

Borders Railway Travel Pattern Survey Report

February 2016



*Out and about **Midlothian***

This report has been prepared by Midlothian Council as part of the Scottish Government funded 'Smarter Choices Smarter Places' initiative. The project 'Out and About Midlothian' aims to promote the benefits of sustainable travel, to enhance the health and wellbeing of the local community and to make sure Midlothian continues to be a great place in which to live, work, shop and relax.

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Background and objectives

This report outlines the results of Midlothian Council's Borders Railway Travel Pattern Survey undertaken between December 2015 and February 2016. The research is part of the 'Out and About Midlothian' project, jointly funded with Smarter Choices Smarter Places. The project seeks to encourage and promote the benefits of active travel and bus use, specifically to and from the four new railway stations in Midlothian.

The survey aimed to explore Borders Railway users' travel patterns at Shawfair, Eskbank, Newtongrange and Gorebridge railway stations. In addition to current railway usage, the results will provide a useful insight regarding access to the railway stations, providing a baseline by outlining previous transport modes and exploring current usage and travel patterns in relation to the stations. The results will also allow the council to consider what actions could be taken to promote sustainable travel, with potential to improve journey information and enhance the quality of journeys to and from the stations.

Additionally, the survey also allowed participants to contribute with feedback by providing general comments or suggestions, as well as stating any issues they might encounter when travelling to and from the railway stations.

Summary of results

Baseline

Results show that the main forms of transport used before the implementation of the new Borders Railway were bus and car at 41.9% and 41.1%, respectively, followed by car sharing at 14.1%. Walking (0.2%) and cycling (0.6%) as transport modes were much less used prior to the railway being open, but taking into consideration the underlying purpose of the question 'What was your main mode of transport prior to the opening of the new Borders Railway?' and the distance between the four Midlothian railway stations and Edinburgh/Tweedbank it is safe to assume this is reasonable (Figure 1). The most common responses outlining the main reasons behind these choices include convenience (39.4%) and lack of alternative/suitable alternative (36.7%) (Figure 2).

Current railway usage and travel patterns

The most commonly occurring answer regarding respondents' current usage of the Borders Railway was 'infrequently – at least twice a month' at 32.8%, 27.4% used it 'rarely – once per month or less', while 'very frequent (daily)' users formed merely 4.2% of those surveyed (Figure 3).

The main purpose of trips made to and from the stations shown in Figure 4 was 'leisure (shopping, going out, entertainment)' with 64% of answers, followed by 'work/business' at 29.9% and 'education (school, college, university etc)' at 3.7%. The highest percentage of those travelling for education related purposes was at Eskbank with 6.1% (Figure 6).

The most frequently used railway station by 36.5% of respondents was Eskbank, followed by Newtongrange and Gorebridge by 29.8% and 23.1% of respondents, respectively. Shawfair railway station was used by only 10.6% of those interviewed (Figure 7).

Walking was the most prevalent current mode of transport to and from the railway stations at 44.6%. Car use by a single driver (25%) was closely followed by car sharing (20%), while bus use stood at 7%. Only 1.7% of respondents said they cycle to and from the station (Figure 8). A comparison between the four railway stations in terms of current travel modes used to access them is shown in Figure 9 and reveals that the highest amount of walking takes place in Gorebridge (59.9%), 42.1% at Eskbank and 48.3% at Newtongrange, with only 9.1% of Shawfair users walking to and from the station. Cycling was the transport mode chosen by 2.9% and 3% of respondents from Eskbank and Shawfair, respectively.

In terms of travelling to the station from home (one way journey), 45.6% of people overall travelled up to one mile (Figure 10), with 64% of respondents travelling this distance in Gorebridge (Figure 12). It currently takes 74.7% of respondents to travel less than 15 minutes to the stations, 20.7% to travel between 16 and 30 minutes, while only 2.5% having travelled more than 45 minutes for a one way journey (Figure 11).

Suggestions for increasing active travel and bus use

Regarding ways of encouraging travellers to walk and cycle more frequently to and from the stations (Figure 14), 31.4% said 'more information on walking and cycling routes' was needed, followed by 'safer/better lit walking and cycling paths' at 23.6%. Other responses included 'improved cycle paths and signage on your journey' (14.6%), 'cycle lockers at stations' (9.6%) and 'cycle training' (0.6%).

According to respondents, they would be more encouraged to use the bus to travel to and from the station if there were 'more direct bus routes' (28.6%), 'more information on bus travel' (23.2%), 'more convenient bus drop-off points' (18.7%), as well as 'more frequent buses' (11.2%) and 'lower fares' (6.2%) (Figure 15).

If the above suggested measures were in place, the majority of those questioned would travel actively or by bus 'all the time' (33.6%) or 'sometimes' (31.5%), some would continue using their current mode of transport (7.9%) and others don't know (8.7%) if they would change their current travel habits (Figure 18).

Overall, the way of travelling in the area since the opening of the Borders Railway has changed for 39.3% of those questioned, partly changed for 41.3%, and not changed for 19.4% (Figure 19). 'Other' survey responses and additional comments can be found in Tables 1 to 14.

Survey method

Data collection

Two data sources were taken into account for the survey by the use of questionnaires.

- Platform questionnaire at Shawfair, Eskbank, Newtongrange and Gorebridge railway stations. (420 responses)
- Online questionnaire (241 responses)

The platform questionnaires were conducted among passengers alighting or boarding trains between December 2015 and February 2016. The time slots when passengers were interviewed range from 8:00 am to 6:30 pm. Approximately the same amount of time was spent at each station platform in order to avoid bias. The times of day for undertaking the questionnaires were also distributed in a fairly even manner.

The online questionnaire was aimed at users of the Borders Railway and was conducted between January and February 2016. The questionnaire was available on Survey Monkey, distributed mainly through the council's website and social media platforms on Twitter and Facebook, being also shared by Cycling Scotland, Spokes, Sustrans. The online questionnaire closed on 5 February 2016 and the winner of a £25 voucher was Mrs. Paula Hartley from Gorebridge, who was randomly chosen for her participation.

Sample population

Based on Scottish Government transport figures released on 28 January 2016, the number of journeys between 6 September 2015 and 23 January 2016 were 537,327. The population size of the survey (Borders Railway users) is estimated based on these figures using a weekly average. Based on the 20 weeks these results are representative for, an average of 26,866 passenger journeys per week would be accountable for this period. Assuming these figures include return journeys, we could estimate 13,433 individual users per week which makes the survey's target population.

Accordingly, based on this estimate and a sample size of 661 respondents from the survey, there is a 3.7% margin of error assuming a 95% level of confidence. This indicates that there is 95% likelihood that the sample accurately reflects the attitudes of 91.3% – 98.3% of the target survey population.

Survey results

Baseline

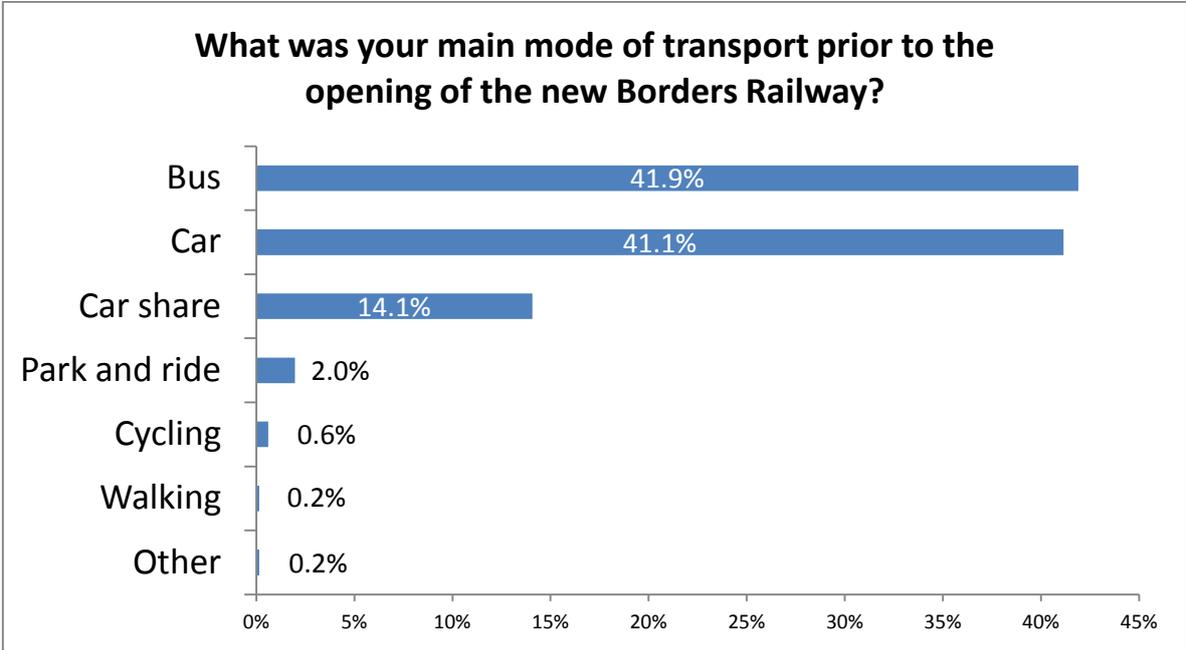


Figure 1 Main transport modes prior to railway opening - combined results from all four stations

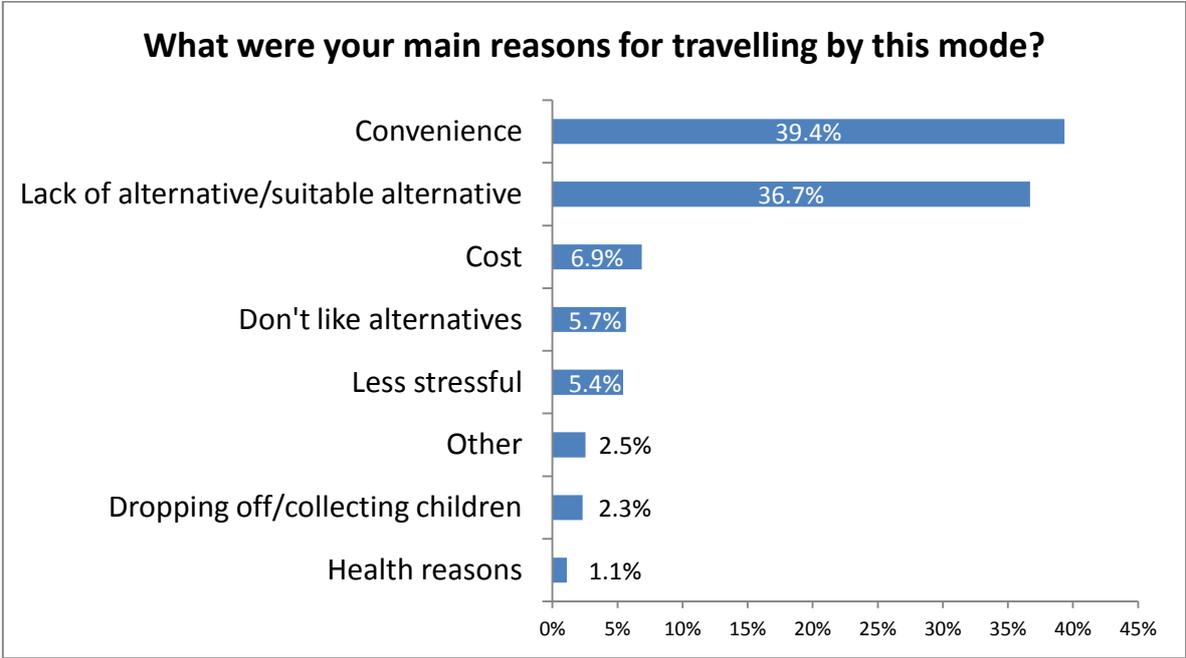


Figure 2 Main reasons for travelling by these modes - combined results from all four stations

Current railway usage and travel patterns

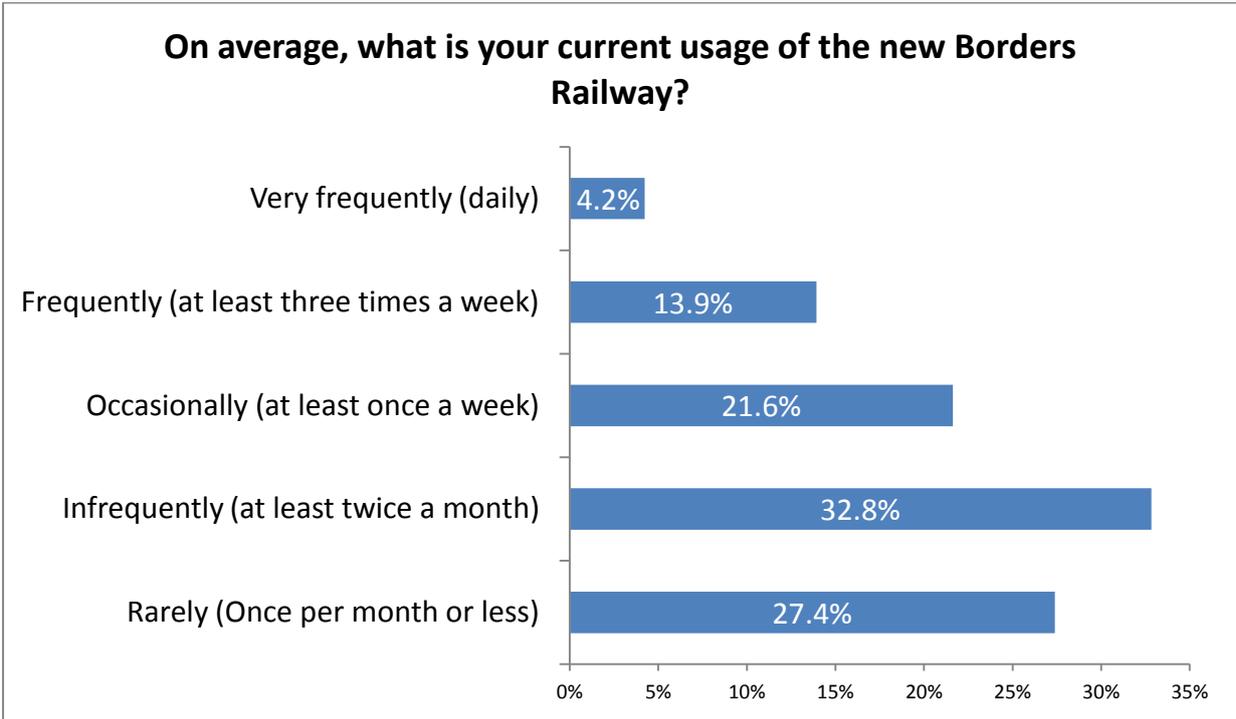


Figure 3 Current railway usage - combined results from all four stations

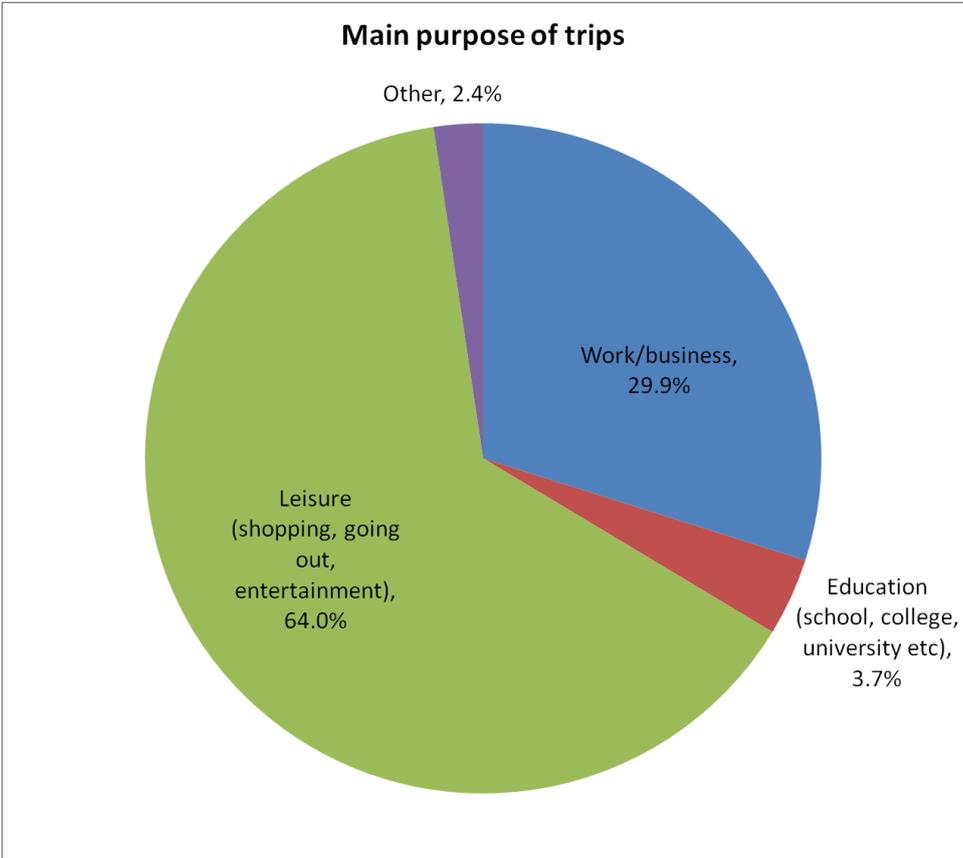


Figure 4 Main purpose of trips - combined results from all four stations

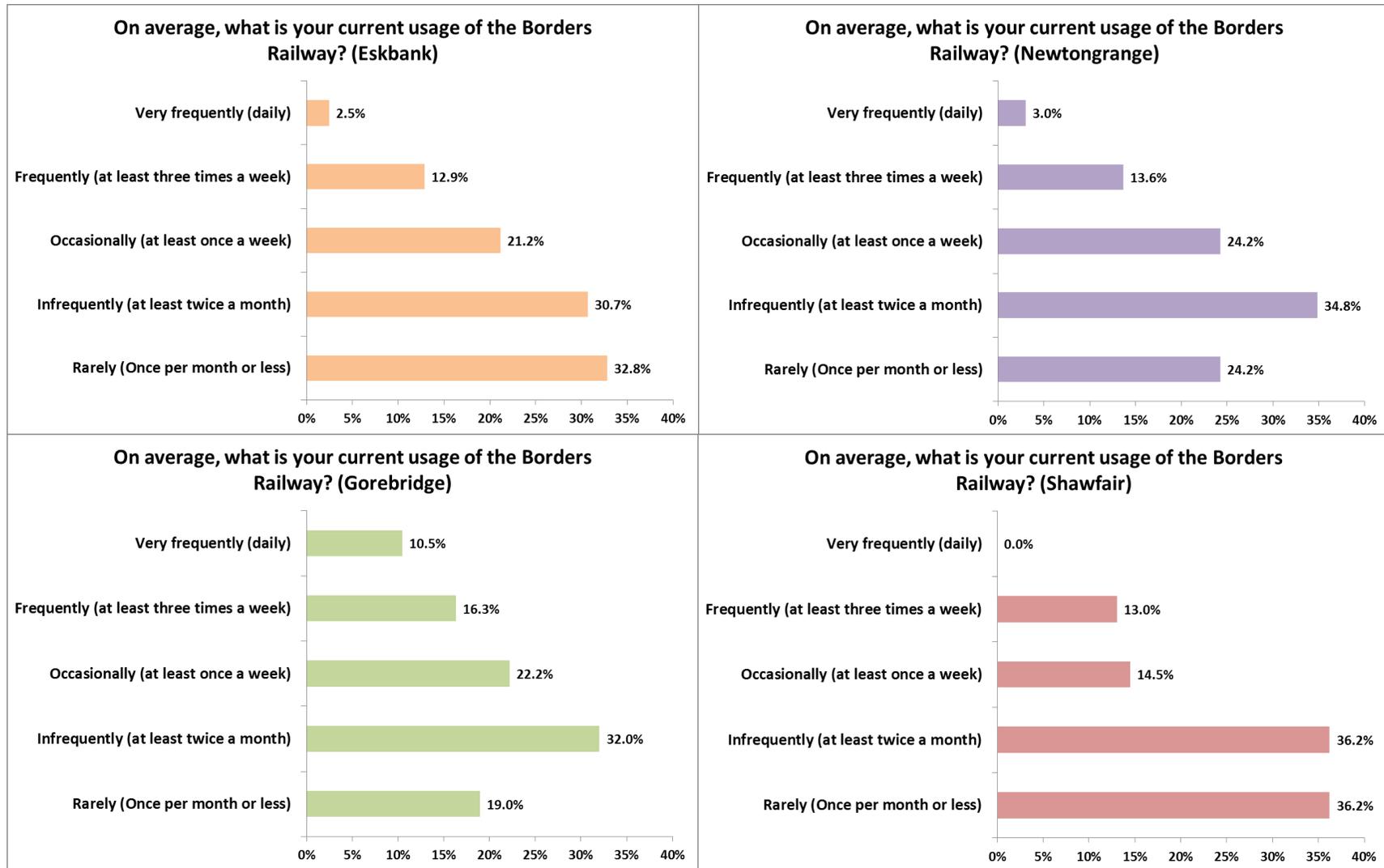


Figure 5 Current railway usage - individual station results

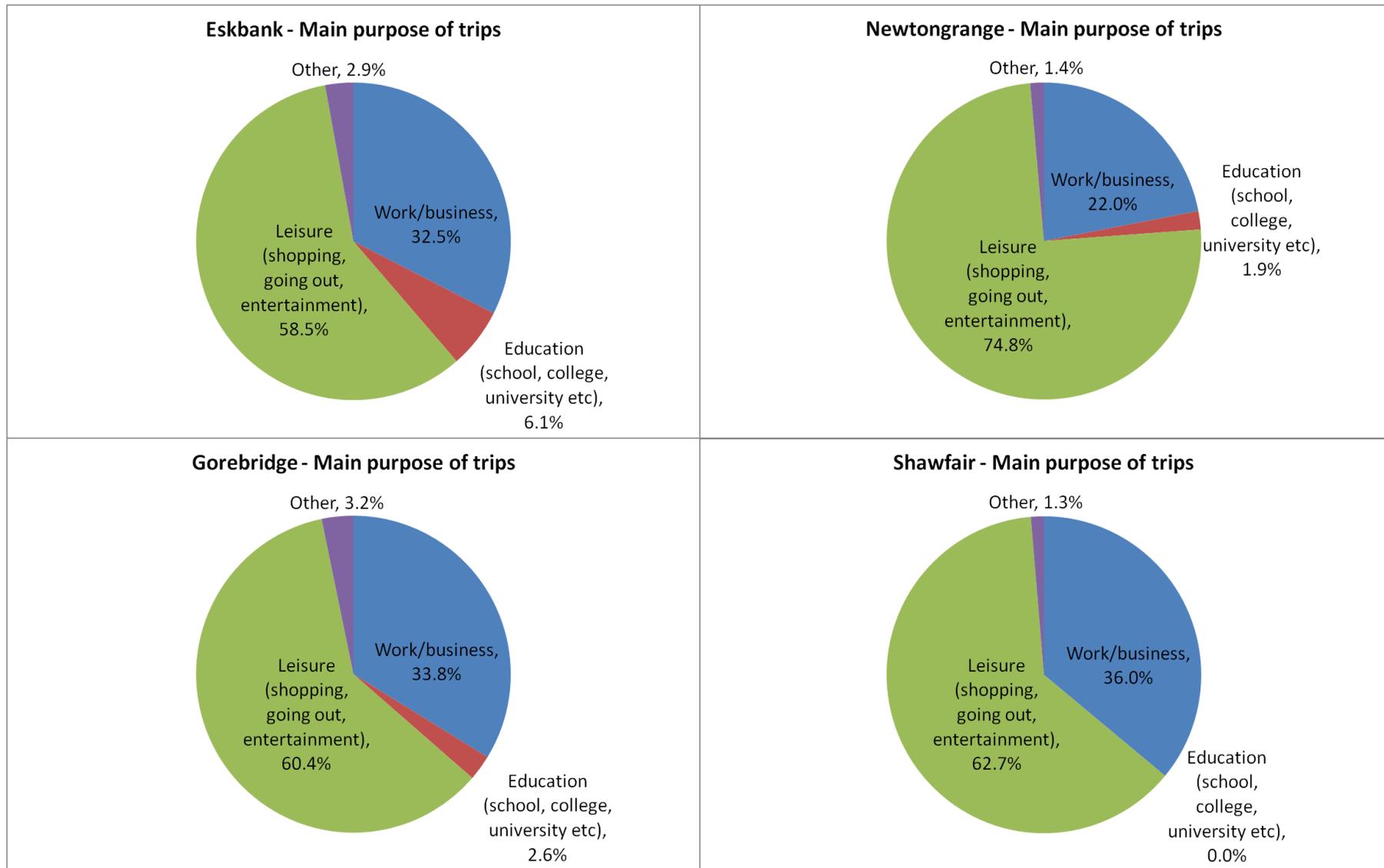


Figure 6 Main purpose of trips - individual station results

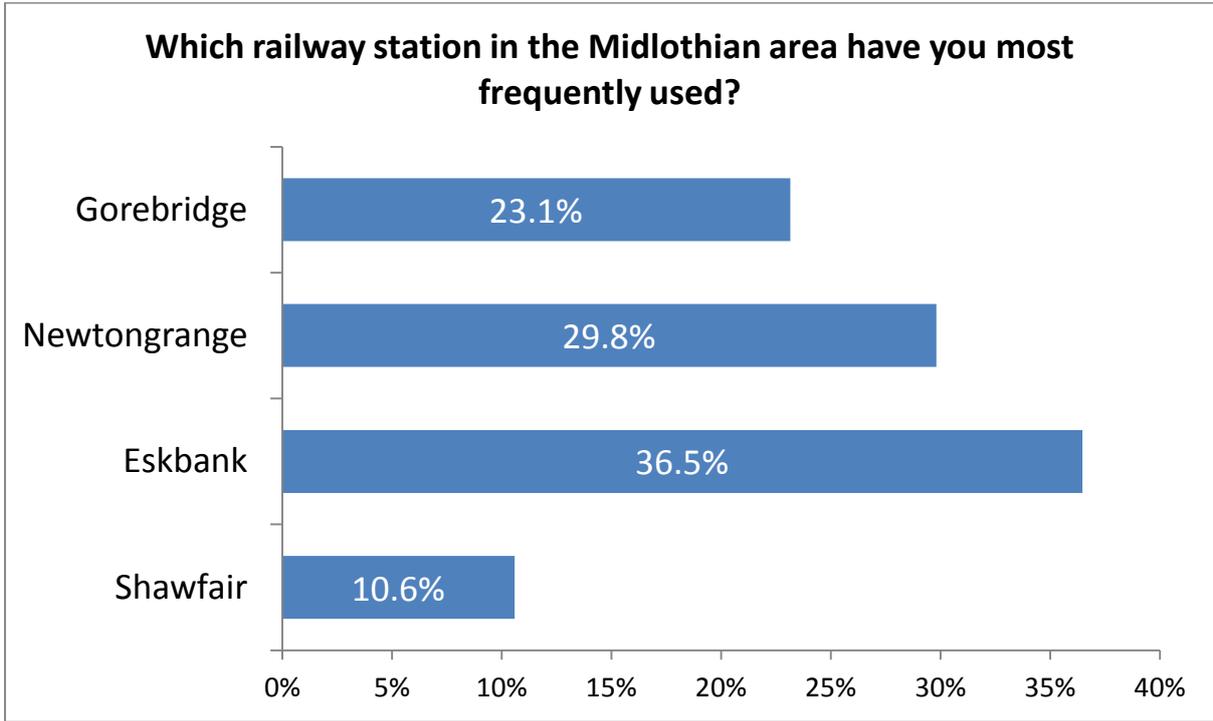


Figure 7 Station use

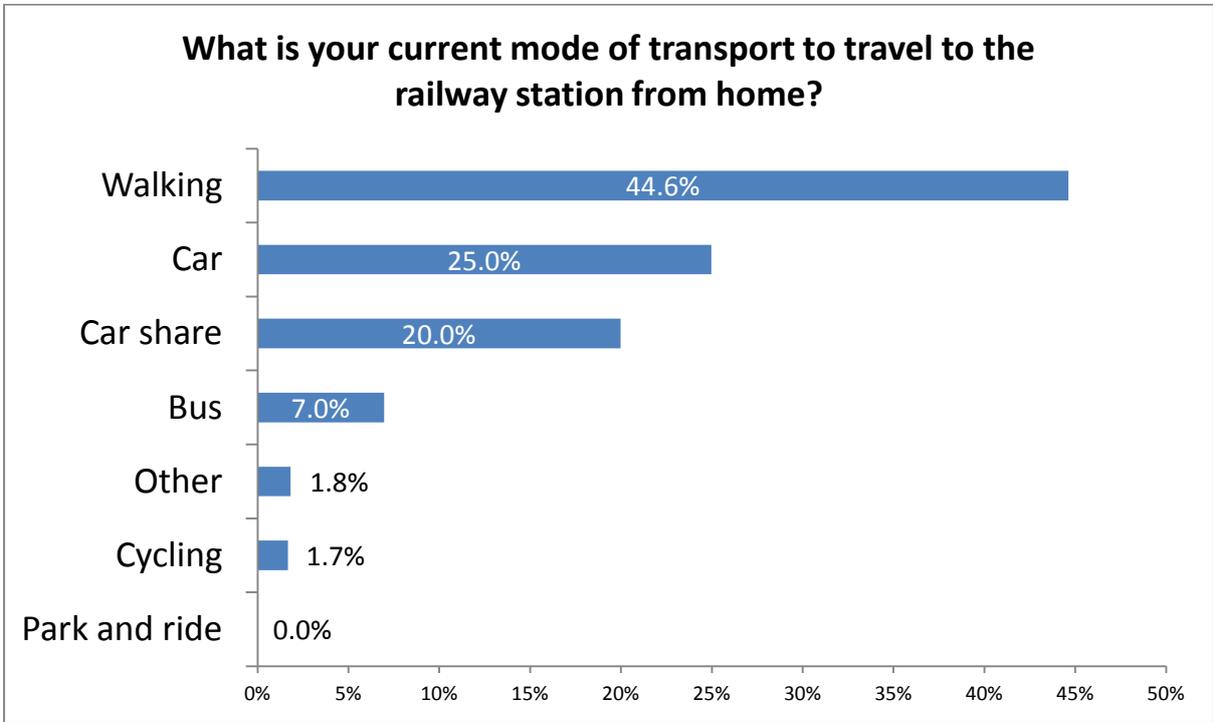


Figure 8 Current travel patterns from home to stations - combined results from all four stations

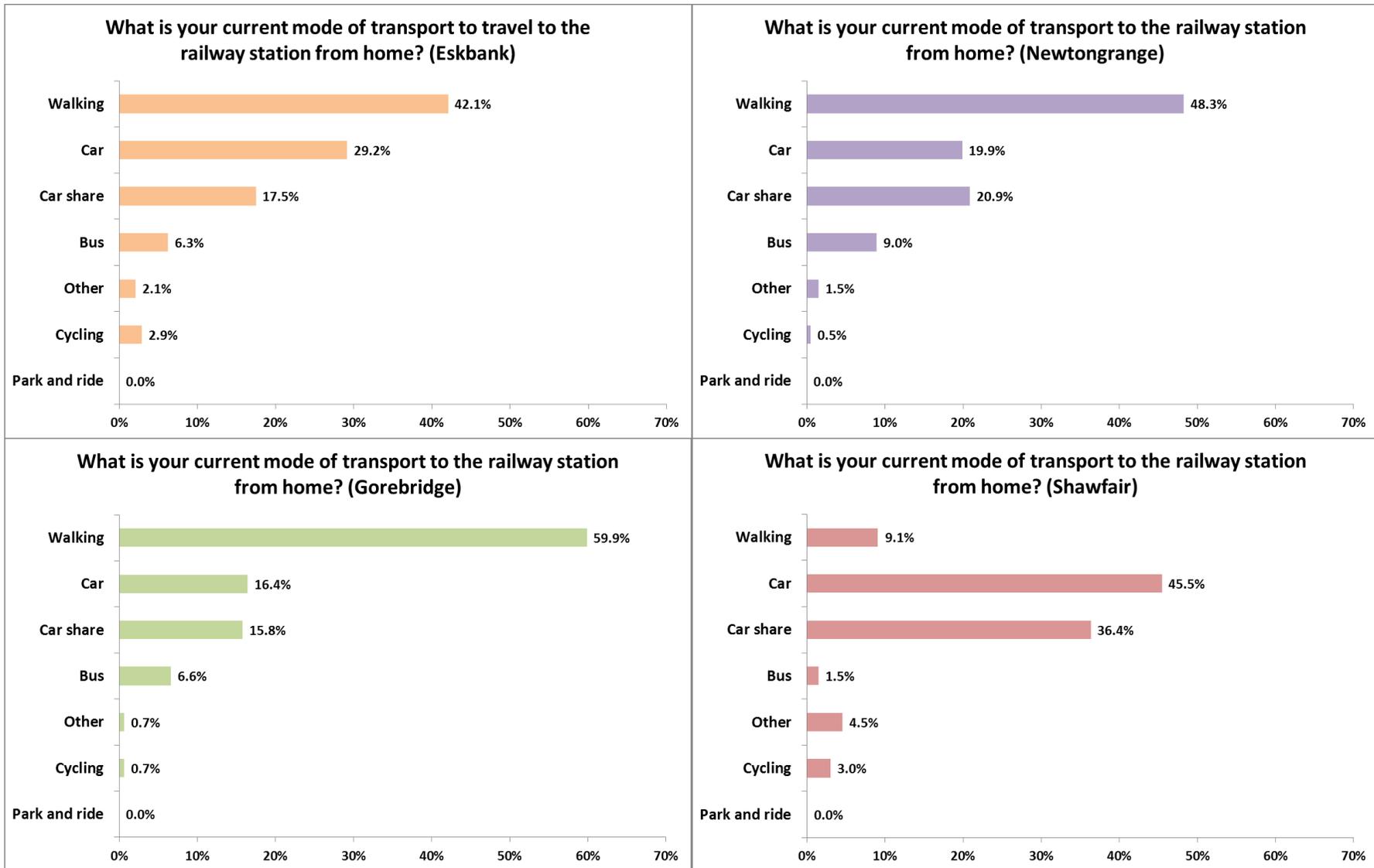


Figure 9 Current travel patterns from home to station - individual station results

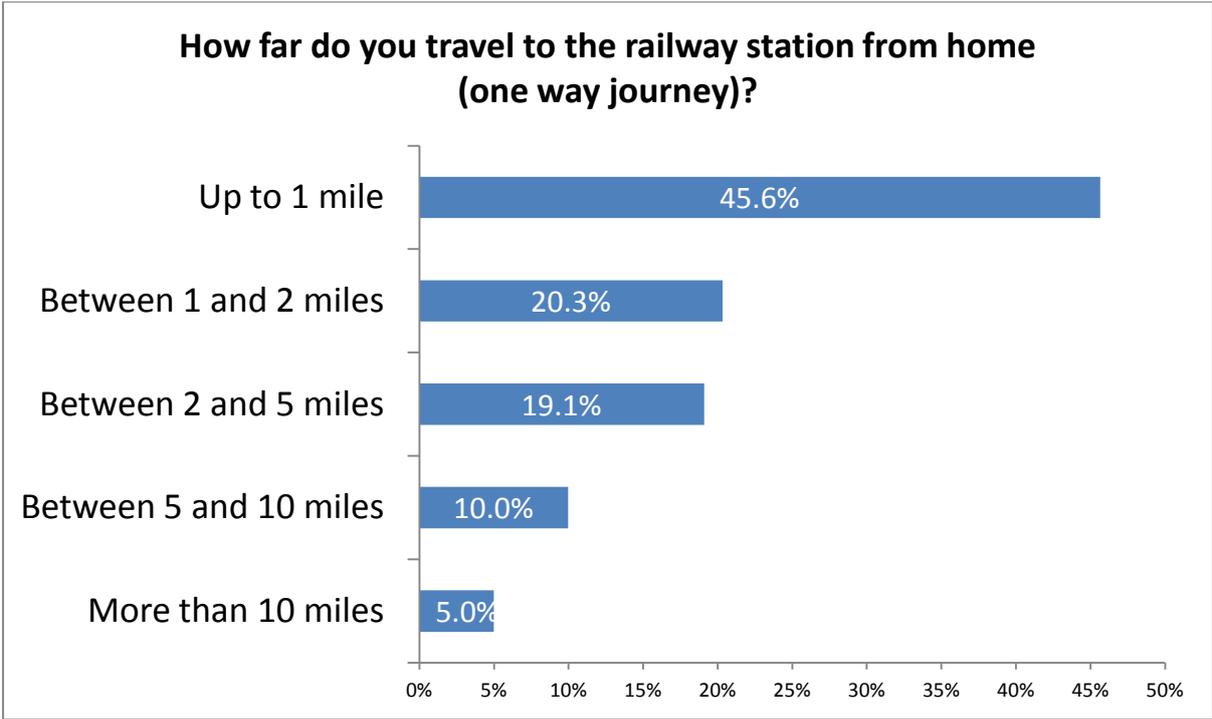


Figure 10 Distance travelled from home to station (one way journey) - combined results from all four stations

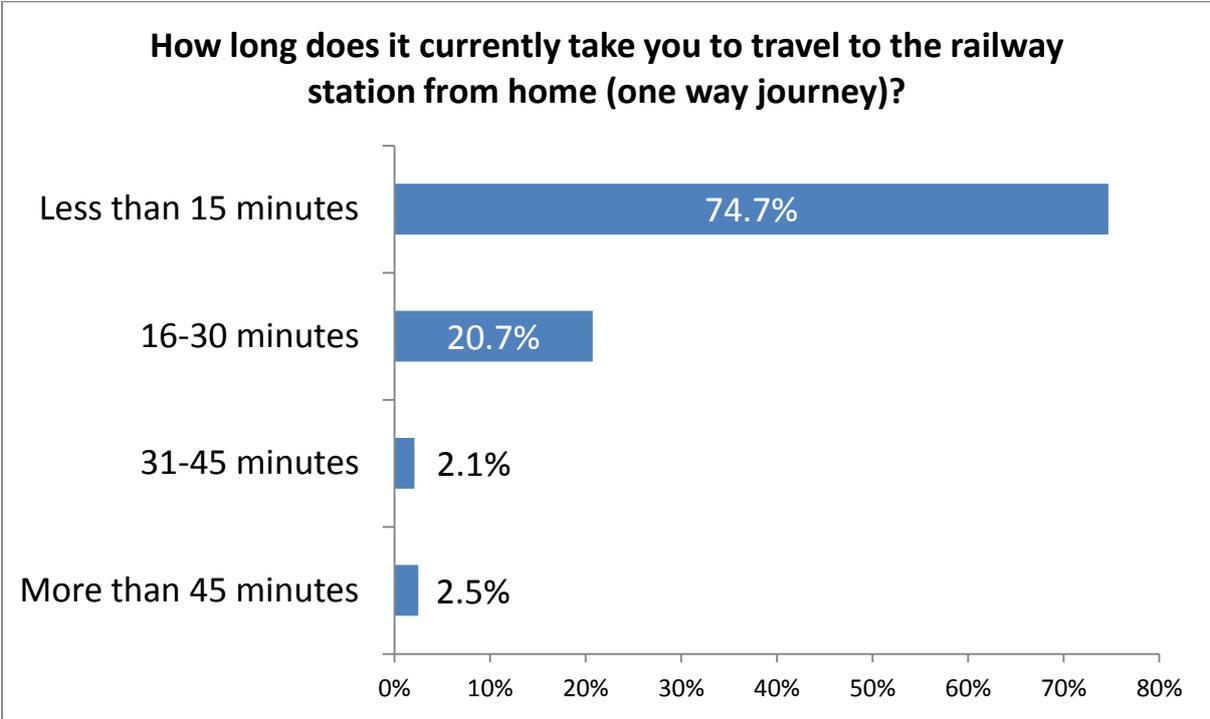


Figure 11 Time taken to travel from home to station (one way journey) - combined results from all four stations

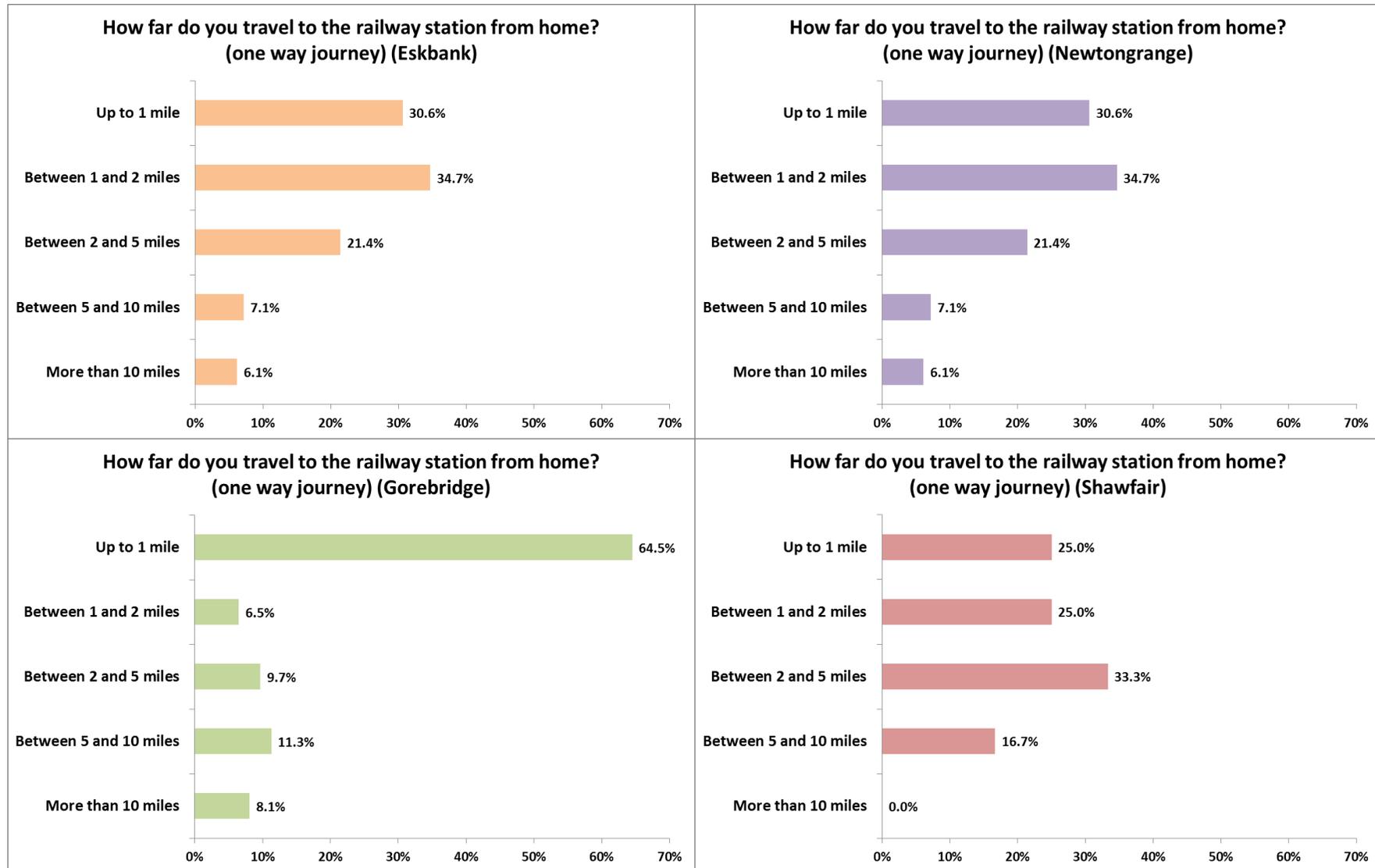


Figure 12 Distance travelled from home to station - individual station results

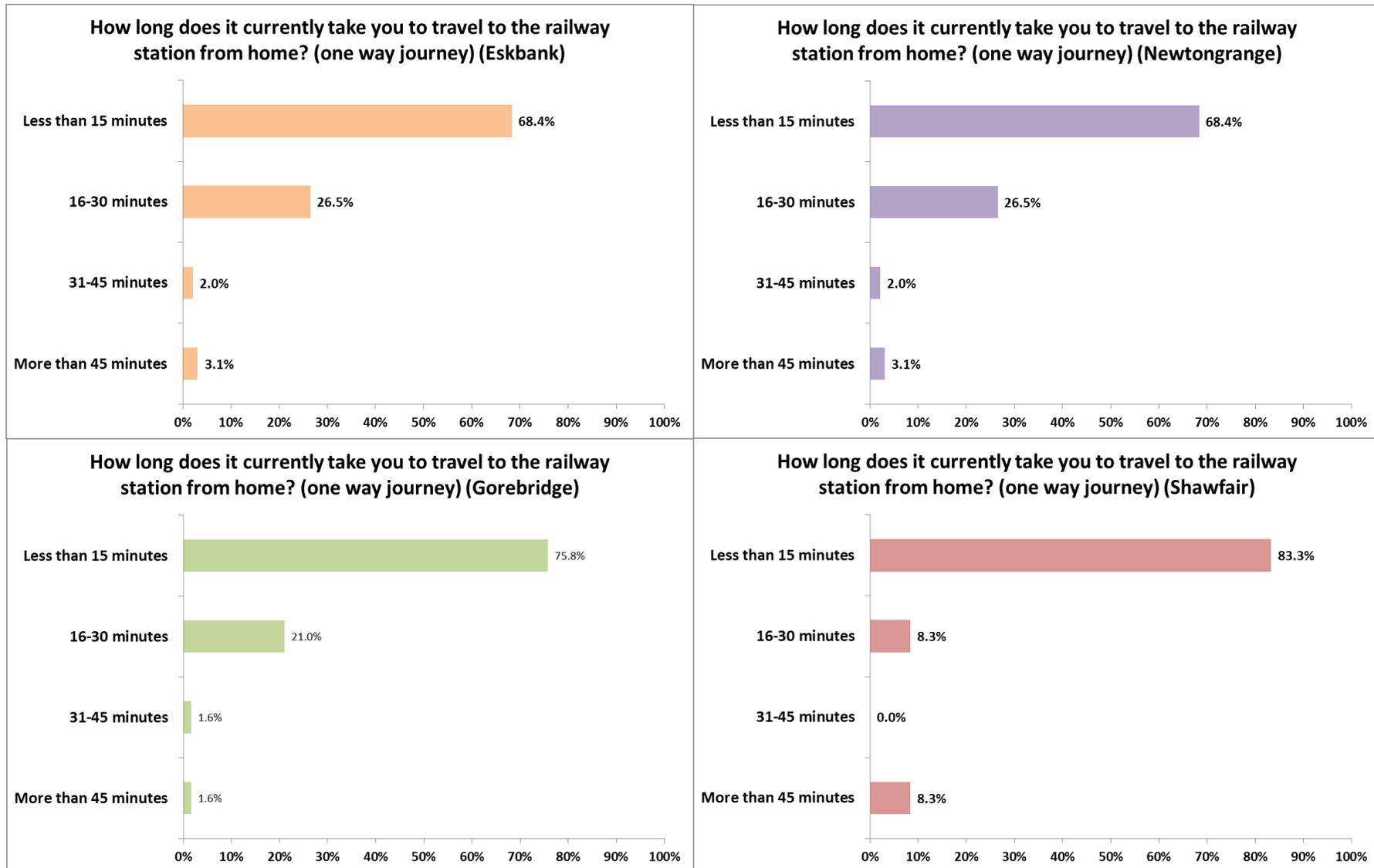


Figure 13 Time taken to travel from home to station - individual station results

Suggestions for increasing active travel and bus use

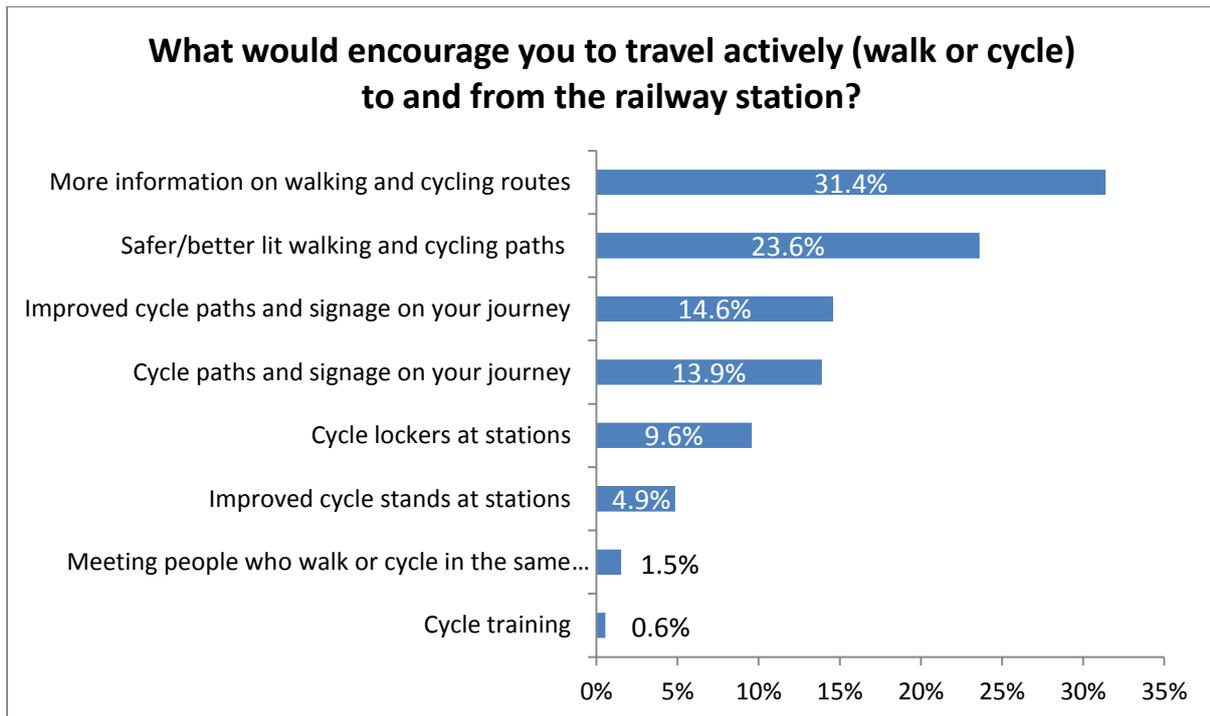


Figure 14 Suggestions for increasing active travel - combined results from all four stations

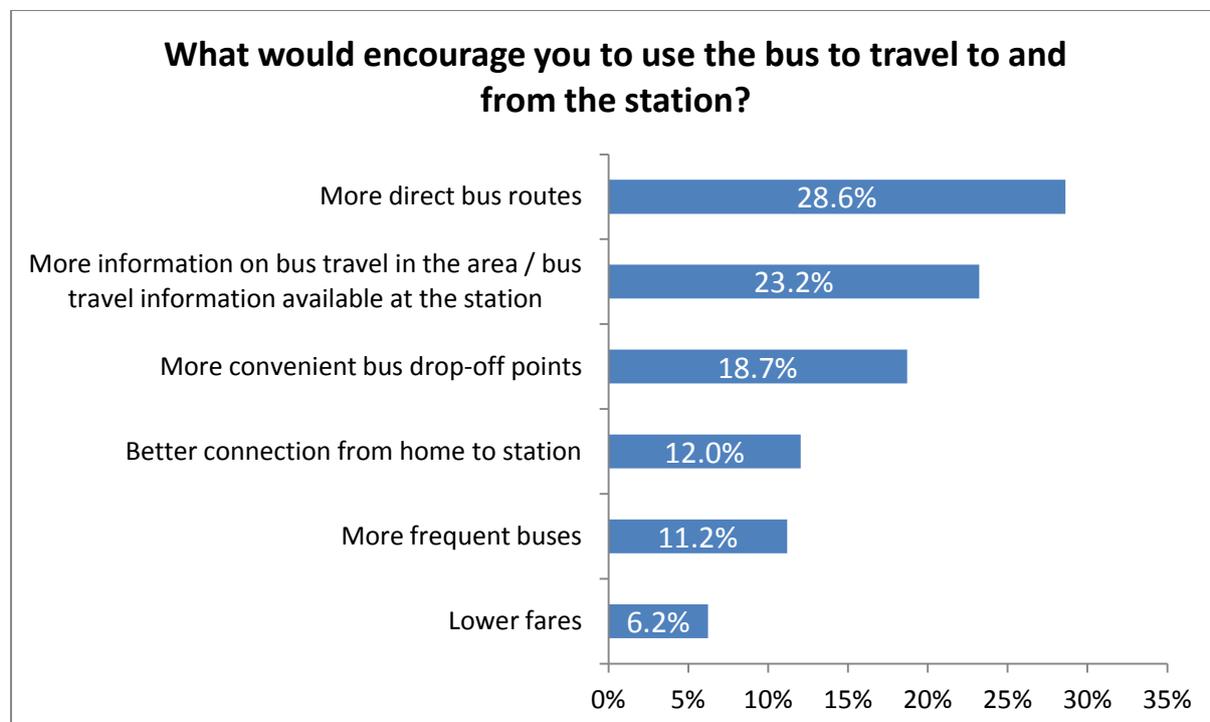


Figure 15 Suggestions for increasing bus use - combined results from all four stations

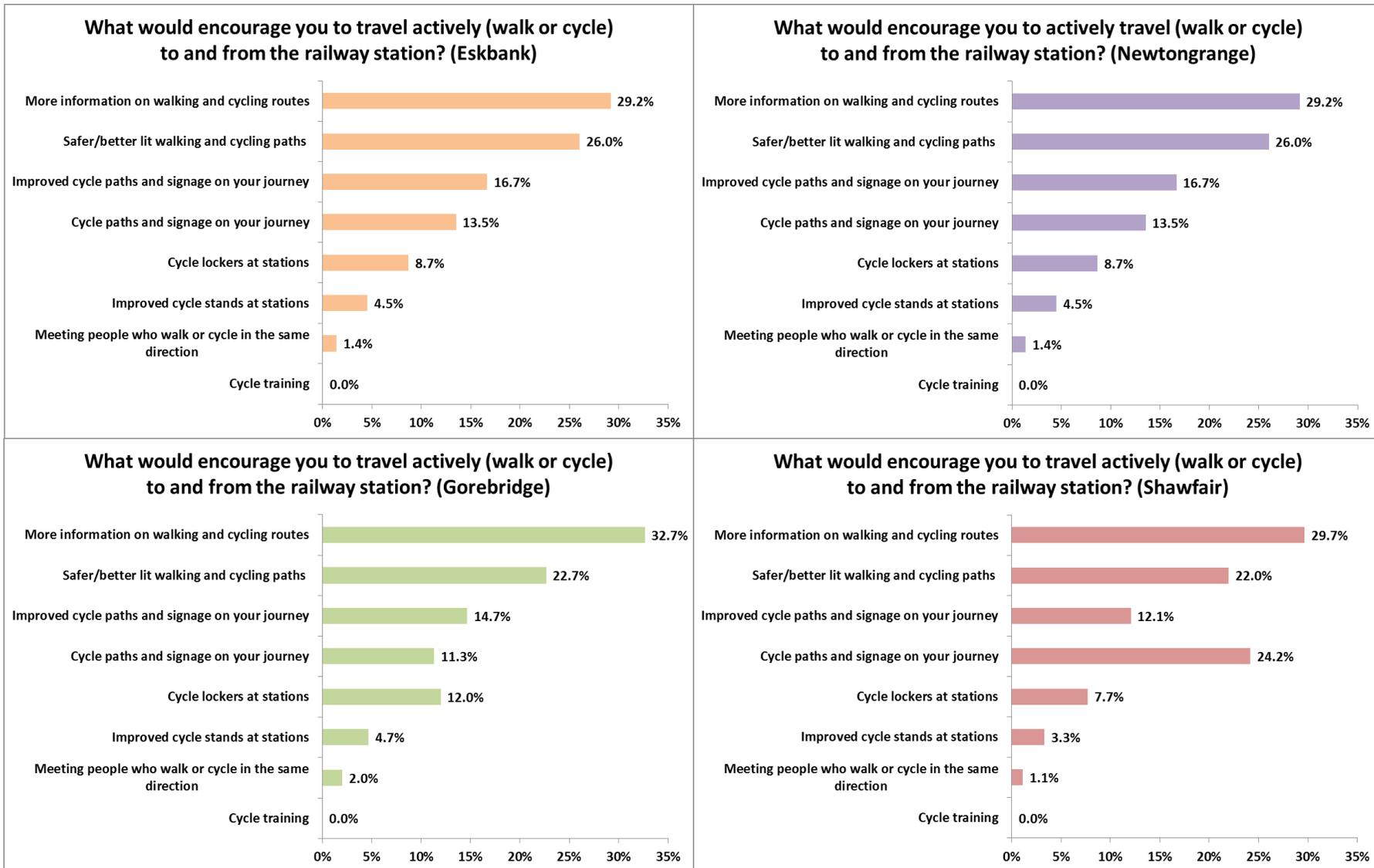


Figure 16 Suggestions for increasing active travel - individual station results

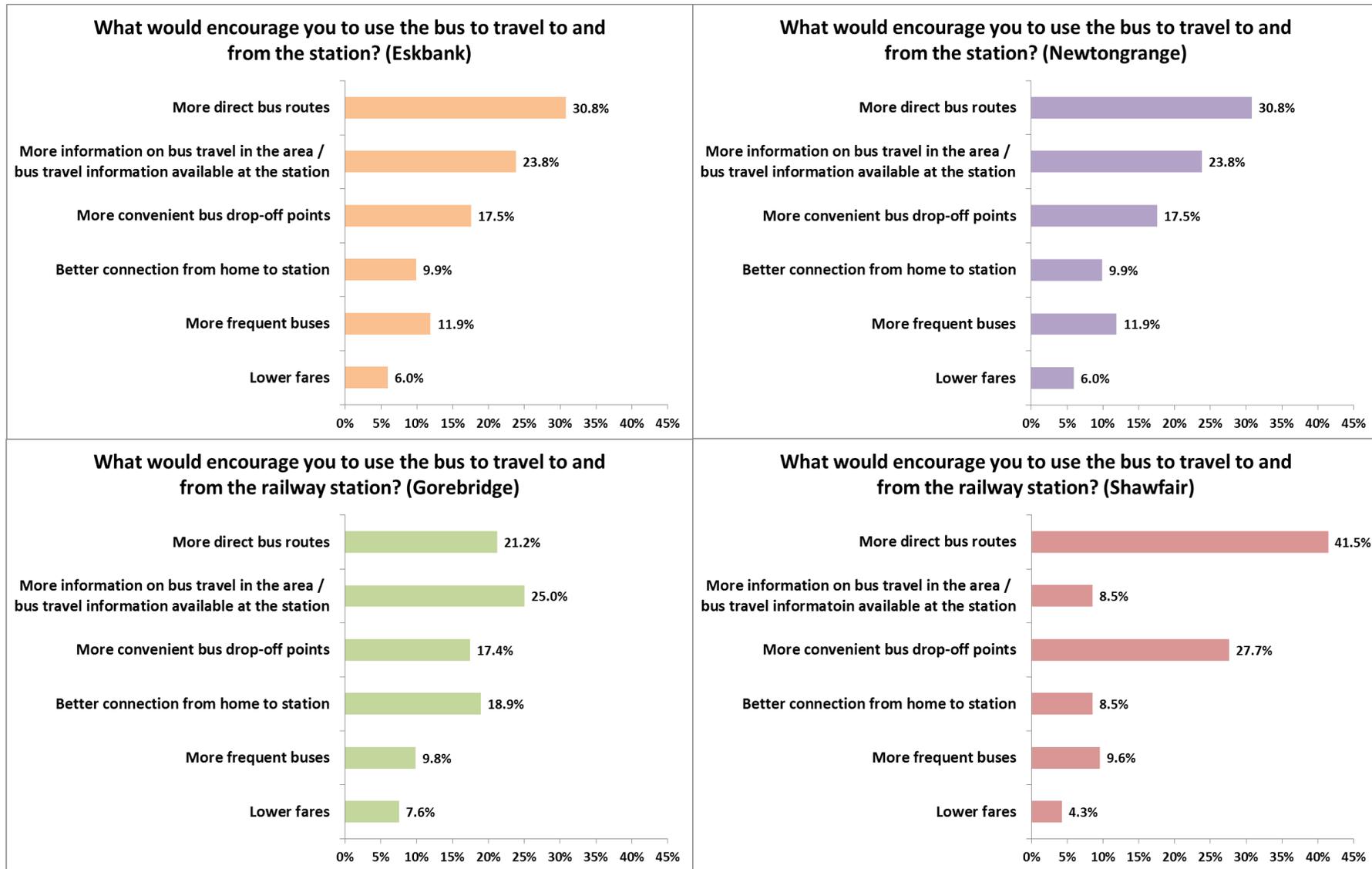


Figure 17 Suggestions for increasing bus travel - individual station results

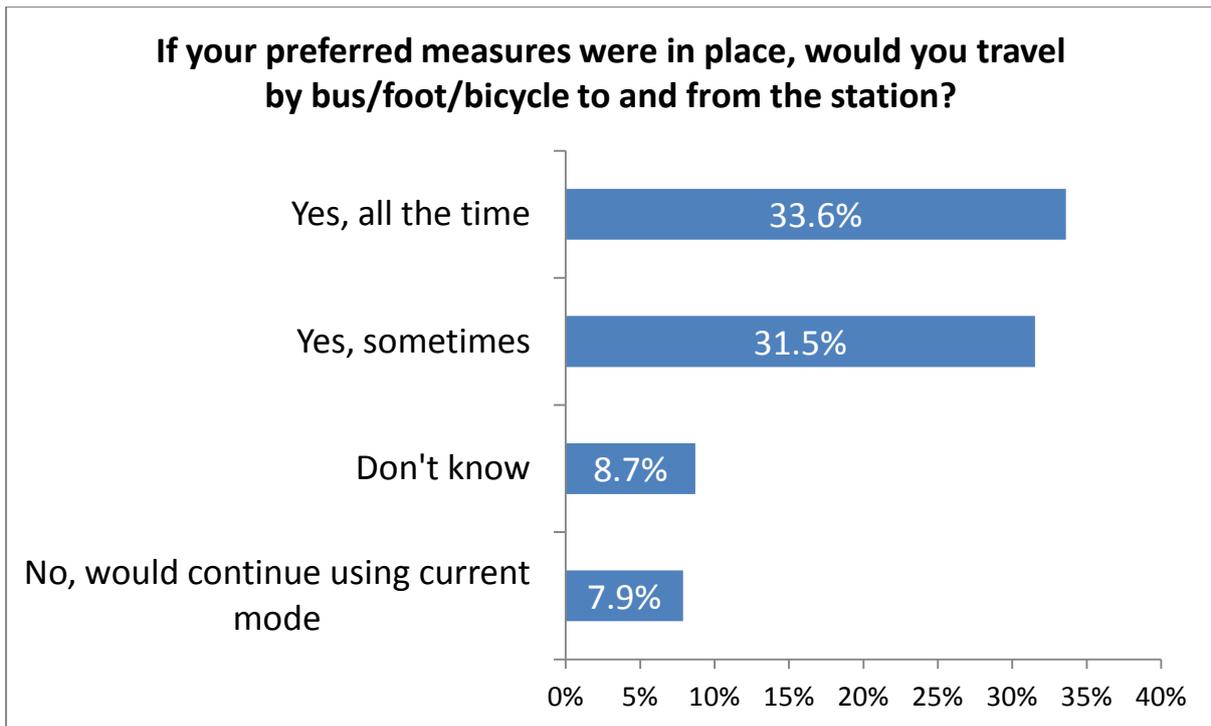


Figure 18 Commitment to changing travel behaviour - combined results from all four stations

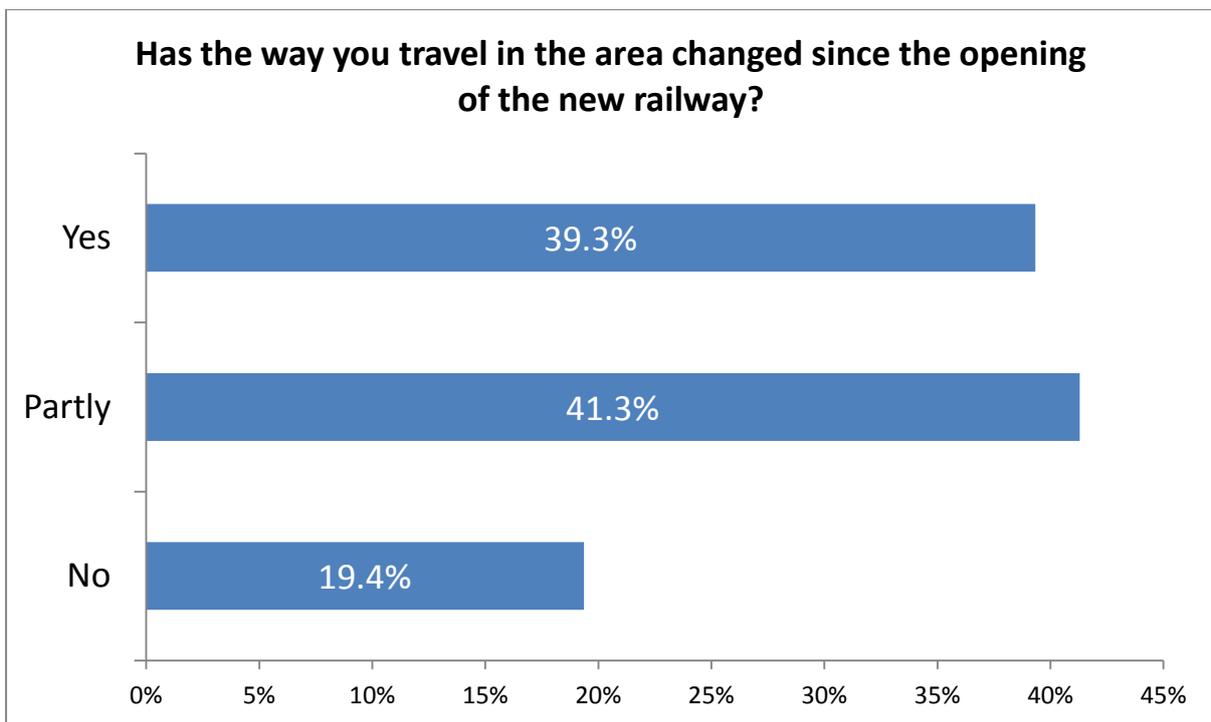


Figure 19 Overall change of travel patterns since the introduction of the new railway - combined results from all four stations

Open-ended question results

Additional comments and suggestions for increasing active travel to and from the stations (comments from online questionnaire, quoted in their original form)

Eskbank Railway Station

More space for the bikes in the trains, easy access to the train station by bike	It's quite a long walk for a five year old - could walk it on my own
Improve access from Bonnyrigg Road - signage poor and access path to bridge intimidating	
Can't walk or cycle due to health reasons	Depends on weather mainly
Weather - I would walk to the station but every time I have used the train it has benn raining/bad weather.	better bus connections and integrated fares
More flexible space for bicycles, prams and luggae making use of folding seats on the train	already walking to and from the stations
Seperate Cycle paths from Roads. Not just cycle lanes where car park on and slippy dirt/grit builds up.	Weather permitting
Tbh fam, you'd have to pay me if you wanted me to lug a bicycle on to a train. Not convenient. it's a bit far to walk and when I travel by train I normally have luggage.	A bus service from Eskbank car park to Bonnyrigg town centre. Safety is my main concern especially in the evening. I don't feel comfortable walked ng from Eskbank station to Tesco then waiting 30minutes for the 49.
Modern and sufficient showering/changing facilities at work	platform on the Tesco side
Lack of street lighting between Hardengreen roundabout and college also on the lane that goes to Tesco, over the bridge that crosses the line, south of Eskbank station prevents this being an option at night. Track from this lane could extend over to stations footbridge, just after the crossing bridge of the path.	Will start walking more now that access past Police Headquarters opened up to Eskbank station
improved routes. there are shorter walking and cycling routes through hardengreen and the industrial estate that have been blocked off. think local, get the deail from us, make the change.	Taxi late at night home
	Clean and treated pathway

Table 1 Suggestions for increasing active travel - Eskbank station

Newtongrange Railway Station

an engine on my bicycle (joke)	Better weather
I'd like to see better and safer cycle paths along the a7 route	Better Weather (only use car to station in bad weather)
Shop at station	Already walk to and from station
Pedestrian crossing at newtonloan crossroads	I would need to walk along past Newbattle High School which is not well lit and desolate in the evening
walking is the only option as the station is about 300m from the house	There is no buggy access from Gorebridge Station directly on to Lady Brae- only a set of very steep stairs. Having a ramp here would make walking possible but as it stands, having to walk the long way round means that driving along to Newtongrange Station a better option.
improvement in the efficiency of trains (number of carriages and cancelled trains)	

Table 2 Suggestions for increasing active travel - Newtongrange station

Gorebridge Railway Station

The re-opening of the pedestrian access to Gorebridge station. At present the steep pavements are hazardous, this situation is entirely avoidable. Please re-open the pedestrian access!!	I have cycled to station. Dangerous country road was hair raising in rush hour! Cycle lane would be great. Station facilities are great. But not nearly enough bike space on trains. Not enough carriages full stop. Overcrowded and bikes stopped from getting on. Frustrating and unreliable when trying to get to work in Einburgh.
Access point into the station	Maintain footpaths also.
Opening the side gate in the wall on the way to Gorebridge station as the hill is VERY steep, especially when not dry!	cleaner pavements, too much dog dirt.

Table 3 Suggestions for increasing active travel – Gorebridge station

Shawfair Railway Station

Gypsies removed from walk way to station	Distance with shopping home
Shawfair is great for car parking, not so good for walking from Dalkeith	Not a regular cyclist, can't walk more than 200m without stopping to rest, so not practical to walk to nearest stations
It is not at all well lit to walk after dark to Shawfair station from Newton village. Over bridge into hare law hamlet is dark and there is no path at all. Street lighting is few and far between. So can't use for the Safety aspect..	It is a stressful walk to the station as stated in question 11

Table 4 Suggestions for increasing active travel – Shawfair station

Additional comments and suggestions for increasing bus travel to and from the stations (comments from online questionnaire, quoted in their original form)

Eskbank Railway Station

integrated fares	nothing already walking to and from stations
Carry bicycles on buses	I already use the bus to travel to the train station
travel from station to work	The change in the 49 bus service is having a detrimental effect for the communities of Poltonhall & Rosewell. I also do not understand the logic behind when consideration is given to the new housing being built in Rosewell.
More comfortable and warmer buses	Joined up ticketing

Table 5 Suggestions for increasing bus travel – Eskbank station

Newtongrange Railway Station

I would not use the bus it would add 30 mins and £1.50 onto my journey

Table 6 Suggestions for increasing bus travel – Newtongrange station

Gorebridge Railway Station

To travel to work would require frequent convenient bus stops	Would neve use bus for less than a mile
there is no bus from my address eh23 4sa	Can walk in 5 mins.
Nothing, because I walk. Which would be even more enjoyable if the pedestrian access was re-opened!	Bus going into the station or a bus stop closer to the station
first bus in the morning is too late for the 6:32 train leaving Galashiels X62 service could be earlier heading to Galashiels	Bike space on back/ side of bus or inside bus so I can cycle at other side.
If there was a bus stop outside the station, eg. Gorebridge nearest bus stop to the station is in birkenside or at the top of the main street	

Table 7 Suggestions for increasing bus travel – Newtongrange station

Shawfair Railway Station

free car parking in dalkeith close enough to bus stops to justify a 3 stage journey, unfortuanteley even this would not make up for a one trip journey by car, from home to Shawfair with no inconvenience and a total travel time of less than 15mins
No transport in our village

Table 8 Suggestions for increasing bus travel – Shawfair station

Additional comments and suggestions for increasing active travel and bus use to and from the stations, as well as general access related comments (comments from platform and online questionnaires, quoted in their original form)

Eskbank Railway Station

Not enough bus stops near train station	No access to taxis or buses, there should be a noticeboard with taxi phone numbers or a taxi call system
No bus from Cousland to station	More direct route to Bonnyrigg (x2)
Train station sign not visible/too small at entrance, hard to find station	More direct route to Gorebridge (x4)
Pathway to/from Tesco to train station not safe during the evening, very dark, full of rubbish (x3)	More regular buses, more signs to get to the station
No sign in car park as to where the platform is	No sign to station at Eskbank roundabout, hard to find (x10)
No bus stop near college, other bus stops too far away	Larger sign coming into the station, not very visible (x5)
More direct pathways to train station needed	Sign at Tesco for train station is too small, not visible enough
Include cycling storage at station, not safe enough to leave bikes there just tied to a rack	More signage for pedestrians, cyclists and cars
No bus from Woodburn	Some paths are bleak
Heaters at station	Pavement along the A7
Taxi service at station	Pathway/cycle path from Eskbank roundabout to station not lit
Waiting area for taxi/bus at station entrance	Train timetable should be closer to benches
No bin at station, rubbish on the ground	More cycling routes off the road
Bus stop too far from station (x5)	Current taxi rank too far away from station, Newbattle Abbey Crescent
Pathway to station from Tesco not always lit	No bin at station
Map at station is incorrect	No taxi numbers or good further travel information
There should be a pathway from S-E part of the station	Current map not very helpful
Enclosed waiting shelters at the station	Frequent user discounts
No buses to eskbank station from hopefield and too far to walk	Clean up the paths that lead to the staions and put bins there as there is loads of rubbish.

<p>The alleyway near Eskbank station going towards Tesco is very dark. The street lights never seem to be switched on.</p>	<p>More Station signage needed eg at Eskbank Toll Round etc about highlighting where Station actually is</p>
<p>"Would be helpful if the 'town service' bus serving Dalkeith/Bonnyrigg could go via train station every hour or so before going round to tesco.</p>	<p>If I go shopping to Edinburgh on train I would use bus also but failing that take my car as I'm not walking from station to Woodburn with all my shopping after traipsing round the city centre! "</p>
<p>Trains should have enough passenger seats when they arrive at the station. I have experienced squeezing onto full carriages on more than one occasion.</p>	<p>A bus route from Bonnyrigg to Eskbank is essential. However I'm not sure the service would cope given anytime I have used it there has only been two carriages so it is either very late or too full to get on. The train service is very poor. The bus is a much more convenient, reliable and cheaper public transport option for people from Bonnyrigg.</p>
<p>I drive to work because the alternative is two buses. I do get the railway into town sometimes - but am most likely to go by bus because the train is crowded on Saturdays</p>	<p>My only suggestion is which organisation is responsible for the litter strewn all over the place between Tescos and Eskbank station ? Borders rail, tescos (that's where all rubbish comes from) or midlothian council ?</p>
<p>Most buses from Dalkeith come up Bonnyrigg Road but there are no signs indicating Eskbank station. The sign in the corner of Tesco's car park is very small, and the path through from Tesco's car park is narrow, topped by razor wire, poorly lit, prone to flooding, and often badly littered.</p>	<p>Hopefully a more direct route from Eskbank station to Fairfield will be available when the Housing Estate at Eskbank is completed</p>
<p>Train full and didn't stop at my stop. Also I qualify for concessionary bus travel and bus stop very convenient from my house. Train is more expensive and less convenient, particularly when it doesn't stop at Eskbank station as it's already full</p>	<p>More carriages on the train to prevent standing for longer journeys! Would be highly beneficial if the arrival/departure times of the Borders Rail linked up with main train journeys to Glasgow.</p>
<p>Your paying fares in bus as you would going to station as going into Edinburgh so your journey costs more</p>	
<p>No signage or bus timetables at the stations. Not sure where the connecting bus stops are. Too long a wait for connecting buses</p>	<p>The walk in winter from Fairfield to Eskbank station is dark particularly at the walk down from Eskbank roundabout.</p>
<p>More carriages need to be put in place at busy periods. I used (or rather</p>	<p>We have to walk up a narrow lane to the station from the Tesco</p>

<p>attempted) to use the train after New Year, & it whizzed through the station leaving all the passengers standing. There was a notice on the screen stating standing room only, but the train did not stop and an announcement was only made then to say it was not stopping! The choices then were to wait in the freezing cold for the next train, or make alternative arrangements. Not impressed.</p>	<p>store which is often flooded at the bottom, the lighting is also very poor. The signage from Tesco is limited. We hear also that there has been an unreliable service with limited carriages this could be addressed</p>
<p>Infra structure around Eskbank station is not conducive to cyclists and walkers - the route on the Tescos side is dreadful : frequently floods, feels unsafe, has no CCTV despite the large number around the station itself and carpark, collects litter. It could be made into an appealing place to walk by landscaping around the path and if nothing else encouraging a community mural / kids art project on the walls on the sides of the narrow section leading to tescos</p>	<p>Today's (15/01/16) experience was that on arrival for my changeover train at Waverly the Tweedbank train was not at the platform. We were advised that the train would depart from another platform. On boarding the train at the new platform there was an announcement that the train would not stop at Shawfair or Eskbank. My options were to wait for the next train which may also not have stopped at Eskbank or get a bus. I got the bus. I would need to be confident that the train would stop at Eskbank.</p>
<p>My son and I have both loved using the train instead of bus to Edinburgh. However we have to stand most of the time as it's full up by the time it gets to Eskbank and chocabloc on the way home too.</p>	<p>In the perfect world Midlothian would have a network of motor-traffic-free cycle paths connecting major towns to each other and railway stations</p>
<p>"I work in Penicuik ,so the bus is better for me as I start at 7am. If I had an electric bike , then I would maybe use that."</p>	<p>Even for commuters it's a 15 minute walk to and from the centre of Dalkeith. Better transport links e.g. taxi ranks are required.</p>
<p>not used yet</p>	<p>More carriages on trains!!</p>
<p>"The footpath (track/cycleway) from the B6392 to Tesco is not lit so not a great route to take to the station at night. The path is lit on the Bonnyrigg side to the station but not the path that goes back towards Hardengreen. It would also benefit if the path extended over to the stations footbridge, just at the paths bridge crossing (South of the station), on the Tesco side or the other side if there is room. Would benefit those coming from the bottom end of the B6392, Newbattle Abbey Crescent etc. The street lighting on the B6392 has a dark spot between the new Miller homes and the Hardengreen</p>	<p>The Borders railway is great for Midlothian. It is much quicker than the bus my only problem is getting to Eskbank station. The 49 bus times do not work with the train timetable. Also the 49 bus service is very poor now. If I miss a bus I have to wait 1/2hour for another one. Also the 31 & 49 bus timetable are very similar so if you miss the 49 the option to get the 31 to Bonnyrigg then walk the rest of the way is limited. The easiest option is to take the car!!!</p>

<p>roundabout, making it not very safe to walk to and from the station at night.</p>	
<p>The station at Eskbank (the station I use) could also benefit from a taxi rank. Not sure if there is one but I have never noticed any Taxis sitting there."</p>	<p>I cycle a least once a week back and forth from Eskbank to Dalkeith Campus and the roads are extremely busy and dangerous especially at the Eskbank roundabout.</p>
<p>"1. There are no bins in the area surrounding Eskbank station or at the platform itself. In the short period of time it's been open, the amount of rubbish in the area has significantly increased so please install some to rectify this. 2. The first section of the new walkway between the Tesco roundabout and the station suffers from poor drainage due to water draining off the man made hill that appeared during the building phase. As a result there is a constant flow of water running down the section of path next to K&Is property which isn't pleasant to walk through. In addition, with the freezing temperatures we are currently experiencing, the area has become very dangerous and is not safe."</p>	<p>Path from Tesco to Eskbank station - never cleaned, badly lit, no waste or dog dirt bins, frequently floods and so far hasn't been gritted when temperature plummets. Inevitably black ice makes it lethal and dangerous to walk on. Access paths need to be maintained and treated regularly please.</p>
<p>I walk from Abbey Road to Eskbank train station and I am currently unable to walk through Ancrum Road due to the new build houses by Barratt homes. Is there a plan to have a proper path as I would assume people living in St David's Gardens would appreciate and use this path as well.</p>	<p>I walk along the cycle path from Bonnyrigg to Eskbank station. It is a bit of a pain to have to walk right down the bottom then have to double back on yourself to get to the bridge over the railway. I usually climb over the fence and cut across the field but that is difficult at night.</p>
<p>"You should coordinate trains to match train times at Waverly. There should be earlier trains as connections to the early London and Glasgow trains.</p>	<p>Trains should not terminate in Waverly, they should continue through Edinburgh and beyond e.g. to the Gyle, to the Airport, to Glasgow, to Bathgate/Stirling etc</p>
<p>Opening a station at the Airport and providing early trains would create an integrated transport system that would be the envy of the rest of the country. "</p>	<p>For me the current service is excellent when there are enough carriages. This is now a busy train route. 2 carriages are not sufficient.</p>
<p>Later train home at weekends please</p>	<p>Eskbank station isn't really in Dalkeith so too far to walk late at night</p>

Put the platform at the right side of eskbank due to no busses on the other side making it awkward for elderly and disabled people to cross from Tesco to the platform	The path between tesco and Eskbank station is poorly lit, regularly flooded or water logged and often iced over. This is an accident waiting to happen.
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Table 9 Suggestions for increasing active travel and bus travel - Eskbank station

Newtongrange Railway Station

Toilets at station (x3)	Better bus connection from top of Mayfield EH22 5RR (x3)
Bin at station (x7)	Better bus connection from Newtongrange North (x2)
Love our new station at Newtongrange. Made the festive season in Edinburgh alot more enjoyable, although getting a seat is a totally different matter.	Train station platform entrance is too far away from ticket machine, disabled (non-wheelchair users) are finding it hard to access (x5)
Combined fare for bus + train (x1)	The new path to/from the station behind the mining museum is great.
More convenient bus stop near the station (x28)	Better/more appealing cycle paths (x3)
Hard for elderly people to walk from current bus stop to train station (x7)	Better bus connection from Pathhead (x2)
More advertisement regarding the trains	Murderdean Road is dangerous for walking/cycling, heavy traffic, not safe enough (x3)
As a resident in Rosewell, I see new developments in the village are contributing towards the border railway with no proper way to get the station apart from the car. More support needs to be looked at creating links from areas contributing towards the railway are able to use it.	As a disabled traveler the trains they have on that line are imo shocking!! The entrance onto the trains is too tight for my wheelchair and the disabled 'spaces' are poor. Albeit staff are very friendly at stations so before working on cycle paths etc sadly the trains need to be improved, until then I have to continue to take my car.
Unfortunately due to the lack of carriages available on trains I know a lot of friends/colleagues who continue to use their cars for travelling into the City Centre as the train is continually full.	One of the reasons for taking car to the station is because at peak times train has been too full and therefore we have continued with car rather than having to stand on a crowded train
Make prices more competitive with bus fares	Better lighting behing the mineing museum
There are not enough carriages on the train, i couldn't get on last time, and time before that it was crammed full	More carriages at peak times

More signs in walking route as they r currently aimed at car drivers.	N/A
The biggest hurdle to me using the train regularly is the fact that it frequently runs with 2 carriages, meaning I am paying more to use it than it costs to park my car and I have to stand, very squashed, for the duration of the journey. Until this is addressed I would not use the train regularly.	The pavement between the roundabout at Dewar Park and Newtonloan Toll is not finished. I don't think it's a suitable route to walk along especially with a pram.
"Railway doesn't suit my job (I work across Midlothian during the day). However when I have travelled on the Railway, seating is in (very) poor condition and occasionally I have to stand up on the journey (no seating)"	The railway does not really alter my travel plans. I need to use a car for business purposes and so could not commute via railway.
I do walk to the Station.	I would be more inclined to walk durign the spring/summer months when weather is warmer and evenings lighter.
If the trains were guarenteed to run I would always walk but on a number of occasions the train has been cancelled of there are not seat/train too full so I take the car just in case I have to change to this mode of transport	Think the railway is fantastic!! We actively avoided travelling in to town wherever possible before, now the opposite is true.
Stations would benefit in the fullness of time having additional facilities. Loos and vending.	It would depend on access at destination to where we intended to go for my disabled.
I'd like to cycle but as a beginner I'd be too scared of the turn out of the train station onto Murderdean Road. Traffic comes over the bridge too fast.	Train in principle is a great asset but on the occasions I have used it, it has been hugely overcrowded and Scotrail has not taken into account the possibility of increased commuter traffic during holiday periods.
As I live in Westhouses part of Mayfield I would have to get 2 buses to any station which is ridiculous for a 2.5 mile journey so taking the car to the station is the only option. More direct bus routes or a cheap sprinter bus to serve the station should be looked at. By the time you pay for 2 bus journeys then the train fare x 2adults and 2 kids it's cheaper taking the car!	Living in Lasswade it can take as long to get to nearest station as travelling on train

Table 10 Suggestions for increasing active travel and bus travel - Newtongrange station

Gorebridge Railway Station

A real improvement in access to both our Capital City and the beautiful Scottish Borders.	No suitable connection from Carrington
No suitable connection from Middleton	No connection from Innerleithen
No suitable connection from Newlandrig	Better places bus stops at station
Pathway from train station to street closed, it should be reopened as people now have to make a detour, hard for elderly people (x10)	Better rural bus links between A7 – A68
Better signage to the station	path from Gorebridge main street needs to be improved
Lower bus fares	More Bicycle space on the trains
There should be a toilet, bin and cafe at station (building located near the station is suggested) (x5)	shelter at station floods, no buses attend station and stops are fare distance away from station. sharp incline and decline to walk to station.
"Better signage to indicate where stations are, eg Gorebridge and Eskbank stations. Signage to indicate footpath from Lady Brae to Gorebridge station."	Open a walk link from the main road the loop round and in the car park adds time and distance for those coming from the high street
When you exit Gorebridge Station by the steps and have to cross the road (Lady Brae), the visibility of traffic coming around the bend is very poor. I worry that there will be an accident soon.	Great railway, great stations but more carriages and bike space needed. More rural cycle lanes to stop bike deaths and encourage cycling.
As I have a disabled daughter in a wheelchair I find it difficult holding her back when walking to Gorebridge station down the steep hill and I currently have to ask someone to collect us from the station as there is no way that I can manage pushing my daughter up the steep hill to Gorebridge main Street. My suggestion would be that the no.39 bus serves Gorebridge station as I could get this bus from the end of my street and back home again. I believe more people would use both this bus service and the borders railway if this were to happen.	I suggest that the No.39 bus slightly change it's route so that it can serve Gorebridge Train Station to enable disabled and elderly to use this service as many people struggle to walk up to Gorebridge Main Street from the station as the hill is very steep.
Gorebridge station- walking from direction Gorebridge main street . You have to walk past the gap in the wall (which has been planted behind) to	A crossing on lady brae in girebrudgescould be considered as people are crossing the road on a blind corner when coming out

the bottom of the hill then come back up the hill to access the station , would it not be more convenient to open the gap and make pedestrian access easier	of the station at the church gates.
The walk from newton village to shawfair station is not suitable for kids or lone women on the dark night/mornings..lack of light, high bushes ,dark alleys etc.would not let my wife or kids use it during darkness..	better help for wheelchair users at the unmanned stations, and with lack of carriages the wheelchairs end up busy with people, buggys and cases, people aren't keen to move and no one there to assist
Think better transport links from Eskbank would be beneficial e.g. into Dalkeith Centre	see above earlier x62 service towards Galashiels from Clovenfords
I would also suggest more carriages on the train. On the times I have been it has been busy and there are usually only 2 carriages going into Edinburgh	Please, please re-open the pedestrian access!!! It would surely encourage more people to walk, as it is a much flatter and safer route to the platform.
It currently cost me less than £4 to use my car to travel to work (not counting the convenience of being able to travel when I need to) taking 30 mins, whereas using the train/tram costs £12 and takes just over an hour. I'd use the train more if the overall cost was closer to that of private travel. (Note: I've not included car ownership in the costs, as I need a car for other social domestic trips outside of work, where public transport is not viable)	"The original Gorebridge station had a pedestrian entrance which is now fenced off and blocked by the shrubbery at the edge of the new carpark. Coming from the village you now have to walk past it, down the steep hill and up again along with the cars. And old folks and the rest have to negotiate steep icy pavements to 'travel actively' to the station!
It could have been made into an entrance at almost no extra cost at construction time, with maybe the loss of 1 parking space. As it is I've never seen the carpark full. This should have been a no-brainer, and now will cost several thousand pounds to put right I'd imagine."	There is an part of car park in Gorebridge that could be opened to access the station faster
I think as long as we maintain our paths then most people will walk to the train station, then add cycle lanes or routes and cycle lockers	really enjoying the new railway link, sometimes very busy on the train though, and had to stand a few times!
There is no path on one side of lady brae and to see if the road is clear when leaving the station you have to step onto the road. Improve pedestrian safety	Penicuik needs a bus service that is faster than driving to get to edinburgh. Not happy to leave work at 4 and get home between 5:30-6pm when can get home at 5 with car so giving more time for childrens homework.

Table 11 Suggestions for increasing active travel and bus travel - Gorebridge station

Shawfair Railway Station

Better connection to Millerhill	Bus service 328 to Musselburgh discontinued
Footpaths/cycle paths are dark during the mornings/evenings	Hard for elderly people to travel to the station
No pathway from Millerhill	Railway station too remote, far from Danderhall
Kelda Group are opening a new waste treatment plant. Access way to field opposite (perpendicular) to railway station is closed. People will work there for 20+ years. If pathway is closed they will not use the railway station and will use the car to drive all the way around to Fort Kinnaird in order to access the site.	Public footpath through Harelaw Hamlet to Shawfair. More lighting and get rid of bushes etc which people could jump out from. Try and walk this route from Newton village after dark it's terrifying. Plus more and more gypsy caravans hanging around so don't feel safe at all.
Only one ticket machine and two platforms. If you want to buy a ticket you have to go all the way across the pedestrian bridge over the railway.	Cycle lockers at station needed, as station is remote and bikes left at stands can be easily stolen
Too remote, will continue using car until a direct bus route is in place	More direct access from western part of station
Accessibility – there should be another road coming from the SE	Cycle routes actually to the stations to avoid town centre and traffic.
Shawfair station is becoming an increasingly valued asset to the community for both people that have the time to use different modes of transport to get there from Dalkeith and for those who have less time and need to drive themselves and / or family there	Regular commute is Musselburgh to Dalkeith - drive to Sheriffhall P+R then bus into Dalkeith Occasional need for meetings elsewhere in Scotland - for most Edinburgh venues, bus is best, but beyond Edinburgh, drive to a station and take train to Waverley to connect to train to Glasgow, Dundee etc. Used to use Newcraighall Station, but now switched to Shawfair [easier access to platform than at Newcraighall].
Although this is not without hazard lack of lighting from village to Shawfair. Travelling people camped within in walk. Poor lighting	More lighting and no gypsies staying in residence for safety and reassurance

Table 12 Suggestions for increasing active travel and bus travel - Shawfair station

‘Other’ answers regarding main modes of transport used before the implementation of the Borders Railway (comments from online questionnaire, quoted in their original form)

A member of family drove me
Car to Danderhall – park and then catch bus
train

Table 13 'Other' modes of transport results

‘Other’ answers regarding main purpose of trips (comments from online questionnaire, quoted in their original form)

Car being serviced near Tweedbank	Visiting relatives
City centre visits	Voluntary work
Visiting relatives	N/A
Not used yet	Connecting to other trains at Waverley
Visiting family in the Borders	Only used train when going to Edinburgh
family	Visiting friends
Connecting with family	

Table 14 'Other' purposes for trips

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