

## Falkirk Station Travel Plan

March 2019



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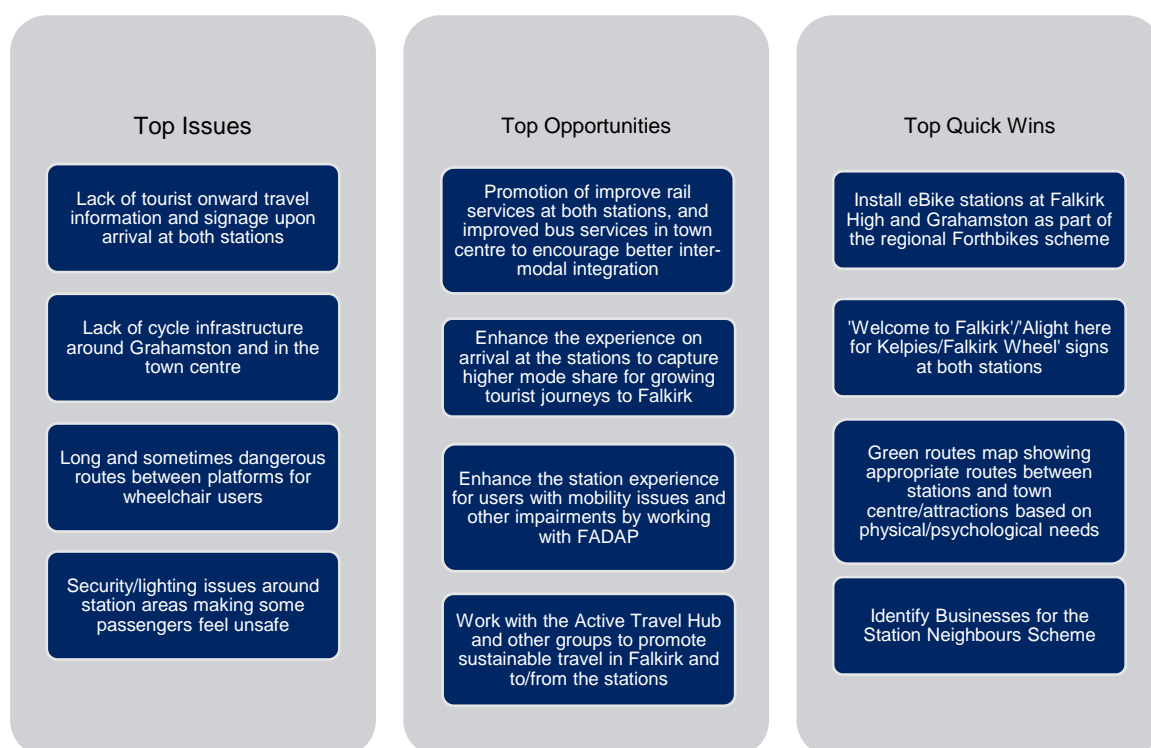
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## 1 Executive Summary

This document sets out the combined Station Travel Plan for Falkirk High and Falkirk Grahamston, 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.

### 1.1 Key Issues and Opportunities

The Falkirk 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 below.



### 1.2 Action Plan

A detailed Action Plan has been developed (details in **Chapter 8 and Appendix H**), which sets out the measures that should be implemented through the Station Travel Plan to address the key issues and achieve its key objectives. For any Station Travel Plan to be effective, it is essential that a robust ongoing management and monitoring regime is put in place. The ScotRail Station Travel Plans programme places significant emphasis on stakeholder and wider community involvement and ownership, and it is intended that this document becomes a living plan that is implemented by a Falkirk Station Travel Plan Management Group, that takes responsibility for monitoring and refreshing the objectives and measures on an annual basis.

## 2 Station Travel Plan Overview

### 2.1 What is a Station Travel Plan?

Station Travel Plans 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 Falkirk 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 stations, the passenger markets they serve, and wider development proposals in the town and other initiatives where there are opportunities to add value and enhance the role that the Travel Plan will play in the ongoing development of Falkirk.

The objectives are as follows:

To support **continued growth in patronage** at the stations

To **complement existing initiatives** such as the Active Travel Hub

To support initiatives that improve **bus/rail integration** within the town

To promote and facilitate **walking and cycling** as the 'modes of choice' for short trips to and from the stations

To maximise the contribution made by community and voluntary organisations, with a strong sense of **community 'ownership'**

To bring together **local stakeholders** to develop wider travel planning initiatives in Falkirk



## 4 Strategic Context

### 4.1 Introduction

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

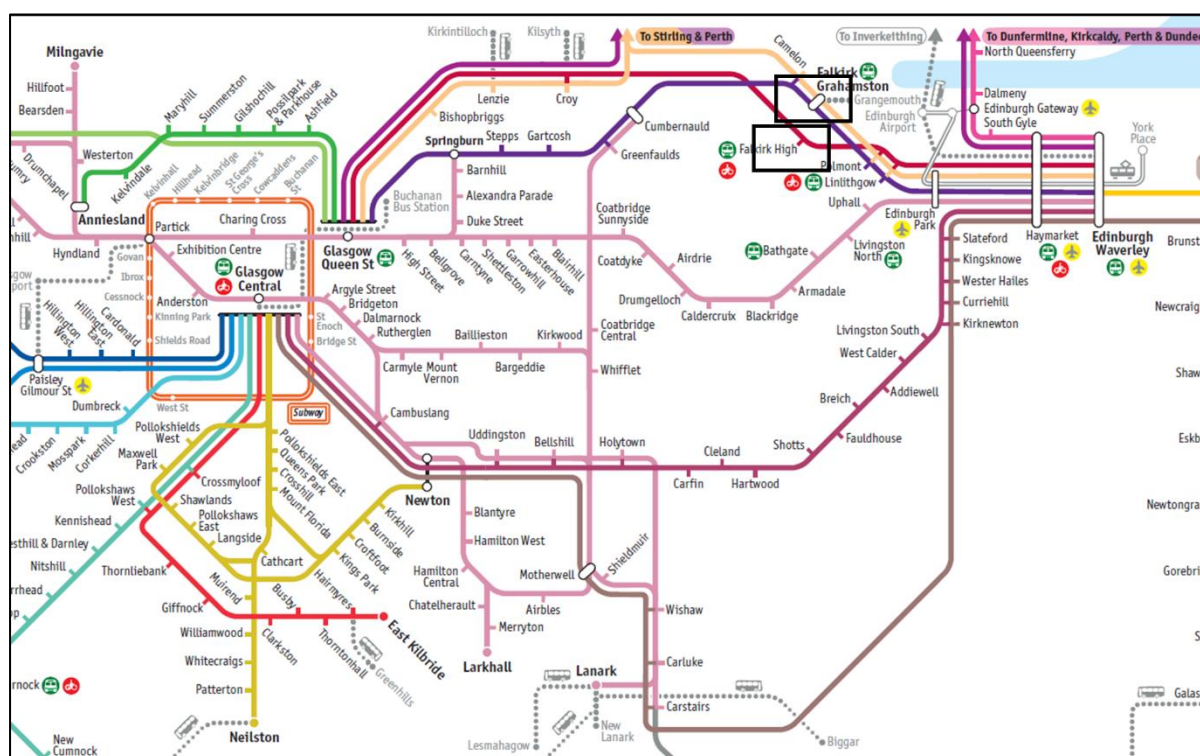
### 4.2 Location, Services and Role of the Stations in the Wider Area

Falkirk is a large town in the central belt of Scotland, with a population of approximately 35,000. It lies almost equidistant between Scotland's two largest cities, Glasgow and Edinburgh.

Falkirk Grahamston is on the Edinburgh to Dunblane Line, as shown in **Figure 1**, and is managed by ScotRail. The vast majority of trains stopping at the station are operated by ScotRail, with regular services to Edinburgh, Glasgow, Stirling and Dunblane. In December 2018, service levels were improved; to exploit electrification and new trains, a new half hourly electric service between Glasgow and Edinburgh via Cumbernauld was introduced, calling at Falkirk Grahamston. This doubled the service level to Edinburgh, helping to make it a more attractive alternative to Falkirk High.

Falkirk High is on the main line between Edinburgh and Glasgow, as shown in **Figure 1**, and is also managed by ScotRail, who also operate all the trains which stop there. Trains to Edinburgh are routed via Polmont and Linlithgow, whilst trains to Glasgow are via Croy. There are services to both Edinburgh and Glasgow four times per hour, with a twice hourly service operating in the evenings and on Sunday.

**Figure 1: Stations Location/Network Map**



Services through Falkirk High have recently been improved with faster journey times and more capacity due to electrification and the new Class 385 electric trains.

Following the timetable changes in December 2018 for services at Falkirk Grahamston, both stations now offer regular and fast journeys to Edinburgh.

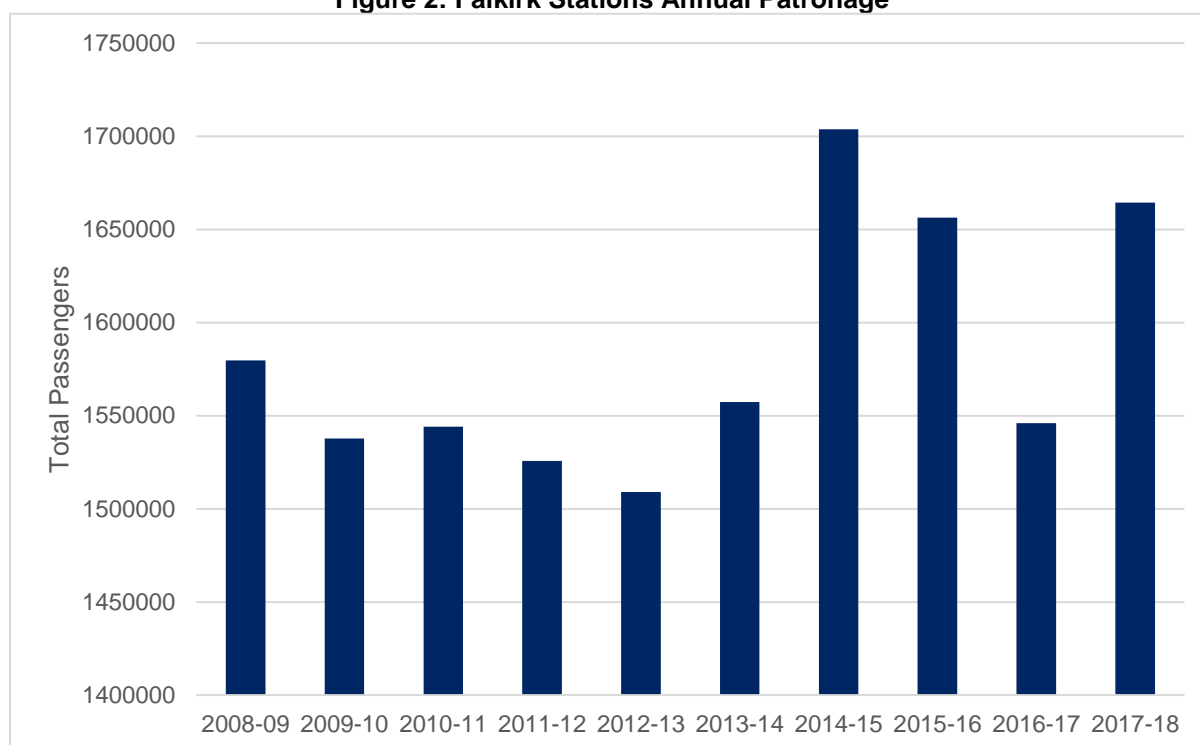
Falkirk's tourism market has grown significantly over the past few years, which presents an opportunity for an increase in rail travel to the two stations. Falkirk's main tourist attractions are the Falkirk Wheel and the Kelpies. The attractions – particularly the Kelpies – are relatively remote from the two stations, so visitors travelling to Falkirk by rail need to interchange travel modes to get there. The STP should therefore seek to maximise the connections between the two rail stations and the key tourist attractions, in order to try to capture an uplift in rail travel to Falkirk from the growing tourism numbers.

## 4.3 Patronage

**Figure 2** shows the trend in patronage for the two Falkirk stations from 2007 to 2017. The figures for Falkirk High and Grahamston have been combined to show the total patronage for Falkirk. The full data can be found in **Appendix B**.

2008 to 2013 generally saw small decreases in patronage, followed by significant growth in 2013-15, and further decreases from 2015-17, before another significant increase in 2017-18. Overall, the total patronage has increased by 5% from 2008-09 to 2017-18.

**Figure 2: Falkirk Stations Annual Patronage**



## 4.4 Local Transport Network

### 4.4.1 Walking and Cycling

Falkirk High is located next to National Cycle Network Route 754 (NCN754) which runs between Edinburgh and Glasgow and provides a traffic free route between Falkirk High and many nearby towns and villages, such as Polmont and Bonnybridge. These connections put Falkirk High at an advantage compared to Falkirk Grahamston, however the gradient of the hill from Falkirk town centre to Falkirk High is very steep, making cycling to the station from parts of the town potentially unappealing. Further information and figures can be found in **Appendix B**.

### 4.4.2 Bus

**Figure 3** shows the key local destinations reachable by bus from Falkirk.

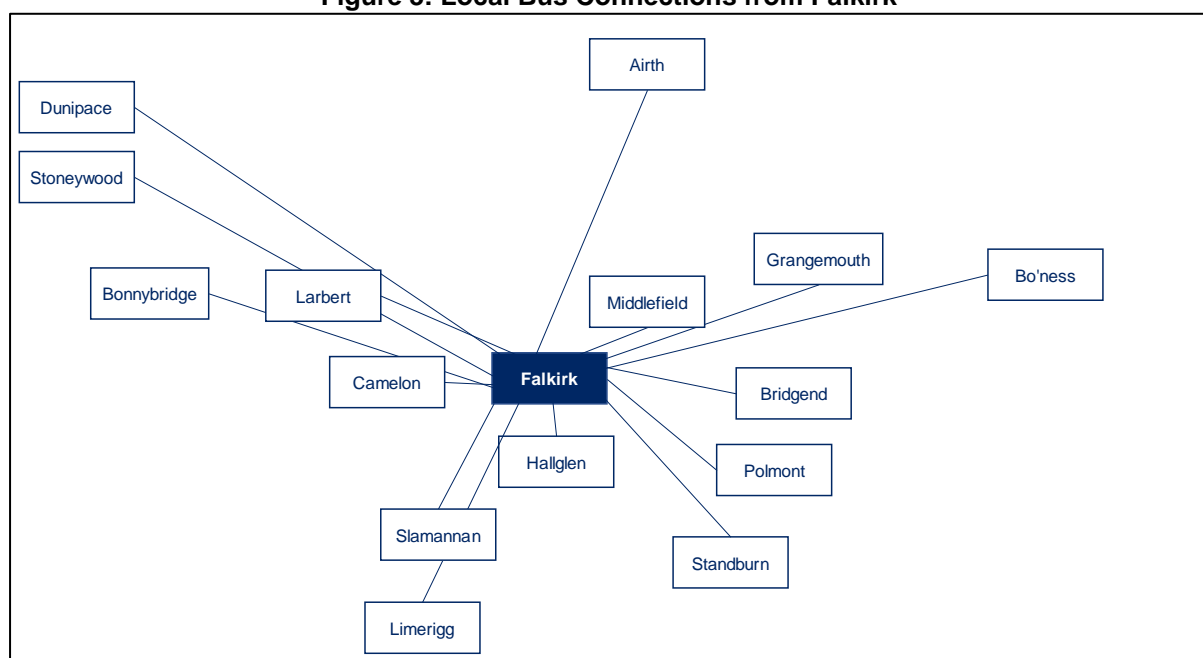
The nearest connections to local bus routes at Falkirk Grahamston are located on Grahams Road, Park Street and Upper Newmarket Street.

For Falkirk High, the nearest connections to local bus routes are located on High Station Road and Slamannan Road.

Further figures and information on the bus services and stops for each station can be found in **Appendix B**. The PlusBus service for multi-modal ticketing across rail and bus services is available in Falkirk.

Falkirk Bus Station was closed down in August 2018, with First Bus services instead using Upper Newmarket Street as a bus hub. The close proximity to Falkirk Grahamston presents an opportunity for better integration across rail and bus services.

**Figure 3: Local Bus Connections from Falkirk**



### 4.4.3 Community Transport

Dial-a-Journey provides door-to-door transport for people in Falkirk who have mobility difficulties and who cannot use traditional public transport. Passengers can be helped from their door to the bus, and from the bus to their destination. The service is available seven days a week.



4.5 Station Access and Facilities

A review of access and station facilities can be found in **Appendix B**, and also in the station audit report (**Appendix C**). Overview maps showing the station layout and facilities for each station are shown in **Figure 4** and **Figure 5**

Figure 4: Falkirk Grahamston Station and Facilities Map

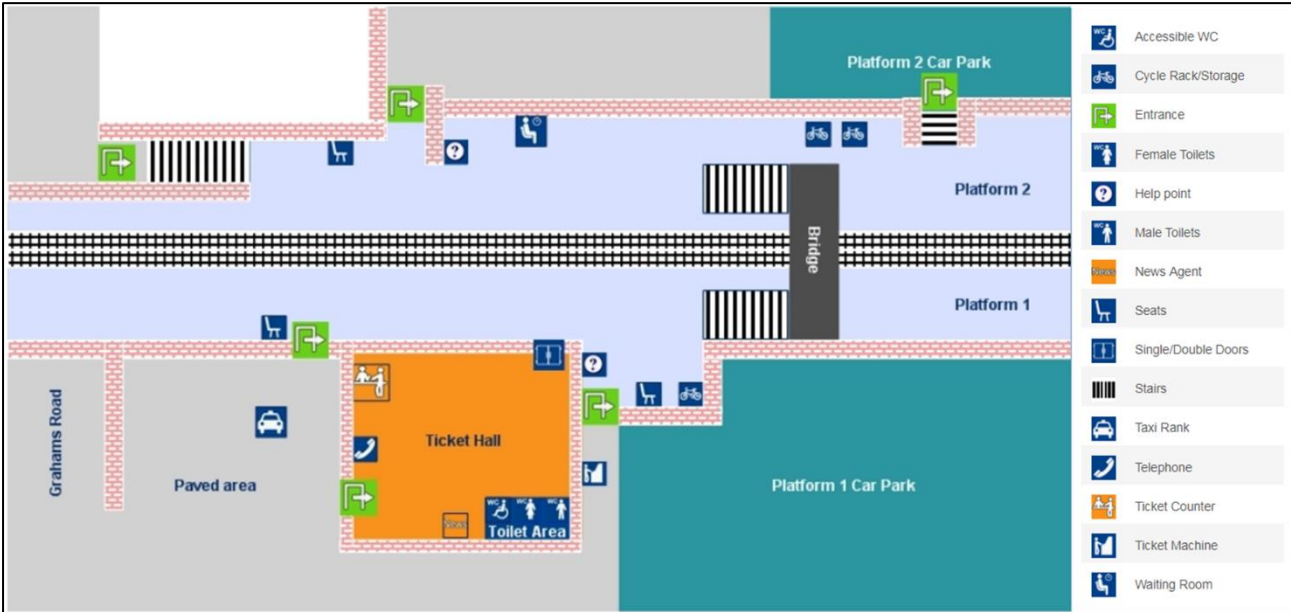


Figure 5: Falkirk High Station and Facilities Map



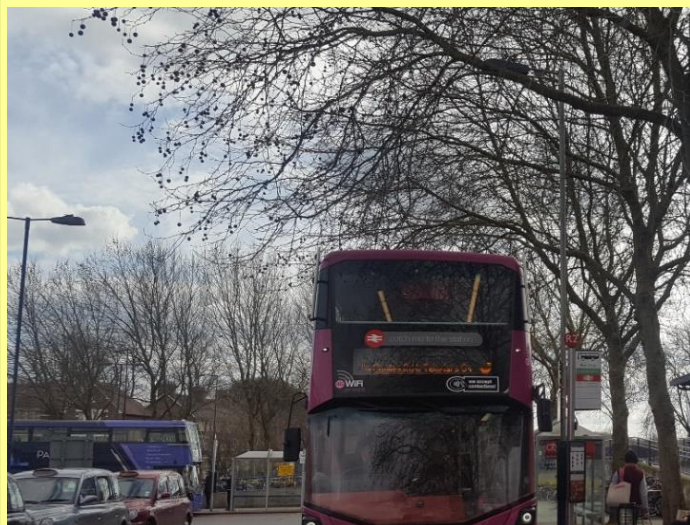
The car parking facilities provided at both stations are summarised in **Table 1** and **Table 2**

**Table 1 – Parking Facilities at Falkirk Grahamston**

Parking Facility	Spaces	Accessible Spaces	Electric Vehicle Spaces
Melville Street	64	4	0
Garrison Place (East)	19	0	0
Garrison Place (West)	47	8	0
Meeks Road	337	5	2
<b>Total</b>	<b>467</b>	<b>17</b>	<b>2</b>

**Table 2 – Parking Facilities at Falkirk High**

Parking Facility	Spaces	Accessible Spaces	Electric Vehicle Spaces
High Station Road	179	4	2
Drossie Road	64	3	2
Slamannan Road	57	0	2
<b>Total</b>	<b>300</b>	<b>7</b>	<b>6</b>



## ***Case Study – Bus and rail working together***

In some parts of the UK, serving the station is a key market for local bus operators and they are keen that this is widely known, and advertised on buses. The example below is in Oxford, showing a bus with National Rail vinyls and “catch me to the station” wording on the front above the main destination display. As well as promoting a key market for bus travel, these small measures can also help to reassure those who currently drive to the station, and who may see these buses every day on their commute. Crucially, they can help plant the seed that there are viable, high quality alternatives to the car for trips to the station.

This chapter provides a brief overview of the local and strategic context for Falkirk High and Grahamston

## 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 Falkirk Station Travel Plan is being brought forward in 2018 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.

Rather than simply adopt a traditional Station Travel Plans approach which focuses on encouraging and facilitating sustainable travel to and from the station, the Abellio programme 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. This includes:



### 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 External Drivers

**Figure 6** illustrates the local drivers for the Falkirk Stations Travel Plan.

**Figure 6: Local Station Travel Plan Drivers**





***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 normal and valued travel mode in the local area. These wayfinding signs in Glasgow provide information on directions, but also on travel time by walking or cycle – offering inspiration to those who normally drive, and perhaps some reassurance that the journey time on foot is less than they think!

## 6 Research and Emerging Themes

### 6.1 Overview

The evidence base for Falkirk Stations Travel Plan has been developed based on the following key activities:

- A station site and area audit undertaken on 31<sup>st</sup> July 2018;
- Online passenger surveys published throughout August and September 2018;
- Stakeholder interviews undertaken over the period June 2018 to September 2018;
- A stakeholder workshop undertaken on 5<sup>th</sup> October 2018; and
- Desktop research, comprising policy review, identification of wider development proposals and schemes and research into station patronage data.

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



### 6.2 Station Audit

#### 6.2.1 Purpose

The purpose of the station audits was to assess access to and from the stations 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 the station areas and key 'last mile' routes. **Figure 7** shows the routes assessed as part of the audit for the Falkirk Stations.



**Figure 7: Audit Routes**



## 6.2.3 Audit Findings

**Figure 8** and **Figure 9** summarise some of the key observations of the audit for the station area and the last mile and key routes. 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 stations, particularly looking at cycle hire provision, access for users with mobility issues, and psychological factors associated with the poorly lit and maintained underpass at Falkirk High station.

The audit highlighted the high-quality signage within the town centre, which should be replicated at both stations in terms of information provision about connections to the town centre and key tourist destinations.



**Figure 8: Audit Observations - Station Areas**



Falkirk High underpass poorly lit, leaks water from above and does not feel secure



Steep Platform 2 access ramp from Drossie Road at Falkirk High



Lack of safe crossing points on desire lines between car parks and Grahamston



Steep access ramps to Grahamston

**Figure 9: Audit Observations – Last Mile and Key Routes**



Poor quality dropped kerbs between Falkirk High and town centre



High quality directional signage in town centre



Some footway sections too narrow for wheelchair users



Park Street pavement surface in very poor condition with trip hazards

## 6.3 Passenger Surveys

### 6.3.1 Purpose

The purpose of the passenger surveys was to gather data from users and non-users of the stations about some of the reasons behind their travel choices, what could influence them to change them, and what improvements could be made to the Falkirk Stations.

The surveys were published online and shared via various stakeholders' social media channels through September.

In total, the surveys generated **208 responses**, with all but three of these from people who use either Falkirk High or Grahamston stations, as engaging people who do not use the stations proved to be challenging.

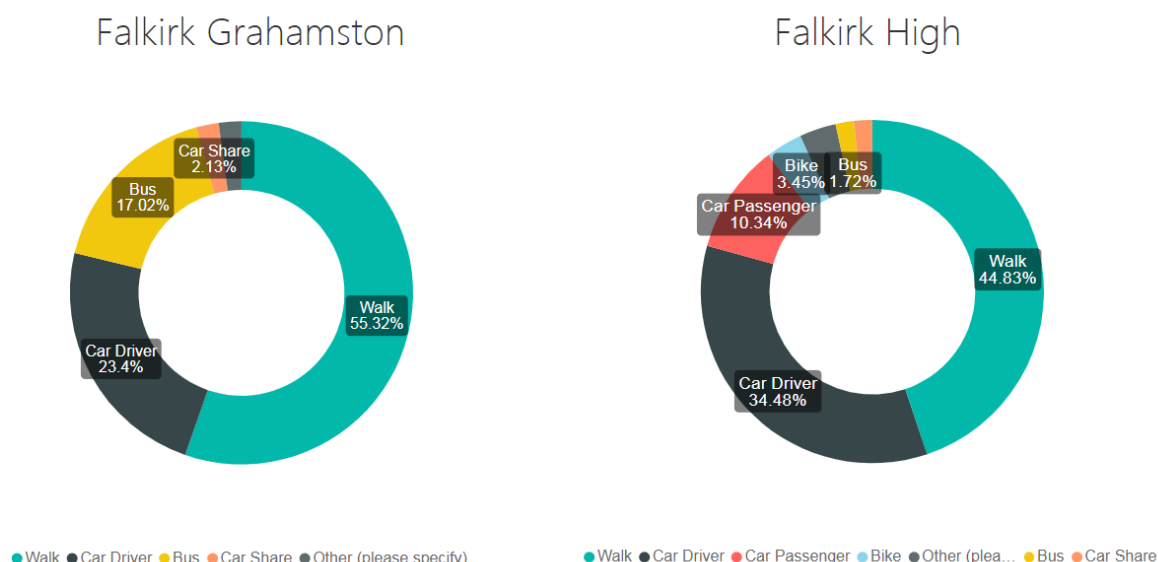
### 6.3.2 Results

Some key results are discussed below. The full survey report presenting results from each question can be found in **Appendix E**.

**Figure 10** shows the mode share of respondents to each of the Falkirk stations. The results show that walking is the dominant mode of choice for travel to both stations, followed by car driver. Of particular note is the fact that no one indicated that they travel to Grahamston by bicycle, which may be a symptom of the lack of cycle safe cycling facilities in the town centre, which represents an obvious measure for the STP to promote. Despite its location on the top of a hill, there were some respondents who said they cycle to Falkirk High, likely as a result of its proximity to off road cycle routes. The STP action plan should therefore support maintaining growth of cycling's mode share for travel to and from the station.

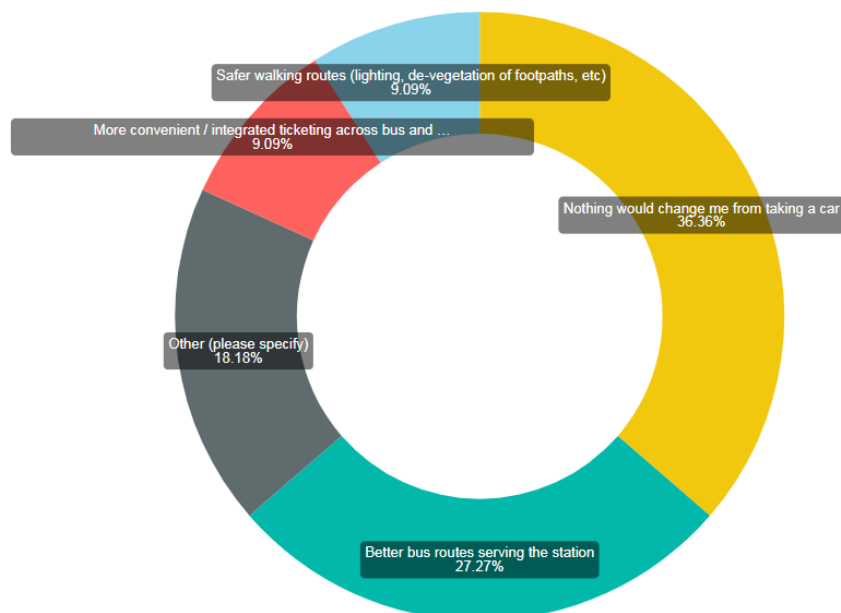
A good proportion of respondents travel to Grahamston by bus, but very few do so to Falkirk High. These results suggest that the focus of bus-related measures for Grahamston should be about promoting and enhancing existing services to the station, whereas the challenge for Falkirk High will be to try and facilitate significant improvements to bus/rail interchange through increased service provision at the station, which is currently very limited as shown in Section 4.4.2.

**Figure 10: Survey Responses – Mode Share to Falkirk Stations**

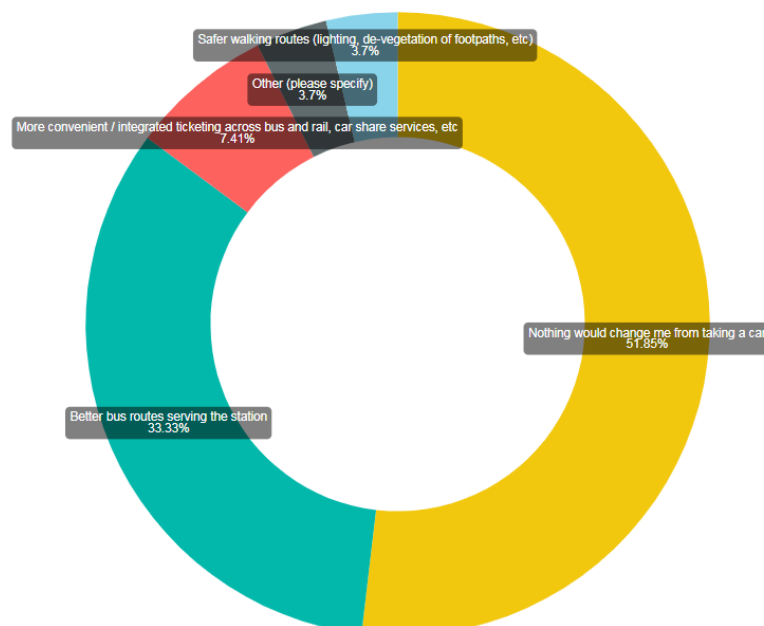


Respondents who indicated that they usually travel to the stations by car were asked an additional question regarding what (if anything) would encourage them to change their choice in mode. **Figure 11** and **Figure 12** show the breakdown of responses received for users of each station. The most popular response for both was that nothing would change their choice in using a car to travel to/from the station. The second most popular response for both was regarding better bus routes serving the stations, which should be seen as an opportunity to increase the mode share of bus travel to/from the stations through better inter-modal integration and co-operation between rail and bus operators

**Figure 11: Survey Responses – Influences for Change in Mode – Falkirk Grahamston**

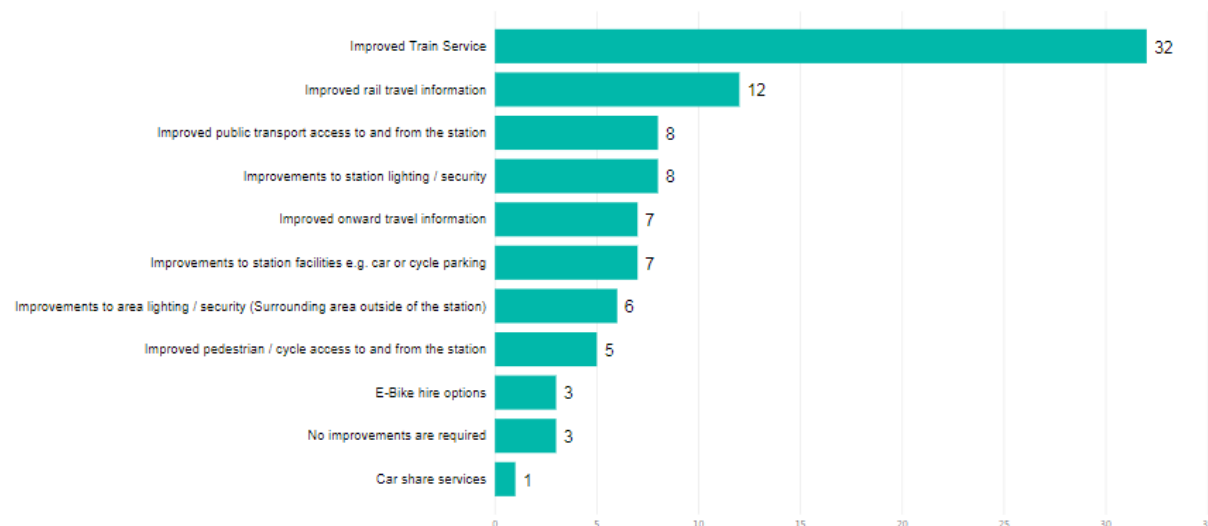


**Figure 12: Survey Responses – Influences for Change in Mode – Falkirk High**



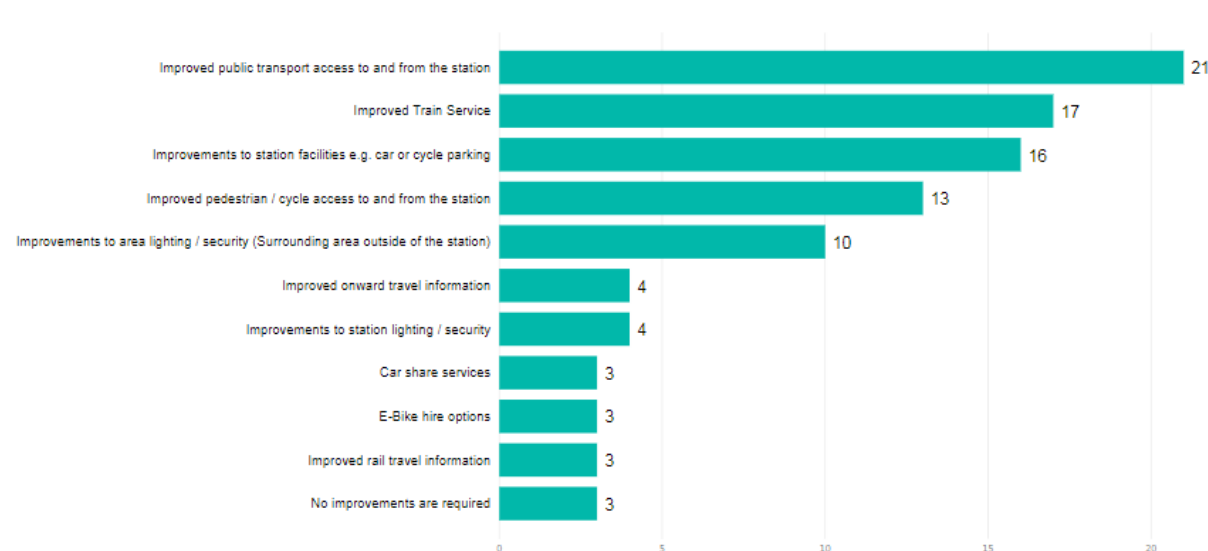
**Figure 13** and **Figure 14** show the responses for the question on what improvements were most needed at Grahamston and High, respectively. By far the most popular response for Falkirk Grahamston was 'Improved Train Service', followed by improvements to rail travel information, public transport access and lighting/security. With service improvements due over winter 2018/19 at Falkirk Grahamston, the focus of the STP action plan in addressing the findings of the surveys should be on addressing issues related to information provision, bus/rail integration and lighting security issues.

**Figure 13: Survey Responses – Improvements Needed – Falkirk Grahamston**



At Falkirk High, the most popular response was regarding improvements to public transport access to the station. The lack of bus provision at this station has been identified as an issue throughout the evidence gathering process, so the STP should seek to support measures to improve this. Other popular responses which the STP will seek to address, include improvements to pedestrian/cycle access to the station and improved lighting/security.

**Figure 14: Survey Responses – Improvements Needed – Falkirk High**



## 6.4 Stakeholder Engagement Summary

### 6.4.1 Purpose

Stakeholders played a key role in the identification of existing issues and opportunities at each 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, starting with the inception meeting on 19<sup>th</sup> June 2018, with more stakeholders engaged through subsequent interviews. **Figure 15** shows some of the organisations that were involved in the engagement process.

Details of the engagement process and organisations consulted can be found in Appendix F.

**Figure 15: Stakeholders Engaged**



### 6.4.3 Key Findings

Some of the key findings of the stakeholder engagement are summarised in **Table 3**.

**Table 3 – Stakeholder Engagement Key Findings**

<b>Bus/Rail Integration</b>
The vast majority of train/bus interchanges are at Falkirk Grahamston. Services to Falkirk High have been tested but were not commercially viable
Bus service improvements in the town centre were implemented in August 2018, which represents an improvement to integration between bus and rail at Grahamston
The biggest issue at Falkirk High from a bus operator perspective is that buses cannot stop on the forecourt, so a bus stop at the station would represent a significant improvement
A bus service between the rail stations and the football ground could significantly improve the rail mode share of football match attendees
<b>Wayfinding/ Information Provision</b>
Signage between the stations and the town centre is considered poor, with many unfamiliar visitors unaware of how close Grahamston is to the town centre. Renaming the station 'Falkirk Central' would be a good way to clarify the station's function/relative location
No signage for the Falkirk Wheel and Kelpies from the stations, and no indication of routes by different modes
There is a lack of signage to indicate which platform is which and which destinations can be reached from them at Falkirk Grahamston
<b>Cycle Facilities</b>
There is little to no provision for cyclists around Grahamston station which can cause cyclists to cycle on the pavement to avoid busy roads and conflict with cars. This can create conflict between cyclists and pedestrians
Environment not great for cyclists between Falkirk High and the town centre, with no cycle lane facilities on High Station Road, which is very busy during peak times
The gradient to Falkirk High makes cycling to the station difficult with heavier bikes. E-bikes would be more suited to the climb
<b>Access</b>
Very few dropped kerbs in the car parks at Grahamston
Ticket offices and desks very difficult to find at both stations for those with visual impairments
There is no signage to direct people through the Drossie Road underpass to get to platform 2 at Falkirk High
The route between platforms for wheelchair users is long at both stations. A lift would provide significant improvement
<b>Social/Psychological Factors</b>
The underpass at Falkirk High can be very intimidating in the dark
Significant enhancement of the arrival experience for visitors is needed at both stations to give information on the relative location/function of each station and to inform about connections to tourist attractions



## 6.5 Stakeholder Workshop

### 6.5.1 Purpose

The purpose of the stakeholder workshop was to offer a chance for the STP evidence gathering process to be presented to key stakeholders to seek feedback over the main issues and opportunities identified to date. The outcome of the workshop was the identification of 'quick wins' that the STP can deliver through the action plan. It also offered the chance for stakeholder groups to discuss possible joint working initiatives that are not facilitated by one to one discussions as part of the stakeholder engagement process. This is a key element of ensuring the legacy of the STP is maintained through collaboration between stakeholders as part of the implementation phase of the actions plan.

### 6.5.2 Key Outcomes

The stakeholder workshop for the Falkirk stations was held on Friday 5<sup>th</sup> October at the Active Travel Hub.

Following a presentation on the issues and opportunities identified in the evidence gathering process, the following quick wins were identified:

**Figure 16: Stakeholder Workshop Quick Wins**

#### Street Pastors

- Work with and support the Falkirk Street Pastors to expand their service to cover the two station areas and provide assistance to potentially vulnerable passengers late at night or during special events

#### Station Neighbours

- Identify suitable businesses to be designated Station Neighbours, where passengers can go late at night to seek shelter or make phonecalls if needed

#### Green Routes Map

- A map showing different routes between the stations and the town centre/attractions based on physical and psychological considerations

#### Tourism Map

- Maps showing connections/services from the stations to local tourist attractions

#### Tourist Signage

- 'Welcome to Falkirk' and/or 'Alight here for Kelpies/Falkirk Wheel' signs at the stations

#### Falkirk High Underpass Signage

- A sign on the underpass from the Drossie Road car park indicating that it leads to access to platform 2

#### E-bikes

- Include a physical/virtual station at both Falkirk stations for the Forthbikes e-bike scheme. Consider using the space currently occupied by the Bike N' Go station at Falkirk High. Consider whether charging points can also be used for electric wheelchairs

#### Grahamston Platform Signage

- Platform 1 and 2 signs at Grahamston

## 7 Key Issues and Opportunities

### 7.1 SWOT Analysis

The key issues and opportunities we have identified through the research methods detailed above, 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.

The SWOT analyses are shown in **Appendix G**.

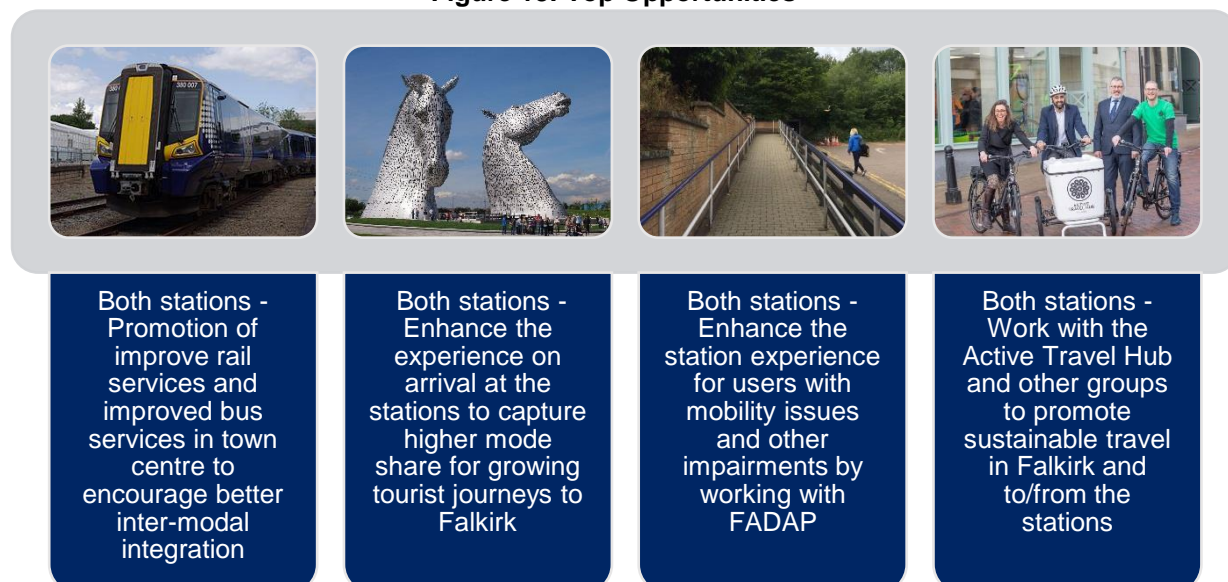
### 7.2 Research Summary

Following the development of the SWOT analysis, and feedback at the stakeholder workshop, the top issues, opportunities and quick wins were determined. These are shown in **Figure 17** to **Figure 19**.

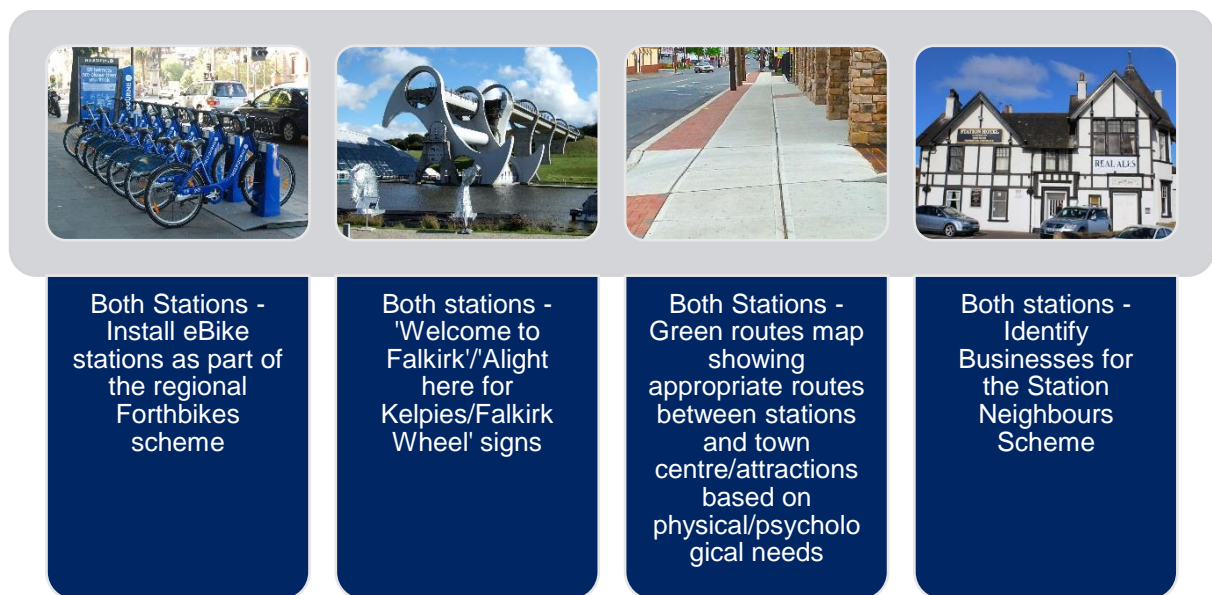
**Figure 17: Top Issues**




**Figure 18: Top Opportunities**



**Figure 19: Top Quick Wins**





***Case study: getting the message out on cycling***

In the past local cycling organisations have worked in partnership with ScotRail to improve information about cycling to and from the station. The example shown is a poster created for Musselburgh station. SPOKES, the local cycling organisation, arranged for the content to be created and checked, while ScotRail arranged for printing and display. They provide valuable information for both leisure and commuting cyclists, as well as ideas and reassurance for those who are just starting to think about changing modes for their journey to the station. They are also a good example of local action, with local stakeholders taking the lead on changing behaviour for journeys.

## 8 Action Plan

### 8.1 Overview

An Action Plan has 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 full Action Plan is provided in **Appendix H**, and a summary version is provided in **Table 4**. For each measure, the full Action Plan identifies the type of intervention (behavioural, operational or physical), the objectives it supports, the lead organisations with responsibility for delivery, the cost level, timeframe and predicted impact.

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, community volunteer work and through Sustrans Community Links funding and other grant applications.

**Table 4 – Action Plan Overview**

No.	Name	Detailed Intervention	Lead Stakeholder(s)
1	Strategic Communications	Building on the stakeholder workshop, ensure strategic communications between travel plan stakeholders and the development of strong partnerships to drive efficiency and collaboration across all proposed improvements.	All Station Travel Plan stakeholders, led by ScotRail
2	Onward Travel Information	Provision of enhanced onward travel information at the exit to the stations, comprising a route map and accompanying information on walking, cycling, car hire, public transport, and taxis, included designated walk/cycle routes and how to reach key attractions such as the Kelpies and the Wheel.	ScotRail/ Falkirk Council/VisitScotland
3	Tourist/visitor signage	Install 'Welcome to Falkirk - Alight here for Kelpies and the Falkirk Wheel' signage at both stations to complement the enhanced onward travel information	ScotRail/Network Rail
4	E-bike stations	Implement physical stations for Forthbikes E-bike scheme at High and Grahamston	ScotRail/Forth Environment Link/SEStran

No.	Name	Detailed Intervention	Lead Stakeholder(s)
5	Falkirk High Underpass Improvements	Improve the underpass environment at Falkirk High by improving lighting, repairing water leaks, and identifying opportunities to make it more attractive. Install a sign on the Drossie Road side of the underpass with 'This way for access to Platform 2'	ScotRail/Network Rail/Falkirk Council
6	Work with Street Pastors	Work with Street Pastors to expand their coverage to provide support and assistance to potentially vulnerable passengers in and around the stations, particularly late at night, at weekends, or during special events	ScotRail/Falkirk Street Pastors/Falkirk Delivers
7	Station Neighbours Scheme	Identify businesses to join the Station Neighbours Scheme to offer a place of refuge for passengers who need a place of shelter or somewhere to contact someone to assist/pick them up	ScotRail/Local businesses
8	Promotion of Falkirk as tourist destination	Promotion of Falkirk as a tourist destination, with information in the stations informing visitors about the whereabouts of tourist attractions in Falkirk. Also promote day trips from Glasgow and Edinburgh via an online campaign and on-train advertising	ScotRail/VisitScotland/Falkirk Council
9	Active Travel Hub Promotion	Promotion of Falkirk's Active Travel Hub to residents and visitors as a place to get knowledge and support on local active travel. Promote in the stations, as well as online and on-train advertising	ScotRail/ Active Travel Hub/ Visit Scotland
10	PlusBus Promotion	Promotion of PlusBus in Falkirk via a dedicated network campaign online and at the rail station and bus stops	ScotRail/ First Buses/ Visit Scotland
11	Platform-to-Platform Accessibility at both stations	Improve accessibility between platforms at both stations by providing signage showing the accessible route between platforms, or by providing a new in-station platform-to-platform route with step-free access	ScotRail/ Network Rail/Falkirk Area Disability Access Panel
12	Car Park Step-Free Access at Falkirk Grahamston	Identify opportunities to provide step-free access directly from the Platform 2 station car park to Platform 2 at Falkirk Grahamston	ScotRail/ Network Rail



No.	Name	Detailed Intervention	Lead Stakeholder(s)
13	Renaming Falkirk Grahamston	Consider possibility of renaming Falkirk Grahamston station as 'Falkirk Central' to clarify location and function of station to first time visitors	Falkirk Council/ ScotRail
14	Bus/ Rail Timetable Coordination	Examine the feasibility of better coordinating bus and rail timetables to allow for better connection times for inter-modal trips, as part of a coordinated effort between operators	ScotRail/ First Bus
15	Bus Stop Improvements	Improve and maintain bus stops surrounding Falkirk High station	Falkirk Council
16	Green Routes Map	Produce 'Green Routes' map showing appropriate routes from the stations to the town centre and around Falkirk itself for users of differing mobility/cognitive needs	ScotRail//Falkirk Delivers/Falkirk Area Disability Access Panel
17	Follow up surveys	As part of the STP monitoring strategy, and following the implementation of measures for which a key measurable output is passenger satisfaction surveys, design and undertake these surveys with specific focus on assessing the impact of the measures	ScotRail

## 8.2 Monitoring & Management

It is essential that the Station Travel Plan is implemented effectively and continually managed and monitored to ensure it maintains its effectiveness and achieves the objectives set. One of the key challenges with any Travel Plan is to embed legacy into the process, to ensure that the Travel Plan continues to remain relevant and effective over the longer term.

To that effect, it is proposed that a Falkirk Stations Travel Plan Management Group (TPMG) is created that is responsible for the implementation, development and monitoring of the Travel Plan. It is proposed that the main stakeholders involved in the planned station redevelopment and wider area masterplanning, particularly organisations and groups involved in initiatives such as the Falkirk 'city deal' and town centre regeneration, as well as other key stakeholders, should form the core of the TPMG. This would include representatives from ScotRail, Falkirk Council, Falkirk Delivers, SEStran and Network Rail, supported by other organisations such as Sustrans and community groups such as the Falkirk Area Disability Access Panel, the Active Travel Hub, and Falkirk Community Trust.

Local community 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 local community, helping to lobby for funding and undertaking future audit work in partnership with organisations such as Living Streets.



As well as using the Station Travel Plan as one of the inputs to the wider station and area master-planning process, the TPMG should actively identify and capture opportunities to add value to wider travel planning activity. For example, holding joint initiatives, campaigns and events with local public and private sector partners. Such coordinated working will not only help each partner to achieve their own objectives, but also to achieve wider transport, economic and social objectives in Falkirk, to support sustainable development.

**Table 5** illustrates the main stakeholders who have been involved in the development of the Station Travel Plan, and who have responsibilities for its continued development, implementation and management.

**Table 5 – Station Travel Plan Owners**

Stakeholder	Strategic/Local	Owner/Consultee	Role Comments
ScotRail	Strategic	Owner	As commissioner of the STP and operator of the station, will be actively involved in measures which directly impact upon the stations or services
Falkirk Council	Local	Owner	Will have a key role in progressing many of the measures
SEStran	Strategic	Owner	As the Regional Transport Partnership, will have a key role in progressing many of the measures
Network Rail	Strategic	Consultee	Will require consultation/co-operation for any measures that require access to or alterations to NR controlled land or building or operational matters
Falkirk Area Disability Access Panel	Local	Consultee	A key consultee in undertaking measures to address access issues for passengers with disabilities
Falkirk Community Trust	Local	Consultee	Key consultee in connecting communities to the station and delivering social benefit
Active Travel Hub	Local	Owner	Will play a key role in measures aimed at improving active travel in the area and at the stations
Falkirk FC	Local	Consultee	Will be consulted for measures related to wayfinding and connectivity from the stations to the Falkirk Stadium
Sustrans	Strategic	Consultee	Already actively involved in promoting, designing and funding active travel schemes and promotion of National Cycle Network and links to rail
Visit Scotland	Strategic	Owner	Will play a key role in measures aimed at increasing the tourism market in Falkirk
Falkirk Street Pastors	Local	Consultee	Already playing a key role in offering support and assistance to vulnerable people in Falkirk, and should lead the expansion of the service to include the two stations

The progress of each measure, as identified in the Action Plan, will be monitored and assessed against predicted timescales, costs, key measurable outputs and impacts. Where appropriate, measures should be refined and amended in line with new sources of information and funding, and also to reflect the ongoing changes in Falkirk town centre, such as the possible relocation of Falkirk Council's main offices.

For some measures, the key measurable output has been stated as 'passenger surveys', so it is recommended that, where appropriate, follow up surveys are undertaken to specifically assess the impact of the measures once they are implemented.

Effective monitoring and management of the Falkirk Station Travel Plan will help achieve a legacy arising from the implementation of the proposed measures and set a precedent for the development and implementation of similar Travel Plan schemes.

## 8.3 Indicators

**Table 6** sets out the ten main indicators against which the implementation of the Falkirk Stations Travel Plan will be monitored. These indicators are standard across each of the ten Station Travel Plans being prepared during the current phase of ScotRail's Station Travel Plan programme and have been developed to capture each of the main aims and objectives of the programme.

It is recognised that the focus of each Station Travel Plan will differ; for example, for some stations the main issues and opportunities identified may focus on the station itself and associated facilities, whereas for others the focus may be on the last mile and supporting links to and from the station. Each Station Travel Plan will contribute to all ten indicators in some way; and a rating system has been developed to indicate where the focus areas lie. The rating system is as follows:

- Green – highest priority area
- Amber – medium priority area
- Grey – low priority area (however, the Station Travel Plan will still support the indicator to some extent)

The rating system has been applied based on the evidence collected on the key issues and opportunities and the actions set out in the Action Plan.

**Table 6 – Falkirk Station Travel Plan Indicators**

1.	Mode Shift	Green
2.	Peak Spreading / Re-Timing Journeys	Grey
3.	Overall Passenger Experience	Green
4.	Interchange Experience	Green
5.	Improving Patronage	Amber
6.	Local Station Usage	Grey
7.	The Last Mile	Green
8.	Active Travel	Green
9.	Economic Growth & Development	Amber
10.	Access for All	Green

## 8.4 Legacy and Next Steps

The Station Travel Plan document should serve as a means of providing a robust evidence base to pursue funding opportunities to implement each of the proposed measures. A simple way to progress this is through a funding matrix, identifying possible funding requirements and sources which will help drive an appropriate application process and identify the need for any further evidence gathering and analysis.

For 'light touch' initiatives, such as promotional campaigns or further engagement, the Travel Plan Monitoring Group should engage with ScotRail's Community Rail officer regarding the creation of an adoption group for specific measures to ensure that these measures receive as much attention as some of the longer term, more aspiration measures.

The continued involvement of stakeholders identified in **Table 5** is essential in maintaining momentum in the STP process and maximising the chances that measures will be implemented, to ensure that the legacy of the STP is a positive one, which leads to genuine improvements at the stations and a positive impact upon sustainable travel options in the area.

