Pollokshaws West Station Travel Plan
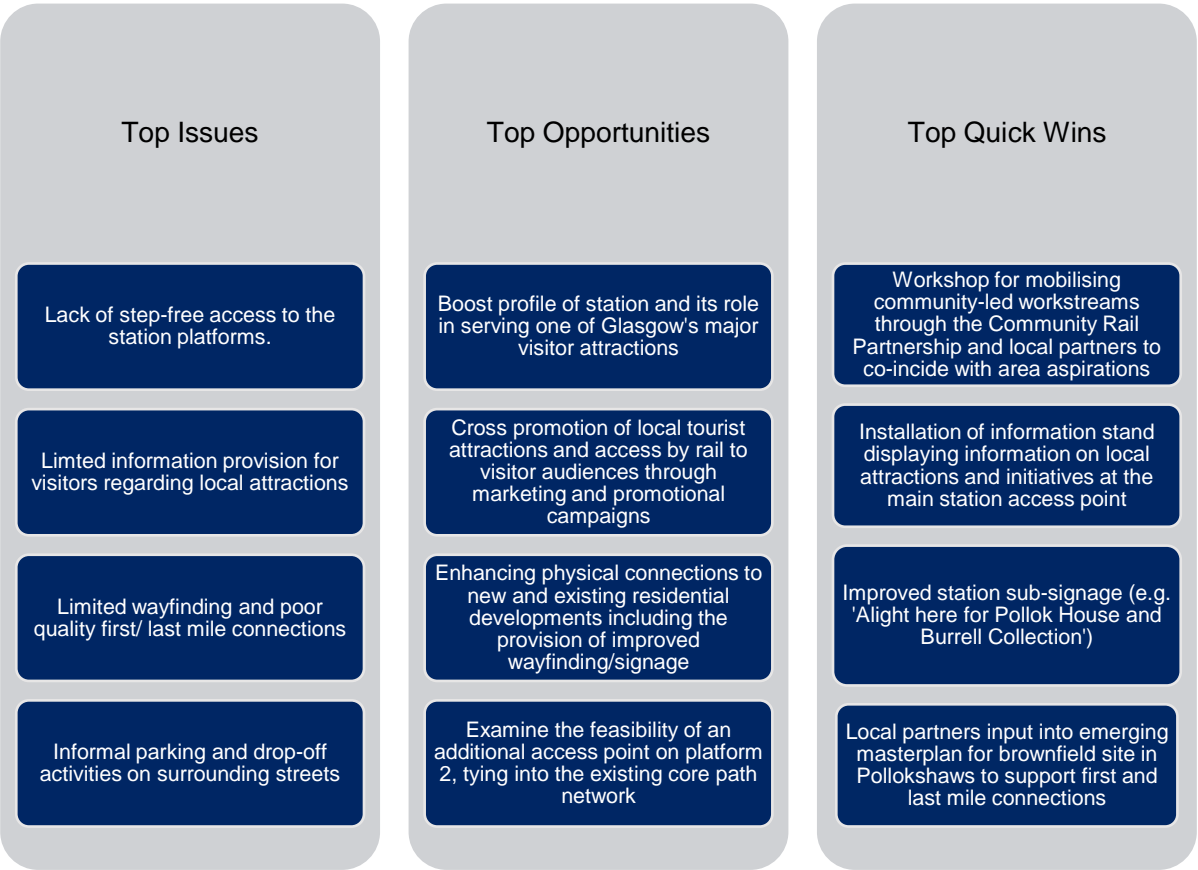
March 2019

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1   Executive Summary

This document sets out the Station Travel Plan (STP) for Pollokshaws West, which is being delivered through ScotRail's Station Travel Plans programme. The programme aims to improve station patronage, deliver enhancements to rail station facilities and onward connectivity, and promote and facilitate the role of rail stations in driving forward economic development, supported by strong community involvement. Pollokshaws West is being progressed as a community-led STP. This differs from others in ScotRail's programme, for example by involving local organisation in the actual data gathering and research process to a much greater extent. As an example, local volunteers, particularly from disadvantaged backgrounds, have been engaged in tasks related to the STP process such as undertaking audits and conducting surveys. As well as supplying the required data for the STP itself, this process allows those involved to develop their personal skills and confidence, for example through the face to face interaction involved in undertaking passenger surveys.

1.1   Key Issues and Opportunities

The Pollokshaws West Station Travel Plan is underpinned by a comprehensive evidence base that has been developed based on a station/site audit, passenger travel surveys, stakeholder engagement and desktop research. From the evidence examined, the key issues and opportunities that the Station Travel Plan can help to address have been identified. These are detailed in **Chapter 7** and are split into: key issues that the Station Travel Plan can help to address, key opportunities for the Station Travel Plan, and quick wins, as summarised in **Figure 1**.

Figure 1: Key Issues, Opportunities and Quick Wins

| Top Issues	Top Opportunities	Top Quick Wins
Lack of step-free access to the station platforms.	Boost profile of station and its role in serving one of Glasgow's major visitor attractions	Workshop for mobilising community-led workstreams through the Community Rail Partnership and local partners to co-incide with area aspirations
Limted information provision for visitors regarding local attractions	Cross promotion of local tourist attractions and access by rail to visitor audiences through marketing and promotional campaigns	Installation of information stand displaying information on local attractions and initiatives at the main station access point
Limited wayfinding and poor quality first/ last mile connections	Enhancing physical connections to new and existing residential developments including the provision of improved wayfinding/signage	Improved station sub-signage (e.g. 'Alight here for Pollok House and Burrell Collection')
Informal parking and drop-off activities on surrounding streets	Examine the feasibility of an additional access point on platform 2, tying into the existing core path network	Local partners input into emerging masterplan for brownfield site in Pollokshaws to support first and last mile connections

1.2 Action Plan

A detailed Action Plan has been developed (details in **Chapter 8** and **Appendix H**), which sets out the measures that will be implemented through the Station Travel Plan to address the key issues and achieve its key objectives.

Figure 2 summarises the key themes and measures included in the action plan.

Figure 2: Action Plan Overview
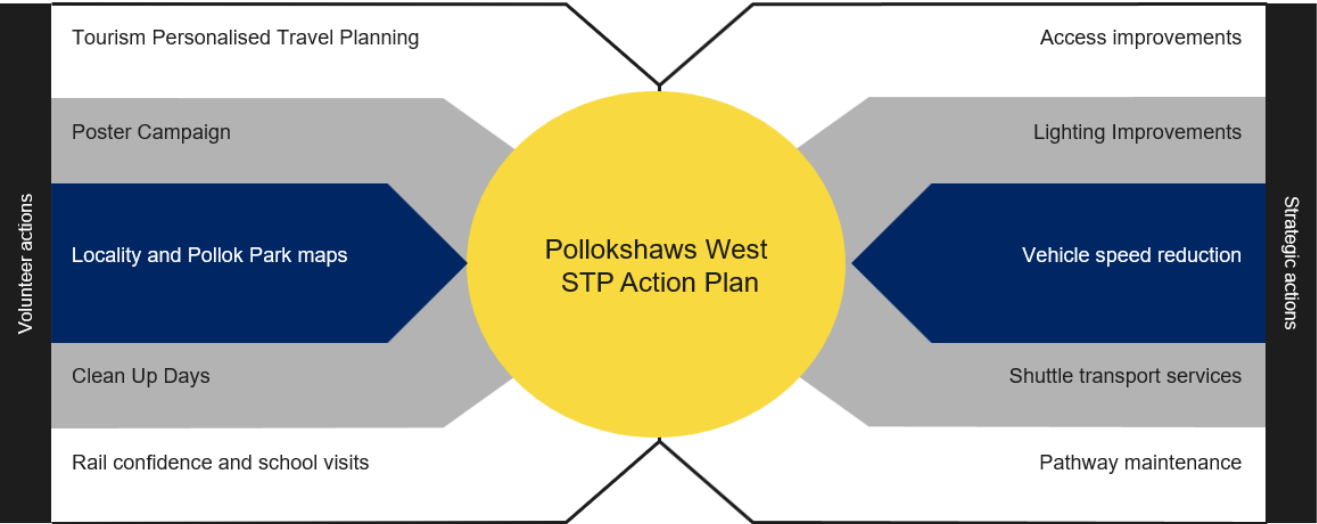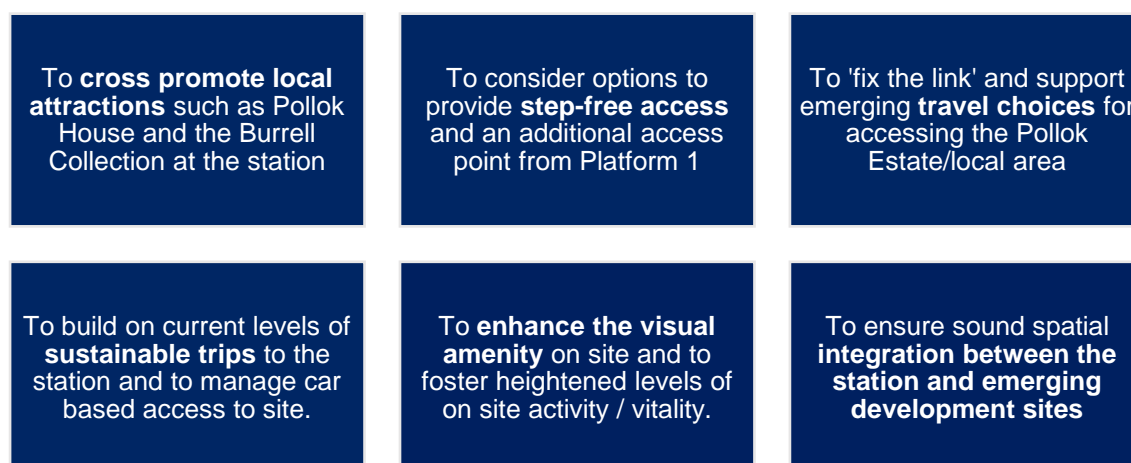
2   What is a Station Travel Plan?

Station Travel Plans (STPs) are a tool designed to improve connectivity to and from a rail station, setting out a package of behavioural, operational and infrastructure measures to promote and facilitate effective access, with a focus on sustainable modes such as walking, cycling and public transport. Importantly, they also perform a much wider role in recognising the importance of a rail station in driving forward sustainable economic and community development, particularly in areas where there is forecast growth in the residential, employment and visitor markets. More information can be found in **Appendix A**.

3   Strategic Objectives

A series of strategic objectives have been developed for the Pollokshaws West Station Travel Plan, which provide a basis for identifying the proposed measures. These have been developed based on consideration of the strategic context of the station, the passenger markets it serves, wider development proposals in the area, and other initiatives where there are opportunities to add value.

The objectives are set out in **Figure 3**:

Figure 3: Pollokshaws West STP Objectives

|		
To **cross promote local attractions** such as Pollok House and the Burrell Collection at the station	To consider options to provide **step-free access** and an additional access point from Platform 1	To 'fix the link' and support emerging **travel choices** for accessing the Pollok Estate/local area
To build on current levels of **sustainable trips** to the station and to manage car based access to site.	To **enhance the visual amenity** on site and to foster heightened levels of on site activity / vitality.	To ensure sound spatial **integration between the station and emerging development sites**

4   Strategic Context

4.1   Introduction

This chapter provides a brief overview of the local and strategic context of Pollokshaws West station. Further information about the station location and services, patronage, local transport networks, station access and facilities, and the role of the station in the local area can be found in **Appendix B**

4.2   Location and Services

Pollokshaws West station is in the south of Glasgow, on the line towards East Kilbride, Barrhead and Kilmarnock. It is part of the South West Glasgow Community Rail Partnership which focuses on stations between Crossmyloof and Barrhead, shown in **Figure 4**.

Figure 4: South West Glasgow Community Rail Partnership Area
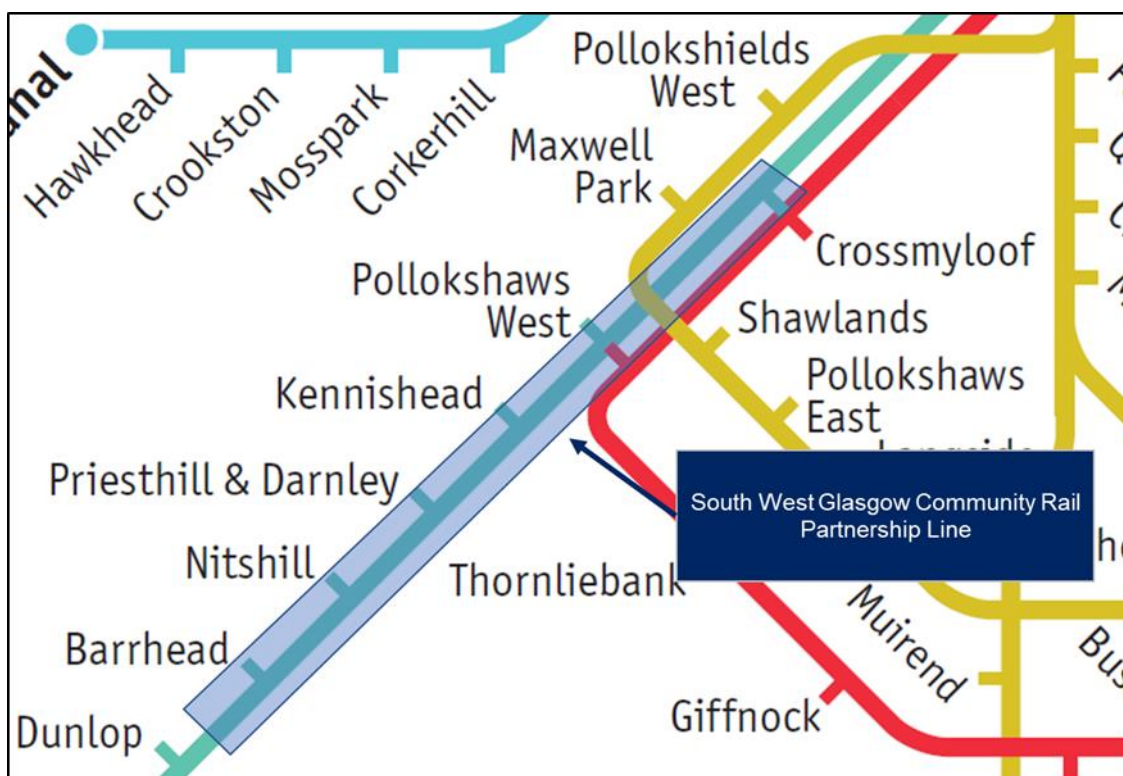
Typical daytime service consists of a half hourly service to both Barrhead and to East Kilbride, with 4 trains per hour Glasgow Central. It is an interchange station for services between the East Kilbride line and the Barrhead line.

The station is located adjacent to Pollok Country Park, a large country park which is popular among recreational walkers and cyclists, and which also houses the major tourist attractions of Pollok House, managed by National Trust Scotland, and the Burrell Collection. The latter of these is currently closed for refurbishment by Glasgow Life and due to be reopened in 2021.

4.3 History

The station building was built in 1848 and is a B listed building originally built by the Glasgow, Barrhead and Neilston Direct Railway. The rail line through Pollokshaws West originally had an industrial function, transporting raw materials rather than passengers.
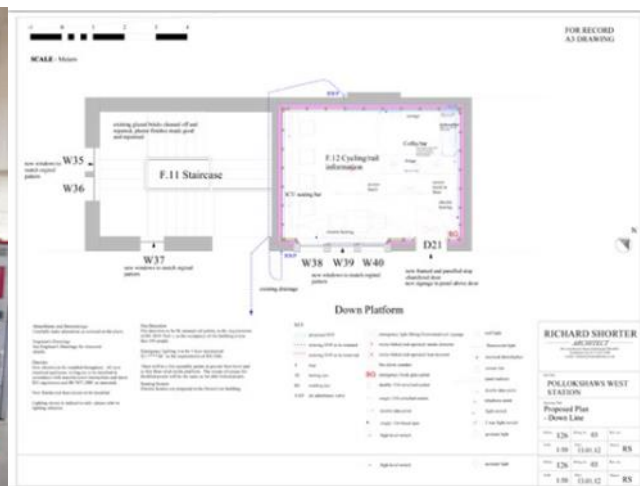

(*photos source – South West Community Cycles*)

4.4 Present Day and the Role of the Station in the Wider Community

In 2007 a Partnership was formed between South West Community Cycles (SWCC), ScotRail and the Glasgow Building Preservation Trust to regenerate the railway station building which had lain derelict for approximately 30 years. The building was officially reopened in August 2013.

SWCC, based in the station building, is an established Social Enterprise which in recent years has developed into a community hub, and now has an extensive record of providing local people with cycling services, volunteering opportunities, training and personal development activities.

(*photos source – South West Community Cycles*)

In addition to their wider community work, South West Community Cycles, in partnership with ScotRail, host the South West Community Rail Partnership (CRP) in the premises which they use on Pollokshaws West station. The CRP has a community link worker who engages with the local community in various activities such as:

- Boosting patronage at stations railway along the CRP rail line, particularly off-peak travel, and introducing rail to a broader local audience.

- Supporting the use of cycling/walking and rail to join up journeys to work, explore the local area and forging links with community institutions and businesses.

- Working with partner agencies, such as local volunteer services and outreach organisations

In the context of the Pollokshaws West STP, SWCC have been identified as a key partner in the delivery of the STP, particularly with regards to the volunteer workstreams identified in **Chapter 8.** This could also be in partnership with other key local organisations such as Glasgow Life, Pollokshaws Area Network (PAN), National Trust Scotland (NTS) and housing developers.

ScotRail Station Travel Plans and the community

All ScotRail Station Travel Plans have had significant community involvement, for example through local people and organisations giving input and ideas for future action plans. This is an integral part of the process, and these local insights are crucial for the success and legacy of any travel plan, whether for a station, hospital, workplace or other location. However, Pollokshaws West differs from other ScotRail STPs, because it involves local people and organisations much more closely in actually gathering the STP research and evidence, instead of relying solely on consultancy support. It is a less traditional route for carrying out STP activity but can offer a range of wider benefits including:

- Upskilling local people to carry out research and gather required data
- Boosting personal development and confidence, including among disadvantaged people, for example through the face to face surveys required
- Embedding a 'train the trainer' approach to create a skills legacy
- Real grass roots buy-in to the STP findings
- Greater sense of ownership of the STP, helping to maximise its future impact and legacy
- Inspiration to repeat the process at other stations

Given the scale and depth of community involvement already at ScotRail stations, there is huge potential to apply the Pollokshaws West approach elsewhere on the network. Community Rail Partnerships in particular could have a role, looking at scope to carry out Station Travel Plans for stations in their area; or, if more appropriate, a 'lite' Station Travel Plan, or one which covers a series of stations, or a whole line of route. The beauty of a community-led STP it that it can be shaped, defined and delivered locally, according to what the issues are. These could range from litter in the area around the station, to supporting people who are not confident about rail travel, to encouraging people to walk instead of drive to the station – or any other issues which are relevant to the station. All of these issues and more, or less, can be tackled.

ScotRail will seek to support community led STPs wherever it can, by offering both guidance on processes, and practical support such as helping to identify potential quick wins.

4.5   Patronage

Figure 5 shows the trend in patronage for Pollokshaws West station from 2008 to 2018. The full data can be found in **Appendix B**. The station saw significant sustained growth from 2008 to 2015, with a slight decrease since then. Over the 10-year period of 2008-2018 patronage increased by 74%. Further increased patronage can be expected as a result of the boost in housing in the local area, as well as trips generated by major visitor attractions such as the Pollok House and following reopening of the Burrell Collection in 2021.

Figure 5: Pollokshaws West Station Annual Patronage (Source – Office of Rail and Road)
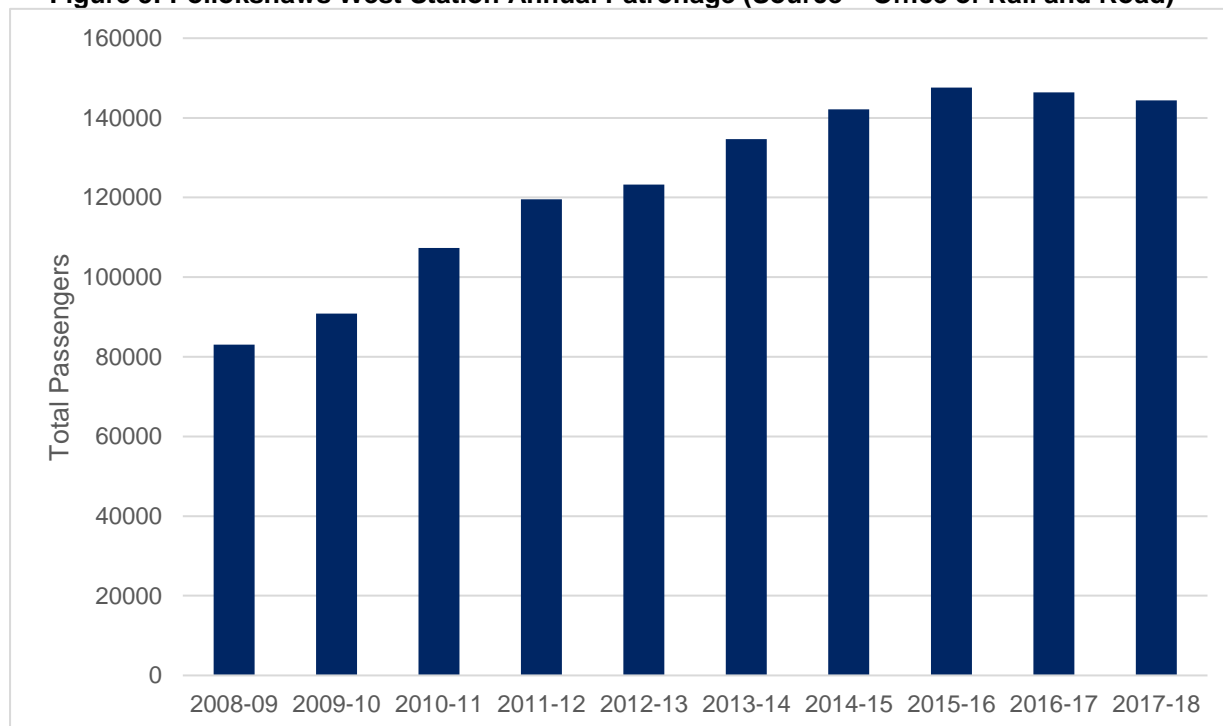
4.6   Local Transport Network

4.6.1   Walking and Cycling

Figure 6 shows the cycling networks in the area around the station. There are a number of high-quality off-road cycle routes, especially through Pollok Country Park. In contrast to this, Pollokshaws Road is not a cycle or pedestrian friendly environment, with high vehicle speeds and a limited number of crossing points in the locality, which could be considered off-putting for passengers arriving on foot or by bike.

There is a signalised pedestrian crossing immediately outside the station, and this is the only safe crossing provided between the station and the Barrhead Road roundabout to the south. There is also a local cycleway that penetrates the centre of Pollokshaws to link into the shared use pathways along the main arterial routes in the area.

Figure 6: Map of Cycling Routes in Pollokshaws West Area
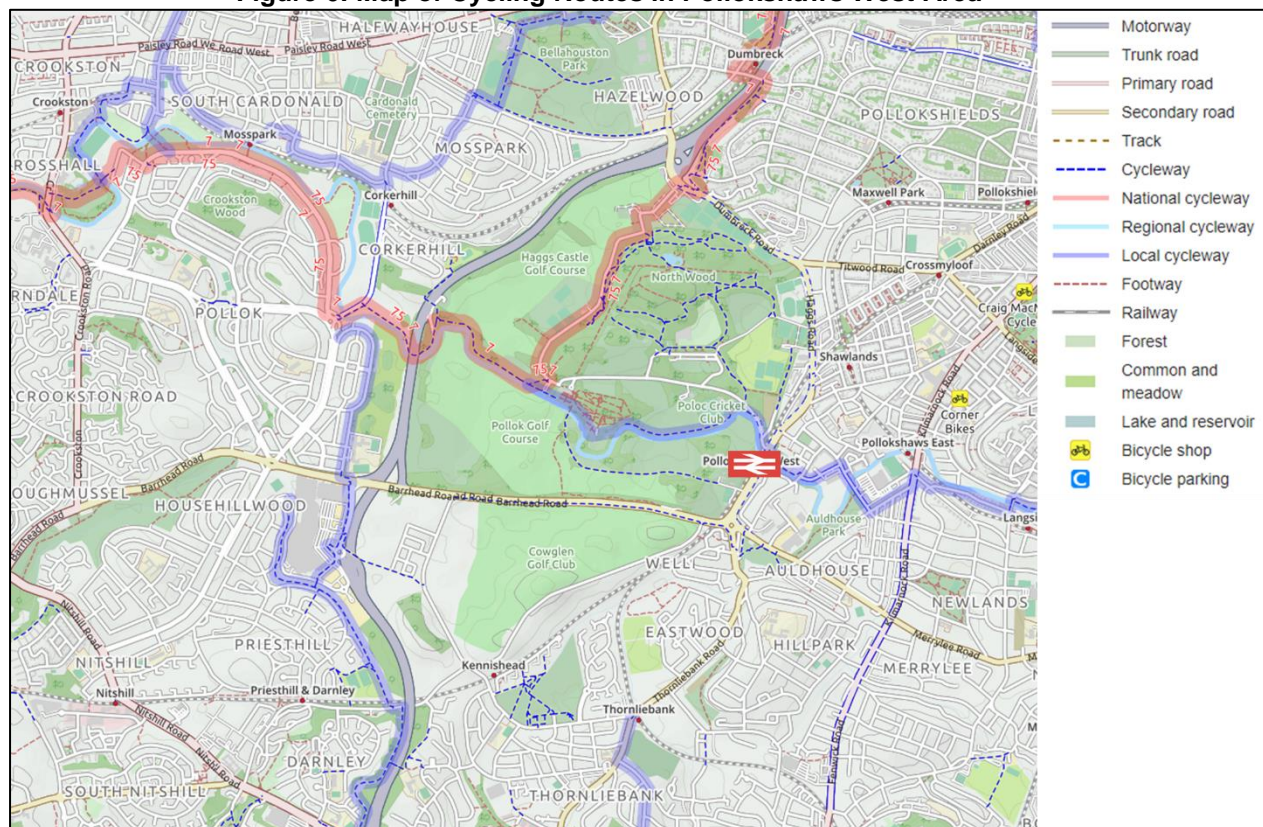
4.6.2 Bus

The nearest bus stops are on Pollokshaws Road, with a bus to Glasgow at least every 10 minutes during the day.

Feedback from stakeholders suggests that the bus is a more attractive option than rail for some user groups, such as students, and the elderly who can make use of free concessionary travel. Pollokshaws Road can also have a severance effect, and act as a potential barrier to rail travel for some people.

4.7 Station Access and Facilities

A review of access and station facilities is provided in the station audit report (**Appendix C**). **Figure 7** shows a layout of basic station facilities at Pollokshaws West Station.

Figure 7 : Pollokshaws West Station Layout Plan (Source – National Rail 2019)
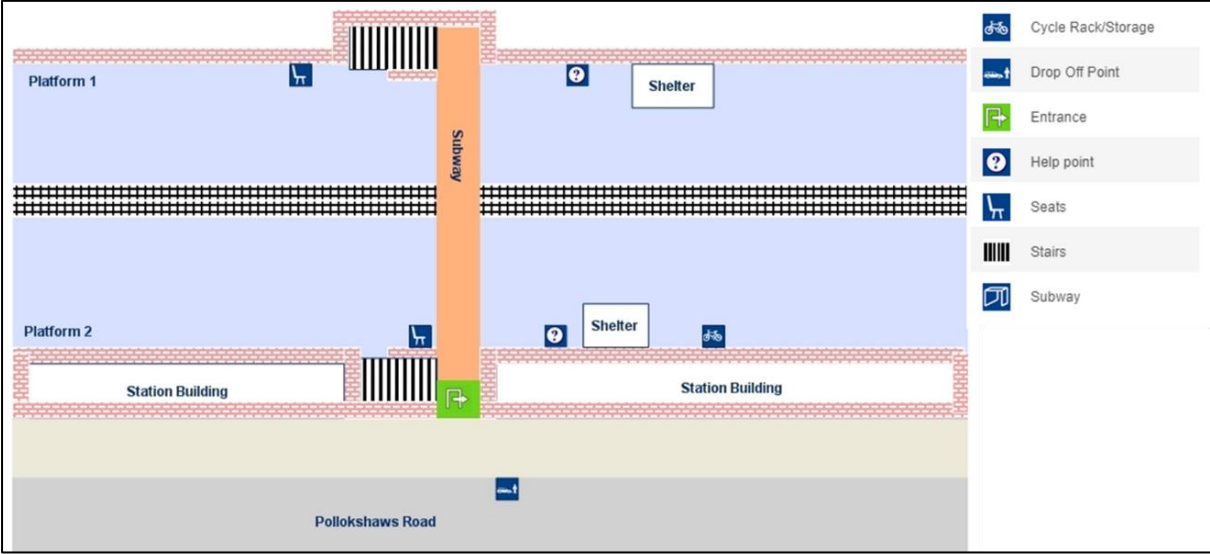
5   Station Travel Plan Drivers

5.1   ScotRail's Commitment to Station Travel Plans

As part of the ScotRail franchise awarded to Abellio in 2015, Abellio committed to the delivery of 20 Station Travel Plans over the period to March 2019. The Pollokshaws West Station Travel Plan is being brought forward in 2019 as part of a package of ten Station Travel Plans in accordance with a framework and toolkit developed through the preparation of pilot plans for Motherwell and Johnstone stations in 2016, and eight Station Travel Plans delivered throughout 2017. The Pollokshaws West STP model varies slightly in respect to being driven by community interest; building on the existing cycle business offer at the station, the opportunity to cross promote and link to local tourism and the desire to contribute towards shaping the spatial dynamics of the locality.

This aligns with the Abellio programme generally which has a much wider focus on the role that a Station Travel Plan can play in supporting growth and development, and in helping local communities to take ownership of that development in a sustainable way. The drivers for the Station Travel Plans programme are shown in **Figure 8**

Figure 8: Station Travel Plan Programme Drivers

Measures to support increased patronage and engaging with non-users of the station to identify measures to unlock suppressed demand	Reducing dependency on station car parks from existing station users to release space for current non-users	Integrating each station into its community, making best use of local volunteers and Local Authorities in Station Travel Plan development, ownership and implementation
Identifying and promoting new development near stations, and emphasising the role that the station can play in accommodating travel needs	Attracting third party funding, including funding achieved through the planning process	Influencing Local Transport Plans and wider local policy to promote rail usage and enhanced links to and from the station

5.2 Policy Drivers

It is vital that measures developed as part of the action plan for the Station Travel Plan adhere to transport and land use policy, in order to leverage funding and co-ordinate schemes. A review of the national, regional and local policy documents relevant to the Station Travel Plan has therefore been undertaken, and is summarised in **Appendix D**.

5.3 Local Community Drivers

Figure 9 illustrates the local drivers for the Pollokshaws West community-led STP.

Figure 9: Local Station Travel Plan Drivers

| Activity of local community groups | Re-development of the Burrrell Collection and other attractions | Links with active travel in Pollok Park and surrounding area | Renegeration of the local area and housing developments |

Case study: Walking made easy

Barriers to walking and cycling can be many and varied, and can include lack of good quality infrastructure, but also perceptions about distance and travel time if alternatives to the car are used. Initiatives such as ThinkTravel in Gloucestershire seek to break down some of these barriers by showing walking and cycle travel time for key journeys, such as between the station and employment locations, in a simple and accessible format. Projects like this can be easily replicated by local community groups and can form one part of attempts to change behaviour, and to demystify alternatives for those who are regular car commuters.

6 Research and Emerging Themes

6.1 Overview

As explained previously, the evidence base for Pollokshaws West Station Travel Plan has been gathered through standard research and auditing activity similar to other STPs conducted by ScotRail in combination with volunteer activity from the local community.

The research involved the following key activities:

- Desktop research, comprising policy review, identification of wider development proposals, and gathering of station patronage data.

- A station site and area audit undertaken on 7th February 2019;

- A community audit of the surrounding area undertaken on 24th February 2019;

- Stakeholder interviews undertaken over the period January to February 2019; and

- Passenger surveys undertaken on Wednesday 27th February and Saturday 2nd March

The full methodology and results of each of the data collection activities can be found in accompanying appendices.

Figure 10: STP Research Overview

6.2 Station Audit

6.2.1 Purpose

The purpose of the station audit was to assess access to and from the station and last mile routes to identify gaps and barriers to access for people with mobility issues, and to consider other social, physical and psychological factors.

6.2.2 Audit Scope

The audit focused on two areas:

- The station area and immediate surroundings – this audit was undertaken by Arcadis using the standard Station Travel Plan toolkit.

- Last mile audit – A community audit of key last mile routes to/from the station undertaken by a local volunteer and 'buddying' through the process with ITP Consultancy.

6.2.3 Station Audit Findings

Figure 11 and **Figure 12** summarise some of the key observations of the station area audit. The full audit report can be found in **Appendix C**. These key findings have helped form the focus of some of the measures developed as part of the action plan for the station, and to identify and prioritise the workstreams for community volunteers, as set out in **Chapter 8**.

Figure 11: Audit Observations - Station Area

Lack of step free access to platforms and deterioration of surface course

Steep pedestrian access routes with limited sightlines and 'sense of arrival'

Impersonal setting creating a limited sense of arrival / station stewardship

Limited use of access road and deteriorated / redundant signage to key trip attractors

Figure 12: Audit Observations – Surrounding area

Evidence of litter accumulation and water pooling on local streets

Car centric environment is a physical /psychological barrier to movement

Lack of pathway maintainence on routes to Pollok Country Park

Poor quality public realm acts as barrier to movement despite desire line pathways

Informal 'kiss and drop' activity on Shawholm Crescent causing disruption to residents

Sense of neglect reduces perceptions of personal safety/security

Limited signage and wayfinding within the immediate station area

Evidence of informal parking on local streets nearby the station site

6.2.4 Last Mile Audit Findings

The community audit was undertaken on 6th March.

The routes audited were selected based on feedback received from SWCC and other local organisations, taking into account issues such as quality of the public realm, problems caused by informal parking and poor sense of security locally.

The routes audited were:

- • Pollokshaws Road: Routes between Shawholm Crescent and Shawbridge Street
- • Pollokshaws Road: Shared use pathway to Shawbridge Street and PAN HUB
- • Pollokshaws Road: Christian Street to Pollokshaws Library

Figure 13 summarises the observations made during the community audit.

Figure 13: Community Audit Observations

Potholes and uneven footway surfaces creating pedestrian/cyclist hazards

Limited inclusive mobility provision and accessible crossing infrastructure

Bellmouth junctions and poor sightlines resulting from informal parking

Vegetation and water pooling on key pathways including shared use links

Poorly maintained pedestrian crossing with uneven footway surface creating potential hazards

Evidence of litter accumulation and poor lighting alng main connecting access routes

The community audit revealed a range of issues related to the quality and maintenance of the public realm. In some cases, the lack of inclusive mobility provision may pose a physical barrier to ease of access to and from the station, while the lack of pathway maintenance reduces the attractiveness of travelling on foot or bike and can have a detrimental impact both on perceptions of safety and the sense of arrival at the station.

6.3 Passenger Surveys

6.3.1 Purpose

The purpose of the surveys was to gather feedback from rail passengers who use the station regarding the improvements that the STP could look to support or implement. This was done via a short paper questionnaire handed out to passengers on the platforms by local volunteers.

The surveys were conducted on Wednesday 27th February and Saturday 2nd March. They included questions on respondents' mode of travel to/from the station, how often they use the station, their travel reasons, and their comments on general perceptions of the station as well as improvements needed to the station and surrounding area.

6.3.2 Results

In total, 43 passengers completed and returned the survey questionnaire.

Figure 14 shows the mode share of respondents travelling to/from the station. The vast majority of respondents walk to/from the station. This is due mainly to the compact catchment area of the station and presence of other stations within a relatively short distance of Pollokshaws West.
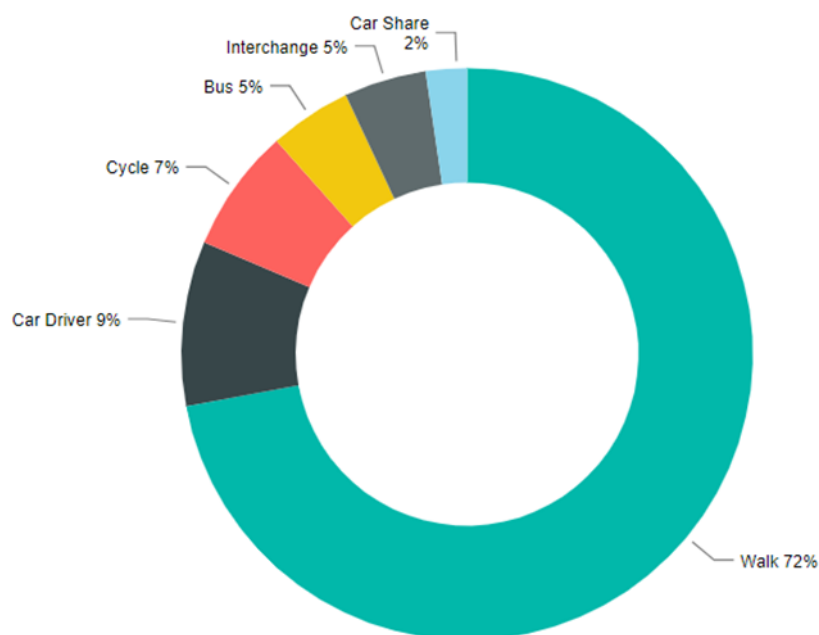
Figure 14: Survey Responses – Mode Share

Figure 15 shows how often respondents said they use the station. The majority of people (58%) said they use the station at least 4 times per week, which would suggest that many of the respondents were frequent commuters.

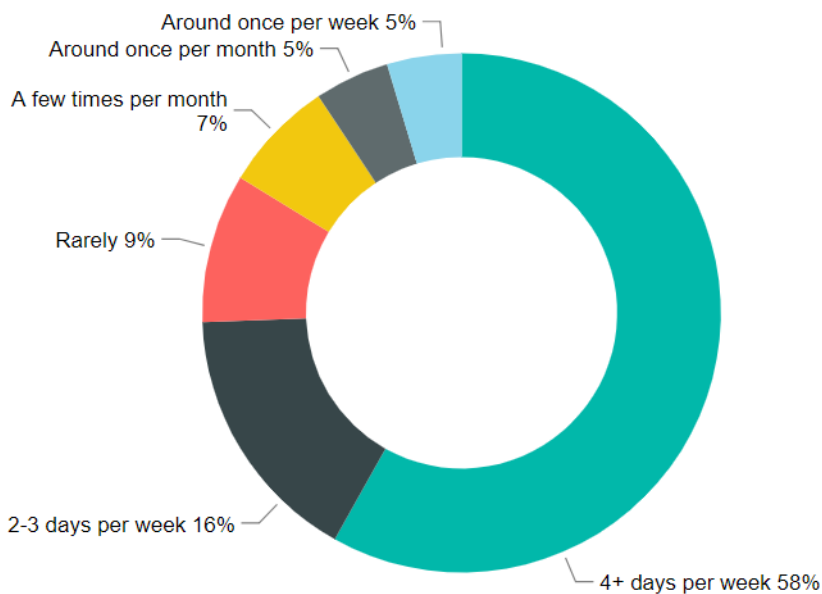**Figure 15: Survey Responses – Frequency of Use**

Figure 16 shows the main reasons respondents gave as to why they use the train at Pollokshaws West. They could select multiple options. The most popular responses were 'On work/business travel' (47%) and 'Commuting' (44%). This is not surprising given the majority of respondents said they use the station at least 4 times per week.

Figure 16: Survey Responses – Travel Reasons
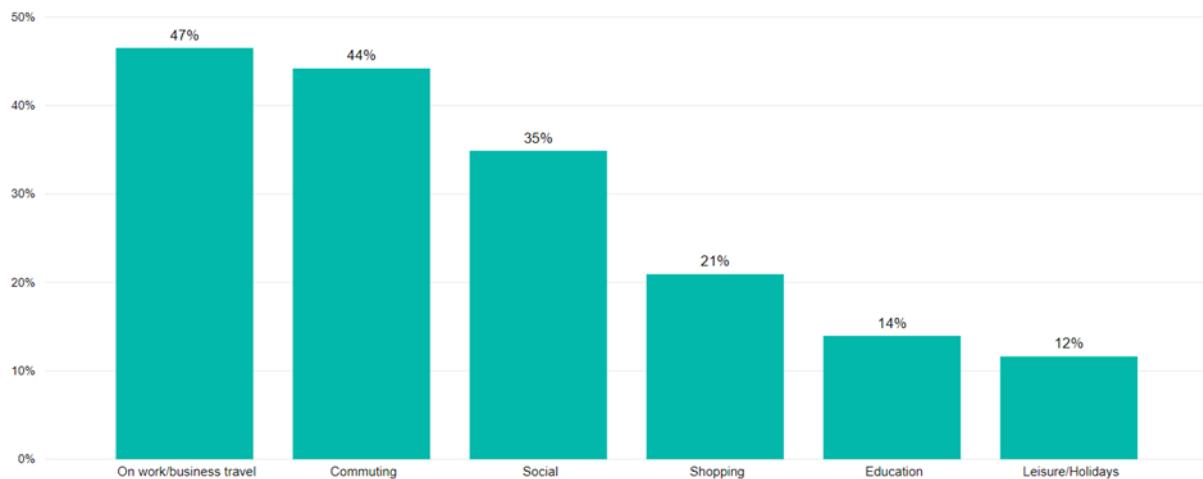
General perceptions of the station were positive as a whole, with complimentary comments about the station appearance and cleanliness.

The most popular improvements suggested for the station area were better lighting and general sense of security, along with access for disabled passengers.

Among improvements suggested for the surrounding area were the cleaning up of litter and mud on footways, and better pedestrian crossing facilities on Pollokshaws Road.

Survey data gathered by Glasgow Life as part of a study on existing visitor patterns to Pollok Park determined that the majority of visitors travelled there by private car (66%), whilst the share of rail was less than 1%. This suggests significant room for improvement of rail mode share for trips to the park through appropriate cross promotion between rail and local attractions.

6.4   Stakeholder Engagement Summary

6.4.1 Purpose

Stakeholders played a key role in the identification of existing issues and opportunities at the station and will also play a vital part of the implementation and monitoring phase of the STP process. A wide variety of stakeholders were targeted as part of the engagement exercise, via telephone interviews, face to face meetings and emails, in order to gain vital local knowledge and appreciation of the issues facing different user groups.

6.4.2 Stakeholders Engaged

Key individuals and organisations were engaged throughout the STP process through telephone and face to face interviews. The stakeholders engaged are shown in **Figure 17**.

Figure 17: Stakeholders Engaged

6.4.3 Key Feedback

The key feedback from the stakeholder engagement is summarised in **Table 2.**

Table 2 – Stakeholder Engagement Key Feedback

Access
Access routes into the station are steep, which can cause difficulty for some users with limited supportive infrastructure in place to aid users with mobility impairments (Protected Characteristic Groups)
There is an aspiration to develop a more direct access point to the Pollok Estate from Platform One where there is already an informal pathway and evidence of a historic swing bridge across a stream.
There has been a running concern expressed by Pollokshaws Area Network and local stakeholders about the poor quality public realm and the impact this has had on movement and the ease of access between the station and the immediate area
Concerns have been raised in relation to the stations lack of inclusive mobility provision and the poor connection with the Pollok Estate which has been expressed by visitors anecdotally upon accessing the tourist attraction
Active Travel
NextBike cycle hire scheme has a docking station in Pollok Park although this may only be tailored to adult users and competes with SWCC hire offer from the station.
Surrounding Area and Community
Glasgow Life are looking into providing an electric shuttle bus between train station and Burrell Collection/Pollok House
187 houses to be built on site at Shawholm Crescent. This is currently in the masterplan phase and being discussed locally.
Some past missed opportunities to use the planning process to improve local walking and cycling routes
Privately rented accommodation and market value housing has replaced social housing with the railway station acting as a 'pull' factor. The frequency of services makes the location of Pollokshaws very attractive to buyers wishing to resettle
The new developments next door to the Trust Housing Association (THA), a nearby sheltered housing complex, were constructed approximately two years ago and new developments are being proposed that will lead to improvements being made to the public realm
Wayfinding & Information Provision
There is often confusion between stations with similar names (e.g. Pollokshaws East, Pollokshields West/East)
Suggested improvements include enhancing the directional signage at the station and developing way-finding markers to aid legibility through into and across the Pollok Park estate.
Having an art based, sculpture walk of some variety may help to break up the monotony of the walk between the station and Pollok House/Burrell Collection and engage people's attention on route
Suggestion of changing the station name to Pollok Country Estate with a secondary reference to Pollok House and the Burrell Collection on platform name boards
The access issues at the station are a large deterrent but there has also been limited 'softer' measures undertaken to help cross promote rail travel and to lure people by train to the Pollok Estate
Residents of new housing developments are not provided with information and guidance about the location of services, including public transport
Parking
Parking is an emerging issue; in light of nearby development and due to the popularity and frequency of rail services from the station. Emerged that Shawholm Crescent is increasingly been used by users of the station for informal long stay parking and drop off/collection activity. This sometimes hinders access to the Trust Housing Association premises
Observations have been made along Christian Street as to the scale of informal parking taking place on the kerbside; with rail users opting to park and stride the last mile and feeling comfortable to leave their vehicle
There are chronic issues with car parking capacity at Pollok Park with the available capacity being quickly occupied, regardless of the time of year, season or activity
Social/Psychological Factors
The sense of arrival at the station is not great. It should feel like people have arrived at Pollok Park
Concerns were expressed that the station environment could often feel eerie and impersonal due to the blank facades and the dampness that could be felt on colder days whilst dwelling on the platforms.

The perception of distance between the station and Pollok House generally has an impact on mode choice especially for making repeat journeys
Trust Housing Association have increased their level of overspill lighting emitted from the building for the purposes of better illuminating the passage way through to Pollokshaws Road and improving the perception of personal security and the safety of users (due to trip hazards).
Whilst a number of employees at THA travel by rail, most of the residents, who comprise of vulnerable adults, would not feel confidence travelling independently or have the mobility to be able to undertake trips
Bus/Rail Integration
Cost of rail travel seen as a barrier for those from more deprived backgrounds. The appeal of door to door journeys and the often short distances between interchanging from bus to foot and vice versa, also makes the bus more appealing; especially elderly or young persons.

Case study: Rail and the community working together

The Haslemere Community Station Partnership (CSP), has been hugely successful in harnessing local energies and partners and developing an enhanced rail user experience for visitors to the area. The Haslemere Information Hub has been established to provide onward travel support and travel options to major key attractions with local maps being designed and developed to help guide people around the South Downs on foot, by bike or using public transport from the station. New signage has also been installed while the strong level of volunteer involvement at the station, through such activities as gardening, has helped bring it closer to the community it serves and boosted the dwell time experience for rail users.

7   Key Issues and Opportunities

7.1   SWOT Analysis

The key issues and opportunities identified through the research methods detailed above, including from the community audits. were collated into a SWOT (Strengths, Weaknesses, Opportunities, Threats) for the station and interchange facilities, and for the last mile and key routes to and from the station. See **Appendix G.**

7.2   Research Summary

Following the development of the SWOT analysis the top issues, opportunities and quick wins were determined based on research undertaken for ScotRail and by the community volunteers. These are shown in **Figure 18** to **Figure 20.**

Figure 18: Top Issues

| Lack of step-free access to the station platforms | Limited information provision for visitors regarding local attractions | Limited wayfinding and poor quality first / last mile connections | Informal parking and drop-off activites on surrounding streets |

Figure 19: Top Opportunities

| Boost profile of station and its role in serving a number of Glasgow's major visitor attractions | Cross promotion of local tourist attractions and access by rail to visitor audiences through marketing and promotional campaigns | Enhancing physical connections to new and existing residential developments including the provision of improved wayfinding/signage | Examine the feasibility of an additional access point on platform 2, tying into the existing core path network |

Figure 20: Top Quick Wins

| Workshop for mobilising community-led workstreams through the Community Rail Partnership and local partners to co-incide with area aspirations | Installation of information stand displaying information on local attractions and initiatives at the main station access point | Improved station sub-signage ('Alight here for Pollok House & Burrell Collection') | Local partners input into emerging masterplan for brownfield site in Pollokshaws to support first and last mile connections |

Case study: Signposting to more active travel

Getting more people to walk means making sure there is information on the right routes to take; but it is also about ensuring the physical infrastructure is fit for purpose, attractive, well-lit and secure. Appropriate wayfinding is an important part of this and can send a powerful message that walking is a valued travel mode in the local area. These wayfinding signs elsewhere in Glasgow provide information on directions, but also on travel time by walking or cycle – offering some inspiration to those who normally drive, and perhaps some reassurance that the journey time on foot is less than they think!

8 Station Travel Plan Actions

8.1 Overview

A detailed Action Plan has been developed, which sets out the measures that should be implemented through the Station Travel Plan to address the key issues and achieve its key objectives.

Through the STP research findings, a number of volunteer actions have been identified and SWCC, based on their relationship with local organisations and volunteers, are a vital partner in progressing these. as part of their programme of outreach and engagement.

Delivering the actions, as well as addressing issue identified through the STP process, will also help to upskill volunteers in the local community.

8.2 Action Plan

In addition to the volunteer actions, further measures have been developed on the basis of the key issues, opportunities and emerging themes identified during the evidence collection and research phase. It covers the current ScotRail franchise period, which runs until March 2022.

The Action Plan is a starting point and forms the basis for turning the Station Travel Plan into a living document. It is envisaged that stakeholders will, through the STPMG, wish to further assess and refine the actions and turn them into fully SMART objectives (specific, measurable, attainable, relevant and time-based

The full Action Plan is provided in **Appendix H**, and a summary version is provided in **Table 3.**

Funding for a number of these measures could come from, where applicable, developer contributions through Section 75 agreements, Station Improvement Fund, Network Rail funding programmes such as Access for All, local Council funding as part of active travel strategy Sustrans Community Links funding and other grant applications. 'In kind' support supplied through local volunteer capacity, is particularly valuable for undertaking local workstreams.

Table 3: STP Action Plan Overview

No.	Name	Detailed Intervention	Lead Stakeholder(s)
1	Step Free Access	Examine the feasibility of providing step free access at the station to allow users with restricted mobility to use the station	ScotRail / Network Rail
2	Lighting Improvements	Work to improve lighting at and around the station to increase feeling of security among passengers and people travelling to/from the station.	ScotRail / Glasgow City Council
3	Station Re-naming	Consider re-naming the station (e.g. Pollok Country Park) to avoid confusion with stations with similar names	ScotRail
4	Improved Station Sub-Signage	As an alternative, or as a shorter-term measure to renaming the station, improve the sub-signage at the station to inform passengers of local attractions (e.g. 'Alight here for Pollok House and the Burrell Collection')	ScotRail

No.	Name	Detailed Intervention	Lead Stakeholder(s)
5	Information Stand	Provide an information stand aimed at giving visitors information on local attractions, such as Pollok House, the Burrell Collection (when it re-opens) and Pollok Park	SWCC / National Trust Scotland / Glasgow Life / ScotRail
6	Additional Access Point	Examine the feasibility of providing an additional access point to the west of the station, linking in with the existing core path network and providing a link to Pollok Park	ScotRail / Network Rail
7	Pop Up Space	Creating a multifunctional space in the Platform One station building that can serve refreshments and host pop up events (linked to tourism, activities, skills training)	ScotRail / SWCC / Local businesses
8	Vehicle Speed Reduction	Consider measures to reduce vehicle speeds on Pollokshaws Road outside the station (e.g. more signage, physical/landscaping measures) to improve the environment for pedestrians and cyclists	Glasgow City Council
9	Station Neighbours	Identify suitable local businesses to become Station Neighbours to offer support and refuge to vulnerable passengers, particularly late at night	ScotRail, local businesses
10	Shuttle Transport Service	Working with local tourism attractions to look at the feasibility of a shuttle service connecting the station with different parts of the Pollok Estate/Park	SWCC / ScotRail / Glasgow Life / NTS
11	Providing input into ongoing regeneration	Feeding evidence from the STP process into the master planning discussions and attending relevant meetings with the working group. This should look to raise how new developments will influence local parking dynamics and the response to informal parking taking place near the station	SWCC/ ScotRail
12	Pathway Maintenance	Working with the highway authority to undertake a deep clean of pathways along Pollokshaws Road and to identify where pathway improvements could be made in line with proposed maintenance programmes/schemes	Glasgow City Council
13	Tourism Personalised Travel Planning	Personalised travel planning to coincide with the launch of the Burrell Collection in 2021 and identified events and festivities at Pollok House This would involve welcoming people at the station and providing mobility assistance and onward travel support if required	Volunteer-led
14	Poster Campaign	Run a school and local based competition linked with PAN to develop material on local landmarks and scenes including Pollok House, Pollok Park and Burrell Collection.	Volunteer-led

No.	Name	Detailed Intervention	Lead Stakeholder(s)
15	Locality Map	Undertaking community auditing to collect information for producing a guide on local services and amenities and tying this in with public transport and access options.	Volunteer-led
16	Pollok Park Map	A visual and tourism-based map illustrating the attractions in Pollok Park and the areas/services on offer to visitors; with details on links to car parks, buildings, footways, toilets, cycle parking/hire and any proposed trails/shuttle services.	Volunteer-led
17	Clean Up Days	Clean up days to deal with littering issues and to improve 'first impressions' of the area surrounding the station. This would ideally coincide with up and coming events and festivals	Volunteer-led
18	Cycle Buddying	Linking SWCC core offering (cycling and bikes) with a buddying scheme for shuttling visitors to local attractions from the station. This plays on the hire bike offer but could be adopted for aiding anybody to the tourist attractions as part of the 'visitor experience'.	Volunteer-led
19	Rail Confidence	Expanding the sessions run to build confidence in using rail and integrating this with PAN as a door to door event so users can be escorted or buddied from the local area to the station and on a short journey to help build confidence and awareness of the logistics of travel	Volunteer-led
20	Station Garden	A station garden to the rear of the station building on Platform One to increase station vitality especially during 'dead' periods with designated community volunteers leading volunteers and based on permissions granted to ScotRail for access.)	Volunteer-led
21	School engagement	Visit local schools to raise awareness of safe rail travel and to build confidence in using rail in the future. The engagement should look to expand to developing posters for display at the station to help create a sense of local identity.	Volunteer-led

8.2 Monitoring & Legacy

As explained previously, South West Community Cycles would be a key partner, with ScotRail and others, in enabling issues identified in the STP to be taken forward and addressed. Some of the other key stakeholders include:

- Glasgow Life: Responsible for overseeing the regeneration of the Burrell Collection, and who have developed a robust evidence base, including masterplan material, with a focus on improved access and connectivity to/from the station.

- Pollokshaws Area Network (PAN): Run the community hub on Shawbridge Road and an outreach centre hosting events and activities for local residents

- National Trust Scotland: Responsible for managing Pollok House, a major trip attractor, and who have been involved in building links with the local area, and in developing promotional material and publicising access to the site, in the context of the nearby station and car parking constraints

- Housing Developers: Crucial to ensure access to sustainable transport choices is designed in wherever possible, and for support to promote sustainable travel

- Glasgow City Council: Responsible for the streets and public realm in the area around Pollokshaws West station

It is suggested that a Pollokshaws West Station Travel Plan Management Group (STPMG) is created, responsible for the implementation, development and monitoring of the STP, and comprising these key stakeholders and others as appropriate. Local groups in particular have a key role to play in ensuring that the Station Travel Plan remains current and responsive to the needs of the community, helping to lobby for funding, and undertaking future audit work.

The continued involvement of stakeholders identified is essential in maintaining momentum in the STP process and maximising the opportunity for the identified actions to be implemented. This will help ensure that the legacy of the STP is a positive one, which leads to genuine improvements in the station, a positive impact on sustainable travel options in the area and ensuring the maximum positive impact from the major visitor attractions which the station is fortunate to have on its doorstep.