

Community Council Survey

Introduction

Stantec UK Ltd has been appointed by Strathclyde Partnership for Transport (SPT) to undertake a transport appraisal for rural, remote and island areas in the SPT region and develop an action plan. The study seeks to examine the transport needs of the SPT region's rural, remote and island communities, appraise a range of options to improve transport in these areas and develop an action plan to take forward recommended options.

By completing this survey, you will improve our understanding of the transport access needs of your community, any problems with the transport services provided in your community, and any opportunities for new or improved transport services in your community.

Your input will help us develop the Case for Change and the Rural Transport Action Plan for rural, remote and island communities.

About Your Community

In this section we are keen to learn more about the transport challenges your community faces and the destinations your residents travel to for a range of purposes.

1

What community do you represent? *

Kilmaronock

2

What are the key social, economic and / or environmental challenges faced by your community? *

We are a rural community yet within reach of Glasgow & Stirling. The community is dispersed across a large area along small roads away from the main village centre and main road. There is an ageing demographic reducing transport options. Main environmental issues are flooding of access roads and event the main road at times.

3

Could you identify the essential locations and services to which individuals in your community frequently commute for their **professional** or **employment** needs? *

Glasgow, Stirling plus more locally Balfron, Helensburgh and Dumbarton.

4

Where are the primary locations and services that individuals in your community frequently visit for **educational** or **training** purposes? *

Primary schooling is available in Gartocharn but secondary is in Balfron, Vale of Leven and Helensburgh. Tertiary education is available in Clydebank, Glasgow and Stirling.

5

Where are the main locations and services that individuals in your community frequently visit for their **shopping** needs? *

There is one shop in Gartocharn, supermarkets are in Dumbarton & Helensburgh. Retail parks are further afield such as Glasgow, Stirling, Braehead and Drumchapel. Vale of Leven has butchers and fishmongers as well as smaller supermarkets.

6

Where are the essential locations and services that individuals in your community frequently access for their **healthcare** needs? *

There is no healthcare in Gartocharn. Dentists are at Drymen, Alexandria or further afield. GP's are in Alexandria where there is a hospital with limited departments and a health centre. A&E facilities are unbelievably the other side of Paisley. Other health appointments are typically at Gartnavel, Glasgow or QEUH at Govan or even further away from Greenock to Stobhill near



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Where are the essential locations and services that individuals in your community frequently access for their **socialising** needs? *

There is a community hall in Gartocharn with limited offerings. Drymen & Balloch are

8

Where are other key destinations and services that people in your community need or want to travel regularly for **other purposes?** *

Glasgow and Edinburgh airports.

Transport Issues within your Community

In this section we want to gather your views on each of the transport options available to you in your community at present.

9

Does your community have a **local bus service(s)**? *

*This **does not** include SPT MyBus, a separate question will follow on MyBus.*

Yes

No

10

What are the primary transport problems faced by individuals in your community who wish to travel to the locations mentioned in the previous section, using the local bus service(s)? *

Ability to go where people want to go

Lack of services at the times or days people need to travel

Reliability (cancellations)

Punctuality (buses running on time)

Costs / Ticketing

Information (timetables / fares)

Directness of services

Vehicle quality

Access / Quality of bus stop

Integration with other modes (for example rail)

Ability to undertake a return trip

No problems - generally works well

Distance to bus stop for most households and lack of safe walkways to access bus stops.

11

Can you provide any specific examples of the problems selected above? *

The bus does not connect well with the train in Balloch.
Frequency at prime commuter times - long waits at bus stop with no shelter from the elements.
There are a number of changes required to get to most destinations e.g. QEUH or New Stobhill Hospital. Journey planning difficult for those without internet expertise.
The side roads are single lane with no footways which discourage walking and



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Does your community have a **Community Transport** service? *

Yes

No

13

Is your community served by an **SPT MyBus** or **MyBus Rural** service? *

Yes

No

14

Do members of your community often **share car journeys in an informal way?** *

For example, managed between residents.

Yes

No

15

Does your community have a **formal journey sharing scheme?** *

For example, using a platform / product to manage the scheme.

Yes

No

16

Does your community have a **Car Club / Car Share scheme?** *

Yes

No

17

Does your community have a **taxi service?** *

Either within your community or served by a taxi service close by.

Yes

No

18

Can you provide the name and contact details of the company? *

<https://www.wrighttaxi.co.uk/> or <https://toataxislimited.co.uk/> are probably the most used.

19

What are the primary transport problems faced by individuals in your community who wish to travel to the locations mentioned in the previous section, using a taxi? *

- Ease of Booking Process
- Availability of taxis when needed
- Cost
- Ease of Paying
- Reliability
- Vehicle quality
- Accessibility of vehicles (wheelchair / prams etc)
- Integration with other transport options
- No problems - generally works well

Other

20

Can you provide specific examples of these problems? *

Being remote the cost is considerable to those needing frequent use.

21

Does your community have a **railway station**? *

Yes

No

22

Is your community served by another **transport option** not covered above? *

For example ferry, cycle hire etc

Yes

No

Future of Transport within your Community

In this final section of the survey, we want to understand your views on what is working well in your community and your ideas on ways to improve your community's access to transport

and services.

23

What is working well in your community in terms of transport services / provision? *

There is a regular bus of adequate capacity that goes to Balloch.

24

What ideas do you have that would help members of your community in accessing key destinations and services? *

This could include ideas about improving transport provision/services, ideas about the availability of public services, or any other topics that are relevant to your community.

A sheltered bus stop to cater for long waits in poor weather.
Wider range of destinations served by buses without too many changes / further waits while changing.
Simple universal fare system e.g. day ticket without complicated zonal boundaries.
A local subsidised 'community' transport option to ferry people to and from the main road bus stops to the more distant back roads.
Better coordination with the trains in Balloch (especially incoming trains).

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Do you have any other comments you would like to add? *

Rural buses should have space for bicycles or secure storage for bicycles to be left at key bus stops.
Kilmaronock Community Council are keen to discuss any or all of the issues raised (secretary@kilmaronockcc.org)





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