

Response ID ANON-MZZX-RP3M-U

Submitted to **Waverley Masterplan, Public Consultation Phase**

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Introduction

1 What is your name?

Name:

Allison Cosgrove, Chair, Railfuture Scotland

2 What is your email address?

Email:

allison.cosgrove@railfuturescotland.org.uk

3 If you are responding on behalf of an organisation, what is your organisation?

Organisation:

Railfuture Scotland

Your current experience of Waverley Station

4 Your arrival experience

arrival experience - Waverley station is easy to access:

Disagree

arrival experience - The entrances/exits to the station are high quality and easy to identify:

Disagree

5 Moving around the station

moving around - It is easy to find where I need to go in Waverley station:

Disagree

moving around - The concourse areas that I use are generally free from congestion:

Agree

moving around - It is easy to use the station as a shortcut from north to south (Princes St to Market Street):

Agree

moving around - It is easy to use the station as a shortcut from east to west (Waverley Bridge to Calton Rd):

Neither Agree nor Disagree

6 The quality of your Station experience

Quality of station experience - The Station provides a high quality environment for passengers:

Neither Agree nor Disagree

Quality of station experience - The retail/food & beverage facilities at Waverley offer everything I need:

Disagree

Quality of station experience - The heritage of Waverley Station is shown to its best advantage:

Neither Agree nor Disagree

7 Your onward Journey

Onward journey - Access for pedestrians and cyclists is simple and accessible:

Disagree

Onward journey - Access to onward public transport is simple and accessible:

Strongly Disagree

Onward journey - Access to taxis is simple and accessible:

Strongly Disagree

What do you think of our proposals?

8 Your arrival experience

arrival experience - Providing entrances that are accessible for all pedestrians:

4

arrival experience - Improving the quality of public space immediately outside the station:

5

9 Moving around the station

Moving around - Reducing overcrowding and congestion within the station:

7

Moving around - Improving access for disabled passengers:

7

Moving around - Making it easier for everyone to find their way around:

7

Moving around - Reducing level changes that passengers are required to make:

7

10 The quality of your Station experience

Quality of station experience - Making the station a more pleasant and enjoyable environment to be in.:

5

Quality of station experience - Improving the passenger services that could be provided (e.g. seating areas, information services, food and retail outlets):

7

11 Your onward Journey

Onward journey - Improving access for pedestrians and cyclists:

6

Onward journey - Improving access to public transport:

6

Onward journey - Improving taxi pick up and drop off:

6

Onward journey - Improving drop off facilities for private vehicles:

6

Further comments

12 The preferred Masterplan requires a trade-off between the extent of existing historic structure that is retained and the benefits delivered by modern reconstruction. To what extent do you agree that the preferred masterplan strategy achieves the right balance?

Neither Agree nor Disagree

13 Please include any other feedback you would like to include in the text box below.

Feedback:

Currently Waverley has many disadvantages. It doesn't work well with Waverley Mall, as there is little connection. It is also hard to find tourist information and information on buses appears non-existent. We think it important that improvements must not be to the detriment of rail passengers, merely to improve retail space.

Overbridges should link all platforms in numerical order, lacking at the moment. The staff facilities building could also be re-located to Market Street, giving vacant space. Likewise the signalling centre doesn't need to be in Waverley and could be located elsewhere, eg the Freightliner terminal at Portobello. Re-locating these two buildings would give more available space in the station.

Similarly, taxis should be re-located to Waverley Bridge as they are difficult to access at the moment. These could be on the other side of the street from the bus tours and would give a more level access instead of current stepped access where they compete with traffic and the pedestrian crossing on Market Street.

More importantly, more toilets need to be provided, and these could be located on the Eastern and Western concourses. Seven ladies' toilets in a station the size of Waverley is appalling. Other smaller stations, eg Lancaster or Carlisle, have two sets of toilets. All these changes should not preclude future expansion of services, which seems not to have been considered - given that new services at St Andrews and Levenmouth are actively under consideration, surely this is very important.

Finally, more gated platforms would increase revenue on routes eg Musselburgh on the North Berwick route, Newcraighall/Brunstane on the Borders route, where revenue protection is poor and passengers routinely do not pay for travel.

About you

14 What is your address?

Address:

13 Stories Park
East Linton
East Lothian.

15 What is your postcode?

Postcode:

EH40 3BN

16 Are you a frequent user of Waverley Station?

Yes

17 What age are you?

55 - 64

18 What gender are you?

Female

19 What is your ethnic group?

White - Scottish

20 Do you have a long term illness or disability that limits your daily activities?

No

21 Would you like to be kept informed of this project?

Yes