

**Station: Livingston North & South**  
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Table of Contents

1 Foreword..... 1

2 Executive Summary..... 2

2.1 Strategic Context..... 2

2.2 Drivers for Station Travel Plan Development ..... 2

2.3 Setting the Vision, Ambition and Objectives ..... 3

2.4 Key Issues and Opportunities..... 5

2.5 Action Plan ..... 6

3 Station Travel Plan Overview ..... 8

3.1 What is a Station Travel Plan? ..... 8

3.2 Why Do We Need Station Travel Plans? ..... 8

3.3 What is in a Station Travel Plan?..... 9

4 Strategic Objectives ..... 10

4.1 Station Travel Plan Objectives ..... 10

4.2 Action Planning - SMART Objectives..... 10

5 Strategic Context..... 11

5.1 Livingston North & South Stations..... 11

5.2 The Role of the Stations in the Wider Area ..... 20

6 Station Travel Plan Drivers ..... 21

6.1 National, Regional and Local Policy Drivers ..... 21

6.2 Abellio ScotRail’s Commitment to Station Travel Plans..... 23

6.3 Local External Drivers..... 24

7 Research and Emerging Themes ..... 25

7.1 Overview ..... 25

7.2 Site and Area Audit ..... 25

7.3 Travel Surveys ..... 26

7.4 Stakeholder Engagement..... 34

7.5 Desktop Review..... 39

7.6 Setting the Vision and Ambition ..... 39

7.7 Key Issues and Opportunities..... 49

7.8 Research Summary ..... 49

8    Action Plan ..... 52

8.1    Overview ..... 52

8.2    Glossary of Key Terms ..... 52

8.3    Monitoring & Management ..... 53

## 1 Foreword

As part of the delivery of ScotRail's Station Travel Plan programme thus far, an essential and invaluable element of the work that has gone into producing each individual Station Travel Plan has been detailed engagement with local and regional stakeholders, via both individual interviews/correspondences and at stakeholder workshops, which aim to bring all the stakeholders together in order to discuss the key issues and opportunities that the Station Travel Plan Action Plan should aspire to address. In other Station Travel Plans undertaken to date, the workshops have provided valuable time for the stakeholders to not only engage with ScotRail and the Station Travel Plan developers, but also with each other to identify potential partnerships and complementary initiatives that might not have arisen through individual discussions.

During the early stages of the Station Travel Plan for Livingston North and South, requests for discussions and interviews with relevant members of West Lothian Council were made, as the Local Authority is one of the most important stakeholders when it comes to the current and future situation of the rail stations. Unfortunately, it has not been possible to date to undertake detailed engagement with West Lothian Council. Whilst it is recognised that a key factor in this is related to resource constraints within the Council, the programme for the delivery of this report is such that its production has had to progress without detailed input from the Council. It is recognised with gratitude that West Lothian Council published the link to the online passenger survey developed as part of the Station Travel Plan to gain insight into the issues and travel patterns of existing users and non-users of the stations on its Facebook page. This helped to generate an excellent number of responses, which provided a good dataset with which to inform the content of the Station Travel Plan report and develop suitable measures to address the issues which the survey responses raised. Abellio ScotRail will continue to maintain an ongoing dialogue with West Lothian Council and SEStran, providing support in order to progress the actions developed in the Station Travel Plan and helping to further develop and prioritise interventions.

Furthermore, despite an initially encouraging response from wider stakeholders to invitations to the Station Travel Plan stakeholder workshop held on 15<sup>th</sup> August 2017, the workshop was only attended by three stakeholders, two of whom were from the same organisation. The low workshop attendance, combined with difficulties in obtaining detailed input from West Lothian Council, have meant that essential elements of the Station Travel Planning process have therefore been less extensive than in other Station Travel Plans undertaken as part of the current ScotRail programme. However, successful engagement interviews were undertaken with seven separate organisations during the development of the Station Travel Plan, the outputs of which have informed the forward action plan.

This report should be considered a 'light' version of a standard Station Travel Plan, with the recommendation that further engagement with West Lothian Council and other stakeholders is undertaken as part of the Station Travel Plan implementation process, as set out in the Action Plan later in this document.

## 2 Executive Summary

This document sets out the Station Travel Plan for Livingston North and South, 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.

### 2.1 Strategic Context

Livingston North is located on the line between Glasgow and Edinburgh via Airdrie and Bathgate. It is situated in the Carmondean area of Livingston, approximately 2.5 kilometres north of the town centre. The station is served by four trains per hour in each direction to Edinburgh, Glasgow Queen Street and Helensburgh Central or Milngavie Monday to Saturday during the day, with two per hour in the evenings and on Sundays. The westbound trains travel to Glasgow Queen Street Lower Level, via Bathgate and Airdrie, and onward to either Helensburgh Central or Milngavie.

Livingston South is situated approximately 1.6 kilometres south of the town centre, in the Murieston area, and is located on the Glasgow to Edinburgh via Shotts line. The station is served by two trains per hour to Edinburgh and Glasgow Central. One of these is a 'semi-fast' service, calling only at Haymarket on the eastbound services, and at West Calder, Shotts and Bellshill when travelling to Glasgow. The other service in each hour provides connections to intermediate stations along the same line.

Livingston is the largest town in West Lothian, with a population of 56,269 recorded in the 2011 Census. The population has seen growth of 8.35% from 2001 to 2011, with estimates between 2011-2015 suggesting a more modest annual growth of 0.2%. The area definition of Livingston includes Uphall Station and Pumpherston, which means that a proportion of the population lies closer to alternative rail stations on the Edinburgh – Helensburgh Central Line. The town lies between the M8 motorway, which connects Edinburgh and Glasgow, and the A71 which connects Edinburgh and West Lothian to the west coast of Scotland at Irvine, via North and South Lanarkshire, and East Ayrshire.

The rail stations play a key role in the wider area in terms of supporting access by public transport to key employment centres such as Glasgow and Edinburgh, as well as providing local access between towns in West Lothian. Livingston is considered part of Scotland's 'Silicon Glen', a name given to the area of central Scotland with a high concentration of technology companies. Livingston hosts a number of major high-tech employers as well as large markets for retail employers and health care as part of the NHS. It features one of the biggest shopping and leisure complexes in Scotland, comprised of The Centre and Livingston Designer Outlet.

### 2.2 Drivers for Station Travel Plan Development

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.

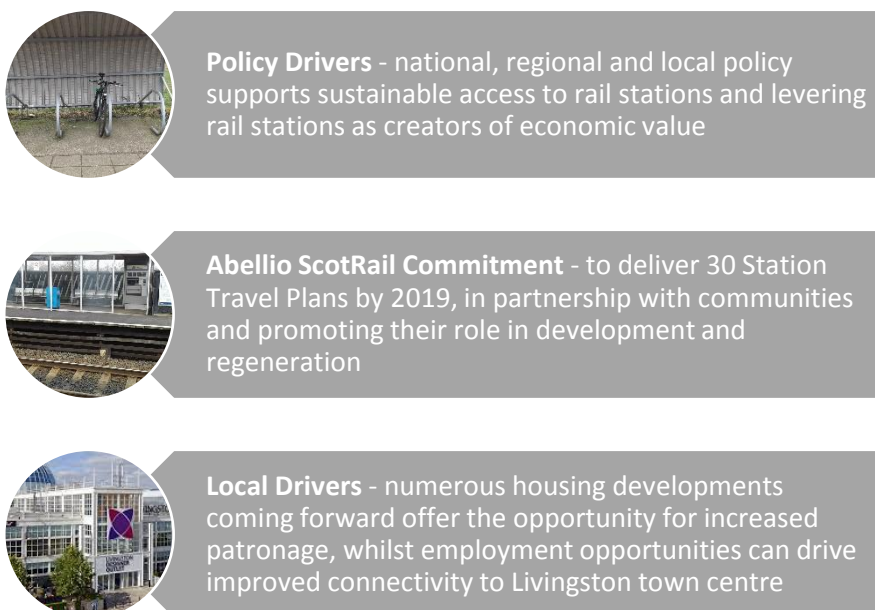
Station Travel Plans provide a mechanism through which the activities of public and private stakeholders can be brought together to achieve these and other common goals, including:

- Increasing passenger satisfaction;
- Delivering sustainable growth in rail patronage;
- Supporting local and strategic plans for growth and economic development;
- Adding value to work already carried out by community groups; and
- Contributing to wider objectives around health, social equality and sustainable development.

In the case of Livingston, the Station Travel Plan also has a key role to play in terms of helping to strengthen Livingston as a shopping destination in West Lothian.

The key drivers for Livingston North and South Station Travel Plan are illustrated in Figure 1.

**Figure 1 – Key Drivers for Livingston North & South Travel Plan**



## 2.3 Setting the Vision, Ambition and Objectives

The following strategic objectives have been developed, which the measures set out in the Action Plan are designed to support:

- To support **continued growth in patronage** at the stations, particularly amongst the commuter and visitor markets;
- To support initiatives that improve **bus/rail integration** within the town, making it easier for people to transfer from rail onto bus and vice versa for onward connecting journeys;
- To promote and facilitate **walking and cycling** as the 'modes of choice' for short trips to and from the stations, and to improve station facilities and information provision to encourage the use of these modes;
- To bring together local stakeholders to develop **wider travel planning initiatives** in Livingston, particularly major employers, aligning with their travel plans and introducing area wide initiatives to achieve common goals;

- To maximise the contribution made by community and voluntary groups to developing, implementing and managing the Station Travel Plan and wider initiatives, with a strong sense of **community ‘ownership’**; and
- To ensure that people choose the **right station for their needs** and travel there in the most appropriate manner, where the Station Travel Plan helps to facilitate improvements to the choice of modes for travel to and from the stations.

Identifying the key values of a rail station or transit hub can help to unlock its overall potential, by analysing its existing performance against a series of indicators and identifying the scope and level of ambition for improvement. A Station Travel Plan and its constituent measures can then help to fill in the gaps between the existing situation and the target situation to achieve the desired ambition level.

This approach, which is known as MODE (Mobility Oriented Development), assesses the quality of key elements of transit developments and ranks them against a benchmarked selection of the world’s leading transit related developments using a Mobility Oriented Development Index (MODex).

An initial MODex analysis has been undertaken for Livingston North and South, using an adapted version of MODex to help assess the gaps between the current position and ambition level according to four key indicators that are considered appropriate for a station of its size and context. These are shown in Figure 2 and Figure 3.

Figure 2 – MODex for Livingston North

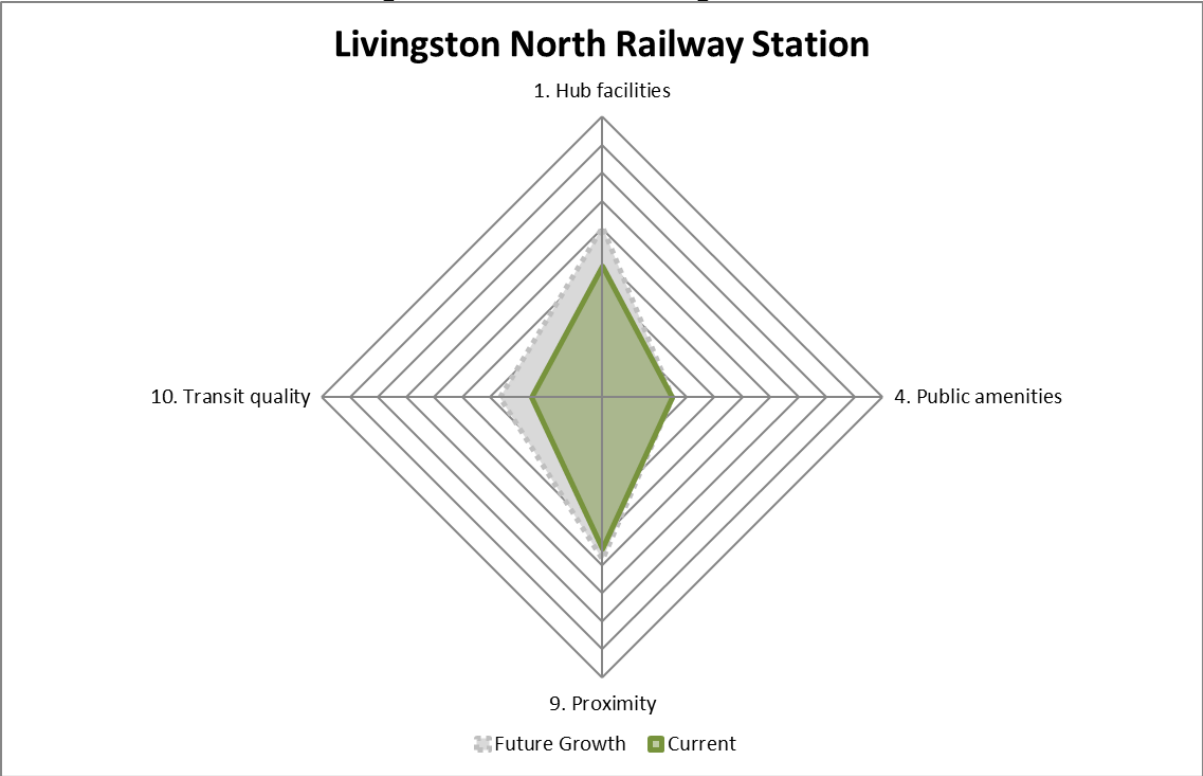
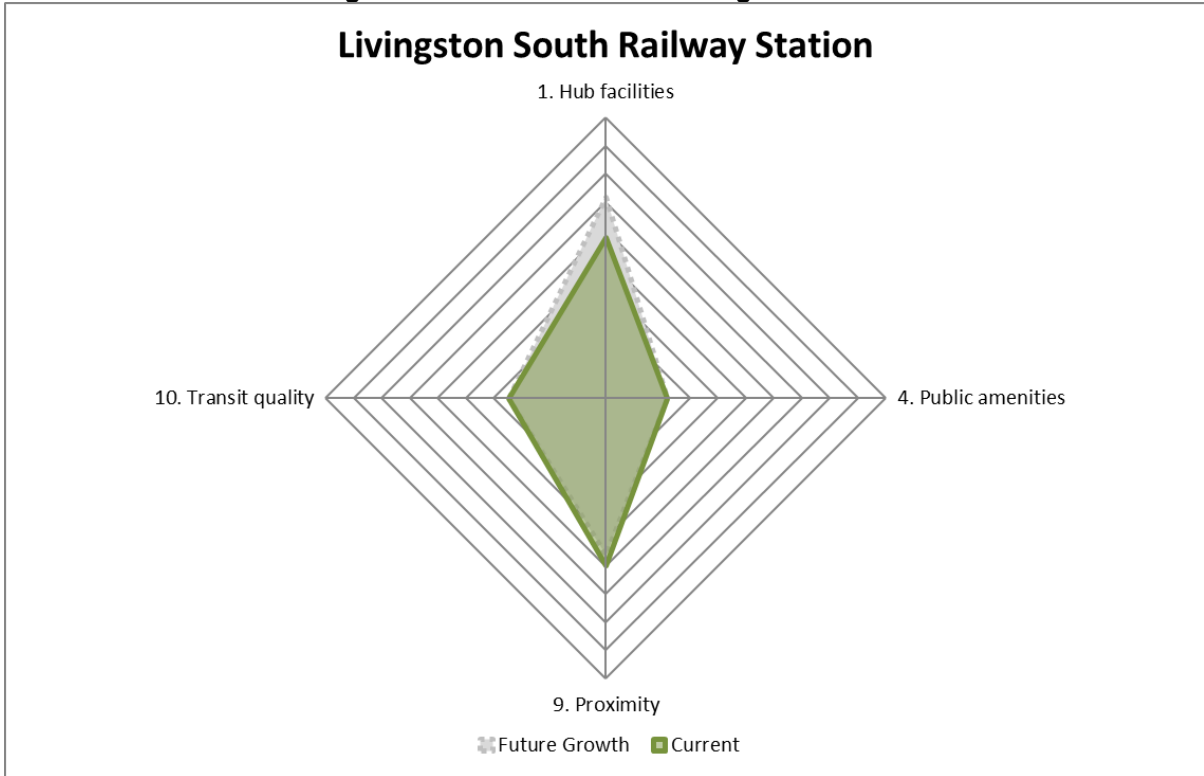




Figure 3 – Initial MODex for Livingston South



The MODex models illustrate the areas on which the Station Travel Plan measures can focus. For Livingston North, it can be seen that the current situation matches the future growth situation reasonably well for Public Amenities and Proximity, but that there is currently a gap for Hub Facilities and Transit Quality where measures can be introduced through the Station Travel Plan to help improve the score.

At Livingston South, the main area for future growth is around the Hub Facilities. It should be noted that the Transit Quality score is partially based on whether the station is connected to bus services, which in the case of Livingston South is true, but does not take account of the quality/frequency of services.

## 2.4 Key Issues and Opportunities

The most pressing key issues that the Station Travel Plan can help to address, as identified through the research undertaken, are as follows:

1. The lack of connectivity between the stations and the town centre, particularly by bus;
2. Station car parks, particularly at Livingston North, reaching full capacity as early as 8am;
3. Lack of secure station cycle parking facilities;
4. Perceptions of poor security for passengers at night, as a result of poor lighting provision around the two stations; and
5. Lack of staffing/assistance at the stations, particularly for disabled users.

The key opportunities for the Station Travel Plan are:



- To act as a mechanism to improve the connectivity between the stations and town centre by developing partnerships between ScotRail, taxi operators and the retail centres to deliver a mutually beneficial solution; and
- To capitalise on the numerous committed and proposed developments in the area, which present an opportunity to increase patronage at the stations, and to secure developer contributions towards enhancing existing sustainable transport infrastructure and providing new links and services.

The following quick wins have been observed:

- Provision of improved signage between the stations and the town centre, as well as on station platforms;
- Review of lighting around the stations and provision of improved lighting where necessary;
- Implementation of ScotRail's Liftshare scheme to reduce single occupancy car travel to the stations; and
- Detailed engagement with West Lothian Council to enrol them as key stakeholders in the implementation and monitoring of the Station Travel Plan, as well as to identify initiatives going forward that can complement the measures set out in the Action Plan.

The key points raised through the research have been captured in a SWOT analysis that is presented later in this report. The SWOT analysis was then used as a basis to develop the Action Plan.

## 2.5 Action Plan

A detailed Action Plan has been developed, that sets out the measures that will be implemented through the Station Travel Plan to address the key issues and achieve the objectives. The Action Plan covers the period of the current ScotRail franchise, which runs until at least March 2022. For each action, the timescale for implementation is set out, alongside details of the stakeholders responsible for implementation and potential funding sources. The actions contain a blend of behavioural, operational and infrastructure measures that best meet the existing and future context in Livingston. The action plan identifies 18 specific measures, categorised into five main groups to address the identified key issues as follows:

### Communications, Information Provision and Awareness Raising

1. Strategic Communications
2. Onward Travel Information
3. Engagement with West Lothian Council
4. Journey Planning Tools
5. Improved Platform Signage
6. Passenger Re-Surveys
7. Improved Travel Information at Retail Centres

### Enhanced Mode Choice

8. Liftshare Scheme
9. Promotion of Cab & Go
10. WLC Walking and Cycling Maps

## Infrastructure Enhancements

- 11. Station Cycle Parking Improvements
- 12. Review Taxi Rank Provision
- 13. Discussions with FirstGroup

## Partnership & Co-ordinated Working

- 14. Taxi Company/Retail Centre Partnerships
- 15. Collaboration with Developers
- 16. Employers Workshop

## Safety and Security

- 17. Lighting Improvements
- 18. Station Friends

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 Livingston North and South Station Travel Plan Management Group that also takes responsibility for monitoring and refreshing the objectives and measures on an annual basis.

### 3 Station Travel Plan Overview

#### 3.1 What is a Station Travel Plan?

Station Travel Plans are a tool designed to improve access to and from rail stations, which set out a package of measures that promote and facilitate the use of sustainable modes, including walking, cycling, public transport and car sharing. Station Travel Plans provide a mechanism for working collaboratively and coordinating the activities of stakeholders, helping to complement and inform local plan making processes whilst delivering on a number of transport-related and wider economic and social objectives, including:

- Increasing rail passenger satisfaction;
- Delivering sustainable growth in rail patronage, helping to support the business case for station redevelopment and improvement schemes;
- Supporting local and strategic plans for growth and economic development, promoting rail as the mode of choice for longer distance journeys to accommodate growth in the demand for travel;
- Adding value to work already carried out by community groups such as transport improvement schemes, safety campaigns and social equality initiatives; and
- Contributing to the achievement of wider objectives around health, social equality, and sustainable development.

A Station Travel Plan can help to lever in funding for standalone or complementary projects that add value to existing initiatives, supporting the business case for grant funding applications and the use of developer funding for transport improvements through Section 75 agreements.

#### 3.2 Why Do We Need Station Travel Plans?

Station Travel Plans help to identify and understand local circumstances and wider strategic issues that impact on local peoples' transport choices. Some key triggers are:

- Station access issues that act as a barrier to growth;
- Potential opportunities to increase local customer demand for sustainable forms of travel;
- Links to housing, employment, and other proposed developments in the local area;
- Potential 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, voluntary groups and community representatives.

Achieving mode shift to more sustainable modes for access to and from the stations forms one part of developing and implementing the Livingston North and South Station Travel Plan, which will help to address identified issues of excess demand for car parking. The Travel Plan adopts the '5Rs' approach to travel demand management, which encourages people to:

- **'Re-think'** the rationale behind their travel choices;
- **'Re-mode'** to more sustainable alternatives;
- **'Re-duce'** the need to travel on a routine basis;

- **‘Re-time’** journeys to avoid the busiest periods; and
- **‘Re-route’** journeys to maximise road safety and route convenience.

These concepts were integrated into the rationale for the measures proposed in the Action Plan.

There is also a need to retain and increase the mode share of rail relative to other competing modes of travel along core routes to Edinburgh and Glasgow and other key destinations, to help manage the future increase in demand for travel associated with the new developments in the Livingston area and beyond.

Enhancing overall passenger satisfaction scores through improved customer service levels is also a key aim that can be achieved through an integrated approach to enhancing the station environment and ‘fixing the link’ between the station and its surrounding areas.

Good customer service is crucial to ensuring repeat ticket sales, retaining and expanding the modal share of rail relative to other modes of transport, particularly by private car, and prospering relationships between the Livingston stations and the resident population in the town.

### 3.3 What is in a Station Travel Plan?

Key elements of a Station Travel Plan document can include:

- Solutions to help specific journey types involving an interchange i.e. bus to rail;
- Identification of 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
- Providing a framework for coordinating specific elements of local transport and development plans.

The remainder of this document sets out the objectives for Livingston North and South Station Travel Plan, the strategic context in which it has been developed, the evidence base that underpins the measures and the Action Plan for implementation.

## 4 Strategic Objectives

### 4.1 Station Travel Plan Objectives

A series of strategic objectives have been developed for Livingston North and South 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, existing developments and initiatives where there are the greatest opportunities to add value and the role that the Travel Plan will play in the ongoing development of Livingston.

The objectives are as follows:

- To support **continued growth in patronage** at the stations, particularly amongst the commuter and visitor markets;
- To support initiatives that improve **bus/rail integration** within the town, making it easier for people to transfer from rail onto bus and vice versa for onward connecting journeys;
- To promote and facilitate **walking and cycling** as the 'modes of choice' for short trips to and from the stations, and to improve station facilities and information provision to encourage the use of these modes;
- To bring together local stakeholders to develop **wider travel planning initiatives** in Livingston, particularly major employers, aligning with their travel plans and introducing area wide initiatives to achieve common goals;
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- To ensure that people choose the **right station for their needs** and travel there in the most appropriate manner, where the Station Travel Plan helps to facilitate improvements to the choice of modes for travel to and from the stations.

### 4.2 Action Planning - 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. Each action is 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 each measure;

**A – Achievable:** Ensuring that the proposed measures can be adopted in reality;

**R – Realistic:** The measures can be funded and would receive support and backing; and

**T – Time Based:** A set timeframe is identified for the implementation of each measure.

## 5 Strategic Context

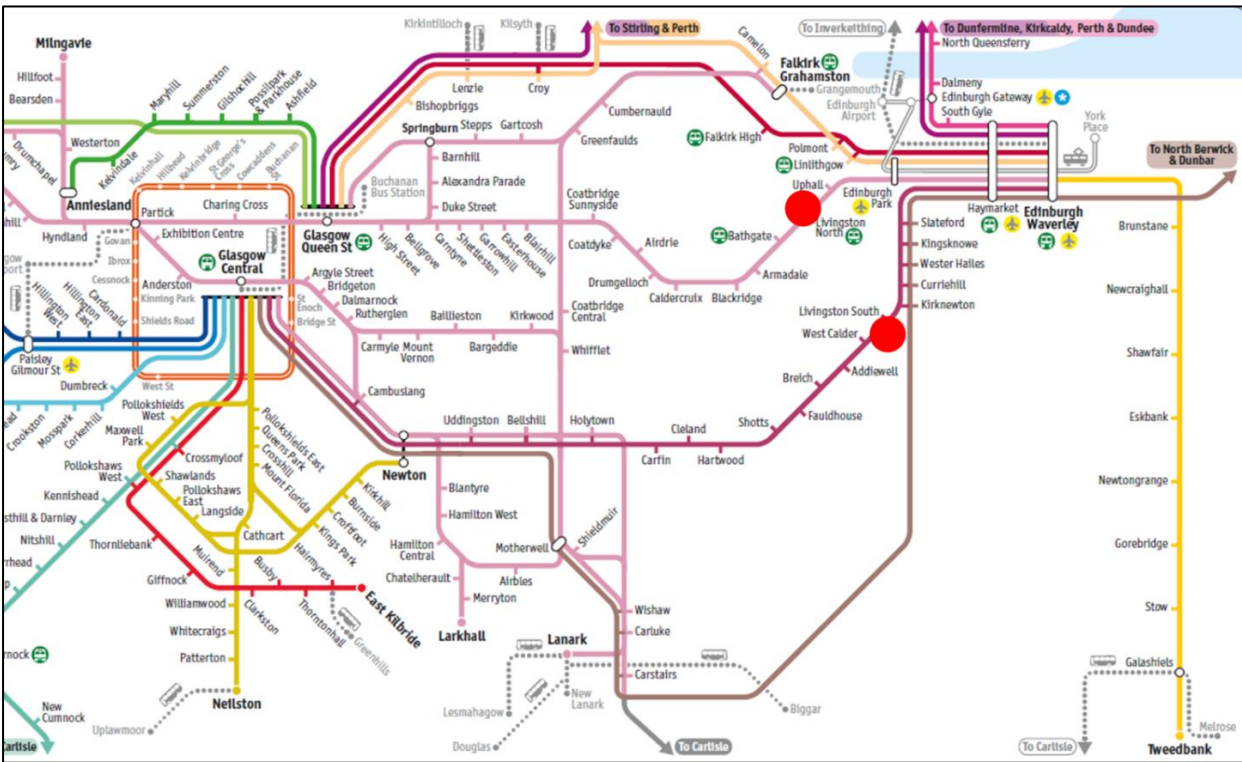
### 5.1 Livingston North & South Stations

Livingston North is located on the line between Glasgow and Edinburgh via Airdrie and Bathgate. It is situated in the Carmondean area of Livingston, approximately 2.5 kilometres north of the town centre. The station is served by four trains per hour in each direction to Edinburgh, Glasgow Queen Street and Helensburgh Central or Milngavie Monday to Saturday during the day, with two per hour in the evenings and on Sundays. The westbound trains travel to Glasgow Queen Street Lower Level, via Bathgate and Airdrie, and onward to either Helensburgh Central or Milngavie.

Livingston South is situated approximately 1.6 kilometres south of the town centre, in the Murieston area, and is located on the Glasgow to Edinburgh via Shotts line. The station is served by two trains per hour to Edinburgh and Glasgow Central. One of these is a 'semi-fast' service, calling only at Haymarket on the eastbound services, and at West Calder, Shotts and Bellshill when travelling to Glasgow. The other service in each hour provides connections to intermediate stations along the same line. The Shotts Line is currently being electrified, which will bring improved journey times and possible new and improved service patterns.

Figure 4 shows the location of the stations in the wider rail network context.

**Figure 4 – Livingston North and South Stations in Wider Network Context**



Source: Extract from ScotRail route map

Table 1 shows the changes in patronage (total passengers i.e. the sum of the total entries and exits) at Livingston North and South between 2007-08 and 2015-16. Overall, there has been a growth in patronage of 92% at Livingston North and 48% at Livingston South. Up to 2010-11, the annual

patronage at Livingston North was generally double that of Livingston South. With the improvements to the frequency and length of services since 2010, this gap has increased.

There was a large period of growth at Livingston North between 2010-14, which has levelled off to a more modest annual growth in recent years. The increased footfall can be linked to the re-opening of the Airdrie-Bathgate line, the increased service provision from two to four per hour, and direct access being opened up to Glasgow and the west of Scotland.

The new fast service between Edinburgh and Glasgow via Shotts, which was introduced in December 2009, significantly improved the connectivity from Livingston South, where previously there was only one slow train per hour. The new service gave a frequency of two services per hour, which contributed to the significant increase in patronage recorded at the station the following year.

The continued growth at both stations can also be linked to numerous new residential developments in the areas surrounding each station during the period 2007-16.

**Table 1: Livingston North and South Station Patronage Data, 2007-08 to 2015-16**

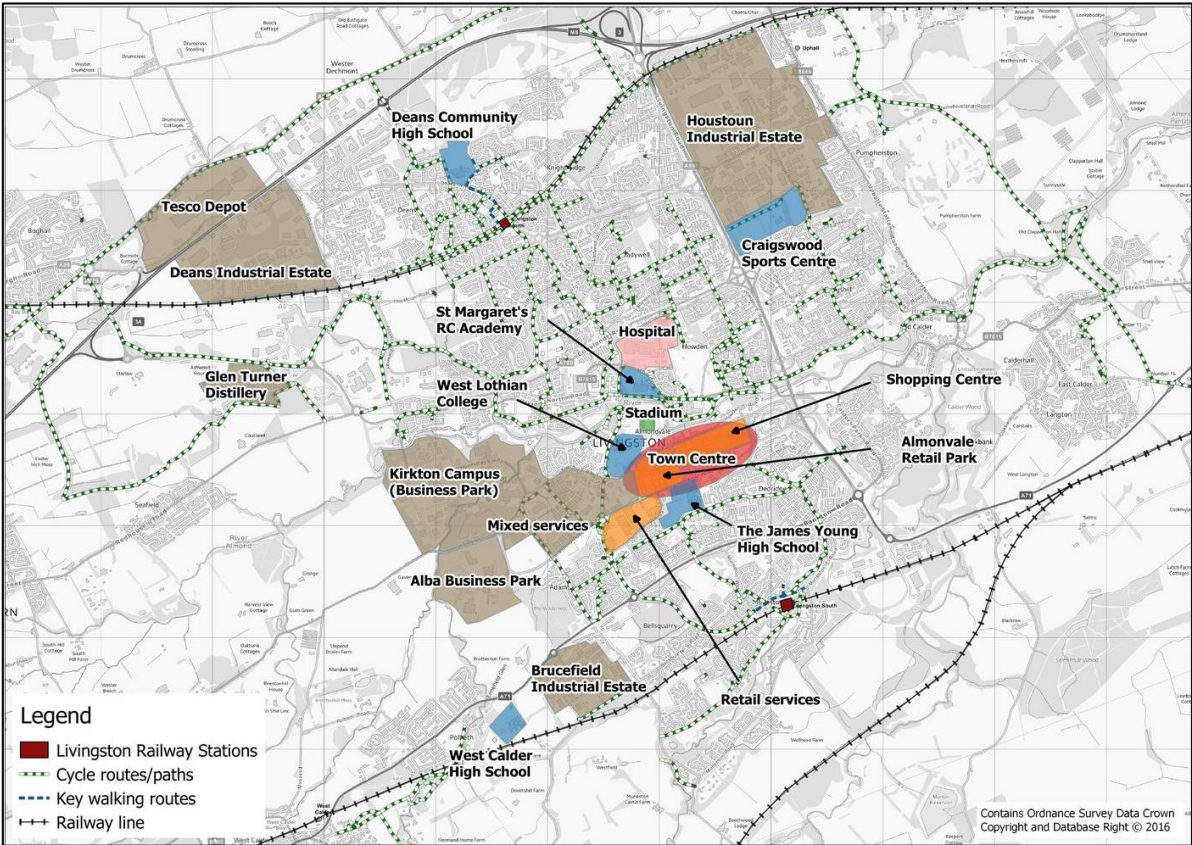
Year	Livingston North		Livingston South	
	Total Passengers	Percentage Change (%)	Total Passengers	Percentage Change (%)
2007-2008	602,371	-	231,403	-
2008-2009	566,002	-6%	245,576	6%
2009-2010	552,702	-2%	250,226	2%
2010-2011	640,916	16%	299,668	20%
2011-2012	825,514	29%	285,392	-5%
2012-2013	924,290	12%	287,704	1%
2013-2014	1,030,588	12%	296,296	3%
2014-2015	1,125,282	9%	317,178	7%
2015-2016	1,155,046	3%	342,770	8%
<b>Total</b>		<b>92%</b>		<b>48%</b>

Source: Office of Rail Regulation

Figure 5 shows the location of the stations in the wider town in relation to key trip attractors.



Figure 5 – Livingston North and South: Strategic Location



Livingston North station can be accessed by car via Carmondean Centre Road for Platform 2 (northern platform for eastbound services) or via Houston Road and Queens Crescent for Platform 1 (southern platform for westbound services). There are additional pedestrian access points located to the north and south of the road bridge on Deans North Road. There is no over-bridge between the two platforms, so users must exit the station onto the Deans North Road bridge to cross between platforms.

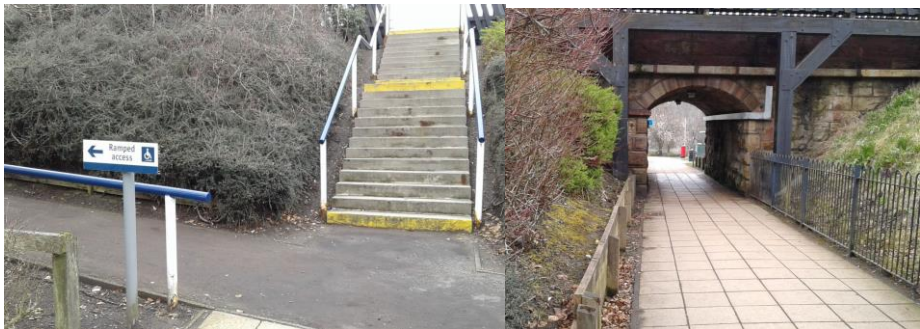
Both platforms have step free access, with Platform 2 requiring a ramp from the northern car park down to the platform due to the level difference. Platform 1 is level with the southern car park and Queens Crescent. Bus stops are located on Deans North Road, with Service 801 providing an hourly connection to Blackridge and Fauldhouse, as well as other towns along the A89 and A71 corridors. Livingston town centre is a 40-minute walk from the station. This distance, combined with the poor bus service provision, means that there is relatively poor connectivity between the station and the town centre, which is recognised by stakeholders as a key barrier to realising the potential patronage of the station for people working in the town centre.

Figure 6 Livingston North Station Access Points



Livingston South station is accessed by car via a loop road taken off Murieston East/West Road, which provides access to Platform 2 (northern platform for eastbound services). There is no vehicular access to Platform 1 (southern platform for westbound services), which is accessed via an underpass and which provides a pedestrian connection through to Murieston Valley. The platforms are accessed via steep sets of steps or via a long winding ramp. There is a bus stop within the station access loop road, at the bottom of the steps leading to Platform 2. This is served by the number 9 Livingston – Murieston circular service, which provides a connection into the town centre at a peak frequency of 15 minutes.

Figure 7 Livingston South Station Access Points

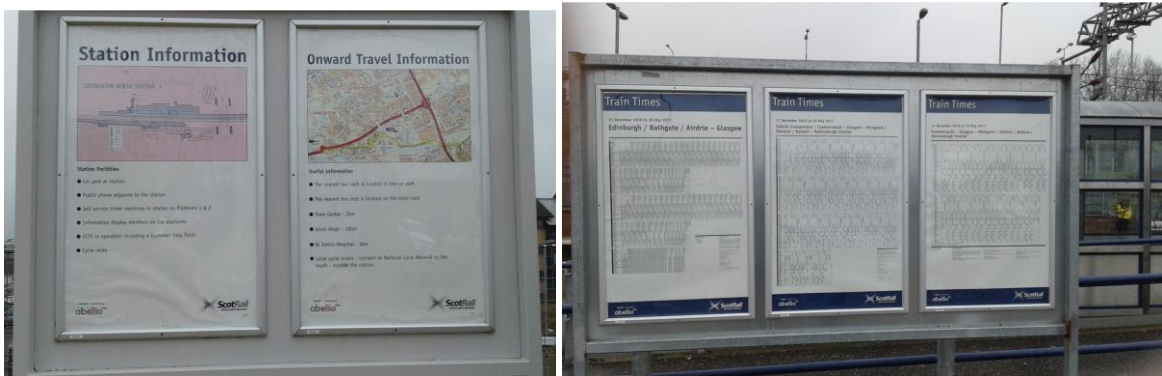


There is no station building at Livingston North or South and the stations are unstaffed. Sheltered seating is provided at both stations. Facilities provision beyond this is relatively limited.

At Livingston North, there is cycle and tourist information provided on the platforms, as well as train timetables, ticket machines, and a passenger help point. Onward public transport information is limited, with no route indication for the infrequent services which serve the bus stops on Deans North Road. The onward travel information board indicated that these stops are located on the 'Main Road', which could be ambiguous for first time station users.

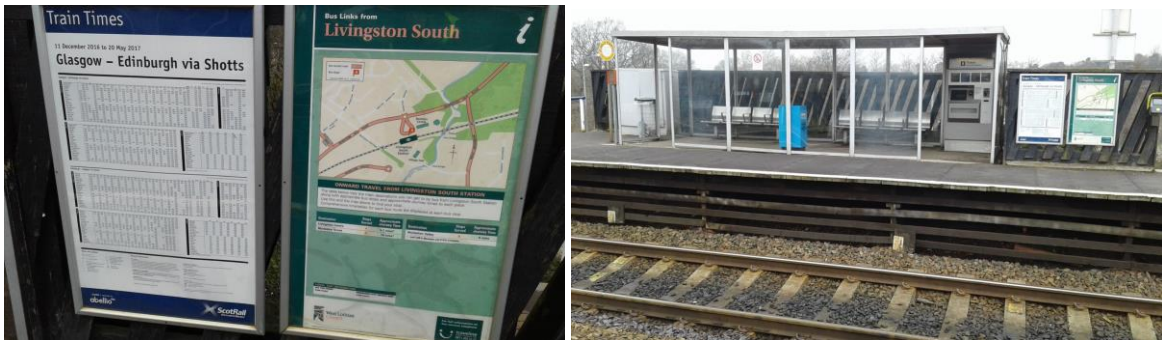


Figure 8 : Livingston North Platform Facilities



Ticket machines are provided in the sheltered seating areas at Livingston South. There are information signs detailing public transport, walking and cycling routes/destinations around the station, and showing the location of the taxi rank and bus stop. Both platforms are considered well-lit and are overlooked by CCTV. An accessible public toilet is located adjacent to the bus stop at the bottom of the access to Platform 2. The toilet costs 10p and is automated, allowing cleaning after each use and providing 24-hour access.

Figure 9 : Livingston South Platform Facilities



Two car parks are provided at Livingston North. The northern car park, for access to Platform 2, has 102 spaces, with 7 accessible spaces, while the southern car park, which provides access to Platform 1, has 227 spaces, with 17 accessible spaces. There are no dedicated drop off/pick up or taxi areas at Livingston North.

The Livingston South station car park is located off the access loop-road. There are 125 spaces with 5 accessible spaces available. There are dedicated drop-off/pick up and taxi areas at the bottom of the steps to Platform 2.

Parking is free of charge for passengers at both stations. At the time of the station audits, during mid-morning, the car parks at Livingston North and South were observed to be at near capacity, with some disabled spaces available.

Figure 10 : Livingston North Car Park



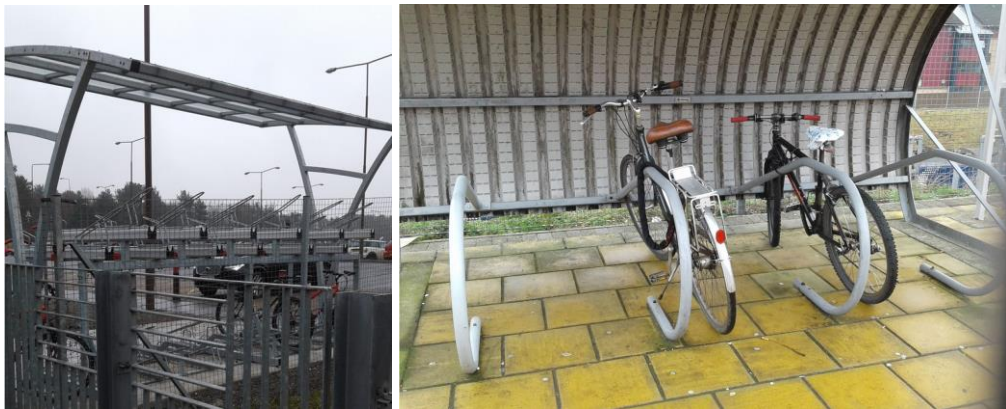
Figure 11 : Livingston South Car Park



Cycle parking facilities are provided in both car parks at Livingston North. Eight sheltered spaces (stands) are provided in the northern car park, of which two were occupied during the station audit on a mid-week day. A sheltered multi-level rack, with space for 24 bikes, was installed in 2016 in the southern car park. Three of these spaces were occupied during the station audit. These racks offer greater security compared to the shelter in the northern car park, which has been highlighted through the stakeholder engagement as a concern among cyclists using Platform 1. CCTV coverage at the station is such that cycle parking facilities are monitored.



**Figure 12 : Livingston North Cycle Parking**



Eight cycle parking spaces (stands) are provided in a shelter next to Platform 2 at Livingston South, one of which was occupied during the station audit. There is no direct CCTV monitoring of this shelter, and the perceived lack of security has been highlighted through the stakeholder engagement process as a deterrent to people leaving their bikes at Livingston South station.

**Figure 13 : Livingston South Cycle Parking**



The layout of Livingston is such that car travel can seem like the most convenient choice of mode, and the poor public transport provision, especially from Livingston North Station, makes connecting to the town centre from the stations difficult by sustainable modes of transport. Livingston does, however, have a broad network of off-road walking and cycling routes. Figure 14 and Figure 15 show the walking and cycling networks around both stations. The findings of the station audit, which included the 'last mile' links around the two stations, and the feedback from the stakeholder engagement process, suggest that the walking and cycling paths in Livingston would benefit from improved signage and a more cohesive network. The creation of a network that is segregated from the roads can have beneficial impacts, not only in terms of increasing the sustainable transport mode share for station access, but for Livingston as a whole. An increase in active travel as opposed to vehicle travel also helps to support wider local, regional and national policy goals in terms of health and wellbeing and air quality.



Figure 14 : Walking/Cycling Network – Livingston North

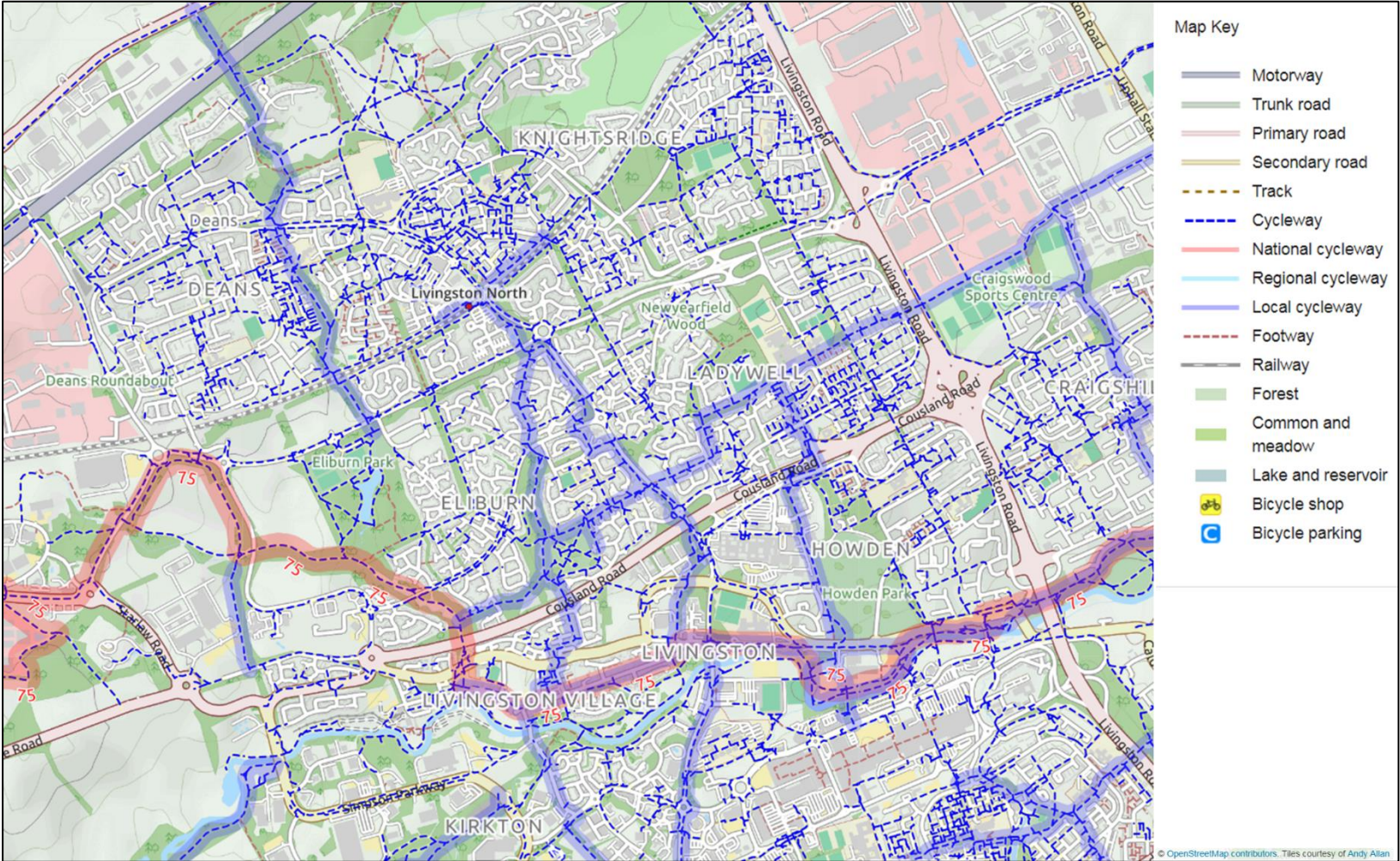
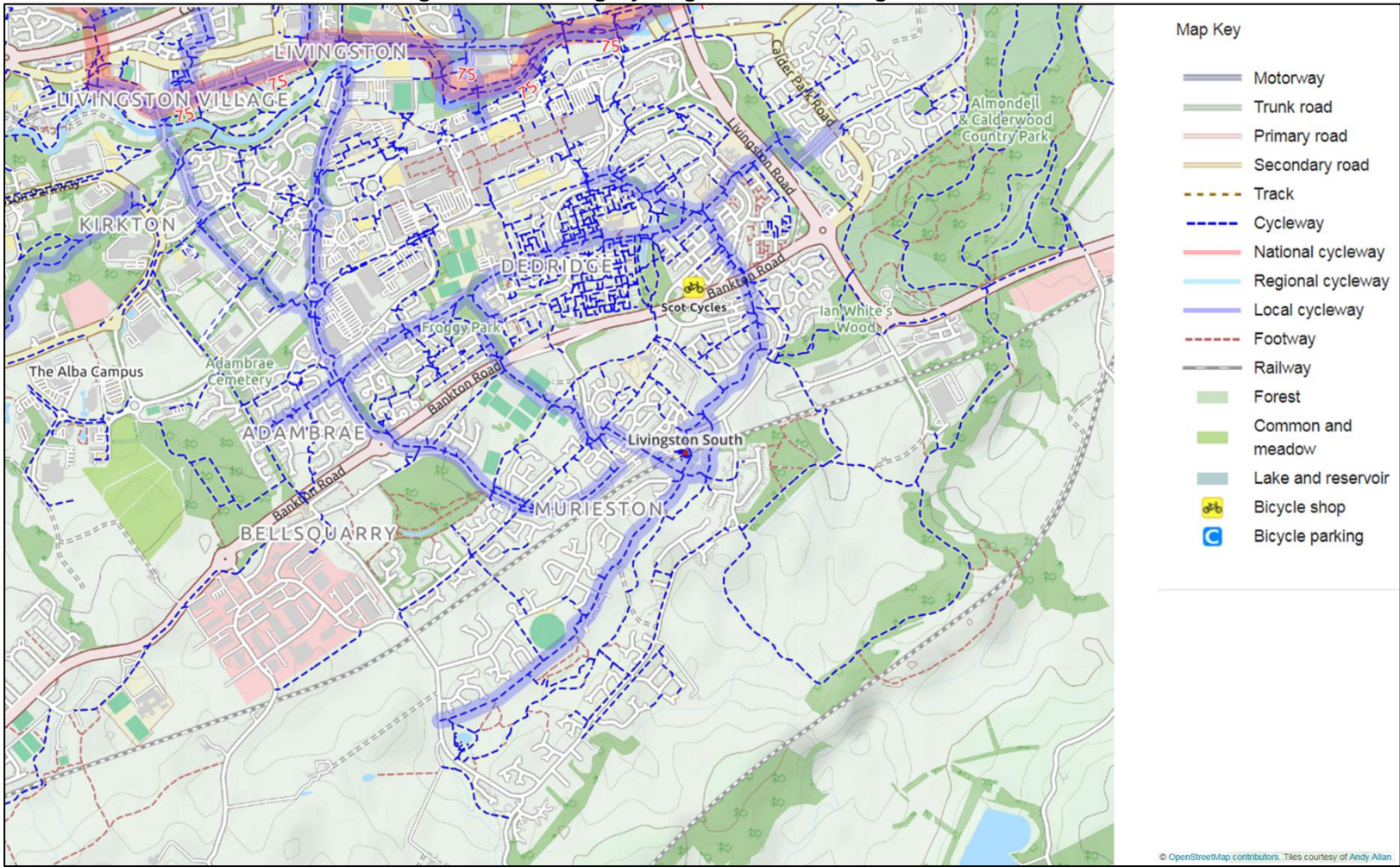




Figure 15 : Walking/Cycling Network – Livingston South





## 5.2 The Role of the Stations in the Wider Area

Livingston is the largest town in West Lothian, with a population of 56,269 in the 2011 Census. The area definition of Livingston includes Uphall Station and Pumpherston, which means that a proportion of the population lies closer to alternative rail stations on the line between Glasgow and Edinburgh. The town lies between the M8 motorway, which connects Edinburgh and Glasgow, and the A71 which connects Edinburgh and West Lothian to the west coast of Scotland at Irvine, via North and South Lanarkshire, and East Ayrshire.

The rail stations play a key role in the wider area in terms of supporting access by public transport to key employment centres such as Glasgow and Edinburgh, as well as providing local access between towns in West Lothian. Livingston is considered part of Scotland's 'Silicon Glen', a name given to the area of central Scotland with a high concentration of technology companies. Livingston hosts a number of major high-tech employers as well as large markets for retail employers and health care as part of the NHS. It features one of the biggest shopping and leisure complexes in Scotland, comprised of The Centre and Livingston Designer Outlet.

Livingston's bus terminal is located on Almondvale Avenue, between the two main shopping centres. Buses offer local services to surrounding towns and villages in West Lothian, as well as longer distance services to Edinburgh, Glasgow, Falkirk and Fife.

Despite the relatively good service offering at both rail stations, it is considered that they are not currently realising their full potential as gateways to Livingston town centre due to the poor public transport provision serving them, particularly in the case of Livingston North, and the long distances between each station and the town centre. Livingston South lies approximately 1600 metres/20 minutes' walk from the town centre and Livingston North is a further 900-1000 metres away from the town centre, which is detrimental to rail being seen as the mode of choice for travel to and from Livingston.

Given the high level of employment opportunities in the town centre from the retail, technology and healthcare sectors, the stations could play a more pivotal role in connecting employers and employees from outlying towns and cities along the railway lines that the two stations are served by. Overcoming the lack of connections between the stations and the town centre is a key aim of this Station Travel Plan, and could help to reduce the reliance on private car travel in and around Livingston and promote Livingston as a well-connected town for sustainable transport.

At present, the two Livingston stations do not work as a 'pair', with very little connectivity between the two. As the stations are on the same rail line, there is limited demand for interaction between the two stations. However, there is a need to improve connectivity between Livingston North and The Centre/Livingston Designer Outlet, and between The Centre/Livingston Designer Outlet and Livingston South. A community transport solution and/or electric bus service provision could help to provide this link.

## 6 Station Travel Plan Drivers

### 6.1 National, Regional and Local Policy Drivers

At the national level, Scottish transport policy focuses on improving accessibility, with a focus on the delivery of a reliable, equitable transport system that supports sustainable economic growth. The development and implementation of Livingston North and South Station Travel Plan will support the delivery of the government's three Key Strategic Outcomes for Transport, as set out in the National Transport Strategy (January 2016):

- *Improved journey times and connections between our cities and towns and our global markets to tackle congestion and lack of integration and connections in transport* – by supporting increased patronage on the rail network, which in turn can help to make the case for increased services and investment in station and rail infrastructure
- *Reduced emissions, to tackle climate change, air quality, health improvement* – by promoting rail and sustainable connections to rail e.g. walking, public transport and cycling through the Station Travel Plan, and implementing measures that make it realistic for people to make healthier, more sustainable travel choices
- *Improved quality, accessibility and affordability, to give choice of public transport, better quality services and value for money, or alternative to car* – the Station Travel Plan and its associated measures will make rail travel a more appropriate and attractive mode for a wider audience, and help to ensure that rail travel is a realistic alternative to the car

The 2016 refresh of the National Transport Strategy recognises the role that local communities should play in transport decision-making, in particular that resources be directed to priority town centre sites that have good accessibility by public transport, walking and cycling, in order to drive growth and development.

Livingston North and South Station Travel Plan also supports mode-specific policies at the national level, including the 2014 National Walking Strategy and the 2017-2020 Cycling Action Plan for Scotland. According to these policy documents, the benefits of active travel need to be more widely promoted, including the health and economic benefits but also the social benefits of stronger community building and placemaking that can be achieved through the provision of walking and cycling infrastructure. It is in this capacity that SEStran play a key role in the promotion, design and funding of sustainable transport measures. A recent example of this is a series of walking and cycling maps produced for areas in West Lothian, which has helped increase awareness of the sustainable transport networks and services among the local community and visitors to the region. Further development and promotion of maps like these, especially in terms of the inclusion and promotion rail travel, could have further positive impacts on the mode share of sustainable travel.

Scottish Planning Policy (SPP) also identifies a need to shift to more sustainable modes of transport to help meet the Scottish Government's greenhouse gas emission targets and tackle the congestion to help support sustainable economic growth. SPP outlines that planning authorities should support development to reduce the need to travel and facilitates travel by walking, cycling and public transport. The Station Travel Plan will act as a catalyst to support the introduction of measures that facilitate access to and from the stations by sustainable modes.

The SEStran Regional Transport Strategy Refresh was released in July 2015. It contains a number of high level objectives that are directly relevant to Livingston North and South Station Travel Plan. Under the Accessibility objective, the following sub-objectives are seen as relevant, particularly for Livingston North:

- To improve access to employment;
- To improve access to health facilities;
- To improve access to other services, such as retailing, leisure/social and education; and
- To influence decisions on the provision of public transport to make it more affordable and socially inclusive.

The document also sets out a number of policies aimed at achieving the objectives, with the following being relevant for the Station Travel Plan:

- Connectivity (Policy 1) – The RTS will support improvements to the connectivity of the SEStran area to key national and international destinations by supporting appropriate infrastructure investment and service improvements, and supporting improvements to key gateways such as airports, main rail stations, ports and freight terminals including local access to these, especially by sustainable modes.
- Improvements to Public Transport (Rail – Policy 4) - Encouragement will be given by SEStran to Transport Scotland for cost-effective investment and service support that builds an integrated rail-based regional transport network, including trams where appropriate, fully integrated with existing and planned development.
- Improvements to Public Transport (Rail – Policy 7) - The RTS will give support to the promotion of 'soft' measures such as information, marketing, personalised travel assistance, awareness campaigns and travel plans.
- Improvements to Public Transport (Rail – Policy 8) - Investment in new infrastructure and services will generally be complemented by 'soft' measures such as information, marketing, personalised travel assistance, awareness campaigns (including the promotion of the links between transport, safety, health and environment) travel plans and, where relevant, traffic management measures to ensure that the benefits will not be eroded by induced traffic.
- New Development (Policy 20) – SEStran will use its influence to support strategies set out in Strategic and Local Development Plans by seeking to ensure that major trip generating sites – including housing – are located in areas that are capable of being well served by walking, cycling and public transport, or will be made so by transport investment delivered in phase with the development.
- New Development (Policy 21) - SEStran will support planning authorities in using their land-use planning powers to reduce the need to travel, to promote the provision of non-car access to and within new developments and to promote travel plans.

It goes on to discuss the issue of integration between bus and rail services and timetables, setting a high priority action to identify barriers to integration and work with appropriate stakeholders to overcome them. This Station Travel Plan provides an evidence base to help investigate the ways in which issues of public transport integration can be resolved and to help promote Livingston as a place to live, visit and work.

The matter of bus connectivity at Livingston North Station is mentioned specifically in the Summary of Transport Issues Arising from SESplan Forecasts table, which assesses the possible transport implications of the predicted level of development on transport corridors. Bus improvements between Livingston North and employment locations is stated as a possible improvement scheme identified in

the Strategic Development Plan Action Programme of 2013. Upon inspection of the Action Programme, and subsequent releases, no detail as to the current status of this scheme has yet been determined.

At local level, the proposed West Lothian Local Development Plan was released in October 2015. Its Employment Policy 6 states that office developments will be supported in town centres, provided that *'sites are well located in relation to sustainable transport networks and services so as to help minimise the use and environmental impact of motorised vehicles.'* Research undertaken as part of the Station Travel Plan has determined that the lack of sustainable transport connections, particularly by bus, between the rail stations and the town centre, acts as a barrier to satisfying this planning policy.

The LDP's Transport Policy 1 states that *'The council will co-operate with other agencies in preparing investment programmes to enhance the environment by active travel infrastructure, public transport facilities, traffic and parking management in its towns and villages'*.

Transport Policy 2 goes on to state *'Developers will be required to provide or contribute towards, the provision of travel improvements including traffic and environmental management measures, measures to promote trips by sustainable modes including walking, cycling, public transport, car sharing, and road improvements where these would be justified as a result of new development or redevelopment. Travel plans and an associated monitoring framework will be required to support major new developments such as the previously identified Core Development Areas, strategic housing allocations and inward investment proposals'*.

This presents an opportunity to work with West Lothian Council, based on the findings of this Station Travel Plan, to ensure that existing and future developments are properly served by connected sustainable transport networks, especially where the lack of provision could prohibit the progression of much needed housing and employment developments.

The LDP also sets out the proposed developments by settlement in West Lothian. In Livingston, the sites included amount to a total of 1,170 residential units, and approximately 200 hectares of employment land. These sites present an opportunity to identify and deliver improvements to Livingston's sustainable transport network through developer contributions, which in turn will allow for the delivery of residential and employment development. The Station Travel Plan seeks to highlight the need for this process to be enabled through Section 75 planning agreements.

## 6.2 Abellio ScotRail's Commitment to Station Travel Plans

As part of the ScotRail franchise awarded to Abellio in 2015, Abellio committed to the delivery of 30 Station Travel Plans over the period to March 2019. Livingston North and South Station Travel Plan is being brought forward in 2017 as part of a package of eight Station Travel Plans in accordance with a framework and toolkit developed through the preparation of pilot plans for Motherwell and Johnstone stations in 2016.

Rather than simply adopt a traditional Station Travel Plans approach which focuses solely 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 wider growth and development, and in helping local communities to take ownership of that development in a sustainable way. This includes:

- Measures to support increased patronage and engaging with non-users of the stations to identify measures to address 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; and
- Influencing Local Transport Plans and wider local policy to promote rail usage and enhanced links to and from the station.

6.3 Local External Drivers

The local context in Livingston provides a number of drivers for Station Travel Plan development, as illustrated in Figure 16.

Figure 16 – Local Station Travel Plan Drivers



The next section sets out the research undertaken for the Station Travel Plan and identifies the emerging themes.

## 7 Research and Emerging Themes

### 7.1 Overview

The evidence base for Livingston north and South Station Travel Plan has been developed based on the following key activities:

- A station site and area audit undertaken on 28th March 2017;
- Face to face passenger travel surveys at Livingston North undertaken on Wednesday 7th June and Saturday 10th June 2017;
- Online user and non-user survey for both stations sent out to Station Travel Plan stakeholders and advertised via the West Lothian Council Facebook page;
- Stakeholder interviews undertaken over the period January 2017 to May 2017;
- A stakeholder workshop undertaken on 15<sup>th</sup> August 2017; and
- Desktop research, comprising policy review, identification of wider development proposals and schemes and research into station patronage data.

In discussions with Abellio ScotRail, the decision was taken to carry out face to face passenger surveys at Livingston North only, due to the higher service frequency and thus the ability to achieve a higher response rate, as well as the ability to capture the views of Livingston South users through the online survey.

Each activity is described in more detail below.

### 7.2 Site and Area Audit

A site and area audit was undertaken for the stations and for key routes to and from the stations, with a focus on the 'last mile' surrounding the stations. The focus of the audit was to identify issues and opportunities associated with usage of each station and travel to and from them, with particular consideration given to people with mobility needs and more vulnerable travellers such as young people travelling alone. The audit was undertaken on a mid-week day.

Appendix A provides the full audit template and the audit write-ups, and a summary of the issues examined is as follows:

- Station facilities e.g. toilets, accessibility (including step-free access) and waiting areas;
- Onward travel facilities at the station e.g. travel information, cycle parking, cycle hire, bus/rail integration, car parking;
- Immediate station areas e.g. accessibility for cyclists, pedestrians, public transport users, car users; and
- Key routes between the stations and key trip attractors in terms of accessibility and facilities, reflecting popular movements and local patterns.

The focus of the audit was not to record every facility or piece of infrastructure in place, but rather to pinpoint the key issues and opportunities that the Station Travel Plan can help to address. The focus was on the quality of infrastructure and evidence of whether demand for facilities such as cycle parking is adequately met by available capacity.



The audit also identified businesses that could support Abellio's emerging 'Station Friends' programme; an initiative that offers a safe place of refuge to station users who might feel vulnerable, where they may need to wait for a connecting bus service/a lift home, or somewhere safe to make a telephone call and use the toilet facilities. This is particularly important for stations such as Livingston North and South, which have no station building and no staff to provide assistance. All suitable businesses such as petrol stations, late night convenience stores and hotels were identified and noted down, and will be considered by ScotRail for inclusion in the Station Friends programme as it grows and develops.

### 7.3 Travel Surveys

Face-to-face passenger travel surveys were undertaken on Wednesday 7<sup>th</sup> June (07:00 -12:00) and Saturday 10<sup>th</sup> June 2017 (10:00-14:00) at Livingston North. The main purpose of the surveys was to identify the mode share for passengers travelling to and from the station, examine the reasons for mode choice and capture feedback on potential improvements to the station and its facilities. Livingston North was chosen due to its higher service frequency and higher level of patronage compared to Livingston South, and thus a greater ability to achieve a higher response rate during the survey session. There is a future opportunity to undertake additional face to face surveys at Livingston South station through the implementation and monitoring stage of the Station Travel Plan.

The surveys were undertaken using tablets linked to a mobile Wi-Fi device, in order that responses could be collected and saved directly into Survey Monkey. A total of 146 respondents were surveyed.

A separate online survey was undertaken with Station Travel Plan stakeholders and members of the general public, to capture views on both Livingston North and South stations, from both users and non-users. West Lothian Council agreed to post a link to the survey on its Facebook page, which resulted in an excellent response rate of 1,040. The key results from both surveys are identified below, and the full set of survey analysis is provided in Appendix B.

The existing mode split for travel to and from Livingston North station determined from the face to face survey is shown in Figure 17. The mode split from the online survey, for both North and South stations, is shown in Figure 18.



Figure 17 – Existing Mode Split – Livingston North Face to Face Surveys

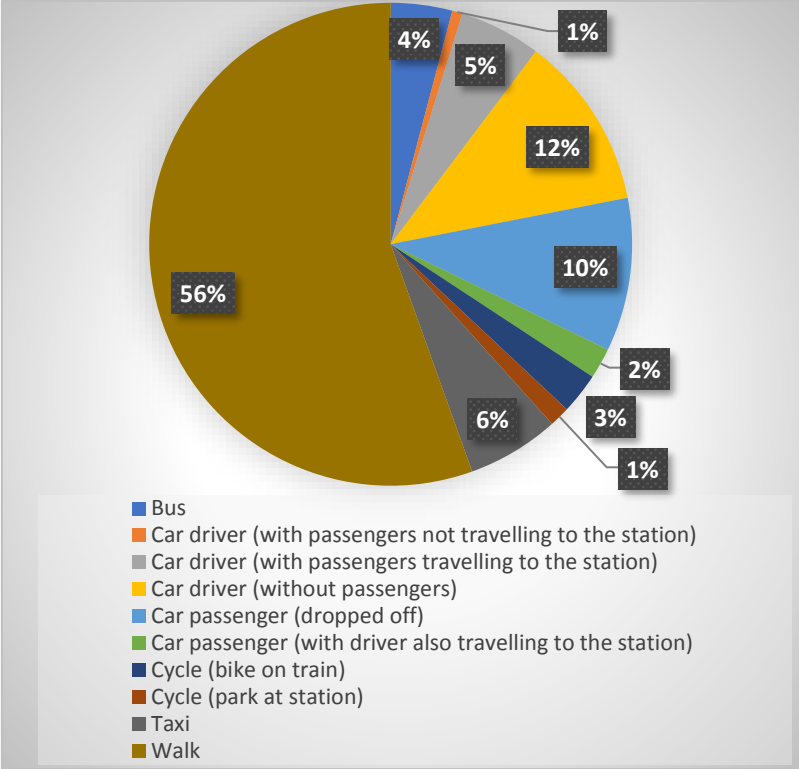
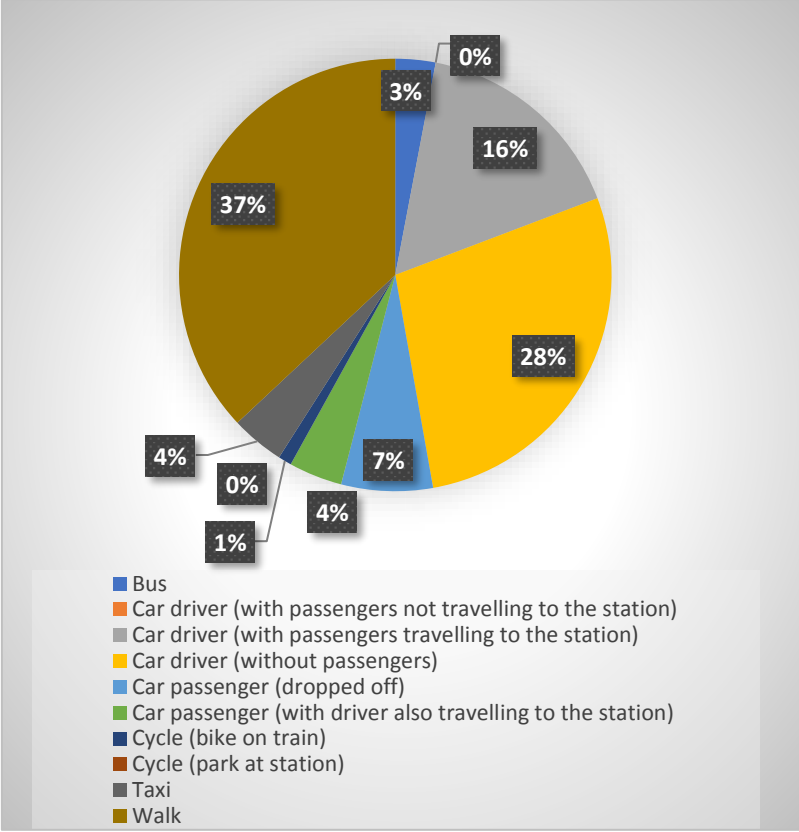


Figure 18 – Existing Mode Split – Livingston North and South Online Surveys



The face to face surveys identified that 56% of passengers at Livingston North walk to the station, with 30% travelling by car, either as a driver or a passenger. 4% stated that they travel there by bus.

In the online survey results, 37% of respondents stated they walk to either Livingston North or South station, with 55% travelling by car, either as a driver or passenger. 3% stated that they travel by bus. With a significantly higher sample size, the online survey is likely to offer a better reflection of travel patterns to both stations; however, the face to face survey for Livingston North implies that the vast majority of passengers (86%) either walk or drive to the station. The low proportion of respondents who stated that they travel by bus reflects the poor service provision to and from each station. The bus services in Livingston are considered by stakeholders to be slow and infrequent, with circuitous routes and a lack of penetration into local areas making the bus unattractive compared to driving.

A total of 4% of respondents to the face to face survey stated that they travelled to Livingston North by bike, with 3% of these taking their bikes on the train, and 1% parking at the station. In the online survey, 1% of respondents stated that they cycle to Livingston North/South and all take their bike onto the train. The differences in the sample size between the two surveys and thus the number of cyclists recorded in each survey should be noted.

Whilst these figures for cycling to the station are low, which could suggest that the demand for improved station cycle parking facilities is also low, feedback from stakeholder interviews suggests that the lack of secure cycle parking facilities, particularly at Livingston South, can act as a deterrent for people cycling to the station and parking there rather than taking their bikes onto the train. This presents an opportunity to improve cycle facilities at and around the stations to encourage more people to cycle to the stations and leave their bikes there.

Figure 19 and Figure 20 show the reasons that respondents indicated they drive to the stations for the face to face and online surveys, respectively.

Figure 19 – Reasons for Using the Car – Livingston North Face to Face Survey

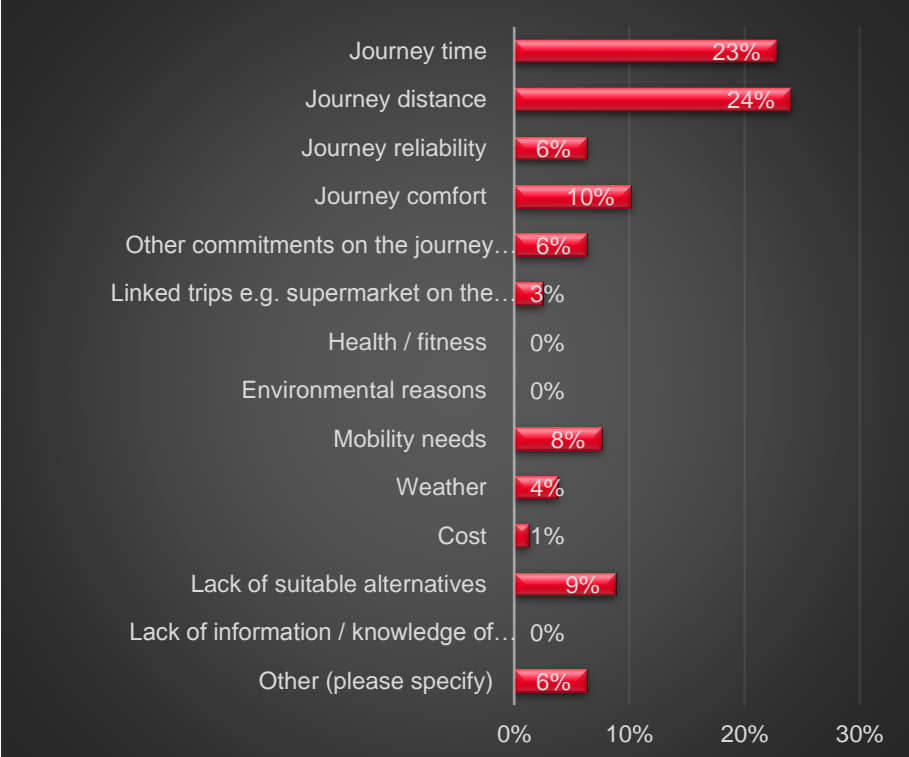
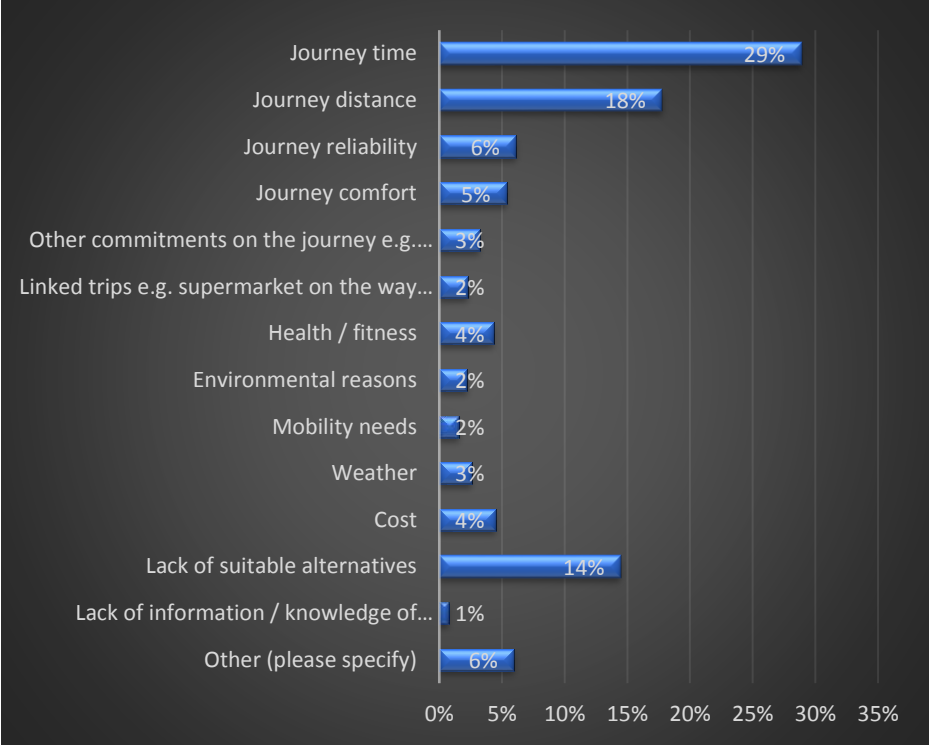


Figure 20 – Reasons for Using the Car – Livingston North and South Online Surveys



The top two responses in both surveys were journey time and journey distance. 24% of responses were received for journey distance in the Livingston North face to face surveys, and 18% of responses in the online Livingston North and South surveys. 23% of responses were received for journey time in the Livingston North face to face surveys, and 29% of responses in the online Livingston North and South surveys. 15% of responses to the online survey were for a lack of suitable alternatives, which indicates that station users either have no alternative, or are maybe not aware of what the alternatives are. This demonstrates the potential for change in mode share as a result of improved connectivity to the stations by sustainable modes, coupled with promotion of the alternatives to existing car users.

Figure 21 and Figure 22 show the journey purpose splits from the face to face and online surveys.

Figure 21 – Journey Purpose – Livingston North Face to Face Surveys

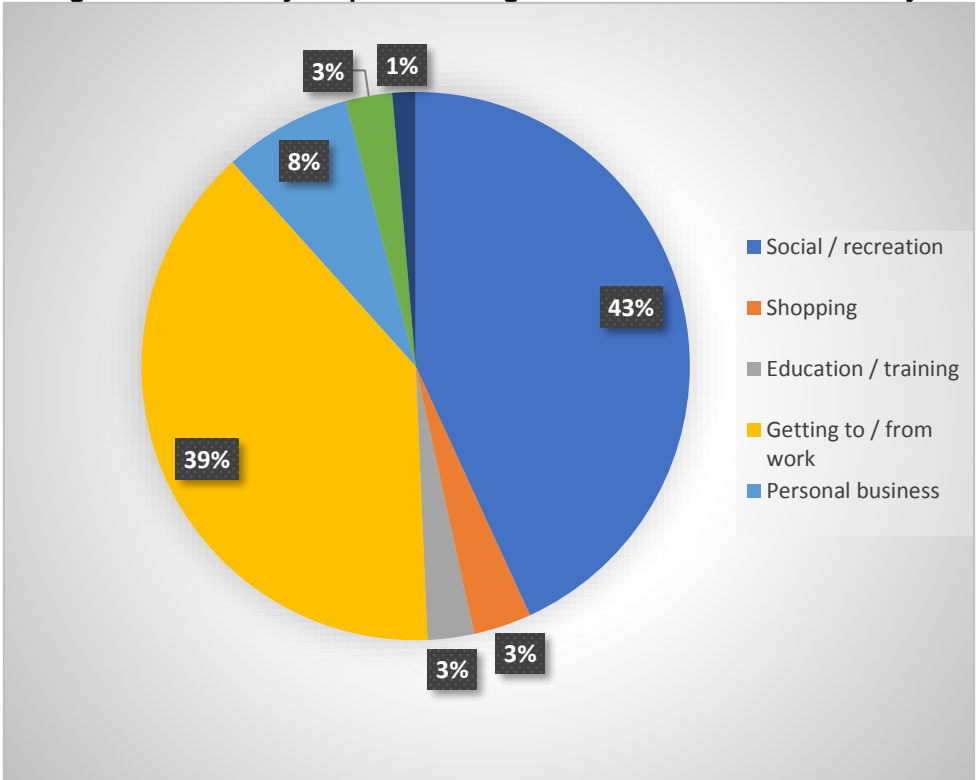
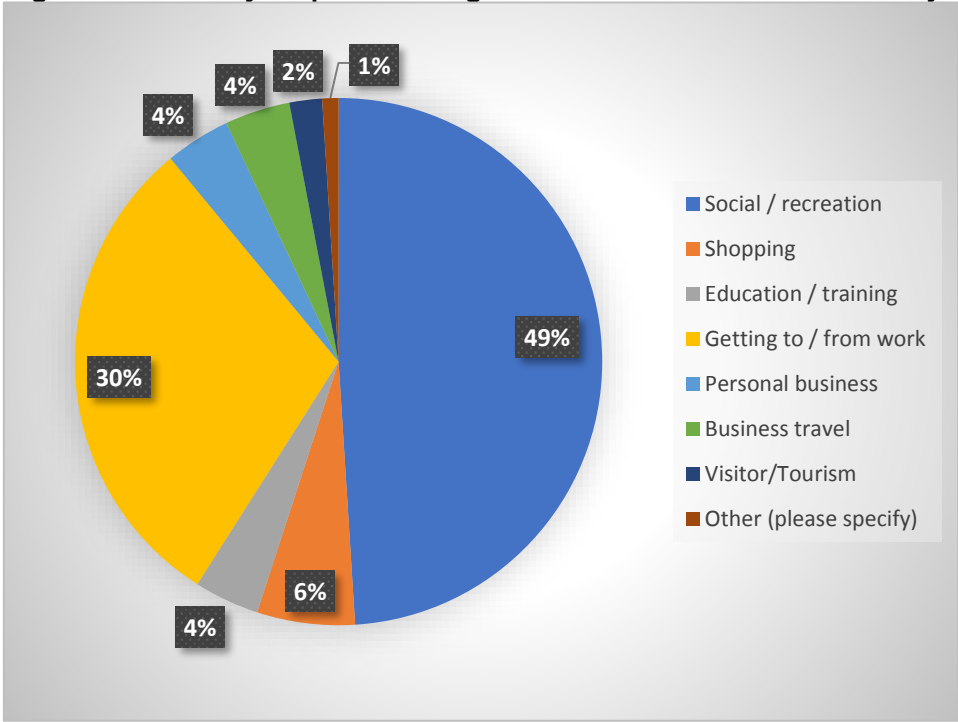


Figure 22 – Journey Purpose – Livingston North and South Online Surveys



The most popular journey purpose response for both surveys was social/recreational, chosen by 43% of respondents in the face to face surveys and 49% of respondents in the online surveys. Similarly, the

second most popular response in both surveys was getting to or from work, with 39% of respondents in the face to face surveys and 30% in the online surveys.

Figure 23 and Figure 24 show where respondents to each survey indicated they usually park their car if driving to the stations.

Figure 23 – Car Park Location – Livingston North Face to Face Surveys

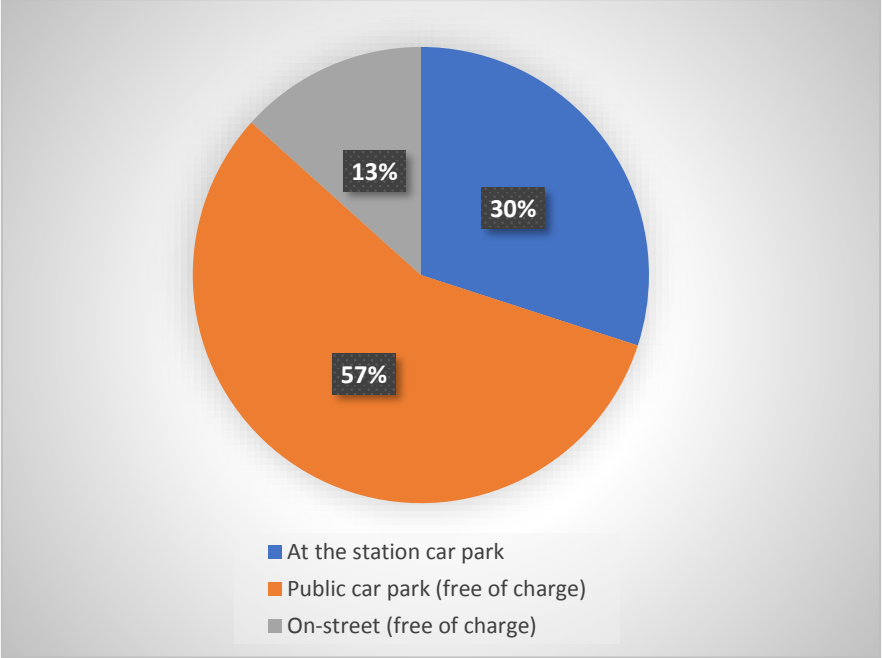
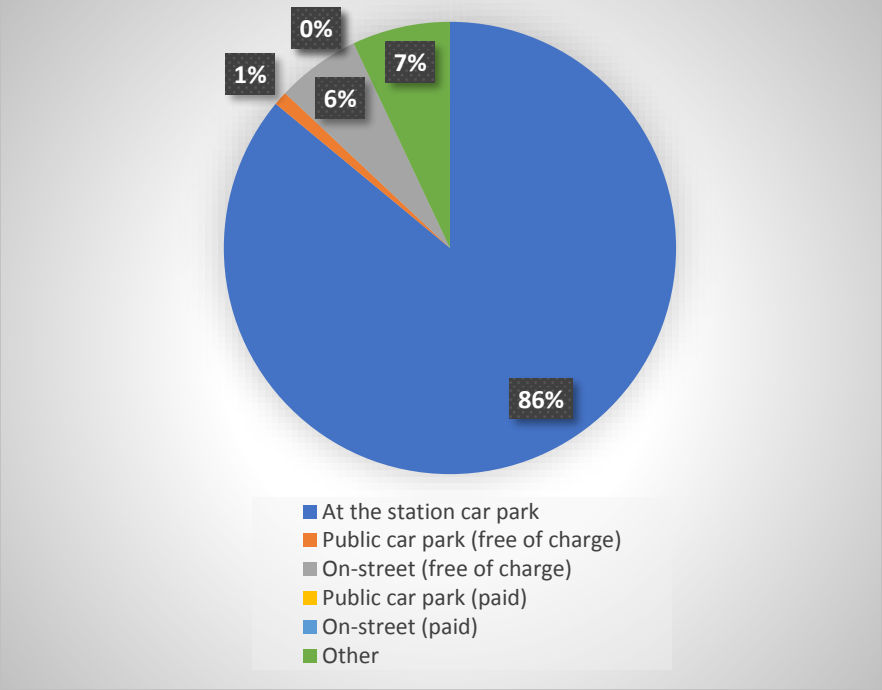


Figure 24 – Car Park Location – Livingston North and South Online Surveys



In the face to face surveys at Livingston North, 57% of car drivers indicated that they park in a free public car park, with 30% parking in the station car park and 13% parking on-street, free of charge. A high proportion of respondents stating that they park in a car park other than the station car park may be indicative of capacity issues in the Livingston North car park. It was suggested in stakeholder discussions that the car park can often be full by 8am, so survey respondents arriving after this time may have had to park elsewhere. In the online surveys, the vast majority (86%) of people stated that they park at the station car park for Livingston North or South.

Respondents were asked what would improve their experience of using the stations. The responses for each survey are shown in Figure 25 and Figure 26.

Figure 25 – Opportunities for Improvement – Livingston North Face to Face Surveys

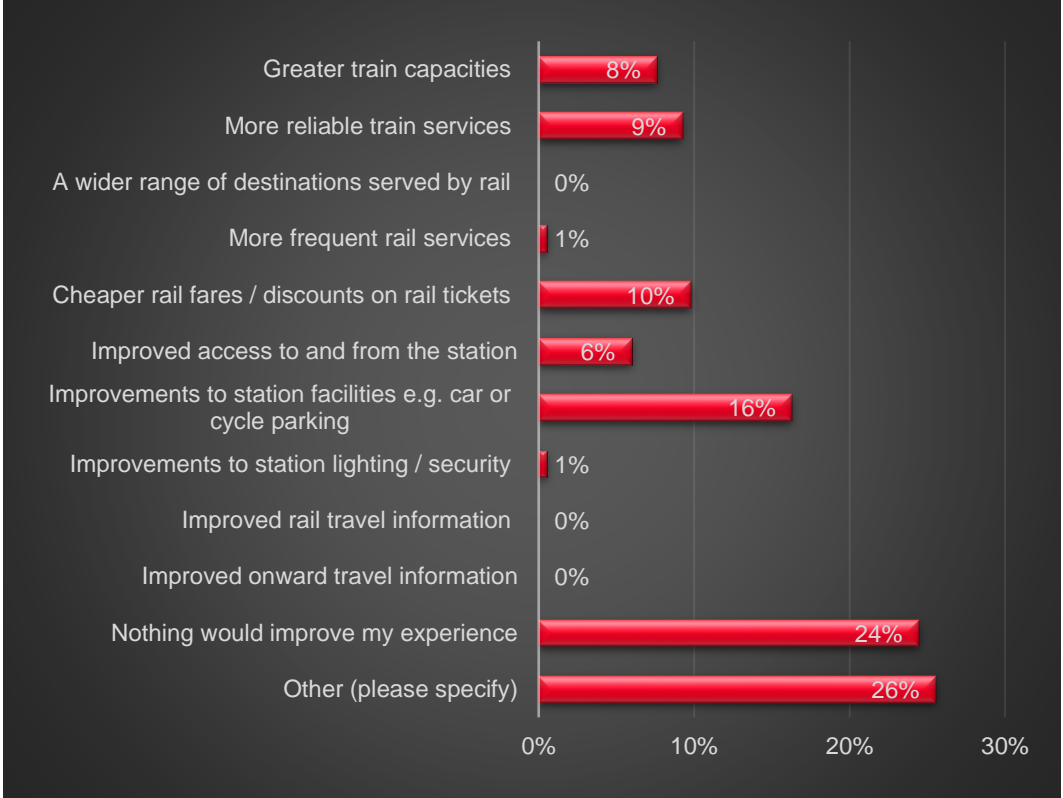
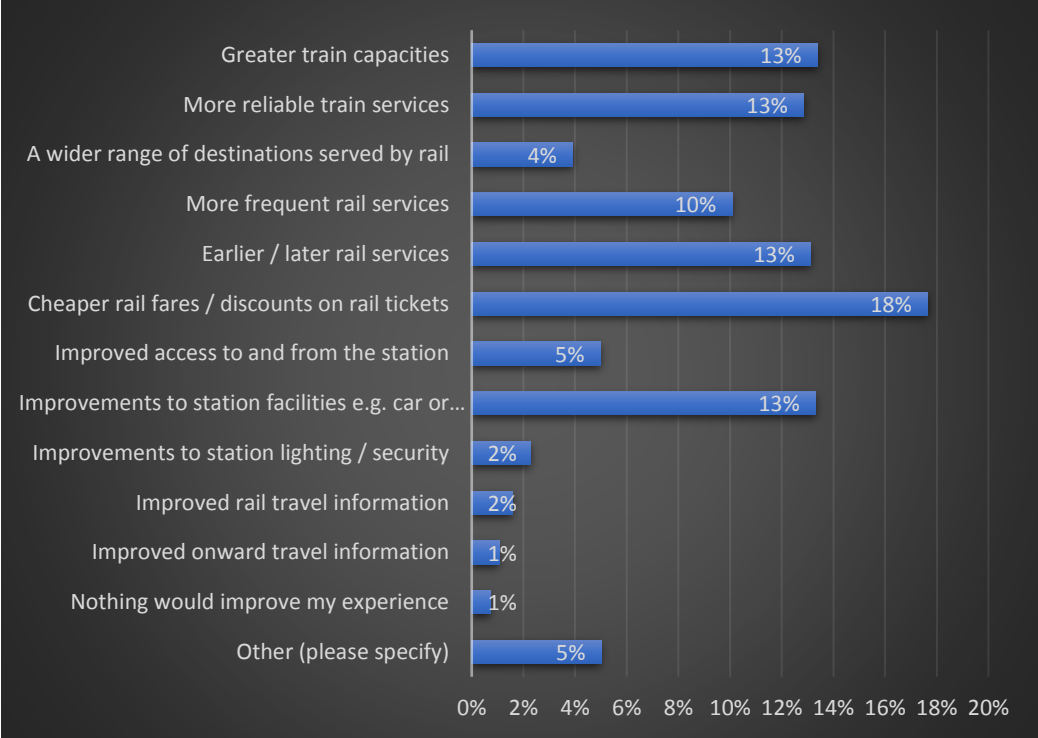


Figure 26 – Opportunities for Improvement – Livingston North and South Online Surveys



In the face to face surveys, the most popular responses were ‘other’ and ‘nothing would improve my experience’. Among the individual ‘other’ responses were more ticket machines; a ticket office; a smoking area; provision of a lift; an additional bridge; more space for buggies on trains; improved signage; and more public transport services available from the station.

In the online surveys, the most popular response was ‘cheaper rail fares/discounts on rail tickets’, with 18% of responses. ‘Improvements to station facilities’, ‘earlier/later rail services’, ‘more reliable train services’ and ‘greater train capacities’ each received 13% of responses. Among individual ‘other’ responses, which made up 5% of the total number of responses, were:

- Bus links from the station to correspond with train arrivals;
- More ticket machines/working ticket machines;
- More parking at the station;
- More shelter at the station;
- A manned ticket office;
- Footbridges with lift access over tracks;
- Later trains departing from Glasgow to Livingston North/South;
- Seating for disabled travelers;
- More buses to and from the station;
- Ticket which is valid to/from both Livingston stations;



- More carriages on the train (especially when large events are on in Glasgow and Edinburgh);
- Improved access to trains for disabled users;
- Retail facilities at station;
- Toilet at station;
- Improved services on board (e.g. better Wifi and USB charging);
- Improved night time safety between platform and car park;
- Provide an electric vehicle charging point in station carpark;
- More early morning and late evening train services; and
- Better cycle storage on trains.

## 7.4 Stakeholder Engagement

A programme of stakeholder interviews was carried out, based on the results of a stakeholder mapping and identification exercise. The interviews were carried out in person and via telephone, and a topic guide was developed to guide the discussion. Stakeholders were grouped into overarching stakeholders that may have an interest in stations beyond those in Livingston; for example, Sustrans and stakeholders with a specific local interest such as St John's Hospital. Table 2 identifies the stakeholders that were interviewed and their role in their respective organisations.

**Table 2: Stakeholders Interviewed for Livingston North and South Station Travel Plan**

Stakeholder Organisation	Stakeholder Name & Role	Date Interviewed
SEStran	Catriona MacDonald – Project Officer, Lisa Freeman – Project & Strategy Officer	30 January 2017
Sustrans Scotland	Katherine Soane - Public Transport Integration	13 February 2017
Livingston Designer Outlet	Jim Bradley – Facilities Manager, Kylie Wilson – Marketing Manager, Karen Gray – Customer Services Manager	3 May 2017
West Lothian Disability	Catriona Scally – Community Equality Manager	4 May 2017
The Centre	Patrick Robbertze – Centre Director, Ashley Bisland – Deputy Centre Director	9 May 2017

St John's Hospital	Aris Tyrothoulakis – Service Director, Ian Sneddon – Area Manager	11 May 2017
Livingston Cycling Club	George Smith - Secretary	25 May 2017

The key points from each interview were recorded in summary into an online stakeholder database and in full in interview write-up sheets. Some of the key themes resulting from the stakeholder engagement are as follows:

- Access is also a key problem for both stations. The cycle network and associated signage for reaching the stations are not very good and may be a deterrent to people.
- For Livingston South – a lot of people would struggle to get to the station by bike from the centre due to uncertainty over the safest/quickest route.
- Perception that cyclists are discouraged from taking their bikes onto the train – little indication of the options available for getting on the train and storing it etc.
- The biggest issue is connectivity for passengers alighting from trains who wish to access the centre, with access by car much easier than other modes.
- Bus/rail integration is a significant problem, due to the lack of a shuttle bus service that connects the two stations with the centre. In addition, Livingston overall does not have good bus service provision. This is currently a key missed opportunity.
- Information provision and signage for pedestrians and cyclists between the station and the wider area is considered to be poor. The routes do not seem to be particularly direct and tend to venture around concealed places and houses etc. Livingston is considered to be poorly laid out and is designed more for cars rather than walking and cycling.
- The steep hill to get to the road bridge crossing could also be an issue for disabled users.
- Little in the way of communications / information at either station. Suggested that manning the stations would be an improvement.
- Anti-social issue occurs on a regular basis usually after 8pm at Livingston North station. Recent issue was of youths putting a steel ladder on the tracks.
- Lots of housing developments coming forward around Livingston – opportunity to promote rail use.
- Lack of suitable onward travel signage on the trains and on tickets. Possible introduction of more travel information on tickets themselves.
- No signage to direct passengers to the relevant platform e.g. eastbound/westbound.
- Lots of job vacancies at the Centre to be filled; the main hindrance to the business is the lack of connectivity of the Centre with the rail stations.
- There is a project between Forth Valley College and Tactran regarding car sharing that could be replicated in Livingston. SEStran recommends looking into the development of a car sharing

scheme at Livingston North & South, with dedicated car sharing parking bays/areas or dedicated drop-off zones, space permitting.

- Staff at St John's Hospital use both stations and personal security issues are often mentioned, particularly when using the stations at off-peak times such as at night. Improved lighting at the stations and in the surrounding area would be beneficial, in addition to station staffing.
- Access for disabled people is an issue at both stations. As the stations are unmanned much of the day any disabled user must phone ahead to book access to and from the train. This means that people who require assistance must plan ahead and can only travel on certain services to ensure they can actually get on and off the train. ScotRail has one central booking line for disabled access arrangements and some stakeholders consider this to be inefficient, with reported cases of people missing trains. The example of Edinburgh Waverley was given when access to the station requires pressing a buzzer and waiting for somebody to come.
- Transport Scotland has been doing some work regarding real-time information. New displays are planned but it is taking a long time to get them installed. Real-time information is currently provided at St John's Hospital and the retail centre at Livingston.
- Parking remains an issue at Livingston North – the car park is generally full after 8:15am, which impacts on people travelling to Glasgow and Edinburgh for work.
- The frequency of buses is poor, with the 801 service the only link between Livingston North and St John's Hospital. The 800 runs on the wrong side of the station, only runs every half an hour and does not link with rail services. To walk would take 20-25 minutes.
- There are both cycle and footpaths between St John's Hospital and the station; however, people are put off at night due to the darkness. Routes are well used during the day.
- There are rotary clubs that maintain flower planters and beds that help to keep the station presentable.
- NHS Lothian as an organisation have a Travel Plan published around 12 – 14 months ago that is available online.
- The main issue with regards to Livingston South is that the surface of the ramp is poor. As well as this, the steps up to the platform are very steep. However, it should be noted that the platforms at Livingston South are currently being renewed as part of the Shotts Line electrification works.
- There are 7,000 car parking spaces at the Centre. The distance to the stations from the Centre remains an issue, with no direct bus link as a viable alternative.

Following the completion of the stakeholder interviews, a stakeholder workshop was held on 15<sup>th</sup> August 2017, at which the issues and opportunities identified to date were presented to stakeholders, followed by a discussion session to help refine the findings and start to identify possible Travel Plan measures. Six stakeholders had indicated that they would be attending the workshop, however only three attended on the day. It is recognised that holding the workshop during the summer holidays may have contributed to the low turnout. Table 3 lists the workshop attendees.

Table 3: Livingston North and South Workshop Attendees

Stakeholder	Organisation
Jon Harris	ScotRail
Alastair Weir	Arcadis
Roksana Balon	Arcadis
Lisa Freeman	SEStran
Catriona MacDonald	SEStran
Kylie Wilson	Livingston Designer Outlet

The feedback from the workshop, which has been used to shape the development of the Travel Plan, focused on the following key themes:

#### Livingston Designer Outlet

- Information Provision - On the Livingston Designer Outlet and Centre websites the bus information provision could be improved, as currently instead of service numbers there is just a web link to the bus operator website. Real time information for bus services (not trains) is provided at the retail centres
- Staff - A high proportion of Livingston Designer Outlet staff are from Livingston. The outlet has a travel plan as part of its green policy. In the travel plan, there are commitments to encourage staff to use more sustainable means of transport; however, the lack of linkages between the stations and the retail centre acts as a barrier. This is particularly problematic when hiring senior staff who are not able to drive - they also tend to refuse to travel to Livingston from Edinburgh or Glasgow due to the lack of buses between the stations and the outlet. This links to a behavioral observation that more senior staff are willing to travel further for employment. It is known that staff do not use the train services for commuting; however, this does not mean that stations are not used for leisure purposes by staff.
- Visitors - In general, the outlet attracts lots of tourists, even from very far, but since they are not aware of how to get to the town centre and there are no buses, customers tend to come with organised trips (coaches). At Christmas, the area next to the retail centre can get gridlocked with traffic. For that reason, extra staff are employed between October and early-mid January to manage the flow in and out of the car park. There is an opportunity to promote the use of other modes to help manage this demand. However, there is the potential threat that discouraging car use by people visiting the outlet may discourage people from visiting altogether, with an associated impact on sales figures and revenue. There is a Shopmobility service for the retail centre located downstairs. However, people arriving at either rail station will need to make their own way to the centre to access the equipment.

- Other Stakeholders - Suggestion that Sky and other major employers are engaged through the Station Travel Plan implementation process in order to identify common issues and opportunities that the Station Travel Plan can help to address.
- Potential Partnerships - Over Christmas, the outlet could liaise with taxi operators (possibly with these which can offer wheelchair accessible fleet) to offer a shuttle-bus type service where there would always be a cheaper taxi waiting for customers willing to share. This service could then be promoted via posters at both rail stations.

### SEStran

- Smarter Choices, Smarter Places - year on year fund with money allocated to each Local Authority based on population numbers. A proposal was submitted to SEStran about organising a cycling challenge - there is an opportunity for joint work through the Station Travel Plan.
- Working with Major Employers - There is a website which can be recommended to all larger employers and promoted through the Station Travel Plan to help with travel planning ([www.travelknowhowscotland.co.uk](http://www.travelknowhowscotland.co.uk)). Week beginning 2<sup>nd</sup> October is national car share week and SEStran will be doing a car share promotion - opportunity to promote and support this through the Station Travel Plan and via major employers.
- Sustainable Transport Networks - Opportunity to link with SEStran to identify how best to join up cycle network/cycle routes and identify suitable funding opportunities.

### General Discussion

- Potential Station Friends are located in vicinity of the station but they are physically not visible - opportunity to promote Station Friends (e.g. Morrisons or the petrol station) and direct passengers accordingly.
- Introducing a lift share scheme at the stations is potentially a quick win due to its low cost. This could be implemented in two ways: 1) single person registration; or 2) targeted groups. The second option can be limited and it would also be beneficial to share the database as potential users can be easily and permanently put off if they notice that nobody else is sharing.
- Cycle facilities at the stations are covered but not secure.
- A potential quick win could be to engage with West Lothian Council and start looking at integrated planning to help secure contributions from developers towards station access/connectivity improvements through Section 75 agreements.
- The fact that ScotRail cannot charge for car parking at the Livingston stations is a big issue in terms of being unable to generate revenue to fund improvements, and to act as encouragement to use sustainable modes of transport when travelling to/from the stations.
- Uphall station was suggested as a location for a future Station Travel Plan.
- There appear to be no community transport groups offering transport for people with disabilities and mobility issues in the local area. However, disability groups do exist.

One of the key outcomes from the workshop was the potential role that taxis can play in improving connectivity in the 'last mile' between the station and key destinations, such as the retail centres. Taxi fares are generally relatively low, and the cost could be reduced to a level similar to or less than a bus fare by introducing a taxi sharing initiative. A coordinated approach to taxis which serve the 'last mile' can be taken for each station, including the potential provision of additional shelters for drop-off and pick-up. This should be a key area of further investigation as part of the implementation of the Station Travel Plan measures.

## 7.5 Desktop Review

The following documents and sources of information were reviewed and relevant information was incorporated into the development of the Station Travel Plan.

- Policy documents:
  - SEStran Regional Transport Strategy Refresh (2015)
  - SESplan Proposed Strategic Development Plan (October 2016)
  - West Lothian Council Local Development Plan – Proposed Plan (October 2015)
  - National Transport Strategy (2016)
  - Cycling Action Plan for Scotland 2017-2020
  - National Walking Strategy (2014)
- Office of Rail and Road (ORR) Statistics for Livingston North and South stations

## 7.6 Setting the Vision and Ambition

MODE, which stands for 'Mobility Oriented Development', is an approach to achieving integrated development at multi-modal transit hubs developed by Arcadis. MODE is underpinned by a tool called MODex, which facilitates an assessment of a station and the station area, helping to identify the gaps between the level of ambition for future growth and the current status, based on a series of key indicators. This then helps to identify the areas where the Station Travel Plan measures should focus.

The application of the full MODex model is suited to larger transport hubs; therefore a refined version has been used to assess the current status and future potential of Livingston North and South stations. For this assessment, four of the full set of ten indicators have been assessed and given a score as part of a proportionate assessment, based on the indicators considered to be most relevant to the Livingston stations and the aims and objectives of what a Station Travel Plan looks to achieve: Hub Facilities; Public Amenities; Proximity and Transit Quality. The MODex models for Livingston North and South stations are shown in Figure 27 and Figure 28.

Figure 27 – Livingston North MODex

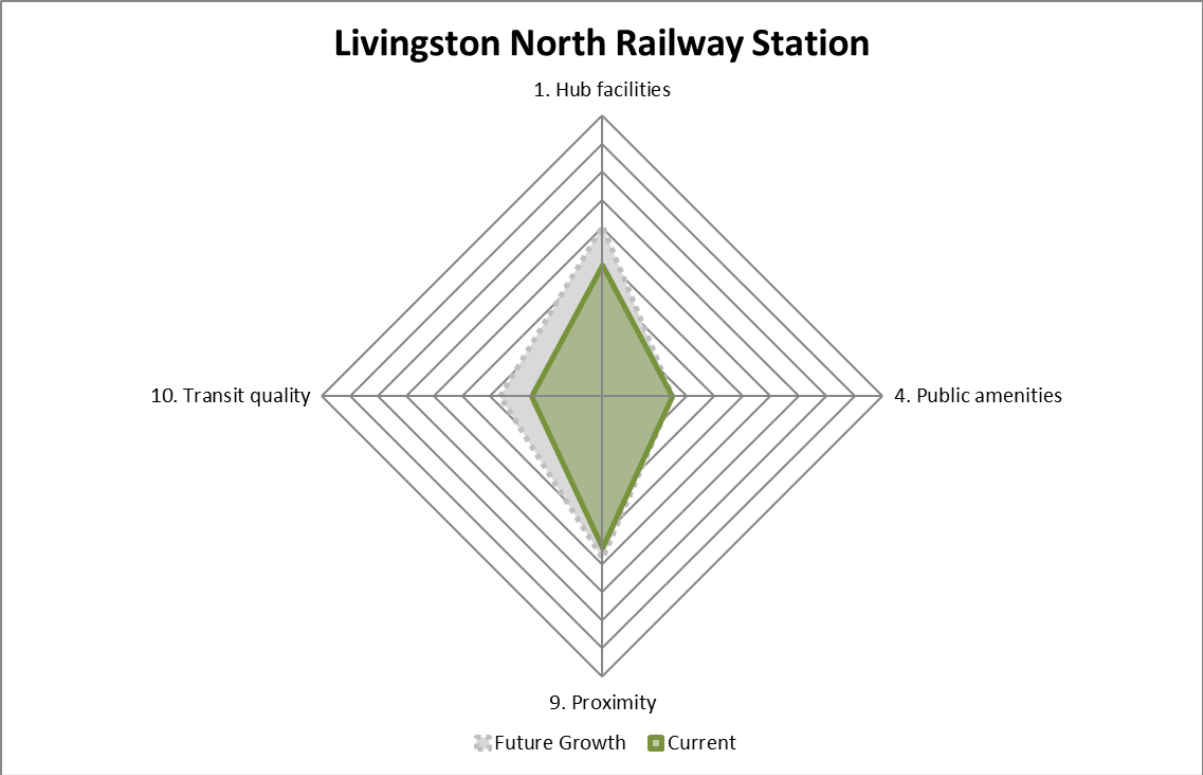
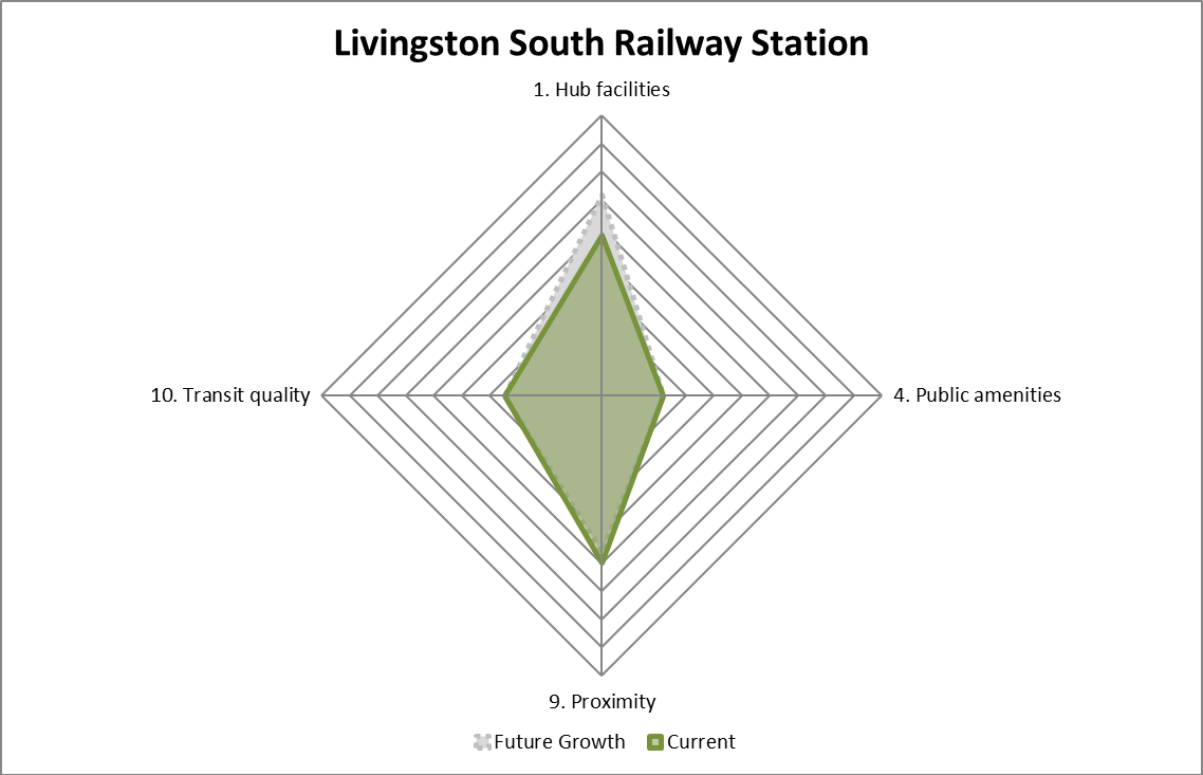


Figure 28 – Livingston South MODex





For Livingston North, it can be seen that the current situation matches the future growth situation reasonably well for Public Amenities and Proximity, but that there is currently a gap for Hub Facilities and Transit Quality that the Station Travel Plan measures could help to address.

At Livingston South, the main area for future growth is around the Hub Facilities. It should be noted that the Transit Quality score is partially based on whether the station is connected to bus services, which in the case of Livingston South is true, but does not take account of the quality/frequency of services.

The MODex modelling has determined a higher Hub Facilities score for Livingston South than for North, despite the latter having more than double the level of patronage. This is primarily down to the presence of a taxi rank and a toilet at Livingston South.

The hub facilities are awarded points based on the presence and quality of the facilities within or around the station, according to four levels:

- Absent: the function is missing [0]
- Insufficient: the function is present but not functioning, poorly maintained or not sufficient for the number of passengers using the station [1]
- Present: the function is present and functioning but not high quality (judgement call) [2]
- Excellent: this function is present and meets the highest standards [3]

The assessment process considers factors such as whether facilities are easily accessible for all users e.g. the provision of step-free access. The score is then used as a basis upon which to build future aspirations. The total maximum score is 28, based on a maximum score for each indicator of 2, except for the presence of step free access and the presence of disabled access/visually impaired access, where the maximum score is 3.

The summary assessments for the current situation of each indicator at Livingston North and South Stations in this exercise are shown in Table 4 to Table 11.

Table 4: Livingston North Hub Facilities Indicator – Current Situation

1. Hub Facilities			
Variables	Rating	Points	Notes
Presence of real time information	Present	2	Departure boards on both platforms
Presence of ticket machines	Present	2	Ticket machines on both platforms
Presence of serviced ticket office	Absent	0	
Presence of information desk / journey planning	Absent	0	
Presence of disabled access / visually impaired access	Present	2	Adequate level of access to both platforms
Presence of step free access	Present	2	Adequate level of access to both platforms – route between platforms long for a disabled user
Presence of toilets	Absent	0	

Presence of waiting room / safe waiting areas	Insufficient	1	Small shelters provided, but safety concerns at night
Presence of car parking	Present	2	Good provision for both platforms
Presence of taxi rank	Absent	0	
Presence of bicycle parking	Insufficient	1	Number of spaces is good, but none are secure
Presence of wayfinding	Insufficient	1	Signage towards bus stops and directional signage for platforms considered poor
Presence of public art	Absent	0	
<b>Total</b>		<b>13</b>	
<b>Max</b>		<b>28</b>	

Table 5: Livingston South Hub Facilities Indicator – Current Situation

<b>1. Hub Facilities</b>			
<b>Variables</b>	<b>Rating</b>	<b>Points</b>	<b>Notes</b>
Presence of real time information	Present	2	Departure boards on both platforms
Presence of ticket machines	Present	2	Ticket machines on both platforms
Presence of serviced ticket office	Absent	0	
Presence of information desk / journey planning	Absent	0	
Presence of disabled access / visually impaired access	Present	2	Adequate level of access to both platforms
Presence of step free access	Present	2	Adequate level of access to both platforms – under pass route between platforms considered long
Presence of toilets	Present	1	
Presence of waiting room / safe waiting areas	Insufficient	1	Small shelters provided, but safety concerns at night
Presence of car parking	Present	2	Good provision
Presence of taxi rank	Present	2	Clearly marked and well located
Presence of bicycle parking	Insufficient	1	Shelter not secure and un-monitored
Presence of wayfinding	Insufficient	1	Directional signage for platforms considered poor
Presence of public art	Absent	0	
<b>Total</b>		<b>16</b>	
<b>Max</b>		<b>28</b>	

Table 6: Livingston North Public Amenities Indicator – Current Situation

4. Public Amenities (within 800m)			
Variables	Rating	Points	Notes
Presence of sporting amenities	Sparse	1	
Presence of hotel amenities	Sparse	1	
Presence of food and beverage outlets	Sparse	1	
Presence of nightlife	Sparse	1	
Presence of cinemas / theatres	Sparse	1	
Presence of event stadium	Absent	0	
Presence of cultural amenities	Absent	0	
Presence of government and community amenities	Absent	0	
Presence of educational amenities	Present	2	
Presence of childcare and playgrounds	Sparse	1	
Presence of healthcare	Present	2	
Presence of tourist information services	Absent	0	
<b>Total</b>		<b>10</b>	
<b>Max</b>		<b>36</b>	

Table 7: Livingston South Public Amenities Indicator – Current Situation

4. Public Amenities (within 800m)			
Variables	Rating	Points	Notes
Presence of sporting amenities	Sparse	1	
Presence of hotel amenities	Sparse	1	
Presence of food and beverage outlets	Sparse	1	
Presence of nightlife	Absent	0	
Presence of cinemas / theatres	Sparse	1	
Presence of event stadium	Absent	0	
Presence of cultural amenities	Absent	0	
Presence of government and community amenities	Absent	0	

Presence of educational amenities	Present	2	
Presence of childcare and playgrounds	Sparse	1	
Presence of healthcare	Present	2	
Presence of tourist information services	Absent	0	
<b>Total</b>		<b>9</b>	
<b>Max</b>		<b>36</b>	

Table 8: Livingston North Proximity Indicator – Current Situation

9. Proximity					
Item		Time Distance	Unit	Score (Current)	Notes
1. Car park	Time to walk to nearest Car Park	0 - 2	Min.	10	
2. Airport	Time to travel to nearest Airport	0.5 - 1	Hour	8	
3. Inner city	When middle of central district can be reached within a 10-minute walk, measure time walking. Otherwise use time by public transport.	20 - 25	Min.	6	By Bus
4a Inter city	Number of <b>independent</b> towns/cities (larger than 0.5 mln inhabitants) that can be reached from the station by public transport within less than <b>30 minutes</b> .	1	#	1	Edinburgh
4b Inter city	Number of <b>independent</b> towns/cities (larger than 0.5 mln inhabitants) that can be reached from the station by public transport within <b>30 to 60 minutes</b> .	2	#	2	Edinburgh & Glasgow
<b>Total (average score)</b>				<b>5.4</b>	
<b>Max</b>				<b>10</b>	

Table 9: Livingston South Proximity Indicator – Current Situation

9. Proximity					
Item		Time Distance	Unit	Score (Current)	Notes
1. Car park	Time to walk to nearest Car Park	0 - 2	Min.	10	
2. Airport	Time to travel to nearest Airport	0.5 - 1	Hour	8	
3. Inner city	When middle of central district can be reached within a 10-minute walk, measure time walking. Otherwise use time by public transport.	5 - 10	Min.	9	By bus
4a Inter city	Number of <b>independent</b> towns/cities (larger than 0.5 mln inhabitants) that can be reached from the station by public transport within less than <b>30 minutes</b> .	1	#	1	Edinburgh
4b Inter city	Number of <b>independent</b> towns/cities (larger than 0.5 mln inhabitants) that can be reached from the station by public transport within <b>30 to 60 minutes</b> .	2	#	2	Edinburgh & Glasgow
Total (average score)				6.0	
Max				10	

Table 10: Livingston North Transit Quality Indicator – Current Situation

10. Transit Quality				
A. Multimodality (nr. of transport modes & transportation lines)				
Variables	Yes/No	Points	Score (Current)	Notes
HSR	No	0	0	
Rail	Yes	1	1	
Metro	No	0	0	
Tram	No	0	0	
Bus	No	0	0	None in the station footprint
Ferry	No	0	0	

Car (Kiss & Ride)	No	0	0	No designated drop-off area
Bike (public service)	Yes	1	1	
Pedestrian Access	Yes	1	1	
<b>Total</b>			<b>3</b>	
<b>Max</b>			<b>9</b>	
<b>B. Intermodality</b>				
<b>Variables</b>	<b>Number of Transport Lines</b>	<b>Transfer Zone (m<sup>2</sup>)</b>	<b>Formula</b>	<b>Score</b>
Ease of transit: efficiency/compactness of the transfers (Transfer ratio)	3	11000	Nr. of transport lines / Transfer zone X 100.000	27.3
<b>Total</b>				<b>27.3</b>
<b>Max</b>				<b>160</b>
	<b>Current</b>			
Score A. Multimodality	3.3			
Score B. Intermodality	1.7			
Score	2.5			
Max	10			

Table 11: Livingston South Transit Quality Indicator – Current Situation

<b>10. Transit Quality</b>				
<b>A. Multimodality (nr. of transport modes &amp; transportation lines)</b>				
<b>Variables</b>	<b>Yes/No</b>	<b>Points</b>	<b>Score (Current)</b>	<b>Notes</b>
HSR	No	0	0	
Rail	Yes	1	1	
Metro	No	0	0	
Tram	No	0	0	
Bus	Yes	1	1	

Ferry	No	0	0	
Car (Kiss & Ride)	Yes	1	1	
Bike (public service)	Yes	1	1	
Pedestrian Access	Yes	1	1	
<b>Total</b>			<b>5</b>	
<b>Max</b>			<b>9</b>	
<b>B. Intermodality</b>				
Variables	Number of Transport Lines	Transfer Zone (m <sup>2</sup> )	Formula	Score
Ease of transit: efficiency/compactness of the transfers (Transfer ratio)	2	9000	Nr. of transport lines / Transfer zone X 100.000	22.2
<b>Total</b>				<b>22.2</b>
<b>Max</b>				<b>160</b>
	<b>Current</b>			
Score A. Multimodality	5.6			
Score B. Intermodality	1.4			
Score	<b>3.5</b>			
Max				

Further indicators which do not form part of MODex but which use station data can also be used to compare transit hub facilities for current and aspirational scenarios at the stations, as shown in Table 12. The data for Livingston can be compared with the other stations included in Abellio ScotRail's Station Travel Plan Programme as they are taken forward, with reference made to the function, location and level of patronage of each station and analysis of the appropriateness of the level of provision.



Table 12: Facilities Provision Context; Livingston North and South Station Areas in Current Situation

Livingston North Total Passengers: 1,272,568*			Livingston South Total Passengers: 342,770*		
Type of Space	No. of Spaces	% Spaces / 1,000 Passengers	Type of Space	No. of Spaces	% Spaces / 1,000 Passengers
Cycle Spaces	30	2.60%	Cycle Spaces	8	2.33%
Car Spaces	329	28.48%	Car Spaces	125	34.47%
Taxi Spaces	0	0.00%	Taxi Spaces	3	0.88%
Drop-Off Spaces	0	0.00%	Drop-Off Spaces	5	1.46%
Accessible Spaces	24	2.08%	Accessible Spaces	5	1.46%

\*Based on 2015/16 ORR Station Data

The next section sets out the key issues and opportunities that have been identified for the Station Travel Plan.

## 7.7 Key Issues and Opportunities

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 stations and transport interchange facilities, and for the last mile and key routes to and from the station.

The SWOT analyses are shown in Table 13 and Table 14.

## 7.8 Research Summary

The most pressing key issues that the Station Travel Plan could help to address, as identified through the research we have undertaken, are as follows:

1. The lack of connectivity between the stations and the town centre, particularly by bus;
2. Station car parks, particularly at Livingston North, reaching full capacity as early as 8am;
3. Lack of secure station cycle parking facilities;
4. Perceptions of poor security for passengers at night, as a result of poor lighting provision around the two stations; and
5. Lack of staffing/assistance at the stations, particularly for disabled users.

The key opportunities for the Station Travel Plan are:

- To act as a mechanism to improve the connectivity between the stations and town centre by developing partnerships between ScotRail, taxi operators and the retail centres to deliver a mutually beneficial solution; and
- To capitalise on the numerous committed and proposed developments in the area, which present an opportunity to increase patronage at the stations, and to secure developer contributions towards enhancing existing sustainable transport infrastructure and providing new links and services.

The following quick wins have been observed:

- Provision of improved signage between the stations and the town centre, as well as on station platforms;
- Review of lighting around the stations and provision of improved lighting where necessary;
- Implementation of ScotRail's Liftshare scheme to reduce single occupancy car travel to the stations; and
- Detailed engagement with West Lothian Council to enrol them as key stakeholders in the implementation and monitoring of the Station Travel Plan, as well as to identify initiatives going forward that can complement the measures set out in the Action Plan.

The points raised through the research and the SWOT analysis presented overleaf were the key drivers for developing the Action Plan for Livingston North and South stations, which is presented in the next chapter.







Table 13: Station and Interchange Facilities		
Strengths	<ul style="list-style-type: none"><li>• Rotary clubs maintain flower planters and beds to help keep the stations presentable</li><li>• Good cycle parking capacity at Livingston North (1)</li><li>• Ramps provide good access for cyclists</li><li>• Good overall cycle information provision, with route maps</li><li>• Sheltered seating provided on both platforms at both stations (2)</li><li>• CCTV monitoring of cycle rack at Livingston North</li><li>• Overall lighting and CCTV provision on platforms sufficient</li><li>• Step free access to both platforms at both stations</li><li>• Bus stop and taxi rank immediately outside Livingston South</li><li>• Assistance for disabled users can be arranged by pre-booking</li></ul>	<div><div><div>1</div></div><div><div>2</div></div></div>
Weaknesses	<ul style="list-style-type: none"><li>• Neither station has a station building, which some survey respondents see as a negative in terms of station security</li><li>• Both stations are unstaffed</li><li>• Access for disabled passengers can be an issue at both stations as there is no staff assistance unless pre-booked</li><li>• Crossing between platforms requires a circuitous route due to no overbridge at either station (1)</li><li>• Livingston North Station Car Park reported by stakeholders to be at capacity most weekdays after 8am</li><li>• No toilets at Livingston North, although all trains calling at both stations have toilets</li><li>• No formal taxi rank or pick up/drop off area at Livingston North (2)</li><li>• Onward travel information at Livingston North considered poor</li><li>• Security of cycle parking facilities is poor, although the facilities are sheltered</li><li>• Perceptions of poor security in the evenings due to antisocial behaviour</li></ul>	<div><div><div>1</div></div><div><div>2</div></div></div>
Opportunities	<ul style="list-style-type: none"><li>• Numerous housing developments coming forward in the area, with the opportunity to promote rail use to new residents</li><li>• A LiftShare scheme could help ease the demand on station car park capacity</li><li>• Improved lighting in areas surrounding station could increase sense of security for passengers who might otherwise be put off at night and during winter</li><li>• West Lothian Disability is currently developing a service to provide a wheelchair ‘passport’ service and mobile weight scales service, so people who purchase wheelchairs can have their disability equipment specifications measured. This will aim to help businesses be more informed when helping disability users and their equipment. Will benefit mutually between the business and the disability user. ScotRail may directly benefit from this.</li><li>• Improvements to station cycle parking security at both stations</li></ul>	
Threats	<ul style="list-style-type: none"><li>• Anti-social behaviour said to occur regularly at both stations – recent example of youths putting a steel ladder on the tracks which could threaten opportunities to maintain/increase patronage</li></ul>	

Table 14: The Last Mile and Key Routes To and From the Station				
Strengths	<ul style="list-style-type: none"><li>Real time information for public transport is provided at St John's Hospital, and at the Centre/LDO (bus only)</li><li>There are cycle and footpaths between the Hospital and Livingston North</li><li>Large network of walk/cycle paths in Livingston segregated from the roads (1)</li><li>High proportion of passengers already walk to the stations</li></ul>	1		
Weaknesses	<ul style="list-style-type: none"><li>Signage for stations on cycle network poor</li><li>Bus and rail integration very poor</li><li>Poor bus connections into the town centre, especially from Livingston North</li><li>Staff at St John's Hospital are said to be put off using the stations at night due to lack of suitable lighting around the station</li><li>Both stations are remote from the town centre</li><li>High level of low cost parking facilities in town centre makes use of car attractive alternative to rail</li><li>General layout of Livingston favours car use</li><li>Livingston walk/cycle path network not considered by stakeholders to be fully joined up, and directional information provision could be improved (1)</li></ul>	1		
Opportunities	<ul style="list-style-type: none"><li>Lots of job vacancies at The Centre to be filled, if the main hindrance of connectivity between the station and town centre can be overcome</li><li>West Lothian Disability is working with West Lothian Council to assess and improve pavements, paths and handrails. One objective is to make sure that dropped kerbs are suitable and in the right place.</li><li>There appears to be the demand for dedicated onward transport connections between Livingston North and the town centre</li><li>A better joined up and signposted cycle/walking network could greatly improve the appeal of travel around Livingston by these modes</li></ul>			
Threats	<ul style="list-style-type: none"><li>Providing a dedicated bus service between the station and the town centre may not be commercially viable</li></ul>			



## 8 Action Plan

### 8.1 Overview

The 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 D, and a summary version is provided in Table 17 later in this section. For each measure, the 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, the 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 Plus funding and other grant applications.

### 8.2 Glossary of Key Terms

Table 15 provides a glossary of key terms used in the Action Plan.

Table 15: Glossary of Key Terms

Term	Description
<b>Behavioural (Type)</b>	A type of measure focused upon changing perceptions and attitudes towards travel choices through communication streams.
<b>Operational (Type)</b>	A type of measure to help with the effective co-ordination and management of travel services, timetables and working procedures.
<b>Physical (Type)</b>	A type of measure focused on tangible provision requiring installation and maintenance.
<b>Operational Efficiency (Heading)</b>	How the proposed measures can help to improve a system's dynamics and ease of use.
<b>Improved On Site Access (Heading)</b>	How the proposed measure can help improve conditions for moving within the station area.
<b>Improved Local Access (Heading)</b>	How the proposed measure can support better connections from local streets to the station.
<b>Links with Local Plans/Strategies (Heading)</b>	How the proposed measure can adhere to current local planning and transport policy.
<b>Modal Shift (Heading)</b>	How the proposed measure can lead to and uplift in sustainable travel to/from the station.
<b>Safety (Heading)</b>	How the proposed measure can contribute to increasing perceptions of safety.
<b>Increase Patronage (Heading)</b>	How the proposed measure can contribute to a rise in the number of people using rail annually.

<b>Cost (Heading)</b>	Predicted level of cost of intervention; L – Low; M – Medium; H – High.
<b>Timescale (Heading)</b>	Indicative period for implementing a measure; S – Short Term (within a year); M – Medium Term (1 – 3 years); L – Long Term (3 to 5 years and the end of the plan period).
<b>Predicted Impact (Heading)</b>	The extent to which the measure will meet objective; H – High; M – Medium; L – Low.

8.3 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 Livingston North and South Station Travel Plan Management Group (TPMG), comprised of representatives from the various stakeholders consulted during the development phase, is set up. Within the TPMG’s remit should be the implementation, development and monitoring of the Travel Plan. It is suggested that the TPMG includes representatives from ScotRail and West Lothian Council, as well as from other key stakeholders such as SEStran, Sustrans, West Lothian Disability, The Centre and Livingston Designer Outlet.

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.

The TPMG should actively identify and capture opportunities to align the Station Travel Plan with 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 Livingston, to support sustainable development.

Table 16 illustrates the main stakeholders or ‘owners’ of the Station Travel Plan, who have responsibilities for its continued development, implementation and management. It shows the level of involvement and responsibility held by each owner, based on the actions set out in the Action Plan.

Table 16: Station Travel Plan ‘Owners’

<b>High</b>	ScotRail, West Lothian Council (dual role as a major employer and a local authority), Network Rail
<b>Medium</b>	Carplus, SEStran, The Centre, Livingston Designer Outlet, West Lothian Disability, St John’s Hospital and other major employers such as Sky
<b>Low</b>	Sustrans

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.

Effective monitoring and management of the Livingston North and South 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.



**Table 17: Action Plan Summary**

No.	Intervention	Applies to		Intervention Type			Supports							Lead Stakeholder(s)	Cost (L/M/H)	Timescale (S/M/L)	Key Measurable Outputs	Predicted Impact
		Livingston North	Livingston South	Behavioural	Operational	Physical	Operational efficiency	Improved on site access	Improved local access	Links with local plan/strategy	Modal shift	Safety	Increased patronage					
Communications, Information Provision and Awareness Raising																		
1	Strategic Communications - Partnerships between stakeholders to ensure efficiency and collaboration	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	All Station Travel Plan Stakeholders, led by ScotRail	L	L	Number of joint initiatives/ events, effective partnership working arrangements, alignment of projects to deliver successful outcomes	H
2	Onward Travel Information - Clearer information on platforms, such as direction to city attractions, with enhanced signage along each route	✓	✓		✓	✓	✓		✓					ScotRail, West Lothian Council	M	S	Enhanced passenger satisfaction as recorded through passenger surveys	M
3	Engagement with West Lothian Council - Detailed engagement with WLC to learn about initiatives/projects/ funding which may be relevant to the Station Travel Plan	✓	✓	✓	✓				✓	✓			✓	ScotRail, West Lothian Council	L	S-M	West Lothian Council becoming a leading stakeholder in STP delivery	H
4	Journey Planning Tools - Review existing multi-modal journey planning tools, and work with major employers to promote these through their travel plans and welcome packs	✓	✓	✓		✓	✓		✓	✓	✓		✓	SEStran, West Lothian Council, major employers	L	S	Significant increase in use of journey planning tools, directly influenced by STP	L
5	Improved Platform Signage - Simple signage for Eastbound/Edinburgh and Westbound/Glasgow to direct visitors to the relevant platform	✓	✓	✓	✓	✓	✓	✓						ScotRail	L	S	Installation of signage, positive future stakeholder feedback	M
6	Passenger Re-Surveys - Following implementation of the action plan, undertake follow-up passenger survey to monitor the impact of each measure	✓	✓	✓			✓	✓	✓	✓				All key stakeholders	L	L	Responses to the surveys can help determine how effective the measures have been and which measures to prioritise going forward	H
7	Improved Travel Information at Retail Centres - Work with Livingston Designer Outlet and The Centre to improve travel information for customers online and in the centres	✓	✓	✓				✓	✓		✓		✓	ScotRail, The Centre, Livingston Designer Outlet	L-M	S	Decrease in strain on capacity of retail centre car parks and uplift in retail based patronage at stations	M

No.	Intervention	Applies to		Intervention Type			Supports							Lead Stakeholder(s)	Cost (L/M/H)	Timescale (S/M/L)	Key Measurable Outputs	Predicted Impact
		Livingston North	Livingston South	Behavioural	Operational	Physical	Operational efficiency	Improved on site access	Improved local access	Links with local plan/strategy	Modal shift	Safety	Increased patronage					
Enhanced Mode Choice																		
8	LiftShare Scheme - Implement ScotRail's Liftshare scheme with dedicated spaces in the station car parks, in order to reduce the demand for parking and single occupancy car journeys to/from the stations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	ScotRail	L-M	S	Reduction in car park capacity issues, enhanced mode split for car sharing identified through follow-up passenger surveys	M
9	Promotion of Cab & Go - Increase awareness of the Cab & Go service, which is available from both stations, as a connection to Livingston town centre and other areas	✓	✓	✓	✓				✓				✓	ScotRail	L	S	Increased use of Cab and Go service	M
10	WLC Walking and Cycling Maps - Work with WLC to review and update their maps, and ensure rail travel is promoted	✓	✓	✓	✓				✓	✓	✓		✓	ScotRail, West Lothian Council	L	M	New maps with greater emphasis on rail and other services	M
Infrastructure Enhancements																		
11	Station Cycle Parking Improvements - Work to improve the perceived security in parking bikes at both stations to encourage more people to travel to/from the stations by bike.	✓	✓	✓		✓				✓	✓	✓	✓	ScotRail, Sustrans, SEStran, Livingston Cycle Club	M	M	Increased mode share of passengers travelling to station by bike and parking their bike at the station, positive feedback from stakeholders	M
12	Review Taxi Rank Provision - Consider the provision of dedicated taxi spaces and improved waiting facilities at Livingston North, which would be required for any dedicated taxi service for the town centre	✓			✓	✓	✓	✓	✓				✓	ScotRail/West Lothian Council	L	S	Provision of taxi rank should indicate successful delivery of a working partnership to provide dedicated services to town centre	M
13	Discussions with FirstGroup - Explore options for improved bus service at the stations, co-ordinating with local employers to determine needs and demand	✓	✓	✓	✓				✓	✓	✓		✓	ScotRail, FirstGroup, major employers	L	M	Improved/new bus services between stations and employment sites; increased bus mode split identified through follow-up passenger travel surveys	H

No.	Intervention	Applies to		Intervention Type			Supports							Lead Stakeholder(s)	Cost (L/M/H)	Timescale (S/M/L)	Key Measurable Outputs	Predicted Impact
		Livingston North	Livingston South	Behavioural	Operational	Physical	Operational efficiency	Improved on site access	Improved local access	Links with local plan/strategy	Modal shift	Safety	Increased patronage					
Partnership & Coordinated Working																		
14	Taxi Company/Retail Centre Partnerships - Investigate partnerships for providing fixed rate fares between the station and the retail centres, to the mutual benefit of all involved.	✓		✓	✓	✓	✓		✓	✓	✓		✓	ScotRail, local taxi operators, The Centre, Livingston Designer Outlet	L	S	A higher number of visitors and staff travelling to the retail centres via the rail stations - feedback from taxi operators	H
15	Collaboration with Developers - Make sure future developments in the area are well connected to the town centre and station. Consult with WLC to explore Section 75 agreements aiding this.	✓	✓	✓		✓			✓	✓	✓		✓	ScotRail, West Lothian Council	L	M-L	Developer contributions to sustainable transport infrastructure, increased patronage at the stations in line with developments coming forward	H
16	Employers Workshop - For major employers to come together and identify where they have common travel needs and overlapping demand	✓	✓		✓				✓	✓	✓		✓	Major employers	L	S	An evidence base for increased public transport provision in Livingston	H
Safety and Security																		
17	Lighting Improvements - Review lighting quality and placement on key routes around stations and improve where required	✓	✓	✓		✓			✓			✓	✓	ScotRail, West Lothian Council, St John's Hospital	M	M	Increased feeling of security among existing station users working at the hospital, increased mode share of rail for staff at hospital - through staff travel surveys	M
18	Station Friends - Develop scheme by engaging with potential businesses, then promote offer to passengers	✓	✓	✓	✓					✓		✓	✓	ScotRail, designated local businesses	L	S	Number of visits made to Station Friends by rail passengers	L

Table 18 sets out the ten main indicators against which the implementation of Livingston North and South Station Travel Plan will be monitored. These indicators are standard across each of the eight 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 18: Livingston North and South Station Travel Plan Indicators**

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

List of Appendices

- Appendix A: Site & Area Audit
- Appendix B: Passenger Travel Survey Results
- Appendix C: MODex Analysis
- Appendix D: Action Plan