendix VIII Thorn Primary School Travel Plan), also contributes to traffic levels at the station, particularly during the morning peak, with parents dropping off in the station turning area. However, the school travel plan 'Hands up Survey' results indicate that there has recently been a decrease in the number of pupils driven to school and that improved crossing facilities at the station access road are important if they are to continue to increase walking levels.

Pedestrian routes into the town centre and nearby areas of housing are variable in quality. The standard and frequency of pedestrian crossings points in the area of the station is generally poor. Appendix III - Route audits and photos

Two stakeholder events were held in Johnstone to help validate the emerging issues identified by the audit and survey work. Findings from these events confirmed the key themes plus a range of sub issues, summarised below, to be taken forward as part of the action plan:

- *Station forecourt improvements to make it safer for all users – introducing direct pedestrian desire lines, dropped kerbs and better enforcement of drop off only area.*

  Including working with schools to mitigate vehicle circulation, manage school 'kiss and drop' and develop innovative traffic calming schemes to increase perceptions of safety.

- *Improvement to quality of footways on routes to the station – including better crossing points, dropped kerbs, improved surfaces and removal of street clutter.*

  To support 'access for all', enhance the attractiveness of public areas and prioritise the movement and flow of people between the station and key trip attractors.

- *Making better use of available parking at the station – maximising available capacity and prioritising car sharing, cycling and disabled users within the layout.*

  To reduce single car occupancy, issues of localised congestion and safeguard against future parking constraints whilst supporting easier movement within the site.

- *Improved wayfinding and legibility to and from the station – introducing texturized floor markings, subtle distance / time markers and information totem / map.*

  To help guide visitors from the station to key local attractions and destinations and provide routes for walking and cycling.

- *Promotion of active and sustainable travel links to the rail station with the local community, businesses and schools.*

  To foster greater partnership work, engagement and awareness of travel initiatives in the town, to provide travel information, incentives, advice at workplaces and institutions.

- *Integrated overhaul of on station facilities* – *including signage, lighting, cycle storage, seating and waiting areas.*

  To enhance the customer experience of rail travel and station 'dwell times', encourage repeat ticket sales, improve perceptions of safety and to develop a 'sense of place'.

- *Step free access between platforms (new bridge)*

  To provide an 'enabling environment', greater permeability and better links and routes for different users between the surrounding areas and the station.

Station Travel Plan Overview

What is a Station Travel Plan?

Station Travel Plans (STPs) are a tool designed to improve access arrangements and promote sustainable forms of travel to and from a railway station. STPs provide a mechanism for working collaboratively and coordinating the activities of stakeholders, with a focus on walking, cycling, public transport and car sharing. The STP establishes a package of measures to improve access to the station by active and sustainable means.

Crucially STPs complement and inform local plan making processes whilst delivering objectives to support sustainable growth in rail patronage and increase passenger satisfaction. The STP is a tool to assist in the securing of grants and other funding sources, including developer funding. In addition, train operating companies can use the plan to boost patronage by attracting new users as well as retaining current modal share levels.

Why do we need Station Travel Plan?

The STP helps with understanding local circumstances and wider strategic issues that impact on local peoples' transport choices. Some key triggers are:

- *Problems with station access that act as a barrier to growth;*

- *Potential opportunities to increase local customer demand for sustainable forms of travel;*

- *Links to housing, employment and proposed developments in the area;*

- *Opportunities for small but significant changes to walking and cycling routes near to the*

station and;

- *Stimulating stakeholder interest and support for improvements especially from local authorities, station groups and community representatives.*

Stimulating modal shift forms one part of the wider role of developing and implementing the Johnstone STP. There are opportunities to tap into supressed customer markets and expand off peak and peak patronage; on a more frequent, occasional or regular basis.

Enhancing overall passenger satisfaction scores through improved customer service levels are desirable targets that can be achieved through an integrated approach to enhancing the station environment and 'fixing the link' between the station and surrounding areas.

Good customer service is crucial to ensuring repeat ticket sales, retaining and expanding modal share of rail relative to other modes of transport and prospering relationships between Johnstone station and the resident population within the town.

Another key principle adopted was applying the 4R's travel management approach to encourage people accessing the station to re-evaluate their journeys. This includes to 'Re-think'; the rationale behind travel choices; Re-time' journeys to avoid delay; 'Re-route', for maximising road safety and route convenience; and Re-duce, the need to travel on a routinely basis. These concepts were integrated into the rationale for the measures proposed in the action plan.

What is in a Station Travel Plan?

Key elements of a STP document can include:

- *Solutions to help specific journey types involving an interchange i.e. bus to rail;*

- *Identify sustainable alternatives that can reduce single occupancy car use;*

- *Mechanisms for ongoing partnership working, from informal coordination through to legally binding Service Level Agreements (SLAs);*

- *An Action Plan to promote sustainable travel, improve the passenger experience and increase rail patronage;*

- *Helping funders identify and commit future resources towards improvements and;*

- *A framework for coordinating specific elements of local transport and development plans.*

Strategic Objectives

It is crucial that a STP has a clear direction through a set of clearly defined 'strategic objectives' that the proposed measures aspire to attain. These are as follows for Johnstone station:

- *To facilitate growth of off peak rail travel whilst managing current peak demand;*
- *To improve the ease of access around the forecourt area for pedestrians and cyclists;*
- *To improve the drop off area efficiency and manage strategic trips to the station;*
- *To manage school journeys and travel arrangements adjacent to the station;*
- *To prioritise the interests of car sharers, disabled users in station car parking area;*
- *To support connections to regeneration and redevelopment areas and key trip attractors;*
- *To create a pleasant and attractive station environment to enhance customer experience;*
- *To promote and market bus travel and ease of interchange at the railway station and;*
- *To establish working relationship with local communities and businesses in the area.*

What are SMART Objectives?

The measures contained within the Action Plan have been assessed to ensure that they are SMART to be able to withstand scrutiny and the test of time. They were therefore:

S – Specific: Measures are relevant to the context, clear, concise and without ambiguity.

M – Measurable: The ability to be able to assess the success of implementing the scheme.

A – Achievable: Ensuring that what measures are being proposed can be adopted in reality.

R – Realistic: The measures can be fully funded and would receive support and backing.

T – Time Based: Implementing the measures over a set period or timeframe.

Johnstone Station Travel Plan

Station access and facilities

Johnstone station is located to the south-west of Glasgow, close to Johnstone town centre, on the Ayrshire coast line that runs from Glasgow Central (from Platform 1) towards Ayr and Largs (from Platform 2).

The station was originally opened in 1840, and has two platforms. It is used extensively by commuters and shoppers heading into work in Glasgow, which is a 15-20 minute trip by rail (approx. 11 miles away).

Office of Rail and Road (ORR) estimates indicate that in 2014/15 the station handled 1.31m passengers, an upturn on the previous year, continuing a trend in increasing passenger use of the station over the last 5 years.

Fig 2.1 Passenger numbers 2009-2015 (ORR estimates)

Page 9
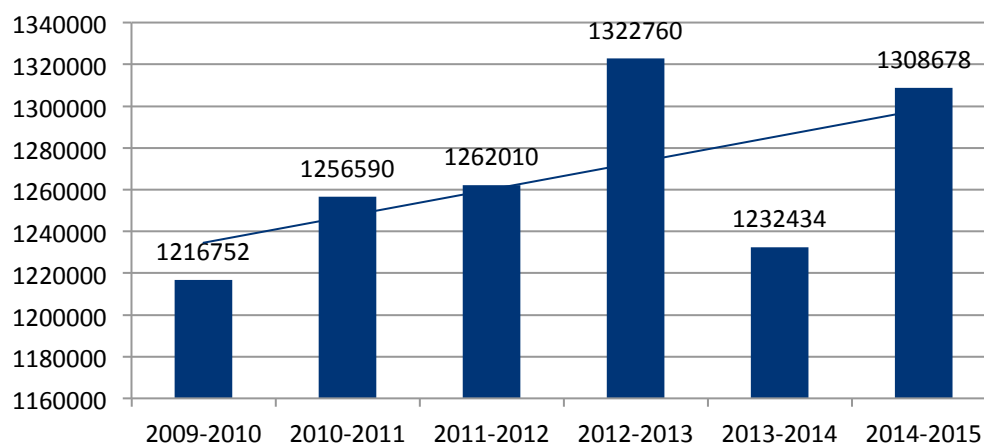
Station access

The station has three access points, all of which allow step free access to one of the station's platforms. Within the station there is a footbridge with steps connecting platforms 1 and 2.

Automatic pedestrian counts were carried at all entrances (except via the ticket hall) and can be found with analysis in appendix V - Pedestrian and passenger numbers.

Fig 2.2 Station access

Access Point 1 (Main entrance onto platform 1)

The main access point is through a short approach road from the B787 Thorn Brae (to the north) to the station building, which includes a turning circle, drop off zone and provides access to the station car park to the west. The station approach road also gives access to a small industrial park. A local taxi firm (Johnstone TOA taxis) is located at the east side of the station building. A bus stop, with waiting shelter, is located to the west side of the station.

Drivers should not park or drop off on the turning circle, this area is only for buses but signs are often ignored. The Station Area manager advised that if someone is infirm that there is no issue with dropping off there.

There is a crossing point, with faded markings, leading through to the drop off zone located in the middle of the turning circle. Footways follow the outside of the turning circle allowing access from Thorn Brae (B789) to the station. Most of the crossing points have dropped kerbs, to assist those in wheelchairs or with buggies, but some are missing or of poor quality.

Access Point 2 (ramp entrance from Thorn Brae to Platform 2)

There is a ramp entrance to the east from Thorn Brae, which allows step free access to Platform 2. This gives access to commuters from the Elderslie area and enables passengers with limited mobility to access platform 2 without using the footbridge. At the entrance there is a sign advising which destinations are served by platform 2. As this entrance is located at the end of the railway bridge there are double yellow lines to discourage parking or dropping off.

Access Point 3 (side entrance from local housing area to Platform 2)

There is a second access to the station from the south, via a path linking to Platform 2 from Springfield Park. This enables access to the station from a local housing estate and areas to the south towards Johnstone Castle. The approach road to this entrance is quite narrow and there are double yellow lines and driveway dropped kerbs, which discourage parking. This area is also used as a drop off point.

Facilities

Johnstone ticket office is open from 06:50 to 20:30 Monday to Saturday, and 09:20 to 18:40 on Sundays. There are ticket machines, but no ticket barriers. Local smartcards for use within SPT area are not sold at the station. Customer help points are available to provide travel information.

Fig 2.3 Station plan and platform access
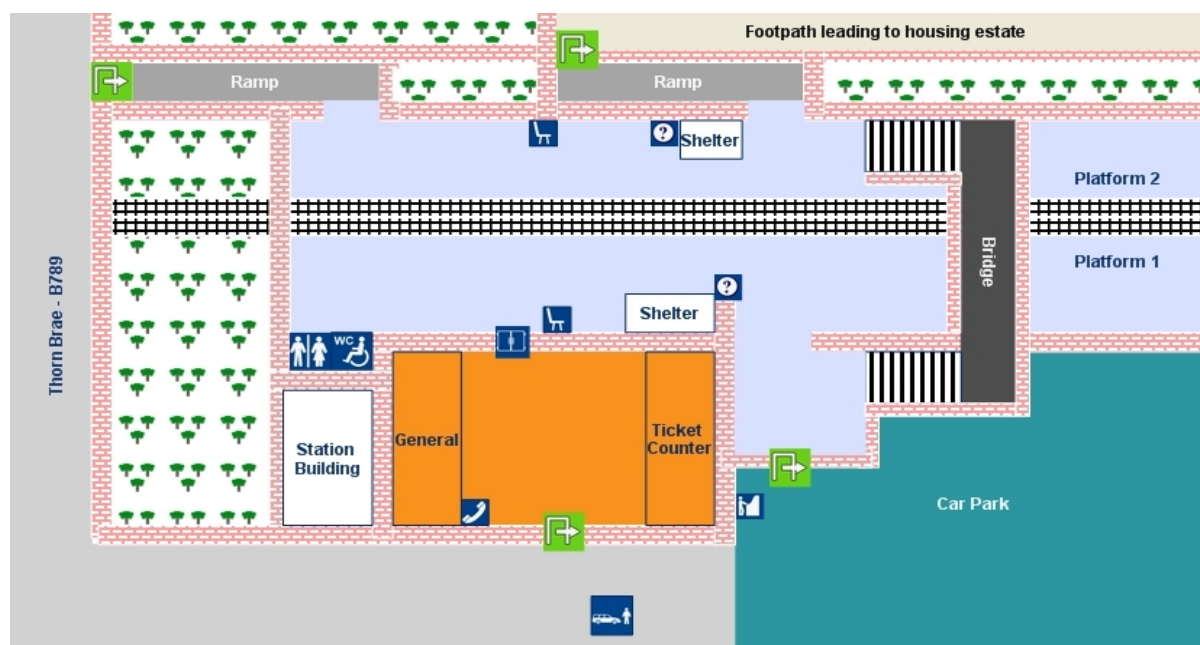
The station has toilets, including disabled facilities, on Platform 1. There are shelters on both platforms and a ticket machine is also located outside of the ticket office. There is a payphone in the station building close to Platform 1 and access to free Wifi for passengers.

Cycle facilities

Johnstone station has 20 spaces for bicycles, some of which are covered. This storage is located between the ticket office and the car park.

Car park

The station car park is located west of platform 1 and has 423 spaces, with 13 accessible spaces. This car park is permanently open and is covered by CCTV.

Railway services

The station is one of the 26 stations located on the Ayrshire Coast Line, which runs between Glasgow Central (6 trains per hour) and Ayr (4 trains per hour), Largs (1 per hour) and Ardrossan Harbour (1 per hour) between Monday and Saturday. On Sundays, there are three services an hour to Glasgow and Ayr/Largs. Johnstone lies within the Strathclyde Partnership for Transport (SPT) area, within zone R4. Travel to Glasgow involves travelling through four zones.

Bus services

A number of bus services are available from the station forecourt as well as at local bus stops. Bus services primarily serve local destinations.

Bus services available from the station forecourt:

- *1 – Houston Square (in central Johnstone)*
- *4 and 307– Lochwinnoch station via Howwood*
- *X6A – Glasgow Buchanan Bus station via Linwood and Braehead shopping centre*
- *X7A – Kilmacolm via Bridge of Weir*
- *19 – Paisley via Houston and Bridge of Weir*

Additional bus services available from the stop opposite John Lang Street:

- *20 – Spatestone*
- *38 – Spatestone or Kilbarchan and Johnstone*
- *904 – Largs or Johnstone*

Houston Square, 7 minute walk north-west from Johnstone station, has a number of bus stops, which also serves the following locations:

- *5 – Spateston (from stop 3)*
- *1 Johnstone circular*
- *8 – Linwood*
- *904 – Paisley*
- *20 – Gallowhill*

Fig 2.4 Key bus stops and routes in the Johnstone station area

Bus journeys to the station contributed to a small proportion of overall modal share for accessing Johnstone station ; despite the number of services and bus stops serving the station and local streets. However, timetable integration between rail and bus was a limiting factor raised during the research alongside the costs of public transport generally.

Johnstone was just outside of the Strathclyde Strategic Bus Map, provided by SPT, however bus connections to Paisley are well established, albeit limited and shared amongst a number of different operators. Rail, however, is seen as a more an attractive proposition than bus travel for trips to Glasgow because of the shorter journey durations and more direct route course.

Taxi Operators

There are a limited number of taxi operators working within Johnstone, namely Kab Cars and Johnstone TOA, with the latters headquarters positioned adjacent to the rail station. Alongside local operators in Paisley, they compete with the rail network for custom between the two towns.

There is scope for better interaction with the companies to increase taxi sharing potential to and from the station alongside improving mobility user access and the taxi rank configuration.

Cycling Routes

Johnstone station is strategically placed on the Lochwinnoch Loop Line linking Paisley Canal Railways Station, Kilbarchan and Kilbirnie along National Cycle Network Route 7 directly to Johnstone Railway Station. The route penetrates the town centre and local neighbourhoods as well as providing wider access opportunities to surrounding rural areas.

Publicising this connection and using it as an exemplar route.

Local and national planning context

The Johnstone STP links to and supports the delivery of a wide range of national transport policies. The strongest links relate to the overall vision set out in the (Scotland) National Transport Strategy to deliver:

'An accessible Scotland with safe, integrated and reliable transport that supports economic growth, provides opportunities for all and is easy to use; a transport system that meets everyone's needs, respects our environment and contributes to health'.

Investing in the STP will help achieve the governments Key Strategic Outcomes for transport:

- Improved journey times and connections;

- Tackle congestion and lack of integration and connections in transport;

- Reduced emissions, to tackle climate change, air quality, health improvement and;

- Improved quality, accessibility and affordability, to give choice of public transport, better quality services and value for money, or alternative to car.

Funding and delivery

The STP also helps with local delivery of the National Walking Strategy 2014 and the Cycling Action Plan (CAPS). Busy stations offer good opportunities to boost levels of active travel by improving the departure and arrival experience for walkers and cyclists.

CAPs delivery is supported via the Community Links Fund administered by Sustrans. This offers the potential to match improvements within the station franchise with improvements to local cycling and walking networks being delivered by Renfrewshire Council.

Local and Regional Policies

Johnstone station serves a significant commuter town within easy travelling distance of Glasgow. The station is important to the delivery of both local and regional planning and transport policies. Plans to regenerate Johnstone to promote new employment opportunities and meet local housing need to be considered when planning the station's future. The relevant policies and connection to the plan are summarised in Appendix IV - Local and national planning documents.

Johnstone: a commuter station

Johnstone station is within the Clyde Valley Strategic Plan area. This governs the type and location of development within the greater Glasgow conurbation. As well as supporting town centres, the plan (p.6) looks towards new sites for development that provide and support:

- *Sustainable access and active travel;*
- *Appropriate public transport access and;*
- *Future public transport services.*

Improving access to Johnstone Station sits well with these aims. It also has linkages to development and regeneration focused on commercial and industrial sites near Glasgow Airport, Linwood and the Phoenix. Some of these sites have limited public transport links at present, new services to reach these destinations could help develop Johnstone station's role as an important interchange.

Opportunities and challenges for Johnstone Station

The Renfrewshire Local Plan (p.26) contains sites for housing to the South West of the Town, where a masterplan has been produced. These stations are closer to Milliken Park Station which has no parking, limited facilities and a lower frequency of stopping services. This could result in additional use of Johnstone station by car owners.

Renfrewshire Council has a strategy for Johnstone Town Centre which is only 10 minutes' walk from the station. This recognises the importance of the station as a key gateway and reinforces the need for good walking and cycling routes and bus connections to the station via Beith Rd towards the masterplan area.

ScotRail and Transport Scotland Policies for Stations

Transport Scotland and have a number of strategic policy documents concerning the future development of stations. These are summarised in Appendix x. This includes a focus on boosting cycling and improving the experience of disabled people. The STP will be critical to translating these policies into meaningful actions that deliver better experiences for passengers.

The adoption of the STP should have positive implications on revenue streams from passenger uplift, particularly in the direction of Glasgow Central, the destination station for a vast proportion of utility and recreational journeys from Johnstone Station.

It has been estimated, based on a proportional uplift in rail patronage from current daily flows, that the following revenue could be extracted through adopting the STP. It must be stressed that these figures are based on indicative, unitised fares to Glasgow; the major destination for rail commuters during the survey.

Ticket Type	*Ticket Cost*	*Daily Flow (3,871)*	*Passenger Uplift*	*Added Revenue (Daily)*
Day Peak Return	*£6.90*	*20% (744)*	*+5% (37)*	*£255*
Day Off Peak Return	*£4.60*	*20% (744)*	*+10% (74)*	*£340*
Weekly Return (Season Ticket)	*£5.16 (Daily Average 5 days)*	*60% (2322)*	*+2% (46)*	*£237*

The potential for additional revenue generation lies with uplifts in off peak patronage whilst managing increases in peak period rail travel, which is already at capacity. This will require co-ordinated efforts between local attractions, train and bus operating companies, to maximise the use of public transport for attending recreational and leisure activities.

Research and emerging themes

Information Gathering

Having obtained background information and key statistics for the station and the immediate area, it was then important to gather further information to fill in the gaps in our knowledge about the station and those who use the rail services. A number of primary research activities took place during February and March 2016 including:

- *Route audits and station visits;*
- *Face to face surveys with rail and non-rail users;*
- *Online surveys;*
- *Station manager interviews and;*
- *Survey staff interviews*

These research activities led to the development of a list of emerging themes, which were discussed with local stakeholders at the two Stakeholder Workshops on Wednesday the 16th of March (Further details below).

Methodology

Station and local area visits were undertaken by Living Streets Scotland to understand the site context and to compile information on the existing station facilities, features and access. Key pedestrian and cycle routes to Johnstone station were assessed using the criteria identified in Appendix III - Route audits and photos.

Station Area Manager, Heather Collins, was interviewed on the 26th of February, to get her perspective on station access issues, what could improve the customer experience and any other information that she felt would be useful to the travel plan process. Colleagues were included in with discussion (Appendix VI- Stakeholder meetings and station staff interviews.).

Surveys were conducted by a team of interviewers, specifically assigned to Johnstone station, for a two-week period in March. The survey questions asked passengers about their use of the station, their thoughts on access, how easy it is to use the station and the purpose of their trip. Appendix I - Survey questions and responses

Living Streets Scotland interviewed members of the survey team to get an early indication of any emerging themes that they had identified through their discussions with the public. This information was added into the emerging themes discussions that were taken to the Stakeholder Workshops.

Two stakeholder workshops took place in Johnstone on the 16th of March. The audit research findings and emerging themes were discussed with a range of stakeholders including local elected members, Council representatives and local interest groups.

3.1 Example of emerging themes sheet used at stakeholder meetings in Johnstone

Station approach dominated by space for motor vehicles. However, most station users surveyed were not arriving by private car.

Wide radius junction leading from Thorn Brae to station. Difficulties for pedestrians crossing / high vehicle speeds

Inadequate footway width, lack of dropped kerbs and circuitous route mean that the majority of pedestrians walk straight across turning area

Crossing points on Thorn Brae featuring dished channels, unsuitable for wheelchairs and lacking tactile markings.

Parking on footway, missing tactile markings and poor drainage on route to station along Overton Road

Gyratory system on Berth Rd severs housing on the South of Johnstone from the station. Pedestrian desire lines evident through central reservation

Key findings from survey results

Fig 3.2 Survey question - How do you normally travel to and from the station?

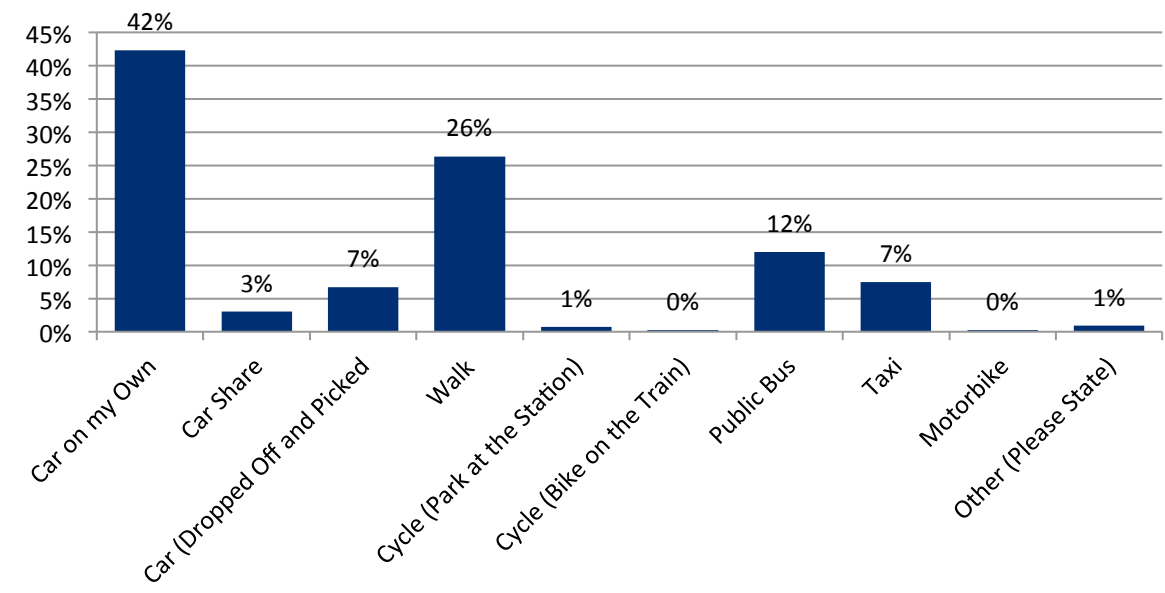**Over 40% of respondents drove alone to and from the station.**

Fig 3.3 Survey question - How could pedestrian access be improved to and from the station?

A safer forecourt area was the top single answer for improving pedestrian access to the station alongside better connections and crossing points (other).
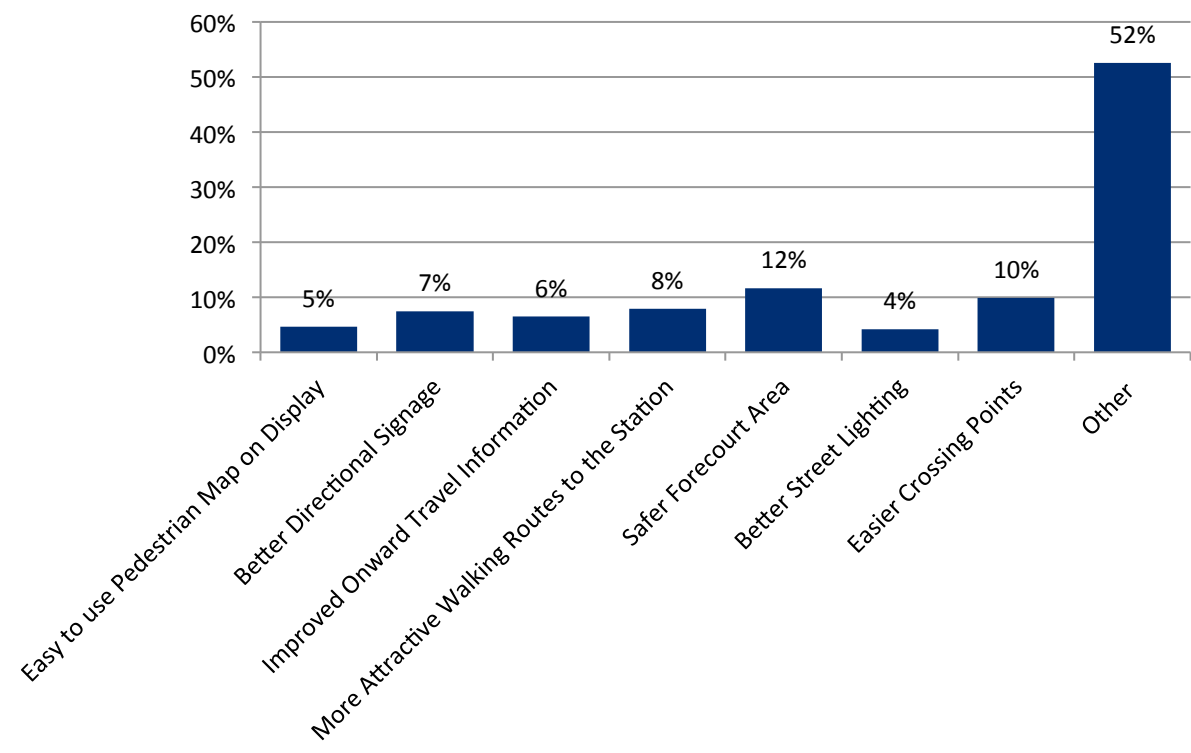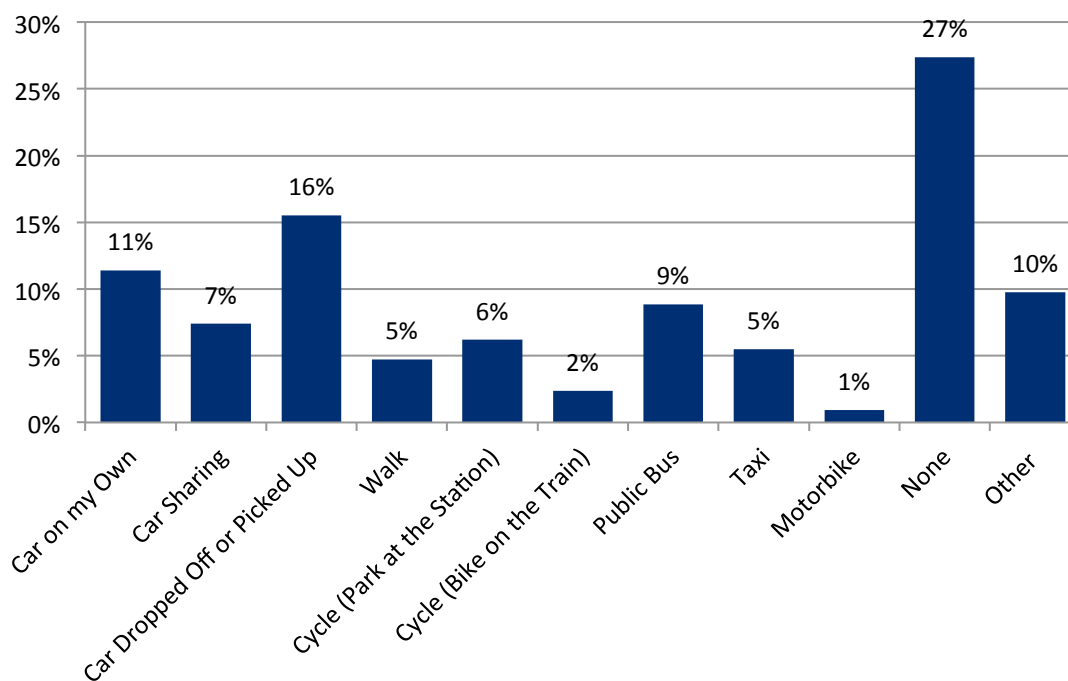
Fig 3.4 Survey question - Would you consider travelling differently to the station by any of the following means?

Over a quarter of respondents had no inclination of travelling by any other form of travel to the station and were more interested in car based travel.

The following table illustrates the different arrival periods of rail users Johnstone Station by each mode of transport.

Fig 3.5   Arrival times at Johnstone Station by each mode of transport.

Transport Mode	<07:29am	07:30am-08:30am	08:31am-09:30am	09:31am -10:30am	10:31am -11:30am	11:31am -12:30pm	> 12.30pm
Car on my Own	5 (45%)	23 (46%)	25 (48%)	11 (50%)	9 (40%)	3 (60%)	6 (46%)
Car Share	0	2 (4%)	1 (1%)	0	0	0	1 (7%)
Car (Dropped Off / Picked Up)	0	6 (13%)	4 (7%)	1 (4%)	2 (9%)	0	0
Walk	6 (55%)	11 (23%)	12 (24%)	7 (31%)	7 (31%)	0	5 (38%)
Cycle (Park at the Station)	0	0	1 (1%)	0	0	0	0
Public Bus	0	4 (8%)	5 (9%)	2 (9%)	3 (13%)	2 (40%)	0
Taxi	0	3 (6%)	4 (7%)	1 (4%)	0	0	1 (7%)

The peak period for accessing Johnstone station, across all modes, was either between 07:30am – 08:30am or 08:31am and 09:30am. This would indicate that there is perhaps clear scope for converting single occupancy journeys, by car, to more car sharing or active travel trips.

Questions from the core rail users' questionnaire relating to travel experience and willingness to consider other modes of travel to the station:

Fig 3.6   Survey responses to travel experiences and willingness of try alternative forms of travel.

If you drive for any part of your journey, where do you usually try and park your car		What would help you to make more journeys by public transport to and from the station?	
Station Car Park	**182**	**Other / none**	**113**
Other	85	More Direct Routes	108
On a Local Street	53	Lower Costs and Cheaper Tickets	80
Not Applicable	51	Improved Timetable and Travel Information	49
Dimity Street Car Park	23	More Attractive Bus Decor and Punctuality	32
Collier Street Car Park	7	Good Quality, Safe Bus Shelters Near the Station	29
Berstane Street Car Park	7	Improved Cycling and Walking Routes to Bus Stops	29

How could cycling conditions and facilities be improved in and around the station?		What improvements would encourage you to travel differently to Johnstone station in the future?	
Other / none	**249**	**Nothing**	**143**
Improved Road Safety	35	**Public Transport Service Improvements**	**86**
Better Cycle Routes to the Station	29	Other (Please State)	59
Improved Cycle Parking	29	Enhanced Walking Network	39
Improved Station Forecourt Safety	22	Better Cycle Network	26
Improved External Station Signage	19	Designated Passenger Drop Off and Pick Up Points	25
Better Travel Information	17	Greater Taxi and Car Sharing Opportunities	12
Bike Hire Scheme	11	Enhanced Station Facilities	10

The Station Car Park was extensively used by rail users with many people also opting to park across numerous sites within close proximity to the station. The number of respondents who park in 'other locations' and 'local streets' amounted to 138; which will have significant implications of the quality of the local environment and the capacity available for serving local business needs.

An overwhelming proportion of respondents stated that they had no desire to make more trips by public transport although the appeal of more direct routes and cheaper ticket prices would encourage rail users to reflect on their existing travel arrangements.

Generally there was little enthusiasm and apparent 'need' expressed by respondents for improving cycling conditions, although road safety was the key issue that was mentioned.

Overall, the final question highlighted the difficulty in stimulating modal shift and a possible uptake in active travel arrangements to the station with public transport service improvements being popularised amongst other targeted interventions.

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Action Plan Summary

The Johnstone Station action plan was developed following the primary and secondary research which took place to identify key issues and emerging themes. This information has been validated and added to through further discussion with stakeholders and partners.

The action plan is designed to cover the period of the current ScotRail franchise, which is initially until March 2022.

Key tasks and activities that will help ScotRail to achieve the STPs targets including a timeframe, a responsible person or team, links to funding, policies or strategies are detailed in the full Action Plan – Appendix VII.

The action plan summary (fig. 4.1) highlights the key themes and identifies which aspects of the STP process this supports and links to.

Glossary of Key Terms

Behavioural (Type)	*A type of measure focused upon changing perceptions and attitudes towards travel choices through communication streams.*
Operational (Type)	*A type of measures to help with the effective coordination and management of travel services, timetables and working procedures.*
Physical (Type)	*A type of measure focused on tangible provision requiring installation and maintenance.*
Operational Efficiency (Heading)	*How the proposed measures can help to improve a systems dynamics and ease of use.*
Improved On Site Access (Heading)	*How the proposed measure can help improve conditions for moving within the station area*
Improved Local Access (Heading)	*How the proposed measure can support better connections from local streets to the station*
Links with Local Plans / Strategies (Heading)	*How the proposed measures can adhere to current local planning and transport policy*
Modal Shift (Heading)	*How the proposed measure can lead to an uplift in sustainable travel to / from the station*
Safety (Heading)	*How the proposed measure can contribute towards increasing perceptions of safety*
Increase Patronage (Heading)	*How the proposed measure can support a rise in the number of people using rail annually.*
Timescale (Heading)	*Indicative period for implementing a measure.* *S – Short Term (within a year) M – Medium Term (1 year to 3 years) L – Long Term (3 to 5 years and the end of the plan period.*
Predicted Impact	*The extent to which the measure will meet objectives* *H – High M- Medium L - Low*

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Fig 4.1 Action Plan Summary

Theme heading	#	Detailed Intervention	Behavioural	Operational	Physical	Operational efficiency	Improved on site access	Improved local access	Links with local plan/strategy	Model shift	Safety	Increased patronage	Lead organisation/s	Key measureable output	Timescale	Predicted Impact
Station approach/forecourt improvements to improve accessibility and safety for all users	1.1	Re-design Station Road/Thorn Brae junction access to help reduce speeds and improve pedestrian crossing opportunities and priority			✓	G		G		O	G	O	ScotRail / LA	Improvement in passenger survey responses	L	H
	1.2	Improved layout of drop off, bus and taxi stopping areas		✓	✓	G		G		O	G	O	ScotRail / LA / Bus/Taxi operators	Reduced congestion on forecourt	M	H
	1.3	Better enforcement of parking restrictions	✓	✓		G					G	G	ScotRail	Reduced congestion on forecourt	S	M
	1.4	Develop links with School Travel Plan (see also promotion of active travel below) to reduce peak hour congestion	✓			O	O		O	O	G		G	ScotRail / Thorn Primary / LA	Reduced congestion on forecourt	M	M
	1.5	Improve pedestrian routes from junction with Thorn Brae to station.			✓	G		G		G	G	G	ScotRail	Improvement in passenger survey responses	M	H
	1.6	Develop integrated waiting facilities for bus/rail interchange (and subsequent timetable improvements)		✓	✓	O		G		O	G	G	ScotRail / LA / Bus operator	Improvement in passenger survey responses	M	H
Improvement to quality of footways on routes to the station	2.1	Community Street Audits (CSA) to engage local supporters and Renfrewshire Council to identify to improve key links	✓							G	G	G	ScotRail / LA / NGOs		S	N/A
	2.2	Strategic improvements based on findings of detailed CSA to include; Footway surfaces, crossing points and street furniture			✓			G		G	G	G	LA	Improvement in infrasturture identified in audits	M-L	H
Making better use of available parking spaces at the station	3.1	Improvements to physical infrastructure (as noted above) to prioritise active and sustainable travel modes for those travelling locally to the station	✓		✓			G		G	G	G	ScotRail	Improvement in infrasturture identified in audits	L	H
	3.2	Introduction of car share priority spaces in car park	✓		✓	O	G			G		O	ScotRail	Reduction in single occupancy car use	S	H
Improved wayfinding and legibility to and from station	4.1	Detailed signage audit	✓							G	O	O	ScotRail / LA	Improvement in passenger survey responses	S	N/A
	4.2	Station wayfinding programme (linked to theme 5 below)	✓		✓			G		G	G	G	ScotRail / LA	Improvement in passenger survey responses	M	H
Promotion of active and sustainable travel links to the rail station with the local community, businesses and schools	5.1	Promote rail travel / active travel to station with local schools and businesses	✓							G	O	G	ScotRail / LA Thorn Primary / local businesses	Reduced congestion on forecourt	S	H
	5.2	Incentivise active travel in the community through schemes such as Walk once Week for schools and Step Count Challenge for Businesses	✓							G	G	G	ScotRail / LA / NGOs	Reduced congestion on forecourt	S	H
	5.3	Incentivise active and sustainable travel to the station with' pop up' events and promotions	✓			O	G			G		G	ScotRail	Reduced congestion on forecourt	S	H
Integrated review of on station facilities – including signage, lighting, cycle storage and waiting areas	6.1	Extended audit and review of all station facilities, factoring operational parameters, to identify opportunities for improvements further to those mentioned specifically below				O	G			O	G	G	ScotRail	Improvement in passenger survey responses	S	N/A
	6.2	Relocate and increase existing cycle storage facilities (including on platform 2)			✓		G			G	G	G	ScotRail	More cycles parked at the station	S	H
	6.3	Improve station seating and waiting areas			✓		G			G	G	O	ScotRail	Improvement in passenger survey responses	S	M
	6.4	Relocate and improve signage and information points			✓		G				G	O	ScotRail	Improvement in passenger survey responses	S	L
Step free access between platforms (new bridge)	7.1	Replace existing bridge with ramped/lift fitted bridge			✓	G	G		O		G	O	ScotRail / Network Rail	Improvement in passenger survey responses	L	H

ScotRail SCOTLAND'S RAILWAY

This Station plan has been produced with the cooperation and support of the following organisations: