

Response from Scotrail Joanne Maguire in reply to letter from Alyn Smith MP

Dear Alyn,

Thank you for your email and letter concerning the refurbishment and development of Stirling station. Your kind comments are much appreciated.

I acknowledge the concerns you have received from constituents about the station's pick-up and drop-off points, parking access and taxi ranks.

The blue badge spaces have increased – we have some at the south car park, two outside the north car park and the previous ones which were in the north car park. There are more, not less and they are within designated distance of the station building. We have improved the number of spaces and made them on both sides of the station along with space for emergency vehicles.

The drop-off and pick-up points are similarly within distance of the station building and are at either side of the road up to the turning circle as you can see in the picture attached. If someone is dropping off or picking up, they come through the car park and they have 30 minutes grace before the new ANPR (Automatic Number Plate Recognition) parking system kicks in and they are charged. This is displayed on the signage. Blue badge holders do not pay any parking charge. The south car park will be back open from Friday, 30 June, and we along with Stirling Council will make sure we promote the changes and what the arrangements are.

We have for the first time introduced parking for non-standard bikes in two areas for bikes that are larger or need an accessible space such as cargo bikes and bikes with child seats benefiting people in the community who use these bikes and previously had nowhere suitable to leave them.

We have upgraded the accessible toilet on platform two and plan to introduce a dedicated baby change room, again, an improvement for those people in the community who need these facilities.

The taxi rank is not only on Station Road. There are now two taxi areas – one on Station Road and one on Goosecroft Road, between the railway station and the bus station. The latter was viewed as a benefit for bus station users as they do not have so far to walk to the rail station if they want a taxi. The Goosecroft Road rank is fully accessible and has level walking access a short walk from the plaza in front of the station. There are spaces here and on Station Road so anyone with mobility issues or not able to go up the hill would go to the rank on Goosecroft Road. The Taxi Association was fully consulted on this and is supportive of what we have done.

The paving outside the station was designed and installed by competent consultants and contractors and is widely used in outdoor spaces and will meet slip resistance criteria for use in public areas outside. Additionally, we have incorporated seating in this area on benches at the planters as rest points and we are going to introduce a bench seat at the cycle point.

We will continue to work on the directional signage in conjunction with Stirling Council. The changes to the road layout and signals have been through a road traffic audit and we have implemented any recommendations such as a hood on one of the signals and the full scheme is compliant. We have made a significant change to the road layout by moving the entrance to the south car park to the opposite end, coming off the A9 and this will take some visitors and residents alike time to get used to. We are confident this is just a period of adjustment, but we will of course continue to monitor it.

It is disappointing that a few members of the community are not embracing the new public shared space and are in principle opposed to cyclists and pedestrians using the same area. We are confident, and I hope you will agree, that the scheme has benefited all sectors of the community and not disadvantaged any. The removal of a road immediately outside the entrance to the station with taxis and pick-up/drop-off points is an improvement for those coming out of the station as we believe this was a safety risk, coming straight out of the station onto a road, particularly those visually impaired or with a disability. Customers can now come out of the station onto a pedestrian area and walk safely to wherever they wish to go without crossing a road until they reach Goosecroft Road which has a controlled pedestrian crossing and has tactile and all applicable safety measures.

The connection to the centre and its links with active travel and the wider community have been greatly enhanced and everyone we have spoken to has seen the pedestrian area and the way we have integrated the cycle lane and parking as a great thing. The only negativity we have experienced has been from Stirling Area Access Panel despite months of discussions with them to try to alleviate their concerns and take on board any ideas.

Thank you for taking the time to write to me. I hope you find this response helpful, but should you require any further information, please do not hesitate to contact me.

Best regards,

Joanne Maguire